

**Minutes of the 29<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres**

Date : 14 September 2018 (Friday)  
Time : 9:30 a.m.  
Venue : Room 919, 9/F, Staff Development and Training Section, Revenue Tower,  
Wan Chai, 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	
Ms CHUNG Si-weng, Renee	Assistant District Social Welfare Officer (Kowloon City/Yau Tsim Mong)1	
Ms FUNG Man-yu, May	Assistant District Social Welfare Officer (Kwun Tong)2	
Mr LAI Huen-lam, Stephen	Assistant District Social Welfare Officer (Sham Shui Po)1	
Mr KWONG Chong-ki	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)1	
Mr LAM Pun-yim, Benson	Officer-in-charge Ma On Shan (North) Integrated Family Service Centre [Representing Mr CHAN Ping-ching, Roy Assistant District Social Welfare Officer (Shatin)1]	
Miss LAM Mei-lan	Acting Social Work Officer Integrated Family Service Centre (Tai Po/North)2 [Representing Mr TAM Kam-chi, Assistant District Social Welfare Officer (Tai Po/North)2]	
Ms CHAN Sin-yee	Social Work Officer/Integrated Family Service Centre (Tsuen Wan/Kwai Tsing)1 [Representing Ms YU Yuen-han, Jenny Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)1]	
Mr LAU Hang-chi, Frederick	Officer-in-charge Tuen Mun (West) Integrated Family Service Centre [Representing Miss LAI Po-yi Assistant District Social Welfare Officer (Tuen Mun)2] Officer-in-charge	

Ms KAN Kit-ming	Tseung Kwan O (East) Integrated Family Service Centre [Representing 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
Ms CHAN Mei-yi	Senior Social Work Officer(Family)2
Miss LAU Leung-yuk, Grace	Ag Social Work Officer(Family)1/Assistant Social Work Officer(Family)1 (Secretary)
Ms LUI Hor-yan, Joyce	Ag Social Work Officer(Family)1/Assistant Social Work Officer(Family)2 (Secretary)

Non-governmental organisations (NGOs)

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 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 Programme International Social Service Hong Kong Branch
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 Yolanda HO	Centre-in-charge Hung Hom Integrated Family Service Centre [Representing Ms TSUI Shuk-yin, Terry, Social Work Supervisor, Hong Kong Children and Youth Services]
Ms Wendy WONG	Senior Manager St James' Settlement
Ms CHUNG Yin-ting, Brenda	Assistant Community Services Secretary (Youth and Family) Tung Wah Group of Hospitals

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
Mr CHU Kam-sing, Daniel	Social Work Officer (Family) (Special Duty)/SWD

**Absent with apologies**

Ms POON Hau-yuk	Assistant District Social Welfare Officer (Eastern/Wan Chai)1/SWD
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**Welcoming remarks**

The Chairperson welcomed Ms Brenda CHUNG of Tung Wah Group of Hospitals who was the successor of Dr WONG Fung-ye, Margaret to serve on the Committee on Integrated Family Service Centres ('Committee'). Welcome was extended to Mr Daniel CHU who had taken up the post of Social Work Officer (Family)(Special Duty) since 23.8.2018 to assist in follow up on matters related to enhancement measures under compassionate rehousing (CR) review and attended the Committee meeting for the first time. She also welcomed colleagues who attended on behalf of Members, including Ms KAN Kit-ming, Mr LAM Pun-yim, Benson, Miss LAM Mei-lan, Ms CHAN Sin-ye and Mr LAU Hang-chi, Frederick of SWD as well as Ms Yolanda HO of Hong Kong Children and Youth Services. She furthered that Ms POON Hau-yuk apologised for her absence owing to other official engagement.

**Confirmation of minutes of last meeting**

2. The minutes of the 28<sup>th</sup> meeting were confirmed without amendment.

[Post-meeting note: The confirmed minutes of the 28<sup>th</sup> meeting were sent to Members on 15.9.2018 and uploaded onto SWD Homepage accordingly.]

