

**Minutes of the 35<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres**

Date : 16 August 2021 (Monday)  
Time : 2:30 p.m.  
Venue : Room 918, 9/F, Wu Chung House, 213 Queen's Road East, Wan Chai,  
Hong Kong

**Present**

Social Welfare Department (SWD)

Ms Grace LI	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Ms CHAN Wai-ling	Assistant District Social Welfare Officer (Central Western/Southern/Islands)1	
Ms 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	
Ms CHAN Tat-ming, Virginia	Assistant District Social Welfare Officer (Sham Shui Po)1	
Ms MA Tsui-yung	Assistant District Social Welfare Officer (Kwun Tong)2	
Mr KWONG Chong-ki	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)1	
Ms YU Chau-ping	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)2	
Ms YU Yuen-han, Jenny	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)1	
Ms LAI Po-yi, Yondy	Assistant District Social Welfare Officer (Tuen Mun)2	
Ms HO Suk-fan, Esther	Assistant District Social Welfare Officer (Sha Tin)1	
Ms MA Ka-wai, Celina	Assistant District Social Welfare Officer (Tai Po/ North)2	
Ms YEUNG Bik-fung, Sarah	Assistant District Social Welfare Officer (Yuen Long)1	

Miss SHEA Ka-shuen	Senior Social Work Officer (Family) <sup>2</sup>	
Mr PANG Ting-man, Rick	Social Work Officer (Family) <sup>1</sup>	(Secretary)

Non-governmental organisations (NGOs)

Ms Angie CHAN	Chief Officer (Family and Community) Hong Kong Council of Social Service	
Ms LAM Yee-wan, Eliza	Head of Family Service Caritas – Hong Kong	
Ms TSE So-hung, Joyce	Programme Director (Family and Community) Christian Family Service Centre	
Mrs CHIU CHUI Yuen-fun, Angela	Executive Director The Hong Kong Catholic Marriage Advisory Council	
Ms TSUI Shuk-yin, Terry	Social Work Supervisor Hong Kong Children and Youth Services	
Ms KONG Shuk-wah, Florence	Service Head (Family and Counselling Service) Hong Kong Christian Service	
Ms CHAN Yuet-wah, Judy	Head of Service Hong Kong Family Welfare Society	
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 CHUNG Yin-ting, Brenda	Assistant Community Services Secretary (Youth and Family), Tung Wah Group of Hospitals	
Ms CHUNG Craier, Carrie	Assistant Director (Rehabilitation and Family) Yang Memorial Methodist Social Service	
Ms LEUNG Tsui-wan, Tracy	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**

### SWD

Ms PANG Kit-ling	Assistant Director (Family and Child Welfare)
Ms KWAN Po-shan, Avis	Social Work Officer (Family)3
Ms TANG Siu-man, Cathy	Social Work Officer (Family)6
Ms LEUNG Ngan-yin, Cecilia	Assistant Social Work Officer (Family)1

## **Welcoming remarks**

1. The Chairperson welcomed all representatives to the meeting and introduced the following Members who attended the meeting for the first time or in a new capacity:

Ms Angie CHAN who had taken up the post of Chief Officer (Family and Community), Hong Kong Council of Social Service

Ms Joyce TSE who had taken up the post of Programme Director (Family and Community), Christian Family Service Centre

Ms Carrie CHUNG who had taken up the post of Assistant Director (Rehabilitation and Family), Yang Memorial Methodist Social Service

Ms CHAN Wai-ling who had taken up the post of Assistant District Social Welfare Officer (Central Western/Southern/Islands)1

Ms Virginia CHAN who had taken up the post of Assistant District Social Welfare Officer (Sham Shui Po)1

Ms Esther HO who had taken up the post of Assistant District Social Welfare Officer (Shatin)1

Ms Celina MA who had taken up the post of Assistant District Social Welfare Officer (Tai Po/North)2

Ms Sarah YEUNG who had taken up the post of Assistant District Social Welfare Officer (Yuen Long)1.

2. The Chairperson also took the opportunity to thank Mr Moses Mui from HKCSS for his contributions in the Committee on IFSC since its first meeting held in September 2010.

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

3. The Chairperson informed that the draft minutes of the 34<sup>th</sup> meeting were sent to members via email on 9.8.2021. With no proposed amendment, the minutes of the last meeting were confirmed.

