



# 和諧之家

## Harmony House

2011 - 2012 年報 Annual Report 2011-2012



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## 我們的信念 Our Belief



- 我們相信每個人的權利和尊嚴均受到尊重，並享有不受暴力、虐待及壓迫的權利，人權不論在社會或家庭裡均應受到尊重。
- 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作為控制家庭成員的方法。
- 我們致力幫助家庭暴力的受害者重拾應有的生活尊嚴。
- We believe that all human beings have 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 our society.
- We believe equality and mutual respect are fundamental principles for a healthy and harmonious family.
- We strongly oppose the use of violence as a means of control.
- We are dedicated in helping victims of domestic violence to assume dignity over their own lives.

## 我們的遠象 Our Vision



- 一個建基於和諧、關懷、互相尊重的社群。
- 一個零容忍家庭暴力的社會。
- 一個能培育各階層人士回饋社會的環境。
- A harmonious and stable community built on sound family values of harmony, care, mutual respect and responsibility.
- A community for “Zero Tolerance to Domestic Violence”.
- A community that can protect the abused and provide an environment that nurtures emotionally strong individuals who can contribute to society.

## 我們的使命 Our Mission



- 以多元化手法，針對家庭暴力問題，致力提供以家庭為本的預防及治療性服務，推廣和諧及健康的家庭關係。
- 透過輔導及危機介入，主動接觸及關懷有需要的家庭。
- 透過社區教育，令公眾人士改變對家庭暴力的錯誤觀念與態度，增進處理家庭暴力的正確知識與技巧。
- To promote harmonious and healthy relationships in families by providing a comprehensive range of preventive and therapeutic services.
- To contact and reach out to families in need through counseling and crisis intervention.
- To change attitudes, and impart knowledge and skills through community education.

## 我們的目標 Our Goals

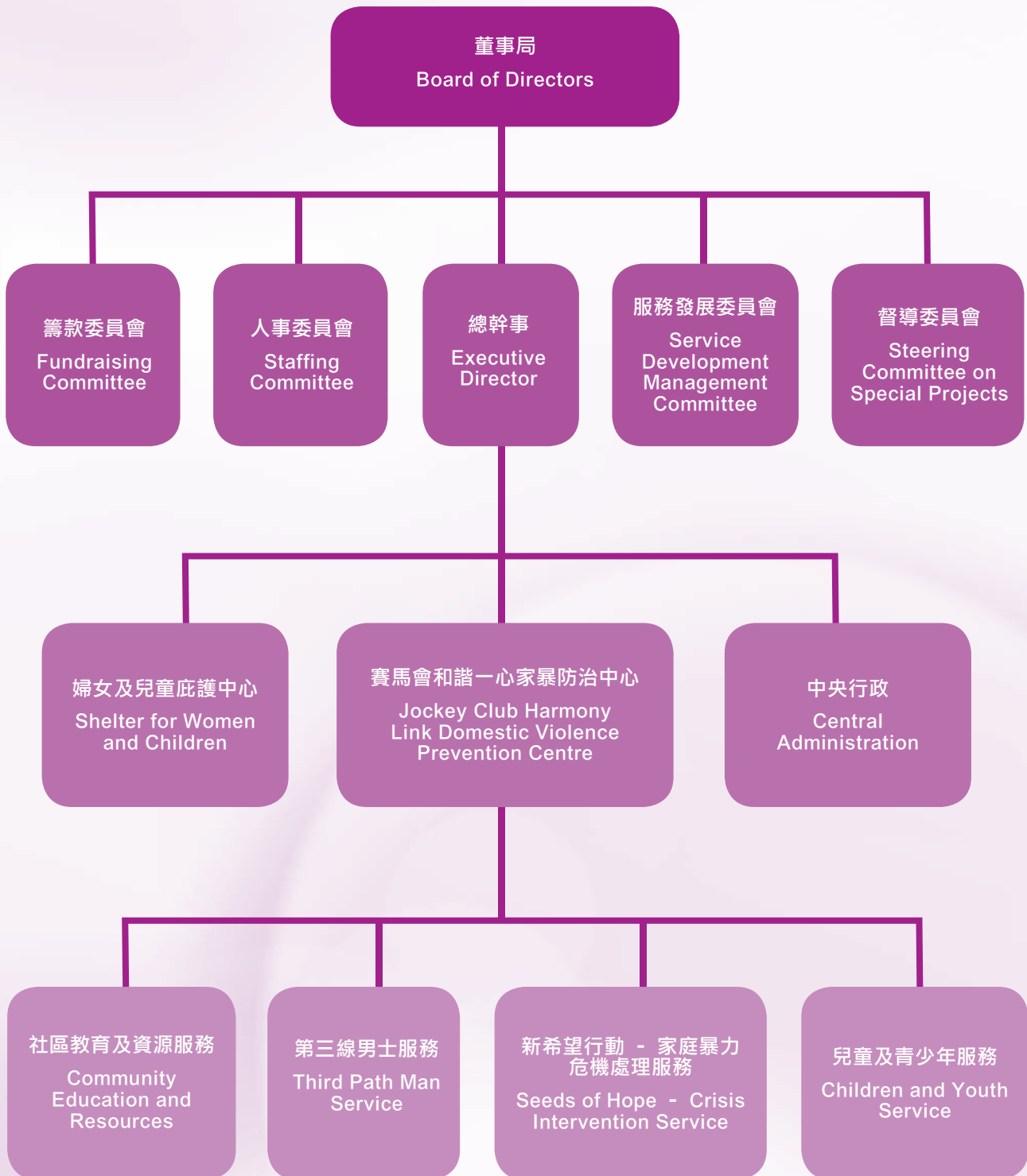


- 為家庭暴力影響的婦女及兒童提供保護及關懷，協助他們建立個人的自尊及自信。
- 為施虐者提供輔導及指引，以終止家庭暴力循環，消除家庭暴力所帶來的禍害。
- 為社區人士及有關團體提供公眾教育，以協助推動建立和諧家庭。
- To protect and empower women and children who are victims of domestic violence.
- To counsel and give guidance to batterers in order to stop the cycle of violence.
- To provide education to the community at large as well as specific target groups in order to promote family harmony.



# 組織架構

## Organization Structure





## 董事局委員 Board of Directors 2011-2012

主席	: 黃慶春法官	Chairperson	: Judge Wong Hing Chun
副主席	: 楊陳素端博士	Vice-chairperson	: Dr. Caroline S. T. Yeung
司庫	: 顧區焯明女士	Treasurer	: Mrs. Anna C. M. Koo
委員	: 唐御翎女士	Executive Members	: Mrs. Grace M. Atkinson
	甘澤華醫生		Dr. Chak Wah Kam
	吳敏倫教授		Prof. Emil M. L. Ng
	劉余寶堃女士		Mrs. Po Kwan Lau
	禰桂芬醫生		Dr. Kwai Fun Huen
	梁匡舜先生		Mr. Alexander H. S. Leung
	秦安琪博士		Dr. Angela O. K. Tsun
總幹事	: 陶后華女士	Executive Director	: Ms. Queenie H. W. Tao
公司秘書	: McCabe Secretarial Services Limited	Company Secretary	: McCabe Secretarial Services Limited

## 籌款委員會 Fund Raising Committee 2011-2012

主席	: 唐御翎女士	Chairperson	: Mrs. Grace M. Atkinson
委員	: 顧區焯明女士	Members	: Mrs. Anna C. M. Koo
	黃慶春法官		Judge Wong Hing Chun
職員	: 陶后華女士	Staff	: Ms. Queenie H. W. Tao

## 服務發展委員會 Service Development Management Committee 2011-2012

主席	: 陳沃聰教授	Chairperson	: Prof. Yuk Chung Chan
小組成員	: 劉余寶堃女士	Members	: Mrs. Po Kwan Lau
	林靜雯教授		Prof. Ching Man Lam
	梁淑雯博士		Dr. Grace S. M. Leung
	陳德茂博士		Dr. Simon T. M. Chan
職員	: 陶后華女士	Staff	: Ms. Queenie H. W. Tao
	吳嘉寶小姐		Ms. Nicole K.P. Wu
	王春苗小姐		Ms. Anne C. M. Wong
	周子琪小姐		Ms. Katy T. K. Chow
	曾偉洪先生		Mr. Wallace W. H. Tsang

## 人事委員會 Staffing Committee 2011-2012

主席	: 顧區焯明女士	Chairperson	: Mrs. Anna C. M. Koo
委員	: 楊陳素端博士	Members	: Dr. Caroline S. T. Yeung
	唐御翎女士		Mrs. Grace M. Atkinson
職員	: 陶后華女士	Staff	: Ms. Queenie H. W. Tao

## 督導委員會 Steering Committee on Special Project 2011-2012

主席	: 黃慶春法官	Chairperson	: Judge Wong Hing Chun
委員	: 楊陳素端博士	Members	: Dr. Caroline S. T. Yeung
	顧區焯明女士		Mrs. Anna C. M. Koo
	劉余寶堃女士		Mrs. Po Kwan Lau
	唐御翎女士		Mrs. Grace M. Atkinson
	禰桂芬醫生		Dr. Kwai Fun Huen
職員	: 陶后華女士	Staff	: Ms. Queenie H. W. Tao



## 職員名單 Staff List 2011-2012

總幹事：陶后華

Executive Director : Queenie H.W. Tao

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

署理主管	: 吳嘉寶	Acting Supervisor	: Nicole K.P. Wu
社會工作員	: 陳少梅 王貴寶 陳敏兒 陳敏琪	Social Worker	: Kathy S.M. Chan Pearl K.P. Wong Mandy M.Y. Chan Monki M.K. Chan
園藝治療項目經理	: 李秀珍	Horticulture Therapy Project Manager	: Jade S.C. Lee
家庭支援工作員	: 朱素馨 劉家寶 齊雲雲 馬雪盈 何汝瑛 陳智健	Family Support Worker	: Phyllis S.H. Chu Betty K.P. Lau Catherine W.W. Chai Natalie S.Y. Ma Cathyn Y.Y. Ho Chi Kin Chan
兼職文員助理	: 潘小珊	Part-time Clerical Assistant	: Siu Shan Pun
職工	: 鄭儀容 李詠琪 曾麗嫦 麥慧心 周見蘭	Workman II	: Yee Yung Kwong Wing Kei Lee Lai Seung Tsang Wai Sum Mak Kin Lan Chow
兼職園丁	: 黃玉薇	Part-time Gardener	: Yuk Mei Wong

## 賽馬會和諧一心家暴防治中心 Jockey Club Harmony Link Domestic Violence Prevention Centre

## 中央行政 Central Administration

會計 / 行政主任	: 柳少君	Account/Admin. Officer	: Polly S.K. Lau
助理會計 / 行政主任	: 楊詩藍	Assistant Account/ Admin. Officer	: Emily S.N. Yeung
行政助理	: 蔡文麗	Admin. Assistant	: Christine M.L. Choi
助理會計	: 林詩韻	Assistant Accountant	: Candy S.W. Lam
資訊科技技術員 / 活動助理	: 馬曙文	IT Technician/Program Assistant	: Eric C.M. Ma
職工	: 楊建珍	Workman II	: Jennifer K.C. Yeung

## 社區教育及資源服務 Community Education and Resource Service

主管	: 王春苗	Supervisor	: Anne C.M. Wong
社區教育工作員	: 陳潔雯 陳慧鳳 周敏婷	Community Education Officer	: Toby K.M. Chan Zoe W.F. Chan Mandy M.T. Chau

## 心蓮心親親媽媽計劃 Parenting Empowerment through Women Helping Women Project

社會工作員	: 李可欣	Social Worker	: Kat H.Y. Li
活動助理	: 陳淑敏	Program Assistant	: Cymie S.M. Chan

## 好媽媽社區互聯網計劃 Better Mom Neighborhood Network Project

社會工作員	: 周雪芳 胡惠芳 陳穎琪	Social Worker	: Jo S.F. Chow Ruby W.F. Wu Phoneix W.K. Chan
兼職文員 / 活動助理	: 鄧婉鳴	Part-time Clerical/Prog. Assistant	: Jacqueline U.M. Tang

## 第三線男士服務 Third Path Man Service

主管	: 曾偉洪	Supervisor	: Wallace W.H. Tsang
社會工作員	: 馬嘉雯	Social Worker	: Carin K.M. Man

## 新希望行動 家庭暴力危機處理服務 Seeds of Hope - Crisis Intervention Service

主管	: 曾偉洪	Supervisor	: Wallace W.H. Tsang
社會工作員	: 胡綺玲 湯瑞興 譚淑儀	Social Worker	: Elaine Y.L. Woo Paul S.H. Tong Kennes S.Y. Tam

## 伊人一心家暴預防計劃 Nurturing Heart Domestic Violence Prevention Project

計劃經理	: 譚愛珠	Project Manager	: Noel O.C. Tam
社會工作員	: 黃健嫻	Social Worker	: Wendy K. H. Wong

## 兒童及青少年服務 Children and Youth Service

主管	: 周子琪	Supervisor	: Katy T. K. Chow
社會工作員	: 林嘉燕 李翠盈 江惠珊	Social Worker	: Cathy K.Y. Lam Fanny C.I. Lei Alice W.S. Kong
計劃主任	: 李小娟	Project Leader	: Karina S.K. Lee
項目主任	: 周貝如	Project Officer	: Janice P.Y. Chow
助理項目主任	: 易嘉茵	Assistant Project Officer	: Yan K.Y. Yick
司機 / 活動助理	: 李志偉	Driver/Prog. Assistant	: Marco C.W. Li



# 主席的話

## Chairperson's Remarks

家庭暴力並非個人問題，它是關乎整個社會的問題。隨著香港人口的增長、社會和經濟的急促變化，家庭結構面對很大的改變，家庭悲劇的成因亦日趨複雜。作為提供一站式家庭暴力防治服務的先導者，需無懼困難挑戰，藉著多年累積的經驗及洞察力，努力為有需要的一群提供適切的服務。

我們位於葵青區的『和諧徑』中心在 2011 年 6 月成立，為目睹家庭暴力的兒童及青少年提供多元化的外展服務，致力於及早辨識受家暴影響家庭並提供支援、和推行社區及家長教育。和諧徑的建立是得到匯豐銀行慈善基金及攜手扶弱基金贊助，它見證了非政府機構、商界及政府共同投入資源，同心協力為預防及打擊家庭暴力的成功。

受家庭暴力影響的家庭成員，無論受害者或施虐者，也是我們的服務對象。我們深信透過同工們專業介入及支援，定可讓他們自強不息地生活下去，肯定自我價值，我們鼓勵他們積極參與有意義的工作，催化他們建立互信互助的鄰舍網絡，提昇社區生活。

預防勝於治療。家庭教育工作，重建家庭價值、鞏固家庭功能、及早為身處危機的家庭提供一系列預防、支援和治療性服務，亦是和諧之家的工作目標。我們將持續透過全港性和地區的宣傳活動，散播和諧家庭的訊息，宣揚建立互相尊重關係的重要，提高大眾對家庭暴力的認知及預防家暴的意識，鼓勵有需要人士及早求助，擬避免悲劇發生。

我們亦繼續肩負著倡議政策的重任，積極回應政府政策局或部門有關家暴及家庭的政策、法例和措施，務求為服務使用者得到最大的裨益。

預防及消除家庭暴力是一項既艱巨且漫長的工作，將來仍充滿挑戰。我們需倚賴同工、委員會成員、義工、合作伙伴、贊助者及社會各界人士的支持，同心同行，繼續並肩實踐「零容忍家庭暴力」的信念，締造和諧社會！

It has long been recognized that domestic violence is not a problem of the individual. With the increase of population, social changes and economic growth, multi-cultural habits brought in by new immigrants, the traditional Hong Kong family structure has gradually changed. The cause of family tragedies is far more complex than before. As an agency specialising in the treatment and prevention of domestic violence, we embraced the challenges armed with a determination supported by experience accumulated over 26 years. We will continue our endeavours to bring the best services to the public.

Our new initiative, the Harmony Lane Centre in Kwai Tsing was opened in June 2011. It offers diversified outreach services to child and youth witnesses of domestic violence, providing early domestic violence identification and intervention as well as community and parental education. This collaboration between Harmony House, The Hongkong Bank Foundation and the Partnership Fund is a successful example of the concerted efforts of the NGO, the business sector and the government.

We serve all members of the family affected by domestic violence, be it the abused or the abuser. We seek to empower our service recipients and to develop their self-confidence through professional intervention and peer support. Our service users are motivated to actively establish mutual trust and support networks for an active and meaningful life in the community.

Prevention is better than cure. We offer a wide range of family educational and remedial programs for the rebuilding of family values, enhancing family functions as well as identifying family crisis. Harmony House will continue its public education programs to raise public awareness of the impact of domestic violence, and assist families to build harmonious relationships with mutual respect for each other and encourage those at risk to seek early intervention.

We have adopted a spearhead role in the advocacy for changes in policy and legislation, promotion of new initiatives in the area of domestic violence and family harmony, it is our mission to those who are affected by domestic violence.

The work in the prevention and combat of domestic violence is a long, arduous process, without the support of our partners, sponsors and donors, staff and colleagues, board members and volunteers, we will not be able to achieve "Zero Tolerance to Domestic Violence" and our vision of a harmonious society. We hope you will join us in our work.



# 總幹事報告

## Executive Director's Report

在過去一年間，和諧之家繼續在香港社會上致力防治家暴的工作，為受家庭暴力影響的人士提供適切的服務，並因應社會急促變遷而迅速地作出回應，創立數個嶄新的服務計劃，務求更優化本會防治家暴的服務。

承蒙匯豐銀行慈善基金及社會福利署的攜手扶弱基金贊助，位於葵青石籬邨，專為目睹家庭暴力的兒童及青少年而設的「和諧徑」中心於去年6月正式投入服務。「和諧徑」中心提供輔導、親職教育，及社區教育活動，其多元化社區為本的服務為更多受家暴影響的家庭提供一個安全而適合兒童成長的環境。由2011年6月至2012年3月，「和諧徑」中心的到訪人次已經累積至1,762；另外，我們亦為1,442位父母及兒童提供個案輔導、治療小組，以及教育活動。

與此同時，我們於去年7月開展了一項「伊人一心家暴預防計劃」，幫助女性施虐者、男性受虐者，及其子女。此項服務在非政府機構中屬首創。計劃不單協助施虐者停止暴力的行為，更深入了解女性傷害別人或自己的心態、動機及背景，從而提供適當的評估及「針對性別特質」的介入。在此，我們再衷心感謝匯豐銀行慈善基金透過香港公益金捐款資助此項嶄新服務。

預防家暴工作方面，我們亦發展了兩個親職教育項目 - 「好媽媽社區互聯網」及「心蓮心親親媽媽」。「心蓮心親親媽媽計劃」是由心蓮心慈善組織贊助，透過社區網絡及互助小組，服務弱勢社群，包括受家庭暴力影響的婦女、單身母親、低收入家庭以及新移民，使她們可以分享生活上的苦與樂及資訊，互相支持，以達致自強自立的目標。計劃亦提供正向親職知識及技巧的訓練，以建立健康的親子關係。

另一項是由香港公益金贊助的「好媽媽社區互聯網」計劃，以鄰里為本，與媽媽們建立伙伴關係，為她們提供義工訓練及服務，成立家長互助小組，共建和諧社區。計劃亦包括為區內有需要的媽媽提供短暫的兒童照顧服務，紓緩她們的親職壓力，促進媽媽們的精神健康。

During 2011-2012, Harmony House continued to advance our agency's commitment to end domestic violence and pioneer innovative services to meet the changing needs of families affected by domestic violence in Hong Kong.

Last June, with the generous support of the Hongkong Bank Foundation and the Social Welfare Department Partnership Fund for the Disadvantaged, we opened a new centre - Harmony Lane - at Shek Lei Estate to strengthen our supportive and therapeutic services for children who have been exposed to violence at home. The Centre also offers counseling, parenting and community education programs. The diversified community-based programs serve to increase the target families' capacity in providing a safe and secure environment for the development of children. Between June 2011 and March 2012, the centre had attracted 1,762 drop-in visitors, and 1,442 parents and children benefited from our case counseling, therapeutic groups and educational programs.

At the same time, we also undertook a new major initiative to address the issue of woman using force - a subject that has raised considerable public concern over recent years. In July, we launched the Nurturing Heart Domestic Violence Prevention Project to help women who use force, male victims and their children. We go beyond just stopping their behavior, but to develop an understanding of the context and history of why women resort to aggression, in order to conduct an accurate assessment and to eventually provide gender-specific interventions. This pilot project is funded by The Community Chest through the donation of Hongkong Bank Foundation, for which we are grateful.

At the level of prevention work, two new projects focused on parenting issues have been instigated. The first is a two-year Parenting Empowerment Project funded by WomenHelpingWomen Hong Kong as their debut charity endeavor. The project is concerned with empowering low-income single mothers, woman survivors and new immigrants through social networks and mutual help, so that they can share resources, challenges, solutions, joys and fears in a supportive environment. Additionally, we provide positive parenting skills workshops to enhance their knowledge and skills in building a healthy relationship with their children.





除以上新項目以外，「和諧一心家暴預治計劃」已經完滿結束。和諧之家在該計劃中做出令人滿意的成績，於過去三年服務期間，透過綜合性多元化預防策略，成功接觸了 30,382 位社區人士。計劃完成時，我們再次獲得香港賽馬會慈善信託基金資助另一項名為「踏暴向前計劃」，以延續「和諧一心計劃」的核心服務，香港賽馬會慈善信託基金的支持更加肯定了我們的服務成效。

由 The Body Shop 全力贊助的「小白兔心聲」已經踏入第五年。自 2007 年設立以來，至今已錄得 64,147 個來電。去年 8 月，我們節錄了熱線內部份兒童的心聲，編印成《兔心聲兒童熱線留言集》，讓父母、教師，以及專業人士可以分享他們的處境、心情和感受，一起反思社會如何回應他們的需要和對家庭的期望，以幫助他們健康成長。

最後，在提供核心服務方面，去年共有 477 位被虐婦女及兒童入住我們的庇護中心；24 小時婦女求助熱線，共接獲 8,380 個來電；男士熱線服務方面，也接獲 710 個來電。此外，婦女及兒童離舍後，繼續接受社工輔導及朋輩支援，讓她們重拾自信，建立有尊嚴及有意義的生活。

和諧之家在過去一年的成績，全賴一直熱心支持和諧之家工作的董事局委員、同工、義工、捐助者、合作伙伴、政府部門、以至社會各界人士的支持，在此我謹致以深切的謝意，並期望社會大眾繼續為建立和諧社會共同努力！

The second is the Better Mom Neighborhood Networking Project funded by the Community Chest, which stresses on cultivating and nurturing neighborhood support in the community. The project engages mothers as partners, trains them as volunteers and mobilizes them to support other parents in the neighborhood. The project provides respite child-care through trained volunteers to relieve stresses associated with parenting responsibilities and help promote women's mental well-being.

Apart from the above new projects, I am also pleased to report that we have completed the "Jockey Club Harmony Link Domestic Violence Prevention Center" Project with visible results. Through a multi-pronged prevention strategy on the primary, secondary and tertiary level, we successfully reached out to a total of 30,382 persons in our three years of dedicated work. Our project also ended with the encouraging news of grants from the Hong Kong Jockey Club Charities Trust, allocated to our new project "Moving Forward Against Domestic Violence Project". Our sponsor's unfailing support once again affirms the value of our work.

The Body Shop's ardent support to our Bunny Ears Children Hotline is now in its fifth year of operation. Since its inception in 2007, we have received a total of 64,147 calls. In August, we published the "Bunny hEars Voice Collections" to share with parents, teachers and helping professionals about children's own truthful account of their inner feelings and hopes for family relationships.

Last, but not the least, is the sustenance of our core services. Last year, our Shelter provided refuge to 447 abused women and their children; our 24-hour woman hotline received 8,380 calls and our man hotline 710 calls. Our aftercare services continued to empower women survivors to lead a dignified and productive life through peer group support and life-skill enhancement programs.

There is no doubt that 2011-2012 was another fruitful year for Harmony House. Here, I would like to give special thanks to our Board members, staff, volunteers, funders and donors, partner organizations and the various governmental bodies for their invaluable contribution, without which our accomplishments would not have been possible. To prepare for the challenges ahead, I sincerely look forward to your continued support and partnership to help us end domestic violence in Hong Kong.



# 婦女及兒童庇護中心

## Shelter for Women and Children

### 服務目標

1. 為受虐婦女及其子女提供安全和緊急的庇護服務
2. 為正受家庭暴力困擾之家庭提供 24 小時即時支援及轉介服務
3. 協助受虐婦女重建尊嚴及建立和諧生活
4. 協助目睹或遭受家庭暴力影響的兒童消除家暴困擾

### 服務內容

#### 1. 24 小時婦女求助熱線及跟進服務

24 小時婦女求助熱線自 1986 年設立至今，已接獲接近 15 萬個來電，為正受家庭暴力問題困擾的求助者，提供即時情緒支援及輔導。在 2011 至 2012 年度，熱線共接獲 8,380 個求助電話，當中超過一半涉及家庭暴力問題；而最後共有 369 名婦女及兒童透過熱線轉介入住庇護中心。另外，當中有 1,182 個（14.1%）午夜求助個案，可見 24 小時熱線能收即時緊急支援之效。

自 2003 年 10 月起，熱線為致電求助但未有入住庇護中心及缺乏社會服務支援的受虐婦女，提供情緒支援及輔導跟進服務。目的是協助她們建立社區支援網絡，加強她們對家庭暴力及自我保護的認知。我們去年共有 102 個新熱線跟進個案。

### Service Objectives

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

### Service Description

#### 1. 24-hour Woman Hotline and Follow-up Service

Our hotline has been providing immediate emotional support and counseling to more than 150 thousands callers since 1986. In 2011-12, 8,380 calls were received and more than half of the calls were related to domestic violence, and 1,182 calls (14.1%) were received after midnight. Arising from these calls, a total of 369 battered women and their children had been admitted to our shelter. The figures show that our hotline service plays a significant role in providing immediate protection round the clock to battered women and their children.

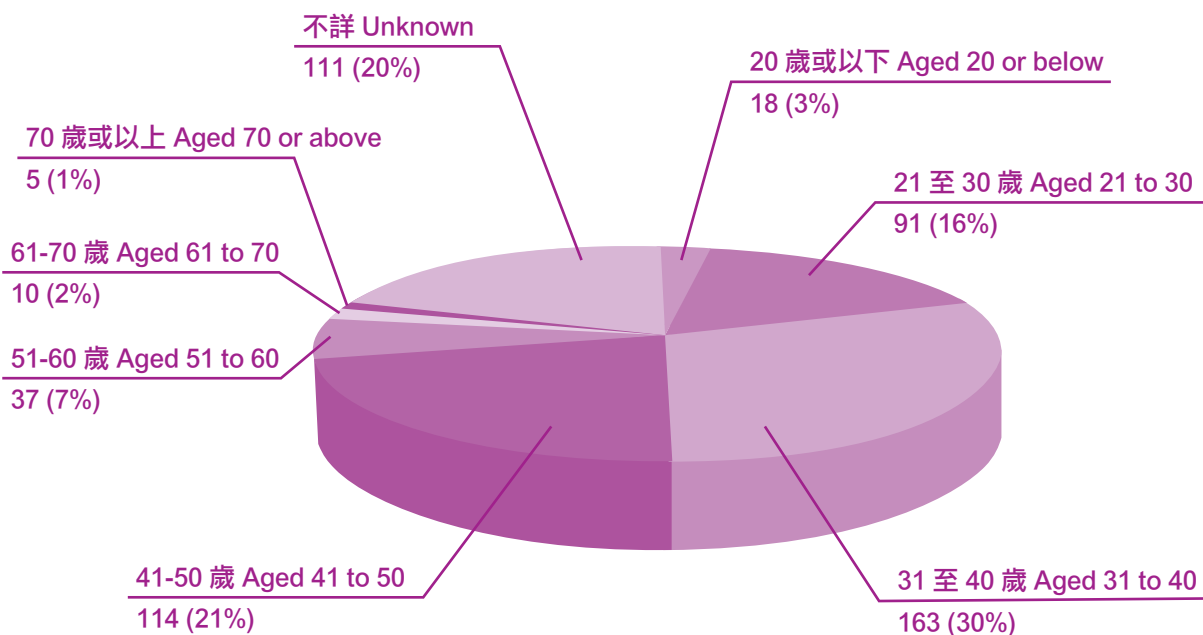
Since October 2003, our hotline has been extending its coverage to follow through those phone-in victims who are not ready to take refuge in our shelter but still in need of other supportive services. Accordingly, emotional support and psychosocial counseling will be rendered to these non-residential service users. Meanwhile, they are helped re-establish their social support networks, heighten their awareness towards domestic violence and enhance their knowledge of self-protection. There were 102 new cases being served through the hotline last year.



