



母親的抉擇
Mother's Choice

保護兒童聲明及操守準則

Child Protection Code of Conduct



母親的抉擇保護兒童安全

KEEPING CHILDREN SAFE AT MOTHER'S CHOICE

我們相信每個孩子都應該在一個安全、關愛的永久家庭成長。

我們致力為兒童（0-18歲）發聲、為他們尋求最大權益，並致力推廣他們受保障的權利

- 兒童權利公約
- 香港法律
- 社會福利署指引及服務質素標準

保護兒童是指我們為預防和回應虐待兒童所做的一切。

We believe every child deserves to grow up in a safe, loving, and permanent family.

We are committed to being the voice for children (from 0-18 years old), always acting in their best interests, and working to promote the rights that they have under:

- The United Nations Convention on the Rights of the Child (UNCRC)
- Hong Kong Law
- Social Welfare Department Guidance and Service Quality Standards

Child Protection is everything we do to prevent and respond to child abuse.

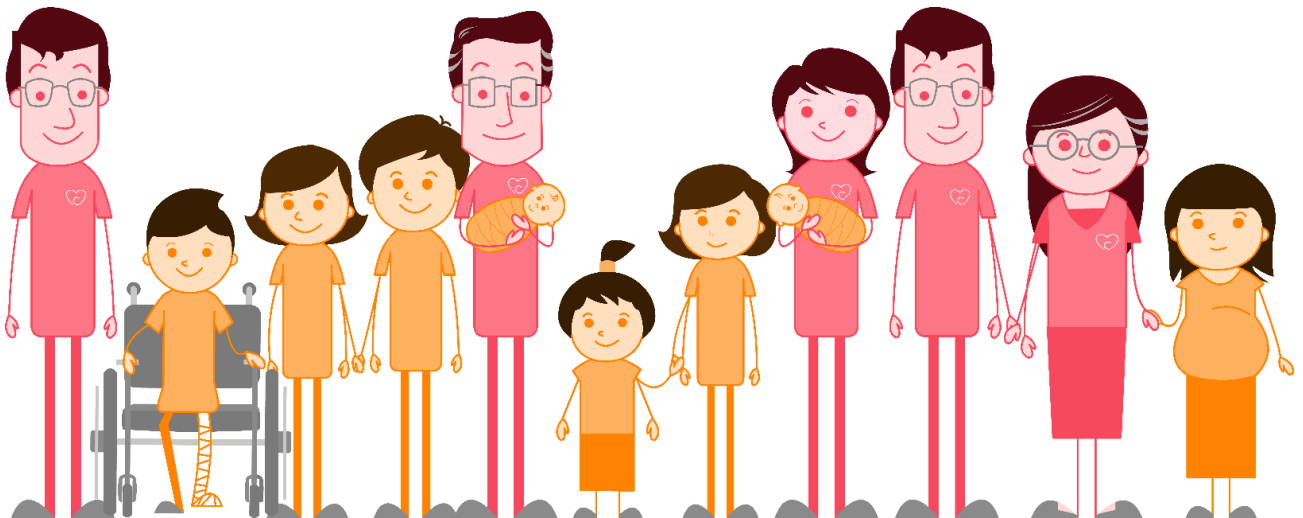


在母親的抉擇，我們相信保護兒童人人有責。

為建立一個安全且適合兒童的環境，並使當中的每個兒童都得到尊重、保護及聆聽，我們團隊的每個成員都擔當著重要的角色。

At Mother's Choice, we believe Child Protection is everyone's responsibility.

Each member of our team has an important role to play as we create safe, child friendly environments where every child is respected, protected, and heard.



甚麼是虐待兒童？WHAT IS CHILD ABUSE?

虐待兒童包括任何導致兒童的健康、發展或尊嚴造成實際或潛在傷害的對待。虐待的主要類別如下：

Child Abuse includes all forms of ill treatment that result in actual or potential harm to a child's health, development, or dignity. The categories of abuse are:



身體虐待

指對兒童身體造成的傷害或痛苦，而且有證據可以肯定或合理地懷疑這些傷害並非意外造成的。

Physical Abuse

is a physical injury or suffering to a child where there is a definite knowledge or reasonable suspicion that the injury has been inflicted non-accidentally.



性侵犯和剝削

指兒童被迫或被遊說參與性行為。這包括施虐者在兒童身體上進行的接觸式活動及／或由施虐者發起為滿足其利益或快感而進行的非接觸式活動。

Sexual Abuse And Exploitation

is when a child is forced, or persuaded, to take part in sexual activity. This may involve touching activities where the abuser makes physical contact with the child and/or non-touching activities that are initiated for the abuser's gain or sexual pleasure.

甚麼是虐待兒童？WHAT IS CHILD ABUSE?



