

Service Unit

Hong Kong Children & Youth Services
eSmiley Cyber Youth Support Team

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Service Hour

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
2:00 pm – 6:00 pm			☹️	☹️	☹️		
6:00 pm – 10:00 pm	😊@	😊@	😊@	😊@	😊@	😊@	
10:00 pm – 2:00 am	😊@	😊@				😊@	

😊 on duty

@ Online Enquiry Service

Service will also be rendered during non-office hour whenever needs arise.

District of Service Collaboration

New Territories East includes Shatin, Tai Po and North District.

Application and Withdrawal Procedures

1. Our Cyber Youth Support Team will actively identify and approach at-risk and hidden youths on the internet. A purposeful intervention plan will be provided to address their needs and their problems will be assessed. The individuals will then be registered as our service user.

2. Children, youth and relevant individuals are welcome to seek help directly from Support Team Social Workers or through referral. They can be admitted as our service users if they fulfill the criteria of assessment. If Support Team Service is found not suitable for the needs of the applicant or the referred individual, worker will inform him or her of the reason, and where appropriate, refer him / her to other relevant alternative services.

3. Withdrawal request can be forwarded to the responsible Social Worker for further arrangement.

Charges of Service

Service charges vary in accordance with the nature of programmes and activities. Counselling Service is free of charge.

Further Information

Please visit our web-site <https://esmiley.hkcs.org.hk> and

■ esmileyhk for most updated information.



香港青少年服務處
HONG KONG CHILDREN & YOUTH SERVICES

Cyber Youth Support Service

Information Leaflet



Introduction

Hong Kong Children & Youth Services is a multi-social service agency. The Agency provides social services including Integrated Family Services, Clinical Psychological Service, Integrated Home Care Services, Small Group Homes, Foster Care Service, Integrated Children & Youth Services Centre, After-School Care Service, Children and Youth Centre, School Social Work Service, District Youth Outreaching Social Work Service, Overnight Outreaching Service, Counselling Centre for Psychotropic Substance Abusers, Rehabilitation Service, Cyber Youth Support Service and Special Projects.

Purposes and Objectives

The purposes of Cyber Youth Support Team (CYST) are to identify and approach at-risk and hidden youths through online platforms and to connect them to relevant mainstreams services for follow up.

The objectives are to assist the target service users by:

1. Proactively searching and approaching target youths through online platforms popular among youths, providing intervention, support and counseling (viz multi levels) through online and offline means as well as referral services to relevant mainstream services for follow up;
2. Forming partnership, strategic alliance and cross-sectoral collaboration with other community stakeholders and organisations, including subvented and self-financing welfare service units both within and outside agency, government departments, local bodies, schools, religious groups, other professionals, etc. to address the needs and problems of the at-risk and hidden youths; and
3. Mobilising community resources, arranging training, promoting community education, handling case referrals, answering enquiries, etc. on matters relating to target youths in the respective serving regional clusters.

Target Group of Service

Target service users are at-risk and hidden youths, aged 6 to 24, who have emotional or behavioural problems and are manifesting or engaging in various at-risk behaviours in the Internet.

Given that there may be difficulties in verifying the real age of the persons connected in the online platforms at the initial contact/ outreaching stage, to cater for immediate needs of persons connected and allow flexibility in service provision, transitional intervention may be provided by the CYST on a need basis for those persons connected online but are later confirmed to be outside the age range of 6 to 24. The CYST should refer them to appropriate mainstream services as soon as practicable.



Nature of Service

The Cyber Youth Support Team provides an integrated service delivery model as well as innovative programme means to enhance the wellbeing of the target service users.

1. To develop a website, with built-in authenticity system and web-based services by using instant messaging software on mobile phones and computers to engage at-risk and hidden youths for further contacts with social workers;
2. To search for and engage target youths, including those who are manifesting various at-risk and hidden behaviours and are in need of social work intervention through online services;
3. To provide guidance, support and counseling services viz multi levels for the service users and their significant others to overcome their difficulties and problems;



4. To organise online and offline group activities and programmes for enhancing target youths' problem-solving skills, conflict resolution, resilience, stress management, life skills training, etc.;
5. To mobilise target youths to receive offline services and connect them to other mainstream services, employment programmes, etc. when necessary and as appropriate;
6. To establish referral mechanism/ network and interfacing with other mainstream services, such as Integrated Children and Youth Services Centres (ICYSCs), Integrated Family Service Centres (IFSCs), medical service, etc.;
7. To provide public education and training in the community/ welfare/ education sectors as well as foster cross-sectoral collaboration and partnership with community stakeholders and organisations to address the needs of and provide support for target youths; and
8. To provide any other services to meet the changing service needs of the service users.

