

**Minutes of the 30<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres (the ‘Committee’)**

Date : 17 December 2018 (Monday)  
Time : 2:30 a.m.  
Venue : Conference Room 918, Wu Chung House, 213 Queen’s Road East, Wan Chai,  
Hong Kong

**Present**

Social Welfare Department (SWD)

Ms SIU Kin-heung, Mabel	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Miss HAU Suk-kwan	Assistant District Social Welfare Officer (Central Western/Southern/Islands)1	
Ms POON Hau-yuk	Assistant District Social Welfare Officer (Eastern/Wan Chai)1	
Ms CHUNG Si-weng, Renee	Assistant District Social Welfare Officer (Kowloon City/Yau Tsim Mong)1	
Ms FUNG Man-yu, May	Assistant District Social Welfare Officer (Kwun Tong)2	
Mr LAI Huen-lam, Stephen	Assistant District Social Welfare Officer (Sham Shui Po)1	
Mr KWONG Chong-ki	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)1	
Mr CHAN Ping-ching, Roy	Assistant District Social Welfare Officer (Shatin)1	
Mr TAM Kam-chi, Kelvin	Assistant District Social Welfare Officer (Tai Po/North)2	
Ms YU Yuen-han, Jenny	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)1	
Miss LAI Po-yi, Yondy	Assistant District Social Welfare Officer (Tuen Mun)2	
Mr LAM Chi-ming, James	Assistant District Social Welfare Officer (Yuen Long)1	
Ms CHAN Mei-yi	Senior Social Work Officer (Family)2	
Mr CHAN Chau-sang	Social Work Officer (Family)1	(Secretary)

Non-governmental organisations (NGOs)

Mr MUI Wai-keung, Moses	Chief Officer (Family and Community) Hong Kong Council of Social Service
Ms Eliza LAM	Head of Family Service Caritas – Hong Kong
Ms Judy CHAN	Head of Service Hong Kong Family Welfare Society
Mrs LEUNG LI Chi-mei, Cross	Deputy Director (Child & Family) Hong Kong Christian Service
Mr CHAM Kwok-wing, Kerin	Director of Programme International Social Service Hong Kong Branch
Mr NG Ka-kui, Charles	Programme Director (Family and Community) Christian Family Service Centre
Mrs Angela CHIU	Executive Director The Hong Kong Catholic Marriage Advisory Council
Ms TSUI Shuk-yin, Terry	Social Work Supervisor Hong Kong Children and Youth Services
Mr WONG Chiu-man, Raymond	Senior Manager St James' Settlement
Ms Bubble LEE	Clinical Manager I, TWGHs Long Love Integrated Family Service Centre [Representing Assistant Community Services Secretary (Youth and Family), Tung Wah Group of Hospitals]
Ms Wendy WONG	Assistant Director (Rehabilitation and Family) Yang Memorial Methodist Social Service
Ms KEUNG Choi-yin	Service Director Hong Kong Sheng Kung Hui Welfare Council Limited
Ms YAM Pui-wah, Zerlina	Islands and Tung Chung District Supervisor The Neighbourhood Advice-Action Council

**In attendance**

Ms Grace LI	Senior Social Work Officer (Elderly)7/SWD
Mr Andrew WONG	Assistant Social Work Officer (Elderly)40/SWD

*[Remarks: Ms LI and Mr WONG attended the meeting to brief Members about the  
“Consultation on Proposed Amendments on the Procedural Guidelines for*

*Handling Elder Abuse Cases” under the agenda of Any Other Business.]*

Ms KWAN Po-shan, Avis	Social Work Officer (Family)3/SWD
Mr CHU Kam-sing, Daniel	Social Work Officer (Family)(Special Duty)/SWD
Miss LAU Leung-yuk, Grace	Assistant Social Work Officer (Family)1/SWD
Ms KONG Shuk-wah, Florence	Unit-in-charge Family Ties Integrated Family Service Centre Hong Kong Christian Service

**Absent with apologies**

Ms CHAN Chun-mei	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)2/SWD
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**Welcoming remarks**