精神虐待

指透過一些重複的行為及態度模式，或極端事件，以致危害或損害兒童情緒或智力發展。

Emotional Abuse

is a repeated pattern of behavior and attitude towards a child, or an extreme incident, that endangers or impairs the child's emotional or intellectual development.



疏忽照顧及忽略對待

指嚴重或重複地忽視兒童的基本需要，以致危害或損害兒童的健康或發展。

Neglect

is a severe, or a repeated pattern of lacking of attention to a child's basic needs that endangers or impairs the child's health or development.

你會在母親的抉擇的保護兒童入門網上課學到怎樣辨識出虐待兒童的徵兆。如果你得到任何資訊令你相信或懷疑有兒童被虐待或曾被虐待，或處於被虐待的風險，這屬於保護兒童的關注，你應向保護兒童主任報告(可參考《操守準則》了解更多)。

You will learn how to identify signs of child abuse in Mother's Choice Introduction to Child Protection eLearning. If you have information that has led you to believe or suspect that a child is being, is at risk of being, or has been abused, this is called a **Child Protection Concern** and must be reported to a **Child Protection Officer** (see Code of Conduct for more details).

保護兒童政策框架

我們的《保護兒童政策》為我們提供以下的實踐標準為指引：



- **預防**兒童受到虐待
- **回應**保護兒童安全
- **報告**有關保護兒童的關注

我怎樣可以閱讀全份《保護兒童政策框架》？

你可以問你的經理或主管，他/她很樂意與你分享。
我們鼓勵你詳細閱讀。

我們鼓勵你閱讀母親的抉擇的《保護兒童政策框架》，裡面概述所有保護兒童免受虐待的行為標準。政策框架是依據聯合國《兒童權利公約》指引、香港法律、社會福利署指引、服務質素標準及全球最佳實踐證據而制定。

如《保護兒童政策框架》的英文本與中文譯本有歧異，應以英文版本為準。

CHILD PROTECTION POLICY FRAMEWORK

Our Child Protection Policies set standards for how we:



- **PREVENT** Child Abuse
- **RESPOND** to Keep Children Safe
- **REPORT** Child Protection Concerns

How can I read the Child Protection Policy Framework?

Please ask your manager or supervisor to share a copy with you. It is available for everyone and we encourage you to read it!

We encourage you to read our Mother's Choice Child Protection Policy Framework, which has been developed with guidance from the United Nations Convention on the Rights of the Child (UNCRC), Hong Kong Law, Social Welfare Department Guidance and Service Quality Standards, and global best practice evidence.

In the case of discrepancy between the English and the Chinese version, the English version of the Child Protection Policy Framework shall prevail.

操守準則：預防

在母親的抉擇，我可以怎樣致力保護兒童免受虐待？

應

- 用心閱讀、理解及遵守我們的《保護兒童政策框架》。
- 注意危害兒童安全的風險。
- 知會你的主管，如：
 - 你與我們的服務對象有任何服務對象以外的關係，
 - 你正在香港辦理領養手續，
 - 你在與我們工作或合作其間，成為任何刑事訴訟中的主要受查或被提告對象。
- 確保所有服務對象及個案資料在收集、儲存及處理的過程上完全保密。（如使用可以上鎖的房間或貯藏櫃、或利用網上加密系統限制使用通道）。
- 如在「母親的抉擇」範圍內或附近發現任何可疑活動，請告知你的主管。

不應

- 向任何人披露任何「母親的抉擇」現有或過往服務對象的個人資料。
- 在未經服務經理的批准下與服務對象分享你的個人聯繫方式。
- 攝影或攝錄兒童，除非你已獲服務部門經理批准。

* 「服務對象」是指查詢或尋求母親的抉擇服務的任何人，包括兒童、青少年和家庭。

CODE OF CONDUCT: PREVENT

How can I help prevent harm to children at Mother's Choice?

DO

- Take time to read, understand, and comply with the Mother's Choice Child Protection Policy Framework.
- Be alert to risks of danger or harm to children.
- Inform your supervisor if you have a conflict of interest, including:
 - You are related to any of our Clients or know them in any other capacity.
 - You are in the process of adoption in Hong Kong.
 - You become the subject of criminal proceedings.
- Ensure all Client and case information is collected, stored and handled confidentially (e.g. in a key locked room/cabinet or with password restricted IT access).
- Tell your supervisor if you notice any suspicious activity around Mother's Choice.

DO NOT

- Disclose the personal details of any current or former Clients of Mother's Choice.
- Share your personal contact details with a Client without the approval of a Service Manager.
- Photograph or video children unless approved by a Service Manager.

A "Client" is anyone enquiring about or accessing any of Mother's Choice Services, including children, youth, and families.

