

**Minutes of the 2<sup>nd</sup> Meeting of  
the Committee on Integrated Family Service Centres**

**Date** : 14 December 2010 (Tuesday)  
**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 Wong Ho Fung-see	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	
Miss Hau Suk-kwan	Assistant District Social Welfare Officer (Kwun Tong)2	
Ms Leung Ho-yau, Bonnie	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)3 [Representing Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)1]	
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 Woo Mei-hing, Patricia	Assistant District Social Welfare Officer (Tai Po / North)2	
Pang Yu-on	Assistant District Social Welfare Officer (Yuen Long) 1	
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 Iris Liu	Director of Program International Social Service Hong Kong Branch	
Ms Sally Pang	Programme Director (Family & Community) Christian Family Service Centre	
Mrs Doris Lee	Executive Director Hong Kong Catholic Marriage Advisory Council	
Mr Kwok Wai-keung	General Manager (Family and Community Core Business) 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	
Mr Chu Muk-wah, Daniel	Division Head (Family Service Division) 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**

Ms Ding Shuk-wah, Alice	Senior Social Work Officer (Family)1	} For Agenda Item 2 only
Mrs Claren Tam	Social Work Officer (Family)3	
Ms Tao Hang-kay, Maggie	Social Work Officer (Family)4	
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1	
Ms Leung Yuen-yee, Alice	Social Work Officer (Family)2	
Chan Yee-fei	Executive Officer New Home Association	
Ms Tang Xiao-jiao, Joanna	Social Worker New Home Association	
Fu Bing, Sean	Social Worker New Home Association	

### **Absent with apologies**

Ms Lee Kam-yung	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)2
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### **Opening remarks**

The Chairperson welcomed those who were attending the meeting for the first time, including Mrs Wong Ho Fung-see, Ms Leung Ho-yau, Bonnie and Ms Woo Mei-hing, Patricia from SWD. She also welcomed Mr Chan Yee-fei, Ms Tang Xiao-jiao, Joanna and Mr Fu Bing, Sean who were attending the meeting to brief Members on services provided by the New Home Association (the Association).

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

2. Minutes of the last meeting were confirmed without amendment.

[Post-meeting notes: The confirmed minutes of the 1<sup>st</sup> meeting were uploaded to SWD's

Homepage on 24 December 2010.]

### **Sharing on services of the New Home Association (新家園協會)**

3. Ms Tang Xiao-jiao, Joanna shared with Members that the Association, aiming at providing one-stop social services for new arrivals across the territory, was set up in June 2010. The target service users included new arrivals from the Mainland who had stayed in Hong Kong for less than seven years, mainlanders applying for a one-way permit to Hong Kong or were granted legal stay to study or work in Hong Kong as well as ethnic minority groups with legal right to reside in Hong Kong. Leaflets / booklet of the Association were tabled for Members' reference.

4. Mr Fu Bing, Sean went on to introduce services provided by the Association for new arrivals, which included orientation programmes to facilitate integration into the community, familiarisation programmes to learn about local culture and enhance understanding of community resources, scholarship scheme for students, etc. The main objectives of the services were to facilitate the development of self-reliance and to encourage mutual support among new arrivals.

5. Mr Chan Yee-fei highlighted that the Association would make initial contacts with new arrivals-to-be before they came to Hong Kong so as to facilitate their smooth adjustment upon arrival. He went on to introduce the objectives and criteria of applying for emergency cash relief provided by the Association to the target service users. A set of referral forms and a DVD introducing the procedures of application were tabled for Members' reference.

6. Members shared their experience in handling cases involving new arrivals and cross-boundary families. Mr Chan Yee-fei welcomed Members to approach the

Association should they require information and resources in facilitating their case handling.

7. The Chairperson encouraged Members to make use of the services provided by the Association to meet the welfare needs of cases involving new arrival families. She further highlighted a radio programme (花開新家園) of the Radio and Television Hong Kong Putonghua channel targeting at new arrivals and encouraged Members to introduce the radio programme to their service users as appropriate.

[Mr Chan Yee-fei, Ms Tang Xiao-jiao, Joanna, Mr Fu Bing, Sean and Ms Leung Yuen-yee, Alice left the meeting at that juncture.]

### **Matter arising**

#### *Training courses (para 13, p.9)*

8. Mrs Claren Tam reported on the enrolment for training courses conducted between September and December 2010. She also highlighted courses tentatively to be organised during the period from December 2010 to March 2011 as listed below and encouraged Members to nominate suitable colleagues to attend -

- (a) training course on Application of the Satir Model and Choice Theory in conducting Therapeutic Group for People with Depression or Suicide Ideas (7, 14 & 21 January 2011);
- (b) training course on conducting Therapeutic Group for People with Marital Problem (11, 18 & 25 January 2011);
- (c) training course on Working with Ethnic Minorities (28 January 2011);

- (d) training course on Working with New Arrivals (16 February 2011);
- (e) training course on Conducting Support Group for Single Parents (24 February 2011); and
- (f) foundation course on Marital Therapy (8 & 9 March 2011).

**Progress of follow-up action on recommendations of the report on Review on the Implementation of the Integrated Family Service Centre (IFSC) Service Mode (the Review)**

*Progress of follow-up action on recommendations of the Review report*

9. Ms Loletta Lo took Members through the updated summary table on the progress of follow-up action on recommendations of the Review report, which had been sent to Members before the meeting. Members generally agreed with the action taken / planned for following up the 26 recommendations.

