

**Minutes of the 1st Meeting of
the Committee on Integrated Family Service Centres**

Date : 17 September 2010 (Friday)
Time : 2:30 pm
Venue : Conference Room 1, Social Welfare Department Headquarters,
9/F Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong

Present

Social Welfare Department (SWD)

Miss Maria Lau	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Mrs Kuang Yeung Ngan-hoo	Assistant District Social Welfare Officer (Central Western / Southern / Islands)1	
Mrs Choy Wong Lai-chun, Sarah	Assistant District Social Welfare Officer (Eastern / Wan Chai)1	
Mrs Choi Chau Pui-yau, Alice	Acting Assistant District Social Welfare Officer (Kwun Tong)2	
Ms Wong Sin-ying, Grace	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)1	
Ms Lee Kam-yung	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)2	
Mrs Heidi Kwong	Assistant District Social Welfare Officer (Kowloon City / Yau Tsim Mong)1	
Lee Yuen-hung	Assistant District Social Welfare Officer (Sham Shui Po)1	
Ms Chu Wing-yin, Diana	Assistant District Social Welfare Officer (Shatin)1	
Ms Wong Yin-ye	Assistant District Social Welfare Officer (Tai Po / North)2	
Pang Yu-on	Assistant District Social Welfare Officer (Yuen Long) 1	

Ms Yuen Siu-ching, Lisa	Officer-in-charge Tsing Yi (South) Integrated Family Service Centre [Representing Miss Chan Wai-chun, Assistant District Social Welfare Officer (Tsuen Wan / Kwai Tsing)1]
Cheung Tat-ming, Gary	Assistant District Social Welfare Officer (Tuen Mun)2
Ms Loletta Lo	Senior Social Work Officer (Family)2
Miss Chow Mei-yee	Social Work Officer (Family)1 (Secretary)

Non-governmental organisations (NGOs)

Mui Wai-keung, Moses	Chief Officer (Family and Community) Hong Kong Council of Social Service
Ms Angie Lai	Head of Family Service Caritas – Hong Kong
Ms Cindy Leung	Head of Service (Family Service) Hong Kong Family Welfare Society
Ms Ann Lo	Assistant Director of Program International Social Service Hong Kong Branch [Representing Ms Iris Liu, Director of Program of International Social Service Hong Kong Branch]
Mrs Doris Lee	Executive Director Hong Kong Catholic Marriage Advisory Council
Ms Florence Kong	Principal Coordinator Family Networks: Yau Tsim Integrated Family Service Centre Hong Kong Christian Service [Representing Mr Kwok Wai-keung, General Manager (Family and Community Core Business) of Hong Kong Christian Service]
Mrs Ngan Lai Mee-yuk	Social Work Supervisor Hong Kong Children and Youth Services
Ms Wendy Wong	Senior Manager St James' Settlement

Ho Hing-yee, Terence	Acting Officer-in-charge Mong Kok Integrated Family Service Centre Yang Memorial Methodist Social Service [Representing Mr Chu Muk-wah, Daniel, Division Head (Family Service Division) of Yang Memorial Methodist Social Service]
Ms Fion Chow	District Director Hong Kong Sheng Kung Hui Welfare Council
Ms Sonia Pang	District Service Director The Neighbourhood Advice-Action Council

In attendance

Mrs Claren Tam	Social Work Officer (Family) ³
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family) ¹

Absent with apologies

Ms Sally Pang	Programme Director (Family & Community) Christian Family Service Centre
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Opening remarks

The Chairperson welcomed Members to the first meeting of the Committee on Integrated Family Service Centres (IFSCs) (the Committee). She introduced Ms Ann Lo, Ms Florence Kong and Mr Ho Hing-yee, Terence who attended on behalf of Ms Iris Liu, Mr Kwok Wai-keung and Mr Chu Muk-wah, Daniel. She also introduced Mrs Alice Choi and Ms Yuen Siu-ching, Lisa who attended as Acting Assistant District Social Welfare Officer (Kwun Tong)² and on behalf of Miss Chan Wai-chun respectively.