## **Matters arising**

*Sharing on the Development of Parenting Capacity Assessment Framework (para.3-4, p.3-4)*

3. Ms CHAN Mei-yi expressed appreciation to the participation of the Family Aides (FAs) and their social work supervisors of Tuen Mun, Wong Tai Sin/Sai Kung and Eastern/Wan Chai districts in the trial use of the observation form. Having incorporated their comments, the user guide 供家務指導員使用「親職能力觀察紀錄表」使用指引 was issued to the Integrated Family Service Centres and Integrated Services Centres (IFSCs/ISCs) on 6.9.2018. She stressed that FAs should be guided to use the tool to observe the parenting condition and while FAs assisted in observing the condition, social assessment should be conducted by social workers. A briefing session would be held on 7.11.2018 (p.m.) and the representative of Department of Health would be invited to share health care matters. Members were invited to encourage FAs and their social work supervisors to attend the briefing session. Invitation was also extended to other related casework settings and CCDS working partners including drug rehabilitation units.

4. Ms CHAN furthered that the Task Group on Parenting Capacity Assessment Framework was currently working on the Social Worker Version for children of 13-36 months. She would keep Members informed of the progress when available.

*Training courses (para. 5, p.4)*

5. Ms Avis KWAN briefed Members about the training courses conducted from 1.6.2018 to 11.9.2018 and the courses to be conducted from 18.9.2018 to 31.12.2018. The detailed information was sent to Members vide the email of 6.9.2018. She encouraged Members to nominate suitable colleagues to attend the related training courses.

*Family Support Programme (FSP) and the related recommendation of the final report of the Committee on Prevention of Student Suicides (para. 10-11, p. 5)*

6. Ms KWAN shared that in order to promote FSP and share good practice, the training for equipping social workers with the knowledge and skills in facilitating family support persons to provide support to vulnerable/hidden families would be conducted on 14.11.2018. Social workers from Caritas Fanling IFSC and SWD Lam Tin IFSC would share their valuable experience and practice wisdom in the workshop. Members were encouraged to nominate suitable staff to enrol in the course. She furthered that the Family and Child Welfare Branch (FCWB) planned to compile reference materials of FSP good practice, including the recruitment of and training provided to volunteers who had come through similar crisis, so that the volunteers could help encourage other individual/families in crisis to seek help. Members were encouraged to share information and experience with Ms KWAN through email or telephone.

7. In line with the recommendations stated in the final report of the Committee on Prevention of Student Suicides (CPSS Report) issued in November 2016 about importance of early identification, Ms KWAN encouraged Members to continue carrying out FSP to reach out to individuals and families at risk or in isolation. To provide timely support for

families-in-need, Members might consider arranging outreach services or training for families of different strata including the hard-to-reach or even hidden parents, and the disadvantaged families which were too busy to participate in the family life and parent education in centres. The Task Force on Prevention of Youth Suicides would follow up the recommendations of CPSS Report and explore further measures to prevent youth suicide.

*Referral received from Education Bureau (EDB) and related collaboration (para. 12-13, p5-6)*

8. In response to the recent serious child abuse incidents, Ms CHAN shared that EDB had issued a circular dated 20.8.2018 on the handling of suspected cases of child abuse and domestic violence which was sent to IFSCs/ISCs on 21.8.2018. She invited Members to take note of paragraph 9 of the Circular that when the suspected child abuse case was a known case, the school should inform the caseworker of the unit concerned for appropriate follow up as soon as possible.

*Back up Support to NGO IFSCs/ISCs (para. 14-16, p.6-7) and new Control Points (para. 42, p.12)*

9. Ms CHAN reported that the proposed amendment to the Appendix III to ‘Division of Work and Case Transfer Among IFSCs/ISCs’ (‘Guidelines on Division of Work’) had been discussed in the last seven meetings of the Working Group on Review on the Operation of IFSC Services (WG) wherein WG members had exchanged views on the existing practice and the proposed revisions. The proposed revisions were also shared in meeting of IFSC Like Service on 10.7.2018 and the last two Committee meetings. While there was no further comment received in the recent meetings, the draft revised Guidelines on Division of Work was prepared and sent to Members for consideration on 6.9.2018. Ms CHAN walked over the major revisions with Members and recapitulated that the aim of the refinement was to spell out the existing good practice that the back-up IFSCs should invite NGOs to provide information of their active cases for facilitating the processing and emphasised that the proposed revision was to streamline the workflow for providing timely service to clients in need. The Chairperson remarked that similar to the existing practice of handling various types of referrals, provision of information on the active cases by NGOs to the back-up IFSCs would be subjected to the professional assessment and judgement of the caseworkers.

