

**Minutes of the 7<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres**

**Date** : 15 June 2012 (Friday)

**Time** : 2:30 p.m.

**Venue** : Conference Room 1, Social Welfare Department Headquarters,  
9/F Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong

**Present**

**Social Welfare Department (SWD)**

Ms Kwan Yuen-yuk, Rosemary	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Mrs Wong Ho Fung-see	Assistant District Social Welfare Officer (Central Western / Southern / Islands)1	
Ms Yan Lai-ming, Jenny	Assistant District Social Welfare Officer (Eastern / Wan Chai)1	
Ms Chiu Suk-may	Officer-in-charge Lam Tin Integrated Family Service Centre [Representing Miss Hau Suk-kwan, Assistant District Social Welfare Officer (Kwun Tong)2]	
Miss Cheung Lai-kuen, Jessica	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)1	
Heung Wing-keung	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)2	
Ms Kwan Shuk-ye, Nancy	Assistant District Social Welfare Officer (Kowloon City / Yau Tsim Mong)1	
Lee Yuen-hung	Assistant District Social Welfare Officer (Sham Shui Po)1	
Ms Sandra Lim	Assistant District Social Welfare Officer (Shatin)1	

Ms Man Suk-fan	Officer-in-charge Tai Po (North) Integrated Family Service Centre [Representing Ms Woo Mei-hing, Patricia, Assistant District Social Welfare Officer (Tai Po / North)2]
Pang Yu-on	Assistant District Social Welfare Officer (Yuen Long)1
Ms Leung Po-ling	Officer-in-charge Tsing Yi (North) Integrated Family Service Centre [Representing Miss Chan Wai-chun, Assistant District Social Welfare Officer (Tsuen Wan / Kwai Tsing)1]
Ms Wong Li-ching	Officer-in-charge Tuen Mun (East) Integrated Family Service Centre [Representing Cheung Tat-ming, Gary, Assistant District Social Welfare Officer (Tuen Mun)2]
Ms Loletta Lo	Senior Social Work Officer (Family)2
Miss Chow Mei-yee	Social Work Officer (Family)1 (Secretary)

**Non-governmental organisations (NGOs)**

Mui Wai-keung, Moses	Chief Officer (Family and Community) Hong Kong Council of Social Service
Ms Angie Lai	Head of Family Service Caritas – Hong Kong
Ms Cindy Leung	Head of Service (Family Service) Hong Kong Family Welfare Society
Kwok Wai-keung	General Manager (Family and Community Core Business) Hong Kong Christian Service
Ms Iris Liu	Director of Program International Social Service Hong Kong Branch
Ms Sally Pang	Programme Director (Family & Community) Christian Family Service Centre
Mrs Doris Lee	Executive Director Hong Kong Catholic Marriage Advisory Council

Mrs Ngan Lai Mee-yuk	Social Work Supervisor Hong Kong Children and Youth Services
Ms Wendy Wong	Senior Manager St James' Settlement
Chu Muk-wah, Daniel	Division Head (Family Service Division) Yang Memorial Methodist Social Service
Ms Keung Choi-yin	Service Director Hong Kong Sheng Kung Hui Welfare Council
Ms Sonia Pang	District Service Director The Neighbourhood Advice-Action Council

### **In attendance**

Ms Ding Shuk-wah, Alice	Senior Social Work Officer (Family)1 / SWD	} <i>Remark</i>
Miss Woo Pik-tung	Social Work Officer (Family)4 / SWD	
Mrs Claren Tam	Social Work Officer (Family)3 / SWD	
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1 / SWD	

*[Remark: For item relating to Liaison Group / Local Liaison Group on Issues relating to Housing Assistance Cases only]*

### **Opening remarks**

The Chairperson welcomed those who attended the meeting for the first time, including Mr Heung Wing-keung and Ms Sandra Lim from SWD as well as Ms Keung Choi-yin from Hong Kong Sheng Kung Hui Welfare Council. She also welcomed Ms Chiu Suk-may, Ms Man Suk-fan, Ms Leung Po-ling and Ms Wong Li-ching who attended on behalf of Miss Hau Suk-kwan, Ms Woo Mei-hing, Patricia, Miss Chan Wai-chun and Mr Cheung Tat-ming, Gary of SWD respectively.

