

**Minutes of the 27th Meeting of
the Committee on Integrated Family Service Centres**

Date : 26 February 2018 (Monday)
Time : 9:30 a.m.
Venue : Room 922, 9/F, Revenue Tower, Wan Chai, Hong Kong

Present

Social Welfare Department (SWD)

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| 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 and Islands)1 | |
| Ms POON Hau-yuk | Assistant District Social Welfare Officer (Eastern and Wan Chai)1 | |
| Ms FUNG Man-yu, May | Assistant District Social Welfare Officer (Kwun Tong)2 | |
| Ms LAM Bun-ngee | 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 CHUNG Si-weng, Renee | Assistant District Social Welfare Officer (Kowloon City and Yau Tsim Mong)1 | |
| Mr LAI Huen-lam, Stephen | Assistant District Social Welfare Officer (Sham Shui Po)1 | |
| Mr CHAN Ping-ching, Roy | Assistant District Social Welfare Officer (Shatin)1 | |
| Mr TAM Kam-chi | Assistant District Social Welfare Officer (Tai Po and North)2 | |
| Miss AU YEUNG Yee-kit | Social Work Officer /Integrated Family Service Centre (Yuen Long)2 [Representing Mr LAM Chi-ming, James, Assistant District Social Welfare Officer (Yuen Long)1] | |
| Ms YU Yuen-han, Jenny | Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1 | |

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| 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)

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| 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 Florence LI | Supervisor of Kwun Tong Centre Shun Lee Integrated Family Service Centre Hong Kong Family Welfare Society [Representing Ms Judy Chan, Head of Service] | |
| 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 Pauline FUNG | Senior Service Manager of Family Energizer Integrated Family Service Centre Christian Family Service Centre [Representing Mr Ng Ka-kui, Charles, Programme Director (Family and Community)] | |
| 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 Wendy WONG | Senior Manager St James' Settlement | |
| Ms WONG Chor-ling, Bell | Supervisor Long Love Integrated Family Service Centre Tung Wah Group of Hospitals [Representing Dr Wong Fung-yee, Margaret, Assistant Community Services Secretary (Youth and Family)] | |
| Ms LUI Yu-heung, Terri | Division Head (Family Service Division) 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 KWAN Po-shan, Avis Social Work Officer (Family)3 / SWD

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

Welcoming remarks

The Chairperson welcomed Ms LUI Yu-heung, Terri of Yang Memorial Methodist Social Service who replaced Mr CHU Muk-wah, Daniel to serve as a member of the Committee. She also welcomed colleagues who attended the meeting on behalf of members, including Ms WONG Chor-ling, Bell of the Tung Wah Group of Hospitals (TWGHs), Ms Pauline FUNG of Christian Family Service Centre, Ms Florence LI of Hong Kong Family Welfare Society and Miss AU YEUNG Yee-kit of SWD.

Confirmation of minutes of last meeting

2. Minutes of the 26th meeting were confirmed with refinement of the numbering of sub-heading on the last page (page 9) which should read as –
- (viii) *Monitoring of Service Statistics of IFSCs*
 - (ix) *Enhancement of Foster Care Allowance*

[Post-meeting notes: The confirmed minutes of the 26th meeting were sent to Members on 5.3.2018 and uploaded onto SWD Homepage accordingly.]

Matters arising

Sharing on the Development of Parenting Capacity Assessment Framework (PCAF)
(para.3, p.3)

3. Ms Clara LAM shared that the Task Group on PCAF was currently working on the PCAF social worker version for children of 13-36 month. The progress of preparing the version for Family Aides (FAs) with guiding note for FAs and their social work supervisors was also shared. The draft FA version would be issued to Members for comments after the meeting. Members were invited to note that while assessment should be conducted by social workers, FAs should be guided to use the tool by the supervising social workers to facilitate the assessment.

