

**Minutes of the 12<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres**

**Date** : 4 December 2013 (Wednesday)  
**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)**

Mr Wong Kwok-chun, Alex	Chief Social Work Officer (Family and Child Welfare)1	(Chairman)
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	
Ms Leung Ho-yau, Bonnie	Assistant District Social Welfare Officer (Kwun Tong)2	
Miss Cheung Lai-kuen, Jessica	Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)1	
Mr Heung Wing-keung	Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)2	
Ms Ding Shuk-wah, Alice	Assistant District Social Welfare Officer (Kowloon City and Yau Tsim Mong)1	
Miss Sandra Lim	Assistant District Social Welfare Officer (Shatin)1	
Ms Woo Mei-hing, Patricia	Assistant District Social Welfare Officer (Tai Po and North)2	
Miss Hui Kwai-fan	Assistant District Social Welfare Officer (Yuen Long)1	
Ms Leung Po-ling	Acting Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1	

Ms Wong Li-ching, Connie	Acting Assistant District Social Welfare Officer (Tuen Mun)2	
Mr Tse Shu-to, Sebastian	Senior Social Work Officer (Family)2	
Miss Chow Mei-yee	Social Work Officer (Family)1	(Secretary)

**Non-governmental organisations (NGOs)**

Ms Angie Lai	Head of Family Service Caritas – Hong Kong	
Ms Cindy Leung	Head of Service Hong Kong Family Welfare Society	
Mr 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	
Mrs Angela Chiu	Centre Supervisor Hong Kong Catholic Marriage Advisory Council	
Ms Tsui Shuk-yin, Terry	Social Worker Hung Hom Integrated Family Service Centre [Representing Mrs Ngan Lai Mee-yuk Social Work Supervisor Hong Kong Children and Youth Services]	
Ms Wendy Wong	Senior Manager St James' Settlement	
Ms Wong Chor-ling, Bell	Supervisor Long Love Integrated Family Service Centre [Representing Ms Wong Fung-yee, Margaret Assistant Community Services Secretary (Youth & Family) Tung Wah Group of Hospitals]	
Mr 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	
Mr Lee Tin-yan	District Service Director The Neighbourhood Advice-Action Council	

### **In attendance**

Miss Fung Hing-sum, Fanny	Senior Social Work Officer (Family)1 / SWD	} (Remark)
Miss Woo Pik-tung	Social Work Officer (Family)4 / SWD	
Mrs Claren Tam	Social Work Officer (Family)3 / SWD	
Mr Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1 / SWD	

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

### **Absent with apologies**

Mr Mui Wai-keung, Moses	Chief Officer (Family and Community) / Hong Kong Council of Social Service
Ms Sally Pang	Programme Director (Family & Community) / Christian Family Service Centre
Mr Lee Yuen-hung	Assistant District Social Welfare Officer (Sham Shui Po)1 / SWD

### **Opening remarks**

The Chairman welcomed Ms Leung Ho-yau, Bonnie, Ms Ding Shuk-wah, Alice and Miss Fung Hing-sum, Fanny of SWD who attended the meeting for the first time. He also introduced colleagues who attended on behalf of Members, including Ms Leung Po-ling and Ms Wong Li-ching, Connie from SWD, Ms Tsui Shuk-yin, Terry from Hong Kong Children and Youth Services and Ms Wong Chor-ling, Bell from Tung Wah Group of Hospitals respectively. Besides, he informed that Mr Mui Wai-keung, Moses, Ms Sally Pang and Mr Lee Yuen-hung were unable to attend the meeting.

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

2. Minutes of the last meeting were confirmed with amendments to paragraph 26 by

replacing “Ms Angie Lai expressed concerns on the financial support from Lotteries Fund grant for installation of closed-circuit televisions (CCTV) in IFSCs as a staff security measure” as “Ms Angie Lai expressed concerns on the financial support from Lotteries Fund under Block Grant for installation of closed-circuit televisions (CCTV) in existing NGO IFSCs as a staff security measure”.

[Post-meeting notes: The confirmed minutes of the 11th meeting were uploaded onto SWD Homepage on 9 December 2013.]

