

Po Leung Kuk Child Protection Policy

保良局守護兒童政策

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**In the event of any discrepancy between the English translation and the Chinese original, the Chinese version shall prevail.*

Po Leung Kuk Child Protection Policy

Chapter 1: Introduction and Objectives

1. Introduction

- 1.1 Po Leung Kuk (hereinafter referred to as "the Kuk") adheres to the mission of "protecting the young and the innocent." Initially focused on saving abducted women and providing protection and education for victims, with the changes in Hong Kong society, it has now become one of the longest-standing and large-scale charitable organizations in Hong Kong. This mission is consistent with the core philosophy of the "Child Protection Policy" in safeguarding children's rights and maintaining their safety and development.
- 1.2 The "Mandatory Reporting of Child Abuse Cases Ordinance" ("the Ordinance") was passed by the Legislative Council on July 11, 2024, and gazetted on July 19, 2024. To comply with the Ordinance effective from January 20, 2026, the government has introduced various support measures, including the formulation of the "Guide on Mandatory Reporting of Child Abuse Cases" ("the Guide"), to provide practical guidelines for specified professionals (i.e., designated professionals or mandatory reporters) as stipulated in the Ordinance for their reference.
- 1.3 The Kuk has formulated the "Po Leung Kuk Child Protection Policy" to prevent and handle cases of suspected child abuse, ensuring the safety and physical and mental development of children, and enabling them to grow up in a loving environment.

2. Objectives

2.1 Policy Statement

- 2.1.1 The Kuk abides by Hong Kong laws and relevant guidelines to safeguard children's safety.
- 2.1.2 The Kuk adopts a zero-tolerance attitude towards any form of child abuse and is committed to upholding children's rights, creating and actively maintaining the Kuk's culture and a safe environment, preventing, discovering, and stopping any behavior that would cause children to suffer from any form of violence and harm, and providing appropriate support and referrals.
- 2.1.3 The Kuk believes that all children possess equal rights, regardless of status, gender, religion, or race, and all require protection and freedom from harm or abuse.

2.2 Policy Goals

- 2.2.1 The "Po Leung Kuk Child Protection Policy" refers to the "Ordinance" and the "Guide" in formulating the Kuk's relevant policies, measures, and procedures, to assist specified professionals and persons who may come into contact with children (including staff, interns, volunteers, suppliers, contractors, and other community members) within the "Ordinance" to grasp the principles of child protection, and to identify cases that should be reported according to their legal obligations. Chapter 2 explains effective child safety and protection measures, indicating the various measures and responsibilities the Kuk has implemented. Chapter 3 details the assessment process and execution guidelines.
- 2.2.2 Protect all service recipients under the Kuk's service units and schools, including but not limited to all children under the age of 18 within education, social services, recreation, cultural services, and medical and comprehensive health services.
- 2.2.3 Except for the professionals specified by the "Ordinance," the Kuk will provide training to staff and service recipients' parents/guardians in its service units and schools; assist frontline staff in comprehensively understanding the principles of child protection, definitions of child abuse, and relevant knowledge; and handle suspected child abuse cases according to relevant policy guidelines.
- 2.2.4 Promote children's rights, welfare, and development.

2.3 Main Principles

- 2.3.1 Child safety and welfare are the primary considerations. When handling relevant cases, the principle of protecting children must be the starting point, first ensuring the current safety of the children concerned.
- 2.3.2 Ensure that children's rights to protection are not violated, and avoid them being subjected to various forms of abuse, harm, and exploitation, safeguarding their growth environment.
- 2.3.3 Staff of service units and schools must treat any suspected cases of harm/abuse of children seriously and handle them in a timely manner. Upon discovering a case, report it to superiors or responsible persons as soon as possible, so that timely intervention can be made to prevent the situation from worsening. During the process, no one shall intentionally obstruct/hinder designated professionals from reporting or disclose the identity of the reporting designated professional.
- 2.3.4 All information involved in the case must be strictly subject to relevant confidentiality measures to protect the privacy of children and relevant parties.
- 2.3.5 Personnel at all levels and from different sectors shall work together to ensure that children can receive appropriate protection and follow-up care, and support relevant children and families, safeguarding the safety and best interests of children. The Kuk will also make every effort to ensure that all relevant parties, such as parents, caregivers, and personnel and organizations from different sectors (including volunteers, interns, suppliers, service contractors, etc.), work together to effectively build a safe environment, give children sufficient protection for their growth and development, and fulfill social responsibilities.

2.4 Policy Scope

This policy applies to all staff and relevant partners in all service units and schools under the Kuk; the Kuk's Board of Directors, all staff, volunteers, service contractors, etc., must comply with the "Po Leung Kuk Child Protection Policy".

Chapter 2. Effective Child Safety and Protection Measures

1. Implementation procedures for recruitment

1.1 Multi-layer personnel screening and assessment

1.1.1 Interview and qualification review: Through in-depth interviews, assess applicants' commitment to safeguarding children, and conduct qualification checks to ensure the recruitment post requirements match child contact duties.

1.1.2 Sexual Conviction Record Check: Applicants must provide a Sexual Conviction Record Check report issued by the Hong Kong Police Force, verified by the Human Resources Department or the responsible unit.

1.2 Binding contractual responsibilities

1.2.1 Employment contract terms: The contract must clearly state compliance with all local laws, procedures and work rules, as well as the service terms and disciplinary requirements set out in the Human Resources policy and the service terms and regulations of the Hong Kong Special Administrative Region of the People's Republic of China and Kuk.

1.2.2 Staff Conduct Compliance: The Staff Code of Conduct of the relevant service units/schools under Po Leung Kuk should incorporate the relevant provisions of the Po Leung Kuk Child Protection Policy, and all staff are required to acknowledge and comply with them.

1.3 Ongoing supervision during employment

Performance review and mentoring are combined with regular employee appraisal and periodic performance review. Supervision of employees' conduct while protecting children ensures that the relevant procedures and regulations are effectively implemented.

2. Awareness within the community

2.1 Collaboration with parents: Strengthening communication and awareness building

2.1.1 Expand communication channels: Establish regularized communication platforms, such as parent notices, parent meetings, annual surveys, and the school website parent information page, so that parents can understand the content of the Child Protection Policy.

2.1.2 Professional support: Invite professional organizations, social workers, etc. to give talks and provide child safety education resources and support, guide parents to improve child safety awareness, and promote the formation of a family safeguard mechanism.

2.2 Child empowerment: guiding awareness through a supportive approach

2.2.1 Encourage all service units/schools to adopt multiple approaches to enhance children's self-protection awareness, using child-friendly language and formats (such as picture books, case-based teaching, role play, etc.) to convey the content of the Child Protection Policy. This helps children understand personal boundaries, identify harmful or dangerous situations, and clearly express concerns.

2.2.2 Service units/schools should provide sex-related education and prevention-oriented developmental support activities to help children master methods of protecting their own bodies, firmly refuse others' sexual abuse, and when necessary, seek support from teachers, parents, social workers, or relevant organizations.

2.3 Community support: clear principles for inter-agency collaboration

2.3.1 Reporting and protection of abuse: Clearly explain to parents and other community members that if employees discover suspected child abuse or harm cases, they will report them to the police, the Social Welfare Department, the Education Bureau, and other departments in accordance with laws and regulations; if children encounter neglect, violation, or abuse, they will promptly activate the protection procedure in accordance with the prescribed process and request assistance from all parties concerned to jointly protect children.

