

**Minutes of the 20<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres**

Date : 6 May 2016 (Friday)  
Time : 2:30 p.m.  
Venue : Room 918, Wu Chung House, Wan Chai, Hong Kong

**Present**

Social Welfare Department (SWD)

Ms Lui Siu-ying, Mickey	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Miss Chan Lai-chu	Assistant District Social Welfare Officer (Central Western, Southern and Islands)1	
Mr Fung Ching-kwong	Assistant District Social Welfare Officer (Eastern and Wan Chai)1	
Ms Leung Ho-yau, Bonnie	Assistant District Social Welfare Officer (Kwun Tong)2	
Mr Kwong Lap-kuen	Officer-in-charge 2 of Tsz Wan Shan Integrated Family Service Centre [Representing Mr Au Wai-ming, Dimitri Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)1]	
Ms Chan Chun-mei	Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)2	
Ms Ding Shuk-wah, Alice	Assistant District Social Welfare Officer (Kowloon City and Yau Tsim Mong)1	
Miss Lo Shuk-yi	Social Work Officer of Princess Margaret Hospital [Representing Mr Lai Huen-lam, Stephen Assistant District Social Welfare Officer (Sham Shui Po)1]	
Miss Wan Pui-kuen	Officer-in-charge of Shatin (North) Integrated Family Service Centre [Representing Mr Chan Ping-ching, Roy, Assistant District Social Welfare Officer (Shatin)1]	
Ms Ho Yuen-ming, Agnes	Assistant District Social Welfare Officer (Tai Po and North)2	
Miss Hui Kwai-fan	Assistant District Social Welfare Officer (Yuen Long)1	

Ms Lam Yuen-ting, Heidi	Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1	
Mrs Ng Ng Lai-chun, Quinnie	Assistant District Social Welfare Officer (Tuen Mun)2	
Ms Chan Mei-yi	Senior Social Work Officer (Family)2	
Ms Lam Hiu-ying, Clara	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 Angie Lai	Head of Family Service Caritas – Hong Kong	
Ms Judy Chan	Head of Service Hong Kong Family Welfare Society	
Mrs Leung Li Chi-mei, Cross	General Manager (Family and Community Core Business) Hong Kong Christian Service	
Mr Cham Kwok-wing, Kerin	Director of Program International Social Service Hong Kong Branch	
Ms Teresa Yip	Centre Supervisor Grace and Joy Integrated Family Service Centre Hong Kong Catholic Marriage Advisory Council [Representing Mrs Angela Chiu, Executive Director]	
Mr Lee Chung-ho, Michael	Social Work Supervisor Hong Kong Children & Youth Services	
Ms Wendy Wong	Senior Manager St James' Settlement	
Dr Wong Fung-yeet, Margaret	Assistant Community Services Secretary (Youth and Family) Tung Wah Group of Hospitals	
Mr Chu Muk-wah, Daniel	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	Supervisor Tung Chung Integrated Services Centre [Representing Ms Wong Mei-fung, Connie, District Service Director]	

**In attendance**

Ms Lui Yu-heung, Terri	Division Head Mongkok Integrated Family Service Centre Yang Memorial Methodist Social Service
Mrs Claren Tam	Social Work Officer (Family)3 / SWD
Mr Li Man-kit, Jason	Social Work Officer (Family)4 / SWD
Miss Lau Leung-yuk, Grace	Assistant Social Work Officer (Family)1 / SWD

**Absent with apology**

Mr Ng Ka-kui, Charles	Programme Director (Family & Community) Christian Family Service Centre
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**Representative from the Rehabilitation and Medical Social Services Branch of SWD**

Ms Woo Mei-hing, Patricia	Senior Social Work Officer (Rehabilitation and Medical Social Services)1
Mr Lam Ka-yan, Leo	Assistant Social Work Officer (Rehabilitation and Medical Social Services)3

[Remark: for sharing the “Pilot Scheme on On-site Pre-school Rehabilitation Services”]