[Post-meeting note: The minutes can be downloaded at the following link :

[https://www.swd.gov.hk/storage/asset/section/2467/en/Minutes\\_on\\_34th\\_Committee\\_on\\_IFSCs\\_20200617.pdf](https://www.swd.gov.hk/storage/asset/section/2467/en/Minutes_on_34th_Committee_on_IFSCs_20200617.pdf)]

## **Matters arising**

### *Outreaching Team for Ethnic Minorities (OTEMs): parking schedule (para. 3, p. 4)*

4. Ms Cathy TANG informed Members that OTEMs were using their trucks for service promotion. To facilitate the collaboration between OTEMs and IFSCs, the schedule of parking spots for the trucks would be shared with IFSCs when confirmed.

[Post-meeting note: The schedule of parking spots for the trucks was sent to the Members via email on 7.10.2021.]

### *Training courses (para. 9-10, p.6)*

5. Ms Avis KWAN reported on the planned/ conducted training courses from 1 January 2021 to 31 March 2022. Members were informed of the following and encouraged to nominate staff to attend relevant courses:

- (i) “Handling Difficult/Unmotivated Clients with Child Care Problem [including Comprehensive Child Development Service (CCDS case)] with the use of Parenting Capacity Assessment Framework (PCAF)”, was conducted on 27.5.2021 under the IFSC induction course. Frontline caseworkers of Yau Ma Tei Integrated Family Service Centre shared their practice wisdom and gained positive feedback from the participants. Colleagues of other IFSCs would be invited to share on the topic in future courses.
- (ii) Two half-day training courses on “Understanding Mental Health” (認識精神健康) and “How to Take Care of Babies and Toddlers” (如何照顧嬰幼兒) respectively would be arranged for Family Aides of SWD and NGOs in February 2022.
- (iii) Two one-day training courses on “Enhancing Cultural Sensitivity and Working with EMs” and “Working with EMs having Family Violence and Risk of Child Maltreatment” would also be conducted in September and October 2021 respectively.
- (iv) One half-day training course on “Promoting Racial Equality and Working with Ethnic Minorities (EM)” would be arranged in November 2021.

### *Ethnic Minorities District Ambassador Pilot Scheme (para. 16, p. 7)*

6. Miss SHEA shared that the 3-year Ethnic Minorities District Ambassador (EMDA) Pilot Scheme had commenced service since October 2020. A total of 46 EMDAs had been employed by NGOs and MSSUs/ SWD since May 2021. Under the Scheme, 5 797 EM service users were contacted from October 2020 to June 2021. A sharing session for the supervisors with EMDAs was held on 27.7.2021 to facilitate experience sharing among the six types of welfare service units (IFSC/ ISC, PRC, DECC, DSC, ISC for ex-offenders and their families, and MSSU/ SWD). General positive experience on the Scheme was reported.

### *Special arrangement of IFSC services under pandemic (para.20, p.8)*

7. Miss SHEA recapped two key announcements on the resumption of welfare

services related to IFSCs/ISCs in the recent months:

Starting from 22 February 2021, all welfare services units had resumed normal operation in a gradual manner. To minimize the risks of infection, family or individual interviews were provided on an appointment basis. Groups were conducted online or physically with adequate social distancing in places, whereas mass programmes and drop-in services were still suspended. In addition, areas within the service units designated for public use, such as resource corners were temporarily closed.

Starting from 2 July 2021, drop-in services as well as areas within the service units designated for public use, such as resource corners, had been resumed. While observing the requirements in force under the Prevention and Control of Disease (Prohibition on Group Gathering) Regulation (Cap. 599 sub. leg. G), service operators might adopt flexible and appropriate operational arrangements with regard to their individual service units' size, environment and condition so as to provide service users and the public with the aforesaid services and facilities. Service operators and their service units should keep service users informed of the latest arrangements, such as posting notices at the service units' entrance or in areas for public use.

8. Miss SHEA supplemented that Subventions Section was considering the approach about implementation of the Service Performance Monitoring System under the pandemic. A letter would be issued to subvented NGOs to inform them of the arrangements in 2021-22.

[Post-meeting note: Subventions Section issued letter to NGOs on 23.8.2021 on the subject.]

### **Progress of follow-up on the recommendations of the Review on the Implementation of the IFSC Service Mode**

#### *Progress of work under various working groups*

9. Mr PANG reported to Members the updated progress.

#### *Liaison Group on Issues Relating to Housing Assistance Cases (LG)*

10. Ms KWAN reported that meetings of four Local LGs (LLG) were held after the last 17<sup>th</sup> LG; whereas one LLG was postponed. The 18<sup>th</sup> LG meeting was re-scheduled from 2 March 2020 to October 2021 due to the pandemic.