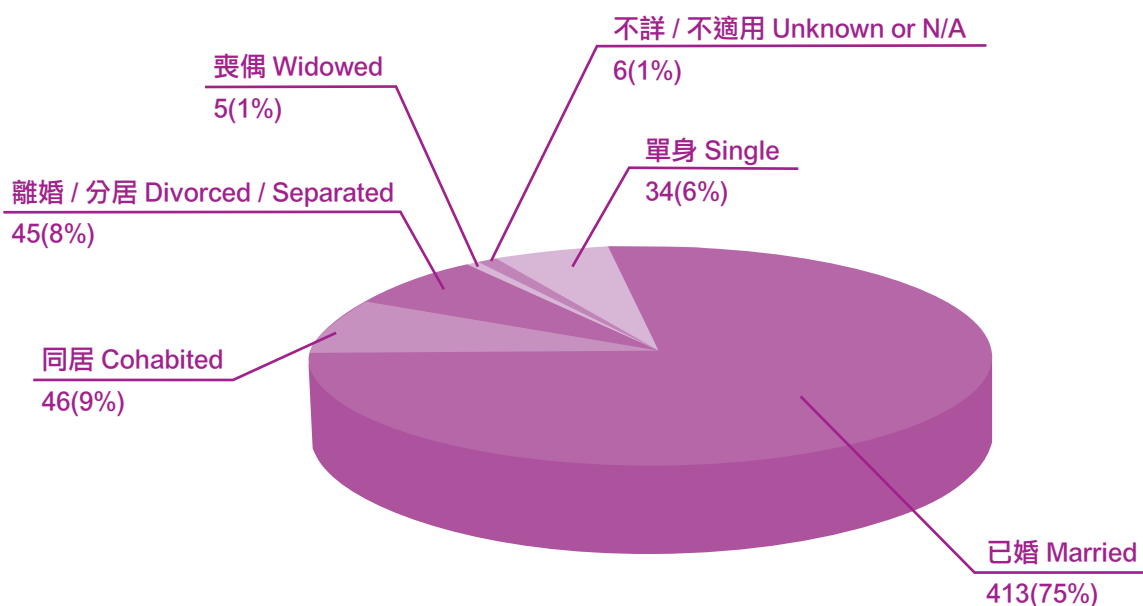
# 婦女熱線來電者資料概述 Profile of Woman Hotline Callers

統計共 549 個有關家庭暴力的熱線求助個案  
Statistics of 549 Hotline Cases of Domestic Violence

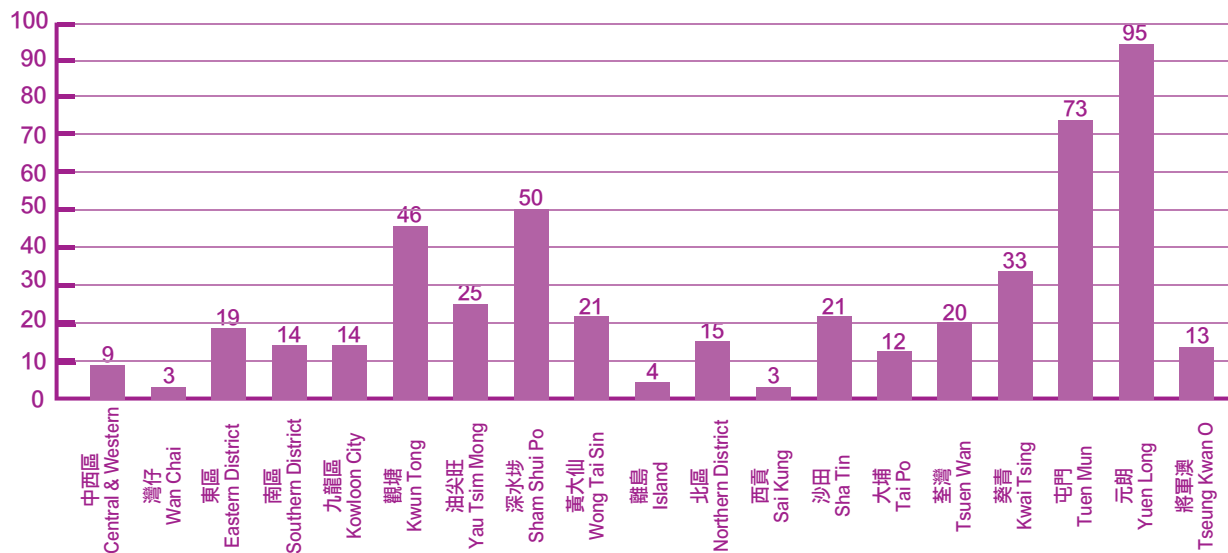
## 年齡 Age



## 婚姻狀況 Marital Status



## 居住區域 Residential District



## 2. 庇護住宿及離舍後跟進

庇護中心設有 65 個宿位，為受虐婦女及其子女提供臨時住宿服務，讓她們脫離暴力環境。在 2011-2012 年度，共有 190 名婦女及 179 名子女曾經入住，使用率經常達到 88.6%。此外，我們亦會為離舍宿友提供 3 個月的跟進服務，幫助她們提升在社區獨立生活的能力，預防家暴再次發生。

## 2. Refuge and Aftercare Follow-up Service

Our shelter provides 65 temporary accommodation places to battered women and their children. In 2011-12, a total of 190 women and 179 children were admitted. On average, the occupancy rate stands at 88.6% throughout the year.

In addition to the refuge service, a 3-month aftercare service has been provided to the discharged residents, including information on their respective community resources, counseling and preparation for a violence-free life.

離舍後跟進服務 Follow-up Service	次數 Frequency
跟進聯絡 Regular Contact	492
家訪 Home Visit	34
機構聯絡 Collateral Contact	134
轉介服務 Referral Service	15



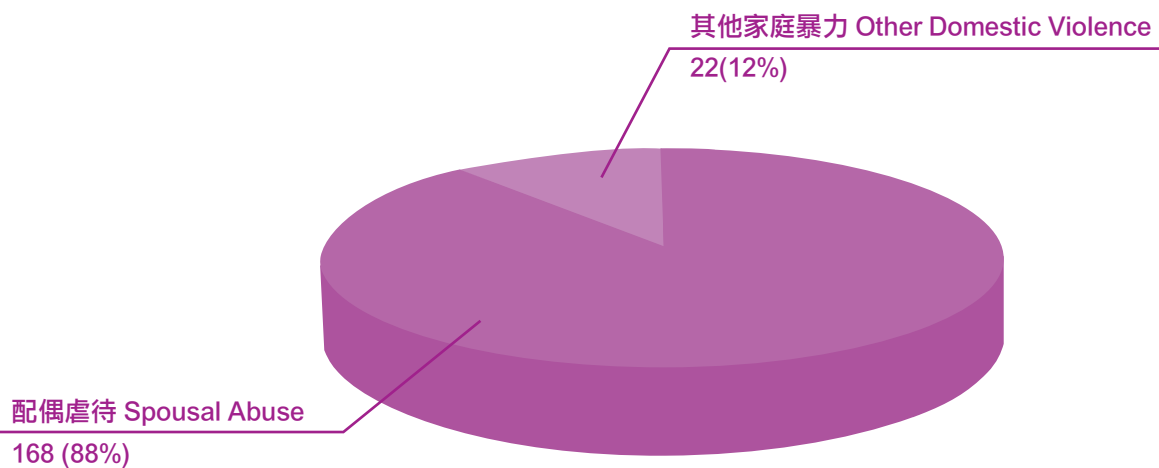
## 入住庇護中心婦女資料

### Profile of Shelter Residents – Women

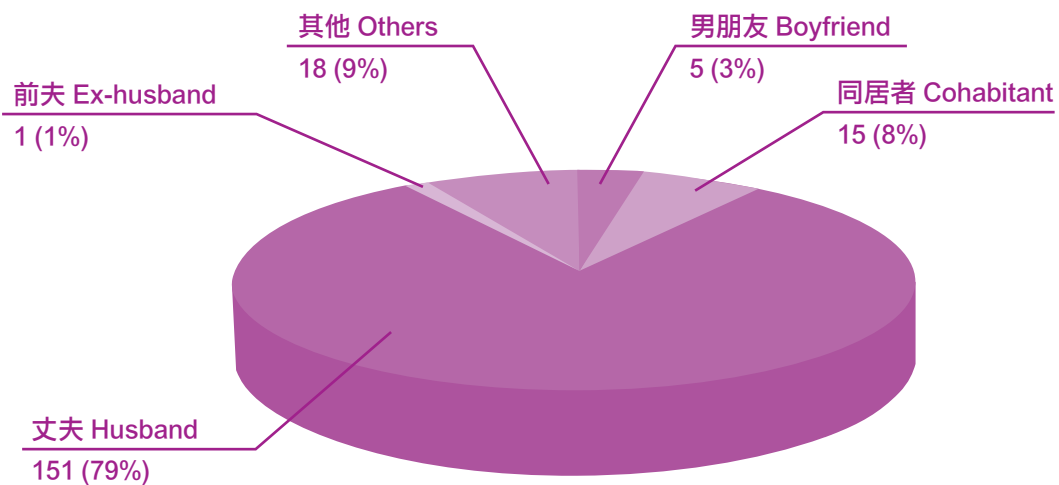
統計共 190 名入住婦女

Statistics of 190 Women Admitted to Shelter

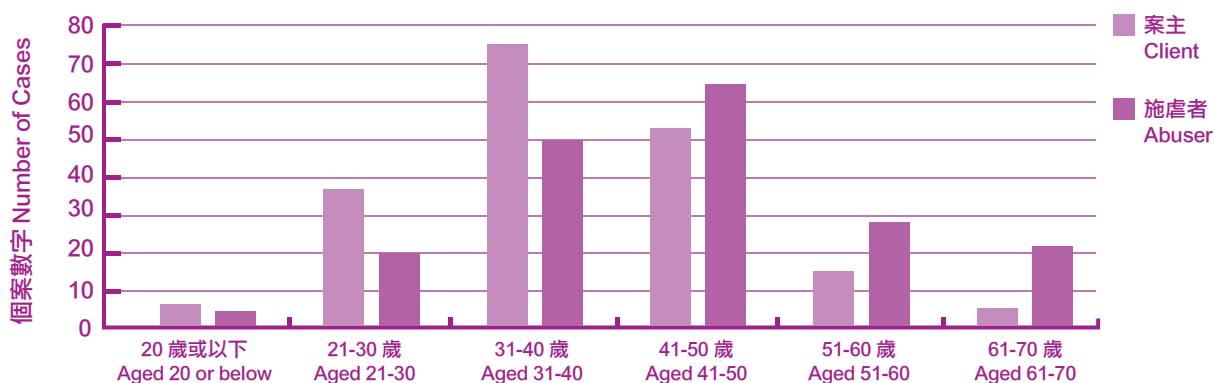
#### 個案類別 Nature of Cases



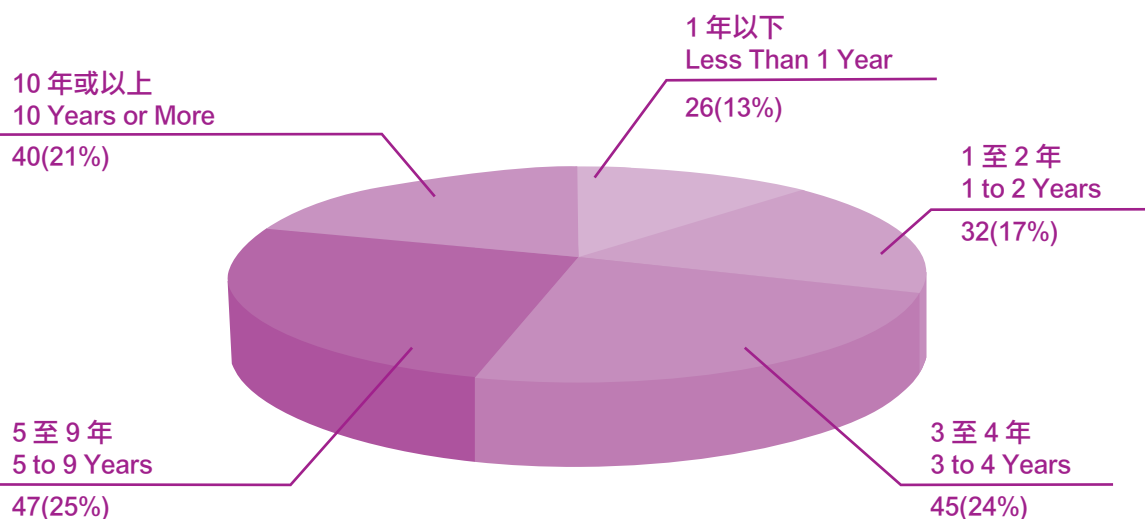
#### 與施虐者的關係 Relationship with Abusers



## 案主與施虐者的年齡 Age of Clients & Abusers



## 受虐年期 Duration of Abuse



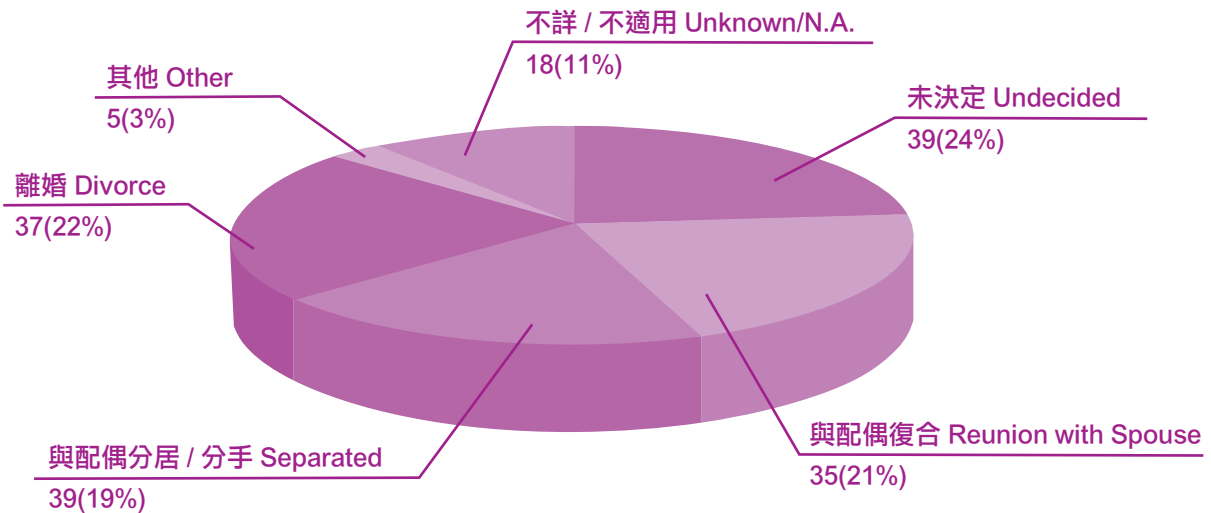
## 配偶有否虐兒 (包括身體、精神及性虐待) Did Spouse Abuse the Children (Including Physical, Psychological or Sexual Abuse)





## 離舍時的婚姻狀況 Marital Status When Leaving the Shelter

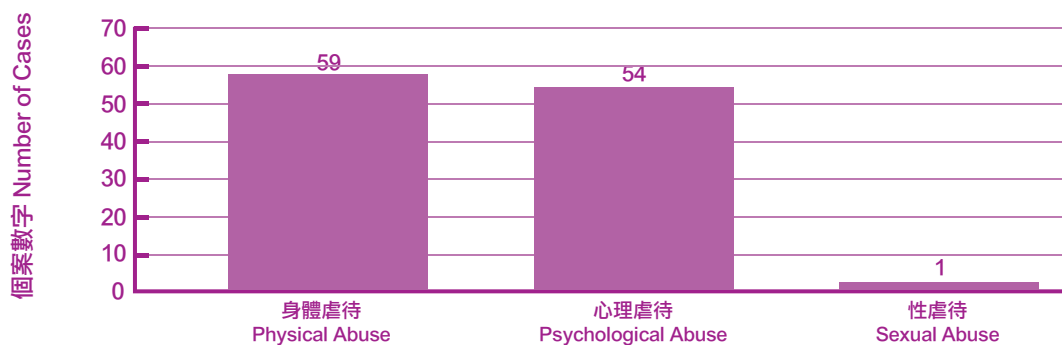
(統計共 165 個已填寫離舍問卷的配偶虐待個案資料)  
(Statistics of 165 Discharge Questionnaire Completed by Spousal Abuse Cases)



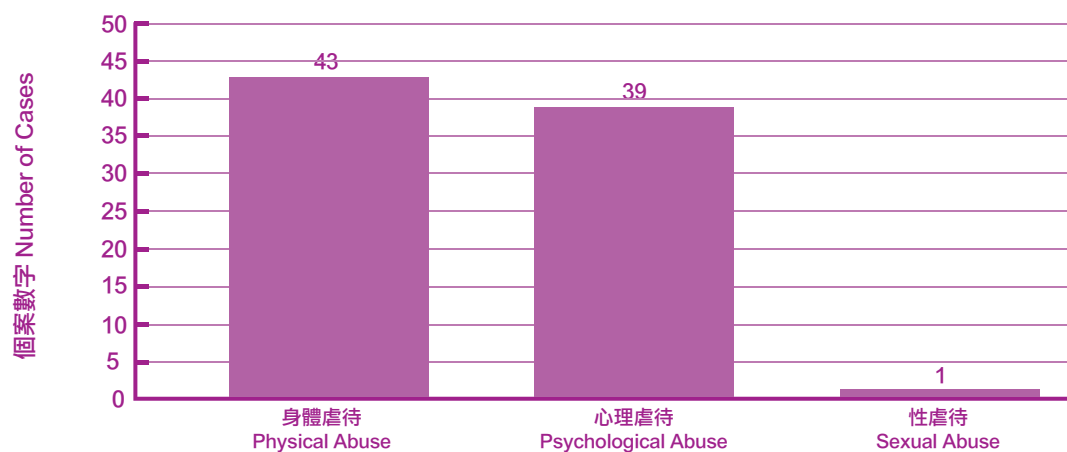
## 入住庇護中心兒童資料 Profile of Shelter Residents – Children

統計共 80 名入住兒童  
Statistics of 80 Children Admitted to Shelter

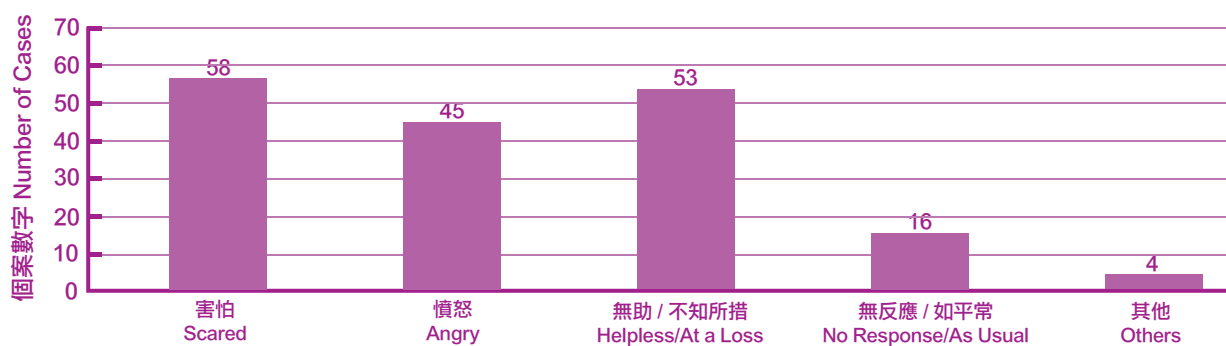
### 兒童目睹家庭暴力的總類 (可選多項) Type of Abuse Witnessed by Children (Multiple Records)



## 兒童遭受家庭暴力的總類 (可選多項) Type of Children Abuse (Multiple Records)



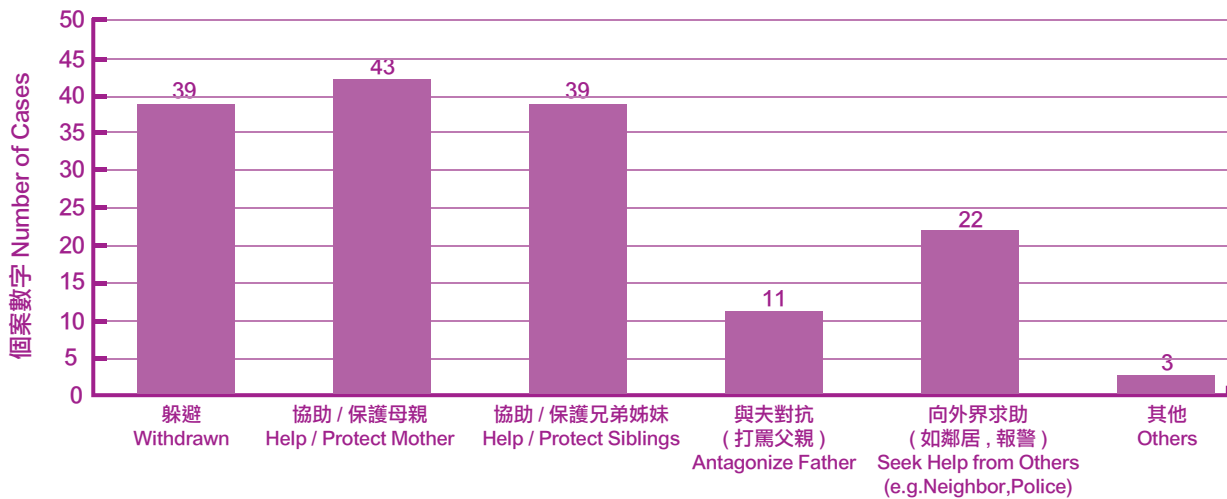
## 兒童目睹家暴後的情緒反應 (可選多項) Emotional Response of Children Witnessed Domestic Violence (Multiple Records)







### 兒童目睹家暴後的行為反應 (可選多項) Behavioral Response of Children Witnessed Domestic Violence (Multiple Records)



### 3. 個人及小組輔導

家庭暴力除了對受虐婦女及兒童帶來身體傷害外，精神和情緒方面也有負面影響。為協助他們處理創傷經驗，中心會為宿友提供個案輔導及治療小組，並為宿友轉介適切的資源及服務。

### 3. Individual & Group Counseling

The impact and ramification from domestic violence on women and children victims go beyond physical injuries. Psychological and emotional harm are also inflicted on them. To address the traumatic experience of our residents, we provided casework counseling and therapeutic groups to both women and children. Referrals were also made to other specialized services of Harmony House and relevant community resources.

### 個案輔導服務數據 Statistics of Counseling Services

服務類別 Service Type	節數 Number of Sessions
婦女個案輔導 Women Counseling	1143
兒童個案輔導 Children Counseling	48
個案轉介 Referral to Professional Service	155

### 治療小組服務數據 Statistics of Group Counseling Services

服務類別 Service Type	小組 Number of Groups	參加人次 Number of Attendance
婦女治療小組 Treatment Group for Women	13	265
兒童治療小組 Treatment Group for Children	10	200

## 4. 教育及發展活動

我們透過不同的教育及發展性活動，讓宿友增加對社會資源、人際關係及子女教育等的認識。

## 4. Developmental and Educational Programs

We conducted developmental and educational programs to enrich our clients' knowledge of community resources, interpersonal relationship and parenting skills etc.

服務類別 Service Type	節數 Number of Sessions	參加人次 Number of Attendance
婦女週會 Women House Meeting	53	1,346
兒童週會 Children House Meeting	53	918
功課輔導 Tutorial Classes for Children	133	408
教育及發展活動 Educational and Developmental Activities	20	372

## 5. 「和諧花園」園藝治療計劃

承蒙公益金撥款資助，庇護中心引入「和諧花園」一園藝治療計劃，希望為家暴受虐婦女和孩子提供一項嶄新的情緒治療模式的服務。是項先導計劃已開展了兩年，除了為宿友提供園藝治療小組輔導服務外，還利用既有自然環境，悉心設計出多項具有療愈功效的園藝景觀，例如有機耕作區、靜思園和香草園等等，讓入宿者透過園藝治療活動，情緒獲得舒緩、重建自我價值和重拾人生盼望。

## 5. Therapeutic Horticulture: "Harmony Garden"

Harmony House has been indebted to The Community Chest of Hong Kong for sponsoring the "Harmony Garden" in our shelter, a 3-year therapeutic horticultural project which aims to provide the residents with an innovative mode of service for emotive restoration. This pilot project has been launched for two years hitherto. Apart from organizing horticultural therapeutic groups, we have made use of the innate eco-nature of the garden to build therapeutic landscapes like the organic farmland, serenity garden and herbs garden etc. where horticultural activities are held to relieve the residents' emotional upheavals, re-build their self-esteem and revitalize their hopes for life.

### 園藝治療小組 / 活動服務數據

服務類別 Service Type	小組 / 活動 / 項目 Group / Activity / Project	參加 / 使用人次 Number of Attendance
婦女園藝治療小組 / 活動 Horticulture Therapy Group for Women	11	359
兒童園藝治療小組 / 活動 Horticulture Therapy Group for Children	9	122
「和諧花園」－ 有機耕作區 Harmony Garden - Organic Farmland	1	149



# 社區教育及資源服務

## Community Education and Resources

### 服務目標

1. 提昇公眾人士對家庭暴力影響的關注
2. 推動鄰舍互助的和諧社區
3. 倡議政策及制度上的改善，貫徹「零度容忍家庭暴力」的概念
4. 推動兩性平等、互相尊重及和諧家庭概念
5. 增強婦女自立自主的能力

### 服務內容

#### 1. 「共同父母責任」論壇

我們於 2011 年 11 月 25 日的「國際終止婦女受暴日」舉行了「共同父母責任」論壇，深入探討有關議題，尤其是對有家庭暴力背景人士的影響。

是次論壇由香港大學家庭研究院創辦總監李維榕博士主講「共同父母責任：對抗性父母介入模式」；再由香港浸會大學社會工作系助理教授洪雪蓮博士探討「共同父母責任」對有家暴背景人士的影響，特別是父母離婚後撫養權的問題、外國於相關政策的實踐及經驗，以及針對香港的相關建議。資深傳媒人鄧藹霖就講題作出相關的經驗分享。當日講者的發言和分享實在令我們獲益良多。

### Service Objectives

1. To raise public awareness about the impact of domestic violence
2. To promote neighborhood support and build a harmonious relationship in the community
3. To advocate positive change in our policies and systems
4. To promote gender equality, mutual respect and harmony in families
5. To empower abused women to live with independence and dignity

### Service Description

#### 1. Forum on “Critical Issues on Joint Parental Responsibility”

We organized the Forum for in-depth discussions on related topics in particular those concerning the impact of domestic violence on affected persons. The forum was held on 25th November 2011, an annual day designated as the International Day for the Elimination of Violence against Women.