Background and objectives of setting up the Committee

2. The Chairperson shared that upon the completion of the Review on the Implementation of the IFSC Service Mode (the Review), the Consultant Team of The University of Hong Kong submitted the Review report entitled “Building Effective Family Services: Review on the Implementation of the IFSC Service Mode” to SWD, which was subsequently released in May 2010 and uploaded onto SWD’s Departmental Homepage. Among the 26 recommendations in the Review report, the Consultant Team recommended that the Task Group on Implementation of IFSCs (the Task Group), which was set up in May 2004 after the re-engineering of family service resources, should be continued and empowered with a properly devised terms of reference to give it the necessary mandate to identify and follow up on issues of concern and to bring major issues to the attention of the senior management of SWD for timely management.

3. The Chairperson also shared that as agreed by members of the Task Group in the 33rd meeting held on 14 July 2010, to take forward the recommendations of the Review, the Task Group should be dissolved and replaced by a new committee, namely the Committee on Integrated Family Service Centres.

Membership and terms of reference of the Committee

4. The Chairperson shared with Members that the membership of the Committee comprising representatives from the Family and Child Welfare Branch and 11 District Social Welfare Offices of SWD, the Hong Kong Council of Social Service (HKCSS) as well as the nine NGOs operating IFSCs and the two NGOs operating Integrated Services Centres (ISCs) was drawn up with a view to achieving a wide representation of views

from relevant stakeholders. The Chairperson went on to brief Members on the proposed terms of reference (TOR) of the Committee.

5. In response to Members' inquiry on the term of the Committee, the Chairperson responded that the Committee would be an ongoing platform for sharing issues relating to IFSCs. Upon deliberation, Members endorsed the name, membership and TOR of the Committee.

6. The Chairperson indicated that similar to the practice of the Task Group, the minutes of meeting of the Committee would be uploaded onto SWD's Homepage to keep stakeholders informed of deliberation on issues relating to IFSCs.

Follow-up action on recommendations of the report on Review on the Implementation of the Integrated Family Service Centre Service Mode

7. Ms Loletta Lo took Members through the summary table on the follow-up action on recommendations of the Review report, which had been sent to Members before the meeting.

8. The Chairperson supplemented that various working groups had been formed to follow up on the recommendations as follows -

- (a) Working Group on Streamlining of Procedures for handling Director of Social Welfare Incorporated – Specific Person Account Cases, which was set up in March 2010. With the valuable contributions of Working Group members, enhancement measures on streamlining the related procedures had been worked out and would be put into effect at different time point to help alleviate the work

pressure generated by the handling of such cases.

- (b) Liaison Group / Local Liaison Groups on Issues relating to Housing Assistance Cases, which was set up at both headquarters and district levels to address issues relating to housing assistance cases, including reviewing and streamlining existing policy and procedures on handling housing assistance cases as well as strengthening communication among parties concerned. The Liaison Group at headquarters level had met in April 2010 and August 2010, while the five Local Liaison Groups at district level had been set up with some having had their first meetings in August 2010.

To further facilitate the participation of the NGO sector in the discussion on issues relating to housing assistance cases, the membership of the Liaison Group at headquarters level had been revised to include representatives from NGO operators of IFSCs and HKCSS in addition to representatives from headquarters of SWD and the Housing Department (HD) and District Social Welfare Offices (DSWOs) of SWD. Members of the Local Liaison Groups, on the other hand, comprised representatives from the Estate Management Division and the Allocation Section of HD, DSWOs of SWD, officers-in-charge of relevant SWD service units and service co-ordinators / officers-in-charge of relevant NGOs.

[Post-meeting notes: The first meeting of the revamped Liaison Group at headquarters level with representatives of NGO operators of IFSCs and HKCSS was held on 3 December 2010.]

- (c) Working Group on Review on the Funding and Service Agreement (FSA) for Integrated Family Service Centre was formed to review and propose revisions to

the FSA for IFSC, including the output and outcome indicators as well as level of attainment. The Working Group, with its first meeting held on 8 September 2010, comprised of representatives from SWD headquarters, administrators, supervisors and frontline social workers of IFSCs operated by SWD and NGOs as well as HKCSS. The Working Group would report proposals on revising the FSA to the Committee for consideration in due course.

