



[ehelp.org.hk](http://ehelp.org.hk)

# Mission

## 維護/保護兒童及青少年網上安全的線上舉報協作機制

- 互聯網成為兒童日常生活必不可少的一部分，為他們提供獲取資訊、社交網絡的新渠道，卻也使他們處於網絡上的新危險中。
- 香港一直以來缺乏一套舉報機制讓大眾舉報網上兒童性虐待材料（ Child Sexual Abuse Material, CSAM ）。
- 與此同時，面對網上罪行（ CyberCrime ）和網上欺凌（ Cyber Bullying ）等問題更需不同持份者共同為兒童及青少年提供支援。

# Background

## 於2017年2月7日 第一次圓桌會議



- 多個關注兒童網絡安全的持份者就兒童及青少年網絡安全問題召開了第一次圓桌會議討論相關議題
- 席間亦邀請到亞太地區相關的機構分享海外經驗。
- 經過研究及討論後，與會者倡議共同籌組「網上支援協會」( eHelp Association ) 作為多持份者合作平台
- 共同為促進兒童及青少年線上安全和保護出一份力量。

# eHelp Association

## Founding Members List

(as on 8 June 2017)

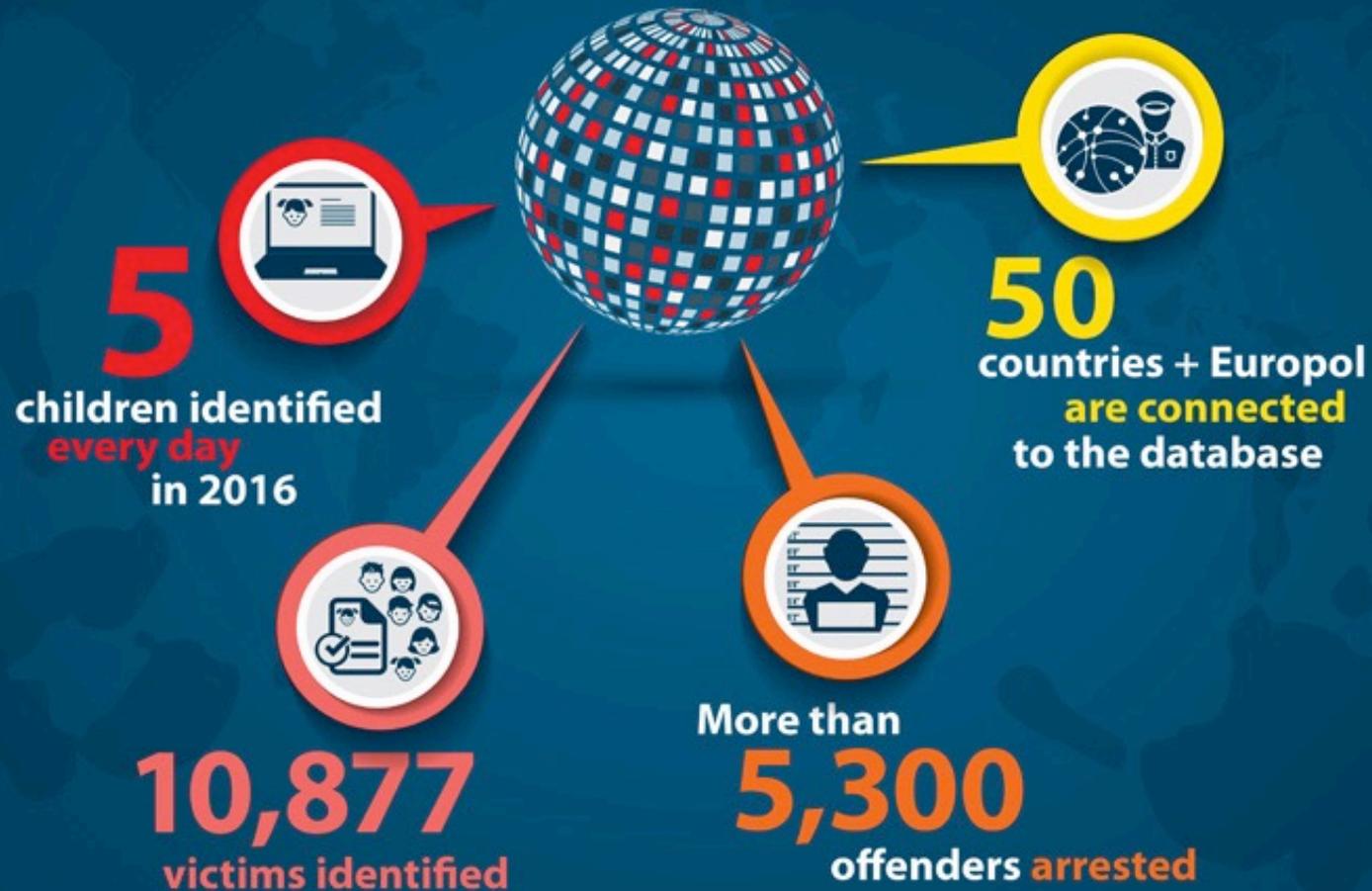
<b>Organisation Members</b>		
<b>Name</b>	<b>Organization</b>	<b>Position</b>
Industries:		
Mr. Edmon Chung	DotAsia Organisation	CEO
Miss Yvonne Wong	Internet Professional Association (iProA)	Deputy General Manager
Mr. Lento Yip	Hong Kong Internet Service Providers Association	Chairman
NGOs:		
Ms. Amy Fong	Save the Children Hong Kong Limited	Chief Executive
Mr. Anthony K.C. Sin	Hong Kong Family Welfare Society	Head of Service
<b>Individual Members</b>		
Government:		
Dr Wingco Lo, JP	Fight Crime Committee	Non-Official Member
NGOs:		
Miss Billy Wong	Hong Kong Committee on Children's Rights	Executive Secretary
Mr. Wilson Chan	The Hong Kong Federation of Youth Groups	Supervisor
Miss Bob Lee	The Hong Kong Federation of Youth Groups	Unit-in-charge, Youth Crime Prevention Centre
Mr. Jeff Leung	New Home Association	Executive Officer, Kowloon West Service Centre Officer (Rights & Welfare)
Academia:		
Dr. Chan Chitat	Department of Applied Social Sciences, The Hong Kong Polytechnic University	Assistant Professor
Legal:		
Mr. Nick Chan MH	The Law Society of Hong Kong	Council Member