Dr. Lee Wai Yung, Founding Director of the HKU Family Institute of The University of Hong Kong, gave a keynote speech on “Joint Parental Responsibility: Intervention for High Conflict Parents”. Besides, Dr. Shirley Hung Suet Lin, Assistant Professor of the Department of Social Work, Hong Kong Baptist University had sharing on the aftereffects of domestic violence especially the child custody considerations upon a divorce. Ms. Blanche Tang Oi Lam, a prominent broadcaster, also shared her views and experience on the topic. Stimulated by the guest speakers’ presentations and sharing, a fruitful floor discussion was attained to the benefit of the participants.

## 2. 公眾教育項目

為加強社會大眾對家庭暴力的關注，以及宣揚和諧訊息，我們在全港多個地區舉行了 41 次社區教育活動，其中包括大型活動、講座、地區推廣和展覽，把預防家庭暴力的訊息傳遞給 2,832 位公眾人士。

## 3. 婦女離舍關顧服務及「婦女大使義工互助小組」

我們為離舍婦女提供全面的離舍關顧服務以協助她們重建個人自信，增強自立自主的能力。通過治療性、教育性，及發展性的小組活動，協助她們紓緩壓力、管理情緒，及提昇自信。

「婦女大使」是由離舍婦女組成的義工小組，除以過來人身份關顧正受家暴困擾的婦女，協助她們重建新生，義工組同時亦是一個互助團體，可以互相支持與幫助，實踐助人自助的精神。

曾接受離舍關顧服務的婦女都表示該項服務成功為她們紓緩壓力，思想亦變得更正面。

以下為離舍關顧服務撮要：

## 2. Community Education Programs

To raise public awareness on domestic violence and promote family harmony, we conducted 41 community education programs including mass programs, educational talks, outdoor promotions and exhibitions in different districts. The message on prevention of domestic violence reached 2832 of the public.

## 3. Aftercare Service for Ex-residents and “Women Ambassador” Volunteer Mutual Support Group

We provided a comprehensive aftercare service to the discharged residents of our shelter with the objectives of enhancing their life skills and self-esteem. We conducted therapeutic, educational and developmental groups to relieve their stress, managed their emotions and rebuild their self-confidence.

The “Women Ambassadors”, a volunteer group formed by the ex-residents of our shelter, played the role of “peer mentor” to help those who were current sufferers of domestic violence restore equilibrium to their social functioning. The volunteer group also served the purpose of practicing mutual help among members in a sense that they could ultimately become independent with self-help capabilities.

The women shared that they became more positive and less stressful after using the aftercare services.

A brief summary of aftercare services are as follows:

服務 Service		受惠人次 No. of beneficiaries
治療小組 / 互助小組 / 技能訓練 Therapeutic groups/mutual help groups/skills training	78 節 / sessions	201 位婦女 / women
教育及成長小組 Educational and developmental groups	45 節 / sessions	315 位婦女 / women
資源配對 Resources matching	292 項成功配對 / items were successfully allocated	142 個家庭 / families



## 4. 傳媒聯絡

我們共參與了 99 次傳媒聯絡及宣傳工作，包括接受報章、電台、電視傳媒專訪及新聞回應，透過不同的媒體渠道進行宣傳和教育工作。其中有邀請受家暴影響人士述說親身經歷，更有前線同工分享工作經驗和心得，藉以提高公眾預防家暴的意識和建立和諧關係的重要。有關的媒體報導對公眾影響深遠，部份經傳媒進行的預防教育及倡議工作如下：

## 4. Media Relations

Through different mass media, we had boosted our publicity and education work. Last year we were involved in 99 media contacts and promotions, including interviews with the press, radio and television as well as responses to the media's enquiries. In certain occasions, service users were invited to tell their personal stories. In addition, our frontline social workers would share their experience and expertise with the public so as to enhance their awareness of the prevention of domestic violence and the importance of establishing intra-familial harmony. The impact of collaboration with the media in promoting our service can be far reaching. Some examples of the prevention and advocacy work through the media are as follows:

日期 Date	媒體 Media	內容 Topic of discussion
2011 年 6 月 11 日 11 June 2011	無線電視翡翠台、亞洲電視本港台、有線寬頻 NOW、香港電台、蘋果日報、明報、星島日報 TVB, ATV, Now TV, RTHK, Apple Daily, Ming Pao, Sing Tao Daily	和諧徑中心開幕典禮及兒童目睹家暴事件 Opening of Harmony Lane Centre and issues of children witnessing domestic violence
2011 年 6 月及 9 月； 2012 年 1 月及 2 月 June, September, 2011; January, February 2012	香港電台第二台 RTHK 2	正向親子、和諧家庭，及人際關係 Positive parenting, harmonious family and interpersonal relationships
2011 年 5 月 24 日、 7 月 8 日，及 8 月 15 日 24 May, 8 July and 15 August 2011	星島日報、頭條日報、商業電台 Sing Tao Daily, Hong Kong Headline and Commercial Radio	家庭暴力事件中的男性被虐者及女性施虐者 Issues on male victims and female abusers of domestic violence
2011 年 8 月 23 及 27 日、 12 月 29 及 30 日 23 August, 27 August, 29 December and 30 December 2011	頭條日報、南華早報、星島日報、東方日報、 都市日報、鳳凰衛視 Hong Kong Headline, South China Morning Post, Sing Tao Daily, Oriental Daily, Metro Hong Kong, Phoenix Hong Kong Channel	有關「共同父母責任模式」 Critical issues on Joint Parental Responsibility

## 5. 政策倡議

### i. 《子女管養及探視權：應否以立法形式推行「共同父母責任模式」》

法律改革委員會（法改會）建議以立法形式推行「共同父母責任模式」，以取代現行家事法下的管養及探視安排。政府於 2011 年 12 月就該題目展開公眾諮詢。

和諧之家先後於 2012 年 2 月及 4 月，分別向立法會福利事務委員會及勞工福利局提交《子女管養及探視權：應否以立法形式推行「共同父母責任模式」》意見書，並表示認同「共同父母責任模式」的概念，但在「以兒童為本」的原則下，政府應確保社會上有足夠的配套措施後才考慮立法，如從社區層面、專業

## 5. Advocacy

### i. Child Custody and Access: Whether to Implement the “Joint Parental Responsibility Model” by Legislative Means

The Law Reform Commission of Hong Kong (LRC) recommended in its Report on Child Custody and Access that the “joint parental responsibility model” should be implemented in Hong Kong by legislative means to replace the existing custody and access arrangements under the family law. In December 2011, the Government held an open consultation to gauge the views of the public on the issue concerned.

We had in February and April 2012 submitted respectively to the Legislative Council Panel on Welfare Services and the Labour and Welfare Bureau

服務，以及司法方面支援，應特別關顧受家暴影響家庭的情況，否則可能延伸更多社會問題。

## ii. 《有關纏擾行為的諮詢文件》

政府於 2011 年 12 月發佈《有關纏擾行為的諮詢文件》諮詢公眾對立法禁止纏擾行為的意見。

按我們的工作經驗發現大部分家暴的受害婦女及其子女，甚或其親友均曾受到施虐者的纏擾，帶來不良影響。我們相信政府立法禁止纏擾行為，對受家暴影響的人士具有一定程度的保護作用，故我們表示支持，並建議被定罪的纏擾者必須接受強制性的輔導。

我們也建議政府應投放更多資源為被纏擾的受虐者提供治療，幫助他們面對創傷，從焦慮及沮喪中走出來，協助他們重新掌控自己的生活；推行有關纏擾行為及新法例的公眾教育活動；就有關纏擾行為的立法進展及纏擾行為的社會現象，為警察、社工、及其他有關的專業人士提供特別訓練，並於警隊及司法部門成立處理纏擾行為的特別小組；如被監禁的纏擾者一旦獲釋，政府亦應通報予其有關的受虐者。

此外，我們知道新例可能對新聞自由方面有所限制，因此，亦建議新法例可以對合法的採訪活動和請願示威行為作出豁免，以尊重和保衛言論及新聞自由。

## 6. 義工服務

我們的義工團隊為機構提供各種支援服務，包括接聽熱線、協助地區推廣、兒童關顧、文書工作等。2011-12 年度的義工服務人次達 131，而義工參與服務時數達 731 小時。

our opinions towards the issue of “Child Custody and Access: Whether to implement the “Joint Parental Responsibility Model” by Legislative Means”. Meanwhile, we indicated our acceptance of the concept yet for the best interest of the affected children, the Government must ensure adequate supporting measures before considering legislation. The authorities concerned should therefore take into considerations of factors like community support, professional practice and collaboration from the Judiciary. Special care and attention had to be paid to those families affected by domestic violence, or else more social problems might emerge.

## ii. Consultation Paper on Stalking

In December 2011, the Government published the Consultation Paper on Stalking to gauge the views of the public on the introduction of an anti-stalking law.

Based on our experience, we found that the majority of women victims of domestic violence and their children, friends and relatives have been stalked by their abusers, the effects of which were detrimental. We therefore supported legislation against stalking and believed that it could better protect the victims in view of its deterring effect. We also recommended that the convicted stalker must undergo mandatory aftercare services.

We suggested the Government should put more resources into the treatment aspect for those victims who were further puzzled by stalking. They should be provided help to work through their trauma and relieve them from anxiety and desperation so that they could regain control of their own life. We also advocated the publicity of related legislation be promoted to the general public through education and subsequent trainings for police, social workers and other professionals. Above all, we suggested the Judiciary and the Police to form special task groups to combat stalking behaviors. The authorities should inform the victim concerned once the jailed stalker was released.

In addition, we foresaw that new legislation might limit the freedom of the press. In this regard, we suggested that legitimate journalistic activities and peaceful demonstrations could be exempted from the new legal constraint in order to uphold press autonomy and the freedom of speech.

## 6. Volunteer Service and Development

Our volunteer team offered various types of assistance to the agency, e.g. handling hotline calls, assisting in district promotions, child care service, clerical work, etc. Our volunteers contributed 131 voluntary services which amounted to a total of 731 service hours.



# 媒體報導 Media Coverage

香港商報 Hong Kong Commercial Daily

東方日報 Oriental Daily

## 父母爭執兒童多感受傷害

**問卷調查** 【香港商報訊】記者余慧珊報導：「贏一場交，輸一個家，值得嗎？」這是政府針對家庭暴力的宣傳口號，可見家暴在本港漸趨嚴重。慈善機構「和諧之家」轄下的「和諧徑」昨日舉行開幕典禮，並公布有關兒童目睹家庭暴力的調查結果。結果顯示，接近一半的受訪兒童曾看見父母爭執，其中約四成會因而感到受傷，情況令人關注。

### 和諧徑為家暴童提供輔導

「和諧徑」是由社會福利署攜手扶輪基金會及匯豐銀行慈善基金贊助，主要幫助受家庭暴力影響的兒童，避免他們因目睹家人受暴力對待而妨礙身心發展。「和諧徑」自去年6月至今年5月以問卷形式，就家庭暴力的問題訪問來自19間小學共2534名小一至小學的學生，結果發現當中超過半數受訪者曾見父母打鬥，近5成人曾目睹父母吵架，3成學生甚至看見雙親打架。

「和諧徑」總幹事陶后華表示，雖然被訪學

生未曾直接受害，但所謂「預防勝於治療」，社會有責任及早防範家暴為兒童帶來的各種負面影響。她指中心附設的「小白心聲」兒童熱線輔導服務，全年使用率由08年的700宗增至去年的1200宗，反映大部分兒童需要找人傾訴。

### 社署：首季虐兒案升1%

社會福利署署長葛德權稱，政府致力維護家庭和諧，絕不容忍暴力行為。他強調有關工作需多方配合，社署亦已加強教育宣傳工作、臨床心理輔導及家暴受害人支援計劃等，全面展開預防及危機介入的工作。根據社署的資料顯示，今年首季的虐兒個案為774宗，比去年同期的796宗，輕微下降2.8%；但虐兒數字則由去年首季的214宗，上升1%至224宗。

「和諧徑」將以外展形式，為受家庭暴力的兒童提供輔導與治療，同時亦會推行家庭教育小組、專家培訓等，教育社區人士預防家暴，共建和諧的生活環境。

## 父母爭吵打架 兒童如受虐

### 長大怕婚姻 跨代暴力影響一生



「和諧之家」在葵涌開辦中心，為區內學童提供情緒輔導，圖為區內學生表演。

**心靈創傷** 兒童最近有上升趨勢，社會福利署為小一至小學年級二至二十四歲兒童提供輔導，對去年開辦上升百分之四。另外，社聯總匯在過去一年訪問地二千五百名小學生，結果發現三成三受訪學童曾因為其親生父母吵架或打鬥導致心靈受傷害，受虐程度不比其親生父母，僅次於其生父母，造成兩代暴力。

「和諧之家」去年六月至今年五月，以問卷形式訪問一千五百三十四名小一至小學學生，發現三成三受訪學童曾親身或間接目睹父母吵架，三成二受訪學童目睹父母打架，而三成受訪學童曾親身或間接目睹父母爭吵。此外，該中心亦曾訪問二千五百名小學生，結果發現三成三受訪學童曾因為其親生父母吵架或打鬥導致心靈受傷害，受虐程度不比其親生父母，僅次於其生父母，造成兩代暴力。

**去年接1200宗求助個案** 陶后華稱，為父母應避免在子女面前吵架或打架，若「夫唱婦隨」或爭吵下女兒或兒子，應主動向子女解釋事件，讓子女知道這是父母一時情緒，和親之家庭並非過去那樣，十二宗個案中，有六宗是六至十二歲兒童求助個案，包括受父母爭吵、與父母吵架等，較小學的七至九歲兒童。

香港保護兒童會幹事陳碧輝表示，兒童目睹家庭暴力事件，有時可能因長大後出現社交障礙，如不願與人接觸，或力量解決問題，甚至對婚姻關係造成不信任，導致離婚。她呼籲家長應及早向專業人士求助，包括社工、心理輔導、教育等。

**「和諧徑」提供情緒教育** 陶后華稱，自去年六月，香港保護兒童會與香港扶輪基金會、匯豐銀行慈善基金合作，在葵涌開辦「和諧徑」中心，為區內兒童、青少年及家長提供情緒教育，及對親朋好友提供輔導服務，預計今年有二千名學童受惠。

東方日報 Oriental Daily

# 離婚撫養子女 擬採「共同責任」

## 取代監護權概念 重大決定須父母拍板

**立法諮詢** 本港離婚個案激增，去年增至二萬宗。政府擬改變目前離婚家庭的子女撫養權安排，引入「共同父母責任模式」，即部分關乎子女的重大決定，須經雙方同意或通知對方才可作出，讓離婚父母可共同參與子女的生活。社福團體基本上支持，但擔心有家暴背景的家庭不適合以新模式處理，建議政府提供配套服務，例如離婚父母教育或重建親子關係。勞工及福利局常任秘書長鄧國威表示，有家暴背景的家庭可在新模式下有特別安排，例如豁免等，政府對所有意見持開放態度，現時被立法是言之尚早。

政府自〇二年至今，就離異夫婦共同管養子女曾推出四份諮詢文件共一百廿四項建議，耗足十年仍未立法。勞工及福利局昨就「共同父母責任模式」應否立法展開公開諮詢，內容是按照法律改革委員會於〇五年發表的「子女管養權及探視權報告書」的建議，引用「父母責任」取代現時監護權概念，同時應除現行法例下的管養令及探視令，即法院不會就子女重大決定的權力判予父母一方或雙方，改為父母均有共同責任。同時，引入一系列新命令，包括「同住令」、「聯繫令」、「指定事項令」及「禁止行動令」(見表)。

### 英紐等國家成效不顯著

「共同父母責任模式」在英國、新西蘭等地成效不顯著，被問及政府為何仍要引入時，勞工及福利局常任秘書長鄧國威承認，暫未有研究支持新模式成效，亦存在不少問題，例如被存心製造麻煩的父母濫用及法院爭議數目增加，但部分國家如澳洲有正面影響，「父母離婚後，唔會再去搶點爭(子女)」，他又指，政府未決定是否立法推

行，視乎諮詢結果，亦未考慮到罰則問題，認為未有違反規定一方可提出訴訟，透過法庭裁奪對方管養權利，比任何罰則更有效。

### 家暴背景家庭恐不適合

和離之家總幹事陶后華表示，中心每年處理需深入輔導個案約有八百宗，認為家暴背景家庭不適合以新模式處理，有受虐婦女擔心撫養者若利用諮詢子女重要問題施壓，有青年指父母離婚過去一段時間沒有參與其生活的決定，若重新「出現」，就如陌生人，她認為事前評估十分重要。

香港家庭福利會調解服務主任陳國威基本上支持建議，認為可以減輕雙方撫養子女的壓力，亦可減少撫養權引發的無謂訴訟。按照過往經驗，部分受虐婦女根本不願意與前夫見面交談，需要由調解員傳話，因此政府需要提供更多配套服務。

法改會建議引入共同父母責任模式已十年，但政府仍未立法。(高嘉業攝)



# Sheltering through the storm

## 1985

Shelters that provide victims of domestic abuse safe haven are becoming rapidly overtaxed for bed spaces. The source of the problem is the high cost of housing, which places even the lowest cost housing out of reach of most single others. GUO JIA XUE reports.



After three miserable years of disaster, a 1.6 billion earthquake has struck. In the aftermath of the quake, the Chinese government has provided victims of domestic abuse safe haven are becoming rapidly overtaxed for bed spaces. The source of the problem is the high cost of housing, which places even the lowest cost housing out of reach of most single others. GUO JIA XUE reports.

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## 和諧之家：兒童家暴輕微上升

# 近半學童遭父母打罵

【本報訊】家庭暴力令兒童身心受創。一項調查發現，48.5%受訪小學生間或經常遭受父母打罵。社會福利署數字顯示，今年首季虐兒個案較去年同期上升4.7%，達224宗。負責調查的和諧之家表示，受家暴困擾的兒童，情緒、行為及學業方面都可能受影響，應及早識別和介入，由專業人士提供輔導及治療。

記者：譚靜雯



和

諧之家在去年6月至今年6月，透過約訪了2,334名小一至小四學生，發現52.7%受訪兒童曾耳聞或目睹父母吵架，22.8%會看見或親身父母打罵，調查也發現，32.5%學生因父母吵架或打架而受傷，另有48.5%受學業困擾，間中或經常遭受父母打罵。

兒童熱線提供輔導

社會福利署轄下和諧之家，不會將個案公開。未來會繼續加強家庭教育和提供支援。這套數碼顯示，去年全年共有1,001宗虐兒個案，單是今年首季已有224宗，較去年同期上升4.7%；而今年首季虐兒個案則有274宗，較去年同期微跌2.8%。

和諧之家總幹事陶后華表示，近年兒童家暴個案有漸微上升情況，和諧之家轄下的「小白兔心聲」兒童熱線(2751 8822)主要服務對象是6至12歲的小學生，熱線有社工接聽電話，為兒童提供情緒支援及輔導。過去幾年，電覆求助個案的數目顯著增加，由08年的208宗電話，增至去年的1,200宗電話。

陶后華指出，兒童電熱線的原因各有不同，「他們會同社工分享開心事、係學校朋友

和處得不開心，或者見到父母打架鬧交，嚴重的甚至報父母打罵」。她說，接聽電話的社工會按每個個案的嚴重情況處理，若有需要會作進一步輔導或轉介予學校關注。

及早跟進避免傷害

陶后華說，兒童耳聞或目睹父母吵架或打架，甚至報打罵可能對身心及發展造成障礙，需及早介入及跟進，避免造成長遠傷害。和諧之家在帶頭帶領的「和諧徑」中心，聘請專員為受家暴困擾的兒童及家庭提供社區支援服務。

# 經濟轉差 家暴求助料升25%

打者愛也？有家庭服務機構發現，男性施虐者的求助數字近年持續高企，不少男性施虐後深感後悔，尋求輔導望與妻重修舊好。機構預計今年經濟環境一旦轉差，男士在工作上容易受壓令自信心轉弱，預料求助電話將如以往上升兩成半。



和諧之家MAN(男士)熱線去年接獲一百六十一個涉家庭暴力或婚姻問題的求助來電，其中一百零三宗屬男性施虐者，八宗是男性被虐者，五十宗被界定為男性受害者；深入輔導個案中，四十九宗為男性施虐者，男性受害者人只有十宗。

## 男性施虐後多感後悔

和諧之家總幹事陶后華(見圖)表示，不少男性施虐後深感後悔，主動尋求輔導，希望重建與伴侶關係，個案多涉及老夫少妻及中港家庭，平均受虐年期為五年。她續指今年經濟環境轉差，男士工作容易受壓令自信心轉弱，預料求助電話將如以往上升兩成半。另鑑於男性求助來電顯示，女性施虐者數字持續上升，故去年七月已新增「伊人一心家暴預防計畫」，協助女性停止傷害伴侶或子女。

四十多歲的黃先生與太太結婚十二年，育有兩子，半年前他懷疑妻子紅杏出牆致經常爭執，「她傾電話語氣歡愉，跟我說話就態度忮憎」，後來他偷看對方手機短訊發現妻與其他男士過從甚密，一怒之下到她辦公室掌櫃太太。

之後妻子遣下兩子搬回娘家後，他深感後悔主動尋求心理輔導，接受八節課程檢視與伴侶相處之道，現時他着力修補夫妻關係，「每天互通短訊交換現況，每周有家庭日共聚，情人節亦有向太太送花示愛」，但妻仍堅持觀察半年。

另外，陶后華又指近年施虐情況推前至同居愛侶身上，亦有熱戀情人已出現家暴的早期徵兆。她提醒，藉着追查伴侶facebook、電話記錄、限制對方社交網絡等行為已構成心理虐待，有機會屬身體虐待的早期徵兆。若惡化到要求對方每半小時致電「報到」、講粗口貶低對方等控制性行為，更容易演變成暴力事件。記者 羅嘉凝





# 活動花絮

## Activity Snapshots

### 「和諧徑」中心開幕典禮

Opening Ceremony of Harmony Lane Centre



### 「藉著耳朵說愛您」頒獎禮暨義賣籌款日

"Bunny hEars with Love" Ceremony Cum Fund Raising Day



## 和諧之家第三十六屆周年大會暨「共同父母責任」論壇

Twenty-sixth Annual General Meeting of Harmony House cum "Critical Issues on Joint Parental Responsibility" Forum



前社會福利署助理署長（家庭及兒童福利）王嘉穎女士為大會致開幕辭

Opening Address by Ms. Caran Wong, former Assistant Director (Family and Child Welfare), Social Welfare Department



香港大學家庭研究院創辦總監李維榕博士為論壇擔任主講嘉賓

Our Keynote Speaker, Dr. Lee Wai Yung, Founding Director, HKU Family Institute, The University of Hong Kong



和諧之家董事局委員吳敏倫教授主持論壇；香港浸會大學社會工作系助理教授洪雪蓮博士及資深傳媒人鄧藹霖女士為論壇擔任嘉賓講者；

Our Moderator, Prof. Ng Man Lun, Executive Member, Board of Directors, Harmony House; with guest speakers Ms. Tang Oi Lam, Blanche, Prominent Broadcaster, and Dr. Hung Suet Lin, Assistant Professor, Department of Social Work, Hong Kong Baptist University



## 男性施虐者親職輔導研討會暨「好爸爸小組」培訓手冊發佈會

Seminar on Positive Fatherhood for Male Batterers of Intimate Partner Violence Cum Launching of "Caring Dad Manual"





### 交流探訪

#### Visit to Harmony House



中華女子學院探訪  
Visit from China Women's University



星加坡交流團到訪和諧之家  
An exchange of experience with  
Singapore Study Tour



太平山扶輪社到訪  
Rotary the Peak visited our Centre

### 專業培訓及講座

#### Talks and Training for Professional Groups



和諧之家專業同工為醫護人員提供講座  
Training provided for medical professionals



和諧之家專業同工為警務人員提供講座  
Training provided for Hong Kong Police

# 活動及小組

## Groups and Programs

### 親子技巧訓練活動

### Parenting Enhancement Workshop





藉手工藝創作讓婦女學習管理自己的情緒及紓緩其壓力  
Women enhanced their emotional managing skill  
and released stress through handicraft workshops



婦女自強賣物會  
Charity Sales Booth set up by our women



透過舞蹈活動提昇媽媽們的精神健康  
Enhance women's mental health  
through dancing activities



「好爸爸小組」男士輔導服務，  
讓男士學習以非暴力的方式處理問題  
Men Service "Caring Dad Group" enhance  
men's non-violent skills



在親子活動中，  
體現出父母與子女之間的合作精神  
The parents could strengthen their  
parent-child relation with their children  
through cooperation

## 兒童及青少年活動

### Groups and Programs for Children and Youth



學校外展服務  
Outreach Service and Programs at Schools



兒童心理治療小組活動  
Therapeutic group for Children



和諧快線 - 流動情緒教育服務  
Harmony Express - Mobile Emotional Education Service



為中學生舉辦情緒教育工作坊  
Emotional Education Workshop for Youth





# 與支持機構合作活動

## Collaborations with Supporters



心蓮心慈善組織舉辦慈善晚宴  
Charity Dinner organized by WomenHelpingWomen



香港汽車服務業聯會與和諧之家合辦 - 和諧之家慈善聚餐及義賣  
Charity Dinner and action supported by Federation of Automobile Services Industry Hong Kong (FASHK)



婦女製作手工藝於慈善聚餐中義賣  
Action items produced by service users



灣仔扶輪社為和諧之家舉辦聖誕親子活動  
 "Rotary Harmony Fun Fun Fun Day"  
 in Christmas time supported by Rotary Club of Wan Chai



梅夫人婦女會為和諧之家的婦女及兒童舉辦聖誕活動  
 Christmas Party for women and children supported by Helena May



太平山扶輪社的成員帶同他們的家人與我們的婦女同慶新春  
 Members of Rotary the Peak and their families celebrated  
 Chinese New Year with our women



「特許公認會計師公會」支持我們的婦女自強計劃  
 ACCA supported our women's empowerment program





# 第三線男士服務

## Third Path Man Service

### 服務目標

1. 停止男性施虐者的暴力行為；
2. 促使男性施虐者承擔暴力的責任；
3. 協助男性施虐者及受害者以有效及平和方法面對家庭暴力問題。

### 服務內容

#### 1. Man( 男士 ) 熱線

男士熱線是專為有家庭暴力問題困擾的男士而設的平台，以外展手法接觸男性施虐者及受害者，有效提高他們向外求助的動機。此熱線亦方便其他專業人士（如警方）向男性求助者提供合適的熱線服務。

在 2011-12 年度，我們共接獲 710 個來電，其中有 100 個來電（約 14%）牽涉家庭暴力或婚姻問題。其中，68 個來電者為家庭暴力之男性施虐者，4 個來電者被介定為女性施虐者，其餘的 28 個來電被介定為男性受害者的求助。

#### 2. 男性施虐者及受虐者個案輔導服務

要有效處理受家庭暴力困擾之男士，個案輔導工作是不可缺少的。因此，我們以個案形式接觸受困擾之男士，並接受社會機構或地區人士之轉介。在輔導過程中，我們會鼓勵施虐者為其施虐行為承擔責任、學習情緒管理、反思兩性平等相處之道以及學習以非暴力的方法去解決問題。我們會定時評估施虐者之暴力危機及轉變階段，以制定不同之輔導計劃。就男性受虐者而言，輔導之目標是提升他們面對家暴的自我保護能力及制定安全計劃。

在 2011-12 年度，我們一共處理 144 個輔導個案。其中有 42 個為深入輔導個案，102 個為短期輔導個案。在深入輔導個案類別中，當中 38 個案被評估為男性施虐者，其餘 4 個案為男性受害者個案。

### Service Objectives

1. To stop abusive behavior of male batterers
2. To help male batterers accept the responsibility of their abusive behavior
3. To help male abusers and victims of domestic violence to resolve their problems effectively and non-violently

### Service Description

#### 1. “MAN Hotline”

“MAN Hotline” served as a platform to reach out to male batterers and victims, and to motivate them to seek help. Also, the hotline served as the referral channel for the professionals such as police officers.