10. Ms Angie Lai raised concern on the follow-up action relating to the sharing of knowledge among IFSCs and documentation of practice wisdom at Recommendation 20. She was of the opinion that there would be practical difficulties for IFSC colleagues to organise sharing sessions / forums to facilitate the exchange of knowledge and experience in human resource management as well as to publish reference / guide book for sharing of practice wisdom given their heavy workload. Ms Cindy Leung agreed with Ms Lai and suggested making use of the existing platform for sharing and exchange of knowledge / experience provided by the Hong Kong Council of Social Service (HKCSS) to minimise the manpower involved. Upon deliberations, it was agreed that the follow-up work in the aspect should be conducted under existing mechanisms, and

the follow-up action for Recommendation 20 as well as other similar ones would be revised accordingly.

*Working Group on Review on the Operation of IFSC Services*

11. The Chairperson shared with Members that the Working Group on Review on the Operation of IFSC Services had been set up with a membership comprising representatives from SWD headquarters, administrators, supervisors and frontline social workers of IFSCs operated by SWD and NGOs as well as HKCSS. As agreed in the first meeting on 12 November 2010, the Working Group would (i) review existing practices on service delivery; (ii) explore ways to optimise efficiency in service operation; (iii) review enquiry / intake cum screening form and develop other assessment forms or tools as appropriate; and (iv) develop appropriate forms to record necessary information for and accurately track referrals as well as follow-up actions. The Committee would be updated on the progress of the work of the Working Group.

*Working Group on Streamlining of Procedures for handling Director of Social Welfare Incorporated – Specified Person Account Cases*

12. The Chairperson reported that the enhancement measures on streamlining the related procedures recommended by the Working Group had been endorsed and would be put into effect at different time point upon enhancement of SWD's Client Information System.

*Liaison Group / Local Liaison Groups on Issues relating to Housing Assistance Cases*

13. Ms Ding Shuk-wah, Alice shared with Members that the first meeting of the

revamped Liaison Group at headquarters level comprising representatives of the Housing Department (HD), SWD, NGO IFSC operators and HKCSS was held on 3 December 2010. The revised Terms of Reference of the Liaison Group was tabled for Members' reference and the gist of the meeting was shared. Ms Ding went on to report that the five Local Liaison Groups at district level had their first meetings between August and November 2010.

14. While Members generally agreed with the proposed directions of the Liaison Group, they saw the need to further examine the role of social workers in handling alternative housing assistance cases. Members shared their experience in handling alternative housing assistance cases and proposed that HD should provide more details on case background and nature of problem in the referrals to facilitate assessment by social workers.

15. The Chairperson indicated that issues / concerns relating to handling of housing assistance cases would be addressed by Liaison Group / Local Liaison Groups as appropriate and encouraged Members to continue to make use of the platforms to enhance collaboration and communication with HD.

*Working Group on Review on the Funding and Service Agreement (FSA) for IFSC*

16. Ms Loletta Lo reported that the Working Group had held its second meeting on 16 November 2010 and highlighted that proposed revisions for the FSA would cover the service definition, performance standards of output and outcome indicators as well as conversion mechanism among output indicators, etc. Proposals on revising the FSA would be reported to the Committee for consideration in due course.



17. The Chairperson added that while “FSA (Lump Sum Grant)” applied to the agreement with NGO IFSCs, as in the case of other SWD’s service units, “Service Document” would be used to refer to the agreement with SWD IFSCs.

*Supplementary views submitted by the Network on IFSCs of HKCSS*

18. The Chairperson shared that the Network on IFSCs of HKCSS had submitted supplementary views on the follow-up action on recommendations of the Review report after the last meeting, which was tabled for Members’ reference. Mr Mui Wai-keung, Moses highlighted the main points of the submission.

19. In response to the Network’s suggestion of establishing a mechanism to monitor changing social needs for the purpose of facilitating service planning and monitoring, the Chairperson explained that there were currently mechanisms in place including the annual Resource Allocation Exercise and the various district coordinating committees as well as district forums for monitoring of the changing needs of the community and securing resources for service enhancement and development. She suggested briefing Members on the existing planning mechanisms in a future meeting.

**Any other business**

*Sharing information on discussions of the Committee on IFSCs and progress on the follow-up action on the recommendations of the report on the Review on the Implementation of the IFSC Service Mode*

20. The Chairperson reported that SWD would set up two webpages in the Departmental Homepage to provide information on discussions of the Committee as well

as progress on follow-up action on the recommendations of the Review report. Following the practice for the Task Group on the Implementation of IFSCs (the Task Group), the minutes of meeting of the Committee would be uploaded onto the Homepage to keep stakeholders informed of the deliberation on issues relating to IFSCs.

*Kindergarten and Child Care Centre Fee Remission Scheme (KCFRS)*

21. As a reminder of the current practice of handling requests from the Student Financial Assistance Agency for social workers to conduct social needs assessment for applications under KCFRS, Ms Loletta Lo said that according to the deliberations in the 12<sup>th</sup>, 16<sup>th</sup>, 17<sup>th</sup> and 18<sup>th</sup> meetings of the Task Group, social workers would assist in conducting assessment and exercise professional judgment in making recommendations according to individual case circumstances. She supplemented that only a limited number of applications did not possess any documentary proof which necessitated social assessment by social workers.

**Date of next meeting**

22. There being no other business, the meeting was adjourned at 4:30 pm. The next meeting was scheduled to be held on 24 March 2011 (Thursday) at 2:30 pm at Conference Room 918, Social Welfare Department Headquarters, 9/F Wu Chung House.