# Objective

- 與全球打擊兒童及青少年性虐待材料（CSAM）的 inHope 網絡接軌
- 設立共同協作的機制，加強不同持分者的參與以創建更好的互聯網世界，以幫助受網上兒童及青少年色情，欺凌及罪案的困擾的受害者
- 填補現時兒童及青少年線上安全保護的漏洞
- 作為連接兒童及青少年線上安全服務的協作平台
- 海外專家培訓和與本地社區的經驗分享



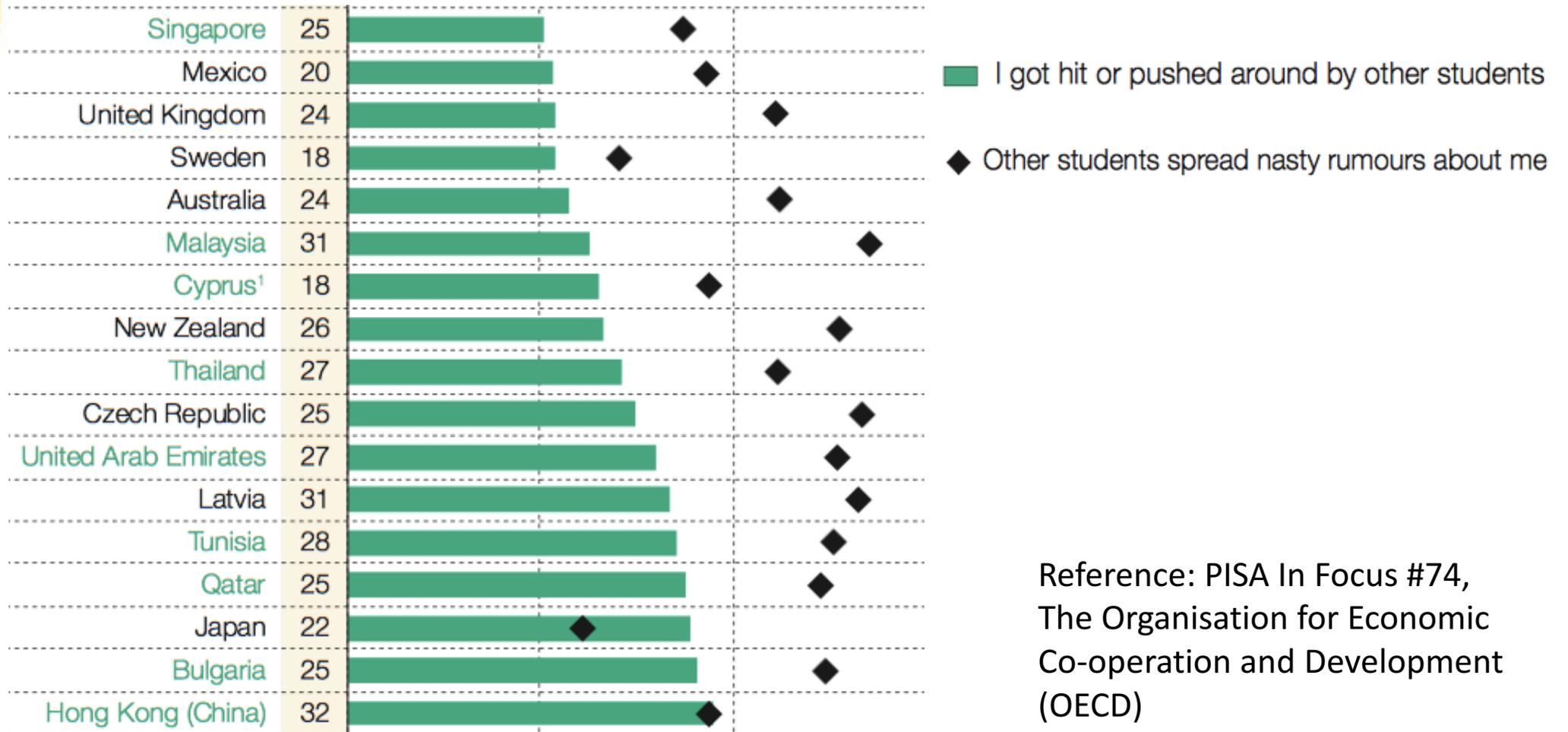
## INTERPOL's International Child Sexual Exploitation (ICSE) database



INTERPOL



# Situation in Hong Kong: Bullying



Percentage of students who reported that they are frequently the victim of any act of bullying

Reference: PISA In Focus #74,  
The Organisation for Economic  
Co-operation and Development  
(OECD)

# Situation in Hong Kong: Child Sexual Abuse

## Newly Reported Child Abuse Cases from January to June 2017

Types of Abuse	January to June 2017
	No. of Cases (%)
Physical abuse	200 (41.9%)
Neglect	102 (21.4%)
Sexual abuse	160 (33.5%)
Psychological abuse	4 (0.8%)
Multiple abuse	11 (2.3%)
<b>Total</b>	<b>477 (100%)</b>

Sex of Victims	January to June 2017
	No. of Cases (%)
Female	276 (57.9%)
Male	201 (42.1%)
<b>Total</b>	<b>477 (100%)</b>

Reference: the Child Protection Registry (CPR) and the Central Information System on Spouse/Cohabitant Battering Cases and Sexual Violence Cases (CISSCBSV)

# Services

- 透過INHOPE的諮詢和培訓，在香港建立線上舉報機制。
- INHOPE是全球四十五個國家中五十一個熱線的協作網絡，處理網上非法內容並致力於消除來自互聯網的兒童及青少年性虐待案件
- 該機制同時與不同的持份者進行合作，包括警察部隊，互聯網服務提供商，業界和社會，為兒童和青年創造更安全的互聯網。

成為  
INHOPE  
基礎會員

處理網上  
問題的  
協作平台

- 由各持份者共同建立舉報及個案處理機制，以幫受兒童及青少年網上色情，欺凌及罪行困擾的受害人及/或相關人士

- 為了加強阻截兒童性虐待材料傳播和了解兒童及青少年線上安全問題的知識，eHelp會為社會工作者、教師、家長和護理人員舉辦工作坊，邀請海外專家分享他們的經驗和最佳做法

