

**Minutes of the 31<sup>st</sup> Meeting of  
the Committee on Integrated Family Service Centres**

Date : 9 April 2019 (Tuesday)  
Time : 2:30 p.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<br>(Family and Child Welfare)1                         | (Chairperson) |
| Miss HAU Suk-kwan        | Assistant District Social Welfare Officer<br>(Central Western/Southern/Islands)1 |               |
| Miss FUNG Hin-sum, Fanny | Assistant District Social Welfare Officer<br>(Eastern/Wan Chai)1                 |               |
| Ms CHUNG Si-weng, Renee  | Assistant District Social Welfare Officer<br>(Kowloon City/Yau Tsim Mong)1       |               |
| Ms FUNG Man-yu, May      | Assistant District Social Welfare Officer<br>(Kwun Tong)2                        |               |
| Mr LAI Huen-lam, Stephen | Assistant District Social Welfare Officer<br>(Sham Shui Po)1                     |               |
| Mr CHAN Ping-ching, Roy  | Assistant District Social Welfare Officer (Shatin)1                              |               |
| Mr TAM Kam-chi, Kelvin   | Assistant District Social Welfare Officer<br>(Tai Po/North)2                     |               |
| Ms YU Yuen-han, Jenny    | Assistant District Social Welfare Officer<br>(Tsuen Wan/Kwai Tsing)1             |               |
| Miss LAI Po-yi, Yondy    | Assistant District Social Welfare Officer (Tuen Mun)2                            |               |
| Mr KWONG Chong-ki        | Assistant District Social Welfare Officer<br>(Wong Tai Sin/Sai Kung)1            |               |
| Ms CHAN Chun-mei         | Assistant District Social Welfare Officer<br>(Wong Tai Sin/Sai Kung)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)   |

Mr CHU Kam-sing, Daniel                      Social Work Officer(Family)(Special Duty)1 (Recorder)

Non-governmental organisations (NGOs)

Mr MUI Wai-keung, Moses                      Chief Officer (Family and Community)  
Hong Kong Council of Social Service (HKCSS)

Ms Eliza LAM                                      Head of Family Service  
Caritas – Hong Kong

Mr NG Ka-kui, Charles                         Programme Director (Family and Community)  
Christian Family Service Centre

Ms Judy CHAN                                    Head of Service  
Hong Kong Family Welfare Society

Ms KONG Shuk-wah, Florence                Service Head (Family and Counselling Service)  
Hong Kong Christian Service (HKCS)

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

Ms KEUNG Choi-yin                             Service Director  
Hong Kong Sheng Kung Hui Welfare Council Limited

Mr CHAM Kwok-wing, Kerin                    Director of Programme  
International Social Service Hong Kong Branch

Mr WONG Chiu-man, Raymond                Senior Manager  
St James' Settlement

Ms YAM Pui-wah, Zerlina                      Islands and Tung Chung District Supervisor  
The Neighbourhood Advice-Action Council

Ms Bubble LEE                                    Clinical Manager I  
Tung Wah Group of Hospitals (TWGHs) Long Love  
Integrated Family Service Centre  
[Representing Assistant Community Services Secretary  
(Youth and Family), TWGHs]

Ms Wendy WONG                                Assistant Director (Rehabilitation and Family)  
Yang Memorial Methodist Social Service

## **In attendance**

### SWD

Ms LEE Kam-yung, Dora                      Chief Social Work Officer (Domestic Violence)

Ms LO Miu-han, Eve                          Senior Social Work Officer/Family and Child Protection Services (Child Protection)

*[Remarks: Ms LEE and Ms LO attended the meeting to brief Members about the “Enhanced Services of Family and Child Protective Services Units (FCPSUs)” under the agenda of Any Other Business.]*

Mr YAU Shu-fung, Dave                      Senior Social Work Officer (Child Care Centres)2

Mr LAM Wai-man, Patrick                      Social Work Officer (Child Care Centres)3

*[Remarks: Mr YAU and Mr LAM attended the meeting to brief Members about the “Collaboration issues between Integrated Family Service Centres / Integrated Services Centres (IFSCs/ISCs) and Pilot Scheme on Social Work Service for Pre-primary Institutions (PPIs)” under the agenda of Matters Arising.]*

Ms KWAN Po-shan, Avis                      Social Work Officer (Family)3

Ms LAI Yuet-ki, Alice                          Social Work Officer (Family)5

Miss LAU Leung-yuk, Grace                      Assistant Social Work Officer (Family)1