In year 2011-12, “MAN Hotline” received 710 calls, of which 100 calls (14%) were related to domestic violence or marital problems. 68 callers and 4 callers were being identified as male abusers and female abusers respectively. The remaining 28 callers were assessed as male victims.

#### 2. Outreaching Case Counseling for Male Batterers and Victims

Casework intervention is crucial in tackling those males affected by domestic violence. Our counseling service aims at encouraging batterers to be responsible for their abusive behaviors, and our intervention focuses on emotional management, gender equality and non-violent problem solving skills. We also perform risk assessments with the batterers regularly, and also at each changing stage, in order to work out a different counseling plan for each individual. For male victims, our intervention aims at helping them to enhance their self-protection ability.

In year 2011-12, we provided counseling in 144 cases, of which 42 cases were classified as intensive cases and 102 as brief cases. For the intensive cases, 38 males were assessed as male abusers while 4 were identified as male victims.

### 3. 心理教育輔導小組

我們以 Emerge(Boston) 輔導模式設計兩個心理教育治療小組課程，包括：「男性施虐者輔導小組」及「好爸爸小組」。

「男性施虐者輔導小組」之對象為曾對伴侶使用暴力之男士，目標是協助他們停止使用暴力，並學習以非暴力及非操控的方法解決問題。課程共有 12 節單元，包括三個主要範疇：認識家庭暴力、技巧訓練及制定防止暴力再現的行動計劃。

「好爸爸小組」之對象為希望與孩子重建和諧關係之父親，目標是協助他們學習以「以孩子為中心」之管教方法，並明白暴力對孩子及伴侶之影響。課程共有 8 節單元，包括四個主要的範疇：認識家庭暴力；以子女為中心之管教方法；如何與伴侶建立健康的協作關係；重建與子女 / 伴侶之信任關係。

去年，我們一共舉行 12 節「男性施虐者輔導小組」及 16 節「好爸爸小組」，共 112 人次參與。透過評估工具及輔導員之觀察，部份組員均能在接受「男性施虐者輔導小組」治療後的 3 個月內停止向配偶身體虐待，並能在六個月跟進服務過程中，顯著地減少精神虐待。參加者完成「好爸爸小組」後，亦能學習以「平和」及「以孩子為中心」之方法來改善與子女關係。

### 4. 男士支援活動

為了有效地加強男士應付生活壓力之抗逆能力，我們因應男士不同的需要，定期舉辦不同支援及成長性活動，包括：法律講座、處理壓力活動、親職支援活動等，幫助男士獲得不同社區資訊，擴闊支援網絡。我們在 2011-12 年間，舉辦了 11 節支援性及 9 節發展性活動，共 141 人次參與。

### 3. Psycho-Educational Batterers Intervention Groups

Based on the framework of Emerge (Boston) Model, we had designed two types of psycho-educational intervention groups namely the “Batterers Intervention Program Group” (BIP Group) and “Caring Dad Group”.

The target users of our BIP group are men who are abusive towards their spouses. The purpose of the group is to assist them to stop their abusive behavior and learn to solve their problems by non-violent and non-manipulate methods. Our BIP Group consisted of 12 sessions covering three main areas: educating batterers about domestic violence, providing skills training and working towards relapse prevention.

Our “Caring Dad Group” targets fathers who are willing to re-establish a caring relationship with their children. The aim of this group is to help them understand the impact of domestic violence on their children as well as to adopt a child-centered parenting method. The “Caring Dad Group” consisted of 8 sessions covering subjects of understanding domestic violence, ‘child-centered’ parenting, collaborative parenting with child’s mother, and building up trust with the child and child’s mother.

Last year, we held 12 sessions of “BIP Group” and 16 sessions of “Caring Dad Group” with a total attendance of 112. Through our assessment tools and group leaders’ observation, we found that some of the “BIP Group” members had completely refrained from using physical violence against their spouse after 3 months of treatment and had reduced psychological abuse after 6 months follow up. For those who joined the “Caring Dad Group”, they have learnt how to use ‘child-centered parenting methods to enhance their parent-child relationship.

### 4. Supportive Programs

With a view to strengthen the resilience of the men, we responded to the various needs of the male service users, and implemented 11 supportive programs and 9 developmental programs with an attendance of 141 participants. The programs included legal talks, stress management, parent-child activities, etc. These programs facilitated participants gain access to relevant community resources and enhanced their support network.



## 5. 朋輩支援跟進服務

我們也在這年繼續鼓勵一些已完成小組課程的男士以過來人身份出席心理教育小組活動，作為朋輩支援和鼓勵。同時我們亦會為個案或小組參加者提供為期 3-6 個月的跟進服務，包括電話跟進、面談及小組聚會。

## 6. 公眾教育及宣傳

為了盡早預防家庭暴力，我們以外展策略主動接觸地區人士，透過舉辦地區展覽以便向公眾人士（特別是男士）推廣和諧親職教育的訊息，以及早識別有潛在家暴危機之男士及其家庭。在 2011-12 年度，我們於家暴問題較為嚴重之地區舉行了兩次地區展覽活動，成功接觸了近 813 位公眾人士，透過問卷識別有潛在家暴危機之男士及其家庭，並進行輔導工作。

## 7. 跨界別合作及培訓

我們一向深信跨界別合作是打擊家庭暴力的重要策略，所以我們積極參與或舉辦有關家庭暴力課題之演講及培訓。去年，我們為前線警員舉行了 5 次培訓講座，分享家庭暴力評估及處理技巧，共 230 人參與。

另外，我們於 12 月 2 日獲香港理工大學應用社會科學系邀請，參與《從性別角度看男士問題》研究發佈會暨研討會作演講嘉賓，與 40 位來自不同界別的社工、學者分享從性別角度看男士問題及相關服務之策略。

另一方面，我們由 2008 年開始發展「好爸爸小組」，銳意鼓勵男性施虐者學習以子女為中心的管教方法，及以平和方法與子女及配偶相處，以協助他們重建與子女的和諧關係。因此，我們於 2 月 23 日舉辦「男性施虐者親職輔導研討會暨《好爸爸小組—男性施虐者親職心理教育小組培訓手冊》發佈會」，與 56 位來自不同界別的社工、學者分享我們對輔導男性施虐者的親職技巧之經驗。

我們獲嶺南大學亞太老年學研究中心邀請於 3 月 29 日參與一項名為「從山盟海誓到獨守空房，由家庭關係發展看長者疏忽照顧」作演講嘉賓，與 70 位

## 5. Peer Support on Follow Up Service

We continued to invite some group members who had completed the treatment group to become peer supporters in the treatment groups. Their participation not only reinforced their own change, but also motivated other batterers to continue in the program. To ensure that batterers sustain positive change, we rendered follow up services through telephone contacts, case interviews and group gatherings for a period of 3 to 6 months.

## 6. Community Education & Publicity

To prevent domestic violence, we reached out to the public through district promotions and parenting programs to provide community education to the public (especially to the men). In year 2011-12, we conducted 2 district promotion programs and exhibitions at the districts with high domestic violence rate, around 813 persons in the community were reached. Through the questionnaires collected, we identified at-risk families which subsequently received appropriate service from us.

## 7. Multi-disciplinary Collaboration and Training

We have long been believing that multi-disciplinary collaboration is crucial in combating domestic violence. We therefore adopt a proactive stance to participate in related activities and deliver talks and trainings on topics concerned to other sectors. In 2011-12, 5 trainings have been organized for the frontline police officers on assessment skills and intervention strategies pertaining to domestic violence. A total attendance of 230 was attracted.

Invited by Department of Applied Social Sciences, The Hong Kong Polytechnic University, we made a presentation in “Narrating Men’s Problem Research Presentation cum forum” on 2 December 2011 to share the service strategies on “Narrating Men’s Problem” with 40 social workers and academicians .

Since 2008, we have also conducted “Caring Dad Group”, it aims at facilitating the male abusers with the applications of the ‘child-centered’ parenting skills which can enhance their parent-child relationship. Seminar on “Positive Fatherhood for Male Batterers of Intimate Partner Violence cum Launching of Caring Dad Manual” was held on 23 February 2012, to provide a sharing platform that could exchange experience in addressing

來自不同界別的社工、學者分享從家庭關係預防長者虐待之經驗。

fatherhood for male batterers of intimate partner violence with 56 social workers and academics.

On 29 March 2012, we attended as guest speakers in a seminar organized by the Asia-Pacific Institute of Ageing Studies, Lingnan University for a topic concerning the impact of change in family relationship on elderly neglect. Meanwhile, we shared with 70 personnel from different fields and tertiary institutions on prevention of elderly abuse from a family perspective.

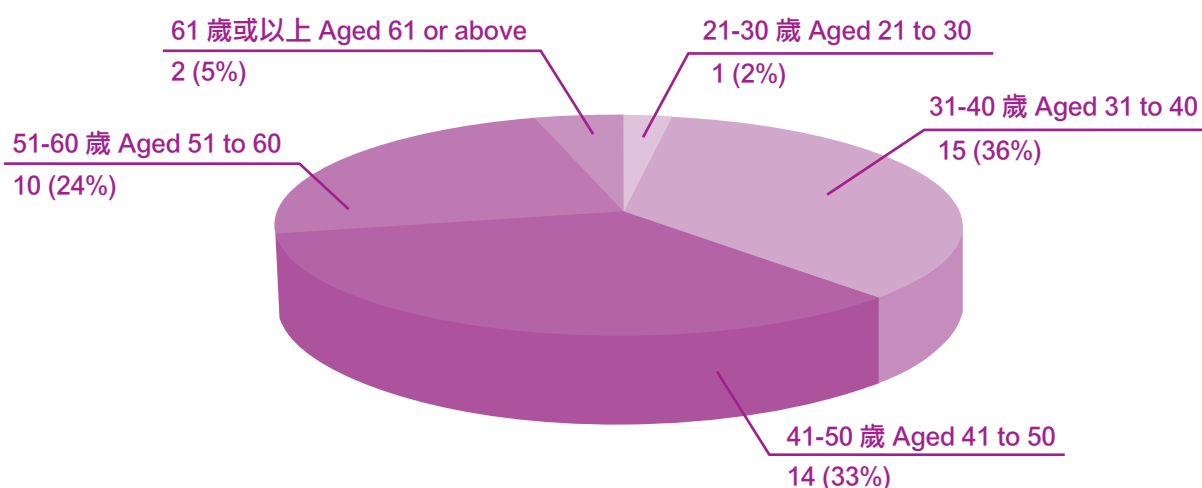
## 第三線男士服務個案資料

### Profile of Third Path Man Service Clients

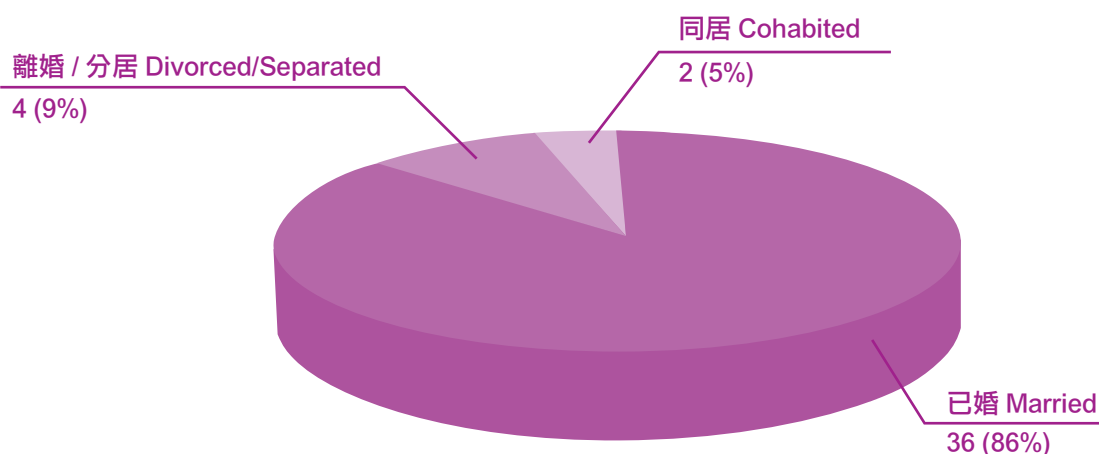
共 42 個輔導個案

A Total Number of 42 Cases

#### 年齡 Age

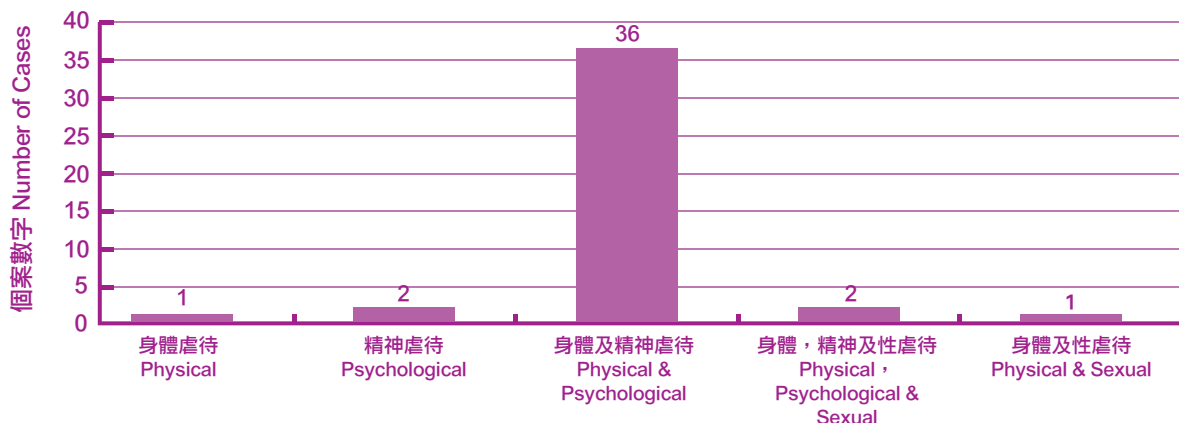


#### 婚姻狀況 Marital Status

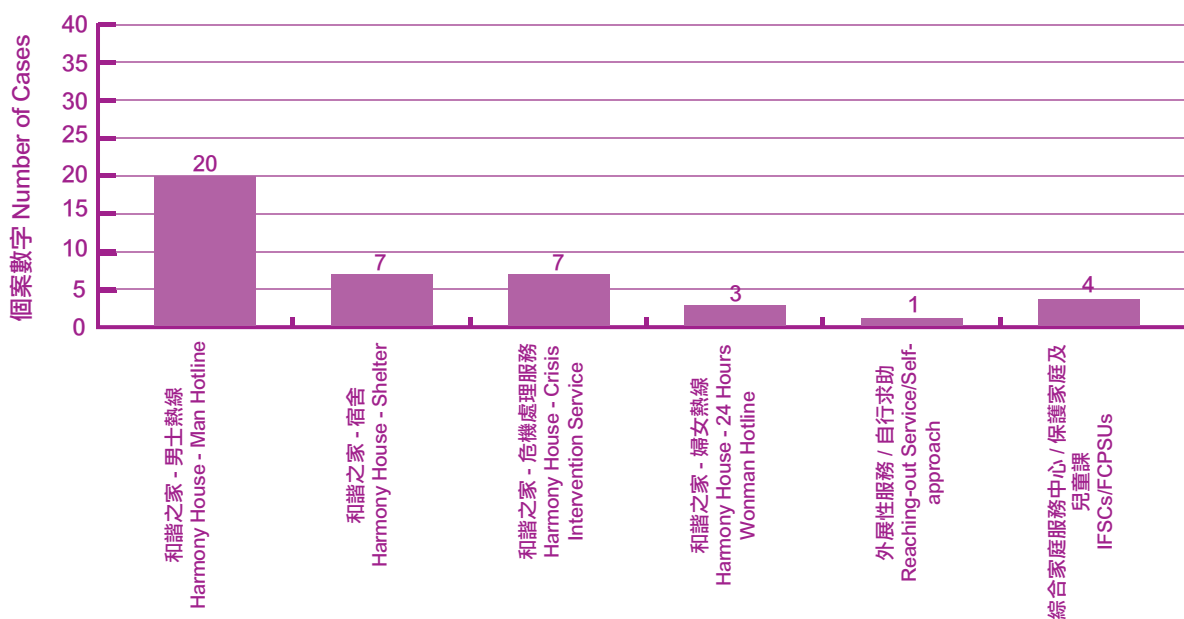




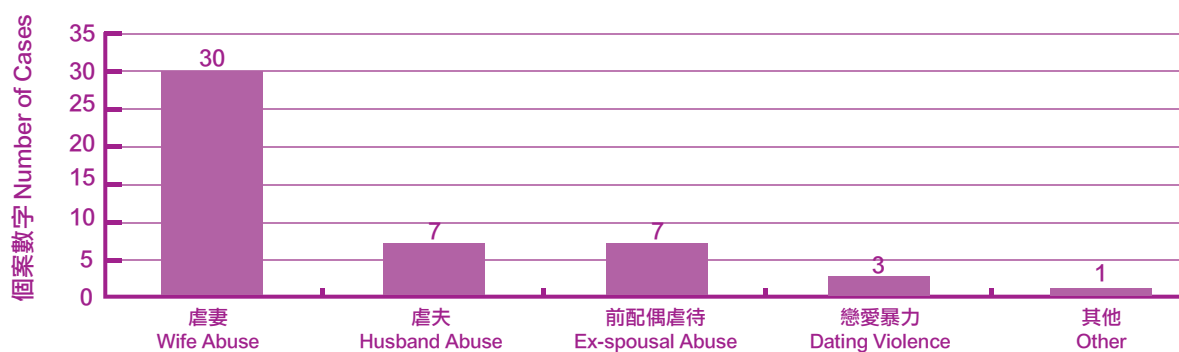
### 虐待形式 Type of Abuse



### 深入輔導個案轉介來源 Source of Referral - Intensive Cases



### 深入輔導個案類型 Nature of Intensive Cases





# 兒童及青少年服務

## Children and Youth Service

### 服務目標

1. 為目睹家庭暴力的兒童及青少年提供輔導治療，以協助他們走出暴力的創傷
2. 加強家長的能力，以幫助兒童回復健康成長的環境
3. 及早辨識遭受家庭暴力困擾的兒童及青少年，以預防暴力禍害升級
4. 推動兒童及青少年建立和諧的人際關係，以終止暴力循環

### 服務內容

#### 1. 「和諧徑」中心開幕

承蒙「香港滙豐銀行慈善基金」及「攜手扶弱基金」贊助的「和諧徑」中心於2011年6月11日在葵涌石籬邨正式開幕，為目睹家庭暴力的兒童及其家長提供輔導及支援服務。

「和諧徑」中心開幕禮當日邀請了社會福利署署長聶德權太平紳士、前香港上海滙豐銀行有限公司亞太區企業可持續發展總監區佩兒女士、荃灣及葵青區福利專員郭志良先生、葵青民政事務處助理專員林美儀女士、葵青區區議員梁國華議員及和諧之家董事局主席黃慶春法官擔任主禮嘉賓，同時，亦邀請了仁濟醫院董伯英幼稚園及保良局陳溢小學以舞蹈及舞獅表演，他們活潑可愛，為開幕禮增添了熱鬧及喜洋洋的氣氛。為讓公眾人士更了解和諧徑所提供服務，我們將「和諧快線」流動教育車特別在當日開放「小五/小六大嘴鳥拯救隊」情緒教育課程給公眾人士、區內居民及服務對象參觀及演示，讓他們認識情緒、掌握處理情緒之正面方法及明白建立和諧家庭的重要性。

### Service Objectives

1. To help children recover from the trauma of witnessing domestic violence
2. To enhance the capacity of the caregivers in the recovery process of children who are exposed to domestic violence
3. To identify children and youth who witness domestic violence
4. To teach children and youth means to build harmonious interpersonal relationship so as to stop the cycle of violence

### Service Description

#### 1. Opening Ceremony of Harmony Lane Centre

Funded by the Hongkong Bank Foundation and the Partnership Fund for the Disadvantaged from the Social Welfare Department, the Harmony Lane Centre located at Shek Lei Estate, Kwai Chung commenced its operation on 11 June 2011 when counseling and support services were provided to those children who had witnessed domestic violence and their parents concerned.

The opening Ceremony of Harmony Lane Centre was jointly officiated by Mr. Patrick Nip, Director of Social Welfare Department; Ms. Teresa Au, former Head of Corporate Sustainability Asia Pacific Region HSBC; Mr. Kok Che Leung, Tsuen Wan and Kwai Ching District Social Welfare Officer; Ms Lim Mei Yee, Assistant District Officer, Home Affairs Department, Kwai Ching District Office; Mr. Leung Kwok Wah, Kwai Ching District Council Member, and Judge Wong Hing Chun, Chairperson, Board of Directors, Harmony House. Meanwhile, we had invited students from Yan Chai Hospital Tung Pak Ying Kindergarten and Po Leung Kuk Chan Yat Primary School to be our ceremony performers who were so lovely that they added festive and happy atmosphere to the function through group and lion dances. For better understanding of the services provided, our specially devised "Harmony Express" van responsible for delivering the Primary 5 and Primary 6 mobile educational curriculum was opened to the public to promote the importance of understanding and harnessing emotions as well as establishing harmonious family relationships.



## 2. 個案及小組輔導

兒童及青少年服務於 2006 年 4 月成立至今，一直參考美國波士頓醫學中心兒科部門的「兒童目睹暴力計劃」設計個案及小組輔導服務內容，並引入遊戲治療、音樂治療及藝術治療等介入手法，發展一套適合本地使用的治療創傷兒童輔導模式。同時，我們亦提供親子平行小組活動及社交自信訓練，加強孩子面對逆境的能力。去年，我們共處理 125 個兒童個案，共提供 263 節輔導。在小組輔導方面，我們共提供 90 節治療及教育性小組，共有 702 人次參與，讓受家暴影響的兒童認識到家庭暴力，學習情緒處理和安全計劃，以及面對家庭轉變等。我們更舉辦 49 個兒童及青少年發展活動，共 1,625 人次參與。

## 3. 情緒外展服務及早辨識受家暴困擾兒童

為加強小學生的情緒教育，及早辨識受家庭暴力困擾的學童，我們透過「和諧快線·Harmony Express」情緒教育流動服務，外展至全港小學，讓學童學習到適當表達情緒的方法，以建立和諧人際關係。我們的情緒教育初、中小學課程得到「香港滙豐銀行慈善基金」及「攜手扶弱基金」的贊助，以多感官活動形式為學童提供情緒教育。去年，我們又新了由「優質教育基金」贊助的高小課程——《「大嘴鳥拯救隊」課程》亦已經開始為全港小五及小六年級的學童提供服務，透過流動車互動遊戲及車下攤位遊戲，學童不但能及早認識及管理自己的情緒，藉著與他們的互動交流，我們的工作員更能從他們的對話及表情流露，辨識有否受家暴困擾，希望能及早介入及支援。

為加強學生持續學習的動機及記憶，我們會送贈「處理情緒紅綠燈」球狀拼圖及「和諧里情緒教育網上遊戲」滑鼠墊予學生作紀念，讓他們可以在互聯網上學習處理情緒的方法，也能提醒學生留意自己的情緒狀況，縱使遇到問題，都能夠冷靜和有效處理。

和諧快線去年服務 22 間學校，82 班教育課，共 2,916 名學生，為他們提供情緒教育、家暴評估及跟進服務。在收集的問卷中，有 89% 學生表示十分滿意「和諧快線」的服務並學會情緒表達的方法。我們更在學生調查發現，有 22% 學童曾耳聞目睹父母打架，62% 學童曾耳聞目睹父母吵架，情況值得

## 2. Individual and Group Treatment

Our individual and group treatment curriculum was designed with reference to the Child Witness to Violence Project of the Department of Pediatrics at Boston Medical Centre. Various therapeutic means, such as play, music and art were used in the intervention process. We also provided parent-child parallel groups, drama educational programs and adventure trainings to strengthen their resilience. 125 children affected by domestic violence were handled, together with follow-up interviews with their parents. In this regard, a total of 263 individual counseling sessions was provided. Besides casework, 90 therapeutic and educational group sessions were conducted to help 702 participants to understand domestic violence, make safety plans, and adapt to family changes. We also organized 49 developmental programs for 1,625 beneficiaries.

## 3. Early Identification and Intervention for Child Witnesses through Outreaching Service

In collaboration with primary schools, our “Harmony Express Mobile Classroom Service” teach students about positive relationship building and ways to express emotions.

With the sponsorship of “The Hongkong Bank Foundation” and “Partnership Fund for the Disadvantaged”, we could provide interactive emotion education of multi-sensory nature to school children from Primary 1 to Primary 4 on our “Harmony Express” van. Last year, the newly developed mobile educational curriculum named “Big Bird Emotion Rescued Team” funded by Quality Education Fund started to provide services for primary 5 and primary 6 school children. Through interactive games inside and outside the van, the students were facilitated to learn to understand, recognize and manage their emotions. Judging from their dialogues and facial expressions, our social workers could perform screenings for those who were plagued by domestic violence and take early actions accordingly.

To enhance the students' learning motivation and remembrance of the knowledge acquired, we presented each of them a spherical jigsaw puzzle and a mouse pad as mementos. Through such means it was believed that the students were thus motivated to learn to manage emotions of their own accord on line; and stay awake to their moods in a sense that they could deal with problematic situations calmly and effectively.

關注。因此，我們嘗試結合學校力量，在小學舉辦 9 個跟進小組為受家暴困擾的 68 名學童提供小組輔導，及早介入以預防家庭暴力。

未來，我們將繼續與學校合作，提供支援和培訓，及早辨識受家暴困擾的學童；亦會以輔導小組形式，為有需要的學童及其家長提供外展跟進服務，及早減少家暴對學童的傷害。

#### 4. 「小白兔心聲」兒童熱線

得到 THE BODYSHOP 的持續贊助，我們得以推行及發展「小白兔心聲」兒童熱線服務。透過趣味性的內容，例如故事、歌曲、急口令及 IQ 問題等，教育 6-12 歲小朋友正面表達情緒，學習建立良好的人際關係，兒童熱線服務亦會為他們提供情緒支援、家庭暴力識別程序以及社會資源轉介等。去年，我們共接獲 8,046 個來電，當中包括 700 個求助來電及 219 個熱線輔導來電。

於 2012 年 3 月我們舉辦了「藉著耳朵說愛您」頒獎禮暨義賣籌款日，鼓勵公眾及時表達愛意及為熱線籌募服務經費，同時藉著熱線成立 5 周年推出「兔心聲熱線留言集」，讓大眾關注兒童情感世界。另外，我們亦繼續為兒童熱線培訓新血，培育青年義工接聽熱線，聆聽兒童心聲。

In 2011-2012, Harmony Express reached out to 22 schools and provided 82 emotional education programs to a total of 2,916 students. Meanwhile, screening and follow-up services were rendered to those in needs. 89% of them were satisfied with our services and gained better understanding on positive ways to express emotions. Analysis from the questionnaires also showed that 22% of the students have “witnessed or heard their parents bawling”, while 62% of them “witnessed or heard quarrels between parents”. Moreover, we have collaborated with schools and organized 9 follow up groups for 68 students who were affected by domestic violence.

In the future, we will continue to work in partnership with schools, provide support and training for early identification of children plagued by domestic violence. Through outreaching service, we will organize support groups for needy children and their parents to prevent further deterioration of the situation.