- 2.3.2 The content of pamphlets, short videos, and charters shared with cooperative personnel, including volunteers (who come into contact with children) and interns, should explain the boundaries of behavior expected of relevant personnel in relation to children.
- 2.3.3 The standards for suppliers and contractors providing services to children must include commitments to comply with all policies related to safeguarding and protecting children.

3. Staff training

3.1 Training targets: implemented comprehensively at all levels

- 3.1.1 Core staff level: covering all existing staff (including school board directors/board members), and providing basic training and advanced topic training for staff in different positions to ensure that all staff are familiar with the Child Protection Policy and procedures, can recognize signs and warning signs of different types of abuse against children, understand case-handling procedures and confidentiality rules, make appropriate referrals for children, and protect children's safety and well-being.
- 3.1.2 New staff level: incorporate child safety and protection training into the mandatory content of the new employee induction plan to ensure that new staff quickly master the core policy operating procedures during the early stage of employment. For example, newly appointed designated personnel must complete the "Child Protection Online Training" within the specified time and obtain the relevant certificates.

3.2 Training content

- 3.2.1 Training objective: all training aims to "strengthen protection awareness and enhance practical ability."
- 3.2.2 Policy and procedures: require staff to master and understand the Child Protection Policy, employee rules, and practical operating procedures, and clearly understand their responsibilities and obligations in child protection.
- 3.2.3 Risk identification and handling: learn to identify signs and traces of different types of abuse or neglect of children, master methods for handling child disclosure information, and strictly comply with reporting procedures and confidentiality rules.
- 3.2.4 Education and support capacity: understand how to provide children with appropriate safety education plans to improve children's safety awareness and self-protection ability. Senior management should further master the professional skills of coordinating child protection work and handling complex cases of abuse and neglect.

3.3 Training format and periodicity

- 3.3.1 Regularly include special training on child safety and protection in the professional development content for existing staff and newly appointed designated personnel, provide child safety and protection training, and remind them to update policy matters to ensure the timeliness of the materials.
- 3.3.2 Designated personnel are required to complete the "Protecting Children Online" course and obtain the relevant certificate to strengthen basic awareness.
- 3.3.3 Require designated personnel to regularly participate in refresher courses to consolidate training results.
- 3.3.4 Invite experts to provide special training for senior management teams, school board directors/board members, and strengthen the management capacity of the leadership level.
- 3.3.5 Provide "Protecting Children" short videos and training clips through an online platform to deliver training in a flexible format, ensuring that staff efficiently master the basic requirements.

3.4 Training confirmation and archiving

- 3.4.1 Through attendance records, online platform training records, and completion certificates, verify that designated personnel have carefully studied training materials and understand and comply with safeguarding policies.
- 3.4.2 All training confirmation documents, certificates, and stamped copies shall be archived and kept by the service unit/school; the retention period shall be no less than three years (for affidavits, the retention

period extends until the employee leaves). This ensures that the training process can be traced and reviewed.

4. Ensuring environmental safety

Each service unit/school should establish daily activity safety guidelines, including outdoor activities and field trip guidance, as well as guidance for daily child care and pick-up/drop-off, to ensure child-friendly and safe arrangements. Service units/schools should also conduct activity risk assessments in advance according to the relevant guidance for different types of activities to strengthen safety measures and reduce the risk of accidents. Service units/schools should also establish emergency response guidelines to instruct staff to respond quickly to emergencies and protect child safety.

5. Monitoring and review

5.1 The management level and middle management of the service unit/school must regularly supervise work and conduct routine inspections to ensure that staff comply with employee rules and the procedures related to protecting children. In addition, management should understand staff doubts and difficulties in child protection so that they can provide appropriate guidance and support.

5.2 Internal performance appraisal should include assessment items related to staff capability, cover child protection-related evaluation items, promote full staff compliance, and implement the Child Protection Policy.

5.3 Designated personnel from various departments should regularly exchange and share information to review the implementation of policies across different departments, and every three years, or as needed, they should review once whether relevant policies meet social needs. During the process, they should also consider the social situation and promptly review relevant policies.

Chapter 3. Assessment Procedures and Implementation Guidelines

1. Assessment procedures

- 1.1 When any employee becomes aware of a child being harmed or abused, they must immediately stop the relevant behavior to ensure the child's safety; if the employee is not a professional, they must report to a supervisor immediately and follow instructions.
- 1.2 Professional staff must assess the child's level of victimization in a timely manner according to the "basic information collection" guide (such as the nature of the incident, the child's physical and mental state, the perpetrator's circumstances, and the occurrence time and place) to avoid repeatedly exposing the child to details and to prevent secondary harm. Preserve evidence of the incident, such as physical items, and collect materials for subsequent investigation and legal procedures.
- 1.3 Employees must promptly report the matter upward to the unit supervisor or a school principal or above, and conduct an on-site review of relevant closed-circuit television footage and storage records (if any), activate the internal handling procedure of the service unit/school, and arrange follow-up actions with the contractor.
- 1.4 If the employee is a "designated professional," and if circumstances permit, they should, through the reporting of suspected child abuse on the "e-report" platform, complete the decision-making flowchart and assisting analysis to classify the suspected child abuse case and identify whether it falls within the scope of "not suspected of abuse," "generally suspected child abuse cases," or "mandatory reporting child abuse cases."
- 1.5 Employees must keep the assessment results confidential and maintain records; the entire handling process must protect the personal data of the child and the reporter.
- 1.6 If it is a "serious suspected child abuse case," the designated professional staff shall, according to Article 4(1) of the "Mandatory Reporting of Suspected Child Abuse Cases" ordinance, report the suspected child abuse case as a legal responsibility of the individual; the Kuk cannot perform the duty on their behalf. If there is any dispute in the reporting arrangement, the mandatory reporter may file the report on their own. No one may intentionally obstruct, prevent, or disclose the identity of the reporter.

2. Implementation guidelines

2.1 Immediate child protection measures

2.1.1 Immediate child safety protection

- 2.1.1.1 Immediately move the child out of danger to ensure the child's personal safety.
- 2.1.1.2 If the child is physically harmed or suspected to be injured, immediately arrange transportation to a hospital for professional examination and treatment.
- 2.1.1.3 If the child faces serious and immediate risk of injury, such as a life-threatening or serious abuse situation, immediately call 999 for emergency assistance so that police can intervene and arrange emergency treatment.
- 2.1.1.4 Before examining the child's injuries, first explain the cause to the child and obtain consent before proceeding. It is recommended that two staff members conduct the examination, but do not photograph the child's injuries involving private or sensitive areas, to avoid infringing on privacy.

2.1.2 Restrict suspected perpetrator contact

- 2.1.2.1 Prevent suspected perpetrators from contacting the affected child and other related children, so as to minimize the risk of further harm or abuse to the child.
- 2.1.2.2 Under safe conditions, arrange for the child to be in a safe place with a trusted relative, guardian, government, or social service organization.

2.2 Cases that do not fall under suspected child abuse [Reference Attachment 1: General Suspected Child Abuse Reporting Flowchart]

- 2.2.1 If the case does not fall under suspected child abuse and does not involve staff,
 - 2.2.1.1 The employing unit/school shall provide follow-up support to the child.