10. Ms CHAN also recapitulated that the new control points would come into service in 2018 and the information of the arrival control points and their respective serving IFSCs listed on the Appendix IV to the draft revised Guidelines on Division of Work was updated. She furthered that the footnote regarding the reference of the “Guidelines on Division on Work and Case Transfer between Family and Child Protective Services Unit and IFSC/ISC” was also updated.

11. Ms CHAN shared that in recent WG meeting, WG members indicated that more time was still needed to further examine the revisions and invited Members to provide their further feedback by 31.10.2018.

*Sharing of Interpretation Service for Ethnic Minorities (EMs) (para 17-21, p. 7-8)*

12. Ms CHAN recapitulated the concerns about EMs' right of equal access to the needed services and access to interpretation service raised by the EM communities and stakeholders. Taking into consideration the recent complaints and media concerns, rising EM population in the territory and views of the Legislative Council Subcommittee on Rights of EMs, Commission on Poverty and the recently formed Steering Committee on Strengthening Support for EMs, SWD would implement enhancement measures.

13. Ms KWAN shared that the updated 'Points-to-note for providing welfare services for EMs' ('Points-to-note') in bilingual would be disseminated to the related SWD service units and NGO IFSCs/ISCs. It would include information of the Language Identification Card ('Card') produced by Hong Kong Christian Service's Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) who agreed to the incorporation of the Card information into the Points-to-note. An abridged version of the 'Points-to-note' in Chinese for reference of staff manning counters would also be promulgated. Besides, English scripts and protocol for handling EM service users in handling telephone/drop-in enquiries. For SWD/NGO staff to be more familiar with the service needs of EMs and their cultures, Ms KWAN shared that SWD would plan more training programmes in 2019-20. However, in view of the low enrolment rate of the previous related training course, she appealed to Members for arranging at least one staff from each IFSC/ISC to attend each of the related training programmes.

14. Ms CHAN shared that apart from having captured the data on utilisation of webcam facilities for providing interpretation service to EMs from 1.4.2018 onwards, SWD would collect the data on utilisation of interpretation services from SWD service units as a start with effective from January 2019. Apart from the afore-said enhancement measures, as a good practice, she encouraged Members to remind social workers to leave bilingual telephone message in the voicemail for unanswered calls.

*Student Mental Health Support Scheme (醫教社同心協作計劃) (para 21, p.8)*

15. Ms Grace LAU informed that in the implementation of the 'Student Mental Health Support Scheme' in 2018/19 school year, seven identical batches of training courses would be conducted for related professional staffs in October 2018 by the Hong Kong College of Psychiatrists with a view to enhancing their knowledge and skills in handling mental health problems with students. For details of the training schedule, Members were advised to refer to the Rehabilitation and Medical Social Services Branch (RMB)'s email of 7.8.2018.

*Child Protection Registry (CPR) and service support (para 34-35, p. 10)*

16. With the assistance of Family and Child Protective Services Units, IFSCs and Medical Social Services Units (MSSUs) of SWD in joining the user acceptance test, Ms CHAN reported that the enhancement of CPR in Client Information System (CIS) was successfully rolled out on 1.7.2018. An email was issued to the respective service units of SWD and NGOs on 21.6.2018 to highlight the major amendments in the system and points to note in data input and updating before the roll-out. The Information Sheet on CPR with the data input form in Appendix VI of the Procedural Guide for Handling Child Abuse

Cases (Revised 2015) was updated, which was uploaded to SWD Homepage for downloading. Up till the current stage, the operation of the enhanced CIS on CPR was smooth with no report of major difficulty from social workers in registering child abuse cases. As some of the proposed statistical reports were not yet available due to limited budget, FCWB would bid for additional resources to conduct Phase II enhancement.

17. Ms CHAN highlighted the recent CPR data that the number of child abuse cases had risen by 6.2% when comparing the figures between 2016 and 2017. As for the profile of child abuse victims in 2017, the age group of 0-2 years old was the majority, accounting for 23.4% of the total number of child abuse cases. Physical abuse was the most common type of abuse in the age group of 6-8 years old, while sexual abuse was the most common in the group of 12-14 years old. Such phenomenon was quite understandable because the former group coincided with the age of children entering primary schools while the latter reflected the risk of girls entering puberty.