The Chairperson welcomed Ms Wendy WONG and Mr Raymond WONG who attended the meeting in their new capacities as Assistant Director (Rehabilitation and Family) of Yang Memorial Social Services and Senior Manager of St. James’ Settlement respectively. She also welcomed to Ms Florence KONG of Hong Kong Christian Service (HKCS) who would attend the subsequent meetings of the Committee vice Mrs Cross LEUNG. Taking this opportunity, she congratulated Mrs Cross LEUNG on her promotion as Deputy Director of HKCS and thanked her for her past contribution to the Committee. Welcome was extended to Mr CHAN Chau-sang who assumed the post of Social Work Officer (Family)1 to serve as the Secretary of the Committee and Ms Bubble LEE of Tung Wah Group of Hospitals who attended the meeting on behalf of Ms Brenda CHUNG, Assistant Community Services Secretary (Youth and Family). She further introduced Ms Grace LI and Mr Andrew WONG of Elderly Branch who attended the meeting to brief Members about the matter of “Consultation on Proposed Amendments on the Procedural Guidelines for Handling Elder Abuse Cases”.

**Any other business (A.O.B.) (part 1)**

*Consultation on Proposed Amendments on the Procedural Guidelines for Handling Elder Abuse Cases*

2. The Chairperson briefed Members that the ‘Procedural Guidelines for Handling Elder Abuse Cases’ (Guidelines) was first issued in 2003 and later revised in 2006. Upon review by a multidisciplinary task group formed under the Working Group on Elder Abuse, the Guidelines were further revised. Considering that Integrated Family Service Centre (IFSC) staff was one of the major stakeholder in handling elder abuse cases, Elderly Branch would like to seek Members’ comments on the draft revised Guidelines.

3. Ms Grace LI led Members to walk through the draft revised Guidelines with the highlights projected on the screen through power point presentation. She summed up that the present revisions mainly involved updating of terminology and services, textual

enhancements, refinement of presentation, and addition of new and revision of CIS forms. The draft revised Guidelines also included review on the mechanism of multidisciplinary case conference, reference for risk assessment, enhanced information on handling elderly persons with cognitive impairment and division of labour among services units, etc.

4. Mr Moses MUI enquired about the time frame of implementation and how many rounds of consultation would be conducted. Ms Eliza LAM raised concern about which service unit would be responsible for handling the elder abuse case in the event that the elder abuse incident took place in a private home for the aged but the elderly person had moved to another residential care home located in another district. Ms Grace LI responded that the deadline for feedback on the draft revised Guidelines would be set in end-January 2019 and the follow-up work would hinge on the outcome of the consultation being conducted. As regards the division of work in relation to the handling of elder abuse in a private home for the aged, while the concern was noted, usually the address of the elderly person's residential address would count in deciding on which service unit should take up the case for handling. Further deliberation might be needed prior to formulating a stance on the issue. Ms LI welcomed Members to provide further feedback on the draft revised Guidelines before end-January 2019

*[Remarks: Ms LI and Mr WONG left the meeting at this juncture.]*

[Post-meeting note: Email to seek comments on the matter was sent on 19.12.2018.]

### **Confirmation of minutes of last meeting**

5. The minutes of the 29<sup>th</sup> meeting were confirmed without amendment. The Secretary would upload the confirmed minutes onto the SWD Homepage accordingly.

### **Matters arising**

*Sharing on the Development of Parenting Capacity Assessment Framework (PCAF)(para. 3-4, page 4)*

6. Ms CHAN Mei-yi reported that a briefing session on 供家務指導員使用「親職能力觀察紀錄表」使用指引 had been conducted for Family Aide (FA), FA supervisors and referrers on 7.11.2018. The handouts, including 照顧 12 個月以下嬰兒的重點 provided by the speaker from the Department of Health (DH), were sent to Members and participants via email on 14.11.2018. In the training session, some FAs expressed that baby stroller (嬰兒車), baby carriers (嬰兒背帶) of different sizes and baby bag (走佬袋) were essential items for them to carry out FA training in child care. Members were encouraged to advise the IFSC/Integrated Service Centre (ISC) supervisors to follow up the suggestion as appropriate. To better equip FAs, social workers and service users adequate knowledge of taking care of infants, DH welcomed IFSCs/ISCs to contact Maternal and Child Health Centres (MCHCs) for organising or co-organising training/sharing on the related matters.

7. Ms CHAN furthered that the Task Group on PCAF was working on the social worker version for children of 13-36 months. It was planned that the newly developed 13-36 month version would be combined with the existing 0-12 month version so that social

workers could make reference to one set of manual. The manual would be issued in March 2019 and related training would be conducted in May 2019.