### **Matter arising**

#### *Training courses (para 3, p.4)*

3. Mrs Claren Tam reported the enrolment of training courses conducted during the period September 2013 - November 2013. She also highlighted those courses to be organised tentatively during the period December 2013 - March 2014 as listed below and encouraged Members to nominate suitable colleagues to attend:

- (a) Training Course on Application of Group Work Approach for People Suffering from Emotional Problems (Class 1 on 17 December 2013 & Class 2 on 10 January 2014);
- (b) Training Course on Working with Couples in Crisis of Affairs (6, 8 & 16 January 2014);
- (c) Training Course on Application of Sex Therapy for Social Work Intervention (21 & 24 January 2014);

- (d) Training Course on Conducting Marital Enhancement Group for Couples (11 & 18 February 2014);
- (e) Trauma and It's treatment: An introduction (3 March 2014); and
- (f) Foundation Course on Couple Therapy (24, 27 & 31 March 2014).

*Geographical service boundaries of Integrated Family Service Centres (IFSCs) (para 20, p. 14)*

4. Mr Tse Shu-to, Sebastian recapitulated the principles of demarcating the geographical service boundaries of IFSCs aligning with the constituencies of the concerned District Councils (DCs) within the respective SWD administrative districts as shared with Members in the last meeting. He remarked that the Secretariat would provide the respective District Social Welfare Offices with the corresponding maps of the respective DC constituencies for necessary reference in performing the task.

[Post-meeting notes: The Secretariat sent the corresponding maps of the concerned DC constituencies to the respective Assistant District Social Welfare Officers (ADSWOs) supervising IFSCs via email on 24 December 2013.]

*Staff safety and security measures (para 26, p. 16)*

5. Regarding Members' concerns raised in the last meeting on the financial support from Lotteries Fund (LF) under Block Grant for installing CCTV in existing NGO IFSCs as a staff security measure, the Chairman reported that the LF Projects Section of SWD was

conducting a Furniture and Equipment (F&E) Review Exercise across all services, for which the need of including CCTV in the IFSC F&E Lists under the Block Grant would be examined. The Review Exercise would be completed in early 2014 with the result to be announced around mid 2014.

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

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

6. The Chairman 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. Among the 26 recommendations of the Review report, the Chairman reported the progress of follow-up actions taken for Recommendation 4 relating to IFSC premises that Caritas IFSC – Tung Tau (Wong Tai Sin South West) had been recently reprovisioned to a suitable site in October 2013 upon completion of construction and fitting-out works of the new premises. Having highlighted the progress of follow-up actions taken for other concerned recommendations, the Chairman briefed that the details would be reported under the respective working groups in the next agenda items. In regard to the enquiry of Ms Wong Chor-ling, Bell on the undersized office of the newly set up Long Love IFSC of Tung Wah Group of Hospitals, the Chairman responded that the Family and Child Welfare Branch (FCWB), the Administration Branch and the Project Planning Unit of SWD, in joint efforts with the concerned district management, would follow up closely on securing suitable premises for both SWD and NGO IFSCs encountering office accommodation problems.

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

7. Mr Tse Shu-to, Sebastian reported that upon incorporating the comments of Members as discussed in the last meeting of the Committee on IFSCs, the Secretariat had circulated the further revised Enquiry / Intake cum Screening Form used by IFSCs (English and Chinese versions) to Members. Without receiving further comments, the Secretariat notified Members that the revised Form was confirmed as final via an email of 3 December 2013. The revised Form was tentatively to be put in place for all IFSCs of SWD and NGOs in the first quarter of 2014-15 upon corresponding enhancement of the Client Information System for SWD IFSCs to cater for the revisions. The Secretariat would notify Members the effective date of using the revised Form once it was fixed.

8. After completing review on the Enquiry / Intake cum Screening Form, Mr Tse Shu-to, Sebastian revealed that the Working Group had proceeded to examine issues relating to the interfacing between IFSCs / Integrated Services Centres (ISCs) and other service units starting with Family and Child Protective Services Units (FCPSUs) as agreed by the Working Group earlier. In the 9th meeting of the Working Group held on 25 October 2013, issues of concerns on the collaboration between IFSCs / ISCs and FCPSUs were deliberated which would be shared in the next agenda item.

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

9. Miss Fung Hing-sum, Fanny reported that the 6th meeting of the Liaison Group at headquarters level was held on 16 September 2013 with an extended meeting held on 30 October 2013. She highlighted the major issues as discussed in the two meetings and remarked that a Summary of Discussion on the meetings would be issued to the district

management of SWD and relevant NGO service units in due course. The next meeting was tentatively scheduled in April 2014. Besides, she reported that the five Local Liaison Groups at district level had held / would hold their seventh meetings in the respective five clusters during the period September - December 2013.