18. Ms CHAN appealed to IFSC/ISCs to accord priority attention to the target group of young parents and refer suitable cases to some dedicated projects for teenage/young parents. She also introduced the Simon K Y Lee Children's Fund - FLY Project 李國賢兒童基金 - 樂啟航® 計劃 (FLY), a 55-session programmes of child-learning through play activities and parent education designed by Professor Cynthia LEUNG of The Hong Kong Polytechnic University and Dr Sandra TSANG of the University of Hong Kong for enhancing the learning and development of pre-schoolers aged 1.5 from deprived families before entering kindergarten. She encouraged Members to consider including the dedicated project operators in the district-based platforms of Comprehensive Child Development Services for further enhancing support to the family in need.

## **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. The Chairperson informed that the updated table enclosing the progress of follow up actions had been emailed to Members on 6.9.2018. Members were invited to note the progress which were highlighted in bold in the table.

### Progress of work under various working groups

20. Ms CHAN informed that WG had held its 33<sup>rd</sup> and 34<sup>th</sup> meeting on 18.7.2018 and 11.9.2018 respectively for discussion on the collaboration issues between IFSCs/ISCs and MSSUs, back up support to NGO IFSC/ISCs as well as review on processing of CR cases. The progress would be shared with Members in the latter part of the meeting.

21. Ms CHAN reported that all the 15<sup>th</sup> meetings of the Local Liaison Group on Issues Relating to Housing Assistance Cases (Local LG) were held from October 2017 to August 2018 with the consolidated views shared in the 15<sup>th</sup> meeting of Liaison Group on Issues Relating to Housing Assistance Cases (LG) which was held on 24.8.2018. The summary of discussion pertaining to the 15<sup>th</sup> LG meeting would be sent to Members for reference in due course and the 16<sup>th</sup> LG meeting was scheduled to be held in February 2019. Members

were invited to bring up related issues to the Local LG and LG meetings for facilitating the collaboration among Housing Department (HD), SWD and NGOs.

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

22. Ms CHAN recapitulated that regarding the 12 discussion items relating to the interfacing and division of work between IFSCs/ISCs and MSSUs, views were sought from IFSC platforms, including WG and IFSC Committee. After deliberations, two revisions were introduced to the draft updated Guidelines on Division of Work Between MSSUs & IFSCs/ISCs ('draft updated Guidelines'). The draft updated Guidelines and the list of concerns for follow up were subsequently conveyed to RMB for consideration on 9.7.2018. Members would be informed of the progress as and when necessary.

23. In the implementation of Community-based Service Delivery (CBSD) Mode for out-patients of TKOH, Ms CHAN reported that except the Paediatric Clinic and Renal Clinic, the MSSU of Tseung Kwan O Hospital (TKOH) had implemented CBSD with effective from 1.9.2018 and the welfare needs of patients of the Special Outpatient Departments of TKOH were handled by the casework units including IFSCs/ISCs located near their place of residence in the community. For patients and/or families approaching the MSSU in person or identified by the clinics with immediate welfare needs, medical social workers (MSWs) would first deal with the client's immediate problems before redirecting them to the appropriate unit for follow-up services. For cases relating to applications for medically-related fund such as the Samaritan Fund, MSWs would render follow-up as appropriate. On the other hand, MSWs of MSSU/TKOH would continue its existing practice for conducting initial screening for all the referrals from medical and para-medical officers of TKOH to ensure proper follow-up by the frontline service units concerned.

### **Review on Processing of CR Cases**

24. The Chairperson briefed Members about the progress of the review on processing of CR cases.

### **Proposed Enhancement Measures**

25. Having noted Members' comments in the previous meetings and the views of the WG, the Chairperson reported that the draft 'Enhancement Measures to be put forward for Formal Consultation' ('draft consultation paper') had been further revised and sent to Members on 6.9.2018. She highlighted that the views of WG would be incorporated in the revised draft document, including the delineation of the role of District Designated Contact Person and the wording on the "remark" section would be revised. After further refinements, the draft consultation paper will be sent to Members for further comment. She invited Members to provide their feedback to FCWB on or before 20.9.2018, as FCWB had planned to start formal consultation from late September to late November 2018.

[Post meeting note: The revised draft consultation paper was sent to Members for comments vide mail on 17.9.2018.]