*Training courses (para. 5, p.4)*

8. Ms Avis KWAN reported that 15 training courses had been provided for social workers of IFSCs/ISCs from 18.9.2018 to 14.12.2018. The Secretary notified Members about the details of 10 training courses to be run from 17 December 2018 to 31 March 2019 vide his email of 27.11.2018. Ms KWAN highlighted that SWD had been all along conducting training related to Ethnic Minorities (EMs) for the frontline workers of both SWD and NGOs aiming at enhancing their knowledge and sensitivity to the culture, living habits and service need of EMs so that comprehensive assessment on the needs of EMs and appropriate services and counselling can be provided for the EMs. FCWB has proposed more training courses to Staff Development and Training Section (SDTS). To ameliorate social worker's skills in handling domestic violence encountered by EMs, one half-day training course on working with domestic violence and risk of child abuse across EMs would be conducted on 11.1.2019. She appealed for Members' support to nominate at least one suitable staff to attend the related EM training programme.

*Family Support Programme (FSP) and the related recommendation of the final report of the Committee on Prevention of Student Suicides (para. 6-7, p.4-5)*

9. Ms KWAN reported that 44 participants had enrolled to the training course "Equipping Family Support Persons for providing support for vulnerable/hidden families" on 14.11.2018. She took the opportunity to express her gratitude to the social workers of Caritas Fanling IFSC and Lam Tin IFSC of SWD (LTIFSC), who shared their valuable experience and practice wisdom. Given the positive feedback from participants, the training programme would be replicated in 2019.

10. Ms KWAN reiterated that Family and Child Welfare Branch (FCWB) was compiling reference materials of FSP for reference of IFSC/ISC social workers. The content would include, inter alia, the recruitment of and training provided to family support persons, practice wisdom derived from the experience of Caritas Fanling IFSC and LTIFSC shared in the workshop and experience of Tsuen Wan/Kwai Tsing and Tai Po/North District. She appealed for Member's support to share their experience with her either through telephone or email before end-January 2019 as FCWB had planned to publish the reference materials in 2019.

*Back up Support to NGO IFSCs/ISCs and new Control Point (para. 9-11, p.5)*

11. Ms CHAN reported that the draft "Guidelines on Division of Work and Case Transfer Among IFSCs/ISC" (draft Guidelines on Division of Work) had been revised in accordance with the latest views of Members and the Working Group on Review on the Operation of IFSC services (Working Group). Upon receipt of further comment, the draft Guidelines on Division of Work were further revised and subsequently sent to Members vide the Secretary's email of 11.12.2018.

12. Ms CHAN led Members to walk through the amendments to the footnotes in Appendix III, as projected on the screen, in relation to the back up support provided by SWD IFSCs to NGO IFSCs/ISCs. The newly opened control points and the serving IFSCs were added to Appendix IV.

13. While Members raised no concern about the draft Guidelines on Division of Work, Ms CHAN invited them to provide further comments, if any, on or before 23.12.2018.

[Post meeting note: The updated Guidelines were issued to IFSCs/ISCs on 7.1.2019.]

*Sharing of Interpretation Service for EMs (para 12-14, p. 6)*

14. Ms KWAN reported that FCWB had disseminated to the frontline service units of SWD and NGO IFSCs/ISCs the (i) updated bilingual versions of the “Points-to-note for providing welfare services for EMs” (Points-to-note) together with the Language Identification Card (Card) issued by HKCS Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER), (ii) abridged version of the Points-to-note, (iii) standard English scripts and (iv) protocol on handling EM service users in handling telephone/drop-in enquiries from EMs vide mail on 22.10.2018. HKCS CHEER agreed to incorporate the Card information into the Points-to-note and to allow the service units concerned to print hard copies for use. Pursuant to the Chief Executive’s Policy Address 2018, CHEER would enhance the interpretation service for EMs to facilitate their access to public services, including introduction of Vietnamese interpretation service, and CHEER would provide the updated copies of the Card to SWD for dissemination.

15. Ms KWAN furthered that SWD would collect, as a start, the utilisation of interpretation/translation services, which had incorporated the usage of webcam facilities, from SWD service units w.e.f. 1.1.2019. District Social Welfare Offices were invited to provide the first quarterly return on the use of interpretation/translation services by 20.4.2019.

