

**Minutes of the 33<sup>rd</sup> Meeting of  
the Committee on Integrated Family Service Centres**

Date : 9 December 2019 (Monday)  
Time : 10:00 a.m.  
Venue : Room 922, 9/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong

**Present**

Social Welfare Department (SWD)

Ms SIU Kin-heung, Mabel	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Miss HAU Suk-kwan	Assistant District Social Welfare Officer (Central Western/Southern/Islands)1	
Miss FUNG Hing-sum, Fanny	Assistant District Social Welfare Officer (Eastern/Wan Chai)1	
Ms CHUNG Si-weng, Renee	Assistant District Social Welfare Officer (Kowloon City/Yau Tsim Mong)1	
Mr LAI Huen-lam, Stephen	Assistant District Social Welfare Officer (Sham Shui Po)1	
Ms YU Yuen-han, Jenny	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)1	
Miss LAI Po-yi, Yondy	Assistant District Social Welfare Officer (Tuen Mun)2	
Mr KWONG Chong-ki	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)1	
Ms CHAN Chun-mei	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)2	
Mr LAM Chi-ming, James	Assistant District Social Welfare Officer (Yuen Long)1	
Mr LAU Chun-wai, Raymond	Officer-in-charge Ngau Tau Kok Integrated Family Service Centre [Representing Ms FUNG Man-yu, May Assistant District Social Welfare Officer (Kwun Tong)2](ADSWO(KT)2)	
Ms LAI Yuk-king, Lorita	Social Work Officer Shatin (North) Integrated Family Service Centre [Representing Mr CHAN Ping-ching, Roy Assistant District Social Welfare Officer (Sha Tin)1] (ADSWO(ST)1)	

Miss SHEA Ka-shuen	Senior Social Work Officer (Family)2
Mr PANG Ting-man, Rick	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
Ms LAM Yee-wan, Eliza	Head of Family Service Caritas – Hong Kong
Mr NG Ka-kui, Charles	Programme Director (Family and Community) Christian Family Service Centre
Mrs Angela CHIU	Executive Director The Hong Kong Catholic Marriage Advisory Council
Ms TSUI Shuk-yin, Terry	Social Work Supervisor Hong Kong Children and Youth Services
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 Wendy WONG	Assistant Director (Rehabilitation and Family) Yang Memorial Methodist Social Service
Ms SHAM Ching-yin, Letty	Clinical Manager II Tung Wah Group of Hospitals (TWGHs) Long Love Integrated Family Service Centre [Representing Ms Brenda CHUNG, Assistant Community Services Secretary (Youth and Family), TWGHs]
Ms Charrix LEE	Supervisor Tseung Kwan O (South) Integrated Family Service Centre [Representing Ms Judy CHAN, Head of Service Hong Kong Family Welfare Society (HKFWS)]

Ms CHOI Wai-ye, Susanne                      Chief Supervisor  
Family Networks Integrated Family Service Centre  
[Representing Ms KONG Shuk-wah, Florence  
Service Head (Family and Counselling Service)  
Hong Kong Christian Service (HKCS)]

### **In attendance**

#### SWD

Mr TSE Shu-to, Sebastian                      Chief Social Work Officer (Elderly)2

(Remarks:     Mr TSE attended the meeting to brief Members about the ‘Regularisation of the Designated Residential Respite Places in Enhanced Bought Place Scheme Homes’ )

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

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

Ms LEUNG Ngan-yin, Cecilia                      Assistant Social Work Officer (Family)1

### **Absent with apology**

Mr TAM Kam-chi, Kelvin                      Assistant District Social Welfare Officer  
(Tai Po/North)2

### **Welcoming remarks**

The Chairperson welcomed Miss SHEA Ka-shuen and Mr PANG Ting-man who took up the post of SS(F)2 and S(F)1 on 8.10.2019 and 22.7.2019 respectively. She also extended a word of welcome to Ms Letty SHAM, Charrix LEE, Ms CHOI Wai-ye, Ms LAI Yuk-king and Mr LAU Chun Wai who represented Ms Brenda CHUNG of TWGHs, Judy CHAN of HKFWS, Ms Florence KONG of HKCS, ADSWO(ST)1 and ADSWO(KT)2 of SWD respectively to attend the meeting on their behalf. For two outgoing members, namely Ms FUNG Man-yu and Ms CHAN Chun-mei, she expressed thanks for their past contribution to the Committee.

### **Confirmation of Minutes of Last Meeting**

2.            The Chairperson informed that the draft minutes of the 31<sup>st</sup> meeting had been sent to Members vide email on 13.7.2019. With no proposed amendment, the minutes of the last meeting were confirmed.