2.2.1.2 Contact the parents/guardians and provide proper counseling.

2.2.2 If the case does not fall under suspected child abuse but does involve staff,

It is necessary to notify superiors and prepare a report, as well as to conduct continuous monitoring and supervision of the employee, ensuring they complete the course within the specified time.

2.3 Cases classified as a general Child Abuse Report case [Reference Attachment 1: General Suspected Child Abuse Reporting Flowchart]

2.3.1 If a suspected case does not meet the threshold for serious harm, follow the guidance in section 2.1 to immediately implement the “Child Safety Protection Measures”, and proceed with routine reporting, provision of support, ongoing data collection, or continued observation in accordance with the Social Welfare Department’s “Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation” and the internal procedures of the service unit or school.

2.3.2 If the suspected case does not involve staff

2.3.2.1 A report must be filed with the Social Welfare Department’s Family and Child Protective Services Unit (FCPSU) (for cases that have not yet been known) or with the social worker responsible for the known case (for already known cases).

2.3.2.2 The reporting must be escalated to the unit supervisor/head or above, and the staff member concerned must continue to be monitored and supervised.

2.3.2.3 According to the “Procedural Guide for Multi-disciplinary Co-operation”, further collect evidence and contact parents/guardians to provide proper counseling.

2.3.2.4 Depending on service needs, prepare a detailed written report and submit it to the unit supervisor/school principal or above (the unit/school should keep a record).

2.3.3 If the suspected case involves staff,

The unit supervisor, school principal, or above shall report the case to the Chief Executive Officer, Human Resources Department, and Corporate Communication & Public Relations Department.

2.4 Cases classified under the “Mandatory Reporting of Suspected Child Abuse Cases” ordinance [Reference Attachment 2: Mandatory Reporting Flowchart]

2.4.1 Reporting process and method

2.4.1.1 After the decision-making flowchart assessment, if there is no direct instruction to make a mandatory report, but the professional judgment is that the case is seriously suspected, it must still be reported according to law.

2.4.1.2 If there is reasonable cause to believe that the child has suffered “serious harm” or is at real risk of “serious harm,” the matter must be immediately reported by word of mouth to the responsible supervisor at department level or above, and the “Mandatory Reporting of Suspected Child Abuse Cases” ordinance must be reported as quickly as possible.

i. In an emergency, for example when the child requires first aid, treatment, or urgent legal intervention, the mandatory reporter should first call the Police emergency hotline 999 to make an emergency report; then report to department-level supervisor as soon as possible.

ii. In a non-emergency, aside from the steps in 2.1, immediately implement child safety measures; promptly report by phone or in person to any police station or to the social welfare family and child services unit. If the child’s case already has a social worker or government social worker assigned, notify the relevant social worker at the same time.

iii. After the police/social welfare family and child services unit issues a verbal report and, where appropriate, the main reporter shall submit a written report and required materials through the “e-reporting platform – mandatory reporting of suspected child abuse” when feasible; refer to the “Guide for Mandated Reporters” section 3.1.2.

- iv. After the reporting platform receives the submitted written report, it will issue the “Acknowledgement Form” showing the reporting date of the mandatory reporter as a record.

2.4.2 Reporting by individuals / organizations

- 2.4.2.1 All suspected serious child abuse cases must be reported to the unit supervisor/school principal or department-level supervisor; in principle, the mandatory reporter should report as an individual or as an organization according to the instructions.
- 2.4.2.2 In principle, if only one mandatory reporter knows of the incident, the report should be made by that individual. It is recommended that after making the individual report, the service unit/school be notified that the case has been filed, and an “Acknowledgement Form” copy should be kept by the unit supervisor/school principal or above for record-keeping.
- 2.4.2.3 If the same service unit/school has multiple mandatory reporters who know about the case, and the unit supervisor/principal or above instructs the most familiar case handler or the mandatory reporter who best understands the suspected serious abuse case to make the main report, other designated professionals familiar with the case should be other reporters.
- 2.4.2.4 If the same case spans different service units/agencies/schools and the supervisors/teachers involved are in different places, it is recommended to report jointly in writing; the service unit/agency/school that first becomes aware of the suspected abuse case should be responsible for the report, and other designated professionals with reporting responsibilities should be other reporters.
- 2.4.2.5 The main reporter for a suspected abuse case must provide a copy of the “Acknowledgement Form” to the unit supervisor/school principal or above, and other reporters, to confirm that the case has been reported; the form should be kept in a confidential file.
- 2.4.2.6 All filed mandatory reporting cases should be reported to the Chief Executive Officer, Human Resources Department, and Corporate Communication & Public Relations Department.

2.4.3 Follow-up work after mandatory reporting

- 2.4.3.1 First ensure the child’s safety and protect the child from further harm or danger.
- 2.4.3.2 Cooperate with the police, social welfare family and child services unit, or investigations by other departments, and keep contact with the parties involved in the case, including family members/guardians, case social workers, doctors, police, etc.; maintain close communication, provide appropriate information, cooperate with investigations, and hold multi-disciplinary case meetings when necessary (refer to Section 3.3 of the “Guide for Mandated Reporters” for service provision).
- 2.4.3.3 Report the progress of the case to the supervisor/senior management in a timely manner, and provide instructions so that the best interests of the child can be planned.
- 2.4.3.4 Coordinate with relevant agencies to implement the child’s welfare plan.
- 2.4.3.5 Clearly document and archive all materials related to the case for reference and review.
- 2.4.3.6 Submit relevant case reports in accordance with the requirements of the bureau, social welfare or other government departments.

