

**Minutes of the 17th Meeting of
the Committee on Integrated Family Service Centres**

Date : 7 May 2015 (Thursday)
Time : 2:30 p.m.
Venue : Room 918, 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)
Mr Tsang Kwok-hung, Kenneth	Acting Assistant District Social Welfare Officer (Central Western, Southern and Islands)1	
Mr Fung Ching-kwong	Assistant District Social Welfare Officer (Eastern and Wan Chai)1	
Mr Fung Kwong-yeung	Acting Assistant District Social Welfare Officer (Kwun Tong)2	
Mr Au Wai-ming, Dimitri	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	
Miss Shea Ka-shuen	Acting Assistant District Social Welfare Officer (Kowloon City and Yau Tsim Mong)1	
Mr Lai Huen-lam, Stephen	Assistant District Social Welfare Officer (Sham Shui Po)1	
Miss Lim Siu-kuen, Sandra	Assistant District Social Welfare Officer (Shatin)1	
Ms Ho Kwai-ying, Esther	Assistant District Social Welfare Officer (Tai Po and North)2	
Miss Hui Kwai-fan	Assistant District Social Welfare Officer (Yuen Long)1	
Ms Lam Yuen-ting, Heidi	Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1	
Mrs Ng Ng Lai-chun, Quinnie	Assistant District Social Welfare Officer (Tuen Mun)2	
Ms Chan Mei-yi	Senior Social Work Officer (Family)2	
Ms Lam Hiu-ying, Clara	Social Work Officer (Family)1	(Secretary)

Non-governmental organisations (NGOs)

Mr 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 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
Ms Iris Liu	Director of Program International Social Service Hong Kong Branch
Ms Sally Pang	Programme Director (Family & Community) Christian Family Service Centre
Mrs Angela Chiu	Executive Director Hong Kong Catholic Marriage Advisory Council
Mr Lee Chun-ho, Michael	Centre-in-charge Hung Hom Integrated Family Service Centre Hong Kong Children & Youth Services [Representing Mrs Ngan Lai Mee-yuk, Social Work Supervisor, Hong Kong Children and Youth Services]
Ms Wendy Wong	Senior Manager St James' Settlement
Ms Joyce Leung	Assistant Supervisor Long Love Integrated Family Service Centre Tung Wah Group of Hospitals [Representing Ms Wong Fung-ye, 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 Limited
Mr Lee Tin-yan	District Service Director The Neighbourhood Advice-Action Council
In attendance	
Mrs Claren Tam	Social Work Officer (Family)3 / SWD
Miss Lau Leung-yuk, Grace	Assistant Social Work Officer (Family)1 / SWD

Welcoming remarks

The Chairman welcomed Mr Lee Chung-ho, Michael, Ms Joyce Leung, Mr Tsang Kwok-hung, Kenneth, Mr Fung Kwong-yeung and Ms Shea Ka-shuen who attended the meeting on behalf of Mrs Ngan Lai Mee-yuk, Ms Wong Fung-ye, Margaret, Miss Chan Lai-chu, Ms Bonnie Leung and Ms Ding Shuk-wah, Alice 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 16th meeting were uploaded onto SWD Homepage on 28.5.2015.]

Matters arising

Sharing on the Development of Parenting Capacity Assessment Framework (Assessment Framework) for Comprehensive Child Development Service (CCDS) (para. 3, p.3)

3. Ms Chan Mei-yi reported that the newly devised Assessment Framework, incorporating the views of Members, was scheduled for pilot use for tentatively one year commencing June 2015. Yuen Long and Tsuen Wan and Kwai Tsing districts, with relatively high prevalence of child abuse and number of child welfare cases handled by IFSCs, were identified to be the pilot districts.

4. In order to prepare the frontline colleagues for the pilot use of the Assessment Framework, Ms Chan shared that three identical one-day training workshops targeting social workers handling child welfare cases and their supervisors in the pilot districts were held on 4, 6 and 14.5.2015. Social workers from all related service units in the districts were welcome and priority was accorded to IFSC social workers as they played a key role in early identification of at-risk families through the CCDS platform. The manual had been issued to the trainees for training purpose, and the refined manual, incorporating feedback from the workshop participants, would be issued to the management and frontline staff in the districts for pilot use in May 2015. The headquarters of Department of Health and Hospital Authority would prepare their respective frontline staff about the pilot also to facilitate the collaboration at the operational level.

5. Ms Chan furthered that the first version of the Assessment Framework being piloted was targeted for children aged between 0 to 12 months for use of social workers. Taking into account the feedback collected in the pilot phase, the assessment framework would be refined and gradually rolled out to all districts over the territory by phases. Assessment framework for other ages (that is, 13 to 36 months) and for users of health sector would be developed.

6. The Chairman reported that the Assessment Framework had been shared with the members of Child Abuse Committee and Sub-committee on Family Support of Family Council at the meetings held on 24.4.2015 and 28.4.2015 respectively. The pilot gained positive feedback and support from members of both platforms. It was expected that, after the pilot of the use of the Assessment Framework, experience would be consolidated and further development for other ages and health sector users would be smoothly developed.