#### 4. Bunny hEars Children Hotline Service

With the sponsorship from The Body Shop, the “Bunny hEars” Children Hotline was launched to provide emotional support, knowledge on domestic violence, community resources as well as referrals for children aged between 6-12 who were at risk of domestic violence. Through its interesting contents such as educational stories, original songs, tongue twisters, and IQ quizzes, etc, children could learn to establish interpersonal relationships and positive ways of expressing their emotions. Last year, our Hotline received 8,046 calls of which 700 warranted follow up service. Accordingly, 219 brief counseling sessions were rendered on the phone.

In March 2012, we organized a “Bunny hEars with Love” prize presentation ceremony cum charity fundraising day to encourage the public to express love and contribute financially to the hotline operation. Meanwhile, the “Bunny hEars Voice Collections” was released to mark the 5th anniversary of the Hotline service. The publicity served to raise public attention to the children’s emotional world. In addition, we will continue to train up new volunteers for the Hotline to ensure children’s messages are all heard and entertained.

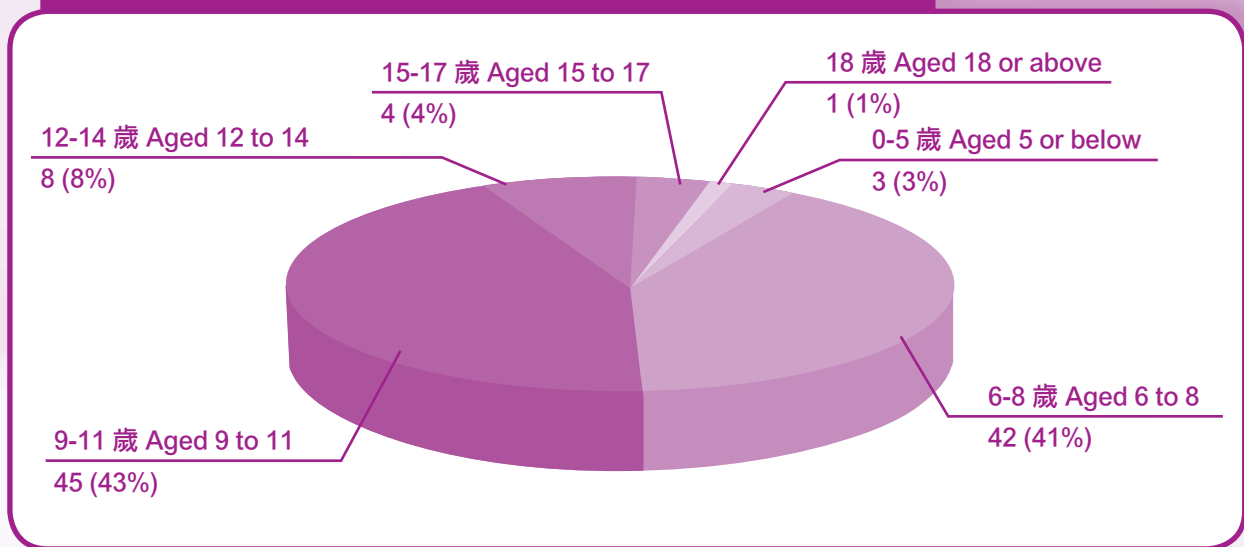




# 「小白兔心聲」兒童熱線來電統計 Summary of Bunny hEars Children Hotline Service

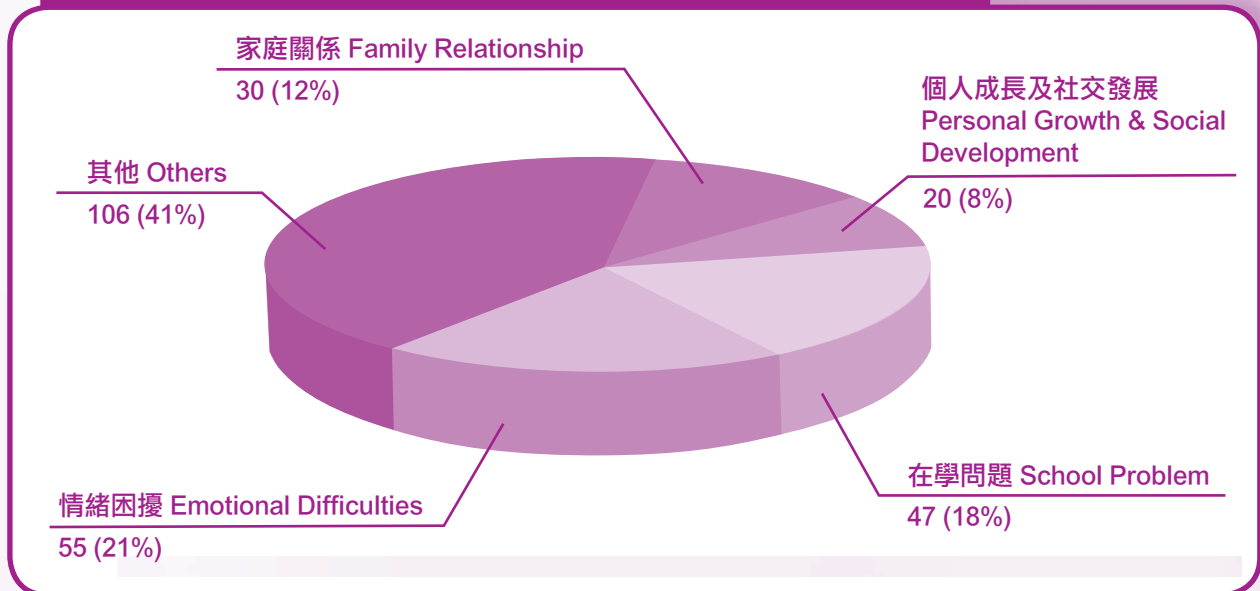
統計共 103 名提供年齡資料的來電者  
Statistics of 103 Callers provided Age Profile

## 小白兔心聲來電者年齡分佈 Age of Bunny hEars Children Hotline Callers



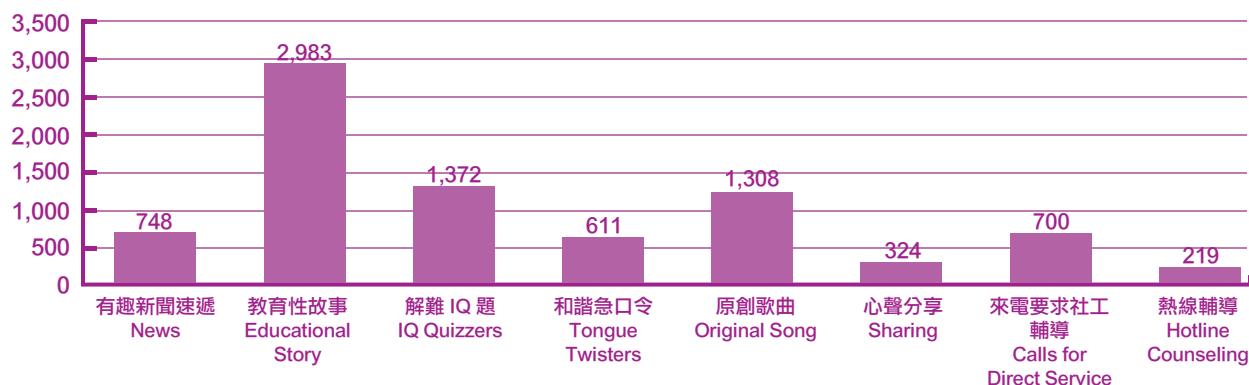
統計共 103 名提供年齡資料的來電者統計共 258 個熱線輔導 (輔導內容類別可多於一項)  
Statistics of 258 Brief Counseling Sessions (Multiple Counseling Services Provided)

## 小白兔心聲來電輔導內容 Nature of Bunny hEars Children Hotline Counseling



統計共 8,265 個來電 (可選多項服務)  
 Statistics of 8,265 Hotline Calls (Multiple Services Requested)

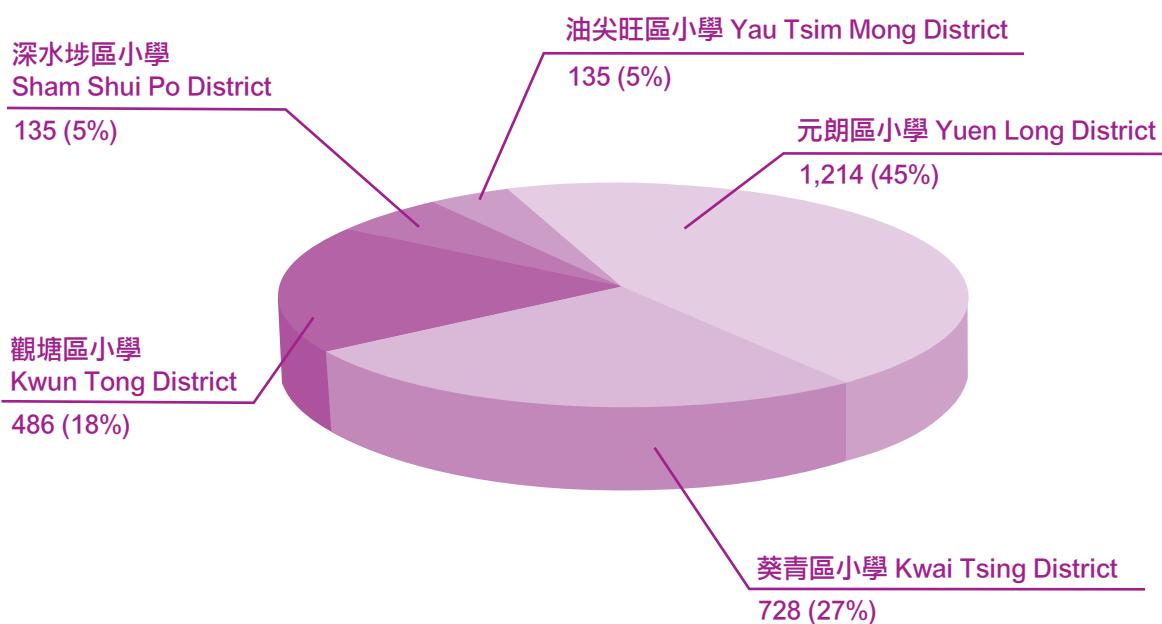
### 「小白兔」心聲兒童熱線來電統計 Summary of Bunny hEars Children Hotline Service



### 「和諧快線」情緒教育流動車問卷調查統計 “Harmony Express” Mobile Classroom Survey

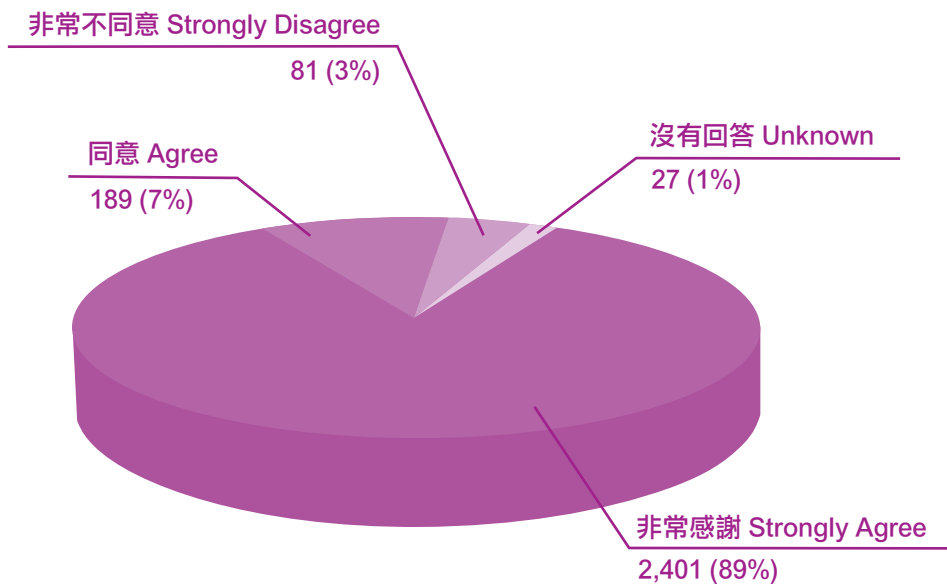
統計共 2,698 名小一至小六學生  
 Statistics of 2,698 Primary 1 to 6 Students

#### 服務地區分佈 Service District Allocation

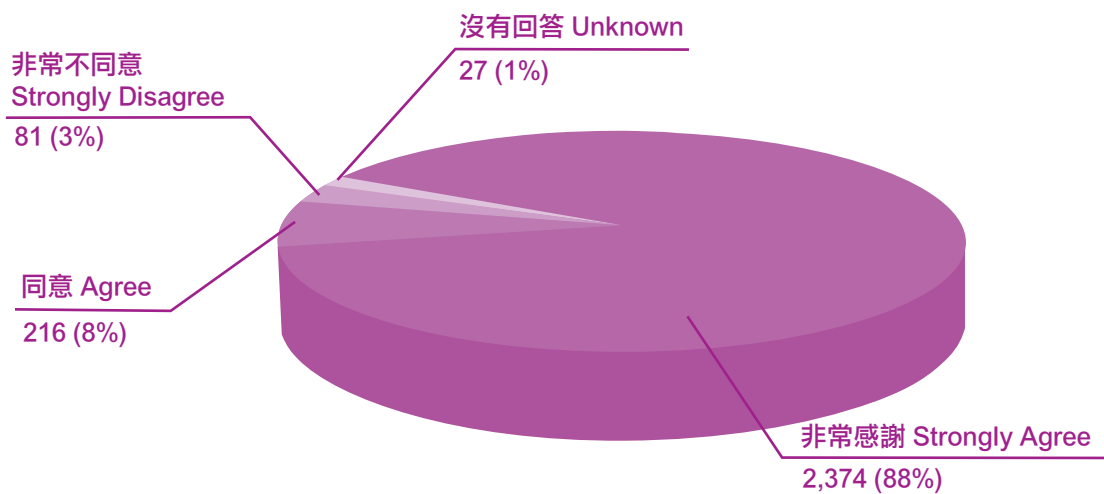




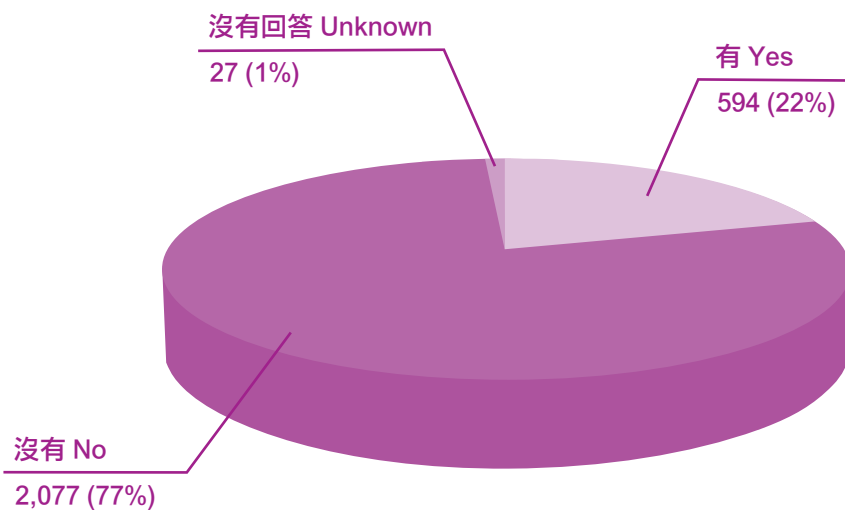
### 學童表示對整體活動感到滿意 Satisfied with our Service



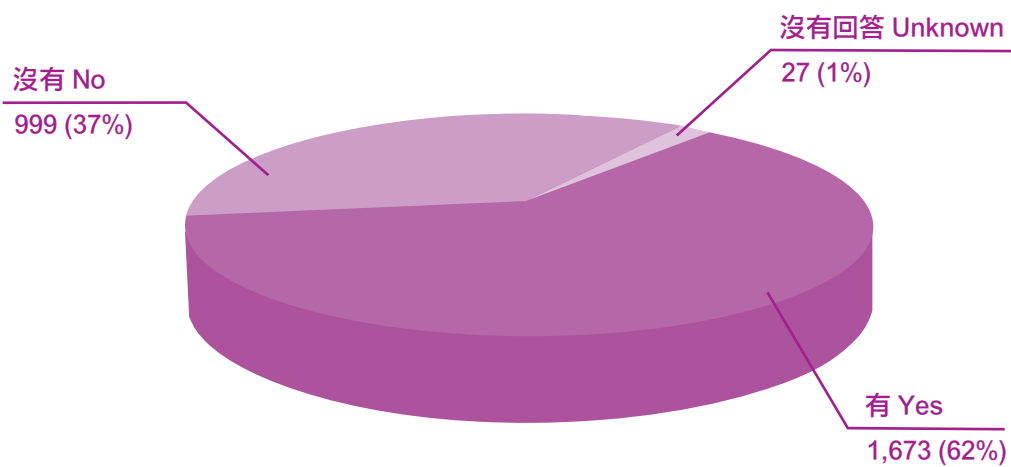
### 學童表示認識到處理情緒的正確方法 Positive Learning on Management of Emotion



### 學童曾看見或聽見父母打架 Witnessed or Heard Parents' Brawling



### 學童曾看見或聽見父母吵架 Witnessed or Heard Quarrels between Parents





# 新希望行動 - 家庭暴力危機處理服務

## Seeds of Hope - Crisis Intervention Service

### 服務目標

1. 駐醫院急症部內，於非辦公時間為家庭暴力受虐者及施虐者提供即時及即場介入、支援及跟進服務；
2. 於社區內，以外展手法及早識別家庭暴力受虐者及施虐者，並提供適切輔導跟進；
3. 推動跨專業合作，共同預防及處理家庭暴力問題。

### 服務內容

#### 1. 危機評估及個案輔導

除了透過於晚上 7 時至凌晨 12 時駐守四間醫院 (包括：屯門醫院、博愛醫院、基督教聯合醫院及將軍澳醫院) 之急症部外，我們還以地區外展手法及加強地區組織之轉介途徑，為受家庭暴力影響之人士提供危機評估及介入。我們的跨專業合作模式繼續與九龍東醫院聯網「兒童身心全面發展服務」合作，轉介受家暴影響的產前及產後婦女及兒童予我們作出適切的介入。

服務內容包括情緒支援輔導、協助認識家庭暴力的影響及制訂安全計劃。

在 2011-12 年度，我們共處理 125 宗危機個案。當中的 113 宗個案被介定為家庭暴力的受害者，其餘的 12 宗個案為施虐者。

### Service Objectives

1. To provide immediate on-site intervention, support and follow-up services to victims of domestic violence and abusers in the Accident and Emergency Departments of hospitals during non-office hours
2. To reach out and make early identification of victims of domestic violence and abusers in the community.
3. To boost multi-disciplinary collaboration regarding prevention and treatment of domestic violence.

### Service Description

#### 1. On-site Crisis Assessment and Counseling Service in Accident and Emergency Departments

Apart from providing on-site crisis assessment and counseling service to victims of domestic violence in the Accident and Emergency Department of Tuen Mun Hospital, Pok Oi Hospital, United Christian Hospital and Tseung Kwan O Hospital from 7:00 pm to midnight, we also made use of reaching out strategies and enhancing the referral channels from other NGOs to provide quality service to people affected by domestic violence.

We collaborated with Comprehensive Child Development Service (CCDS) of Kowloon East Cluster, Hospital Authority. Prenatal and postnatal women and their children who were identified to be vulnerable to domestic violence would be referred to us for appropriate intervention services.

We provided emotional support and counseling to the victims and helped them devise a safety plan and awareness of the impact of domestic violence.

In year 2011-12, we handled 125 cases, in which 113 cases were victims of domestic violence, and the rest of 12 cases were assessed as abusers.

## 2. 心理教育輔導小組

我們以認知行為及正向心理學介入模式設計治療小組，協助受虐人士提升自我保護能力及自我形象，處理受家暴影響的情緒反應，以及鼓勵他們制定生活目標。在 2011-12 年度，我們舉辦的輔導小組，共有 20 人參加。

## 3. 支援及發展性活動

為了加強受虐人士之支援網絡，我們特別為受虐人士定期舉行支援及成長性活動聚會，內容加入各類生活主題，如生活技巧、處理壓力活動、親職支援活動等，以提升受家暴影響人士的自尊、自信及親職技巧。此外，我們亦鼓勵婦女參與義務工作，加強她們助人自助、自強不息的精神。在 2011-12 年度，我們共舉行了 28 節活動，共 304 人次參加。

## 4. 地區外展工作

我們深信外展工作有效地預防及打擊家庭暴力。因此，我們於九龍東及新界西地區，進行「普及性識別家庭暴力計劃」，以識別有潛在危機或正受家暴問題困擾的家庭。另外，我們亦提供家長活動予幼稚園。在 2011-12 年度，我們舉行了 5 項外展教育活動，共接觸了近 1,109 名人士，識別了 16 名受家暴困擾之人士，並提供輔導服務。

## 5. 跨界別合作及培訓

集合跨專業的力量，才能有效防治家庭暴力慘劇。因此，我們積極與其他專業人士合作，為醫護人員、社區人士及海外團體舉行有關處理家庭暴力的培訓活動。在 2011-12 年度，我們舉辦了 3 項培訓活動，共培訓 72 名專業人士。

## 2. Therapeutic Groups

Based on the cognitive-behavioral and positive psychology approaches, therapeutic groups were designed for the victims affected by domestic violence. The groups enhanced their capacity of self-protection, self-esteem, confidence and parenting skills. In year 2011-12, we had 20 participants attended the therapeutic group activities.

## 3. Supportive and Development Programs

To enhance the supportive network among the persons affected by domestic violence, we designed supportive programs with various themes, such as stress management, health care, parenting skills, volunteering work etc. In year 2011-12, we conducted 2 sessions with an attendance of 304 participants.

## 4. Community Outreach Programs

We conducted “Universal Screening” in the high risk areas of domestic violence so as to identify families with domestic violence problems at an early stage. The screenings were focused in the Kowloon East and New Territories West districts. In collaboration with our Children and Youth Service Units, we provided casework intervention to parents who were identified to be in need of help through schools. In total, we organized 5 outreach programs, screened 1,109 persons, and offered subsequent counseling services to those identified to be affected by domestic violence.

## 5. Multi-disciplinary Collaboration and Training

We collaborated with professionals in different disciplines to combat domestic violence. In year 2011-12, we provided 3 sessions of training with an attendance of 72 professionals.