2.4.4 If the employee is the perpetrator:

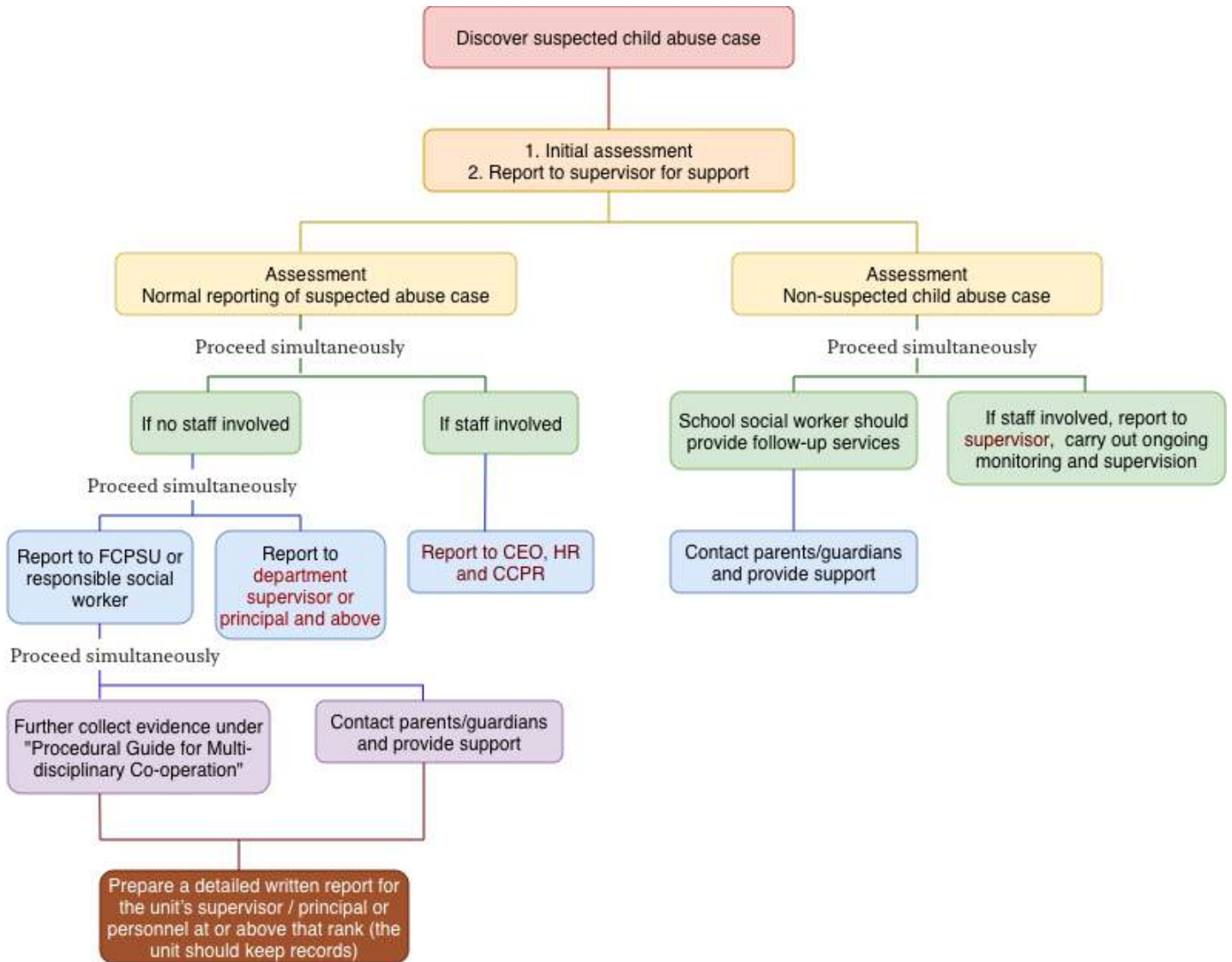
- 2.4.4.1 If the suspected employee is a perpetrator, the matter must be reported immediately to the employee’s superior, the Chief Executive Officer, Human Resources Department, and Corporate Communication & Public Relations Department.
- 2.4.4.2 Suspend the employee’s duties immediately and prohibit the employee from contacting any service recipients and/or unit documents/records, etc.
- 2.4.4.3 Coordinate with the Human Resources Department on the relevant procedures for suspending duties, and, as needed, notify the Information Technology Department to stop the employee’s computer account access.

- 2.4.4.4 If the suspected employee involves multiple staff members, and the suspension of duties affects routine operations, other service units should cooperate according to the instructions of the superior to mobilize staff support.
- 2.4.4.5 During the police investigation of the employee, the supervisor should not discuss the contents of the suspected child abuse case with the employee, so as to ensure fairness.
- 2.4.4.6 If the employee is eventually judged to be a non-perpetrator, arrangements may be made for reinstatement, and emotional needs and, if necessary, psychological counseling support services should be provided.
- 2.4.4.7 If the employee is ultimately judged to be a perpetrator, the matter shall be handled according to the organization's "Employee Disciplinary Policy."
- 2.4.4.8 If the suspected incident affects service recipients, psychological experts may be arranged as needed to provide relevant assessment and follow-up services.
- 2.4.4.9 If the suspected incident causes negative impact on the team, arrange employee support services as needed.
- 2.4.4.10 Submit relevant case reports in a timely manner according to the requirements of the Kuk, social welfare or other government departments.

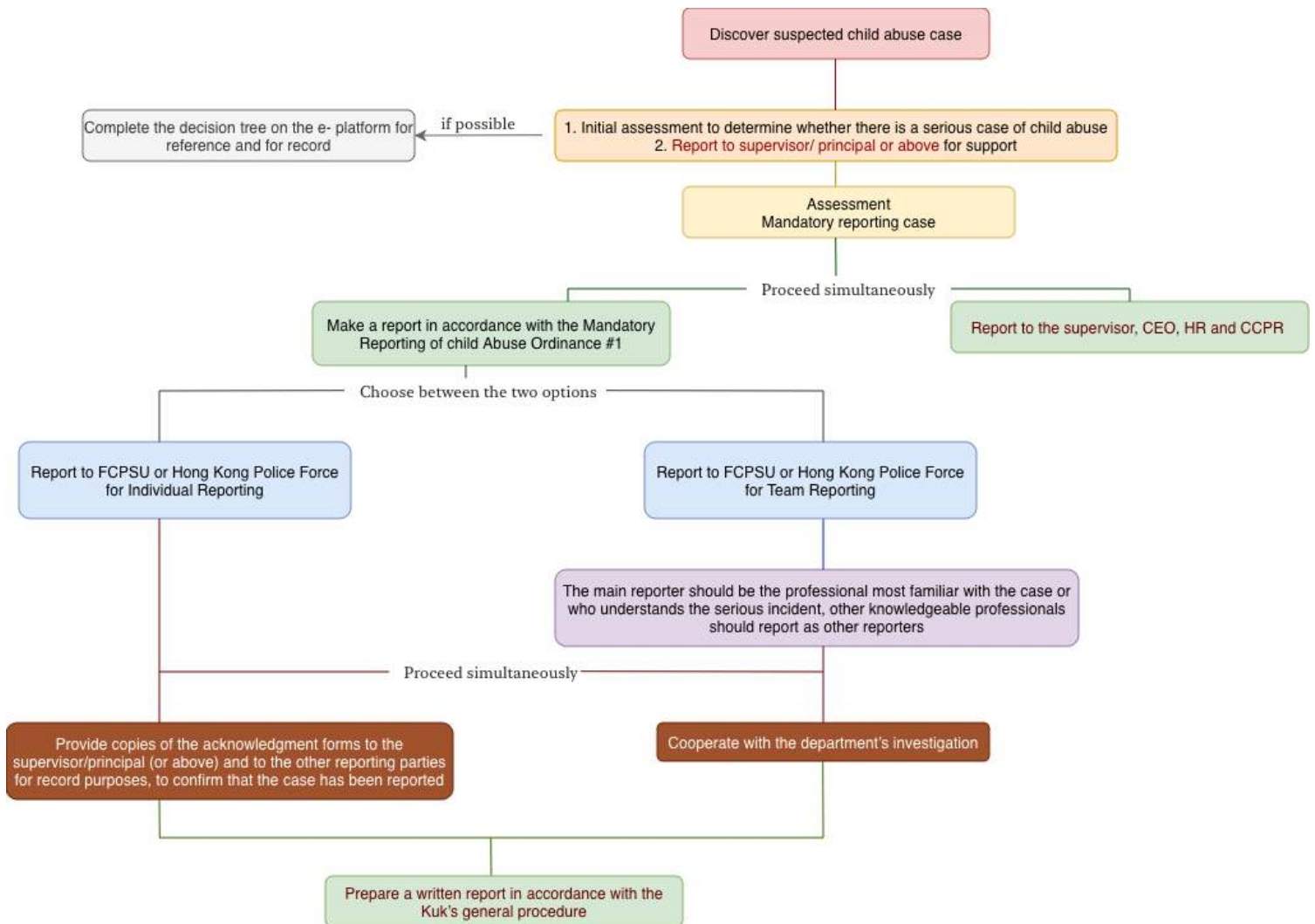
Note:

This policy's Chapter 3, "Assessment Procedures and Implementation Guidelines," is based on the basic guidelines. Service units/schools should follow it carefully. If the "guidelines" do not fully cover the operations of a specific service unit/school, the service unit/school may formulate internal implementation instructions relating to the "Mandatory Reporting of Child Abuse Ordinance" to achieve more effective child protection.