9. Members generally agreed with the proposed directions and strategies in following-up recommendations of the Review report. Ms Cindy Leung suggested that while following up on the recommendations, due consideration should be given to the requirement for additional recurrent resources for the effective and efficient service delivery by IFSCs as well as the social indicators adopted in resource allocation. The Chairperson reiterated that SWD would continue to closely monitor the need for IFSC services and take appropriate measures to meet the service demand where necessary. The Chairperson supplemented that the 11 SWD District Social Welfare Officers had established effective mechanisms for assessing the welfare needs and planning of services at district level.

10. In response to Ms Cindy Leung's concern on the provision of suitable premises for IFSCs, the Chairperson explained that the majority of existing premises of IFSCs were located within their service boundaries. SWD would continue to take appropriate actions to identify suitable premises for the relocation of IFSCs that were currently inconveniently located or set up at different locations.

11. In addressing the various issues relating to the operation of IFSC services as recommended in the Review report, the Chairperson proposed and Members agreed to

the setting up of the Working Group on Review on the Operation of IFSC Services with members comprising representatives from SWD headquarters, administrators, supervisors and frontline social workers of IFSCs operated by SWD and NGOs as well as HKCSS. In response to Ms Angie Lai's inquiry on the platform to examine issues relating to the interfacing of IFSCs with other welfare services, the Chairperson indicated that as the Working Group on Review on the Operation of IFSC Services would mainly focus on reviewing operational issues, the Committee on IFSCs might be a more appropriate forum to discuss issues of service interfacing.

Any other business

Service users living outside Hong Kong but requiring welfare assistance upon return to the territory

12. The Chairperson reiterated the principle on the division of work in assisting service users living outside Hong Kong but requiring welfare assistance upon return to the territory as stipulated in the Guidelines on Division of Work and Case Transfer among IFSCs / ISCs issued in October 2006. As detailed in the Guidelines, such cases should be taken up according to the location of the intended place of residence of the principal service users. For homeless persons requesting for service, the IFSCs / ISCs serving them at enquiry / intake level should continue to follow up the case instead of re-directing the service users to the IFSCs / ISCs serving the areas covering the arrival points of the service users.

Training courses

13. Mrs Claren Tam reported on the enrolment for training courses conducted between July and September 2010. She also highlighted courses tentatively to be organised during the period from September to December 2010 as listed below and encouraged Members to nominate suitable colleagues to attend -

- (a) training course on Bereavement Counselling (Class 2) (15, 16 & 27 Sept 2010);
- (b) training course on Helping Couples Separate in Peace (6, 13 & 20 Oct 2010);
- (c) training course on Couples in Crisis with Affairs (14 & 22 Oct 2010);
- (d) training course on Conducting Therapeutic Group for Youth with Behaviour Problems (29 Nov, 3 & 10 Dec 2010); and
- (e) induction course on Services of IFSC (Class 2) (Nov 2010).

Services for new arrivals from the Mainland

14. Members expressed interest in learning more about the service provision of a newly established NGO, namely the New Home Association (新家園協會), for new arrivals from the Mainland. The Chairperson suggested inviting the agency to brief the Committee on its services in the coming meeting.

Malpractice by a private residential home for persons with disabilities

15. Mrs Doris Lee alerted Members of the malpractice by a private residential home for persons with disabilities. The home was said to have printed its publicity material using the letterhead of Mrs Lee's agency alleging that the whole incident was the result of the inappropriate behaviour of a mentally-ill resident of the home.

Date of next meeting

16. There being no other business, the meeting was adjourned at 4:00 pm. The next meeting would be held in mid December 2010 with date and time to be confirmed later.

[Post-meeting notes: The next meeting is scheduled to be held on 14 December 2010 (Tuesday) at 2:30 pm at Conference Room 1, Social Welfare Department Headquarters, 9/F Wu Chung House.]