[Post-meeting note: The 18<sup>th</sup> LG meeting was held on 6.10.2021]

## **Updating of Guidelines on Compassionate Rehousing (CR) and Production of Reference Material for Training**

### *Enhancement Measures of the Review on Processing of CR Cases (Enhancement Measures)*

11. Ms KWAN briefly recaptured the key recommendations under the Enhancement Measures made in June 2019 as follows:

- Aligning the assessment yardsticks and extent of vetting
- Formulating the workflow of SWD district designated contact persons (DDCPs) so that their roles and responsibility could be spelt out more clearly
- Reviewing the Guidelines with a view to updating the protocol and time frame on CR processing
- Developing strategies to enhance understanding of the stakeholders on the rationale, purpose and nature of CR

### *Updating of CR Guidelines*

12. Ms KWAN informed Members that the Task Force for the Processing of CR Cases (TF), including DDCPs and representatives of NGOs, held six meetings from March 2019 to March 2021 to update the existing CR Guidelines (Chapter I to V) and prepare the “Reference Material for Training – Processing CR Cases” (Reference Material). The two draft documents were passed for Members’ comments vide email on 26.7.2021. The CR Guidelines was updated by (a) removing case examples; (b) replacing the term "application" to "request"; (c) removing the time frame from initial application to formal application; and (d) incorporating streamlined measures. Miss SHEA went through each part of the updating with the members.

### *Reference Material for Training – Processing CR Cases*

13. Ms KWAN briefly introduced the Reference Material prepared by TF, which included six parts:

- (i) Main principles on considering CR
- (ii) Assessment parameter
- (iii) Workflow of DDCPs
- (iv) Checklist for DDCPs to screen cases from NGOs in processing CR
- (v) Special Cases
- (vi) Case examples of rejected cases

### *List of suggested enquiry items (SEI) for seeking medical advice with information note on CR and Appendix to HD 412*

14. Ms KWAN reported that SWD shared the proposed SEI with the Hospital Authority (HA) in meetings of the “Core Group Meeting of Central-Coordinating Committee on Internal Medicine” on 3.7.2019 and the “Core Group Meeting of Central-Coordinating Committee on Psychiatry” on 10.12.2019. Views gathered from both TF and the medical sector had been incorporated in the List of SEI; which served as a reference for frontline social workers to prepare the medical enquiry. Caseworkers could add/ remove relevant items on individual case circumstances. The sample SEI would be

incorporated as Annex 13 in the updated CR Guidelines.

*Leaflet introducing ‘social welfare services related to housing assistance’*

15. Ms KWAN furthered that, while the Review on Processing of CR Cases suggested to consider producing a leaflet introducing “social welfare service related to housing assistance”, in which CR would be positioned as one of the alternatives and as the last resort in resolving housing problems; there were divergent views from TF on what services to be included in the leaflet. Some TF members considered that the existing leaflet could serve the purpose [which has stated (i) CR is not an application; (ii) recommendation of CR is based on comprehensive and professional assessment conducted by caseworkers; (iii) before considering CR, the caseworker will first explore with the client other feasible means]. In addition, TF considered that if the leaflet should list out all other related welfare services under different programme areas, it would be very difficult to accurately update from time to time. TF thus agreed to suspend the production of the said new leaflet. Members had no further views.

*Way Forward*

16. The Chairperson remarked that upon Members’ agreement on the proposed updating of CR Guidelines and the Reference Material, FCWB would circulate the documents to other stakeholders, e.g. RMB, EB, Districts and Housing Department (HD) for consultation. The proposed updating of the CR Guidelines, including the list of SEI and Appendix HD 412, would be discussed in the coming LG meeting in October 2021. FCWB would also update the remaining Chapter VI on “Alternative Housing Assistance“ of CR Guidelines through TF and liaison with HD.

[Post-meeting note: LG meeting was held on 6.10.2021. The updated Chapters I to V of the CR Guidelines and related Annexes 1 to 19; as well as the Reference Material were issued to stakeholders on 17.12.2021.]

17. Members enquired and the Chairperson confirmed that TF would serve as an ongoing platform for regular sharing on processing CR cases. In addition, the DDCP(CR)s would conduct regular case sharing to align the assessment yardsticks at district level continuously.

18. Mr CHAM enquired if more representatives from the NGO side could join the TF. It was agreed that Ms Angie CHAN would coordinate with IFSCs/ NGO and provide two more nominations after the meeting.

[Post-meeting note: Two more representatives from NGO - Ms Mandy SO of Christian Family Service Centre and Ms Terri LUI of Yang Memorial Methodist Social Service have been nominated as Members of TF since 2022. In addition, Mr Jeff Chan of Caritas-HK has replaced Mr Michael IP of Caritas-HK as the Member of TF.]