*Student Mental Health Support Scheme (SMHSS)(醫教社同心協作計劃) (para 15, p.6)*

16. The Secretary informed that the SMHSS had been extended to all districts in the school year of 2018-19. The updated “Operations Guidelines on SMHSS” was disseminated to IFSCs/ISCs vide the email of 21.9.2018.

*Family Aide (FA) (para. 34-35,p.11)*

17. Ms CHAN informed that having incorporated the comments of Members, FCWB had finalised the draft revised Statistical Input System form and user satisfaction form (bilingual version) in respect of the proposed outcome standard (OC) for FA service. The revised Funding and Service Agreement (FSA) and Service Document (SD) would be issued in due course and as shared in the last meeting, the revised FSA and SD would come into effect starting from 1.4.2019.

18. Ms CHAN supplemented that in 2018-19, 11 FA posts would be created for the Family and Child Protective Services Units (FCPSUs) in SWD with a view to strengthening the support services and enabling social workers to implement the intervention plan. Up to the present, 5 FAs had already been in post in the FCPSUs in Central Western, South and Islands District, Wong Tai Sin and Sai Kung District, Shamshuipo District, Tsuen Wan and Kwai Tsing District and Tuen Mun District. IFSCs/ISCs would refer the needy cases to the concerned FCPSUs for FA service as appropriate.

## **Progress of follow-up on the recommendations of the Review on the Implementation of the IFSC Service Mode**

### *Updates on the follow up actions taken*

19. Ms KWAN reported that the updated table showing the progress of follow up actions which had been emailed to Members on 27.11.2018. Members were invited to note the progress.

### *Progress of various working groups*

20. Ms CHAN remarked that the 35<sup>th</sup> meeting of the Working Group was held on 10.12.2018 to examine the collaboration issues between IFSCs/ISCs and medical social service units (MSSUs), back up support to NGO IFSC/ISCs as well as the review on progress of compassionate rehousing (CR) cases. The issues had been/would be elaborated and discussed in details in the preceding/ensuing items.

### *Liaison Group on Issues Relating to Housing Assistance Cases (LG)*

21. Ms CHAN reported that the 16<sup>th</sup> meeting of five Local LGs of the respective clusters had been convened by March 2019. The summary of discussions derived from the 15<sup>th</sup> LG meeting was disseminated to the related service units on 16.10.2018. She highlighted that in the handling of public rental housing applications under Civil Service Public Housing Quota (CSPHQ), social workers could take note of the summary of discussion and advise the clients approaching IFSCs/ISCs for assistance to call (i) Housing Authority Hotline at 2712 2712 or Housing Authority Registration and Civil Service Unit at 2794 5291 regarding the application procedure, allocation arrangements and requirements of the Housing Authority; and/or (ii) Civil Service Housing Section of the Civil Service Bureau at 2810 3936 or 2810 3609 regarding other CSPHQ matters. As scheduled, the 16<sup>th</sup> LG meeting would be held in February 2019. Members were encouraged to bring up collaboration issues with HD to Local LGs and LG for discussion.

## **Collaboration issues between IFSCs/ISCs and MSSUs of SWD**

### *Draft “Division of Work between MSSUs & IFSCs/ISCs” (Division of Work)*

22. Ms CHAN shared that feedback had been received from the Rehabilitation and Medical Social Services Branch (RMB) on the draft Division of Work which were sent to Members before the meeting. The crucial items were highlighted for Members' information.

### *Issues to be followed up regarding the collaboration between MSSUs of SWD and IFSCs / ISCs of SWD and NGOs (Issues to be followed up)*

23. Regarding the issues to be followed up, Mr CHAN Chau-sang shared that the feedback from RMB was sent to Members before the meeting. He highlighted the gist for Members' information. As to the follow up related to the local practice of checking with MSSUs whether they could consider taking up the cases/referrals, RMB pledged to liaise with the district management to encourage organising sharing for the frontline staff at the

district level in 2019.

24. The Chairperson invited Members to provide their further views before end-December 2018.

## **Review on Processing of Compassionate Rehousing (CR) Cases**

### *Formal Consultation on Proposed Enhancement Measures*

25. Ms KWAN shared that under the review on processing of CR cases (Review). The draft Consultation Document had been sent to Members for comment on 17.9.2018. With no further comment received from Members, the Consultation Document was disseminated to the District Social Welfare Offices and related service sections/branches of the SWD, Housing Department, NGO IFSC/ISC coordinators/ supervisors, approved NGOs operating rehabilitation units in processing CR cases, MSSUs of Hospital Authority (HA), Hong Kong Council of Social Service (HKCSS), related staff unions, and frontline caseworkers involved in CR case processing and participated in focus group meetings in their own individual capacities for consultation vide emails on 27.9.2018. The deadline for return was set on 30.11.2018. In parallel, the 'Formal Consultation in progress' message was uploaded to SWD's 'What's New' Homepage as agreed.