### **Collaboration issues between IFSCs / ISCs and FCPSUs**

10. Mr Tse Shu-to, Sebastian informed Members that the Working Group on Review on the Operation of IFSC Services had held its 9th meeting on 25 October 2013 for discussing the collaboration issues between IFSCs / ISCs and FCPSUs. Representatives from the Domestic Violence Team (DVT) of the FCWB were invited to attend the meeting to collect the views and concerns of the Working Group. To facilitate Members to give comments and collect views from IFSC / ISC colleagues, the Secretariat circulated a summary of issues of concerns as deliberated by the Working Group to Members on 5 November 2013 before the meeting.

11. After highlighting the principles for division of work between IFSCs / ISCs and FCPSUs for the three categories of cases including (i) battered spouse cases; (ii) child abuse cases; and (iii) child custody cases as laid down in the “Guidelines on Division of Work and Case Transfer between FCPSUs and IFSCs / ISCs (March 2008)”, Mr Tse Shu-to, Sebastian took Members through the issues of concerns in details regarding the collaboration between IFSCs / ISCs and FCPSUs over these three respective categories of cases. Members then exchanged their views and concerns on the collaboration issues based on their operational experience and feedback collected from frontline colleagues.

12. Upon thorough deliberations of Members, Mr Tse Shu-to, Sebastian briefed that the Secretariat would sum up the issues of concerns as discussed in the meeting and enlist the assistance of DVT in collecting feedback from FCPSUs and exploring possible enhancement measures for improving the collaboration between IFSCs / ISCs and FCPSUs. Members were invited to inform the Secretariat within the week if they had other concerns or feedback subsequent to the discussion in the meeting so as for the Secretariat's compilation to invite comments from DVT. After collecting views from the DVT on the collaboration issues and possible enhancement measures, it would be brought up for deliberation in the next meeting of the Working Group to be held on 21 January 2014.

### **Any other business**

#### *Question by Legislative Council on outsourcing integrated family services*

13. The Chairman shared with Members that Legislative Councilor, the Hon Leung Kwok-hung had raised a question in the Legislative Council on 13 November 2013 on "Outsourcing of Integrated Family Services" because he received complaints alleging that IFSCs operated by NGOs had often directly rejected the applications for welfare services such as compassionate rehousing, conditional tenancy or splitting of household of public rental housing raised by victims of domestic violence and other members of the public without referring the cases to SWD for assessment.

14. In response to the enquiry, the Chairman highlighted the reply of the Administration that in assessing the need of an individual or family for a particular welfare

service and in making relevant recommendation, social workers of SWD and NGOs alike would adhere to the established mechanism and the same set of procedural guidelines. An objective and professional judgment would be made in the light of the actual case circumstances. If a subvented service unit was assessed to be failing to comply with the standards set out in the Funding and Service Agreement, it must submit a service improvement programme, for which SWD would examine the programme and monitor implementation of the improvement measures. As regards the existing arrangement for both SWD and NGOs to operate IFSCs, the provision of welfare services for those in need had worked well for years that SWD would continue to ensure the service quality of NGO service units through the existing monitoring system. In this regard, the Chairman invited Members to browse the website of the Legislative Council for the details.

*Collaboration between IFSCs / ISCs and Maternal and Child Health Centres (MCHCs) in implementing Comprehensive Child Development Service (CCDS)*

15. Mr Tse Shu-to, Sebastian reported that upon the set up of Kowloon City MCHC in August 2013, CCDS had been fully extended covering all the 18 districts over the territory. For enhancing the collaboration between IFSCs / ISCs and MCHCs in handling high risk CCDS cases, a meeting was held between the Family Team of FCWB and Department of Health (DH) on 7 October 2013. As emphasised in the meeting, close collaboration among different professionals, including medical teams of DH and Hospital Authority (HA) and social work teams of IFSCs / ISCs, Medical Social Services Units and other concerned NGO service units, was of vital importance to achieve a more comprehensive case assessment and facilitate the formulation of follow-up plans.

16. Mr Tse Shu-to, Sebastian then went through with Members the gist as deliberated in the meeting regarding the collaboration across different disciplines in providing CCDS as follows:

- (a) There was mutual referral mechanism in place that MCHCs would refer cases in need of social welfare services to IFSCs / ISCs for follow-up whereas IFSCs / ISCs might refer cases to MCHCs for medical assessment and management of the child's health care problems such as follow-up on immunisation and assessment of suspected physical growth or developmental problems.
- (b) While the Nursing Officers of MCHCs would maintain case discussion with the social workers of IFSCs / ISCs, the Nurses-in-charge of MCHCs might also discuss with the supervisors of IFSCs / ISCs regarding the intervention plans whenever necessary. For cases with complications, the Case Medical Officers might step up to discuss with the concerned ADSWOs.
- (c) It might be desirable to convene case conferences for deliberating the case assessment and recommending follow-up areas with the concerned parties for complicated cases. If risk factors were identified, the mechanism of Multi-disciplinary Case Conference on Suspected Child Abuse Cases might be activated. As for cases not yet known to casework units but being identified with domestic violence or child abuse elements, MCHCs might refer these cases to FCPSUs direct and consult their expert advice whenever necessary.