(Post-meeting note:     The minutes of the last meeting were sent to Members vide email on 12.12.2019.)

## **Regularisation of the Designated Residential Respite Places in EBPS Homes**

3. Mr Sebastian TSE, C(E)2, gave a presentation on ‘Regularisation of the Designated Residential Respite Places in Enhanced Bought Place Scheme (EBPS) Homes’ with the aid of power point presentation. He highlighted that EBPS homes had been providing residential respite service by using casual vacancies of subsidised places since 1 March 2012. Upon regularization of the designated residential respite places in EBPS homes on 1.10.2019, a total of 142 EBPS homes participate in the scheme to provide a total of 280 respite places. Social workers may refer appropriate cases for admission during normal office hours. For urgent admission during non-office hours, the service will open to direct application from the public and medical examination can be done after admission. It is a convenient and user friendly service to provide temporary relief for family members or relatives who are the main caregivers of elderly persons requiring a certain degree of personal care whilst residing in the community. The public may check the updated position of vacancies from SWD Web-page.

### **Matters arising**

#### *Enhanced Services of FCPSUs (para. 3-5)*

4. Miss SHEA Ka-shuen reported that the Domestic Violence Team had taken into account the comments collected from consultation in finalizing the revised Procedural Guide for Handling Child Abuse Cases (Procedural Guide). The finalized draft of the revised Procedural Guide would be put up for endorsement in the coming meeting of the Committee on Child Abuse on 20 December 2019. Briefing on the revised Procedural Guide would be held in the first quarter of 2020. It is expected that the revised Procedural Guide will be implemented in April 2020.

#### *Progress of 5 Specialised Co-parenting Support Centres (SCSCs) (para. 6)*

5. Ms Alice LAI reported that the five SCSCs operated by NGOs had commenced service on 1 October 2019 with a view to providing one-stop child-focused co-parenting support services for separated/divorcing/divorced parents and their children. The list of SCSCs and their interim addresses, service leaflets and the Collaboration Guidelines between SCSCs and FCPSUs, IFSC/ISC and other welfare service units were disseminated to SWD and NGO IFSC/ISC service coordinators by separate emails on 25.9.2019 and 2.10.2019. Among the five SCSCs, two centres already started operating on interim premises. For the remaining three centres, pending completion of fitting-out works, they now operate in the agency’s service units, as a temporary measure, to deliver the services during the interim.

6. Ms LAI furthered that in order to raise the public awareness of the new service and promote the concept of parental responsibility, FCWB had arranged a mobile promotion truck to serve 11 districts from 3 November to 2 December 2019 except 24.11.2019 (District Council Election). The roving truck was scheduled to operate from 12 p.m. to 8 p.m. to implement the promotional activities in three pre-set venues per district. Apart from the driver and two staff provided by the contractor, the truck was mainly manned by District Designated Contact Persons (Parental Responsibility)(DDCP(CR)s), staff of IFSCs and SCSCs. Due to social unrest, promotional activities were suspended from 11-13

November 2019. In total, the roving truck operated 27-day promotional programmes with over 7,500 participants. She added that the Working Group on Promotion of Parental Responsibility had been formed with representatives from related sectors or with different expertise, including DDCP(PR)s, representatives of FCPSUs, SCSCs, HKCSS, FCWB and Clinical Psychologist of SWD to join hands to map out promotional strategies and devise action plans for promoting parental responsibility and co-parenting to the public. The first meeting would be held in February 2020.

7. Mrs Angela CHIU remarked that SCSCs provide a package of services comprising structured parenting groups/programmes/workshops for parents, children supervised contact services, child-focused intensive counselling/groups/programmes and educational programmes promoting parenting responsibility. Legal consultation service is also available for the needy cases. Mr Raymond WONG shared that SCSC had recently come across cases involving visitation arrangements between step-father and step-children.

*Consultation on Proposed Amendments on the Procedural Guidelines for Handling of Elder Abuse Cases (para. 13-14, p.5)*

8. Miss SHEA informed that upon further consultation with the relevant stakeholders including IFSCs/ISCs, the Elderly Branch had decided to maintain the standing practice for handling suspected elder abuse cases/elder abuse cases in relation to the division of work among social workers/professionals in the current review of procedural guidelines. The finalized version of Guidelines (in Chinese) was already issued and uploaded on SWD webpage in November 2019. The English version would be issued in 2020 after completion of translation.