操守準則：回應

我如何體貼地回應兒童？

應

- 了解虐待兒童的跡象。
- 平等對待兒童。每個兒童都是珍貴且獨一無二。
- 用心聆聽及容許兒童分享他們的想法。兒童常透過間接的方式，如：角色扮演、藝術、提問及行為以表達其困擾。
- 確保你與兒童的接觸是安全的。安全觸摸對不同年齡及能力人士的個人護理、玩耍、表達同理心或愛心、或避免傷害是十分重要的。你觸摸兒童的原因應附合以上的類別。
- 遵守「母親的抉擇」疾病預防或安全措施。
- 謹慎注意任何與兒童在言語或非言語上的交流，因其會反映兒童會否不想被觸摸。

不應

- 在兒童的附近說粗言穢語、侮辱或嘲弄他們、或作任何可使兒童受驚或羞愧的行為。
- 利用體罰、羞辱、恫嚇或威脅的方式以維持紀律及管理行為。
- 觸摸兒童的私人部位或區域（陰莖/陰道/臀部/胸部），個人護理或醫療所需除外。
- 親吻兒童的嘴唇。
- 與十八歲以下人士、或任何使用「母親的抉擇」服務的對象建立身體/性關係或進行性行為。
- 鼓勵兒童守密的行為，這會助長一個阻止兒童分享想法的危險環境。

CODE OF CONDUCT: RESPOND

How can I respond to children sensitively?

DO

- Learn to recognise and respond to the signs of child abuse.
- Treat children equally. Every child is valuable and unique.
- Take time to listen. Open dialogue allows children to tell you what is on their minds when they are worried or scared. Children often communicate difficulties in non-direct ways, including through role-play, art, questions, and behaviors.
- Make sure the way you touch is always safe. Your reason for touching a child should be for age and ability appropriate personal care, protection from danger, play, or demonstrating love, empathy and affection.
- Comply with any health or safety measures at Mother's Choice.
- Be sensitive to any verbal or non-verbal communication that may indicate a child does not want to be touched.

DO NOT

- Curse/swear around children, use insults, unkindly tease them, or speak and behave in ways that may frighten or shame them.
- Use physical punishment, humiliation, fear or threat in discipline and behavior management.
- Touch a child's private parts or areas (penis/vagina/buttocks/breasts), unless necessary for personal or medical care.
- Kiss children on the lips.
- Develop physical/sexual relationships or engage in sexual conduct with anyone under 18, or any Client accessing Mother's Choice services.
- Promote secrets with children. Secrets can create unsafe environments that stop children from sharing what is on their minds.

操守準則：報告

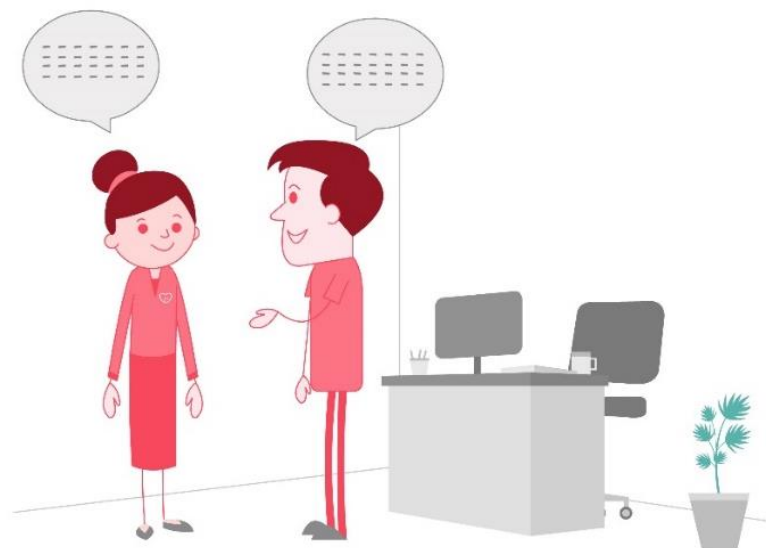
我如何報告有關保護兒童的關注？

應

- 熟讀我們的保護兒童報告程序及了解誰是駐守在你工作地點的保護兒童主任。保護兒童主任的詳情已張貼在公告板上及/或可從你的主管處獲得。
- 誠實及全面地配合任何虐待兒童的調查。