**Welcoming remarks**

The Chairperson welcomed colleagues who attended on behalf of Members, including Miss WAN Pui-kuen, Miss LO Shuk-yi and Mr KWONG Lap-kuen of SWD and Ms Teresa Yip of the Hong Kong Catholic Marriage Advisory Council as well as Ms YAM Pui-wah, Zerlina of the Neighbourhood Advice-Action Council. She also welcomed Ms Lui Yu-heung, Terri of Yang Memorial Methodist Social Service, who sat in the meeting. Ms Woo Mei-hing, Patricia, and Mr Lam Ka-yan, Leo, from the Rehabilitation and Medical Social Services Branch (RMB), were also welcomed to the meeting for introducing the “Pilot Scheme on On-site Pre-school Rehabilitation Services.”

**Introducing Pilot Scheme on On-site Pre-school Rehabilitation Services (the Pilot Scheme)**

2. The Chairperson shared that the Pilot Scheme was an initiative of the 2015 Policy Address. The related information and service leaflet were provided to Integrated Family Service Centres (IFSCs) and Integrated Services Centres (ISCs) through emails of 29.2.2016 and 29.4.2016, and social workers had been referring the children in need for the services.

3. Ms Patricia Woo by a powerpoint presentation briefed Members of the Pilot Scheme. She invited Members to share the related information to their related colleagues and welcomed them to contact her or her team for further information.

[Remark: Ms Woo and Mr Lam left the meeting at this juncture.]

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

4. The minutes of the last meeting were confirmed with the following amendment at paragraph 49 : -

*“Mrs Cross Leung shared the concern on the difference between SWD IFSCs and NGO IFSCs/ISCs on referring IPV cases to FCPSUs as NGO IFSCs/ISCs required justification on higher level of complication and risk level. She viewed that same procedure and practice should be adopted and IPV cases should be better handled by FCPSUs because of their resource, expertise and mission in the service. The Chairperson thanked the sharing of Mrs Leung and noted the background and history of pooling of social work manpower from family services centres of SWD for setting up FCPSUs and hence the IPV case referral arrangement was different for IFSCs of SWD and IFSCs/ISCs of NGOs. She...”*

[Post-meeting notes: The confirmed minutes of the 19<sup>th</sup> meeting were send to Members on 10.5.2016 and uploaded onto SWD Homepage on 20.5.2016.]

### **Matters arising**

*Sharing on the Development of Parenting Capacity Assessment Framework (the Assessment Framework) for Comprehensive Child Development Service (CCDS) (para. 4-6, p.3-4)*

5. Ms Chan Mei-yi reported the progress of developing the Assessment Framework, which was devised through cross-sector collaboration, aimed at facilitating early identification of the needs of service users and enhancing inter-disciplinary collaboration/communication. She shared that the task group held a sharing session on 2.12.2015 and a Focus Group meeting on 13.4.2016 to solicit experiences and views from the related social workers for further refining the Assessment Framework and to prepare rolling out the Assessment Framework to other districts. Through nominations of the district managers and service supervisors, a total of 23 social workers had joined the Focus Group meeting, including those having experience in using the Assessment Framework and those having handled related cases but having not used the tool.

6. Ms Chan furthered that after the pilot, the Assessment Framework would be rolled out to other districts by three phases, with the first phase to the remaining three districts in the New Territories (that is, Tuen Mun, Tai Po and North and Shatin) in the 2nd half of 2016-17. While the Assessment Framework would be rolled out to Shamshuipo, Wong Tai Sin and Sai Kung and Kwun Tong district in the second phase in early 2017, the final phase

in mid 2017 would extend to all districts. Corresponding training would be provided to the social workers of the concerned districts with details to be announced. Frontline social workers having experience in using the Assessment Framework would be invited to share their experience in the coming training programmes.

7. Ms Chan drew Members' attention that further reporting of statistics after the pilot ended in June 2016 would not be required. She thanked for the support and assistance of Members and social workers of the two pilot districts again for their support and assistance.

[Post-meeting notes: The roll-out and training plan of the Assessment Framework including the refined Manual had been sent to District Social Welfare Officers and Service Co-ordinators and Service Heads of Non-governmental Organisations operating IFSCs/ISCs on 22.8.2016.]