## **Any other business**

### *Sharing of a case known to Ombudsman in 2020 - Referral Mechanism for Handling Referrals between HD and SWD/NGOs*

19. Ms KWAN shared a case made known to Ombudsman, involving HD's request for the tenant's submission of written application on housing transfer and supporting document, including relationship proof through the assistance of a medical social worker. Under normal circumstances of housing transfer, the tenant would be required to complete and submit to HD directly the application for preliminary assessment, a subsequent written confirmation to indicate the reasons for transfer, and relationship proof if location preference was indicated. However, in some cases where staff of HD failed to contact the tenants or the tenants were uncooperative; whereas the tenants were active case of SWD/NGOs, HD might seek assistance from the concerned caseworkers of SWD/NGOs to obtain the required documents from the tenants to avoid delay in processing the housing transfer request.

20. Miss SHEA shared the comment of Ombudsman that both SWD/NGO and HD should proactively communicate with each other to facilitate service users to resolve their housing issues, especially those with special needs such as mental health problem.

### *Sharing on SWD's Implementation of Measures to Enhance Professional Inputs and Collaboration of CCDS cases*

21. The Chairperson shared that SWD had further promoted and strengthened the CCDS mechanism through:

- (i) Each SWD district would set up/ strengthen a designated collaboration platform on CCDS. Districts might invite representatives of MCHC, IFSC, FCPSU, CCPSA, school social worker including PPI to participate. IFSC/ISC was welcomed to join those district platform;
- (ii) Enhanced professional inputs on CCDS cases. For CCDS cases with key problem nature as "childcare" or "emotions (of the parent)" identified by MCHC/HA and referred to IFSCs/SWD, these cases would be reviewed by ADSWO at half-yearly interval;
- (iii) Since 15.6.2021, for closure of CCDS cases in IFSCs/SWD due to "decline of services" or "unable to contact despite of repeated attempts", such cases have to be brought up to ADSWO. The Chairperson welcomed NGO Members to make reference to the measures of SWD to enhance their inputs on handling CCDS cases.

### *Commencement of Short-term Food Assistance Service Teams (STFASTs)*

22. The Chairperson reported that SWD has commissioned NGOs to operate short-term food assistance service since 2009 and regularised the service since 1 August 2021. The demarcated service boundary of the STFASTs was adjusted. Individuals or families who have proven difficulties coping with daily food expenditure, including the unemployed or underemployed, low-income earners, new arrivals, street sleepers, as well as individuals or families encountering sudden change and facing immediate financial hardship may apply for the service. Applicants may contact the respective Teams according to their place of residence for eligibility assessment. To help individuals and



families temporarily affected by the epidemic, the SWD has relaxed the asset limits of the service from 1.6.2021 to 31.5.2022 on a time-limited basis by pitching the asset limits to those of the Working Family Allowance. The current monthly income and asset limits of the Short-term Food Assistance Service as well as the contact means of the Teams were uploaded at SWD Homepage. Members were encouraged to refer needy cases to STFASTs.

*Concern of the Privacy Commissioner for Personal Data (PCPD) on Collection of Personal Data by SWD IFSCs*

23. Miss SHEA shared that upon an enquiry about collection of Hong Kong Identity Card (HKIC) information of service users in "membership application form" of a SWD IFSC, the Office of the PCPD has given the following advice: (i) Cease collecting HKIC No. and "full date of birth" of service users for registration as members; (ii) Ensure avoiding collection of excessive personal data from service users. Members were advised to refer to the relevant Data Protection Principles 1(1) and 1(3) under the Schedule 1 of the Personal Data (Privacy) Ordinance for details.

*Mandatory Reporting of Suspected Child Abuse Cases*

24. Ms Angie CHAN shared that colleagues of IFSCs/ NGOs concerned the progress of the 'mandatory reporting of child abuse'. Ms Judy Chan supplemented that they had worries over the inadequate provision of residential child care services for the needy children. The Chairperson encouraged HKCSS and NGO colleagues to submit their consolidated views on mandatory reporting through the

*Official Visit: e-Booking Service of Correctional Services Department*

25. Mr CHAM expressed concern about the difficulties of NGOs on visiting prisoners after the implementation of e-Booking system by the

nly government organisations, legal representatives and law enforcing agencies could book official visit at Lai Chi Kok Reception Centre. IFSCs/NGO could visit their cases through requesting the prisoners to add the caseworker's name in the list of visitors, or enlisting assistance from the backup IFSCs/SWD to issue memo to certify their status and the need for visit.

**Date of next meeting**

26. There being no other business, the meeting was adjourned at 5:30p.m. The next meeting was scheduled on 29 April 2022 p.m. at Room 918, 9/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong.

[Post-meeting notes: the meeting has been adjourned to 24 June 2022 to tide in with the progress of updating on Ch. VI of the CR Guidelines]

Family and Child Welfare Branch  
Social Welfare Department  
June 2022