

**Minutes of the 8th Meeting of
the Committee on Integrated Family Service Centres**

Date : 12 October 2012 (Friday)
Time : 2:30 p.m.
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)

Wong Kwok-chun, Alex	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Tsang Kwok-hung, Kenneth	Officer-in-charge Aberdeen Integrated Family Service Centre [Representing Mrs Wong Ho Fung-see, Assistant District Social Welfare Officer (Central Western, Southern and Islands)1]	
Ms Yan Lai-ming, Jenny	Assistant District Social Welfare Officer (Eastern and Wan Chai)1	
Miss Hau Suk-kwan	Assistant District Social Welfare Officer (Kwun Tong)2	
Heung Wing-keung	Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)2	
Ms Chiu Lai-chun, Kitty	Officer-in-charge Yau Ma Tei Integrated Family Service Centre [Representing Ms Kwan Shuk-yee, Nancy, Assistant District Social Welfare Officer (Kowloon City and Yau Tsim Mong)1]	
Lee Yuen-hung	Assistant District Social Welfare Officer (Sham Shui Po)1	
Ms Sandra Lim	Assistant District Social Welfare Officer (Shatin)1	

Ms Woo Mei-hing, Patricia	Assistant District Social Welfare Officer (Tai Po and North)2
Pang Yu-on	Assistant District Social Welfare Officer (Yuen Long)1
Ms Yuen Siu-ching, Liza	Social Work Officer / Integrated Family Service Centre (Tsuen Wan and Kwai Tsing) 2 [Representing Ms Ma Sau-ching, Annisa, Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1]
Miss Chan Mei-chau, Connie	Officer-in-charge Tuen Mun (South) Integrated Family Service Centre [Representing 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
Kwok Wai-keung	General Manager (Family and Community Core Business) Hong Kong Christian Service
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
Mrs Ngan Lai Mee-yuk	Social Work Supervisor Hong Kong Children and Youth Services
Ms Wendy Wong	Senior Manager St James' Settlement

Chu Muk-wah, Daniel	Division Head (Family Service Division) Yang Memorial Methodist Social Service
Ms Keung Choi-yin	Service Director Hong Kong Sheng Kung Hui Welfare Council
Ms Sonia Pang	District Service Director The Neighbourhood Advice-Action Council

In attendance

Miss Woo Pik-tung Social Work Officer (Family)4 / SWD

[Remark: For item relating to Liaison Group / Local Liaison Group on Issues relating to Housing Assistance Cases only]

Ms Lau Siu-hing, Jackie Senior Social Work Officer (Domestic Violence) / SWD

[Remark: For items on the sharing of new procedures related to children in family proceedings and new development of Victim Support Programme only.]

Absent with apologies

Miss Cheung Lai-kuen, Jessica Assistant District Social Welfare Officer
(Wong Tai Sin and Sai Kung)1

Opening remarks

The Chairperson welcomed Tsang Kwok-hung, Kenneth, Ms Chiu Lai-chun, Kitty, Ms Yuen Siu-ching, Liza and Miss Chan Mei-chau, Connie who attended on behalf of Mrs Wong Ho Fung-see, Ms Kwan Shuk-yee, Nancy, Ms Ma Sau-ching, Annisa and Cheung Tat-ming, Gary of SWD respectively.

Confirmation of minutes of last meeting

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

[Post-meeting notes: The confirmed minutes of the 7th meeting were uploaded onto SWD Homepage on 16 October 2012.]

Matter arising

Training courses (para 3, p.4)

3. Miss Chow Mei-yee reported on the enrolment of training courses conducted between June 2012 and October 2012. She also highlighted courses tentatively to be organised during the period from November 2012 to January 2013 as listed below and encouraged Members to nominate suitable colleagues to attend –

- (a) Induction Course on Services of IFSC (14, 20, 22, 27 & 28 November 2012);
- (b) training course on Working with Cross-boundary Families and New Arrivals (27 November 2012 p.m.);
- (c) training course on Helping Couple Separate in Peace (22, 26 November & 6 December 2012);
- (d) training course on Working with Couple in Crisis of Affairs (15 & 22 November 2012);
- (e) training course on Application of Group Work Approach for People under Stress (3 December 2012 / 18 December 2012);
- (f) training course on Conducting Therapeutic Group for People with Depressed Mood (7 & 14 December 2012);
- (g) training course on Conducting Therapeutic Group for Youth with Behaviour

- Problems (10, 13 & 17 December 2012);
- (h) training course on Working with Male Service Users (17 & 18 December 2012);
 - (i) training course on Application of Sex Therapy for Social Work Intervention (12 & 19 December 2012);
 - (j) training course on Effective Parenting for children with Special Education Need (15 January 2013); and
 - (k) training course on Conducting Therapeutic Group for People with Marital Problems (15, 22 & 29 January 2013).