## Formal Consultation

26. Ms KWAN shared that according to the Road Map, FCWB would seek views of the Committee on IFSCs, related NGOs, HKCSS, related service sections/branches and District Social Welfare Offices (DSWOs) of SWD and HD on the proposed enhancement measures from late September 2018 to late November 2018. FCWB would disseminate the document, together with the session summaries of the 2<sup>nd</sup> round focus group (FG) meetings, to the related stakeholders via emails. Views on the proposed enhancement measures from persons directly involved in processing CR cases in their own individual capacity were welcomed.

27. Apart from the aforesaid stakeholders, Ms KWAN informed that views of staff unions and frontline staff involved in processing CR cases and having attended focus group meetings in individual capacities would also be sought via emails. To maintain transparency of the review, FCWB would continue to upload the progress under 'What's New' in the SWD Homepage. The consultation would be conducted mainly through written submissions. Nevertheless, if any parties initiated to have formal meetings, FCWB would consider arranging the meetings with them.

## Views collected from other means

28. Ms CHAN reported that a letter from the Hong Kong Social Workers' General Union (HKSWGU) dated 21.6.2018 was received on 27.7.2018. HKSWGU considered that the majority view was in favour of the formation of specialised team(s) (ST) for handling CR cases and requested SWD to continue examining the feasibility of setting up ST. While the draft session summaries of the 2<sup>nd</sup> round FG meetings were not issued, HKSWGU shared its views on the draft summary of the session for "staff unions and caseworkers participating in personal capacity" that some participants' name, who expressed their views in the FG, were not recorded in the summary. HKSWGU queried if FCWB preempted the outcome of the FG that views on ST were diversified. Ms CHAN shared that the participants were not required to reveal their identity in FG meetings and their identities would not be recorded so as to facilitate them to express their comments freely. FCWB would convene another meeting with HKSWGU in due course to share the progress of the review and to have further view exchange on the matter.

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

29. Ms KWAN informed that the revised Acknowledgement Letter [i.e. Annex 9 to Guidelines and Procedures for Processing Application for CR and Other Housing Assistance ('Guidelines')] and a list of suggested enquiry items for seeking medical advice with information notes on CR ('list of enquiry items for medical advice') had been further deliberated at the 15<sup>th</sup> LG meeting held on 24.8.2018. As no further comments were received with regard to the Acknowledgement Letter, it would be issued to the frontline workers for use together with the 'Summary of Discussion' of the 15<sup>th</sup> LG meeting in due course.

30. Regarding the list of enquiry items for medical advice ("list"), Ms KWAN highlighted that there would be an option that the worker could seek medical officer's opinion pertaining to the medical condition of the client rather than just asking 'if medical officer supports patient's request for CR on medical grounds'. To avoid confusion that the

reader of the "list" should be medical officers, as discussed in the 15<sup>th</sup> LG meeting, the footnote addressing to workers would be taken out from the list of enquiry items for medical advice and be inserted to the Guidelines instead. Flexibility was allowed for workers to add or remove items in seeking medical opinions and these items could be references for cases relating to alternate housing assistance. She invited Members to share further comments with her on or before 31.10.2018.

31. Mr Daniel CHU informed that a note was designed by a DSWO with a view to reminding clients that in the event that after CR was supported, HD was unable to allocate a PRH unit within a short period with reference to DSWO's recommendation for location preference, the client should widen his/her choice of location to meet his/her urgent housing need. Caseworker had to clearly explain to the client the content stated in the note and ask the client to sign it after DSWO had indicated support for CR and the location preference with very special consideration. After deliberations in meetings, both the LG and WG members considered it was a good practice. The Chairperson invited Members to provide feedback on the draft declaration note, which would be sent to Members after the meeting, by 31.10.2018.

[Post meeting note: The draft declaration note was sent to Members for comments vide mail on 17.9.2018.]