26. Ms KWAN reported that a total 85 returns were received from various stakeholders. While more time was required for compiling and consolidating the views collected, FCWB would share a summary of views with Members in the next meeting.

### *Views collected from other means*

27. Ms CHAN added that prior to the launching of formal consultation, FCWB had received 11 written comments on the Review from the relevant stakeholders including the public, Legislative Council (LegCo) Secretariat, LegCo members, staff unions, individual staff of SWD, the Society for Community Organisation (SoCO) and Hong Kong Social Workers' General Union (HKSWGU). In the past two months, FCWB had meetings with HKSWGU and SoCO respectively for view exchange.

### *Meeting with HKSWGU*

28. Mr Daniel CHU shared that FCWB had hosted a meeting with HKSWGU on 3.10.2018 to exchange views on the Review. Although HKSWGU expressed disappointment to the views consolidated by SWD and that SWD had no plan to set up specialised team (ST) internally, some HKSWGU representatives showed appreciation to the proposed enhancement measures. SWD took the opportunity to share that no consensus could be reached among SWD colleagues on the idea of setting up the ST and, in fact, there were even quite a lot of objections in SWD. To conglomerate, some HKSWGU representatives expressed concern over the possible undesirable effect in removing case examples from the "Guidelines and Procedures for Processing Application for CR and Other Housing Assistance" (CR Guidelines). In light of the rising public expectation on CR, they further doubted the effectiveness of removing the concept of 'application' in the context of CR. As a solution to the lack of consistent assessment yardsticks for CR, they suggested that new resources should be sought to form ST in SWD. After the meeting, HKSWGU provided written comment to FCWB on 29.11.2018, which was examined



together with other submission under the formal consultation.

### *Meeting with SoCO*

29. Mr CHU informed that FCWB had hosted a SoCO and representatives of self-help groups to discuss issues relating to the Review on 6.11.2018. He highlighted the following issues of concern brought up by SoCO for Members' information:

- inconsistency in CR assessment and lack of appeal mechanism;
- unclear division of work among various service units, for example, due to unstable street sleeping places, street sleepers encountered difficulty in having a service unit to handle their welfare needs and housing requests;
- passing bucks between medical officers and MSWs in handling the request for CR;
- clients being accused of 'jumping queue' when putting up requests for CR;
- many clients were turned away at the intake level without giving concrete reasons; and
- clients requested but were unable to meet with the supervisor of IFSC to further discuss their housing needs when their housing requests were turned down.

30. The Chairperson supplemented that SoCO shared that a client was not allowed to take picture of the information posted up in an IFSC. She encouraged centre supervisors to exercise flexibility or provide a copy of the information to the client instead. She took the opportunity to encourage Members to share the issues brought up by SoCO and the self-help groups with the related colleagues as appropriate for improving service delivery.

### *Follow-up Actions to be taken before completion of the Review*

#### (i) Issuance of revised acknowledgement letter

31. Ms KWAN reported that the revised acknowledgement letter (i.e. Annex 9 to the CR Guidelines) was issued to frontline service units for use on 16.10.2018 together with the dissemination of Summary of Discussion of the 15<sup>th</sup> LG meeting.

#### (ii) List of suggested enquiry items for seeking medical advice

32. Ms KWAN reported that having considered the views of the Working Group, Committee and LG, the draft 'proposed enquiry items' had been revised as the 'List of suggested enquiry items for seeking medical advice with information note on CR' (the 'List'). On 27.11.2018, the List, together with the draft revised Appendix to HD 412 and related parts in Chapter IV of the CR Guidelines, were sent to Members prior to the meeting. She highlighted the proposed revisions and stressed that the List were purely for reference and social workers could remove or add relevant item(s) taking heed of individual circumstances. In case social workers would like to seek medical support/advice, they should exercise their professional judgment and put appropriate item(s) into the enquiry memo/letter to be issued to medical officers. While Member's further comments on the List were welcomed, FCWB would further seek comments from RMB and district staff of SWD on the matter. The progress would be shared with Members at opportune time.