## **Welcoming remarks**

The Chairperson welcomed Ms KONG Shuk-wah, Florence who attended the meeting in her new capacity as the Service Head of Family and Counselling Service of HKCS. Welcome was extended to Ms Bubble LEE of TWGHs who attended the meeting on behalf of Ms Brenda CHUNG. She introduced Ms LAI Yuet-ki, Alice who took up the post of Social Work Officer (Family)5 on 25.2.2019 and attended the meeting for the first time. She further welcomed Ms Dora LEE and Ms Eve LO of the Domestic Violence Team (DVT) and Mr Dave YAU and Mr Patrick LAM of the Child Welfare Team (CWT) who attended the meeting to share with Members the items “Proposed Enhanced Services of FCPSUs” and “Collaboration issues between IFSCs/ISCs and Pilot Scheme on Social Work Service for PPIs” respectively. To fit their schedule, she would advance their agendas for discussion.

## **Any other business (part 1)**

### *Enhanced Services of FCPSUs*

2. The Chairperson briefed Members that arising from the recent review of the “Procedural Guide for Handling Child Abuse Cases (Revised 2015)” (Procedural Guide),

together with the additional social work manpower provided for FCPSUs, DVT would like to share with Members the proposed enhanced FCPSU services. After taking into account the views of the Working Group on the Review on the Operation of IFSC service (WG), DVT subsequently provided an information sheet to facilitate discussion with Members vide the Secretary's email of 8.4.2019.

3. Ms Dora LEE briefed Members that arising from the review of the Procedural Guide, her team had consulted HKCSS and the Specialised Committee on Children and Youth Service under the auspices of HKCSS on the proposed enhanced services of FCPSUs. While targeting to complete the Review by end-2019, she welcomed feedback from Members on the said review and the proposed enhanced FCPSU services. Ms Eve LO carried on the presentation and briefed Members the enhanced FCPSU services as set out in the information sheet.

4. Upon completion of Ms LO's presentation, the Chairperson invited Members to give feedback to the proposed enhanced services. Ms Wendy WONG would like to know if FCPSUs would take over the role of initial assessment and application for Care or Protection Order from SWD back-up IFSCs in respect of known cases of NGO IFSCs for the children suspected to be abused. She also enquired whether FCPSUs would take up such cases from related NGO service units for social investigation. Ms Eliza LAM echoed that early consultation with FCPSUs could enable those cases of secondary schools involving suspected sexual abuse / casual sex behaviours to receive timely and appropriate services. In response to the enquiries, Ms LO clarified that FCPSUs would reach out to the children suspected to be abused or at risk of abuse to conduct initial assessment and if needed, statutory care proceedings. The concerned social workers of NGO service units were requested to assist in the process and take up necessary follow-up actions including conducting social investigation and arrangement of Multi-disciplinary Case Conference on Protection of Child with Suspected Abuse.

5. In handling new cases at intake, Ms Jenny YU enquired at what stage the intake workers should refer the new cases to FCPSUs for outreaching, particularly seeking advice on the need for seeing the abused victims at once. She also asked whether the enhancements applied to cases also known to SWD service units. In this connection, Ms LO advised that the intake workers of IFSCs could always refer to Chapter 15 of the Procedural Guide in respect of handling new cases of suspected child abuse and consulted the respective FCPSUs as appropriate. The proposed enhanced FCPSU services also covered known cases of SWD IFSCs on the cases involving suspected intra-familial sexual abuse and/or having the suspected abusers being the employee(s), child carer(s) or volunteer(s) of the unit/organisation. For details, please refer to bullet point (b) and (c) of the information sheet. Mr Moses MUI pointed out that school social workers often encountered difficulty to seek consent from the victim for reporting the abuse incident to FCPSUs. He asked if the proactive approach shared by Ms LEE and Ms LO could be included on the written document. Ms LO advised that the aforesaid concern was also addressed at bullet point (b) and (e) of the information sheet.

6. On issues relating to division of work, Ms LEE suggested that apart from alerting her team of the controversial issues, Members could also bring up the issues of concern for discussion in the district platform such as District Coordinating Committee on Family and Child Welfare for further discussion. She stood ready to sort out more cooperation issues with Members in the coming meetings as and when necessary.