Attachment 1: Normal Reporting of Suspected Child Abuse Case Flowchart



Attachment 2: Mandatory Reporting Flowchart



#1: under section 4(1) of the Ordinance, it is a professional's personal legal obligation to report suspected child abuse, and the organization cannot carry out this responsibility on their behalf. If the staff has made a report before notifying the organization, it is recommended that the staff notify the organization and provide the acknowledgement to the supervisor.

《保良局守護兒童政策》

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第一章 簡介及目的

1 簡介

- 1.1 保良局（下稱本局）秉承「保赤安良」宗旨，初期主要是遏止誘拐婦孺，為受害者提供庇護及教養，隨著香港社會的轉變，現已成為全港歷史悠久及具規模的慈善機構之一；此宗旨與《保護兒童政策》中保障兒童權利、維護其安全和發展的核心理念契合。
- 1.2 《強制舉報虐待兒童條例》（《條例》）於 2024年7月11日在立法會通過，並於2024年7月19日在憲報刊登。為配合《條例》於 2026 年 1 月 20 日起生效，政府已推出多項支援措施，當中包括制訂《強制舉報者指南》（《指南》），為《條例》訂明的指明專業人員（即指明專業人員或強制舉報者）作出強制舉報提供實務指引以作參考。
- 1.3 本局現制定《保良局守護兒童政策》，預防及處理懷疑虐待兒童個案，以保障兒童的安全及身心發展，使其能於愛的環境下成長。

2 目的

2.1 政策聲明

- 2.1.1 本局遵從香港法律規範及相關指引條例，維護兒童安全。
- 2.1.2 本局對任何形式傷害兒童的行為採取零容忍的態度，並致力維護兒童的權利，創造並積極維持局本文化及安全環境，以預防、發現及阻止會令兒童受到任何形式暴力和傷害的行為，並提供合適的支援和轉介。
- 2.1.3 本局認為所有兒童都應具有平等的權利，不論身份、性別、宗教或族裔，均需要獲得保護，免受傷害或虐待。

2.2 政策目標

- 2.2.1 《保良局守護兒童政策》參照《條例》及《指南》，制定局本相關政策、措施及程序，以協助《條例》內指明專業人員及可能與兒童接觸的人員（包括員工、實習生、義工、供應商、承辦商及其他社群成員）掌握保護兒童的原則，並辨識根據其法律責任應舉報的個案。第二章說明有效的兒童安全與保護措施，表明本局推行政策的各種措施和責任。第三章詳述評估流程及執行細則。

- 2.2.2** 保護所有屬下服務單位及學校的服務受眾，包括但不限於教育、社會服務、康樂、文化服務及醫療及綜合健康服務內所有未年滿18歲的兒童。
- 2.2.3** 除《條例》規定指明的專業人員外，本局會向屬下服務單位及學校員工及服務受眾之家長/監護人提供培訓；並協助前線員工全面了解保護兒童原則、虐待兒童定義和相關知識；並按相關政策指引處理懷疑虐待兒童事件。
- 2.2.4** 促進兒童權益、福祉及發展。

2.3 主要原則

- 2.3.1** 以兒童安全福祉作首要考慮，在處理相關事件時須以保護兒童的原則為出發點，首要確保有關兒童當前的安全。
- 2.3.2** 確保兒童受保護的權利不被侵犯，以及免除其受到各種形式的虐待、傷害、和剝削，維護其成長環境。
- 2.3.3** 服務單位及學校員工必須嚴肅對待和及時處理任何疑似傷害/虐待兒童的個案。在發現個案後需儘快通報上級或負責人員，以便能夠及時地對事件進行介入，防止事件惡化。過程中，任何人士不得故意阻止 / 阻礙指明專業人員作出舉報，或披露作出舉報的指明專業人員的身份。
- 2.3.4** 所有涉及個案的資料必須嚴格採取相應保密措施，以保護兒童與相關當事人的私隱權。
- 2.3.5** 各層級、不同界別的人員攜手合作，確保兒童能得到適當的保護和照顧跟進，並支援相關兒童和家庭，保障兒童的安全及最佳利益。本局亦會儘量確保所有相關的人士，例如：家長、照顧者及不同界別的人員及機構（包括義工、實習生、供應商、服務承辦商等）等共同攜手合作，有效地共建一個安全的環境，給予兒童足夠的保障以成長和發展，履行社會責任。

2.4 政策範圍

本政策適用於本局屬下所有服務單位及學校內所有員工及相關合作人員；本局上下包括董事會、全體員工、義工、服務承辦商等，均須遵守《保良局守護兒童政策》。

第二章 有效的兒童安全與保護措施

1 實施安全招聘程序

1.1 人員篩查之多層把關

1.1.1 面試與資歷查核：透過面試深入評估申請者保護兒童的意識，並開展資歷查核，確保人選適配與兒童接觸的崗位需求。

1.1.2 性罪行查核：申請人須提供香港警務處發出的《性罪行定罪紀錄查核》報告，由人力資源部或單位負責代表核實。

1.2 合約之責任約束

1.2.1 加入合約條款：在僱傭合約中，標明須遵守本局所有規章、程序及員工守則；及合約受中國香港特別行政區法例及本局之人力資源政策訂定之服務條款及細則所監管。

1.2.2 員工守則遵循：本局相關服務單位/學校之《員工守則》加入《保良局守護兒童政策》的相關內容，各員工均須簽知遵守。

1.3 在職管理之持續監察

績效評核與督導結合：透過員工督導及定期績效評核，持續監察員工在守護兒童方面的執行表現，保障員工守則與相關程序能有效落實。

2 社群意識

2.1 家長協作：強化溝通與意識共建

2.1.1 擴闊溝通渠道：建構常態化的溝通平台，例如：家長通告、家長會議、年度意見調查、網頁內家長資訊站等，讓家長了解《保良局守護兒童政策》的內容。

2.1.2 專業支援：邀請專業團體、駐校社工等開辦教育講座，同時提供兒童安全保護資源與支援，指導家長提升子女安全意識，推動家庭與機構形成保護力。

2.2 兒童賦能：以友善方式傳導與傾聽

2.2.1 鼓勵各類服務單位 / 學校採取多元途徑，提升兒童自我保護意識，採用兒童易於理解的語言和形式（如講座、實例教學、角色扮演等），傳達《保良局守護兒童政策》內容，幫助兒童認識自身權利、識別傷害或虐待場景、明確認識可表達疑慮

的安全對象（如告知老師/社工），並學會為自身訂立保護界線。

2.2.2 服務單位 / 學校亦應針對「性」相關議題，推行預防性與發展性輔導活動，協助兒童掌握保護身體方法、堅決抵禦他人冒犯，並引導其在有需要時，向教師、長輩、輔導人員或相關機構尋求支援。

2.3 社群支持：明確共識與協同原則

2.3.1 舉報與保護共識：向家長及其他社區成員清晰說明，若本局員工發現懷疑虐待或傷害兒童個案，將依法依規向警務處、社會福利署、教育局等部門舉報；若懷疑兒童遭遇疏忽照顧，會按既定指引採取保護行動，並尋求各方對此類決定的理解與支持，凝聚社群保護共識。