*Sharing on the Development of Parenting Capacity Assessment Framework (PCAF) (para.15, p.6)*

9. Mr PANG Ting-man reported that on completion of consultation, the revised “PCAF Manual (for children aged between 0 to 36 months) - Social Workers’ Version” had been released to DSWOs and related NGOs for dissemination to the frontline staff in August 2019. Two half-day seminars were held on 9.5.2019 and 29.5.2019 to provide training in the proper use of the manual. A new e-Course on ‘Seminar on PCAF (for children aged 13-36 months old)’ was produced and uploaded to the e-Learning Centre of Staff Development and Training Section (SDTS). Together with the previous e-Course on ‘Seminar on PCAF (for children aged 0-12 months old)’, social workers are encouraged to make use of the resources to improve their knowledge in parenting capacity assessment. For staff of NGOs, they can use the login name and password assigned by SDTS prior to starting e-learning. They may telephone Mr Ricky AU of SDTS at 3107 8012 for enquiry.

10. The draft guiding notes of PCAF (0 to 36 months) for family aides was drawn up in October 2019. Pending comments from the Task Group on PCAF and FCPSUs/IFSCs/ISCs, particularly supervisors of family aides, FCWB would finalise the draft in the coming months.

*Training courses (para.16, p.6)*

11. Ms Avis KWAN gave a brief report on the training courses had been/to be conducted from 17.7.2019 to 31.1.2020. As shown on the screen, two half-day training

courses were organised for counter staff to impart on the knowledge on racial equality, working with EM and enhancing cultural sensitivity of EMs in November and December 2019. Another half-day training course on working with victims of domestic violence and risk of child abuse across EMs would be conducted in January 2020. She appealed to Members to nominate at least one staff to attend each related EM training programme as far as possible. The participants would be expected to share the knowledge with other colleagues in the concerned service units.

*Family Support Programme (FSP) (para. 17, p.6)*

12. Ms KWAN reported that a workshop on providing training to social workers to equip family support persons to provide support to vulnerable/hidden families would be conducted again on 10 December 2019. She took the opportunity to thank ADSWO(TP/N)2 and S(F)1 for sharing their valuable experience and practice wisdom at the workshop. Members were encouraged to nominate suitable staff to join the training after announcement of the programme details. She furthered that FCWB had started compiling reference material to include good practice of FSP including the recruitment of and training provided to volunteers who have gone through similar problems or crises. FCWB targeted to issue the said reference material by end of 2019.

(Post-meeting note: The Family Support Programme Reference Material was issued to Members for distribution to the frontline workers vide email on 13.12.2019.)

13. The Chairperson took the opportunity to encourage IFSCs/ISCs to fully utilize the facilities (e.g. playroom and pantry) by quoting the "Community Carer Cafe" piloted in Tai Po and North District as an example. Ms Eliza LAM echoed that she had invited the Hong Kong Federation of Women's Centre to collaborate with Caritas Integrated Family Service Centre – Shau Kei Wan to provide support service for the care-givers. Talks by Chinese Medicine Practitioner are popular programmes among the participants.

*Additional Manpower Resources for NGO IFSCs/ISCs (para. 19, p.7)*

14. The Chairperson informed that the service output level would be adjusted up by adding 10 cases, 6 groups and 8 programmes corresponding to allocation of one additional ASWO for NGO IFSCs/ISCs. The notification letter would be issued to NGOs in December 2019 with additional resources to be allocated in January 2020. The adjusted output would be counted for one quarter only (i.e. Jan-Mar 2020). Minor grants from the Lotteries Fund would also be allocated to NGOs for purchasing additional furniture and equipment. Ms KWAN shared that SDTS invited two enrolled nurses from the Department of Health to conduct a half-day training for family aides on 11.2.2020. The knowledge on taking care of newborns, post-natal mental health and home safety would be disseminated. Members were encouraged to nominate suitable staff to enroll on the course.

*Outreaching Team for Ethnic Minorities (OTEM) (para. 20, p.7)*

15. Mr Daniel CHU gave a presentation on OTEM with the aid of power point presentation. He informed that a total of 20 proposals were received from 16 NGOs. Upon recommendations of the Vetting Committee, SWD selected 3 NGOs to operate OTEM service w.e.f. 1 March 2020 in the three clusters as follows:

Name of NGO	Cluster (Districts) Served
The Neighbourhood Advice-Action Council	<b><u>Team A</u></b> Central Western, Southern and Islands, Eastern and Wan Chai, and Kwun Tong
Hong Kong Christian Service	<b><u>Team B</u></b> Sham Shui Po, Kowloon City and Yau Tsim Mong, Wong Tai Sin and Sai Kung
Hong Kong Sheng Kung Hui Welfare Council Limited	<b><u>Team C</u></b> Tsuen Wan and Kwai Tsing, Tuen Mun, Yuen Long, Tai Po and North District, and Sha Tin