*[Post-meeting Note: Having considered the views and comments collected at the meeting, DVT had further revised the information sheet which was sent to Members for comments vide the Secretary's email of 15.4.2019. The finalised arrangements was issued to all casework units for their information on 20.6.2019.]*

### Specialised Co-parenting Services Centres (SCSCs)

7. Apart from the proposed enhanced FCPSU service, Ms LEE also introduced to Members the operation of the five SCSCs in October 2019. Taking the opportunity, she encouraged Members to refer appropriate cases to the centres upon their inception of service. She furthered that with the creation of posts for District Designated Contact Persons (Parental Responsibility), district training (e.g. promotional and educational programmes) would be organised to promote better cooperation with local stakeholders (e.g. school teachers). More details would be shared in the ensuing parts of the meeting. She encouraged Members to provide feedback to her team as appropriate.

[Remarks: Ms LEE and Ms LO left the meeting at this juncture.]

### **Matters arising (part 1)**

*Collaboration issues between IFSCs/ISCs and Pilot Scheme on Social Work Service for PPIs (para. 43-45, p.13)*

8. The Chairperson recapitulated that as mentioned in the last meeting, the Pilot Scheme on Social Work Service for PPIs (the Pilot Scheme) would be launched in three phases with not more than 16 full social work teams set up in each phase. The Pilot Scheme was now in phase 1 implementation where Invitation for Proposals for the Phase 2 of the Pilot Scheme had just been closed on 1.4.2019. She furthered that CWT had given a presentation on the Pilot Scheme in the last WG meeting on 3.4.2019. She then invited Mr Dave YAU and Mr Patrick LAM of CWT to share with Members related collaboration issues with the PPI social workers under the Pilot Scheme.

9. With the aid of powerpoint presentation, Mr YAU and Mr LAM went through the Pilot Scheme with Members, including the background, scope of service, staffing of the social work teams, referral arrangement, output and outcome standard and the evaluation study. Mr YAU highlighted the PPI social workers would mainly focus on handling the problem(s) of the child, for instance, referral for child assessment/residential service for the child, parent-child relationship, poor parenting, etc. He furthered that since the Pilot Scheme was pilot in nature, the existing arrangement on handling referrals from outside parties such as Comprehensive Child Development Service (CCDS) with the screening conducted by concerned casework service units including IFSCs/ISCs at intake level first would be maintained. Subject to the service need of the case upon initial assessment, it might be referred to other service units including respective PPI social worker for follow-up services. For suspected child abuse cases, PPI social workers might enlist help from respective FCPSUs to seek their advice and assistance no matter the children-in-question being their known case or not. The above arrangements would be adopted throughout the implementation period of the Pilot Scheme, subject to further review upon its termination in January 2022. Mr YAU shared that the proposed collaboration arrangement of the Pilot

Scheme with other related service units would be laid down in the “Draft Reference Guide” for the Pilot Scheme, which was prepared by making reference to “A Guide on Multi-disciplinary Collaboration in School Social Work Service” with due consideration on the views and comments from respective Service Branches of SWD.

10. While showing appreciation to the Department’s initiative in launching the Pilot Scheme, Ms Eliza LAM remarked that for individual cases with concern on child developmental problem identified by CCDS, further deliberation would be required to sort out whether IFSCs should refer the case to PPI social workers for follow-up or co-work with them on a share basis. Mr Charles NG and Ms Wendy WONG echoed that prior to drawing up a more detailed guideline on the division of labour between IFSCs and PPI social workers, more deliberation would be required to tackle the collaboration issues (e.g. at what stage PPI social workers should make a referral to IFSC and vice versa) without pre-empting the views.

11. The meeting recognised that teething problems might occur in the early stage of service commencement of the Pilot Scheme and more discussions would be needed to sort out the detailed cooperation mode in the future meetings. Mr YAU indicated his readiness to revert to Member’s concerns in the forthcoming meetings as and when necessary.

[Remarks: Mr YAU and Mr LAM left the meeting at this juncture.]

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

12. The minutes of the 30<sup>th</sup> meeting were confirmed without amendment. The Secretary would upload the confirmed minutes onto the SWD Homepage accordingly.