*Training courses (para. 7-10, P.4-5)*

8. Mrs Claren Tam reported on the enrolment of training courses conducted during the period from February 2016 to April 2016. She also highlighted those courses to be organised tentatively during the period from May 2016 to August 2016 as listed below and encouraged Members to nominate suitable colleagues to attend:

- (a) Induction Course on Services of IFSC (Class 1) (4, 10, 12, 18 & 20 May 2016);
- (b) Training Course on Working with Cross-boundary Families and New Arrivals (20 May 2016 a.m.);
- (c) Training Course on Bereavement Counselling (13, 20 & 27 June 2016);
- (d) Training Course on Application of Positive Psychology in Group Work (6 July 2016);
- (e) Introduction to Psychological Trauma (7 July 2016);
- (f) Introductory Course to Emotion-focused Therapy (26, 29 July and 1 August 2016);
- (g) Training Series on Effective Parenting for Children with Special Educational Needs – An overview on Children with Special Care and Education Needs (26 August 2016 a.m.); and
- (h) Training Series on Effective Parenting for Children with Special Educational Needs – Families having Children with Autism (26 August 2016 p.m.).

*Compassionate rehousing (CR) application form (para.11, p.5)*

9. Ms Chan Mei-yi reported that having incorporated the views of members, the draft revised CR application form, that is, Annex 11 of the "Guidelines and Procedures for Processing Applications for Compassionate Rehousing and Other Housing Assistance" (the CR Guidelines), was further discussed at the 10<sup>th</sup> meeting of "Liaison Group on Issues relating to Housing Assistance Cases" (LG) held on 2.2.2016. Upon further refinement in relation to personal data transfer from Housing Department to the estate management

companies, the revised CR application form was sent to the related units of SWD / NGOs on 29.4.2016. She invited Members to disseminate the updated form to the concerned colleagues for use and replace the updated form as Annex 11 of the CR Guidelines.

### *CR assessment*

(i) Devising more guidelines on CR assessment yardstick (*para. 12-13, p.6*)

10. The Chairperson recapitulated that as discussed in the last meeting, the “Working Group on Review on the Operation of IFSC Services” (WG), would commence working on the task of devising more guidelines on CR assessment yardstick when the discussion on the collaboration issues with Family and Child Protective Services Units (FCPSUs) was completed in the coming future. With the consideration that IFSCs had been handling a material number of housing assistance cases, anchoring the discussion at the platforms of WG and Committee would facilitate the development of more concrete substances for deliberation of the related stakeholders of other service settings. The related stakeholders, including social workers of other service settings, would be consulted as appropriate. She furthered that the road map on the subject would be prepared by Family Team (FT) and provided to Members for comment in the next meeting. FT would liaise with HKCSS to arrange the co-opting of frontline workers from NGOs for the task. While sharing the plan to devise more guidelines on CR assessment yardstick, the Chairperson noted the sector’s request for a designated team to handle CR cases.

(ii) CR leaflet (*para. 14-15, p.6-7*)

11. Mr Jason Li thanked Members’ comments on the draft revised leaflet and informed that having consulted related stakeholders, the revised CR leaflet in Tradition and Simplified Chinese and English versions, which were tabled to Members for information. The leaflets had been distributed to the related service units and uploaded to SWD Homepage in early May 2016. The versions in the six ethnic minority (EM) languages were under production.

[Post-meeting notes: The CR leaflet in six EM languages has been distributed to service units and uploaded to the SWD Homepage on 29.7.2016.]

*“Guidelines on Division of Work and Case Transfer among IFSCs/ISCs” (Guidelines on Division of Work)* (*para. 19-21, p.7-8*)

12. Ms Chan Mei-yi recapitulated the proposed revisions to the Guidelines on Division of Work which were agreed upon at the last Committee meeting and 17<sup>th</sup> WG meeting. Members did not have any further comment and endorsed the revised Guidelines on Division of Work.