2.3.2 通過分享簡報、短片、約章內容予合作人員層：包括義工（會與兒童接觸）、實習生，說明本局要求相關人員與兒童相處的行為界線。

2.3.3 提供服務予兒童的供應商、服務承辦商的標書須包含簽署承諾遵守與守護兒童相關的政策。

3 職員培訓

3.1 培訓對象：全覆蓋與分層實施

3.1.1 核心員工層：涵蓋所有在職員工（包括學校法團校董會/校董會成員），針對不同崗位職責提供基礎培訓與高級專項培訓，確保所有員工熟悉《保良局守護兒童政策》和程序，能夠識別不同類型虐待兒童的跡象和徵狀，謹慎處理兒童透露的資料，遵守報告程序和保密準則，為兒童提供適當的跟進，以保護兒童的安全和福祉。

3.1.2 新入職員工層：將兒童安全與保護培訓納入新員工入職培訓計劃必修內容，確保新員工入職初期盡快掌握核心政策與操作規程，例如新入職指定員工須於指定時間內完成社會福利署「保護兒童網上課程」取得相關證書。

3.2 培訓內容

3.2.1 培訓目標：所有培訓均以「強化保護意識、提升實踐能力」為目標。

3.2.2 政策與規程：要求員工掌握及熟悉《保良局守護兒童政策》內容、員工守則及具體操作程序，明確自身在兒童保護中的職責與義務。

3.2.3 風險識別與處置：學習識別不同類型傷害或虐待兒童的跡象與徵狀，掌握謹慎處理兒童透露資訊的方法，嚴格遵守報告程序與保密準則。

3.2.4 教育與支持能力：了解如何為兒童提供適切的安全保護教育方案，以提升兒童

自我保護意識與能力；高級管理層則需進一步掌握協調兒童保護工作及應對複雜案例的專業技能。

3.3 培訓形式與週期

- 3.3.1 定期為在職及新入職指定員工設常規專業進修內容，提供兒童安全與保護培訓；另提示更新政策注意事項，確保資料時效性。
- 3.3.2 指定員工需完成政府設立的「保護兒童網上課程」並取得相關證書，落實基礎認知。
- 3.3.3 要求指定員工定期參加複修課程，鞏固培訓效果。
- 3.3.4 邀請專家為高級管理團隊、學校法團校董會/校董會成員開展專項培訓，強化決策層的統籌管理能力。
- 3.3.5 通過線上平台形式提供「守護兒童」簡介短片及培訓視像檔等，以靈活形式提供培訓，確保員工高效掌握基礎要求。

3.4 培訓確認與存檔

- 3.4.1 透過出席紀錄、線上平台培訓紀錄/修畢證書等確認指定員工仔細閱讀培訓材料，及理解並承諾遵守政策。
- 3.4.2 所有培訓確認文件、證書複印件等存檔資料，由服務單位 / 學校統一保存，保存期限不少於三年(如屬證書，保存期限至員工離職)，確保培訓過程可追溯及核查。

4 確保環境安全

應確保各服務單位 / 學校均已制定日常活動安全指引，包括戶外活動及參觀活動指引，以及兒童日常照顧及接送指引等，以保障兒童有妥善且安全的安排。服務單位 / 學校亦應就不同活動之類型，按照相關指引事前進行活動風險評估，以加強安全措施，減低意外發生的風險。服務單位 / 學校亦應按已制定之危機處理指引，指導員工迅速應對危機事件，以保障兒童安全。

5 管理與檢討

- 5.1 服務單位 / 學校管理層及中層管理人員須定期進行工作督導和日常巡查，以確保工作人員遵守員工守則和守護兒童的相關程序。此外，亦讓管理層了解前線工作人員在守護兒童方面的疑問和難處，以便向他們提供適切的指導和支援。
- 5.2 內部考績評核中有關員工的勝任能力評核內容，涵蓋與守護兒童相關的考核項目，推動全體員工均遵守、落實《保良局守護兒童政策》。

- 5.3 各部門專責人員定期進行交流及分享，以檢視政策在不同部門的推行情況，並每三年或按需要檢討一次有關政策是否合乎社會需要，期間會因應社會現況即時檢視有關政策。

第三章 評估流程及執行指引

1 評估流程

- 1.1 任何員工當值時，知悉兒童正受到傷害/虐待，須即時制止相關行為，確保兒童安全；若員工屬非專業職級，須即時報告上級，按指示跟進。
- 1.2 專業職級員工需要為受虐待兒童作初步評估，依照指引搜集基本資料（如事件性質、兒童身心狀態、懷疑施虐者身份、發生時間地點等），但避免反覆盤問兒童細節，防止兒童承受二次傷害。保存事件證據，如施襲物品，確保後續調查及司法程序的資料完整。
- 1.3 員工需同步向單位主管/校長或以上職級口頭匯報，並翻查相關閉路電視錄像紀錄及作存檔(如有)，啟動服務單位/學校內部指引的處理流程，及商討下一步跟進安排。
- 1.4 員工若為「指明專業人員」，在可行情況下，需透過強制舉報虐待兒童之「舉報電子平台」完成決策流程圖及輔助分析框架評估兒童狀況，識別是否構成「需強制舉報的嚴重虐待兒童個案」。評估結果分類為「不屬懷疑虐待事件」、「一般通報懷疑虐待事件」及「強制舉報虐待兒童條例」範疇之事件。
- 1.5 員工需保留該評估結果，並存檔紀錄；整個處理流程須保障兒童及舉報者的個人資料保密。
- 1.6 如屬「嚴重虐待兒童個案」，指明專業人員根據《強制舉報虐待兒童條例》第 4(1)條就懷疑虐待兒童個案作出舉報是其個人的法律責任，本局不能代其履行責任。如就舉報安排有任何異議，強制舉報者可自行作出舉報，任何人士不得故意阻止/阻礙，或披露該舉報者的身分。

2 執行指引

2.1 即時保護兒童安全措施

2.1.1 即時保障兒童安全

- 2.1.1.1 立即將兒童移離危險環境，確保兒童的人身安全。
- 2.1.1.2 如兒童身體受傷或懷疑受傷，須立即安排送往醫院接受專業檢查與治療。
- 2.1.1.3 如兒童面臨嚴重及即時的傷害風險，如生命危險或嚴重虐待情況，應立即致電 999 求助，以便警方介入及接受緊急治療。
- 2.1.1.4 檢查兒童傷勢前須向兒童講解原因並取得其同意才可進行，建議由兩名員工進行檢查，但切勿拍攝兒童受傷而涉及私隱部位的照片，避免侵犯個人私隱。

2.1.2 限制懷疑施虐者接觸

- 2.1.2.1 防止懷疑施虐者接近涉事兒童及其他相關兒童，以盡量保護兒童免受其他傷害/虐待的風險。

2.1.2.2 在安全情況下，安排兒童置於可信賴的親屬、監護人、政府或社會服務機構的安全場所。

2.2 不屬懷疑虐待兒童事件 [參考附錄 1：一般通報懷疑虐待兒童流程圖]