16. Mr CHU introduced that the service objectives of OTEM is to proactively reach out to Ethnic Minorities (EMs) and connect the needy ones with mainstream welfare services. A package of services comprising casework, group and programmes would be provided to forestall occurrence of family problems, enhance problem solving capacity, family relationship and support network of EM service users for their early integration into the local community. Target service users are disadvantaged EMs from Bangladesh, India, Indonesia, Nepal, Pakistan, Philippines, Thailand and Sri Lanka. At the community level, EM residents in the community are the general service targets for public education, social inclusion and promotional programmes. The scope of service includes outreach service, telephone enquiry service, drop in service, short-term intervention/casework support and group and programmes.

17. Mr CHU highlighted that in making referrals to mainstream welfare service /mainstream service units, OTEM staff would brief the receiving end on the client's religion, language and other characteristics, provide the needed support in the course of referral (e.g. escort and interpretation) and follow up engagement of client in the services referred. In the provision of casework service, given the service design and the vast service boundary, OTEM would merely provide short-term intervention and long term casework support, and the role of case manager would be vested in the social worker of mainstream casework service unit. For future collaboration between IFSCs/ISCs and OTEM, the latter would provide training/sharing programmes for service providers of mainstream welfare services /mainstream services, offer advice to individual enquiries about EMs, provide volunteer services to serve the community and co-organise social inclusion programmes with other NGOs and local bodies. For networking with stakeholders, OTEM would initiate meetings with mainstream welfare service units to introduce OTEM service and enhance future cooperation to run joint programmes for EMs.

*Review of IFSC/ISC service boundaries and updated population (para. 22, p.7)*

18. Ms LAI informed that FCWB had collected the updated geographical service boundaries and population served by each IFSC/ISC from ADSWOs supervising IFSCs. Similar to the last updating exercise, FCWB had been checking the details of service boundaries, including every street and building, against the latest maps. In order to tie in with the commencement of the new District Council in January 2020, the Chairperson targeted to upload the updated version to SWD Web-page on 1.1.2020.

(Post-meeting note: The updated service boundaries of IFSCs/ISCs were uploaded to SWD Web-page on 1.1.2020.)

## **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 (para. 23, p.8)*

19. Ms KWAN informed that the report on the progress of follow up actions would be sent to Members for information. Members were requested to note the progress which would be highlighted in bold and tabulated in the report according to the sequence of recommendations.

(Post-meeting note: The updated report was sent to Members vide email on 10.12.2019.)

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

20. Ms LAI reported that at the 39<sup>th</sup> meeting of the WG, a number of issues relating to (i) review on processing of CR cases; (ii) review of the procedural guidelines for handling of elder abuse; (iii) collaboration issues between IFSCs/ISCs; (iv) pilot scheme on social work service for pre-primary institutions, and (v) issue of collaboration with secondary school social worker had been examined and resolved. Members were requested to refer to the minutes of the WG meeting for the discussion details.

*Liaison Group on Issues Relating to Housing Assistance Cases (LG) (para. 25, P.8)*

21. Ms KWAN highlighted that the issue relating to the handling of marital status of elderly persons had been brought up for discussion in the 17<sup>th</sup> LG meeting on 28.8.2019. As elaborated, in processing a CR case, Housing Department (HD) normally toe a hard line that it would not entertain the case if only one of the married couple applied for public rental housing (PRH). If the social worker found an elderly person justified for consideration of waiving such a condition, supervisor of the social worker should have early discussion with Assistant Housing Manager/Registration & Civil Service (10) of HD prior to making a recommendation for CR on a case by case basis. If HD had no adverse comments to the SWD/NGO's proposal for waiving the related eligibility requirement, social worker should prepare and submit the recommendation stating strong justifications of the waiving together with other social and/or medical grounds to District Social Work Officer (DSWO) for consideration of CR provided that the client undertook to surrender the PRH unit allotted under CR if the couple had reunion in future. For the details, she advised Members to refer to the Summary of Discussion concerned to be issued in due course.

(Post-meeting note: The Summary of Discussion on the 17<sup>th</sup> LG meeting was issued to frontline service units vide email on 13.12.2019.)

22. Ms KWAN informed that the coming LG meeting (i.e. 18<sup>th</sup> meeting) would be held in February/March 2020. She welcomed Members to bring up issues of concern for discussion, if any.