### **Matters arising (part 2)**

*Consultation on Proposed Amendments to the Procedural Guidelines for Handling of Elder Abuse Cases (para. 2-4, p.3-4)*

13. Ms Alice LAI reported that Mr MUI had channelled the consolidated views of NGO IFSCs on the proposed revised Guidelines for handling of elder abuse cases to the Elderly Branch (EB) after the latter’s presentation in the last meeting. In response to the comments, the representatives of EB had further elaborated the proposed revisions in the last WG meeting on 3.4.2019, including the number of elder abuse cases handled by the respective service units. Ms CHAN added that EB had elaborated on the manpower and service positioning for neighbourhood elderly centres (NECs) and integrated home care services (IHCS) in relation to consideration in revision of paragraph 2.3, Chapter 4 of the draft guidelines. In the WG meeting EB representatives shared the proposed revision that in handling elder abuse, NECs would only take up those cases receiving counselling in the unit whereas IHCS teams would only handle the frail cases on account of the limited capacity to handle elder abuse cases of the foresaid settings. Mr MUI stated the need to have clarification on the rationale behind in proposing amendments to the guidelines regarding the division of work among concerned service units with EB. Ms CHAN remarked that the matter would be further deliberated in the WG and update progress would be shared with Committee Members.

*Sharing on the Development of Parenting Capacity Assessment Framework (PCAF) (para.6-7 p.4-5)*

14. Mr CHAN Chau-sang reported that the PCAF Manual for children aged between 0 to 36 months for use by social workers with incorporation of the previous manual (0-12 months) had been drawn up by the Task Group. The manual was issued to the frontline casework units, including IFSCs/ISCs, FCPSUs, medical social service units (MSSUs), probation and community service order units, anti-drug social service units and NGOs providing project based services for teenage/young parents vide email of 29.3.2019. Two identical half-day seminars would be held on 9.5.2019 and 29.5.2019 with speakers of medical officers and clinical psychologists of Department of Health and DVT colleague. After the training, the reference materials would be uploaded to the e-Learning Centre of SWD. Members were encouraged to encourage colleagues to read e-Learning material should they not be available to attend the training. Mr CHAN furthered that the PCAF was a very useful reference tool to facilitate social workers conducting a comprehensive assessment on parents with 0 to 36 months children. Social workers were encouraged to apply the framework on assessing at-risk families (including parents who have history of substance/drug abuse or with mental illness), mothers with post-natal depression and families with psychosocial needs. Lists of alerting and serious conditions with suggested follow up action and intervention are included in the manual to facilitate the social workers to assess the risks factors and to formulate related follow-up service plans.

*Training courses (para. 8, p.5)*

15. Ms Avis KWAN reported that 10 training courses had been or would be conducted between 17.12.2018 to 30.6.2019 with the course details sent to Members vide her email of 4.4.2019. She appealed for Members' support to nominate suitable staff for enrolment on the above courses. She highlighted that a half-day training course on promoting racial equality and working with EM would be conducted on 28.5.2019. Members were encouraged to nominate at least one staff from each service unit to attend each related EM training programme as far as possible.

*Family Support Programme (FSP) (para. 9-10, p.5)*

16. Ms KWAN reported that the Family and Child Welfare Branch (FCWB) would approach suitable speakers to share their practice wisdom in the FSP workshop to be conducted in 2019-20. She took the opportunity to appeal for Member's support to share their experience with her either through telephone or email before end-April 2019 since FCWB targeted to publish the reference materials on FSP in 2019.

*Back up Support to NGO IFSCs/ISCs and new Control Point (para. 11-13, p.5-6)*

17. Ms CHAN shared that in response to the earlier enquiry of NGO members regarding the footnote 6 of Appendix III of the Guidelines on "Division of Work and Case Transfer among IFSCs/ISCs", FCWB had liaised with Social Security Branch (SSB) and the concerned back-up SWD IFSC to gauge the issue. She invited Members to note that:

- (i) SSB sent the Appendix III of the said guidelines to Social Security Field Units (SSFUs) related to, stating that the SSFUs should send referrals to SWD IFSCs rather than NGO IFSCs/ISCs. SSB would accept the recommendation made by either SWD IFSCs or NGO IFSCs/ISCs.
- (ii) Back-up SWD IFSCs should screen the referrals from SSFUs first before forwarding them to the appropriate NGO IFSCs/ISCs if the cases are known to the NGOs to seek related information rather than recommendation. After having considered the related information, SWD IFSCs should provide the assessment with recommendation to SSFUs.
- (iii) If case information had already been provided by NGO IFSC/ISC before the referral from SSFU and SSFU was asking for recommendation, the back-up SWD IFSC should handle the referral without further reverting to NGO IFSC/ISC.