2.2.1 如不屬懷疑虐待事件及不涉及員工

2.2.1.1 由轉介單位社工/駐校社工提供適當跟進服務。

2.2.1.2 聯絡家長/監護人，提供適切輔導。

2.2.2 如不屬懷疑虐待事件但涉及員工

需通報上級及備報告存檔，及對該員工進行持續監察與督導，員工在指定時間完成複修課程。

2.3 屬於一般通報懷疑虐待兒童事件 [參考附錄 1：一般通報懷疑虐待兒童流程圖]

2.3.1 如懷疑虐待個案非達嚴重傷害標準，按 2.1 項指引，即時執行《保護兒童安全措施》，並依社會福利署《保護兒童免受虐待---多專業合作程序指引》及服務單位/學校內部處理流程作一般通報、提供支援、繼續搜集資料或持續觀察。

2.3.2 如該懷疑虐待事件不涉及員工

2.3.2.1 通報社署保護家庭及兒童服務課(FCPSU)處理（非已知個案）或通報有關個案的社工跟進（已知個案）。

2.3.2.2 必須同步通報單位主管/校長或以上職級該事件的進展情況。

2.3.2.3 按「多專業合作程序指引」，執行/進一步搜集資料及聯絡家長/監護人，提供適切輔導。

2.3.2.4 按服務需要，撰寫詳細書面報告予單位主任/校長或以上職級(單位/學校應紀錄存檔)。

2.3.3 如該懷疑虐待事件涉及員工

單位主管/校長或以上職級通報至行政總監及人力資源部及企業傳訊及公關部。

2.4 屬於「強制舉報虐待兒童條例」範疇 [參考附錄 2：強制舉報流程圖]

2.4.1 舉報流程及方式

2.4.1.1 如經決策流程圖評估，未直接指示須強制舉報，但專業判斷認為個案屬嚴重虐待，仍應依法舉報。

2.4.1.2 如經評估有合理理由懷疑兒童「正遭受嚴重傷害」或「正面對遭受嚴重傷害的實際風險」，須即時口頭通報上級至部門主管，及同時按《強制舉報虐待兒童條例》，依法盡快舉報：

- i. 在緊急情況下，例如受害兒童極需救援、治療及或需要當局執法，首先強制舉報者應致電 999 警方緊急熱線，作緊急舉報；隨後盡快通報上

級至部門主管。

- ii. 就非緊急情況，除按 2.1 項指引，即時執行《保護兒童安全措施》；須即時透過電話或親身前往任何一間警署，或向社署保護家庭及兒童服務課作出舉報；如兒童個案已有社署或非政府機構社工負責，須同時知會相關社工。
- iii. 在向警方/社署保護家庭及兒童服務課作出口頭舉報後在切實可行情況下，主要舉報者須透過「舉報平台－強制舉報虐待兒童」提交書面舉報及所需資料，可參閱《強制舉報者指南第 3.1.2 項》。
- iv. 舉報平台接收到填妥的書面報告後，會向強制舉報者發出註明舉報日期的「認收證明書」作為記錄。

2.4.2 個人/團體舉報指引：

- 2.4.2.1** 所有懷疑嚴重虐待兒童事件均須**通報單位主管/校長至部門主管**，其須按情況指示強制舉報者應以個人或團體進行舉報。
- 2.4.2.2** 原則上，若只一名強制舉報者知悉事件，由該名強制舉報者進行個人舉報。建議個人舉報後通知服務單位/學校有關事件已經立案，並提供「認收證明書」副本予單位主管/校長或以上職級，以機密文件存檔。
- 2.4.2.3** 若同一服務單位/學校，多於一名強制舉報者知悉事件，由單位主管/校長或以上職級指示由最熟悉該個案或最了解該嚴重虐待事件的強制舉報者為主要舉報者，其他知悉事件的指明專業人員為其他舉報者。
- 2.4.2.4** 若同一個案由不同服務單位/機構/學校同時負責跟進，建議以團隊方式作出舉報，由最先發現有關懷疑虐兒事件的服務單位/機構/學校負責舉報，其他的知情指明專業人員則為其他舉報者。
- 2.4.2.5** 團體舉報的主要舉報者提供「認收證明書」副本予單位主管/校長或以上職級，及其他舉報者，以確認個案已作舉報；證明書須以機密文件存檔。
- 2.4.2.6** 所有已立案的強制舉報個案，應通報至行政總監、人力資源部及企業傳訊及公關部。

2.4.3 強制舉報後跟進工作：

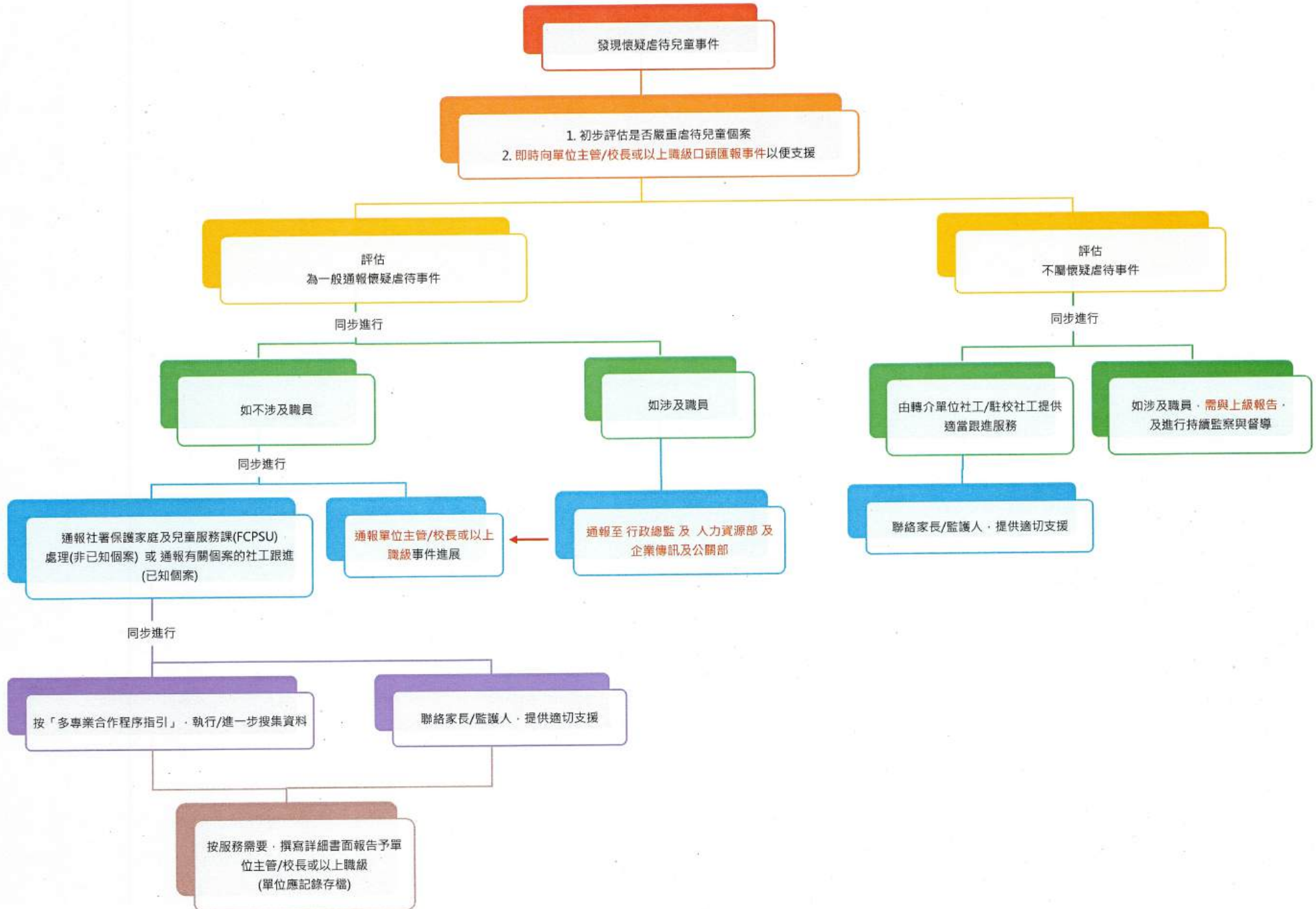
- 2.4.3.1** 首要確保受虐兒童獲安全照顧，保障兒童免受進一步侵犯的危機。
- 2.4.3.2** 配合警方、社署保護家庭及兒童服務課或其他部門的調查，與兒童個案不同持份者，包括家人/監護人、個案社工、老師、醫生、警方等，保持緊密聯絡溝通、提供適切資料、配合調查及按需要出席多專業個案會議等（參考《強制舉報者指南》第 3.3 項服務提供）。
- 2.4.3.3** **適時向上級匯報事件進展**，獲取指示，以能為兒童訂定最佳福利計劃。
- 2.4.3.4** 按需要協助執行有關的兒童福利計劃。
- 2.4.3.5** 清晰紀錄與事件相關的所有資料並存檔，以備參照及查核。
- 2.4.3.6** 按本局、社署或其他政府部門要求，按時提交相關事件報告。