[Post-meeting notes: The draft FA version was sent to Members for comments via email on 5.3.2018]

Training courses (para. 4, p.4)

4. Ms Avis KWAN briefed Members the training courses which had been conducted from December 2017 to February 2018 and those to be conducted from March 2018 to June 2018. The content of the courses in relation to PCAF and divorce proceeding were highlighted. The related information was sent to Members before the meeting vide email on 23.2.2018. She encouraged Members to nominate suitable colleagues to attend the training courses.

Review of Procedural Guide for Handling Child Abuse Cases (para.5, p.4)

5. Ms CHAN Mei-yi reported that the Task Group, which was formed in November 2016 with members from various bureau/departments, service branches, departmental service unit, Hospital Authority (HA), Hong Kong Council of Social Service (HKCSS) and NGOs, had a meeting on 14 December 2017 to discuss the draft revised chapters worked out by the two focus groups on the areas of handling approaches, definition, identification and risk assessment. Further revisions would be made to the related draft revised chapters. For the next step, two more focus groups would be formed to discuss issues relating to social investigation and cases involving parents abusing drugs. Meanwhile, draft revised chapters relating to medical examination and criminal investigation were being commented by Hospital Authority (HA) and police respectively.

Handling of Suspected Child Abuse Cases – Collaboration with HA (para. 6 p.4)

6. Ms CHAN recapitulated that the related matter had been shared in the past three meetings. NGOs raised an issue about fee charged by HA on their request for information from HA Record Management Office by using the sample letter in the existing Procedural Guide for Handling Child Abuse Cases (Revised 2015) (i.e. Annex V to Chapter 4), on whether a person had received treatment in hospital/clinic of HA, with no consent from that person was available, so that the social worker could contact the medical officer for more information and/or invite the medical officer to attend the Multi-disciplinary Case Conference on Child Abuse (MDCC) to discuss the welfare plan of the child. It was agreed that for known cases of Medical Social Service units (MSSUs), including the child suspected to be abused who had been admitted into hospital, MSSUs would assist in passing the NGOs' request to HA. In that case, there would be no fee charged to the NGOs.

Sharing of the new initiatives in the Chief Executive's 2017 Policy Address (para. 21, p.7)

7. Ms CHAN shared that the Policy Address initiative of strengthening co-parenting support for divorced/separated parents and their children. Details of the initiative, including amount of additional manpower resources and the implementation schedule, would be announced later. Before the details were announced, to have early preparation, the Family and Welfare Branch (FCWB) had held a meeting with HKCSS and related NGOs on 12.2.2018 to have their views / ideas on the enhancement. She thanked HKCSS and related NGOs for their views.

Referral Mechanism for Handling Referrals between HD and SWD/NGOs (para. 22-23, p.7)

8. Ms CHAN recapitulated that upon completion of investigation on an alternative housing assistance case, the Ombudsman in the report issued on 13.11.2017 recommended that SWD should jointly with HD to review the existing cooperation agreement regarding the referral system to clarify in what circumstances, when making repeated referrals for the same case, HD was required to obtain written consent from clients and state the purpose of referral again. The basic premise was to minimise any duplicate administrative procedures as far as possible. To follow up the recommendation, HD and SWD held two meetings on 27.11.2017 and 29.12.2017 when related agreements made in the previous meetings of Liaison Group on Issues relating to Housing Assistance Cases (LG) were revisited and enhancement measures discussed. HD confirmed that HD staff would seek valid consent from tenants/applicants, explain clearly the purpose of referral to the tenants/applicants, and specify the purpose in the referrals made to SWD/NGOs. The following enhancement measures were proposed-