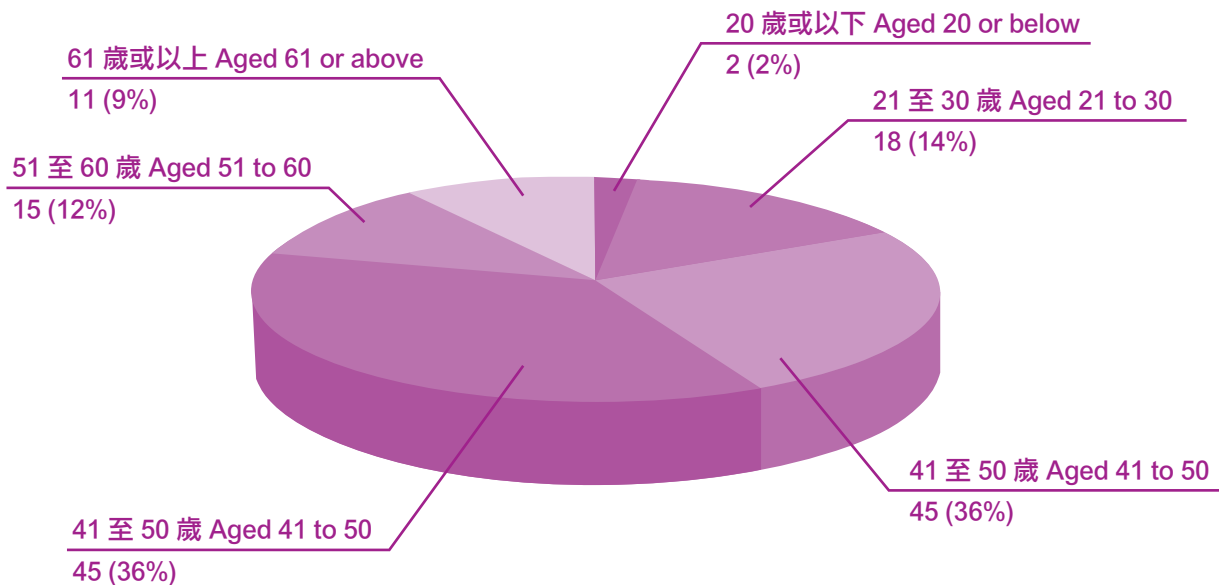


## 新希望行動 - 家庭暴力危機處理服務個案資料 Profile of Seeds of Hope - Crisis Intervention Service

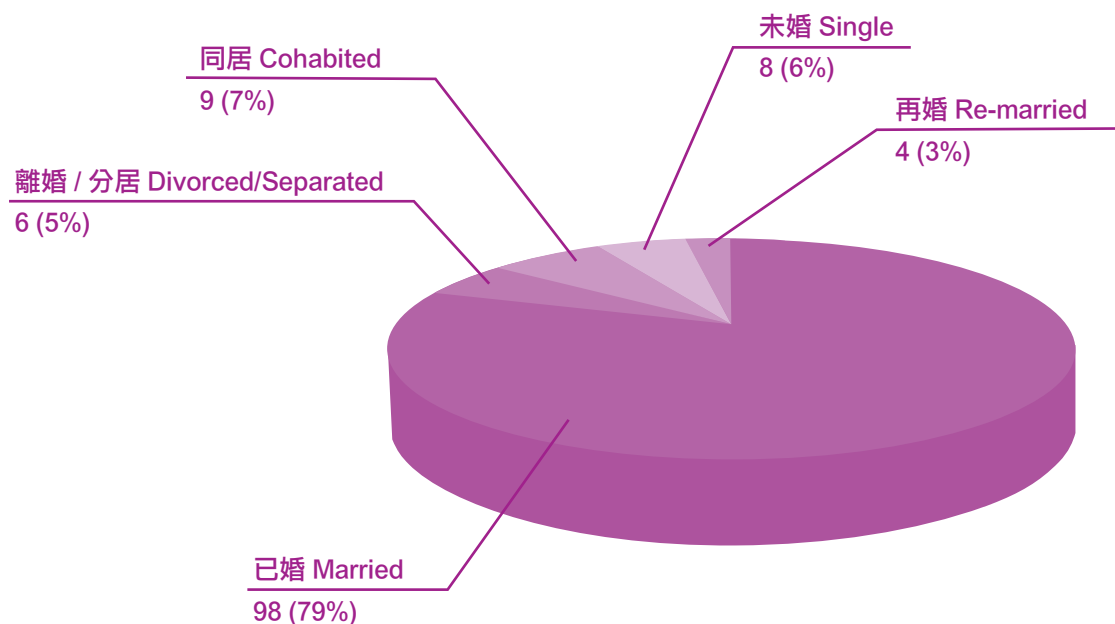
共 125 個危機個案

A Total Number of 125 Crisis Cases

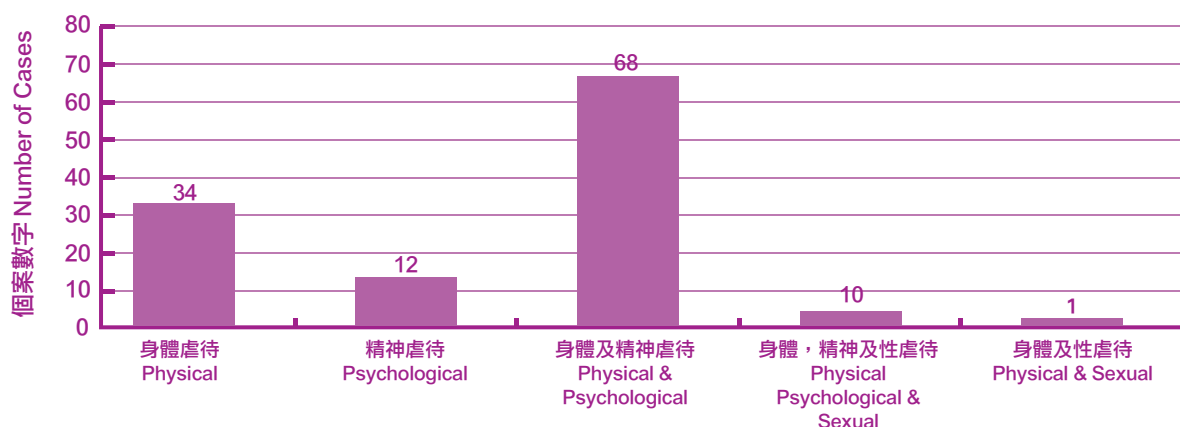
### 年齡 Age



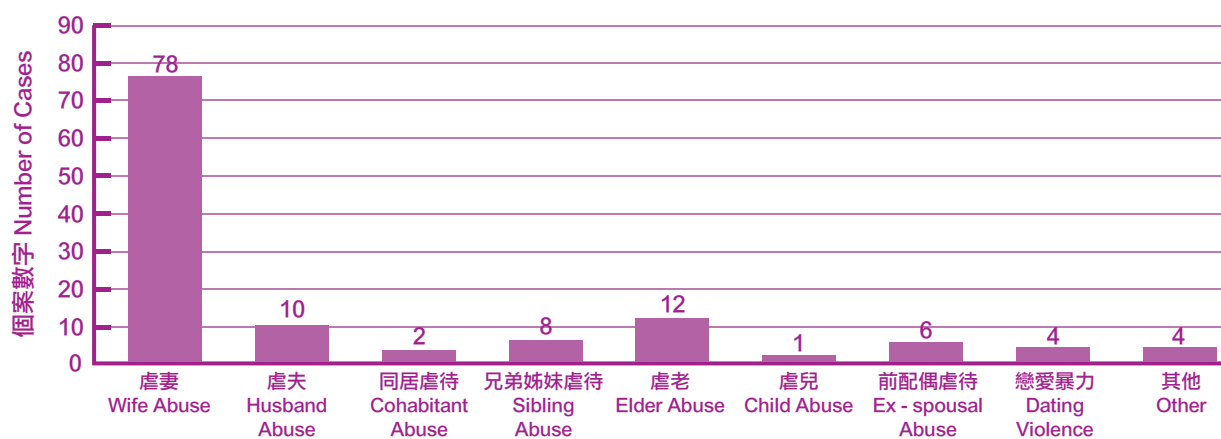
### 婚姻狀況 Marital Status



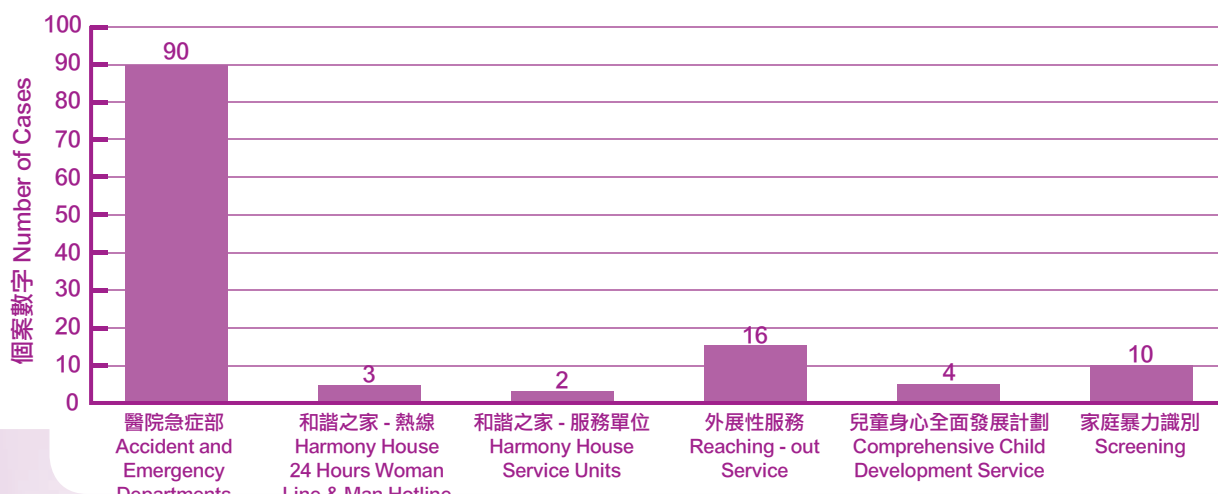
## 虐待形式 Type of Abuse



## 深入輔導個案類型 Nature of Intensive Cases



## 深入輔導個案轉介來源 Source of Referral - Intensive Cases







## 好媽媽社區互聯網計劃

# Better Mom Neighborhood Network Project

由香港公益金資助，我們在 2011 年 7 月開展本計劃，以鄰里互助為本，透過與地區團體建立伙伴關係，從個人、社交網絡及環境因素三方面介入，讓受家庭暴力影響的單親媽媽在一個安全互助的環境下分享她們親職心得、挑戰及有關資訊，從而提升及發展她們的親職效能，達致自強。

Funded by The Community Chest of Hong Kong, this project inaugurated its service in July 2012 based on the concept of mutual help at neighborhood level. Through partnerships with local community groups, we adopted an integrative multi-dimensional approach to structure interventions in three aspects, namely the individual, social networking and person-in-environment. Accordingly, those mothers affected by domestic violence were provided a safe environment to reciprocate their experiences, difficulties and information concerned so that they could develop and enhance their parenting skills and maternal roles in order to achieve a state of self-reliance.

### 服務目標

1. 及早識別有家暴危機的家庭
2. 提供情緒管理技巧訓練，增強單親媽媽對自己及子女對情緒的認識
3. 親職技巧訓練，讓單親媽媽學習處理子女問題的正確方法
4. 推廣家長互助小組，促進單親媽媽間的互助精神，共建和諧社區
5. 提供兒童暫託服務給有需要的媽媽

### Service Objectives

1. To early identify at-risk families of domestic violence through screening
2. To help single mothers better understand their own and children's emotions through relevant trainings
3. To equip single mothers with positive parenting skills to enable them to properly address their children's problems
4. To enhance mutual support among single mothers through group activities to build a caring community
5. To help those mothers in need of respite service on child care through our volunteer service

### 服務內容

#### 1. 社區教育活動

觀塘及葵青為全港家暴最嚴重的區域之一，為提升公眾對親職教育的認識，提早識別受家暴影響的高危家庭。本計劃分別於觀塘區之彩盈邨、瑞和街街市，及葵青區之石籬邨，舉辦了 5 次的地區推廣活動，包括：設立資訊站、展板，派發服務單張，共 1750 婦女受惠。

### Service Description

#### 1. Community education and public awareness programs

In order to raise the public awareness of positive parenting and to early identify high-risk families, we organized 5 promotional activities in Kwun Tong and Kwai Tsing districts where there are high incidents of domestic violence. Meanwhile, we set up information booths, put up exhibition stands and distributed leaflets in public places including Choi Ying Estate, Shui Wo Street Market and Shek Lei Estate and reached out to a total of 1750 women who are potential users of the publicized activities.

## 2. 義工服務

本計劃於地區招募了 20 位媽媽，進行 3 次義工培訓。義工增加了兒童照顧技巧、兒童成長的心理及生理需要，及義務工作的知識，有助往後為本計劃提供兒童看顧服務，以達致鄰里互助的果效。培訓過程中，義工表示學習到的心理學知識，不但能運用到兒童看顧服務，更能運用到管教自己孩子上。

## 3. 親職工作坊及小組

2011-2012 年度，本計劃舉辦了 2 個工作坊 ( 共 4 節 )，及 3 個 ( 共 24 節 ) 的小組培訓，受惠媽媽達 85 人。參加媽媽的回饋問卷中可見，小組能夠增加他們對情緒的認識，當遇到自己或子女出現負面情緒，能運用有建設性的方法處理。

## 4. 朋輩支援及互助小組

本計劃提供了 1 個朋輩支援小組 (6 節)；2 個互助小組 ( 共 18 節 )，合共 123 人次，小組中，媽媽分享了個人經驗、實用的親職技巧、資訊及社區資源，明白單親路上有同路人相伴。此小組氣氛良好，媽媽樂於分享，找到共鳴，從而得到精神上的支援。

以上兩個小組，以教授電腦作為介入媒介。媽媽對資訊科技感到十分有興趣，電腦技巧有助他們與剛學習使用電腦的子女溝通。媽媽表現積極主動地學習電腦技巧，小組後，他們會相約到中心練習電腦。

另一個小組，以製作手工藝為介入手法。參與的媽媽享受製作手工藝的過程，亦可以回家與子女一同製作，有助增進親子關係。此外，於 2011 年 12 月 3 及 4 日，分別於 YMCA 及山頂售賣他們的手工藝品，有助提升他們的自信及小組的凝聚力。

## 2. Volunteer recruitment, training and mobilization

In order to provide respite childcare service at the neighborhood level, we recruited 20 mothers as volunteers for whom 3 training programs comprising 17 sessions were organized to equip them with childcare skills, developmental needs of children and knowledge of volunteering.

The trainees opined that the knowledge and skills so acquired were not only useful to them as volunteers, but also benefit them in positive parenting.

## 3. Parenting skill training and workshop

In 2011-2012, we organized 2 workshops and 3 training groups comprising 4 and 24 sessions respectively with a total participants of 85. The mothers indicated in the returned questionnaires that they not only better understood emotions but also responded rationally to their children in time of their negative emotions.

## 4. Peer & Mutual help groups

Our project offered one 6-session peer support group and two mutual help groups of 18 sessions to 123 single mothers. Through sharing of personal experience, useful parenting skills and informative community resources, the participants understood that they were not alone in their predicaments. The groups were able to provide them a safe atmosphere conducive to sharing and resonance of feelings and thereby boosted spiritual support among the members.

For the above groups, we employed computer studies as the intervention medium. Meanwhile, the mothers developed keen interest in information technology and they adopted a positive attitude in the learning process. They performed post-group practice together and used the skills they learned to communicate with their children who just learned to use computers in kindergartens.

Making handicrafts became the engagement medium for the other group. The participants enjoyed the production process and they would perform the art work with their children at home in order to boost parent-child relationships. Besides, through the selling activities of their productions in the YMCA Hotel and the Peak Galleria on 3rd and 4th December 2012 respectively, their self-confidence and the group cohesiveness concerned will be enhanced.



## 5. 兒童看顧服務

兒童看顧服務共 85 節，服務了 169 位兒童，大部份使用者是新來港家庭的學前兒童。由於使用者的支援網絡弱，看顧服務成為他們的重要資源。此服務能讓他們有時間去處理個人問題或參與活動。這少少的空閒時間，讓他們有一個充電的機會，有助減輕精神壓力。協助服務的義工是區內婦女，能提供一個互相支援的平台，建立和諧的社區。

於看顧服務期間，本計劃會提供多元化活動，例如：溝通及社交技巧訓練、繪畫及製作手工藝，藉此訓練兒童專注力及手眼協調等。

## 5. Respite Childcare Service

Our respite childcare service catered 85 sessions to 169 children who were mostly new immigrants at pre-school age. It served as an important resource to the mothers in view of their weak support network locally. Meanwhile, the service provided them time to manage personal matters and participate in meaningful activities. Such bit of free time allowed them to have a break in relieving their stresses and thus re-energize themselves. The respite service was supported by trained volunteers in the neighborhood and it provided a platform for mutual support in building a more caring community.

The respite childcare sessions were enriched with diversified program activities such as communication and social skills training, painting and making handicrafts which aimed to strengthen the children's attention span and coordination between their eyes and hands, etc.



# 「伊人一心」家暴預防計劃

## Nurturing Heart Domestic Violence Prevention Project

此計劃是在香港非政府機構中首創的嶄新服務，對象為曾經對親密伴侶或子女作出傷害的婦女、在親密關係中受傷害的男士及曾目睹家庭暴力發生而受到傷害的兒童提供適切的服務。計劃由匯豐銀行慈善基金透過香港公益金撥款資助，為期三年。

計劃不單協助施虐者停止暴力的行為，更以了解及分析女性在傷害行為背後的心態及動機，以「針對性別特質」的手法去介入，並協助男女雙方以平和方法處理問題。計劃由 2011 年 7 月正式開展。

Funded by the Hongkong Bank Foundation through its donations to The Community Chest of Hong Kong, this 3-year project was considered as the first of its kind among the local NGOs in providing remedial services to woman abusers, their victimized male partners and children witnessing domestic violence.

Apart from helping the woman abusers to stop their violent acts, the project was devised in such a way to understand and analyse the context behind their behavior. Meanwhile, the "gender-specific intervention" approach was adopted and women and men were assisted to resolve their conflicts in a peaceful manner. The project was launched in July 2011.

### 服務目標

1. 協助婦女探討兩性關係的互動，讓她們以平和的方法處理親密關係中的衝突
2. 提高家人的自我保護意識及能力
3. 為受家暴影響的家庭提供支援，建立正面人生

### Service Objectives

1. To assist woman abusers to explore the interaction of gender relations with the purpose to enable them to resolve peacefully those conflicts emerged from an intimate relationship.
2. To raise the awareness of self-protection and capability of the affected family members
3. To provide support to families affected by domestic violence and help rebuild a positive outlook in their life.

### 服務內容

#### 1. 個人及小組輔導

我們為婦女施虐者及男性受害者提供個案輔導服務，抒緩他們的負面情緒及因家暴引起的傷痛，以協助她們停止暴力行為。由計劃開展至 2012 年 3 月底，計劃共跟進 47 個案，提供了 322 節輔導服務。此外，為 19 位婦女開展了 3 個治療小組，灌輸她們有關兩性平等觀念、與伴侶和平相處及正面管教孩子技巧，協助她們建立正面人生觀，預防家暴再現的機會。

### Service Description

#### 1. Individual and Group Counseling

We provide counseling service to both woman abusers and the male victims so as to ventilate their negative emotions and traumatic experience stemmed from domestic violence. Up to the end of March, 2012, we have followed 47 cases by providing 322 counseling sessions. Besides, we had organized 3 therapeutic groups for 19 woman abusers to inculcate them with the concept of gender equality, to equip them with those skills for sustaining harmonious relationships with their intimate partners and practicing positive parenting etc. Through these activities we aimed to facilitate them to develop a positive life attitude and prevent the recurrence of domestic violence.



## 2. 支援及發展性活動

在計劃開展以來，透過舉辦 8 個不同類型的支援及發展性活動，如改善精神健康、情緒管理、以孩子為中心的管教模式等的工作坊，共為 120 名曾受家暴影響的人士提供支援，透過互助活動，讓他們開展人生新一頁。

## 3. 外展教育活動

計劃亦在於天水圍進行了 5 次外展活動，向該區共 2,720 位居民倡導兩性平等及和諧關係。我們的社工及義工亦以識別問卷方式，及早為有家暴危機人士提供輔導或轉介服務。

## 2. Supportive and Developmental Programs

In the past 8 months, we conducted 8 different supportive and developmental programs for 120 people affected by domestic violence, including workshops on enhancing mental wellness, emotional management and child-centered parenting skills. Through active interactions in a positive environment, they were able to start with a clean slate.

## 3. Outreaching Educational Activities

We accomplished five outreaching programs in Tin Shui Wai, reaching 2,720 residents with missions to advocate gender equality and promote harmonious relationships among two sexes. Our social workers and volunteers also attempted to identify those families vulnerable to domestic violence through screening by questionnaires upon completion of which the at-risk families were either provided counseling or referrals services for early prevention sake.



# 心蓮心親親媽媽計劃

## Parenting Empowerment through Women Helping Women Project

本計劃由心蓮心慈善組織資助，於 2011 年 6 月開展，是一項有關正面親職的計劃，為弱勢社群婦女提供多元化的家長效能訓練活動，從而增加她們的自信及能力，成為身心健康的好媽媽。除此之外，計劃亦提倡婦女發揮互助精神，鼓勵婦女在社區中分享有效的親職技巧及正面情緒管理方法，建立更關顧的和諧社區。不良的親子關係往往打擊婦女自信，不但容易導致婦女自我形象低落，同時不當的管教方法亦為孩子的成長帶來負面影響，因兒童成長後傾向採用父母的管教方式教育下一代，如父母採取錯誤的管教方法，便容易釀成惡性循環。故此，親親媽媽計劃透過一系列的活動，如情緒健康教育工作坊、親職教育講座、婦女互助小組等讓媽媽更了解自己和孩子，以恰當的方法處理自己和孩子的情緒，從而加強親子關係，促進和諧家庭。

Funded by the WomenHelpingWomen Hong Kong, this project was launched in June 2011 to provide diversified training programs for the disadvantaged women to practice positive parenting, thereby enhancing their confidences and capabilities to become competent mothers. In addition, the project also advocated mutual support among women, encouraged them to share effective parenting skills and positive emotion management in order to establish a more caring and harmonious community. We are always aware that poor parent-child relations often cast a gloom on women's self-confidence and thus affect their self-esteem; and improper methods of discipline can also have a negative impact on children's growth and psychosocial development. It is therefore believed that children with undesirable upbringing may learn and apply those inappropriate child-rearing practices to next generation, thus forming a vicious circle of improper parenting. With this in mind, the Project strategically adopted a series of activities such as workshops on emotional education, parenting talks and support groups for women to enable them to better understand themselves and their children. As such, they can harness properly their own and children's emotions so as to strengthen the parent-child relationship and thus promote harmony within family.

### 服務目標

1. 增加婦女對自己及子女的情緒認識、提升其處理親子時出現之負面情緒如憤怒、沮喪、自責、挫敗感等
2. 教導婦女以正面的方法處理情緒
3. 教導婦女之管教及溝通技巧、讓其學習有效及和諧的方向與子女相處
4. 協助婦女們建立支援及互助網路
5. 提供訓練讓婦女成為義工，協助地區其他婦女

### Service Objectives

1. To enhance women's understanding of their own and their children's emotions
2. To equip women with positive means to handle their emotions
3. To equip women with effective communication and parenting skills so that they can better relate to their children
4. To help women unfold and strengthen their support networks
5. To train up women volunteers to help other sufferers in the community



## 服務內容

### 1. 親職訓練工作坊

根據調查，為家長及子女相當關注由幼稚園到初小學之過渡期，有時甚至產生焦慮及壓力。故此，我們與幼稚園及小學定期合作，提供家長親職訓練，讓家長提升親職方面之察覺、知識及技能。去年我們舉辦了「身心舒暢鬆一 Zone」、「親子夏日樂悠遊」、「小一準備做到足」及「誰是直昇機家長」4 個工作坊，受惠人數高達 210 人。

### 2. 婦女互助小組

在 4 個小組中 ( 共 21 節小組中 )，41 位婦女透過不同活動，如以烹飪及健體活動如舞蹈等活動來作媒介，讓參加者增加社交網路，分享自己，認識新朋友，及學習如何處理她們的情緒及正向親職方法。

超過 90% 組員表示小組增加他們對營養及健體之知識，並增加了社交網路。同時，她們表示婦女在小組中漸漸地，產生了正面的有意義及正面的互動。在小組的重聚中，婦女組員亦展示了互相的支持，表示希望小組能夠延續。

### 3. 社區教育活動

為宣傳本計劃及提升公眾對正向親職的意識，我們設計了資訊站、展示及派發宣傳單張予觀塘區 ( 本港發生較多家庭暴力事件之地區 ) 5 個大型公共屋村，包括樂華、寶達、秀茂坪、及彩盈村。

我們一共舉行 7 個公眾教育活動，包括社區嘉年華及地區宣傳活動，派發超過 2000 份宣傳物，成功向共超過 13,000 人介紹有關預防家庭暴力及提倡家庭和諧之訊息。

## Service Description

### 1. Parenting Skills Training Workshops

According to related studies, parents paid considerable concern to their children during the transitional period of promoting from kindergarten to primary one, and sometimes they were even puzzled by anxieties and stresses so derived. In this regard, we worked regularly with kindergartens and primary schools to provide those parents with relevant trainings in order to enhance their awareness of proper parenting and respective knowledge and skills. Last year, we organized 4 activities, be it workshops or parallel groups, which benefited a total of 210 participants.

### 2. Mutual Support Groups

We organized 4 mutual support groups comprising totally 21 sessions for 41 woman participants. Through activities such as cooking and physical exercise like dancing, the members were able to make new friends and share with each other to broaden their social arenas. Besides, they had learned to manage their emotions and practice positive parenting.

Over 90% participants expressed that they had enriched their knowledge of nutrition and physical fitness, and also unfolded their social networks. Meanwhile, mutual support was built gradually as their interactions became more positive and purposeful. In the subsequent follow-up meetings, they were observed to show concerns and support to each other, and indicated their desire for the continuation of the groups.

### 3. Community Educational Programs

To promote publicity of the project and raise the public awareness of positive parenting, we set up information booths to exhibit related materials and distributed leaflets in 5 public housing estates in Kwun Tong district, one of the high-risk areas for domestic violence. The public housing estates involved were Lok Wah Estate, Po Tat Estate, Shun Lee Estate, Sau Mau Ping Estate and Choi Ying Estate.

We also organized 7 promotional programs such as carnivals and publicity campaigns at district level during which we had reached out to more than 13,000 peoples through respective activities and over 2000 distributions of leaflets. The message of early prevention of domestic violence and advocacy of family harmony was well delivered in the interim.

#### 4. 義工培訓及動員

我們成功招募 40 位婦女義工，協助本計劃進行公眾教育。婦女義工們在訓練中學習如扭汽球、及主持遊戲攤位等，並在 18 個活動地區宣傳活動中向公眾宣揚家庭和諧訊息。

#### 5. 促進家庭關係活動

我們在地區宣傳中了解到低收入家庭在經濟上難以負擔親子活動，為了協助進行親子活動，建立親子關係，我們舉行了 2 個大型親子活動，包括參觀活動及親子遊戲日，參加人數達 62 人 (25 個家庭)，他們均表示十分享受親子戶外活動。

#### 4. Volunteering Training and Mobilization

We successfully recruited 40 women volunteers in promoting public education on domestic violence. Meanwhile, they were trained to prepare twisting balloons and take charge of the games stalls. Besides, they were helpful in promoting the message of building family harmony in 18 activities organized at district level.

#### 5. Family Relationship Enhancement Programs

Through our contacts with the public during promotional activities, we were aware of the hardship of low income families in affording parent-child activities. In this regard, we organized two extensive activities including a visit to museum and a family fun day to boost meaningful parent-child interactions. A total of 62 participants from 25 families indicated their full enjoyments while joining the activities.



# 機構刊物 Publications

## 《青年戀愛經歷探索研究：服務發展與實踐路向》

### “Explorative Study on Youth Dating Violence Experience: Service Development and Implications”

為了預防戀愛暴力及促進青少年建立兩性和諧關係，我們聯同香港浸會大學青年研究實踐中心合作，開展有關 12-18 歲青年的戀愛經歷及服務需要的研究。研究以問卷及訪談形式，成功訪問 1,552 位青年有關對戀愛暴力的理解和服務意見，研究結果結集成《青年戀愛經歷探索研究：服務發展與實踐路向》，並於 2011 年 8 月出版。

我們希望藉此了解青年人需要，設計出創新及多元化的服務，為青少年建立健康戀愛關係。

出版日期：2011 年 8 月

In order to present dating violence and promote gender equality among youths, we had collaborated with the Hong Kong Baptist University Center for Youth Research and Practice for a survey on “Explorative Study on Youth Dating Violence Experience: Service Development and Implications”. We targeted at the age group of 12-18 and successfully reached 1,552 respondents for their dating experience, with questionnaires and interviews as the research instrumentation. The findings of the research were published in August 2011.

Through the findings, we expect to apprehend the needs of our youths with the purpose to figure out innovative and multifarious services in fostering them to develop positive attitudes for establishing a healthy courtship.

Date of Publication: August 2011



## 《好爸爸小組－男性施虐者親職心理教育小組培訓手冊》

### “Caring Dad Manual”

《好爸爸小組－男性施虐者親職心理教育小組培訓手冊》是我們累積「好爸爸小組」服務經驗匯集成的培訓手冊。

手冊中詳細介紹了家庭暴力的影響、對施暴者的分析及評估，對男性心理的分析，以及記載了八節好爸爸小組的活動。我們希望透過這本手冊，可以與業界同工分享從實踐所得的經驗，並有效協助男性施虐者的輔導技巧和介入模式。

出版日期：2011 年 10 月

“Caring Dad Manual” is a training manual so compiled to share our practical experience in working with male batterers.

This book covers topics including the impact of domestic violence, assessment on the batterers’ abusive behavior, the psychology of man and records of eight sessions of the “Caring Dad Group”. We disseminated the manual to related professionals in the welfare sector with the purpose to share those skills and modes of intervention derived from our solid encounters with the service users.

Date of Publication: October 2011



## 《兔心聲熱線留言集》

### “Bunny hEars Voice Collections”

我們的「小白兔心聲兒童熱線」，由 The Body Shop 贊助營運經費，已經為香港的兒童服務了五年。透過趣味性內容，例如故事、歌曲、急口令及 IQ 問題等，教育 6-12 歲小朋友正面表達情緒，學習建立良好的 interpersonal 關係。

《兔心聲熱線留言集》節錄了熱線內部份兒童的心聲，讓社會大眾可以分享他們的需要、感受和期望。

出版日期：2012 年 3 月

Under the sponsorship of The Body Shop, the “Bunny hEars” children hotline has been delivering its service to kids with age 6-12 over the past five years. Through interesting activities like storytelling, song presentation, tongue twisters games and IQ quizzers, children can learn to express positively their emotions for establishing good interpersonal relationships.

The Collection garners heartfelt words extracted from the children’s phone-in message. It serves to share with the public about the kid’s needs, feelings and desires.

Date of Publication: March 2012



# 職員培訓及發展

## Staff Training and Development

和諧之家為同工舉辦不同的專業培訓活動，同時鼓勵他們不斷學習各類介入手法，以使其能夠為機構服務對象提供優質及適切的輔導服務。去年，我們共有 56 位同工參加了 306 節的培訓及發展活動。

We had organized multifarious professional trainings for our staff while at the same time encouraging them to acquire various intervention techniques in order to provide our clients with quality and optimum services. Last year 56 staff accomplished a total of 306 sessions of related activities.

### 「沙盤遊戲治療」專業培訓

和諧之家於 2011 年 9 月至 10 月舉行「沙盤遊戲治療工作坊」專業培訓，內容包括榮格心理學理論、沙盤遊戲治療技巧等。完成工作坊之同事，亦把學到的知識運用於本機構之服務對象上，令受家暴影響的婦女及兒童，可以從遊戲中以沙、水和一些小形的玩具模型，呈現出他們的內心世界。

### “Sandplay Therapy Training”

We organized a “Sandplay Therapy Workshop” for our staff between September and October in 2011. The training focused on Jung’s psychological theories and Sandplay therapeutic techniques upon completion of which our social workers were able to apply related knowledge, skills and materials like sand, water, symbolic toys, etc. to explore the service users’ inner feelings for healing sake.



### 「園藝治療」專業培訓

「和諧花園」園藝治療計劃為全港首個以家暴受害人為對象之園藝治療項目。同工們接受專業培訓後，更能有效為所服務的婦女及兒童提供「園藝治療」服務，協助他們舒緩情緒及提升自信。

### “Horticulture Therapy Training”

Run in our Harmony Garden, this program was first of its kind to be applied locally to women and children victims of domestic violence. Upon accomplishment of relevant training, our staff became more equipped and competent in ameliorating the mental wellness of our service users whose self-confidence would be enhanced accordingly after treatment.