- (d) Given the experience in case handling, failing to take a child to receive immunisation or apply birth certificate for a child might be an indicator of childcare problem in need of external assistance. It could also be a sign of inadequacy of childcare capabilities or even to the extent of child neglect. When coming across such case circumstances or intake enquiries, colleagues were advised to take a prudent approach in assessing the childcare conditions and rendering appropriate assistance to the cases.
- (e) When arranging visits at MCHCs for meeting the clients on-site, as suggested by MCHC staff, it was more desirable for the IFSC / ISC social workers to enlist the assistance of MCHC staff in informing the clients of their presence before their turning up so as to better prepare the clients for the on-site visit arrangement.
- (f) Apart from collaboration at case level, district colleagues could also make use of the platform of District Coordinating Committee (DCC) on CCDS for sharing of experiences and practice wisdom in handling high risk CCDS cases.

17. Mr Tse Shu-to, Sebastian remarked that while the respective DCC on CCDS would consider the needs and feasibility in arranging training workshops relating to the handling of high risk CCDS cases, assessment of parents' childcare abilities or any topics as deemed relevant, FCWB would explore the feasibility in organising territory-wide training workshop at headquarters level subject to further discussion with DH and HA. Besides, he revealed that an inter-departmental meeting would be arranged among SWD, DH and CCDS Paediatricians from HA in January 2014 for further deliberations on the collaboration

among medical teams of MCHCs and HA and social work teams of IFSCs / ISCs in handling high risk CCDS cases.

18. Taking the opportunity, Mr Tse Shu-to, Sebastian invited Members to share the deliberations with IFSC / ISC colleagues and advise them to monitor CCDS cases particularly those being assessed to have high risk factors closely so as to ensure that the best interests and welfare of the children were well protected.

*Legal advice sought on the definition of child care centre under the Child Care Services Ordinance (Cap. 243)*

19. Mr Tse Shu-to, Sebastian reported that in regard to the recent legal advice sought by the Child Care Centres Advisory Inspectorate for seeking clarification on the definition of child care centre, Members were invited to note the legal advice given by the Department of Justice which would have impact on the arrangement of groups and programmes of IFSCs / ISCs when the parents brought along their children to join the centre activities.

20. Mr Tse Shu-to, Sebastian highlighted the Child Care Services Ordinance (CCSO) (Cap. 243) had stipulated that any premises which habitually received at any one time more than five children who were under the age of three years or under the age of six years with disability for the purposes of care and supervision would fall into the definition of a child care centre. As stated in the CCSO, it would be an offence for any person to operate or take part in the management of a child care centre which was not registered as a child care centre. On the specific condition for seeking legal advice that the children were receiving training programmes with only the staff of the centre in one room while their parents and carers were attending activities in another room, legal advice considered that the children

were being left under the care and supervision of the centre's staff who were providing training programmes to them. Even CCTV had been installed in the parents / carers' room for them to keep an eye on their children, it was considered that the parents / carers who were busily receiving parallel training in another room could not have spared the time and attention to care and supervise their own children. In this regard, the relevant premises would fall within the meaning of child care centre as defined under CCSO.

21. Given the legal advice sought, Mr Tse Shu-to, Sebastian invited Members to advise supervisors of IFSCs / ISCs to be alert of the arrangement of parallel groups and programmes for parents who would bring along their children to the centre. It should be noted that the number of children should not be more than five for normal children who were under the age of three years or disabled children who were under the age of six years respectively.

*Change of membership of the Committee on IFSCs*

22. The Chairman briefed the meeting that Mrs Angela Chiu of Hong Kong Catholic Marriage Advisory Council would be promoted to Executive Director who would continue to attend the meeting of the Committee on IFSCs while Ms Cindy Leung of Hong Kong Family Welfare Society would be posted to take charge of other services in the agency. The Chairman on behalf of Members extended thanks to Ms Cindy Leung for her contributions in the Committee.

**Date of next meeting**

23. There being no other business, the meeting was adjourned at 5:30 p.m. The next meeting was scheduled to be held on 27 March 2014 (Thursday) at 2:30 p.m. at Conference Room 1 of SWD Headquarters.