## **Any other business**

### Support service to individual and families with members holding re-entry permit

32. Ms Joyce LUI informed that as initiated by the Society for Community Organization (SoCO), FCWB had a meeting with SoCO and the related service users on 27.7.2018 for sharing their study 《香港社會對內地來港照顧家人的雙程證人士支援情況研究報告》 which was published on 1.5.2018. In the study, it was reported that some IFSCs/ISCs had declined to provide services for the persons who came to Hong Kong on two-way permits to take care of family members in Hong Kong. Members shared that they had been providing service to two-way permit holders who came to Hong Kong to take care of family members in order to forestall deterioration in family relationship. In some popular programmes, first-come first-serve principle or drawing lots would be adopted for all the enrolled participants in the event of over-subscription. As to the concern of the study conducted by SoCO that persons who came to Hong Kong on two-way permits were not allowed to serve as volunteers, Ms CHAN pointed out that two-way permit holders would not be allowed to act as volunteers unless with the approval of Director of Immigration.

### Optimising use of IFSC/ISC premises in attending multifarious needs of clients

33. To fully utilise the facilities of IFSCs/ISCs, the Chairperson invited Members to promote the use of IFSC/ISC premises to accommodate the multifarious needs of different clienteles in the community for -

- (a) providing place for children, especially those living in sub-divided units, to do homework or use computer facilities at IFSCs/ISCs;

- (b) strengthening preventive and supportive services, including family aide training to parents/parents-to-be/grandparents to take care of the new born babies / young children; and
- (c) arranging EM communities / social groups to use rooms for organising activities to enhance family relationship and support network.

### Family Aide (FA)

34. Ms CHAN reported that in accordance with the recommendation of Report No. 69 of the Director of Audit, the Director of Social Welfare should, to properly monitor the effectiveness of service provided by ‘agreement service units’ (ASUs), set Outcome Standard (OC) in the Funding and Service Agreements (FSAs) as appropriate. As the pertinent FSA and Service Document (SD) on FA did not have OC, the following OC was proposed to be added to FSA and SD via ASUs' collection of feedback from service users through the user satisfaction form with effective from 1.4.2019.

Outcome Standard	Outcome Indicator	Agreed Level (%) (per year)
1.	Service users indicating satisfaction after receiving FA service in a year	75

35. Ms Joyce LUI walked over with Members the draft revised Statistical Input System form (SIS form) and user satisfaction form (bilingual version) for capturing related statistics. While no immediate feedback was received, Members were invited to provide written comments on the output standard and the related documents on or before 28.9.2018.

[Post meeting note: The draft revised SIS form and user satisfaction form were sent to Members for comments vide mail on 17.9.2018.]

### Special Incident

36. The Chairperson informed that from time to time, disasters or incidents/crises drawing major public concern might happen within the service boundaries of IFSCs/ISCs. She reminded Members to provide prompt outreaching service. She drew NGO Members' attention that the Special Incident Report had to be submitted to the Subventions Branch and other relevant Service Branches not more than 3 working days after the incident. For details, Members may refer to the information under NGO Corner of the Subventions Branch on the SWD Homepage.

### Shelter/Hostel service for Street Sleeper

37. The Chairperson informed that SWD subvented six NGOs, including the Salvation Army, St. James' Settlement, Christian Concern for the Homeless Association, Pok Oi Hospital, Neighbourhood Advice-Action Council and Caritas – Hong Kong, to operate urban hostels for single persons and emergency shelters. With additional resources in 2016-17, 20 additional accommodation places were provided to increase the total number of

subvented places to 222. Besides, Christian Concern for the Homeless Association, Caritas – Hong Kong, Street Sleepers' Shelter Society Trustees Incorporated and the Missionaries of Charity also provide 418 self-financing places. At present, the total number of subvented/self-financing places providing overnight or temporary accommodation for street sleepers is 640. Among the 640 places, there are 5 emergency female places operated by Christian Concern for Homeless Association while 26 female places are provided by Neighbourhood Advice-Action Council Jockey Club Lok Fu Hostel for Single Persons. In addition to the 132 female places run on self-financing basis, the total number of female places is 163.

38. The Chairperson also took the opportunity to report that Li Chi Street Hostel under the Integrated Services Team for Street Sleepers operated by St. James' Settlement had been renovated in early 2018. The Hostel provides 55 Temporary/Emergency male places for street sleepers or those at risk of being homeless. Leaflet of the Hostel was tabled for Members' reference.

### **Date of next meeting**

39. There being no other business, the meeting was adjourned at 11:30 a.m. The date of the next meeting was scheduled for 17.12.2018 (Monday) at 2:30 p.m. at Room 918, 9/F, Wu Chug House, Wan Chai, Hong Kong.

Family and Child Welfare Branch  
Social Welfare Department  
November 2018