## 「情緒釋放技巧」工作坊

完成工作坊後，我們的專業同工了解「情緒自在技巧」可以通過輕拍經脈穴位放鬆身心，舒緩壓力、憂慮等情緒，並將學習的技巧應用於自己或機構服務對象。

### Workshop on “Emotional Freedom Techniques” (EFT)

Upon completion of the workshop, our professional staffs were able to use the techniques of “tapping on acupoints” for relaxation, alleviation of stress, anxiety, etc. Such treatment approach did not just benefit our staff but also our service users.



## 職員退修營

同工們在退修營中進行創意思維訓練，學習之餘，更可體現團隊精神。

### Staff Retreat

Our retreat camp not only provided our staff with training on creative thinking but also an opportunity for team building.



## 員工活動

我們每年為員工舉辦活動。去年的南丫島之旅，大家輕鬆玩樂之餘，更加深了團隊之間的相互了解。

### Staff Activities

Colleagues had fun and knew each other better in the outing activity, “Tour to Lamma Island” organized by our “Staff Social Committee”.



## 其他

除以上機構舉辦的專業培訓外，我們亦鼓勵同工參與各類講座及研討會。

### Others

In addition to agency-based in-service training, we also encourage our staff to pursue self-enrichment by joining various workshops and seminars.





## 實習學生分享

# Placement Student's Sharing

去年，共有 8 位分別來自香港大學、香港中文大學、樹仁大學、香港公開大學、香港教育學院的社會工作實習學生到和諧之家進行實習，部份同學更留下他們的心聲感言。

Last year, 8 social work students from The University of Hong Kong, The Chinese University of Hong Kong, Hong Kong Shue Yan University, The Open University of Hong Kong and The Hong Kong Institute of Education had finished their placements at Harmony House. Some of them also left some words to us.

不經不覺間，我在和諧之家的實習快要結束了。雖然只是短短的兩個半月實習，我卻在這裏有著不同的體驗及學習。實習的開始，我有幸參與到和諧徑的開幕典禮，讓我感受到一個新中心落成的喜悅，也能使我更快地融入整個團隊當中。在開幕過後，我了解新中心投入服務的工作，以及把服務延展到新社區的技巧。

透過帶領兒童情緒學習小組、「和諧快線」、親子日營、街展及接聽「小白吐心聲」等服務，我接觸到不同的服務對象，了解到他們的需要，從中我也學習到如何運用在學院學到的知識及過往的工作經驗到社會服務當中，感謝不同部門的同事的協助及分享，讓我得到很多寶貴的意見。多謝同事們一直以來的熱情招待，能夠在一個互相幫助、不分你我的 C&Y。

香港中文大學  
張凱琰



### 的感想

時間過得很快，轉眼間這個實習亦快將完結了。我衷心感謝和諧之家給予我這個機會，讓我到和諧徑實習，使我獲得寶貴的經驗，不但增加了我對有關服務的認識，亦讓我發掘到自己的優點及缺點，為我未來的工作作好準備。在此，我非常感謝和諧徑的所有同事，在實習的過程中給予我們很大的支持及鼓勵。這次實習能夠順利完成，確實有賴他們的協助以及寶貴的意見！最後，祝各位工作愉快！身體健康！

樹仁大學  
林靄欣



### 的感想



首先，我很感謝和諧之家給我機會，讓我在此實習。今時今日，普遍香港人均不憂穿不憂吃，但不代表整個社會快樂指數高企，亦不代表人人擁有一個和諧的家庭。家庭環境及成員間的關係，對人的生活影響深遠。是次實習加深我認識和諧之家，除了一般的面談和電話輔導外，機構社工還會提供其他社會資源服務（例如圖書借閱、電腦班工作坊、書包、幼兒奶粉的捐贈）。我並明白到非牟利服務機構，在整個社會中發揮的重要作用，其中助人自助的理念尤其重要。在工作上，我體會到在非牟利服務機構的工作氣氛，是多一份關心和少一份計較的，機構的員工皆是友善、充滿熱誠的，而且十分樂意指導我們。另外，印象較深刻的工作，是我和拍檔有幸為參與網站設計的改革提供意見、協助，讓我能把學校學到的知識應用於實習上。在發揮自己的想法及計劃方面，機構給我們很大的自由，也給我們有力的支援和意見。完成這次實習後，我會更關注香港社會的發展。最後，我十分感謝和諧之家一眾親切的員工，能夠跟你們一起參與和諧之家的工作，是我的榮幸！

香港城市大學  
林慧兒

感謝和諧之家讓我在和諧徑中心有實習的機會。在這一季裡，我所得著的是既充實又寶貴的實務經驗。從著辦親子活動、兒童發展小組及個案工作的層面上，讓我能嘗試將學院所學的理论及技巧應用於不同的介入層面之中，亦使我對防治家暴工作上的認知，與及兒童和家庭服務的工作手法上的眼界廣闊了不少。

在實習期間，感謝同事對實習同學的實際支援、工作分享及建議指導，使我們能在短短的時間裡，掌握機構所提供的重點服務及了解社區內的家庭需要，以能作出適切的配合，使我們在實務工作的學習上裝備了不少的實用工具。在此，再次感謝機構及同事對我們的包涵。

樹仁大學  
伍嘉琪



今年暑期，我參加了「花旗集團大學生社責實踐計劃」，有幸獲安排到「和諧之家」這裡進行實習。這也是我第一次深入接觸非牟利機構。對作為商科學生而言，這絕對是難能可貴的經驗。在實習期間，我與工作伙伴 Alice 有機會參與「和諧徑」開幕典禮的準備工作及為「和諧之家」網頁設計作出建議。從中令我深深體會到非牟利機構由於資源有限，要善用有限資源來幫助更多有需要的弱勢社群是一大挑戰。因此，他們在社會工作服務、籌劃活動等各方面都要有週詳的策劃，配合全職及非全職的義務工作人員，並善加利用各人的專長。

在「和諧之家」短短兩個月工作，很高興認識一班親切和熱心工作的前輩和同事。我在此感謝各位同事的悉心指導。在他們的帶領下，我深感到這些社會福利機構正默默地每天為那些的弱勢社群提供所需的支援和服務，為這個競爭激烈的商業社會帶來一點人間溫情！

公開大學  
周雪麗





# 未來展望

## Future Development

### 1. 重整架構配合服務發展

本會於近年間，發展多項家暴防治的新服務，由於設立日期，資助背景及服務成效要求不同，以致在整體管理及人力配置方面，仍有優化的空間，因此為了更有效地靈活運用資源兼強化內部協調，和諧之家將於 2012 年 4 月進行機構服務性的架構重整。我們相信這個轉變，最終受惠務是我們的服務使用者。

### 2. 強化夥伴關係的發展

我們會繼續與服務對象、學校、政府及非政府機構、企業等建立更緊密的夥伴合作關係，在現有的基礎下，致力尋求更豐富、更多元化的資源及義工服務的支援，與他們共同舉辦更多活動，使更多服務對象得以受惠。

在宣傳方面，我們會推出多元化並具吸引力的宣傳策略，向市民推廣服務，並在社區進行提高家暴意識的教育。同時亦會進一步鞏固及加強與傳媒的合作關係，務求透過多媒體途徑，讓更多人士獲取我們的資訊。

義工發展除了是機構的寶貴資產，更有助本會服務宣傳之效。期望來年，我們能完善現有的義工管理工作，讓那些曾為我們付出時間、心力甚或資源的義工們，繼續對我們的服務對象不離不棄，攜手並肩為受家暴影響的人士，扭轉逆境，豐盛他們的人生。

### 3. 社區教育

我們在社區公眾教育方面，仍然需要繼續努力，以提昇公眾人士實踐和諧家庭的重視，並預防家暴事件的發生。

### 1. Organizational Restructuring to Meet Service Development

In recent years, there has been development of new services in combating domestic violence in our agency. Due to differences in launching timeline, funding background and service output requirement, we entailed a structural change to optimize overall management and manpower re-allocation to effectuate a more efficient and flexible operational environment in which better staff and resource planning could be facilitated. The reengineering process was accomplished in April this year and we believed that such change would eventually benefit our service users.

### 2. Enhancement of Partnership Development


We will continue to consolidate partnerships with our target service users, schools, governmental and non-governmental organizations and enterprises. Within existing context, we strive to explore richer, more diversified resources and strengthen our volunteer support in order to organize more activities to enable more clients to benefit.

In the aspect of publicity, we will launch a series of diverse and attractive strategies to promote our service to the public. We aim to raise the awareness of the public towards domestic violence through education at community level. Simultaneously, we will further consolidate and strengthen cooperation with the media through which more people can gain access to our information.

Volunteers are considered as our valuable assets as they always help promote publicity of our service. In the coming year, we will make the most of our effort to streamline our management on volunteers in order to solicit their continual support in serving those people affected by domestic violence so that they can ride out their difficult time for a prosperous future.

### 3. Community Education

We will continue to make our efforts to promote the importance of establishing harmonious relationships in order to foster a violence free familial atmosphere.



除了舉辦不同的推廣活動，如講座、地區宣傳，我們將更積極考慮邀請曾受家暴影響的過來人，與我們一起造訪有潛在危機的人，了解他們的需要，及提早介入。

我們深信自我保護、自我辨識對有效預防家庭暴力是非常重要的，因此，我們計劃在網上開發一個及早辨識自己是否處於親密伴侶施予暴力的危機當中的自我評估工具，讓一般社會大眾人士發現異常情況時，可以及早尋求專業人員協助。我們希望在社區教育工作中，可以善用這套評估工具，盡早找出活在家暴陰霾中的人士，幫助他們及早擺脫傷害。

In addition to various promotional activities such as talks and publicity in community, we will actively consider inviting ex-service users to join our outreach home-visit programs to help identify those vulnerable families for early intervention sake.

We believe that the capabilities of self-protection and self-identification are essential traits to prevent domestic violence. As such, we are planning to devise an online self-assessment tool for potential victims to identify any likelihood of domestic violence and seek early professional assistance accordingly. We hope we can make good use of such assessment tool during the course of community education and help those vulnerable persons walk out the shadow of domestic violence timely.



# 核數師報告書 Auditor's Report

HARMONY HOUSE LIMITED  
(和諧之家有限公司)

## DIRECTORS' REPORT

### DIRECTORS - Continued

In accordance with Article 42 of the Company's Articles of Association, the following directors retire and being eligible, may offer themselves for re-election for the forthcoming year:

Judge Wong Hing Chun  
Dr. Caroline Chan So Tuen  
Mrs. Anna Koo Au Cheuk Ming

### DIRECTORS' INTERESTS IN CONTRACTS

No contracts of significance in relation to the Company's business to which the Company was a party and in which a director of the Company had a material interest, whether directly or indirectly, subsisted at the end of the year or at any time during the year.

### ARRANGEMENTS TO PURCHASE SHARES OF DEBENTURES

At no time during the year was the Company a party to any arrangements to enable the directors of the Company to acquire benefits by means of the acquisition of shares in, or debentures of, the Company or any other body corporate.

### AUDITOR

A resolution will be proposed at the forthcoming annual general meeting of the Company to re-appoint the auditor, BDO Limited.

On behalf of the Board

Chairperson

Hong Kong, 9 October 2012

HARMONY HOUSE LIMITED  
(和諧之家有限公司)

## DIRECTORS' REPORT

The directors have pleasure in presenting their annual report together with the audited financial statements for the year ended 31 March 2012.

### PRINCIPAL ACTIVITY

The principal activity of the Company is to provide a rent-free shelter for women who are victims of violence. Other activities include community education, batterers treatment, crisis intervention, neighbourhood programme and resource station. The shelter premises are provided by the Government of the Hong Kong Special Administrative Region.

### RESULTS

The results of the Company for the year ended 31 March 2012 and the state of the Company's affairs as at that date are set out in the financial statements on pages 5 to 31.

### RESERVES

Details of the movements in surplus of the Company during the year are set out in note 21 to the financial statements.

### FIXED ASSETS

Details of the movements in fixed assets of the Company are set out in note 13 to the financial statements.

### DIRECTORS

The directors of the Company during the year and up to the date of this report were as follows:

Judge Wong Hing Chun  
Dr. Caroline Chan So Tuen  
Mrs. Anna Koo Au Cheuk Ming  
Mrs. Grace M. Atkinson  
Dr. Kam Chak Wah  
Prof. Ng Man Lun  
Mrs. Lau Yu Po Kwan  
Dr. Huen Kwai Fun  
Mr. Alexander Leung Hong Shun  
Ms. Angela Tsun On Kee

(resigned on 12 May 2012)



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永安中心25樓

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF HARMONY HOUSE LIMITED  
(和諧之家有限公司)**

(Incorporated in Hong Kong as a company limited by guarantee)

We have audited the financial statements of Harmony House Limited ("the Company") set out on pages 5 to 31, which comprise the balance sheet as at 31 March 2012, and the income and expenditure statement, statement of changes in total funds and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

**Directors' responsibility for the financial statements**

The directors of the Company are responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

**Auditor's responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. This report is made solely to you, as a body, in accordance with Section 141 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the HKICPA. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

BDO Limited  
香港立信博道會計師事務所有限公司  
BDO Limited, a Hong Kong limited company, is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the International BDO network of independent member firms.



**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF HARMONY HOUSE LIMITED  
(和諧之家有限公司)**

(Incorporated in Hong Kong as a company limited by guarantee)

**Auditor's responsibility - Continued**

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**Opinion**

In our opinion, the financial statements give a true and fair view of the state of affairs of the Company as at 31 March 2012 and of its surplus and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.

BDO Limited  
Certified Public Accountants  
Law Fung Ha  
Practising Certificate Number P03958

Hong Kong, 9 October 2012





**HARMONY HOUSE LIMITED**  
(和諧之家有限公司)  
**INCOME AND EXPENDITURE STATEMENT**  
FOR THE YEAR ENDED 31 MARCH 2012

Notes	Jockey Club		Harmony Lane	Horticultural Therapy Project	Better Mom Neighborhood Network	Nurturing Heart Domestic Violence Prevention		Other Activities	2012 Total	2011 Total
	Shelter	Harmony Link				Violence Prevention	HK\$			
	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$
<b>Income</b>										
Allocation from the Community Chest-baseline	343,380	-	-	-	-	-	564,430	907,810	814,100	
Allocation from the Community Chest-time limited project	-	-	-	-	207,691	198,210	-	405,901	329,517	
Donation from the Hong Kong Jockey Club Charities Trust	-	3,957,347	-	-	-	-	-	3,957,347	4,166,226	
Donations	122,787	-	-	-	-	8,067	789,587	920,441	625,883	
Utilisation of the Lotteries Fund	156,684	-	-	-	-	-	-	156,684	6,110	
Interest Income	23	-	3	-	-	-	1,075	1,101	131	
Subvention from Social Welfare Department	5,601,551	169,728	-	-	-	-	-	5,771,279	5,550,843	
Quality Education Fund (May 2008 - May 2010)	-	-	-	-	-	-	-	-	123,735	
Quality Education Fund (July 2010 - December 2012)	-	-	432,400	-	-	-	-	432,400	324,300	
Hong Kong Bank ("HKB") Foundation	-	-	450,000	-	-	-	-	450,000	450,000	
Partnership fund for the disadvantage ("PFD")	-	-	900,000	-	-	-	-	900,000	175,216	
Other income	24,737	10,595	12,895	-	-	-	258,269	306,496	155,444	
Remaining balance of Quality Education Fund (July 2010 - December 2012)	-	-	(19,791)	-	-	-	-	(19,791)	(160,344)	
Remaining balance of Community Chest - baseline	-	-	-	-	-	-	(99,547)	(99,547)	(83,288)	
Remaining balance of Community Chest -time limited project	-	-	-	334,362	242,917	240,508	-	817,787	-	
Remaining balance of HKB Foundation	-	-	7,768	-	-	-	-	7,768	(267,645)	
Remaining balance of Partnership fund for the disadvantage	-	-	(342,223)	-	-	-	-	(342,223)	-	
Fund for acquisition of fixed asset (HKB)	-	-	(339,291)	-	-	-	-	(339,291)	-	
Fund for acquisition of fixed asset (PFD)	-	-	(25,004)	-	-	-	-	(25,004)	-	
	6,249,162	4,137,670	1,076,757	334,362	450,608	446,785	1,513,814	14,209,158	12,210,228	
Deferred income for capital grants	17	832,321	-	116,705	-	-	20,973	969,999	3,146,675	
	7,081,483	4,137,670	1,193,462	334,362	450,608	446,785	1,534,787	15,179,157	15,356,903	

**HARMONY HOUSE LIMITED**  
(和諧之家有限公司)  
**INCOME AND EXPENDITURE STATEMENT**  
FOR THE YEAR ENDED 31 MARCH 2012

Notes	Jockey Club		Harmony Lane	Horticultural Therapy Project	Better Mom Neighborhood Network	Nurturing Heart Domestic Violence Prevention		Other Activities	2012 Total	2011 Total
	Shelter	Harmony Link				Violence Prevention	HK\$			
	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$
<b>Expenses</b>										
Administrative expenses	9	77,904	48,052	27,625	4,070	11,523	4,145	22,548	195,867	166,000
Computer software		88,500	1,011	-	65	195	195	14,354	104,320	87,040
Depreciation		332,475	18,296	116,705	-	-	-	12,378	479,854	3,341,817
Food for clients		19,729	-	-	-	-	-	-	19,729	17,996
Garden set-up		-	-	-	41,950	-	-	-	41,950	5,461
Insurance		94,246	60,760	19,812	3,830	2,054	2,049	2,073	184,824	186,073
Loss on disposal of furniture and equipment		-	-	-	-	-	-	-	-	1,617
Building management fee		120,240	-	-	-	-	-	-	120,240	120,240
Miscellaneous expenses	10	10,379	556	8,080	107	-	16	3,850	22,988	35,672
Personnel emoluments	6	4,780,929	3,479,583	681,742	268,894	396,689	429,279	914,258	10,951,374	9,634,538
Programmes		145,825	159,005	263,933	-	37,055	7,842	341,981	955,641	633,778
Publicity/publication		-	13,600	-	-	-	-	48,660	62,260	70,460
Rent and rates		76,230	199,680	23,760	-	-	-	-	299,670	327,138
Staff training and development		64,100	-	-	12,000	-	-	18,528	94,628	46,724
Stores and equipment	11	102,185	89,830	32,640	3,446	2,365	2,517	18,740	251,723	205,918
Travelling		21,305	21,219	4,531	-	727	742	2,826	51,350	54,654
Utilities	12	227,837	53,779	5,558	-	-	-	7	287,181	288,812
		6,161,884	4,145,371	1,184,386	334,362	450,608	446,785	1,400,203	14,123,599	15,223,938
Net operating surplus/(deficit)		919,599	(7,701)	9,076	-	-	-	134,584	1,055,558	132,965
Surplus of Provident Fund								(96,242)	(67,552)	
Deficit/(surplus) of rent and rates								47,778	(10,638)	
Surplus/(deficit) transferred from/(to):										
- provision for annual leave								(25,853)	(29,567)	
- provision for long service payment								7,704	29,258	
- Social/recreational fund								(20,000)	-	
- Building maintenance / renovation fund								(188,330)	-	
Net surplus for the year	5							780,615	54,466	

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
BALANCE SHEET  
AS AT 31 MARCH 2012

	Notes	2012 HK\$	2011 HK\$
<b>Assets</b>			
<b>Non-current asset</b>			
Property, plant and equipment	13	775,579	847,588
<b>Current assets</b>			
Utility deposits and prepayments		303,449	392,374
Other receivables		5,026,663	5,637,217
Cash and bank balances		8,721,258	6,543,834
<b>Total current assets</b>		<u>14,051,370</u>	<u>12,573,425</u>
<b>Total assets</b>		<u>14,826,949</u>	<u>13,421,013</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Accounts payable and accruals		2,575,690	2,762,607
Amount due to Social Welfare Department	14	(48,908)	9,508
Surplus of staff provident fund		573,894	477,652
Donation for specific purposes	15	5,755,366	4,695,902
Research and survey fund		2,666	2,666
Cash advance from Jockey Club		1,591,378	1,591,378
Surplus of Lotteries Fund	16	704,991	374,171
Deferred income for capital grants	17	1,015,769	1,310,276
Amount due to Friends of HH Trust Fund		-	250,000
<b>Total liabilities</b>		<u>12,170,846</u>	<u>11,474,160</u>
<b>TOTAL NET ASSETS</b>		<u>2,656,103</u>	<u>1,946,853</u>
<b>Representing by:</b>			
Capital	18	354,911	354,911
Specific funds	19	1,085,175	1,156,540
Lump sum grant reserve	20	1,130,174	757,526
Accumulated fund/(Accumulated losses)	21	85,843	(322,124)
<b>TOTAL FUNDS</b>		<u>2,656,103</u>	<u>1,946,853</u>

On behalf of the Board



Director



Director

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
STATEMENT OF CHANGES IN TOTAL FUNDS  
FOR THE YEAR ENDED 31 MARCH 2012

	Capital HK\$	Specific funds HK\$	Lump sum grant reserve HK\$	Accumulated fund/ (Accumulated losses) HK\$	Total HK\$
At 1 April 2010	354,911	1,176,419	711,436	(330,500)	1,912,266
Net surplus for the year	-	-	-	54,466	54,466
Transfers	-	-	46,090	(46,090)	-
Staff merit fund utilised during the year	-	(19,879)	-	-	(19,879)
At 1 April 2011	354,911	1,156,540	757,526	(322,124)	1,946,853
Net surplus for the year	-	-	-	780,615	780,615
Transfers (note 20)	-	-	372,648	(372,648)	-
Transferred from surplus / (deficit) (note 19)	-	208,330	-	-	208,330
Fund utilised during the year (note 19)	-	(279,695)	-	-	(279,695)
At 31 March 2012	<u>354,911</u>	<u>1,085,175</u>	<u>1,130,174</u>	<u>85,843</u>	<u>2,656,103</u>

HARMONY HOUSE LIMITED  
(和諧之家有限公司)CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2012

	2012 HK\$	2011 HK\$
Cash flows from operating activities	780,615	54,466
Net surplus for the year	479,854	3,341,817
Adjustments for:	(969,999)	(3,146,675)
Depreciation of property, plant and equipment	(1,101)	(131)
Capital grants recognised as income	(5,000)	1,617
Interest income		
(Gain)/loss on disposal of property, plant and equipment		
Operating profit before working capital changes	284,369	251,094
Decrease/(increase) in utility deposits and prepayments	88,925	(106,835)
Decrease/(increase) in other receivables	610,554	(34,396)
Decrease in accounts payable and accruals	(186,917)	(1,005,485)
(Decrease)/increase in amount due to Social Welfare Department	(58,416)	54
Increase in surplus of staff provident fund	96,242	67,551
Increase in donation for specific purposes	1,059,464	279,018
(Decrease)/increase in amount due to Friends of HH trust fund		
Increase in surplus of lotteries fund	(250,000)	250,000
Decrease in staff merit fund	330,820	210,417
Increase in social/recreational fund	(33,683)	(19,879)
Decrease in building maintenance/renovation fund	26,633	-
	(64,315)	-
Net cash flows from/(used in) operating activities	1,903,676	(108,461)
Investing activities		
Purchases of property, plant and equipment	(407,845)	(77,380)
Proceed from sales of property, plant and equipment	5,000	
Interest received	1,101	131
Net cash flows used in investing activities	(401,744)	(77,249)
Financing activity		
Capital grants received	675,492	59,560
Net cash flows from financing activity	675,492	59,560
Net increase/(decrease) in cash and cash equivalents	2,177,424	(126,150)
Cash and cash equivalents at beginning of year	6,543,834	6,669,984
Cash and cash equivalents at end of year	8,721,258	6,543,834
Analysis of cash and cash equivalents companies:		
Cash available on demand	8,721,258	6,543,834

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

## 1. LEGAL STATUS AND OPERATIONS

The Company was incorporated in Hong Kong under the Hong Kong Companies Ordinance ("Company Ordinance") on 2 April 1986 as a Company limited by guarantee.

Under the provisions of the Company's Memorandum and Articles of Association, every member shall, in the event of the Company being wound up, contribute to the assets of the Company to the extent of HK\$100. At the end of reporting period, the Company had ten members.

The Company is a charitable organisation and provides a rent-free shelter for women who are victims of violence. Its registered office and principal place of business is at G/F, Wing B, On Wah House, Lok Wah (South) Estate, Kwun Tong, Kowloon, Hong Kong.

## 2. ADOPTION OF HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs")

## (a) Adoption of new/revised HKFRSs-effective 1 January 2011

HKFRSs (Amendments)	Improvements to HKFRSs 2010
Amendments to HKAS 32	Classification of Rights Issues
Amendments to HK(IFRIC) - Interpretation 14	Prepayments of a Minimum Funding Requirement
HK(IFRIC) - Interpretation 19	Extinguishing Financial Liabilities with Equity Instruments
HKAS 24 (Revised)	Related Party Disclosures

The adoption of these new/revised standards and interpretations has no material impact on the Company's financial statements.

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

2. ADOPTION OF HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - Continued

(b) New/revised HKFRSs that have been issued but not yet effective

The following new/revised HKFRSs, potentially relevant to the Company's financial statements, have been issued, but are not yet effective and have not been early adopted by the Company.

Amendments to HKFRS 7	Disclosures - Transfers of Financial Assets <sup>1</sup>
HKFRS 9	Financial Instruments <sup>2</sup>
HKFRS 13	Fair Value Measurement <sup>2</sup>
HKAS 19 (2011)	Employee Benefits <sup>2</sup>

<sup>1</sup>Effective for annual periods beginning on or after 1 July 2011

<sup>2</sup>Effective for annual periods beginning on or after 1 January 2013

The Company is in the process of making an assessment of the potential impact of these new / revised HKFRSs and the directors so far concluded that the application of these new / revised HKFRSs will have no material impact on the Company's financial statements.

3. BASIS OF PREPARATION

(a) Statement of compliance

The financial statements have been prepared in accordance with all applicable HKFRSs, Hong Kong Accounting Standards ("HKASs") and Interpretations (hereinafter collectively referred to as the "HKFRSs") and the disclosure requirements of Hong Kong Companies Ordinance.

(b) Basis of measurement

The financial statements have been prepared under the historical cost basis.

(c) Functional and presentation currency

The financial statements are presented in Hong Kong dollars ("HK\$") which is the same as the functional currency of the Company.

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

4. SIGNIFICANT ACCOUNTING POLICIES

(a) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and accumulated impairment losses.

The cost of property, plant and equipment includes its purchase price and the costs directly attributable to the acquisition of the items.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are recognised as an expenses in the income and expenditure statement during the financial period in which they are incurred.

Property, plant and equipment are depreciated so as to write off their cost or valuation net of expected residual value over their estimated useful lives on a straight-line basis. The useful lives, residual value and depreciation method are reviewed, and adjusted if appropriate, at the end of each reporting period. The useful lives are as follows:

Motor vehicle	4 years
Furniture and equipment	4 years
Leasehold improvements	Over the remaining life of the leases but not exceeding 5 years

An asset is written down immediately to its recoverable amount if its carrying amount is higher than the asset's estimated recoverable amount.



HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

4. SIGNIFICANT ACCOUNTING POLICIES - Continued

(c) Financial Instruments - Continued

(ii) Impairment loss on financial assets - Continued

- significant financial difficulty of the counterparty;
- a breach of contract, such as a default or delinquency in interest or principal payments; and
- it becoming probable that the counterparty will enter bankruptcy or other financial reorganisation.

An impairment loss is recognised in the income and expenditure statement when there is objective evidence that the asset is impaired, and is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the original effective interest rate. The carrying amount of financial asset is reduced through the use of an allowance account. When any part of financial asset is determined as uncollectible, it is written off against the allowance account for the relevant financial asset.

(iii) Financial liabilities

The Company classifies its financial liabilities as financial liabilities at amortised cost including trade and other payables and other financial liabilities which are initially recognised at fair value, net of directly attributable costs incurred. They are subsequently measured at amortised cost, using the effective interest method. The related interest expense is recognised in income and expenditure statement.