(iii) Handling of location preference under CR recommendation

33. Mr CHU reported that based on the feedback from stakeholders, the draft supplementary declaration form had been further revised and provided to Members before the meeting. He highlighted that based on the comments of the Working Group deliberated in the meeting of 10.12.2018, a note would be added so as to make clear that the form was for reference only and that the concerned client would only be invited to sign the form after DSWO had gauged the case and had indicated support for the CR. FCWB would incorporate the comments of the Working Group and Committee and refine the form. An English version would be worked out accordingly.

*Way Forward*

34. Ms CHAN reiterated that FCWB was currently compiling and consolidating the views collected and would target to finalise the enhancement measures and other recommendations in the 2<sup>nd</sup> quarter of 2019. While the summary of views would be shared with Members in the next meeting, FCWB would take priority to follow up the widely-agreed enhancement measures, such as implementing the initiatives of district designated contact persons to align the district assessment yardsticks for CR in the 1<sup>st</sup> quarter of 2019 and to provide training/sharing on processing of CR cases in the 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2019. According to the road map, FCWB would incorporate the finalized enhancement measures into the Guidelines as appropriate. Members thanked for the efforts of FCWB in conducting the Review and implementing the enhancement.

**A.O.B.** (part 2)

Report of the Task Force on Prevention of Youth Suicides to the Chief Executive (the 'Report')

35. Ms CHAN highlighted the key recommendations put forth by the Report as follows –

- Recommendation 6 (Exploring the Feasibility of a Large-scale Campaign “Caring for Our Kids”) - the feasibility of launching the campaign jointly by the Commission on Children, Family Council, schools, IFSCs/ISCs, Integrated Children and Youth Services Centres, and DH, etc. would be explored.
- Recommendation 7 [Enhancing Student Mental Health Support Scheme (SMHSS)] - the service delivery model was exemplified to provide holistic and coordinated care for students with mental health needs through implementing SMHSS in 17 schools as a pilot scheme in the 2016/17 and 2017/18 school years. The Food and Health Bureau (FHB) would further extend the service to about 40 schools with the support of all five HA clusters providing Child and Adolescent Psychiatric Service in the school year of 2018/19. Pending the outcome of an evaluative study launched by the Chinese University of Hong Kong on the scheme, the FHB would work with the Hospital Authority, Education Bureau and SWD to consider the future development of SMHSS, including extending the services to more schools in the coming school years.

- Recommendation 10 (Enhancing Services of IFSCs/ISCs) - the Government would, as announced in the 2017 Policy Address and 2018-19 Budget Speech, strengthen the manpower of IFSCs of SWD to enable early identification and more effective intervention for families at risk of separation or divorce under the initiative in strengthening co-parenting support for separated/divorcing/divorced families. In response to the rising complexity of family problems coupled with concerns on the impacts of such problems with regard to youth suicide and children at risk, the manpower in NGO IFSCs/ISCs also would be enhanced in 2019-20.

#### The five Specialised Co-parenting Support Centres (SCSCs)

36. Ms CHAN reported that the five Specialised Co-parenting Support Centres to be operated by NGOs in five clusters over the territory had been planned to commence service in Q3 of 2019. Services to be provided for divorcing/divorced/separated parents and their children would comprise co-parenting counselling and parenting coordination service, structured parenting groups or programmes, child-focus counselling, groups or programmes as well as children contact service. The pilot project which had commenced service in September 2016 was extended for one more year with supplementary grant from the Lotteries Fund.

#### Additional Manpower Resources for NGO IFSCs/ISCs

37. As mentioned in the last bullet point in paragraph 36 above, the Chairperson elaborated that additional manpower resources would be provided for NGO IFSCs/ISCs in 2018-19 so that collaboration between social workers and the concerned professionals would be strengthened for providing tailor-made preventive and supportive services, including intensive counselling, outreaching, groups and programmes, for vulnerable/needy children and families, so as to facilitate their participation in family life and parent education, support and counselling service as appropriate. Details would be available in the coming months.