兒童及  
青少年  
網上安全  
工作坊

兒童及  
青少年  
友好報告  
指南

- 發布「兒童及青少年友好報告指南」供教師，家長和監護者了解如何處理和幫助中斷網上非法和不當內容。



# Situation in Hong Kong: CSAM

HK laws against and for the prevention of child pornography

- Child pornography is still accessible in traditional formats, such as printed materials and videotapes, however the Internet plays a major role in promoting child pornography
  - Control of Obscene and Indecent Articles Ordinance (Cap 390)  
[淫褻及不雅物品管制條例]
  - The Prevention of Child Pornography Ordinance (Cap 579)  
[防止兒童色情物品條例]
  
- However, many view this Ordinance as inadequate

# Service Content

- **Core Service Content: Online Reporting Mechanism**

The mechanism at the same time is with the collaboration with different stakeholders including police force, Internet service providers, technical community and civil society for creating a safer Internet for children and youth.

- (i) Operate the Online Reporting Mechanism
- (ii) Refer the illegal information to the Global Reporting Mechanism or law enforcement in Hong Kong as follow-up action
- (iii) Refer the related cases to social workers to follow-up.

Step 1	Step 2	Additional information	Step 3	Step 3.1	Step 4	Step 5
我是... I am	想檢舉的內容 What do you want to report?		資訊來源 Where did you see the content 您在哪裡發現此資訊：		個人資料 Report Personal Information	Thank You!
事主 Victim	兒童色情類 Child Pornography	兒童少年色情 Child pornography	<p>※若您要檢舉同一個網站 / 社交媒體部落格 / 家族 / 論壇內多個分頁或圖片時，請視為同一案件，並於備註欄中提供其他分頁之網址。以加快工作人員處理的速度，謝謝！</p> <p>If you want to report multiple pages or images in the same website / social media blog / family / forum, please consider the same case and provide the URL of the other tab in the remarks column. To speed up the processing of the case, thank you!</p>	<p>如 eHelp 分析人員判斷為不恰當內容，資訊送往相關部門調查</p> <p>If eHelp analysts determine the inappropriate content, information will send to the related department for further investigation</p>	<p>系統收集的個人資料將只用作 eHelp 匯報流程個案跟進之用。</p> <p>We'll keep your contact details strictly confidential</p> <p>檔案編號 **個人資料收集聲明</p> <p>(*詳情於附件-資料一) <a href="https://www.pcpd.org.hk/chinese/publications/files/GN_picspps_c.pdf">https://www.pcpd.org.hk/chinese/publications/files/GN_picspps_c.pdf</a></p>	
事主親屬 Victim's relatives		兒童性交易 Unlawful Sexual Activities				
事主師長 Victim's teacher		媒介性交易 Media transactions				
事主朋友 Victim's friends		兒童少年情色 Childhood Erotic				
		兒童裸體主義 Child nudity				
	誘騙兒童 Children Deception	<input type="checkbox"/> 新聞群組 Newsgroup <p>新聞群組詳情 Newsgroup details 在舉報新聞群組時，請盡可能列出所有細節，例如 When reporting images/posting within a newsgroup please include as much relevant detail as you can, for example:</p> <p>-群組名稱 The name of the group -<a href="#">alt.binaries.example.example</a> -報導作者 Author of the posting -<a href="#">example@example.com</a>: -報導標題 Subject (title) of posting- collection of images: -報導 Article-1293305.58454@ispname.com: -日期 Date- 01/01/2013 : -報導名稱/報導提供者 Newsfeed provider - <a href="#">examplefeed</a>: 請提供更多沒有羅列出來的重要資訊 Please add any other information you think relevant in the description box.</p> <p>名稱 Name 作者 Author 報導標題 Usenet Subject (required) 報導內容 Usenet Article (required) 日期 Usenet Date (required) 報導名稱/報導提供者 Newsfeed provider (required) 舉報內容 Description **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document</p>				
大眾 Public	兒童販賣與兒童少年性旅遊 Children Trafficking and Child Sex Tourism	<input type="checkbox"/> 電郵 (E-mail) 電郵 E-mail : [ ] 舉報電郵 Email address 電郵內容 Email Content **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document	<input type="checkbox"/> 網站(website) 網址 Website : [ ] 網址 URL **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document	<input type="checkbox"/> 實名舉報 I would like to provide my details so I can request feedback	<input type="checkbox"/> 個人聯絡資料 姓名 (必需) 聯絡電話 (必需) 家用電話 電郵  The personal data collected by the system will only be used for eHelp reporting process follow-up. <u>1</u> Personal Information Name (Required) Contact Number(Required) Home Number Email  <input type="checkbox"/> 希望 eHelp 職員聯絡閣下作進一步跟進  I hope eHelp staff contact me to follow up the case	
Step 1.1	網上罪行 Cyber Crime		<input type="checkbox"/> 社交媒體 (Social Media) <input type="checkbox"/> 社交媒體 (Social Media) **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document	<input type="checkbox"/> 社群、家族、論壇 (Forum) 網址 URL **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document	(如願意社工協助閣下須留下個人聯絡資料)	
懷疑案主年齡 the age of suspected victim	網上欺凌 Cyber bullying		<input type="checkbox"/> Blog 網路相簿 (Blog) 網址 URL **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document	<input type="checkbox"/> 點對點傳輸軟體 (P2P) 網址 URL **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document	(You may need to leave your personal information if you need the assistance of social workers.)	
18歲以下 under the age of 18	自行描述 I want to describe the details by myself		<input type="checkbox"/> 應用程式 (applications) 網址 URL **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document	<input type="checkbox"/> 點對點傳輸軟體 (P2P) 名稱 Name of P2P **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document		
18歲或以上 above 18 years of age	未能辨別種類，唯認為與兒童網上安全相關 Cannot identify the cases but this is related to children's online safety		<input type="checkbox"/> 其他 請註明:	<input type="checkbox"/> 應用程式 (applications) 名稱 Name of Applications **上載相關圖片 / 檔案 / 文件 upload related picture/ file/ document		
	*可多選 *You can choose more than one answer		※ 若有密碼或其他資訊，亦請在備註中補充說明，謝謝！ If there are passwords or other information, please also add notes in the remarks, thank you!  備註： Remarks			