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

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

4. The Chairperson reported the progress of setting up the three IFSCs in 2012-13. Invitations to non-profit making organisations were issued on 21 June 2012 for submitting proposals to operate the two new IFSCs in Kwun Tong District and Yuen Long District respectively by 1 August 2012. SWD had set up Vetting Committees to assess the proposals with the results to be announced in October 2012 through SWD Homepage. For the SWD IFSC to be set up in Kowloon City and Yau Tsim Mong District, preparatory and logistics work was being carried out by parties concerned. The three new IFSCs were tentatively scheduled to commence operation in early 2013. With the setting-up of these three new IFSCs, the total number of IFSCs would be increased to 65.

5. Ms Loletta Lo took Members through the updated summary table on the progress of follow-up actions taken in respect of the recommendations of the Review report, which had been sent to Members before the meeting.

Working Group on Review on the Operation of IFSC Services

6. Ms Loletta Lo reported that the Working Group had completed revisions on “Guidelines on Division of Work and Case Transfer among IFSCs and Integrated Services Centre (ISCs) (October 2006)” which the details would be reported in the next agenda item. She shared that the Working Group would proceed to review the existing Enquiry / Intake cum Screening Form used by IFSCs.

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

7. Miss Woo Pik-tung reported that the 4th meeting of the Liaison Group at headquarters level was held on 2 August 2012. Main points of discussion were briefed to Members including handling of Compassionate Rehousing applications without valid documentary proof of marital status, housing arrangements for divorced couples living in public rental housing flats, referrals for transfer of ownership of property under Home Ownership Scheme, etc. The Summary of Discussion on the meeting would be issued to the district management of SWD and NGO service units concerned in due course. The next meeting would be held in six months’ time tentatively in February 2013 and Members were invited to suggest items of discussion for the meeting. Besides, she

reported that the five Local Liaison Groups (LLGs) at district level had held / would hold their fifth meetings in the respective five clusters in these few months.

[Post-meeting notes: The Summary of Discussion was issued to district management and relevant NGOs service units via emails on 26 October 2012.]

Review on the Guidelines on Division of Work and Case Transfer among IFSCs / ISCs

8. Ms Loletta Lo reported that comments received from the district management of SWD with feedback collected from frontline IFSC colleagues and the Hong Kong Council of Social Service on behalf of the Network on IFSCs as well as the views of concerned subject service branches for the revisions on the “Guidelines on Division of Work and Case Transfer among IFSCs / ISCs (October 2006)” (the Guidelines) were thoroughly deliberated by the Working Group on Review on the Operation of IFSC Services in its 6th meeting held on 31 August 2012. The further revised version of the Guidelines as proposed by the Working Group had been sent to Members before the meeting.

9. Ms Loletta Lo then took Members through details of the proposed revised Guidelines and highlighted the divergent views and rationales on those parts relating to the division of work that had been deliberated by the Working Group, which included adopting the current place of residence for division of work for new cases involving service users who were taking lodging in relatives / friends’ abode or serviced apartment / hotel, maintaining the division of work for child welfare cases with parents who were

imprisoned and would not be discharged / released in the coming six months, providing different criteria and order of sequence for consideration on cases involving service users living outside Hong Kong but requiring welfare assistance in Hong Kong.