[Post-meeting note: The Guidelines on Division of Work, having been endorsed by the Committee, were sent to Members and the related stakeholders on 10.5.2016.]

*Introduction of Interpretation Service to EM in need (para. 26, p.9)*

13. Ms Chan Mei-yi shared that, as mentioned in the “Points-to-note in Providing Welfare Services for Ethnic Minorities” (Points-to-note) issued to FCPSUs and IFSCs/ISCs on 28.1.2016, the web-cam facilities installed at the ten SWD units have been open for use of SWD / NGOs social workers. To enhance accessibility of the facilities to the needy service users, the facilities at Yau Tsim Social Security Field Unit had been re-located to Yau Ma Tei IFSC on 4.3.2016. She invited Members to encourage frontline colleagues to make good use of the facilities to facilitate the interpretation services for the needy EM clients. Social workers, who wished to use the facilities for their EM service users, could contact the general registries / intake social workers of the concerned units for the arrangement.

14. The Chairperson shared favourable responses from frontline social workers had been received and the “Points-to-note” would be refined and shared with other service setting. She invited Members to share their views on refinement, if any, with the Secretariat, by 27.5.2016.

[Post-meeting note: The updated “Points-to-note”, having incorporated the views of Members, were issued on 17.6.2016. Upon the issue of the further refined “Points-to-note” to SWD units on 22.8.2016, the further refined one was sent to NGO IFSCs/ISCs on 23.8.2016.]

*Revised operating hours of IFSCs (para. 37-41, p. 11-12)*

15. The Chairperson recapitulated that extended-hour service was a special feature of the IFSC service mode and IFSCs had been providing extended-hour service since its implementation in 2004-05. To optimise the use of existing manpower resources for ensuring quality services for dealing with the service needs and demands, as well as to align with the government’s family friendly employment policy, the operating hours of evening extended-hour sessions of SWD IFSCs was proposed to be modified from “5 p.m. - 9 p.m.” to “5 p.m. - 8 p.m.”. As for NGO IFSCs, except Hong Kong Christian Service Family Networks IFSC which would remain the status quo having having considered the community needs and the operational concern of the management of the service building that the IFSC was located, closing hours on evening sessions was aligning with SWD IFSCs. She shared that the announcement on the implementation of the modified IFSC operating hours to the related colleagues in SWD IFSCs and NGO IFSCs/ISCs was issued on 5.2.2016 and 14.2.2016 respectively. Notification to all SWD Staff was issued on 30.3.2016, while the related stakeholders were also informed of the modified operating hours by respective NGOs and district colleagues. After the implementation of the revised operating hours of IFSCs on 1.4.2016, feedback from the frontline workers was so far positive. She thanked district colleagues and NGOs for their assistance in taking forward the revision.

*Sharing on 2016 Policy Address (para. 42, p. 12)*

(i) Additional places at Family Crisis Support Centre (FCSC)

16. Ms Chan Mei-yi shared that related to the initiatives on supporting families in need and enhancing support for victims of domestic violence announced in the 2016 Policy Address, 10 additional places would be provided by FCSC through in-situ expansion. It was preliminarily planned that the additional places would be put in service in October 2016.

17. Ms Chan, taking this opportunity, invited Members to advise supervisors of IFSCs/ISCs to monitor closely the discharge plan for cases admitted to FCSC to avoid unnecessary over-stay so that the live-in service could be timely provided for those needy cases.

(ii) Enhancing support to people in financial distress

18. As announced in the 2016 Policy Address, Ms Chan shared that the Government would examine the existing regulatory arrangements of money lenders and related intermediaries to enhance protection for borrowers and review the relevant provisions in the existing Money Lenders Ordinance when necessary; as well as step up public education to raise people's awareness of debt management. To enhance support to people in financial distress, Caritas - Hong Kong and Tung Wah Group of Hospitals had been commissioned to provide enhanced support to people in financial distress for a period of 36 months from 25.4.2016. The services included 24-hour designated hotlines, advices on channels for seeking further support and assistance from the related authorities or social service units and supportive groups and programmes for individuals and families, who might become easily approachable targets of the unscrupulous intermediaries. For details of the enhancement, Ms Chan invited Members to refer to the mail issued by the Chairperson on 25.4.2016. The leaflets were also tabled for Members' information. Members were invited to disseminate the related information to the related service units.

