Workshop F

From Hotline to Web Counselling:
A Breakthrough From The Traditional Counselling Mode
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Abstract:
In our traditional training, we are taught to conduct counselling by means of face-to-face interviews, in which appointments have to be made before clients can meet the counsellors. However, when telephones become popular means of communication, young people prefer to communicate directly through telephone lines. To them, this is a more efficient and secure way to talk to counsellors. Thus, hotline services are established to offer immediate help to callers in crisis. As technology advances, the introduction of computer and internet have brought more challenges to the practice of counselling profession. Since more and more young people involve themselves in the internet world and are ready to share with strangers on their happiness and worries, the introduction of new service modes on websites to meet the needs of young people is deemed necessary. Offering counselling service to youngsters through internet is quite a new attempt. An attempt that we have to integrate what we have learnt from casework and group work into a new technology world in which workers have to search for direction and approaches. In this workshop, the main focus is to share the evolution of the Federation’s Youth Counselling Centre from providing face-to-face counselling service to hotline and from hotline to counselling on website. In addition, practical experiences will be quoted from our counselling services on websites.