10. Ms Loletta Lo further reported that for the paragraph 2.7.5 added for cases currently handled by NGO IFSC / ISC warranting the application for Care or Protection Order with the whereabouts of the parent(s) / legal guardian(s) being unknown, the place of residence except emergency placement of the “child” concerned was proposed as the factor for consideration of division of work instead of the “eldest child” in view that such cases would demand intensive social investigation within a short timeframe and the designated SWD IFSC providing back up support to the NGO IFSC / ISC currently handling the case should handle the case. As such, there would be difference in the division of work for other child welfare cases with the whereabouts of the parent(s) / legal guardian(s) being unknown which would be considered according to the residence of the “eldest child” in comparison with paragraph 2.7.5 that concerning the “subject child”.

11. As for the timeframe on issuing the Reply Slip and Further Reply Slip upon receiving referral from another IFSC / ISC, Ms Loletta Lo revealed that the Working Group considered that the existing practice of issuing the Reply Slip and Further Reply Slip within seven working days and one month as from the date of the Referral Form should be maintained. Ms Loletta Lo advised Members to remind IFSC colleagues to follow the timeframe to facilitate communication on case referral / transfer between incoming and outgoing IFSCs / ISCs.

12. Upon deliberations, Members endorsed the revised Guidelines with one

suggestion of refining the term “child” to “subject child” in paragraph 2.7.5 so as to accurately reflect the meaning. Ms Loletta Lo reported that the Family and Welfare Branch (FCWB) would issue the final version of the revised Guidelines to district management of SWD and operators of NGO IFSCs / ISCs for inviting them to inform supervisors and frontline colleagues of IFSCs / ISCs on the use of the revised Guidelines.

[Post-meeting notes: FCWB had issued notification to district management of SWD, operators of NGO IFSCs / ISCs as well as supervisors of IFSCs / ISCs via email on 7 November 2012 to inform them of the use of the revised Guidelines with immediate effect.

Any other business

Sharing of new procedures related to children in family proceedings

13. Ms Jackie Lau shared with Members the three new initiatives put forward by the Judiciary in 2012 on procedures related to children in family proceedings which included (i) Guidance on Meeting Children; (ii) Children’s Dispute Resolution Pilot Scheme; and (iii) Guidance on Separate Representation for Children. Besides, she shared that security checks in Family Court would take effect in late October 2012.

[Post-meeting notes: The Secretariat had issued the powerpoint presented by Ms Lau in the meeting to Members via email on 17 October 2012.]

Sharing of new development of Victim Support Programme

14. Ms Jackie Lau further shared with Members the new development of Victim Support Programme for Victims of Family Violence provided by Po Leung Kuk Tsui Lam Centre. She reported that the service had been extended to refuge centres for women, Multi-purpose Crisis Intervention and Support Centre (CEASE Crisis Centre) and Medical Social Service Units of the Hospital Authority and had been providing child visitation service for residents of refuge centres for women and CEASE Crisis Centre with effect from August 2012.

Statistical Information System (SIS) Form for IFSC

15. Ms Loletta Lo reported that enhancement of the Client Information System (CIS) of SWD relating to the revised SIS Form for IFSC was under progress with the implementation tentatively scheduled in early 2013. NGO IFSC operators would be duly informed on the effective date of using the revised SIS Form for IFSC upon completion of CIS enhancement of SWD.

16. For the purpose of review and planning for IFSC services, Ms Loletta Lo sought the views of Members on refining the definition of “ethnic minorities” to the six minority groups from India, Indonesia, Nepal, Pakistan, Philippines or Thailand. She briefed Members that the Secretariat would issue the proposed wording on the definition of ethnic minorities to Members for their consideration as well as to IFSC colleagues for their views after the meeting.

Reply Form for Comprehensive Child Development Service (CCDS)

17. Ms Loletta Lo revealed that upon the enhancement of information system of Maternal and Child Health Centres (MCHCs), a covering memo had been added on top of the standard referral form to IFSCs / ISCs with the part of acknowledgement inserting at the bottom of the covering memo for confirming the receipt of referral by IFSCs / ISCs. To facilitate communication between MCHCs and IFSCs / ISCs for case referral, Ms Loletta Lo advised Members to invite IFSC / ISC colleagues to sign for the acknowledgement slip.

Date of next meeting

18. There being no other business, the meeting was adjourned at 5:00 p.m. The next meeting was scheduled to be held on 22 January 2013 (Tuesday) at 2:30 p.m at Conference Room 1, Social Welfare Department Headquarters, 9/F, Wu Chung House.