- (i) Existing referral template (i.e. Annex 20(a) and 20(b) to the Guidelines and Procedures for Processing Applications for Compassionate Rehousing and Other Housing Assistance (Guidelines)) could be enhanced for the purpose of further referral. The enhanced template should take into account the following principles –
 - a) the tenants/applicants should be well-informed of the specific purpose (not just under the big umbrella of housing assistance); and
 - b) the date on which tenants/applicants requested or gave their consent to the specific referral should be stated.
- (ii) For further referral of the same nature and same case (i.e. action not yet completed regarding tenant/applicant's original request) was made, a fresh consent would not be required. HD staff would inform the tenant/applicant verbally about the further referral and state the specific purpose and date of HD staff informing the tenant/applicant in Annex 20(a) and 20(b).
- (iii) The existing referral mechanism (i.e. paragraphs 2 to 5 of Chapter VI of the Guidelines, involving the issuance of Annex 21 to 25) would be applicable for further referral.
- (iv) When either consent or specific purpose had not been stated clearly in HD's referral, SWD/NGOs should use the existing Annex 21(a) and 21(b) to seek clarification from HD. If SWD/NGO could not provide the specific service to the tenant/applicant, reasons should be stated in the same template after liaison. Should there be divergent views, besides making reference to the summary of discussion of the 1st LG meeting held on 11.7.2011, proactive measures on communication, including face-to-face meeting between HD and SWD/NGOs should be considered to avoid delay of service delivery.

- (v) For further referral of the same case with request from the tenant/application on social assistance not relating to the original request of housing assistance, HD would obtain consent using the “Consent Form for Counseling” as agreed in the 7th and 8th LG meetings held on 8.7.2014 and 22.1.2015.

9. Ms CHAN shared the proposed enhancements which had been discussed with stakeholders at the meetings of Working Group on Review on the Operation of IFSC Services (WG) held on 13.12.2017, 12.1.2018 and 22.2.2018 as well as meeting with LG HKCSS and NGO members on 9.1.2018. Stakeholders generally agreed with the proposed enhancements and suggested that for better managing the expectation of the clients, their consent should be sought rather than informing them verbally about the referral, as they might not consent to the arrangement. Moreover, they also expressed the need to clarify with HD that written consent is preferable to verbal consent as far as possible.

10. Ms CHAN furthered that the draft revised Annex 20(a) and the related part of the Guidelines, having HD’s input incorporated, which had been sent to Members on 23.2.2018 would be deliberated in the coming LG meeting to be held on 28.2.2018. Members were invited to provide comments on the draft revised Annex 20(a) and the related part of the Guidelines by 7.3.2018.

Family Support Programme (FSP) (para. 28, p.8) and the related recommendation of the final report of the Committee on Prevention of Student Suicides

11. Ms CHAN shared that SWD was suggested to widely publicise outreach services provided in FSP for families with members at risk or with mental illness and those with social isolation so that they could receive timely support. The recommendations was stated in the final report of the Committee on Prevention of Student Suicides (CPSS Report) issued in November 2016. Among others, it was also recommended that IFSCs/ISCs should consider arranging outreach education programmes to cater for the needs of families of different strata including the hard-to-reach or even hidden parents, and the disadvantaged families which were busy to make ends meet, so as to facilitate their participation in the family life and parent education (FL&PE).

12. Ms CHAN shared the Secretary for Labour and Welfare formed and coordinated a cross-Bureau/Department task force, namely Task Force on Prevention of Youth Suicides, to look at the issue of youth suicide, in particular, to take stock of the recommendations of CPSS Report and to consider if further policy measures and actions should be taken to strengthen the efforts to prevent youth suicide. Members were encouraged to continue to implement FSP to outreach and encourage the individuals and families in need to receive appropriate services timely.

13. Ms CHAN recapitulated that a workshop on providing training to social workers to equip family support persons to provide support to vulnerable / hidden families would be arranged in 2018-19 to promote FSP and share good practice. FCWB would approach IFSC colleagues to invite them to share the valuable experience at the workshop.

14. In this relation, the Chairperson shared that Tai Po and North district would initiative a pilot to strengthen cross-sectoral collaboration among medical, social and education services, etc. for better utilisation of community resources and synergy effect in the prevention of youth suicides. The pilot project would be implemented in North District.