不應

- 容許任何有關保護兒童的關注出現未通報或延遲通報的情況。
- 自行調查任何虐待的指控。



如你發現有任何違反本操守準則的行為，請向你的主管、部門經理或總監報告。違規或漏報行為可導致紀律處分或被解僱。

CODE OF CONDUCT: REPORT

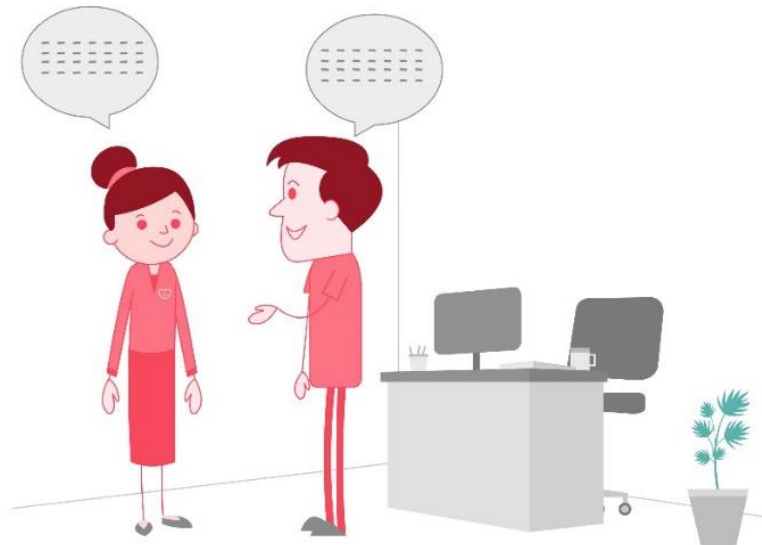
How can I report a Child Protection Concern?

DO

- Familiarize yourself with our Child Protection Concern Reporting Procedure and the Child Protection Officers (CPOs) in your working location (details are listed on noticeboards).
- Cooperate honestly and fully with any child abuse investigations.
- Remember we are working in positions of trust with vulnerable children and we have a responsibility to keep them safe.

DO NOT

- Allow any Child Protection Concerns to go unreported or delay in reporting any Child Protection Concern.
- Investigate an allegation of abuse on your own.



Violations or failure to report Child Protection Concerns may result in disciplinary action or dismissal.

常見問題

甚麼是保護兒童？

保護兒童是指為保護兒童安全所採取的一切，包括預防、回應和報告虐待兒童個案，讓每個兒童能夠擁有一個安全和關愛的永久家庭。

甚麼是虐待兒童？

虐待兒童包括任何導致兒童的健康、發展或尊嚴造成實際或潛在傷害的對待。我們將虐待兒童分為四個類別 – 身體虐待、性侵犯和剝削、精神虐待、疏忽照顧及忽略對待。

我為甚麼要簽署《保護兒童聲明》及《保護兒童操守準則》？

簽署《保護兒童聲明》及《保護兒童操守準則》的目的是讓我們的員工和義工了解怎樣保護兒童安全。

我怎樣可以閱讀全份《保護兒童政策框架》？

你可以問你的經理或主管，他/她很樂意與你分享。我們鼓勵你詳細閱讀。

有關保護兒童的關注會怎樣處理？

所有已報告的關注均會依據母親的抉擇保護兒童報告程序處理。

如果我的報告是出於我的真誠相信，但經調查後顯示事情並非屬實的話，母親的抉擇會怎樣處理？

如你的報告是出於你的真誠相信，即使經調查後顯示事情並非屬實，你在母親的抉擇的職位亦不會受到影響。

如果我對兒童安全有任何關注，我可以找誰？

保護兒童主任可以解答你在母親的抉擇內遇到有關保護兒童方面的任何問題，以支持你履行職責。他們的名字都列印在所有工作地點的告示板上。

FAQs

What is Child Protection?

Child Protection is all of the things we do to keep children safe, including the ways we prevent, respond to, and report child abuse in order to see every child in a safe, loving and permanent family.

What is Child Abuse?

Child abuse includes all forms of ill treatment that lead to actual or potential harm to a child's health, development, or dignity. We recognise four categories of child abuse – physical abuse, sexual abuse and exploitation, emotional abuse, and neglect and negligent treatment.

Why I am being asked to sign a Code of Conduct?

By signing our Code of Conduct, our staff and volunteers understand what is required to keep children safe.

How can I read the full Child Protection Policy Framework?

Please ask your manager or supervisor to share a copy with you. It is available for everyone and we encourage you to read it!

How will Child Protection Concerns be handled?


All reported Child Protection Concerns will be handled in accordance with the Mother's Choice Child Protection Policy Framework.

What if I report a concern in good faith but it turns out to be incorrect?

If you report a concern in good faith, even if it turns out to be incorrect, your position at Mother's Choice will not be compromised as a result.

Who do I talk to if I am concerned about a child?

Child Protection Officers are available to answer any questions you have about Child Protection at Mother's Choice and to support you in your role. Their names are displayed on the notice boards in all of our working locations.



不論你在母親的抉擇的任何崗位，
你對保護兒童安全都是極為重要。

感謝你與我們攜手燃點希望、改寫生命。

Whatever you do at Mother's Choice, you play an
important role in keeping children safe.

Thank you for joining hands with us to give hope
and change life stories.