## **Any other business**

### *New Initiative in the Policy Address 2019 – EM District Ambassador pilot project*

23. Ms KWAN informed that as announced in the Chief Executive's Policy Address 2019 Supplement, a three-year EM district ambassador pilot scheme would be implemented in nine districts with higher EM population in 2020-21. It aims to employ more EMs in SWD and NGOs, enhance EM service provided by district centres/service units, and co-ordinate and enhance communication and co-operation with the relevant stakeholders. As the initiative is currently in the planning stage, she would share with Members again the details once they are finalised.

24. In response to the question on which kind of service units could benefit from the initiative, the Chairperson supplemented that the initiative had been put forth by the Steering Committee on Strengthening Support for EMs. A total of 46 EM ambassadors would be allocated to the frontline service units (e.g. IFSCs and community units of rehabilitation and elderly services) in 9 Administrative Districts under Home Affairs Department. The provision is not only intended to increase the employment opportunity for EMs but also improve the quality of service for EMs.

### *Suspension of IFSC services during social unrest*

25. Miss SHEA informed that some IFSCs had encountered service suspension or disruption resulted from large scale protests, MTR station shutdown, traffic blockage, closedown of government offices building and tear gas warning leading to staff safety issues in the past 2 months. On the understanding that maintenance of IFSC service is of equal importance as staff safety issues, AD(FCW) convened a meeting with NGO IFSC coordinators on the operation of IFSCs during social unrest on 18.10.2019. The meeting agreed that NGO IFSCs/ISCs would seek advice/approval from FCWB for unavoidable suspension of IFSC service vide a whatsapp group set up by the Chairperson. For SWD IFSCs, they would seek advice/approval from DSWOs concerned. Insofar as what the meeting could see, no particular problem was observed after implementation of the practice.

### *IFSC service in response to social unrest*

26. Mr Moses MUI shared that with donations amounted to \$10 million, HKCSS had launched a scheme “港講訴 Time to heal” to provide psychiatric treatment and clinical psychological service for 1,000 Hong Kong citizens with emotional problems triggered by the recent social unrest. Social worker can refer a client to receive four free sessions of clinical psychological service or psychiatric treatment under the scheme. Funding subsidy up to \$7,000 per person would be granted. He added that \$5,000 would also be released to subsidize agencies for running training workshops/capacity building programme for social workers and volunteers. SWD colleagues are also welcome to join.

27. Ms Eliza LAM shared that Caritas Family Service had produced a “Caritas Family Service X Beebipeace” pack containing a “錫錫自己小錦囊”, a leaflet on “與孩子談新聞五部曲” and a book mark “常存希望小點子”. The pack is featured with “玫瑰不倒翁” which is a cartoon character designed by Ms SZE Tak-yin. Besides, a psychological support telephone line (3150 8712) and a community whatsapp group targeting on callers in dismay affected by social unrest have since end-July 2019 been manned by social workers

till 12:00 a.m. with the aim to provide immediate counselling and emotional support to the needy callers. In addition, workshop on “好好照顧自己工作坊” and a mentorship programme on “心靈小天使” were run to improve emotion management of participants. Day programmes and time out programmes were also provided by the Family Crisis Support Centre, and the programme contents had been uploaded on agency’s webpage. For the telephone calls made to 18 288, 40% involved emotional distress.

28. Ms Letty SHAM shared that TWGHs had been running a hotline, namely SOULink 訴心聆(3996 1199), operated from 4:00 p.m. to 9:00 a.m. to help callers tackle their emotional crises and relaxation programmes for clients under mental stress.

*Proposed revision of Funding Service Agreement of IFSC arising from addition of manpower resources for NGO IFSCs*

29. Miss SHEA reiterated that arising from addition of one registered social worker for NGO IFSCs, the service output would be adjusted up by adding 10 cases, 6 groups and 8 programmes based on the existing conversion formula. Her initial thought was that on adjusting the funding service agreement of IFSC, FCWB would take stock of the relevant service statistics in the coming 3 to 6 months. Members reflected that the existing SIS data could not fully reflect all the case information and explored the possibility of launching a study or survey to examine the related issues (e.g. help-seeking behavior and role of IFSC). In view that the issue is not imminent, more thought and discussion would be needed to map out the way forward at a later stage.

### **Date of next meeting**

30. In view that the operational issues had been in good hands, the meeting agreed that the Committee should meet at a less frequent interval, say once every 6 months. The next meeting is scheduled for 17 June 2020 (venue to be confirmed).

Family and Child Welfare Branch  
Social Welfare Department  
January 2020