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

2. Minutes of the last meeting were confirmed without amendment.

[Post-meeting notes: The confirmed minutes of the 6<sup>th</sup> meeting were uploaded onto SWD Homepage on 19 June 2012.]

## **Matter arising**

### *Training courses (para 3, p.4)*

3. Mrs Claren Tam reported on the enrolment of training courses conducted between March 2012 and June 2012. She also highlighted courses tentatively to be organised during the period from June 2012 to October 2012 as listed below and encouraged Members to nominate suitable colleagues to attend –

- (a) seminar on Anti-drug Abuse (28 June 2012 p.m.);
- (b) talk on the Phenomenon of Compensated Dating among Youths (5 July 2012 a.m.);
- (c) seminar on the Handling of Violent Behavior among Young People (20 July 2012 a.m.);
- (d) training course on Application of Positive Psychology in Social Work Intervention (26 July 2012); and
- (e) training course on Bereavement Counselling (5, 12 and 18 October 2012).

**Progress of follow-up on the recommendations of the Review on the Implementation of the Integrated Family Service Centre (IFSC) Service Mode (the Review)**

*Progress of follow-up on the recommendations of the Review report*

4. The Chairperson took Members through the updated summary table on the progress of follow-up actions taken in respect of the recommendations of the Review report, which had been sent to Members before the meeting.

5. The Chairperson reported that as announced in the 2011 Policy address, the Administration would set up four IFSCs in districts with higher service demand in 2012-13, including the one set up in Sham Shui Po District operated by NGO in December 2011. For the other three new IFSCs, the one to be set up in Kowloon City and Yau Tsim Mong District would be operated by SWD while the other two to be set up in Kwun Tong District and Yuen Long District respectively would be operated by NGOs. The three new IFSCs were tentatively scheduled to commence operation in early 2013. With the setting-up of these three new IFSCs, the total number of IFSCs would be increased to 65.

6. The Chairperson shared with Members that the locations of these three new IFSCs were decided having regard to the social indicators and service demand of individual districts such as the number of new / reactivated cases handled by each IFSC, the projected population growth and population profiles, etc. She supplemented that in deciding the setting-up of SWD IFSC, the criteria including the number of statutory cases and the number of Director of Social Welfare Incorporated – Specified Person

account cases as well as the ratio of SWD to NGO IFSCs in such a way as to take into account the back-up support in the district.

*Working Group on Review on the Operation of IFSC Services*

7. Ms Loletta Lo shared with Members that the proposed revisions to “Guidelines on Division of Work and Case Transfer among IFSCs and Integrated Services Centre (ISCs) (October 2006)” (the Guidelines) based on the discussions of the Working Group were issued to district management of SWD, operators of NGO IFSCs and ISCs, the Hong Kong Council of Social Service (HKCSS) on 8 May 2012 for collecting views from them and IFSC frontline colleagues. They were invited to return their comments to the Secretariat by end of June the latest.

8. Members’ attention was drawn to the situation that views collected so far had shown variance in some areas and the major ones were highlighted as follows –

- (a) division of work for child welfare cases with parents being imprisoned and would not be discharged / released in the coming six months;
- (b) elaboration on the participation of custodial parents, custodial parents with care and control and non-custodial parents; and
- (c) criteria for considering the division of work for cases involving Hong Kong citizens living outside Hong Kong but requiring welfare assistance in Hong Kong.

9. In view of the divergence of comment received, the Chairperson considered that there was a need for further deliberation on the major areas of concern. The matter would thus be brought to the Working Group for discussion in a meeting to be held upon collecting all comments on the proposed revised Guidelines.