(iii) Additional manpower to IFSC(s)

19. Ms Chan furthered that the Government had earmarked a full-year additional funding for adding a total of 2 time-limited frontline social worker posts for three years from 2016-17 at SWD IFSC(s) for handling the first stop assessment arising from the substantial increase in the number of cases regarding humanitarian assistance for non-refoulement claimants.

20. The Chairperson shared that the Department would continue keeping in view of the service need and secure additional resources to strengthen the manpower provision at IFSCs/ISCs 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*

21. The Chairperson reported the progress of the follow-up actions taken with the updated table which was sent to Members before the meeting. The updates as highlighted in bold in the table were extracted below:

- Recommendation 1     ✧ Additional manpower resources to enhance community support services for families had been allocated to SWD / NGO IFSCs/ISCs with effect from 1.10.2015.
  
- Recommendations 5, 7, 8 & 10     ✧ The WG had held its 17th meeting on 28.4.2016 for discussion on the draft revised “Guidelines on Division of Work and Case Transfer between FCPSU and IFSC/ISC”. The collaboration issues were also discussed.
  
- Recommendation 14     ✧ LG had its 10<sup>th</sup> meeting held on 2.2.2016. The 11<sup>th</sup> meeting was scheduled to be held in July 2016.  
  
   ✧ The 10<sup>th</sup> meetings of the five Local LGs (LLGs) of the respective clusters were held between March 2015 and March 2016 whereas the 11<sup>th</sup> meetings had been / would be held between October 2015 and May 2016.

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

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

22. Ms Chan Mei-yi shared that WG had held its 17<sup>th</sup> meeting on 28.4.2016 to discuss the collaboration issues between IFSCs/ISCs and FCPSUs and the draft revised “Guidelines on Division of Work and Case Transfer between FCPSUs and IFSCs/ISCs” (draft revised Guidelines). The draft revised Guidelines and the “Summary table on collaboration issues between IFSCs/ISCs and FCPSUs” (Summary Table) with corresponding reference were sent to members of Committee and WG on 20.2.2016. The latest comments of WG at the recent meeting on 28.4.2016, which had not been added onto the document, would be shared and discussed in ensuing agenda item.

23. Ms Chan furthered that WG had deliberated the discussion items and the summary of views of “Working Group on Operational Issues Relating to Service Interfacing and Division of Work between MSSUs and IFSCs” (WG on MSSU/IFSCs) at the recent meeting on 28.4.2016 which would also be covered in the ensuing agenda item.

24. Mr Jason Li reported that summary of discussion of the 10<sup>th</sup> LG meeting held on 2.2.2016 had been issued to the related SWD and NGO units on 29.3.2016. He invited

Members to bring up the issues of concern in the collaboration with HD to the LLGs and LG for discussion as appropriate.

## **Collaboration issues between IFSCs/ISCs and Other service units**

### *Collaboration issues between IFSCs/ISCs and FCPSUs*

25. Ms Chan Mei-yi recapitulated the draft revised Guidelines - FCPSU and IFSCs/ISCs had been prepared, having incorporated the comments and views collected from members of Committee and WG in consultation with Domestic Violence Team (DVT). The draft revised Guidelines and the Summary Table with corresponding reference were sent to members of Committee and Working Group on 20.2.2016. Comments received from members of the two platforms were consolidated which were sent to member on 21.4.2016. Ms Chan and Ms Clara Lam shared the gist of the feedback collected including the latest feedback from WG at the meeting held on 28.4.2016, with Members in the meeting. Members proposed the following revisions to the draft revised Guidelines -

