



呼蜂喚語
Project Connect

PEER SUPPORT GUIDE

How to be a good friend?



What is Project Connect?



Project Connect is a mental health referral service for youth aged 14-24 in Hong Kong. We hope to accompany young people in their help-seeking journey. We will listen and help you take steps to get the help you need, including referring you to our partner organisations for counselling support.



What is Peer support?

Peer support is all about being there for your friends in times of need. It involves being understanding and emotionally supportive to help them get through tough times.

How to keep an eye on your friend's wellbeing?

- Arrange regular catch-ups in person or via digital methods
- More observation on each other's mental health condition
- Try to check in with your friend to show your care and support



Do's



Be genuine and Patient

- Having a sincere attitude shows that you care and want to help
- It's important to be patient as your friend may be experiencing a hard time

Active listening



- When you listen to your friend and nod, they feel heard and respected
- It helps them share their thoughts and feelings naturally with your full attention



Be understanding

- Try to understand their concerns from their point of view, no judgement needed
- You can reflect by saying
"that must be upsetting for you" or
"I can hear your struggle"
- Avoid saying things like "no big deal, be positive!" or "it's not that bad, there are people who have it much worse than you"

Respect their experiences



- Everyone's experience is unique. Do not judge what they're going through
- Instead, focus on their feelings and concerns, "Thank you for trusting and sharing with me, this means a lot to me."

CONTACT Project Connect



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Mon - Fri 9AM to 6PM



Q&A



WHY should we seek help?

- It's okay to get support when things feel unmanageable
- Professionals can usually offer more insights and advices than friends/ family
- They are more knowledgeable about social resources (which may be helpful)

WHEN should we seek help?

When things:

- Seem to be unmanageable on your own
- Cause disturbance/stress/abnormality to your daily life
- Do not get better after a period of time

WHAT happens next?

- Initial case intake with KELY staff to understand your situation and concerns
- Answer your questions and conduct an initial assessment if needed
- Pairing up with suitable social resources depending on personal needs
- Follow up check-in to assess progress and service suitability

What if my friend refuses to seek help because...

"I can't afford it..., it's very expensive"



- There are free/ low-cost social resources available, Project Connect is partnering with more than 40 organisations

"It's so embarrassing and people are going to judge me!"



- You can reassure them that you will still accept and stand by them, and this is strictly confidential
- You can let your friend know that their well-being is more important than what others think

"Nothing's gonna work, I'm never gonna get better..."



- Let them know that you understand that they may feel hopeless/ unsure
- Express that you care about them and would really like them to feel better
- Encourage them to give it a try first
- Let them know you will support them along the way

How can I encourage my friend to seek help?

- Have a talk and hear them out
- Be empathetic and non-judgmental
- Introduce available resources such as Project Connect
- Try to understand their concerns
- You may also offer to go with your friend to their first appointment



KELY Support Group is a Hong Kong-based nonprofit organisation whose mission since 1991 is to equip young people with the skills, knowledge, and opportunities needed to support themselves and each other.

We envision a world where young people are empowered to reach their full potential.

Feel free to download an e-version from our website and share it!





呼蜂喚語
Project Connect

朋輩支援小手冊

怎樣成為朋友的守護天使？

「蜜蜜」陪伴你！



聯絡「呼蜂喚語」



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星期一至五 9 時至 6 時

什麼是「呼蜂喚語」



「呼蜂喚語」是專為**14至24歲**香港青年而設的精神健康轉介服務。我們希望可以在求助過程伴你同行。我們會聆聽你的情況，了解你的需要、解答疑難、分享資訊、進行初步評估，當你準備好，並在得到你同意後，我們可以安排轉介到合作機構接受專業的輔導服務。過程保密，為你提供一個安全的環境，以朋友的角度陪伴你經歷高低。






什麼是朋輩支援？

朋輩支援是指在朋友有需要的時候陪伴及支持他們。這包括嘗試帶著同理心和不批判的態度去理解他們的狀況、提供情緒支援、互相支持鼓勵，共同尋找解決辦法，並協助他們渡過難關。

如何留意朋友的精神健康狀態？



-  定時聯絡對方
(不論是面對面或電子方式聯繫)
-  多觀察彼此的精神健康狀況
-  適當地向朋友表達你的關懷和支持

朋輩支援小貼士



真誠和耐性

以真誠的態度表達你很關心對方，並希望可以提供幫助。你的朋友可能正在經歷一些困難，因此願意耐心陪伴是非常重要的。

積極聆聽



透過積極聆聽，不時點頭，你的朋友會感到被理解及尊重，而專心地聆聽有助鼓勵對方分享更多感受和思緒。



體諒和理解

嘗試從對方的角度理解他們正面對的困擾，並盡量不作出任何批判性的回應。你可以適當地回應對方的感受，例如：
「咁你一定好難受」或「我聽得出你好辛苦」
避免說一些否定對方感受的說話，例如：
「好小事姐，唔駛咁樣」或「大把慘過你」

尊重對方的經歷



每個人的經歷都是獨特的，我們不應批判對方的處境和感受，反而更應該關注他們的情緒和困擾，讓他們知道你的關心和支持。
「多謝你信任我，肯同我分享感受同心事」



問與答



為什麼要尋求協助?

當我們感到難以應付一切，向他人尋求協助是完全合理和正常的。

相比起家人和朋友，專業人士通常可以提供更有效的治療及幫助，而他們對於如何尋找及運用社會資源也有更深入的瞭解。

什麼時候需要尋求協助?

當你的現況：

- 似乎無法自己一個承受
- 對你的日常生活造成過大的壓力和影響
- 在一段時間過後，沒有任何好轉

下一步是什麼?

- 啓勵職員會安排跟你進行面談或電聯，以瞭解你的情況和困擾
- 我們會回答你的任何疑慮以及在有需要時進行初步評估
- 我們會根據你的個人需要介紹合適的機構服務
- 我們會跟進你的情況以及評核服務的合適度

如果朋友因為這些原因而拒絕尋求幫助...

「我邊比得起呀，咁貴...」



「呼蜂喚語」的轉介服務是免費的，我們與超過**40**間機構合作，當中亦有免費或收費相宜的服務。如有經濟困難，我們也會幫忙，盡量安排。

「搵人傾咁尷尬，其他人又喺背後講我...」



你可以讓他知道你會接納並一直陪伴在他身邊，而且輔導過程是保密的。精神健康比其他人的想法和偏見重要得多，所以不用擔心和太介意。

「都唔會有用嘅，我永遠都唔會好番㗎」



讓他知道你明白他可能感到絕望，對踏出第一步抱有不肯定和懷疑的態度。你可以表達你對他的關懷，讓他知道你真的很想看到他可以好起來，重新振作。你亦可以鼓勵他先嘗試一下，多了解不同服務和社會資源，因應需要作出揀選。最後讓他知道無論需要多長時間，或者即使過程中可能有想放棄的時候，你也會一直支持他、為他打氣。

如何鼓勵朋友尋求協助?

- 和他們聊天，聆聽他們的心聲
- 保持不批判的態度以及善用同理心
- 介紹合適的服務，例如「呼蜂喚語」
- 嘗試理解他們的困擾及需要
- 提出可以陪伴朋友進行第一次的面談



啓勵扶青會是本港非牟利機構，自**1991**年起，我們旨在扶植青年裝備所需技能、知識及機會，推動朋輩間互助精神。

我們致力啓發青年潛能，帶他們走進一個讓其盡展所長的世界。

歡迎到我們的網站下載朋輩支援手冊，與朋友分享，互相支持。