10. The Chairperson noted Members' concern on the service interfacing between IFSC and other social service units and suggested the subject to be followed up upon completion of the task on revising the Guidelines.

*Liaison Group / Local Liaison Groups on Issues relating to Housing Assistance Cases*

11. Ms Ding Shuk-wah, Alice reported that the Summary of Discussion on the meeting of Liaison Group (LG) at headquarters level held on 31 January 2012 was issued to the district management of SWD as well as NGO service units concerned on 14 June 2012 in which updated streamlining measures relating to the handling of housing assistance cases were set out. The "Guidelines and Procedures for Processing Applications for Compassionate Rehousing and Other Housing Assistance" would be updated accordingly. Besides, she highlighted that the contact lists of the Housing Department (HD) would be updated on a half-yearly basis and disseminated to SWD / NGO service units concerned for enhancing inter-departmental communication and collaboration.

12. Ms Ding Shuk-wah, Alice further reported that the next LG meeting was scheduled to be held on 2 August 2012. She invited Members to suggest agenda items for discussion in the meeting. Besides, she briefed Members that the five Local Liaison

Groups (LLG) at district level had held their meetings and relevant concerns raised by LLG would be brought up in the coming LG meeting as appropriate.

**Any other business**

*Implementation of Comprehensive Child Development Service (CCDS)*

13. Ms Loletta Lo reported that for keeping view of the service provision under CCDS across the health and the welfare sectors, we were required to submit statistical returns to the Labour and Welfare Bureau on quarterly basis. In order to collect the required statistics, some revisions on the parts relating to groups and programmes of the existing statistical form for CCDS having been in use since October 2011 were proposed. After deliberation, Members agreed to the proposed amendments. Members were reminded to submit the revised statistical form to the Family and Child Welfare Branch for compilation with retrospective effect from 1 April 2012.

14. Besides, Ms Loletta Lo advised Members to remind IFSC / ISC colleagues to issue the 7-day Reply Slip and 1-month Reply Form, as appropriate, to the Maternal and Child Health Centres (MCHCs) making case referrals to IFSCs / ISCs according to the agreed timeframe to facilitate mutual communications. .



*Concerns collected by HKCSS from NGO elderly service units*

*Referrals for Long-term Care (LTC) Services for the Elderly*

15. Ms Loletta Lo shared with Members that as deliberated in the 5th meeting of the Committee on IFSCs held on 7 October 2011, when service users or enquirers requested LTC services for the elderly at intake level, they should be explained about the criteria and procedures of related applications with their applications processed through referring the cases to Placement Units (PUs) of Standardized Care Need Assessment Management Offices (Elderly Services) or District Elderly Community Centres (DECCs) according to the existing guidelines.

16. Ms Loletta Lo further invited Members to advise social workers of IFSCs / ISCs to clearly explain the criteria and procedures of related applications to facilitate initial screening for making referrals as well as to follow the division of work and case referral procedures for LTC service applicants as stipulated in the Manual of Procedures on Registration and Allocation of Long Term Care Service (July 2006 Revised). For those service users referred to PUs and subsequently assessed to be not eligible for LTC services but in need of other welfare services or facing emotional / relationship problems, they might be referred back to IFSCs / ISCs for assistance as appropriate.

*Announcement of HKCSS to NGO elderly service units*

17. Ms Loletta Lo reported that HKCSS recently issued a notice on 5 June 2012 to NGO elderly service units concerned explaining the division of work for elder cases with psychiatric problem among these service units, Medical Social Services Units and IFSCs

/ ISCs. The principle adopted in the notice was based on the workflow as stipulated in the existing guidelines for making referrals to DECCs and a copy of the notice was tabled for Members' reference.

**Date of next meeting**

18. There being no other business, the meeting was adjourned at 4:20 pm. The next meeting was scheduled to be held on 12 October 2012 (Friday) at 2:30 pm at Conference Room 1, Social Welfare Department Headquarters, 9/F Wu Chung House.