- (i) As to the newly added words of “or by phone” at paragraph 8, Members remarked that the addition had not been discussed before. To ensure timely and appropriate follow up, service users who approached any service unit in person, intake service would be provided regardless their place of residence or if they were known cases, and the phone enquiries would be directed to the appropriate service units to facilitate early follow up. Ms Chan remarked that IFSC/ISC social workers were handling the intake and telephone enquiries according to paragraph 3 of the “Guidelines on Division of Work and Case Transfer among IFSCs / ISCs” that urgent request for assistance should be dealt with as appropriate in the first instance. After due deliberation, Members proposed removing the newly added words of “or by phone” at paragraph 8.
- (ii) Regarding paragraph 20, after deliberation, Members proposed to add “While making report to the police and arranging medical treatment are not prerequisite requirements for making referrals to FCPSUs,” at the end of line 3. Besides, Members considered undesirable to single out the response of parents in the guidelines as it may mistake parents’ response as the prominent factor in deciding whether to report the incident to the police or arranging medical treatment. It was suggested to provide factors for consideration on the decisions of reporting the incident to the police and arrangement of medical treatment, if deemed necessary.
- (iii) As regards paragraph 21, Members considered that the wording “for example” should be added as the situations quoted, that is, cases involving intra-familial sexual abuse or statutory actions, were examples of “difficult or complicated cases” and other than these, there will be other examples of these cases.
- (iv) Members considered that for case transferral from IFSCs / ISCs to FCPSUs mentioned at paragraph 29, the “long” and “short” time frame for housing

allocation was subjective and subject to interpretation so the related newly added part should be removed. Members viewed that, as stated in the Summary Table, submission of HD 412 to the Housing Department was considered as completion of immediate welfare services so that prompt intervention by the specialised unit could be provided for those complicated cases, which could be considered for putting on the draft revised Guidelines. Members also considered that for the best interest of clients especially child abuse cases, prompt and appropriate case transferral from IFSCs / ISCs to FCPSUs should be arranged to ensure the specialised professional service delivery.

- (v) Regarding paragraph 32 on handling of child custody cases, Members viewed that IFSCs would follow up cases with further welfare needs other than the issues involving disputes on child custody / visitation or visitation arrangement as before case transfer, the respective units should ensure that all immediate welfare needs of the service user(s) have been settled. In view of the recent introduction of draft Children Proceedings (Parental Responsibility) Bill and the proposed addition of paragraph 34 might have implications on the role of IFSCs / ISCs in the related service development, Members suggested to remove the newly added part from paragraph 34.

26. The Chairperson invited Members to share their further view, if any, with the Secretariat by 27.5.2016. FT would relay the comments to DVT for its consideration and consultation with FCPSUs as appropriate.

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

27. Ms Chan Mei-yi reported that seven meetings of the WG on MSSUs / IFSCs had been convened and all of the areas of concern had been gone through. The Summary of Discussion of WG on MSSUs / IFSCs, incorporating earlier comments of WG and Committee, provided to RMB in early December 2015, were sent to Members on 29.4.2016.

28. Ms Chan shared that RMB and WG on MSSUs / IFSCs would go over the comments of Committee and WG when our comments on all of the areas would be collected. Ms Chan and Ms Clara Lam went through the Summary of Discussion and shared the latest comments of WG with Members collected at the meeting on 28.4.2016. Members shared the following views -

- (i) Regarding item 3 on the time frame of transferring cases relating to Guardianship Orders, Members welcomed the proposal in extending timeframe for transferring a guardianship case from “over 3 months” to “5 months or more” prior to the expiry of the guardianship order or due date for Interim Report. As cases relating to Guardianship Orders were handled by the SWD IFSCs, the Chairperson invited ADSWOs to seek views from respective SWD IFSCs.