For taking forward the pilot project, ADSWO(TP/N)2 shared that a strategic community task group comprising representatives of relevant government bureaux/departments, NGOs, schools, police, hospitals/clinics, local organisations, volunteer groups and other parties concerned would be formed with the work focuses on (i) promotion of positive thinking and caring community; (ii) strengthening the community network in identifying/supporting youth at-risk; and (iii) training and intervention evaluation.

15. The Chairperson thanked ADSWO(TP/N)2 for sharing the pilot project. Members were invited to -

- (i) strengthen the related FL&PE programmes to address the risks of student suicide and to strengthen parents' sensitivity of and support for the children to cope with their difficulties;
- (ii) arrange outreach education programmes to cater for the needs of families of different strata including the hard-to-reach or even hidden parents, and the disadvantaged families which are busy to make ends meet, so as to facilitate their participation in the FL&PE; and
- (iii) promote and arrange services of FSP to / for families with members at risk or with mental illness and those with social isolation so that they could receive timely support.

Referral received from Education Bureau (EDB) (para. 29, p.9) and related collaboration

(i) Non-consensual / case checking referral

16. Regarding non-consensual / case checking referral, Ms CHAN shared that FCWB had liaised with EDB and worked out a template with information of exemption invoked under the Personal Data (Privacy) Ordinance to be incorporated as appropriate. The related referrals from EDB would be sent to FCWB for handling and case checking. For clients, after case checking, in need of further assistance would be forwarded to the concerned service units for follow up. Ms CHAN drew Members attention that referrals with consents would be handled according to the prevailing practices.

(ii) Early identification and early intervention

17. Ms CHAN shared that arising from the recent serious child abuse cases, a series of training had been co-organised by police, EDB and SWD in January and February 2018. Some more training programmes in regions organised by EDB and police were under planning. During the training programmes, early identification and early intervention had been promoted and the awareness of professionals was expected to have been enhanced. With the strengthened awareness and early identification, it was thus anticipated that there would be increasing number of cases identified in need of welfare assistance, such as child care and parenting support, to be referred to IFSCs/ISCs by schools and other sources after having been assessed by school social worker / student guidance personnel / student guidance teachers. Members' attention was drawn that during the process, if there was concern of suspected child abuse, the related school personnel would consult FCPSUs and refer those cases of suspected child abuse to FCPSUs.

(iii) Reporting mechanism for absentees in kindergartens

18. Ms CHAN further that EDB was enhancing the reporting/referring mechanism for kindergartens. Families in need or at risk would be referred by kindergarten to IFSCs/ISCs for support services. Ms LAM the announcement of EDB of 23.2.2018 that even if a student was absent for less than seven school days, or even attending school as usual, or absent intermittently, should the school personnel notice any wounds or any signs of child abuse, they should immediately refer to SWD's "Procedural Guide for Handling Child Abuse Cases" and report to EDB as appropriate, and in parallel report to the SWD or the Police for assistance. Upon enquiry of Members on the details of collaborating with EDB in handling the related referrals, the Chairperson shared that Members would refer to the related announcement issued by EDB for details which would be sent to Members after the meeting.

[Post-meeting notes: The link to Education Bureau Circular No. 4/2018 – Reporting Mechanism for Absentees in Kindergartens was sent to Members via email on 27.2.2018.]

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 LAM reported that the updated table detailing the progress of the follow up actions on the recommendations of the Review on the Implementation of the IFSC Service Mode had been sent to Members before the Meeting. Members were invited to note the progress.

Progress of work under various working groups

(i) WG

20. Ms CHAN shared that WG had held its 28th, 29th and 30th meetings on 13.12.2017, 12.1.2018 and 22.2.2018 respectively for discussion on the collaboration issues as well as the review on processing of Compassionate Rehousing (CR) cases. The updates would be shared and discussed in the ensuing agenda items 4 and 5.

(ii) LG

21. Ms CHAN reported that the 14th meetings of five Local LGs of the respective clusters were / would be held from June 2017 to March 2018. The coming 14th LG meeting would be held on 28.2.2018. The 15th meetings of five Local LGs of the respective clusters were / would be held from October 2017 to September 2018. Ms CHAN furthered that a meeting with HKCSS and NGO members of LG were held on 9.1.2018 for having their views on the proposed enhancement measures arising from the Ombudsman case mentioned above. Members were welcomed to bring up the related issues to the platforms for deliberation.