#### New Initiative in the Policy Address 2018 - Outreaching Team for Ethnic Minorities (EMs)

38. Mr CHU reported that as announced in the Chief Executive's Policy Address 2018, the SWD would commission NGOs to set up three designated outreaching teams for EMs in Hong Kong, Kowloon and New Territories to proactively reach out to EMs and connect those in need to mainstream welfare services. To facilitate service planning and to have more information about the existing service delivery, FCWB recently met with HKCSS and service providers concerned and another session would be held in January 2019. As planned, casework counselling, groups and programmes would be provided to meet the welfare needs of EMs.

#### Review of the Procedural Guide for Handling Child Abuse Cases (Procedural Guide)

39. Ms CHAN reported that subsequent to the 4<sup>th</sup> meeting of the Task Group of the Review on the Procedural Guide held on 15.10.2018, the relevant chapters in the Procedural Guide had been revised in respect of social investigation, criminal investigation and allegations of child abuse against staff, carers and volunteers. The Procedural Guide would be further revised upon receipt of further comments from the relevant stakeholders.

40. Ms CHAN furthered that in the "Sharing Forum on Handling Child Abuse Cases

Involving Drug Abusing Parents” held on 5.10.2018 wherein seven local/overseas speakers had shared their experience/working approaches from different dimensions including law enforcement, medical examination/treatment, community support and collaboration as well as clinical/theoretical intervention, the participants expressed grave concern about the upward trend of child neglect cases involving pregnant drug abusers and/or drug-taking parents in particular those who were suffering from severe substance use disorder with no motivation to receive external assistance, and giving rise to concerns over the inadequacy of the existing referral mechanism for handling such kind of cases. As a result, a focus group took place on 29.11.2018 to discuss the way forward of the suggestions collected and to review the definition of child neglect. The recommendations relating to IFSCs/ISCs were as follows –

- For cases involving at-risk parents of young children, they would only be closed (i) when the parenting capacity was assessed to be satisfactory; and (ii) collateral contacts with the related parties (such as MCHC) have confirmed that the family did not have any further welfare needs. On the other hand, such cases should not be closed on the ground that the family could not be contacted or had low motivation to receiving external intervention.
- IFSCs/ISCs would provide early assistance to the families and children in need through conducting regular service promotion (e.g. weekly or bi-weekly or ad hoc on request), case consultation and interview with the clients at MCHC on a need basis. Social workers of IFSCs/ISC were encouraged to continue such good practice as far as possible. On the other hand, IFSCs/ISCs not having such practice were encouraged to contact the related MCHCs for the arrangement.
- Case conference (excluding multidisciplinary case conference on suspected child abuse) should be arranged as and when necessary to involve the related professionals so that they could exchange views on the assessment on children/families involved for the formulation of a strategic plan for early intervention. Social workers of IFSCs were encouraged to discuss with their counterparts on the case development and to seek their assistance and collaboration to facilitate client engagement and case intervention.

41. Ms CHAN furthered that in early 2019, another focus group would be formed to review the Procedural Guide in relation to multi-disciplinary case conference and follow-up services. Stakeholders would be consulted again at opportune timing. It was anticipated that the review would be completed within 2019.

#### Short-term Food Assistance Projects (STFASPs)

42. The Chairperson informed that the new round of STFASPs (eight projects operated by seven operators) had commenced service in August 2018. The STFASPs aimed at providing short-term food assistance with a view to helping the underprivileged to tide over temporary and sudden financial hardship as well as networking those who had long-term welfare needs to suitable financial/poverty alleviation assistance or appropriate mainstream services. After needs assessment, eligible service users were normally provided with food assistance for a maximum of eight weeks. On individual case merits, further extension of not more than eight weeks immediately after the original food assistance might be considered subject to the endorsement of the Operator. No further extension would be

considered after the extension normally. Application after any break of food assistance period was to be treated as another round of application for food assistance which would only be considered after a frozen period of six months counted from the first date of the service user's latest round of application. Social workers of IFSCs/ISCs could refer their active cases who were in need of short-term food assistance to the concerned operators for assessment on the most appropriate duration of food assistance. Joint monitoring of the case progress and the need for extension was required. Social workers of IFSCs/ISCs should monitor the long term welfare needs of the service user including long-term poverty alleviation assistance and arrangement of referral to the related service units for appropriate support. Members could refer to the website appended below for the list of STFASPs – [https://www.swd.gov.hk/tc/index/site\\_pubsvc/page\\_family/sub\\_listofserv/id\\_foodassist/](https://www.swd.gov.hk/tc/index/site_pubsvc/page_family/sub_listofserv/id_foodassist/)