18. In addition to the above, Ms CHAN informed that with the increased provision of SWOs in SWD IFSCs in 2018-19, there would be corresponding changes in the arrangement of back-up SWD IFSCs. The amended list of SWD back-up IFSCs would be sent to Members once finalised.

*Family Aide (FA) (para 17-18, p.6)*

19. Ms KWAN reported that the revised Funding and Service Agreement/Service Document of FA with added Outcome Standard (OC) had taken effect from 1.4.2019. The revised SIS form and the user satisfaction survey (bilingual version) in collecting feedback from service users were already put in use. FCWB would work in conjunction with the Information Systems and Technology Branch (ISTB) on revising related Statistical Information System (SIS) data template in the Client Information System (CIS) and the related CIS batch reports regarding the added OC item, SWD IFSCs would be required to complete the OC (page 3 of the SIS form) manually to A(F)2 before 20th of January, April, July and October. NGO IFSCs were advised to submit the completed SIS form according to the current practice.

20. Ms KWAN furthered that 11 FA posts would be created for FCPSUs in 2018-19 with a view to strengthening the support services and enabling social workers to carry out their intervention plans. Up to the present, 5 FAs were already in post in the FCPSUs [i.e. FCPSU(CW/S/I), FCPSU(WTS/SK), FCPSU(SSP), FCPSU(TW/KwT) and FCPSU(TM)]. IFSCs/ISCs could refer the needy cases to the concerned FCPSUs for FA service as appropriate.

*Progress of 5 SCSCs (para. 36, p.11) and Co-parenting*

SCSCs

21. Ms LAI recapitulated the earlier sharing of Ms Dora LEE that SWD would commission NGOs to set up 5 SCSCs in five clusters, namely Hong Kong, Kowloon East, Kowloon West, New Territories East and New Territories West, to provide one-stop co-parenting support services for separated/divorced parents and their children. Invitation



of proposals for four SCSCs was issued on 25.2.2019 and the closing date of invitation would fall on 23.4.2019. For the West Kowloon Centre, it would be operated by the Hong Kong Family Welfare Society by way of transforming the Pilot Project on Children Contact Service with effect from 21.9.2019. The other 4 SCSCs were scheduled for operation on 1.10.2019.

22. Ms LAI furthered that the scope of services include co-parenting counselling and parenting co-ordination service to parents, children contact service, child-focused intervention, structured co-parenting groups or programmes, child-focused intervention, groups and programmes as well as publicity work/education on parental responsibility. For essential service requirements of SCSCs, each SCSC would operate at least 12 sessions per week, 1 evening session on Friday and 4 sessions on Saturday/Sunday per week. Each SCSC should have at least 7 registered social workers, including a supervisor, with recognised degree in social work.

#### Enhanced FCPSU service concerning IFSCs/ISCs on Co-parenting

23. Ms LAI reported that FCPSUs would provide enhanced service (i) to organise groups/programmes for high-tension/high-conflict parents on the concept of parental responsibility and co-parenting with the partner/spouse/ex-partner/ex-spouse; and (ii) to render child-focused groups/programmes to help the children better adjust in the process of the divorce of their parents w.e.f. 1.4.2019.

#### Co-parenting case statistical return in IFSCs/ISCs

24. Ms LAI informed that social workers of IFSCs/ISCs would be required to provide the statistical return on cases with co-parenting problem. She added that for SWD, social workers might indicate the case nature of co-parenting as the main problem or other problems in CIS as appropriate.

#### *Additional Manpower Resources for NGO IFSCs/ISCs (para. 37, p.11)*

25. The Chairperson reported that on the recommendation of the Task Force on Prevention of Youth Suicides to the Chief Executive and to address the rising complexity of family problems coupled with concerns on the impacts of such problems with regard to youth suicide and children at risk and for enhancing preventive and supportive services for vulnerable children, additional manpower resources would be provided for NGO IFSCs/ISCs in the third quarter of 2019-20, subject to the progress of the LegCo Appropriation Bill. FCWB would liaise with the related NGOs regarding the allocation of additional resources. With the social work additional manpower to be provided, output levels would be adjusted in accordance with the prevailing mechanism. As for the allocation of family aide, the prevailing funding and service agreement would be adopted.