Collaboration issues between IFSCs / ISCs and MSSUs of SWD

22. Along the discussion of the WG on IFSC and the view interflow with RMB, Ms CHAN reported that the “Division of Work between MSSUs of SWD and IFSCs / ISCs of NGOs” (Division of Work) was revised. The draft revised Division of Work was sent to Members on 5.2.2018. While no proposed amendment was received from the Members, members in WG shared their preliminary views on the draft revised Division of Work and to facilitate more fruitful discussion and deliberation, more time was suggested for going through the draft revised Division of Work with reference to the “Discussion Items for the Working Group on Operational Issues Relating to Service Interfacing and Division of Work between MSSUs and IFSCs” (Discussion Items) which had been thoroughly deliberated in previous meetings. A version of draft revised Division of Work with remarks for facilitating cross reference to the Discussion Items would be prepared and sent to Members after the meeting.

23. In relation to the enquiries on handling of Child Assessment Centre cases and collaboration with the specialties of Out-patience Department concerned, Ms LAM shared that reference could be made to existing guidelines regarding the Central Referral System for Rehabilitation Services – Pre-school Manual of Procedures and prevailing guidelines.

24. Members were informed that further discussion would also be carried on in WG. The Chairperson also invited Members to provide good practice examples for incorporating in the draft revised Division of Work.

[Post-meeting notes: The draft revised Division of Work with remarks was sent to Members for comments vide email on 5.3.2018.]

Review on Processing of CR Cases

25. The Chairperson shared that the following issues would be reported / discussed in this meeting -

- (a) 2nd round of focus group meetings
- (b) Other means to collect views
- (c) Follow up Actions to be taken before the completion of the Review

26. To this end, she invited Ms CHAN and Ms KWAN to go through the items with members.

2nd round of focus group meeting

27. Ms KWAN reported that the 2nd round of focus group meetings had been conducted from 19.1.2018 to 31.1.2018. After incorporating Members’ views, the ‘Questions to be discussed’ together with the proposed enhancement area details had been further deliberated in the previous WG meetings and were sent to the participants prior to the focus group sessions vide mail on 16.1.2018 and issued to Members on 23.2.2018. She shared the enrolment and attendance of each session.

28. Ms CHAN furthered that session summaries of individual groups of the five sessions were sent to the respective facilitators and WG observers for comments. The compiled session summaries would be issued to Members for information after consolidation.

29. Based on the views collected from the 2nd round focus group meetings, Ms CHAN and Ms KWAN shared the preliminary summary of views on the proposed enhancement measures which was deliberated in the 30th WG meeting held on 22.2.2018. The enhancement measures would be further consolidated and deliberated in the coming WG meeting(s). The Chairperson invited Members to share their views by 7.3.2018.

Other Means to Collect Views

30. Ms CHAN recapitulated that apart from focus groups, FCWB continued to collect views from other means, including meetings and written submissions. As Hong Kong Social Worker' General Union (HKSWSGU) and social workers working in the shelters were very concerned about the progress of the CR review, two separate meetings with HKSWSGU and with shelters, together with Family Crisis Support Centre (FCSC), were held on 17.1.2018 and 7.2.2018 respectively. The progress of the review, including the progress of case study, views collected from 1st round focus group meetings and the arrangement of 2nd round focus groups, were shared at the meetings. HKSWSGU suggested setting up a specialised team for processing CR cases and shared the findings of the related survey for collecting views from frontline social workers conducted in September 2017, in which a total number of 141 questionnaires were received. She highlighted the summary of the findings of the said survey. Ms KWAN added that social workers of shelters/FCSC shared the observation of inconsistent assessment yardsticks across different districts and their major concern was to speed up the processing of CR cases so that eligible clients could be discharged from the shelters/FCSC as soon as possible. As to the enhancement areas, some supported a specialised team to handle CR cases while some shared that a specialised team was not necessary if alignment of assessment yardsticks could be realized upon completion of the current review. Nonetheless, if a specialised team was materialized, they concerned on the collaboration between the specialised team and the referring offices, in particular who was responsible for following up the discharge arrangement of clients from the shelters/FCSC.