- (ii) As to item 5 on checking of medical interval and whether the status of the patient was regarded as “in-patient”, while Members showed understanding that the mechanism had to be worked out according to the practice in the local HA clusters, they would like to have more information about the localised mechanism to facilitate case checking and suggested to have unified mechanism as it was not uncommon for cases involving service units of varied districts.
- (iii) Regarding item 7 on handling of cases waitlisting infirmary, as there was no guideline regarding the division of labour between MSSUs of HA and service units of SWD / NGOs, Members suggested promulgation of guidelines for facilitating the collaboration among service units.
- (iv) Regarding item 10, as agreed in the meeting of WG on MSSUs / IFSCs, professional staff of MSSUs should first screen the service needs of patients upon receiving referrals and direct them to appropriate service units for timely follow up services as far as practicable. In this regard, Members would like to clarify if such practice would also be applicable to SOPD having adopted the community-based service.
- (v) The handling suggested by WG on MSSUs / IFSCs at item 11 for exceptional circumstance was considered applicable to the cases known to MSSU of SWD upon admission to hospital due to suspected child abuse, as the MSW mainly plays the liaison role. If the case has been known to MSSU of SWD, before admission to hospital in the context of suspected child abuse, the MSW should provide the needed welfare service, including statutory protection, for the patient (and the family if medically intensive and the patient’s residential address was the same district as MSSU) as appropriate.

29. The Chairperson invited Members to share with the Secretary their further comments on the discussion items by 27.5.2016. The comments would be conveyed to RMB or WG on MSSUs / IFSCs for further consideration.

### **Any other business**

#### *Sharing of Good Practice in Case Handling*

30. Arising from recent public concerns on the handling of high risk family / child abuse cases including the one examined at Coroner’s Court, the Chairperson shared the following good practice of case handling and assessment from family perspectives -

- Caseworker should not only focus on the presenting individual problem reported by the principal client, e.g. marital, housing, financial problems, etc. but also adopt family perspectives in assessing the needs of the family concerned embedding in the unique family context. In this connection, caseworker should also be aware of and be sensitive in assessing the needs of other members especially the children in the family.

- For child care cases, exploration on parents' marital relationship, parenting and child-care capacity through direct contact/observation with children concerned should be part of the assessment on the functioning of the clients ; impact of family problem on children should also be explored even an individual approach was adopted in case handling.
- For cases having been reported by the media, supervisors of service units were suggested to pay attention to the impact and the momentum to respond before the issue further fermented.
- For cases in need of immediate care or protection and no placement was readily available, statutory protection under Protection of Children and Juveniles Ordinance, Cap. 213 (PCJO) should be considered as appropriate, such as placing the child at place of refuge under S.34E of PCJO.

#### *Community-based Service Delivery Mode for Out-patients of Chest Clinics*

31. Ms Chan Mei-yi drew Members' attention to the "Community-based Service Delivery Mode for Out-patients of Chest Clinics - A Brief Guide for Management of Defaulters" (Brief Guide) issued in 2002. To promote effective collaboration and cooperation between medical and nursing staff of chest clinics and IFSC/ISC social workers in providing appropriate assistance to the individuals and families in need, Ms Chan enlisted Members' assistance to remind colleagues of IFSCs/ISCs to handle the clients referred by the Department of Health (DH) pursuant to the Brief Guide. Mrs Claren Tam shared with Members the gist of good practice stated therein.

32. Ms Chan shared that FT was collaborating with DH in revising the Guide which would be updated and provided to Members for reference. Besides, a sharing session for medical and nursing staff of the chest clinic would be held on 18.6.2016 with the view to enhancing their understanding of the services provided by IFSCs/ISCs and to facilitate the collaboration.

33. Members indicated their concerns on the infection control whilst handling the related cases. Miss Chan Lai-chu shared her experience in handling the clientele that the medical and nursing staff were alert of the issue and would advise social workers measures of infection control as appropriate. The Chairperson remarked that the treatment non-attendance was a complex issue relating to psychosocial and financial factors and invited the related social workers to provide the needed service having regard to the well-being and the interest of the patients.

[Post-meeting notes: Updated Brief Guide was issued to the IFSCs/ISCs on 24.8.2016.]

*Pilot Project on Child Care Training for Grandparents (the Pilot Project)*

34. Mr Jason Li reported that a two-year Pilot Project had been launched since late March 2016. It aimed at strengthening family ties and relationship between generations, enhancing child care as well as reinforcing support for nuclear families by enabling grandparents to become well-trained child carers in the home setting. It also helped to promote active ageing of grandparents through life-long learning.