#### *New Initiative in the Policy Address 2018 - Outreaching Team for Ethnic Minorities (EMs) (para. 38, p.11)*

26. Mr Daniel CHU reported that as announced in CE's Policy Address 2018, SWD would commission NGOs through Invitation of Proposal (IOP) 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. Prior to finalising the service contents of the outreaching teams, FCWB had met with HKCSS and NGO operators several times to collect views on the proposed outreaching teams. Casework counselling, groups and mass programmes would be provided to meet the social and welfare needs of EMs. The IOP would be issued in the coming future. Service operation would be expected to commence in the 4<sup>th</sup> quarter of 2019-20.

## **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*

27. Ms KWAN reported that an updated table enclosing the progress of follow up actions had been emailed to Members on 18.3.2019. Members were invited to note the text related to the updated progress which were bolded in the table and would not be elaborated at the meeting.

### *Progress of work under various working groups*

#### (i) Working Group on Review on the Operation of IFSC Services (WG)

28. Ms CHAN reported that the 36<sup>th</sup> and 37<sup>th</sup> meetings of the WG had been held on 19.2.2019 and 3.4.2019 respectively with focus on sorting out the collaboration issues between IFSCs/ISCs and MSSUs, back up support to NGO IFSC/ISCs, review of the procedural guidelines for handling of elder abuse, collaboration issues between IFSCs/ISCs and pilot scheme on social work service for pre-primary institutions as well as the review on progressing of CR cases.

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

29. Ms CHAN reported that the 17<sup>th</sup> meeting of three Local LGs of the respective clusters had been conducted from October 2018 to March 2019. Awaiting two meetings to be convened in May and September 2019, this round of Local LG meetings would be completed. On the other hand, the summary of discussions, as derived from the 16<sup>th</sup> LG meeting, was disseminated to the related service units on 25.3.2019. She furthered that the coming LG meeting would be scheduled for August 2019, she encouraged Members to let her have the collaboration issues with HD, if any, on or before July 2019.

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

30. Regarding the division of work between IFSCs/ISCs and MSSUs of SWD, Ms CHAN reported that the Rehabilitation and Medical Social Services Branch (RMB) had taken into account the comments of the Committee and WG in revising the guidelines. The update version would be issued in the second quarter of 2019. She highlighted that the division of labour between MSSUs and IFSCs/ISCs hinged on the interval of medical follow up, among other considerations. To facilitate the collaboration, district managers were encouraged to share the operation of the localised mechanism for the frontline staff of both SWD and NGOs at the district level as appropriate in 2019. Representatives from RMB and FCWB may join the district sharing as and when necessary.

*[Post-meeting note: The “Division of Work between MSSUs of SWD and IFSCs/ISCs of SWD and NGOs” has been issued to SWD IFSCs and NGO IFSCs/ISCs on 27.5.2019 and 28.5.2019 respectively. RMB had a meeting with the ADSWOs supervising MSSUs on 14.5.2019 when it was confirmed that no specific problem was encountered in handling case referrals in the respective districts for the time being. It was considered that there was no need for sharing the local mechanism and the current good practice in handling case referrals would be maintained.]*

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

31. The Chairperson briefed Members that the following topics would be brought up for discussion in the meeting:

- (a) Summary of views collected from Formal Consultation
- (b) Formation of Task Force for the Processing of CR Cases
- (c) List of Suggested Enquiry Items (SEI) for seeking medical advice
- (d) Handling of location preference under CR recommendation
- (e) Sharing at Legislative Council (LegCo) Welfare Services Panel
- (f) Way Forward

### *Summary of Views collected from Formal Consultation*

32. Mr CHU recapitulated that formal consultation on the proposed enhancement measures was launched from September to November 2018. In the consultation, District Social Work Officers (DSWOs) and related service sections/branches of SWD, NGOs coordinators/supervisors of IFSCs/ISCs or rehabilitation services units and Hospital Authority were invited to coordinate the views of staff of the concerned service units/sections. Invitation was also extended to the Housing Department (HD), HKCSS, staff unions, and the frontline staff responsible for processing CR cases and having participated in previous focus group meetings in their individual capacities. Upon closing of the consultation, a total of 85 submissions were received.

33. Mr CHU reported that 11 submissions were collected from DSWOs, which had involved 97 service units and 1 353 staff including the frontline social workers, supervisors and district managers. On the NGO side, 68 submissions were received, which included four NGOs operating IFSCs, 3 NGOs operating service units other than IFSCs, one staff union and 60 social workers in their individual capacities. On the other hand, HD and five service section/branches, namely the Domestic Violence Team, Youth Section, Corrections Section, Social Security Branch and RMB, had no further views on the proposed enhancement measures. In gist, most of them agreed to the proposed enhancement measures.