Follow up Actions to be taken before the completion of the Review

31. Ms CHAN shared that suggestions involving HD were made by the participants in the 2nd round focus group meeting and would be channelled to HD in the coming LG meeting to be held on 28.2.2018. The suggestions included the following -

- (i) HD colleagues should be invited to share with SWD/NGOs regularly so as to facilitate the case processing;
- (ii) It was suggested that the role of HD in CR processing be more clearly delineated. As CR was a special housing assistance involving discretionary allocation of valuable resources, HD should not allocate public rental housing (PRH) units under the Tenants Purchase Scheme for CR clients, and should allocate interim housing only while clients should continue to waitlist PRH via Waiting List; and

- (iii) HD colleagues and estate management staff should understand the nature, purpose and rationale of CR and they should not refer the clients who just wished to speed up PRH application to SWD/NGOs.

32. Ms CHAN thanked for the views of Members. Pursuant to the planned Road Map, after the 2nd round focus group meeting, FCWB would finalise the recommendations on enhancement alternatives with reference to the views collected. It was planned that in the 2nd quarter of 2018, formal consultation on the proposed enhancement would be conducted by FCWB.

33. Ms KWAN furthered that apart from liaison with HD, the following actions were suggested to be taken before the completion of the review –

- (i) Encouraging sharing at district levels for SWD/NGO units to be organized so as to facilitate the handling of CR cases;
- (ii) Acknowledgement letter [i.e. Annex 9 to Guidelines] would be modified so as to enhance the understanding of the related persons on the rationale, purpose and nature of CR; and
- (iii) Suggested enquiry items with information notes on CR will be designed to facilitate the caseworkers to enquire medical advice. Since recommendation of CR has to be assessed comprehensively by social workers / approved persons, and that medical ground is only one of the factors to be considered, medical officers' advice pertaining to the clients' medical condition would be sought so as to facilitate the caseworkers to conduct comprehensive assessment.

Any other business

(i) Back up Support to NGO IFSCs /ISCs

34. Ms CHAN shared that proposed revision in Appendix III to the "Guidelines on Division of Work and Case Transfer Among IFSCs/ ISCs" (Appendix III) was discussed in last three WG meetings when Members had shared the existing practice and views on the proposed revisions. Regarding the concern on the suitability of NGO social workers in making assessment related to public resources, Ms CHAN recapitulated that the concerned items were pertinent to general social assessment of social workers and the revisions were for streamlining the workflow and providing more timely integrated family service to clients in need. Professional assessment of social workers of both SWD and NGO not related to statutory duties should be considered. She reported that WG would continue the deliberation on the matter in the coming meeting(s) and the draft revised Appendix III would be sent to Members for comments after the meeting.

[Post-meeting notes: The draft revised Appendix III was sent out to Members for comments via email on 5.3.2018]

(ii) Sharing of Interpretation Service of Ethnic Minority

35. Ms CHAN shared that in the meeting of Legislative Council Subcommittee on Rights of Ethnic Minorities held on 23.1.2018 and a separate meeting with FCWB, Hon. SHIU Ka-chun and related NGOs serving EMs held on 18.1.2018, it was commented that EMs were not notified of the interpretation services when they approached IFSCs. The low utilization of the interpretation service and no utilization of web-cam facilities were also reported.