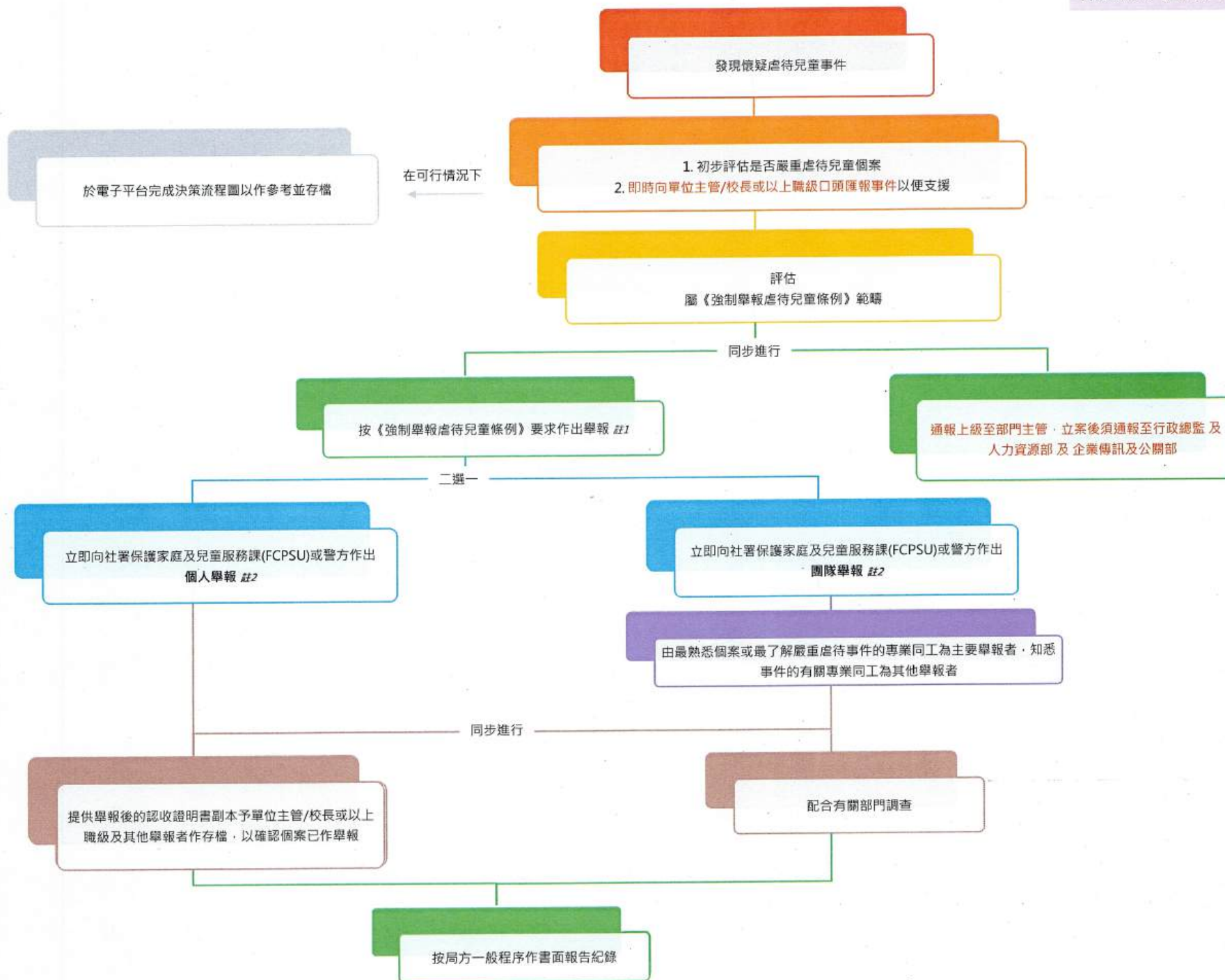
2.4.4 懷疑員工為施虐者：

- 2.4.4.1 若懷疑員工為施虐者，須馬上通報該職員的上級至行政總監、人力資源部及企業傳訊及公關部。
- 2.4.4.2 即時暫停該員工職務，並禁止其接觸任何服務對象及/或單位文件/紀錄等。
- 2.4.4.3 與人力資源部跟進暫停職務的相關程序，按需要通知資訊科技部停止該員工的電腦存取權。
- 2.4.4.4 若施虐者涉及多名員工，而暫停職務引致實務運作受影響，其他服務單位應配合上級指示調動人手，以作支援。
- 2.4.4.5 涉事員工被警方調查期間，上級不應與該員工討論與懷疑虐兒事件的內容，以保公正。
- 2.4.4.6 若涉事員工最終被評定為非施虐者，可盡快安排復工，並按其意願及需要，提供心理輔導支援服務。
- 2.4.4.7 若員工最終被評定為施虐者，按局方「員工紀律政策」處理。
- 2.4.4.8 若虐兒事件對服務對象有所影響，可按需要安排臨床心理學家提供相關評估、跟進服務。
- 2.4.4.9 若虐兒事件對團隊士氣有所影響，可按需要考慮安排僱員相關支援服務。
- 2.4.4.10 按本局、社署或其他政府部門要求，按時提交相關事件報告。

備註：

本政策第三章「評估流程及執行指引」屬基本指引，服務單位/學校須遵照執行；惟「指引」內容或未能涵蓋所有服務單位/學校實務運作，服務單位/學校可再自行訂立與「強制舉報虐待兒童條例」相關的內部執行指引，以達至更有效保護兒童。





註1：指明專業人員根據《條例》第4(1)條就懷疑虐兒個案作出舉報是其個人的法律責任，機構不能代其履行責任。若員工在未通知機構前已作舉報，建議通知機構及提供認收證明書予上級。