#### Pilot Scheme on Social Work Service for Pre-primary Institutions (PPIs) (Phase 1)

43. Ms CHAN reported that as announced in the Chief Executive's 2018 Policy Address and the 2018-19 Budget, for early identification of and provision of assistance to pre-school children and their families with welfare needs, the Government would launch a three-year Pilot Scheme (the 'Pilot Scheme') in the 2018/19 school year to provide social work services in phases for about 150 000 pre-school children and their families in more than 700 subsidised/aided child care centres, kindergartens and kindergarten-cum-child care centres in Hong Kong. The services to be provided includes the provision of (i) professional counselling and referral service for children and families; (ii) parenting education groups and talks; (iii) relevant thematic activities for consolidating family relationship; (iv) professional consultations for teaching staff and parents; and (v) crisis management for cases in need. The Pilot Scheme would be launched by 48 social work teams in three phases, with 16 teams set up in each phase. Each full social work team, comprising 1 supervisor and 8 social workers with clerical support, would serve not more than 16 PPIs with about 3 200 pre-primary children and their families. For half-team, not more than 8 PPIs with about 1 600 pre-primary children and their families would be served.

44. Ms CHAN added that invitation of proposal for implementing the Pilot Scheme (Phase 1) for a period of three years was issued to all subvented NGOs and uploaded to SWD homepage on 31 August 2018. Two briefing sessions were conducted on 11 September 2018 for potential NGO applicants and personnel of pre-primary institutions respectively. A total of 28 proposals were received upon close of invitation. On the recommendation of the Vetting Committee, SWD selected 17 subvented NGOs (including 15 operating full social work teams and 2 operating half-teams) to launch the Pilot Scheme (phase 1). The results were announced and uploaded to the SWD homepage on 30 November 2018. The details of the phased implementation are as follows –

- (a) Phase 1: February 2019 to January 2022 (3 years)
- (b) Phase 2: August 2019 to January 2022 (2.5 years)
- (c) Phase 3: August 2020 to January 2022 (1.5 years)

45. Upon finalising the referral and case handling arrangement between PPIs and IFSCs/ISCs, FCWB would provide the workflow and division of work between PPIs and IFSCs/ISCs, etc. prior to Phase 1 implementation in February 2019. The representative of the Child Welfare Team would join the next meeting to share with Members about the detailed arrangement. For enquiries, Members could contact Mr Patrick LAM, Social Work Officer (Child Care Centre) 2, on 2892 5667.

## Monitoring of Service Statistics of IFSCs

46. The Secretary invited Members to review the performance of individual IFSCs in meeting the agreed levels of the respective Output Standards (OSs) of IFSCs and FA services. He drew member's attention that SWD IFSCs should complete submission of service statistics in a timely manner so as to generate accurate statistics. Members were also encouraged to take appropriate measures for achieving the agreed levels of the OSs concerned, including **activating the conversion** mechanism for OS1 (number of new and reactivated cases) in conjunction with OS2 (number of therapeutic/support/educational/developmental/mutual-help groups) and OS3 (number of educational/developmental programmes). Nevertheless, he reminded that such conversion was not applicable to OS1 having an actual output below 85% against the agreed level.

## Four Rooms (8 places) of Caritas Kowloon Dormitory for Welfare Purpose

47. The Chairperson informed that 4 rooms (with a total number of 8 places) in Caritas Kowloon Dormitory at 134 Boundary Street had since February 2018 been deployed to serve individuals or single parent families having family problems or life difficulties that need short-term accommodation. For better utilization of the accommodation facilities, Caritas Hong Kong ('Caritas') is now ready to accept referrals from IFSCs/ISCs. Caritas had mailed a promotional leaflet for dissemination to IFSCs/ISCs for needy service users.

48. Ms Eliza LAM elaborated that the target users are individuals or single parents families with children aged 10 or above who are receiving social worker's continuous support and in need of short-term residential service from 1 to 6 months. Applicants should be Hong Kong residents aged 18 or over with healthy physical and mental conditions without infectious disease, harmful behavior to others or vice habit.

## **Date of next meeting**

49. There being no other business, the meeting was adjourned at 5:15 p.m. The next meeting would be scheduled for 9 April 2019 (Tuesday) at 2:30 p.m. at Conference Room 918, 9/F., Wu Chung House, Wanchai.

Family and Child Welfare Branch  
Social Welfare Department  
April 2019