34. Mr CHU subsequently highlighted the summary of findings, including views collected, general observations and issues for follow-up on the four proposed enhancement measures and alternative studied with reference to the paper on summary of views with annex which had been sent to Members vide the Secretary’s email of 4.4.2019.

35. The Chairperson shared that the finalised summary of views and enhancement measures would be disseminated to the stakeholders involved in formal consultation as planned in the 2<sup>nd</sup> quarter of 2019 after having sought views of Committee at the meeting. Members had no further comments.

*Formation of Task Force for the Processing of CR Cases (TF)*

36. Ms CHAN reported that the first meeting of the TF had been held on 28.3.2019. Its membership comprised 3 NGO representatives, i.e. Mr Kerin CHAM of International Social Service Hong Kong Branch, Mr Michael IP of Caritas Hong Kong and Ms LOK Wai-fong of Hong Kong Family Welfare Society, as nominated by HKCSS and 11 District Designated Contact Persons (CR) (DDCP(CR)s). In the meeting, the terms of reference of TF were endorsed as follows:

- (a) to coordinate with related service units so as to align the assessment standards and scale of vetting of CR cases; and
- (b) to advise, with reference to the experiences in assessing CR cases, on the revision of the Guidelines and Procedures for Processing Applications for CR and Other Housing Assistance (CR guidelines) if necessary.

37. Ms CHAN furthered that summary of the TF meetings would be disseminated to the related district managers and service units for reference when conclusive remarks could be derived on specific items (i.e. assessment parameter) after deliberations. Also, reference materials (such as case summary samples) would be issued by the TF for frontline worker's easy reference. The guiding principles/facets to be adopted as assessment parameter would also be deliberated in the coming meetings of TF to facilitate frontline caseworkers in assessing the adequacy of social grounds in response to Enhancement Area I(3) and special items (i.e. issues related to seeking medical advice/recommending location preference). Mr CHU supplemented that in response to a comment on social workers' differential interpretation of "CR being treated as the last report" and "availability of no other feasible solutions to accommodation problems", the issue would be further deliberated in the TF meetings.

*List of SEI for seeking medical advice*

38. Ms KWAN reported that FCWB was seeking comments from HA regarding the list of SEI for seeking medical advice. The comments from HA would be shared with Members when available. Besides, the proposed refinements on the Appendix to HD412 and related parts in Chapter IV of the Guidelines would be further deliberated in the TF. As the issue was also related to the collaboration with HD, the matter would be discussed at the LG meeting as well.

*Handling of location preference under CR recommendation*

39. Mr CHU shared the summary of views from WG, Committee, LG, TF and related stakeholders that the following concerns were raised on the draft supplementary declaration form:

- (a) Rationale of CR (i.e. location preference should not be indicated) would be defeated;
- (b) In light of the tight schedule for processing CR, it was not advisable to introduce one extra step for possible delay of recommendation in processing CR cases since clients might not be available to sign the declaration form for various reasons;
- (c) Complaints might arise due to inconsistent practice amongst district; and
- (d) How to handle those cases refusing to sign the declaration form.

In view of the above, Members concluded that the proposed declaration form should NOT be adopted as a formal document for use.

#### *Sharing at LegCo Welfare Services Panel*

40. The Chairperson reported that the Review had been brought up for discussion at the LegCo Welfare Services Panel on 14.1.2019. The Administration was requested to provide supplementary information, including assessment standards and the workflow of the CR guidelines. She pointed out that LegCo members had raised concern about the decreasing trend of CR recommendations in the past years. Members were encouraged to conduct comprehensive assessment on the CR cases concerned and make recommendation as appropriate.

#### *Way Forward*

41. Ms CHAN reported that the summary of views and finalised enhancement measures would be issued to the stakeholders upon endorsement from the Committee. Besides, the enhancement measures had been implemented on schedule as pledged in the Road Map. On the successful completion of the formal consultation, she thanked for the services of the co-opted members of the WG, including Ms LAI Kwok-man, Karmen from FCPSU, Ms CHAU Man-kiu, Maggie from RMB, Ms CHOW Mei-yan from MSSU and Mr CHANG Ming-fai, Vincent, from NGO IFSC. Upon completion of their tasks, they would be no longer necessary to hold the co-opt membership starting from the coming WG meeting. As agreed by WG members, the agenda on the Review would be removed from the WG meeting and FCWB would report the progress of enhancement measures to WG and Committee half yearly or at a more frequent interval subject to the progress and need. In parallel, the 'Review on Processing of CR cases was completed' message would be uploaded to SWD's 'What's New' Homepage.