36. Ms CHAN furthered that the Commission on Poverty chaired by Chief Secretary for Administration had discussed the "Study on Ethnic Minorities' Awareness and Satisfaction towards Selected Public Services" in the meeting on 7.2.2018. The report would be published by end-February. It was shared at the meeting that when EMs approach the service counters or centres of SWD/NGO, they were seldom offered interpretation services even though there were noticeable communication gaps between EMs seeking services on the one hand and frontline staff providing the services on the other. EMs had previous experience or had been told by their friends that interpretation service was not readily available in IFSCs and they had to ask their family members, EM friends or EM social workers to accompany them to IFSCs. As matters like domestic violence was not something EMs would like to share with their family members and EM friends, this had deterred EMs suffering from domestic violence, which was quite common in the EM community, from seeking help from IFSCs.

37. Ms CHAN invited Members to advise the concerned IFSC/ISC colleagues to refer to the "Points-to-note in providing welfare services for ethnic minorities" which were issued to all SWD centres and NGOs operating IFSCs/ISCs in June 2017 and July 2017 respectively. For sensitive cases, SWD and NGO colleagues were required to actively discourage EM service users to ask their family members or EM friends to be their "interpreter" when receiving services in IFSCs/ISCs. IFSCs/ISCs should also take measures for introducing and arranging suitable interpretation and translation services to EM service users as appropriate.

(iii) Survey on Pilot Project on Children Contact Service

38. As shared in previous Meeting Committee on IFSCs, Ms CHAN recaptured that SWD had launched a two-year Pilot Project on Children Contact Service (the Pilot Project) with support from the Lotteries Fund to assist separated/divorced parents, in particular the non-residing parents, to maintain contact with their children in a safe and conflict-free environment. The Pilot Project, commissioned to the Hong Kong Family Welfare Society (HKFWS), had commenced operation on 21 September 2016.

39. As the Pilot Project had been implemented for over a year, HKFWS would like to collect feedback from the frontline social workers on how the service could help the separated/divorced families in handling the issues relating to children contact. While HKFWS would gather feedback from the referrers and case managers using the Service, a simple and short questionnaire was designed for social workers who had not referred or not successfully used the service in order to understand the difficulty and service need of the frontline social workers. Members were encouraged to invite social workers of their units to complete questionnaire and return to HKFWS directly.

(iv) Family Proceedings Court Users' Committee - Introduction of enhanced security measures at the High Court Building

40. Ms LAM shared that the enhanced security measures under a pilot scheme would be introduced at the High Court Building ("HCB") starting from 31 January 2018. Members' attention was drawn that the Judiciary had urged the relevant parties and other court users to arrive at the HCB earlier, particular during the peak hours in the mornings or after the lunch breaks.

(v) Advisory Committee on Mental Health – Mental Health Services for Children and Adolescents

41. Ms CHAN shared that the recommendations in the Mental Health Review Report issued in April 2017 related to IFSCs/ISCs included measures to identify needs for facilitating early intervention for strengthening quality of care to children in accordance with their developmental needs (i.e. Recommendation 7). Members were invited to share the recommendation with the IFSC/ISC colleagues that they 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. Good case management, including effective case supervision, staff training, case conferences, regular case and performance review should be maintained for ensuring the interest of service recipients be secured and appropriate services be provided through regular reviews of their welfare needs.

(vi) Student Mental Health Support Scheme (醫教社同心協作計劃)

42. Ms CHAN recaptured that Food and Health Bureau (FHB) had launched a two-year pilot scheme named as "Student Mental Health Support Scheme" in September 2016. Through the collaboration of the Hospital Authority, Education Bureau and SWD, a school-based multi-disciplinary communication platform which involved different relevant healthcare, education and social welfare professionals and parents/guardians was set up to provide support to students with mental health needs in schools under the Scheme. Scope of services under the Scheme includes comprehensive assessment, care and support plan, multi-disciplinary interventions and regular case meetings. A total of 15 secondary schools and 2 primary schools in Kowloon were invited to participate in the pilot scheme.