# Online Reporting Mechanism

## Step 1

What is the relationship between informers and victims ?

## Step 2

What do the informer want to report?

Child Pornography

Children Trafficking and Child Sex Tourism

Cyber Crime

Cyber bullying

Others

## Step 3

Where did they see the content

## Step 4

Report Personal Information



**Hotline HK**  
(eHelp Association)

**Database**

**Case Follow-up**

- Internet Service Providers (ISP)
- Law Enforcement Agency (LEA)



**ICCAM**  
(INHOPE /  
European  
Commission)

URL ↗ Known  
↘ First time

**Case Review**  
(by Hotline Member)

- Ignore
- Doubtful
- National
- Baseline



**ICSE**  
(INTERPOL)

# Our Target

- NCMEC
- Internet Service Providers (ISP)
- Law Enforcement Agency (LEA)
- Hotlines

# HOW ONE SINGLE REPORT TO A HOTLINE MAKES A WORLD OF DIFFERENCE



REPORT ILLEGAL CONTENT



Hotline



Law enforcement



Content Service  
Provider



Removal of CSAM

Faster, Better, Stronger Together.

# Service Content

## Connect the global network to create the Child-friendly Internet

- **Research & Advocacy**

- (i) Conduct research on child online safety issues and know about the up-to-date trend, risks and challenges on child protection online
- (ii) Bring about policy changes which promote a friendly Internet for our next generation.

- **The education of Digital Literacy & awareness raising**

- (i) Trainings can be conducted for social workers, teachers, parents and other caregivers to enhance the knowledge on disrupting CSAM and understanding Child Online Safety Issues.
- (ii) Organise overseas expert training and experience sharing with local community
- (iii) Serve as collaborative platform of connecting Child Online Safety related services



## Education

- **Child-friendly Reporting Guideline**
- **Child Online Safety Workshop**



## The Annual Thematic Event : Safer Internet Day event for Children and Youth

- Annual thematic event aims at raising public awareness and strengthen cross-sector cooperation towards child online safety.



➤ “Draw a Safer Internet”  
Drawing Competition  
2017-2018



# International Exposure

- **To establish good relationships with other NGOs concerning child online safety issues from all over the world and having the capacity building, it is important to have international exposure.**
- Internet Governance Forum (IGF)
- Asia Pacific regional Internet Governance Forum (APrIGF)
- INTERPOL Training
- Bi-Monthly e-Seminar