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

#### Permanency Planning of Child Welfare Cases

42. Ms CHAN informed that SWD had attached importance to permanency planning for children, especially children placed under residential child care services. Permanency planning is a systematic process of taking prompt action within a specific time-frame, a set of goal-directed activities designed to maintain children in their own home or live in safe and permanent environments that offer continuity of relationships with nurturing parents or caretakers and the opportunity to meet developmental needs and establish life-time relationships. The permanency planning goal should serve the child's best interest and long-term needs, including the needs for belonging, stability, and continuity of care. When

a permanency plan is worked out for a child, the responsible social worker would assist the child and his/her family to achieve the permanency plan through concerted efforts of multiple parties concerned including the ones working in the residential child care settings.

43. Ms CHAN furthered that to ensure effective collaboration between referring workers and residential care service social workers, referring workers were reminded to –

- (i) work closely with the residential care service social workers in order to bring about the child's ultimate restoration to the natural family whenever suitable or to formulate an alternative plan which provided continuing care to the child,
- (ii) to carry out regular case discussion/case reviews with the child, the child's family and the residential staff to update the welfare plan and to attend regular and periodic case review meetings for monitoring of the case progress,
- (iii) to assess the child's imminent and long-term developmental needs, and
- (iv) to adjust the course of actions to achieve the permanency plan for the child.

44. Members were reminded to monitor the case progress through regular brought up system. For details of the permanency planning approach, Members were advised to refer to the Central Referral System for Residential Child Care Services (CRSRC) Manual of Procedures (Revised 1998).

#### Review of IFSC/ISC service boundaries and updated population

45. Ms CHAN reported that as discussed in the meetings of the "Committee on Integrated Family Service Centres" held on 4.9.2013, 4.12.2013 and 30.10.2015, the geographical service boundaries of each IFSC/ISC would be updated and aligned with the constituencies of the concerned District Councils (DC). Whenever there was development of new private tenement(s) or public housing estate(s), the IFSC/ISC falling into the concerned DC Election Constituency would serve the new population. The catchment areas of the respective IFSCs could then be adjusted upon reviewing the overall population served and other social indicators among the IFSCs/ISCs concerned under the coordination of the DSWO(s) concerned. Following the development of new private tenement(s) or public housing estate(s) and the increase in population in the past few years, it would be opportune time to conduct a review of the service boundaries of IFSCs/ISCs.

46. Ms LAI supplemented that the population of each IFSC/ISC served would be calculated based on the projected population of the 2017 DC Election Constituency. If more than one IFSC/ISC is located in the concerned DC Election Constituency, the average population of each IFSC/ISC served would be counted. ADSWOs were invited to provide return on the updated details of the service boundaries of IFSCs/ISCs and population served to FCWB by 31.8.2019. District managers were also invited to provide supplementary information for reference if they had source of more accurate figure.

*[Post meeting note: Two emails were sent to ADSWOs supervising IFSCs on 11.4.2019 and 18.4.2019 respectively concerning the information required for the updating exercise on geographical service boundaries of IFSCs/ISCs. The related information for the updating exercise was sent to individual ADSWOs by email on 2.5.2019. ]*

Booklet of Great Parents of Stepfamilies (再婚家庭成長路)

47. Mrs Angela CHIU introduced the booklet which summed up the valuable experiences of the concerned professional in the models of strengthening the family functioning of re-married couples. She encouraged Members and IFSC/ISC colleagues to take reference of the booklet which could be collected from CMAC free of charge.

Campaign of “Happy Family Month”

48. Mr MUI informed that the “Happy Family Month” which had been launched since May 2016 would be launched again this May. He took the opportunity to thank for continuous support of SWD administrative districts in liaison and coordination, and also the joint effort of local NGOs and community stakeholders to make the event a success.

**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 17.7.2019 (Wednesday) at 2:30 p.m. at Room 922, 9/F., Revenue Tower, 5 Gloucester Road, Wanchai.

Family and Child Welfare Branch  
Social Welfare Department  
July 2019