43. Ms CHAN furthered that that the FHB had commissioned the Department of Psychiatry of the Chinese University of Hong Kong (CHHK) to conduct an evaluation study for the Pilot Scheme, including evaluating the effectiveness of the services model, making recommendations for service refinements, indicating related resources implications, proposing way forward of mental support services for students, etc. Feedback would be obtained from multi-disciplinary team members, including the caseworkers who had attended the case conferences. To facilitate the evaluation of the pilot scheme for betterment of service provision, the feedback from the caseworkers involved was very valuable and indispensable. In this connection, Members were appealed for assistance from their colleagues to complete the relevant questionnaires when being approached by the CUHK.

44. Furthermore, the Operations Guideline for Student Health Support Scheme had been updated. District managers had been invited to share the Guideline (version 1.2) with concerned casework units including MSSUs and IFSCs/ISCs of both SWD and NGOs for information. Similar to previous arrangement, the Guideline was distributed only to the casework units in the districts with the participating schools of the Student Mental Health Support Scheme for information.

(vii) Collaboration with anti-drug service units

45. Ms LAM reported that a presentation was given by her to Counselling Centres for Psychotropic Substance Abusers, Centre for Drug Counselling and anti-drug service units on 15.11.2017 at the 70th Meeting of Drug Liaison Committee as convened by Narcotics Division. She shared the concerns on the collaboration among related professionals in providing timely and early intervention service to parents with drug abuse history and new born babies. Members were encouraged to work closely with the anti-drug service units on the related cases as appropriate and include these service units in the related district platforms so as to further strengthen the collaboration.

(viii) Pilot Scheme on Support for Elderly Persons Discharged from Public Hospitals After Treatment (Pilot Scheme) under the Community Care Fund (CCF)

46. Ms LAM shared that to support elderly persons who were assessed to be in need of transitional care and support but were not covered under the existing Integrated Discharge Support Programme, the CCF has launched the Pilot Scheme on 26.2.2018 for a period of three years which aims at enabling the elderly persons to continue ageing in place in a familiar community after receiving the necessary services during the transitional period, thus preventing their premature admission into residential care homes for the elderly.

(ix) New APPS for service users

47. Mrs Eliza LAM shared that a free APPS developed by the Caritas – Hong Kong had been launched for public to examine and have more awareness of the essence of different dimensions of their marital relationship, such as faith and forgiveness, appreciation, mutual support, love and loyalty, sense of security, etc. and they were encouraged to seek help from professionals when needed. Related publicity materials were tabled to Members. Members were invited to share the APPS information with the frontline colleagues as well as service users.

(x) Sharing of Pilot Scheme on Relocation Allowance for beneficiaries of the “Community Housing Movement”

48. Ms CHAN furthered that a three-year Pilot Scheme on Relocation Allowance for Beneficiaries of the Community Housing Movement (Pilot Scheme) was launched in December 2017 by the CCF to provide subsidy for low-income households under the Community Housing Movement (CHM) which was a scheme run by HKCSS to pay for removal expenses. The Pilot Scheme administrated by SWD started from 28.12.2017. Eligible households might approach service operators of the CHM for an information brief and application form. Mr Moses MUI added that the three-year project CHM had commenced in December 2017. HKCSS had been soliciting idle or under-utilized housing resources in the community to provide affordable and decent transitional social housing to

the needed. Members were invited to advise the IFSCs/ISCs to refer suitable cases to the CHM as appropriate.

(xi) “Coupling in Sunset” and “SHKP Rainbow with Kids”

49. Mrs Angela CHIU shared that two programmes organised by the Hong Kong Catholic Marriage Advisory Council. Related leaflets were tabled to Members. The first was “Coupling in Sunset” targeting retired couples to enhance their adjustment after retirement. The second was a programme in supporting children encountered family crisis, including bereavement of deceased parents, family violence and separation/divorce of parents. Members were invited to share the programmes with the frontline colleagues as well as service users.

Date of next meeting

50. There being no other business, the meeting was adjourned at 5:15 p.m. The date and time of the next meeting was scheduled on 28.5.2018 (Monday) at 2:30 p.m.

[Post-meeting note: The next meeting would be held at Room 919, 9/F, Revenue Tower, Wan Chai, Hong Kong]