35. Mr Li shared that the Pilot Project would offer two types of training courses, with a total provision of 540 training places, for grandparents, one on the skills of taking care of babies from new-born up to one-year-old, and the other on the skills of taking care of children aged under six. SWD had appointed nine NGOs as training bodies for implementing the Pilot Project and the training was free of charge. He encouraged Members to browse SWD Website for details.

*Review of “Collaboration Guidelines among Integrated Community Centres for Mental Wellness (ICCMW), Psychiatric Service and Personalised Care Programme of the Hospital Authority, Medical Social Services Units and Other Welfare Service Units” (ICCMW Collaboration Guide)*

36. Ms Clara Lam shared that the ICCMW Collaboration Guide was issued in 2011 after thorough deliberation at a related working group convened by RMB. A task group with members from NGO operators, representatives of the Hospital Authority, MSSUs, HKCSS and FT of SWD was set up to review and to update/revise the ICCMW Collaboration Guidelines as appropriate to achieve smooth and effective collaboration between ICCMWs and the related units in the delivery of timely community mental health support services to ex-mentally ill persons, persons with suspected mental health problems as well as their family members / carers. The 1<sup>st</sup> meeting was held on 5.5.2016. She invited Members to contribute their views on the ICCMW Collaboration Guide and other related issues to the FT for deliberation at the coming task group meeting by 27.5.2016.

*Review of Procedural Guidelines for Handling Elder Abuse Cases*

37. Ms Chan Mei-yi reported that the “Task Group on Review of Procedural Guidelines for Handling Elder Abuse Cases” (Guidelines – Elder Abuse) had been convened by the Elderly Branch of SWD since June 2015, to review the Guidelines – Elder Abuse, make recommendations on improving and revising that and submit draft amendments for comments and endorsement by “Working Group on Elder Abuse”. Task group members included various stakeholders such as IFSC colleague. Since its inception, four meetings have been conducted. She invited Members to contribute their views / concerns for FT to convey to the Elderly Branch / task group by 27.5.2016.

*Sharing with Education Bureau (EDB) on School Dropout Cases with Prolonged Absence*

38. Ms Chan Mei-yi reported that FCWB had lined up a meeting with the Non-attendance Cases Team (缺課個案專責小組) (the Team) of EDB on 5.5.2016 with the purpose of sharing the strategies in handling school dropout cases and cases with prolonged absence from school as well as the related child care problem. She thanked both SWD and NGO IFSC/ISC colleagues who had shared the issues of concern with FT and the colleagues who joined the sharing meeting. The concerns in handling the related cases, difficulties encountered in collaboration with EDB, in particular the Team, and strategies / proposed good practices in handling the cases had been shared in the said meeting. Mr Jason Li and Ms Clara Lam shared the gist of the meeting including the sharing of EDB on the related education policies and the purview and operation of the Team. As the sharing was found to be fruitful and the EDB colleagues expressed their readiness to have sharing at district / agency levels, Members were encouraged to consider organising similar sharing with the Team of EDB.

*Happy Family Kitchen Movement Project (HFKMP)*

39. Mr Mosses Mui drew the attention of Members to the series of programmes of “Happy Family Month” of HFKMP. HFKMP was the phase 3 of the Happy Family Kitchen Project. Same as the first two phases, HFKMP was jointly organised by HKCSS and the School of Public Health of Hong Kong University with funding support from Hong Kong Jockey Club Trust with the aim of promoting positive family communication and family solidarity. He thanked the support of NGOs to participate in HFKMP and SWD to be the supporting organisation. Information leaflet of “Happy Family Month” was tabled to Members for information.

**Date of next meeting**

40. There being no other business, the meeting was adjourned at 6:00 p.m. The date and time of the next meeting was scheduled on 8.9.2016 (Thu) at 9:30 a.m.

[Post-meeting note: The next meeting was re-scheduled to 6.9.2016 (Tue) at 2:30 pm at Committee Room, 1/F, Queen Elizabeth Stadium, 18 Oi Kwan Road, Wan Chai, Hong Kong.]