Gains or losses are recognised in income and expenditure statement when the liabilities are derecognised as well as through the amortisation process.

(iv) Derecognition

The Company derecognises a financial asset when the contractual rights to the future cash flows in relation to the financial asset expire or when the financial asset has been transferred and the transfer meets the criteria for derecognition in accordance with HKAS 39 "Financial Instrument: Recognition and Measurement".

Financial liabilities are derecognised when the obligation specified in the relevant contract is discharged, cancelled or expires.

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

4. SIGNIFICANT ACCOUNTING POLICIES - Continued

(a) Property, plant and equipment - Continued

The gain or loss on disposal of an item of property, plant and equipment is the difference between the net sale proceeds and its carrying amount, and is recognised in the income and expenditure statement on disposal.

Capital grants and donations received for the purchase of property, plant and equipment are recorded as deferred income in the balance sheet and amortised in the income and expenditure statement over the useful life of the relevant assets.

(b) Leasing

Leases that do not transfer substantially all the risks and rewards of ownership to the Company are classified as operating leases. The total rentals payable under the operating leases are recognised to the income and expenditure statement on a straight-line basis over the lease term. Lease incentives received are recognised as an integrated part of the total rental expense, over the term of the lease.

(c) Financial Instruments

(i) Financial assets

The Company classifies its financial assets as loans and receivables, which are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are mainly cash and bank balances and also arise through the incorporate other types of contractual monetary assets. Loans and receivables are initially measured at fair value plus transaction costs that are directly attributable to the acquisition of the financial assets. Subsequent to initial recognition, they are carried at amortised cost using the effective interest method, less any identified impairment losses.

(ii) Impairment loss on financial assets

The Company assesses, at the end of each reporting period, whether there is any objective evidence that financial asset is impaired. Financial asset is impaired if there is objective evidence of impairment as a result of one or more events that has occurred after the initial recognition of the asset and that event has an impact on the estimated future cash flows of the financial asset that can be reliably estimated. Evidence of impairment may include:

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

4. SIGNIFICANT ACCOUNTING POLICIES - Continued

(d) Revenue recognition

Government grants received are credited to the income and expenditure statement as other income except for those amounts received for the purchase of property, plant and equipment, which are recorded as deferred income in the balance sheet and amortised over the useful life of the asset.

Subvention from Social Welfare Department and allocations and grants from other charitable organizations are recognised in accordance with the approved applications.

Donations for specific purposes are recognised in accordance with the approved applications.

Interest income is accrued on a time basis on the principal outstanding at the applicable interest rate.

(e) Employee benefits

(i) Defined contribution retirement plan

Contributions to defined contribution retirement plan are recognised as an expense in the income and expenditure statement when the services are rendered by the employees.

(ii) Employee entitlements

Employee entitlements to annual leave and long service payment are recognised when they accrue to the employees. A provision is made for the estimated liability for annual leave and long service payment as a result of services rendered by employees up to the balance sheet date.

Employee entitlements to sick leave and maternity leave are not recognised until the time of leave.

(iii) Termination benefits

Termination benefits are recognised when, and only when, the Company demonstrably commits itself to terminate employment or to provide benefits as a result of voluntary redundancy by having a detailed formal plan which is without realistic possibility of withdrawal.

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

4. SIGNIFICANT ACCOUNTING POLICIES - Continued

(f) Impairment of other assets

At the end of each reporting period, the Company reviews the carrying amounts of property, plant and equipment to determine whether there is any indication that those assets have suffered an impairment loss or an impairment loss previously recognised no longer exists or may have decreased.

If the recoverable amount (i.e. the greater of the fair value less costs to sell and value in use) of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised as an expense immediately.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, to the extent that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income immediately.

(g) Provisions and contingent liabilities

Provisions are recognised for liabilities of uncertain timing or amount when the Company has a legal or constructive obligation arising as a result of a past event, which will probably result in an outflow of economic benefits that can be reasonably estimated.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, the existence of which will only be confirmed by the occurrence or non-occurrence of one or more future events, are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.



HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

5. NET SURPLUS FOR THE YEAR

Net surplus for the year is stated after charging:

	2012 HK\$	2011 HK\$
Staff costs (note 6)	10,951,374	9,634,538
Depreciation of property, plant and equipment	479,854	3,341,817
(Gain)/loss on disposal of property, plant and equipment	(5,000)	1,617
Auditor's remuneration	39,500	37,800

6. STAFF COSTS

	2012 HK\$	2011 HK\$
Staff costs (including directors) comprise:		
Wages and salaries	10,416,493	9,153,354
Contributions to defined contributions retirement plan	534,881	481,184
	10,951,374	9,634,538

7. INCOME TAX EXPENSES

The Company is exempt from tax under section 88 of the Hong Kong Inland Revenue Ordinance from any tax by reason of being a charitable institution of a public character.

8. DIRECTORS' EMOLUMENTS

The aggregate amounts of the directors' emoluments, disclosed pursuant to Section 161 of the Companies Ordinance, are as follows:

	2012 HK\$	2011 HK\$
Fees	-	-
Other emoluments	-	-

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

4. SIGNIFICANT ACCOUNTING POLICIES - Continued

(h) Related parties

- (a) A person or a close member of that person's family is related to the Company if that person:
- (i) has control or joint control over the Company;
  - (ii) has significant influence over the Company; or
  - (iii) is a member of key management personnel of the Company or the Company's parent.
- (b) An entity is related to the Company if any of the following conditions apply:
- (i) The entity and the Company are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
  - (ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
  - (iii) Both entities are joint ventures of the same third party.
  - (iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
  - (v) The entity is a post-employment benefit plan for the benefit of the employees of the Company or an entity related to the Company.
  - (vi) The entity is controlled or jointly controlled by a person identified in (a).
  - (vii) A person identified in (a)(i) has significant influence over the entity or is a member of key management personnel of the entity (or of a parent of the entity).

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity and include:

- (i) that person's children and spouse or domestic partner;
- (ii) children of that person's spouse or domestic partner; and
- (iii) dependents of that person or that person's spouse or domestic partner.

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

9. ADMINISTRATIVE EXPENSES

	Shelter HK\$	Jockey Club Harmony Link HK\$	Harmony Lane HK\$	Horticultural Therapy project HK\$	Better Mom Neighborhood Network HK\$	Nurturing Heart Domestic Violence Prevention HK\$	Other Activities HK\$	2012 Total HK\$	2011 Total HK\$
Auditor's remuneration	34,000	-	7,000	-	-	-	8,500	49,500	40,800
Bank charges	2,600	-	100	-	-	-	417	3,117	2,395
Postage	650	1,660	-	-	-	-	-	2,310	2,235
Telephone and facsimile	29,384	34,763	9,495	36	107	108	7,051	80,944	74,706
Medical expenses	210	1,470	210	210	840	420	630	3,990	3,040
Secretarial service fee	3,600	-	-	-	-	-	1,260	4,860	3,600
Recruitment	7,460	10,159	869	3,824	10,576	3,617	2,940	39,445	30,588
Vehicle Running expenses	-	-	9,951	-	-	-	-	9,951	8,636
IEPS Charges	-	-	-	-	-	-	1,750	1,750	-
	<u>77,904</u>	<u>48,052</u>	<u>27,625</u>	<u>4,070</u>	<u>11,523</u>	<u>4,145</u>	<u>22,548</u>	<u>195,867</u>	<u>166,000</u>

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

10. MISCELLANEOUS EXPENSES

	Shelter HK\$	Jockey Club Harmony Link HK\$	Harmony Lane HK\$	Horticultural Therapy project HK\$	Better Mom Neighborhood Network HK\$	Nurturing Heart Domestic Violence Prevention HK\$	Other Activities HK\$	2012 Total HK\$	2011 Total HK\$
Board retreat	-	-	-	-	-	-	-	-	6,850
Staff retreat	-	-	-	-	-	-	-	-	7,774
Membership fee	4,000	-	-	-	-	-	500	4,500	4,100
Sundry expenses	6,379	556	8,080	107	-	16	3,350	18,488	16,948
	<u>10,379</u>	<u>556</u>	<u>8,080</u>	<u>107</u>	<u>-</u>	<u>16</u>	<u>3,850</u>	<u>22,988</u>	<u>35,672</u>





HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

## 11. STORES AND EQUIPMENT

	Shelter HK\$	Jockey Club Harmony Link HK\$	Harmony Lane HK\$	Horticultural Therapy project HK\$	Better Mom Neighborhood Network HK\$	Nurturing Heart Domestic Violence Prevention HK\$	Other Activities HK\$	2012 Total HK\$	2011 Total HK\$
Cleaning charges and materials	40,150	19,192	641	-	-	-	-	59,983	67,850
Furniture and equipment	4,514	-	10,127	-	-	2,262	9,773	26,676	12,035
Newspapers and periodicals	4,851	3,586	-	-	-	-	583	9,020	9,136
Printing and stationery	15,727	23,926	9,976	-	2,365	255	3,285	55,534	43,277
Repairs and maintenance	29,829	29,983	11,896	-	-	-	5,099	76,807	48,658
Recurrent plant and tools	-	-	-	3,446	-	-	-	3,446	6,837
Safety and security equipment	6,144	9,774	-	-	-	-	-	15,918	13,348
Security service	-	3,369	-	-	-	-	-	3,369	3,912
Toys and books for children	970	-	-	-	-	-	-	970	865
	<u>102,185</u>	<u>89,830</u>	<u>32,640</u>	<u>3,446</u>	<u>2,365</u>	<u>2,517</u>	<u>18,740</u>	<u>251,723</u>	<u>205,918</u>

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

## 12. UTILITIES

	Shelter HK\$	Jockey Club Harmony Link HK\$	Harmony Lane HK\$	Horticultural Therapy project HK\$	Better Mom Neighborhood Network HK\$	Nurturing Heart Domestic Violence Prevention HK\$	Other Activities HK\$	2012 Total HK\$	2011 Total HK\$
Electricity	138,452	53,220	5,558	-	-	-	-	197,230	194,944
Gas	57,290	-	-	-	-	-	-	57,290	54,313
Water and Sewage charge	32,095	559	-	-	-	-	7	32,661	31,694
Air-conditioning charge	-	-	-	-	-	-	-	-	7,861
	<u>227,837</u>	<u>53,779</u>	<u>5,558</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>7</u>	<u>287,181</u>	<u>288,812</u>

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

13. PROPERTY, PLANT AND EQUIPMENT

	Motor vehicle HK\$	Furniture and equipment HK\$	Leasehold improvement HK\$	Total HK\$
<b>Cost</b>				
At 1 April 2011	776,902	1,285,071	13,524,987	15,586,960
Additions	-	83,725	324,120	407,845
Disposals	-	(40,395)	-	(40,395)
At 31 March 2012	776,902	1,328,401	13,849,107	15,954,410
<b>Accumulated depreciation</b>				
At 1 April 2011	776,902	1,049,362	12,913,108	14,739,372
Depreciation	-	165,874	313,980	479,854
Eliminated on disposals	-	(40,395)	-	(40,395)
At 31 March 2012	776,902	1,174,841	13,227,088	15,178,831
<b>Net book value</b>				
At 31 March 2012	-	153,560	622,019	775,579

HARMONY HOUSE LIMITED  
(和諧之家有限公司)  
NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

13. PROPERTY, PLANT AND EQUIPMENT - Continued

	Motor vehicle HK\$	Furniture and equipment HK\$	Leasehold improvement HK\$	Total HK\$
<b>Cost</b>				
At 1 April 2010	776,902	1,229,853	13,507,167	15,513,922
Additions	-	59,560	17,820	77,380
Disposals	-	(4,342)	-	(4,342)
At 31 March 2011	776,902	1,285,071	13,524,987	15,586,960
<b>Accumulated depreciation</b>				
At 1 April 2010	776,902	861,639	9,761,739	11,400,280
Depreciation	-	190,448	3,151,369	3,341,817
Eliminated on disposals	-	(2,725)	-	(2,725)
At 31 March 2011	776,902	1,049,362	12,913,108	14,739,372
<b>Net book value</b>				
At 31 March 2011	-	235,709	611,879	847,588

The motor vehicle is purchased for the purpose of community education and is registered under the Trade Marks Registry Intellectual Property Department in the name of "Harmony Express".

The cost of property, plant and equipment includes an amount of HK\$2,554,434 (2011:HK\$2,554,434) sponsored by Hong Kong Jockey Club Charities Trust.

14. AMOUNT DUE TO SOCIAL WELFARE DEPARTMENT

	2012 HK\$	2011 HK\$
At 1 April	9,508	9,454
Grant received for rent and rates for the year	148,692	148,692
Rent and rates for the year	(196,470)	(138,618)
Rates penalty for last year	-	564
Refund to social welfare department in respect of previous years	(10,638)	(10,584)
At 31 March	(48,908)	9,508



HARMONY HOUSE LIMITED  
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15. DONATIONS FOR SPECIFIC PURPOSES

Where donations are for specific purposes as defined by the donors, the unspent amounts are carried forward in the balance sheet until the related expenditure have been incurred.

16. SURPLUS OF LOTTERIES FUND

	2012 HK\$	2011 HK\$
Furniture and Equipment Replenishment and Minor Works Block Grant Reserve	313,390	236,644
IT projects and non-IT projects Social Welfare Development Fund	391,601	137,527
	<u>704,991</u>	<u>374,171</u>

(i) The amount represents the Block Grant allocations from the Social Welfare Department for the use of Furniture and Equipment ("F&E") Replenishment and Minor Works.

Movement of the grants is as follows:

	2012 HK\$	2011 HK\$
Surplus as at 1 April	236,644	163,754
Block grant received during the year	<u>80,000</u>	<u>79,000</u>
	316,644	242,754
Less: Expenditure during the year:		
Purchase of furniture and equipment	<u>(3,254)</u>	<u>(6,110)</u>
	(3,254)	(6,110)
Surplus as at 31 March	<u>313,390</u>	<u>236,644</u>

As at 31 March 2012, there is no capital commitment in respect of F&E Replenishment and Minor Works.

16. SURPLUS OF LOTTERIES FUND - Continued

(ii) The amount represents the Social Welfare Development Fund allocations from the Social Welfare Department for the use of IT projects and non IT projects.

Movement of the grants is as follows:

	2012 HK\$	2011 HK\$
Surplus as at 1 April	137,527	-
Allocation received during the year	<u>407,500</u>	<u>145,500</u>
Interest from Block Grant	4	-
	545,031	145,500
Less: Expenditure during the year:		
Purchase of equipment	-	(7,973)
Development of software	<u>(88,000)</u>	-
Trainings	<u>(65,430)</u>	-
	(153,430)	(7,973)
Surplus as at 31 March	<u>391,601</u>	<u>137,527</u>

As at 31 March 2012, there is no capital commitment in respect of IT projects and non IT projects.

17. DEFERRED INCOME FOR CAPITAL GRANTS

	2012 HK\$	2011 HK\$
At 1 April	1,310,276	4,397,391
Capital grant received	<u>675,492</u>	<u>59,560</u>
Recognised as income	<u>(969,999)</u>	<u>(3,146,675)</u>
At 31 March	<u>1,015,769</u>	<u>1,310,276</u>

18. CAPITAL

Capital represents cash contributed to the Company by The Hong Kong Council of Women as initial working capital.

HARMONY HOUSE LIMITED  
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NOTES TO THE FINANCIAL STATEMENTS  
31 MARCH 2012

19. SPECIFIC FUNDS

	Community education fund HK\$	Capital development fund HK\$	Service development fund HK\$	Building maintenance/ renovation fund HK\$	Social/ recreational fund HK\$	Staff merit fund HK\$	Total HK\$
At 1 April 2010	100,000	70,000	100,000	353,470	-	552,949	1,176,419
Utilised during the year	-	-	-	-	-	(19,879)	(19,879)
At 1 April 2011	100,000	70,000	100,000	353,470	-	533,070	1,156,540
Transferred from surplus / (deficit)	-	-	-	188,330	20,000	-	208,330
Transfers	-	-	-	-	6,633	(6,633)	-
Utilised during the year	-	-	-	(252,645)	-	(27,050)	(279,695)
At 31 March 2012	<u>100,000</u>	<u>70,000</u>	<u>100,000</u>	<u>289,155</u>	<u>26,633</u>	<u>499,387</u>	<u>1,085,175</u>

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19. SPECIFIC FUNDS - Continued

Name	Designated purpose
Community education fund	Support community education programmes
Capital development fund	Purchase of furniture/equipment and installation of facilities at service units
Service Development fund	For service expansion of the agency
Building maintenance/ renovation fund	For maintenance and renovation of service units
Social/recreational fund	For enhance relationship between staffs in different locations
Staff merit fund	For staff merit and recognition

20. LUMP SUM GRANT RESERVE

	2012 HK\$	2011 HK\$
At 1 April	757,526	711,436
Transferred from accumulated funds (note 22)	<u>372,648</u>	<u>46,090</u>
At 31 March	<u>1,130,174</u>	<u>757,526</u>

The purpose of lump sum grant reserve is to support the Company's operation by the Social Welfare Department.



HARMONY HOUSE LIMITED  
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22. FINANCIAL RISK MANAGEMENT - Continued

(b) Liquidity risk

The Company's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term. In the opinion of the directors, the Company does not have significant liquidity risk exposure. The contractual maturities of all financial liabilities of HK\$12,170,846 (2011: HK\$11,474,160) are due in less than one year.

(c) Credit risk

Credit risk refers to the risk that counterparty will default on its contractual obligations resulting in financial loss to the Company. The Company is exposed to credit risk from loan and receivables and bank balances. The Company has adopted a credit policy to monitor and mitigate credit risk arising from the counterparty. Credit limit is regularly reviewed. The Company assesses credit risk based on the counterparty's past due record, financial condition or credit rating.

All the bank balances are deposited with reputable banks, which have high international credit rating. It is considered unlikely that any of these banks will fail to meet their obligations.

The maximum exposure to credit risk on loan and receivables is the carrying amount of these assets as shown on the face of the balance sheet.

23. LEASES

The Company leases office premises under operating leases. The leases are subject to rent reviews every three years.

The total future minimum lease payments are due as follows:

	2012 HK\$	2011 HK\$
Not later than one year	208,440	208,440
Later than one year and not later than five years	-	208,440
	<u>208,440</u>	<u>416,880</u>

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21. ACCUMULATED FUND/(ACCUMULATED LOSSES)

	Accumulated fund/ (Accumulated losses) HK\$
At 31 March 2010	(330,500)
Net surplus for the year	54,466
Transfer to lump sum grant reserve (note 20)	<u>(46,090)</u>
At 31 March 2011	(322,124)
Net surplus for the year	780,615
Transfer to lump sum grant reserve (note 20)	<u>(372,648)</u>
At 31 March 2012	<u>85,843</u>

22. FINANCIAL RISK MANAGEMENT

The Company is exposed through its operations to the following risks from its use of financial instruments.

- Market risk (Interest rate risk)
- Liquidity risk
- Credit risk

The policy of each of the above risks is described in more detail below.

(a) Market risk

Interest rate risk

The Company is not exposed to material interest rate risk as it does not have material interest bearing financial instrument at the end of reporting period.

**HARMONY HOUSE LIMITED**  
**(和諧之家有限公司)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**31 MARCH 2012**

**24. APPROVAL OF FINANCIAL STATEMENTS**

The financial statements were approved and authorised for issue by the Board of Directors on 9 October 2012.



# Acknowledgements

過去一年，承蒙社會各界人士及團體慷慨捐助和支持，謹此致以衷心謝意。

We would like to express our most sincere thanks to the following donors and supporters for their generous help during the year 2011/2012.

- Adidas Service Limited
- Atkinson Grace
- Au-yeung Rita
- AV Holder Co Ltd
- Baldock Mal
- Berkentother Irinah
- Borghini Alessandra
- Box of Hope
- Brilliant Trend Investment Limited
- C & Y Recycle Company Limited
- C.K. Kenneth Ing
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- Chan Lai Ping
- Chan Nancy
- Chiu Elke
- Chiu Sau Ling
- Choi Oscar
- Chow Enid
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- Fournier Jim
- Fulloy Limited
- Gap International Sourcing (Holdings) Ltd
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- Lee Pancy
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- Leung Bessie
- Leung Ching Kan, Byan
- Leung Peter
- Li Mei Po, Mabel
- Libine Rehouven
- Lim Thomas
- Liu Agnes
- Liu Sai Yuen
- Liu Max
- Lotteries Fund
- Luen Fat Paper Products Ltd
- Luen Tai International Mould Ltd
- Mahajan Shikha
- Maio Cherie
- Malhotra Nick
- Mok Lau Mee
- Moore Katherine
- Ng Jessica
- Ng Yuet Mui
- Nguyen Michael
- Nikita Chan & Victor Lai
- On Chun Fung, Donald
- Orbeta Romina
- Pacific Gourmet Ltd
- Pawlowski Jarek
- Penjing Asset Management (HK) Limited
- Philip Morris Asia Limited
- Pita Vanesa
- Promise Beauty Car Company Ltd
- Quality Education Fund
- Remad Foundation Limited
- RM Enterprises Ltd
- Rotary Club of The Peak
- Rotary Club of Wanchai
- Scaunasu Mircea
- Setiwan Linda
- Shelsham Trading Co Ltd
- Shiomi Ayumi
- Smith Kerri
- Social Welfare Department
- Star Glory Transport Co
- Sualang Catherine
- Sun Ling Motors (HK) Ltd
- Tak Shing Cleaning Service Company
- Tam Viola
- Tan Mark
- Tang Wing Chi, Amy
- The Body Group Limited
- The Body Shop
- The Community Chest of Hong Kong
- The Hong Kong Jockey Club Charities Trust
- The Hong Kong Women's Choir
- The Hongkong Bank Foundation
- The Jigme Charitable Foundation
- The Shek O Country Club
- Times Advertising Production
- Tingle Kat
- Usman Muhammad
- Vickers Victor
- Vijayarantam Login
- Wentworth Michael
- WomenHelpingWomen Hong Kong Limited
- Wong Crystal
- Wong Hoi Ping
- Wong Karen
- York English Primary School and Kindergarten (KLN Tong)
- Yu Tin Kei, Angelina
- Yuen David
- 九龍灣綜合名車展
- 大聯合汽車(集團)有限公司
- 王耀光
- 右軌汽車商會
- 谷德勝
- 金孚汽車
- 陳安德
- 陳明謙
- 董清良



## 聯絡資料 Contact Information

### 和諧之家

香港九龍尖沙咀郵政信箱九九零六八號  
網址：<http://www.harmonyhousehk.org>  
電郵：[hhl@harmonyhousehk.org](mailto:hhl@harmonyhousehk.org)

### Harmony House

P. O. Box No. 99068, Tsim Sha Tsui Post Office,  
Kowloon, Hong Kong  
Website : <http://www.harmonyhousehk.org>  
Email : [hhl@harmonyhousehk.org](mailto:hhl@harmonyhousehk.org)

### 婦女及兒童庇護中心

24 小時婦女求助熱線：2522 0434

### Shelter for Women and Children

24-hour Woman Hotline : 2522 0434

### 賽馬會和諧一心家暴防治中心

地址：九龍觀塘樂華(南)邨安華樓地下 B 翼  
電話：2342 0072  
傳真：2304 7783

### Jockey Club Harmony Link Domestic Violence Prevention Centre

Address : Wing B, G/F, On Wah House, Lok Wah (South)  
Estate, Kwun Tong, Kowloon  
Tel : 2342 0072  
Fax : 2304 7783

### 和諧徑中心

地址：葵涌石籬(一)邨石安樓地下 B2-3 室  
電話：3153 5712  
傳真：3153 5715

### Harmony Lane

Address : Rm B2-3, G/F, Shek On House, Shek Lei (1) Estate,  
Kwai Chung  
Tel : 3153 5712  
Fax : 3153 5715

## 服務熱線 Service Hotlines



24 小時婦女求助熱線：2522 0434

24-hour Woman Hotline : 2522 0434

Man( 男士 ) 熱線：2295 1386

逢星期一、三、五下午 2 時至晚上 10 時  
(公眾假期除外)

Man Hotline : 2295 1386

2 pm to 10 pm, Monday, Wednesday & Friday  
(Excluding Public Holidays)

小白兔心聲兒童熱線：2751 8822

每日上午 9 時至晚上 9 時

Bunny hEars Children Hotline : 2751 8822

9 am to 9 pm Daily





本人願意捐助和諧之家

To support Harmony House Ltd, I would like to donate

- HK\$1,000     HK\$800     HK\$500     HK\$300     HK\$100
- HK\$ \_\_\_\_\_

- 一次性捐款 One-off Donation       每月定期捐款 Monthly Donation

## 捐款方法 Donation Method

- 
- 劃線支票 Crossed Cheque

抬頭註明「和諧之家」 payable to "Harmony House Ltd"

銀行名稱 Bank Name: \_\_\_\_\_ 支票號碼 Cheque No. \_\_\_\_\_

- 
- 直接存入銀行戶口 Direct Transfer

直接存入「和諧之家」之匯豐銀行賬戶 004-567-287503-292

To the account of Harmony House Ltd at HSBC 004-567-287503-292

- 
- 恒生網上捐款 Donation through the Hang Seng e-Banking

透過恒生網上捐款服務進行捐款 <http://www.hangseng.com/e-Banking>Donation through the Hang Seng e-Banking <http://www.hangseng.com/e-Banking>

- 
- 信用卡 Credit Card

- Visa      Master      Diners Club 

發咭銀行

Card Issuing Bank: \_\_\_\_\_

信用卡號碼

Credit Card no: \_\_\_\_\_

持咭人姓名

Cardholder's Name: \_\_\_\_\_

有效日期

Card Expiry Date: \_\_\_\_\_ 月 MM/ \_\_\_\_\_ 年 YY

持咭人簽署

Cardholder's Signature: 

- 
- 繳費靈 PPS

用戶請致電 18013 登記及 18033 繳款或瀏覽網頁 [www.ppskh.com](http://www.ppskh.com)，商戶號碼為「6102」。Please call 18011 for registration and call 18031 for payment or visit [www.ppskh.com](http://www.ppskh.com). Our merchant code is "6102"

付款編號 Payment Reference No: \_\_\_\_\_

## 個人資料 Personal Information

姓名 (先生 / 太太 / 女士 / 小姐)

Name (Mr./Mrs./Ms./Miss): \_\_\_\_\_

電郵地址

Email address: \_\_\_\_\_

聯絡電話

Contact Phone No: \_\_\_\_\_

通訊地址

Correspondence Address: \_\_\_\_\_

- 請以郵遞方式寄回收據       請以電子郵件寄回收據       本人不需要收據
- Please send me a receipt by post      Please send me a receipt by email      Please do NOT send me a receipt

請填妥此表格後連同捐款，郵寄到九龍觀塘樂華(南)村安華樓地下B翼行政部收，或電郵表格至 [hadmin@harmonyhousehk.org](mailto:hadmin@harmonyhousehk.org) 若有疑問，請致電 2342-0072 行政部查詢。

Please complete the Donation Form and return to Wing B, G/F., On Wah House, Lok Wah (South) Estate, Kwun Tong, Kln, H.K. Attn: Admin Dept or by email to [hadmin@harmonyhousehk.org](mailto:hadmin@harmonyhousehk.org). Should you have any questions, please feel free to call our Admin Dept at 2342-0072.

凡捐款港幣一百元或以上，均可扣減稅項。

All donations of HK\$100 or above are tax deductible.

所收集的個人資料將保密處理，只作為寄發收據及與閣下通訊之用。

The personal data collected will be treated strictly confidential and will be used for issuing receipt and other communications with you.



九龍觀塘樂華(南)邨安華樓地下B翼

Wing B, G/F, On Wah House, Lok Wah (South) Estate, Kwun Tong, Kowloon

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

Man(男士)熱線 Man Hotline : 2295 1386

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