Training courses (para. 7, P.4)

7. Mrs Claren Tam reported the enrolment of training courses conducted during the period from February to April 2015. She also highlighted those courses to be organised tentatively during the period from May to August 2015 as listed below and encouraged Members to nominate suitable colleagues to attend:

- (a) Induction Course on Services of IFSC (Class 1) (29 April 2015 and 4, 6, 12 & 14 May 2015);
- (b) Training Course on Application of Positive Psychology in Social Work Intervention (5 May 2015);
- (c) Training Course on Working with Cross-boundary Families and New Arrivals (12 May 2015 (a.m.));
- (d) Training Course on Helping Couples in Crisis of Affairs (17, 20 & 27 July 2015);
- (e) Introduction of Family Therapy (11, 14, 18 & 21 August 2015); and
- (f) Training Series on Effective Parenting for Children with Special Educational Needs: Training Workshop on Conducting Supportive Group for Parents with Children suffering from Dyslexia Problem (3 identical one-day classes) (17 August 2015 and 1 & 7 September 2015).

8. Mrs Tam informed that the Staff Development and Training Section (SDTS) would be relocated from the Lady Trench Training Centre at 44 Oi Kwan Road, Wan Chai to its new office at 9/F, Revenue Tower, 5 Gloucester Road, Wan Chai on 27.5.2015 and the new office will commence operation with effect from 28.5.2015. Due to the limited number and size of the classrooms in the Revenue Tower, Mrs Tam drew Members' attention that some of the courses would be held at other venues and requested Members to advise colleagues to take note of the venues for the training courses organised by SDTS.

Declaration for processing compassionate rehousing (CR) applications (para. 11, p.6)

9. Ms Chan Mei-yi recapitulated that some CR applicants might intentionally fail to provide accurate and/or complete information in their applications. To deter such behaviours, it was suggested stating in the application form that applicants would be held liable if providing false information. As the wordings in relation to the liability might imply legal action probably to be taken and legal base authority should be referred to. SWD, in consultation with Housing Department (HD), sought legal advice on

appropriateness of adding some wordings in the revised CR application form to deter the intended provision of inaccurate and/or incomplete information. According to the legal advice, addition of such wordings might imply the social workers' obligation to report and to assist in the subsequent investigation on potential fraud cases, which might result in inducing extra responsibilities for social workers. The Chairman briefed Members that SWD would further examine the advice and consider seeking further advice as appropriate.

Sharing on 2015 Policy Address (para. 24, p.9)

10. The Chairman reported that the new initiatives were shared with Members in previous meetings. In relation to the initiative of provision of additional social work manpower at IFSCs and Integrated Services Centres (ISCs), Family and Child Welfare Branch (FCWB) would arrange separate meetings with the NGOs and district managers concerned to discuss the implementation plan.

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

11. The Chairman reported progress of the follow-up actions taken with the updated table which was tabled to Members in the meeting. The updates as highlighted in bold in the table were extracted below:

*Recommendations
5, 7, 8 & 10
(P.6, 7, 9 & 11)*

- ✧ *The Working Group on Review on the Operation of IFSC Services (WG) had held its 13th and 14th meeting on 27.2.2015 and 29.4.2015 respectively for deliberating the (Domestic Violence Team (DVT)'s 4th and 5th round comments on the collaboration between IFSCs / ISCs and Family and Child Protective Services Units (FCPSUs). Upon incorporating feedback of the Committee and the WG, the Secretariat had invited DVT's 6th round comments.*
- ✧ *The WG would have its 15th meeting tentatively scheduled in September 2015. Apart from collaboration issues between IFSCs / ISCs and FCPSUs, collaboration issues with Family Crisis Support Centre (FCSC) as well as Medical Social Services Units (MSSUs) of SWD would be discussed in the WG meeting.*
- ✧ *DVT's 5th round comments would be discussed in the next agenda item.*

Recommendation 14 ✧ *LG on Issues relating to Housing Assistance Cases had its 8th meeting held on 22.1.2015. The 9th meeting was tentatively scheduled in July 2015.*

✧ *The 8th meetings of the five LLGs of the respective clusters were held between March and November 2014 whereas the 9th meetings had been / would be held between September 2014 and June 2015.*

Progress of work under various working groups

(i) Working Group on Review on the Operation of IFSC Services (WG)

12. Ms Chan Mei-yi shared that the WG held its 13th meeting on 27.2.2015 for deliberating DVT's 4th round comments as well as Committee's feedback as discussed in its 16th meeting held on 6.2.2015, on the collaboration issues between IFSCs / ISCs and FCPSUs. Upon incorporating the comments of the Committee and the WG, the Secretariat invited DVT's 5th round comments. The comments were deliberated at the 14th WG meeting on 29.4.2015. Summary table incorporating latest comments of DVT and WG was sent to Members on 2.5.2015. DVT's return would be discussed in details in the agenda item 4.

13. Ms Chan recapitulated that the Rehabilitation and Medical Social Services Branch (RMB) had set up the "Working Group on Operational Issues Relating to Service Interfacing and Division of Work between MSSUs and IFSCs" (WG on MSSU/IFSCs). The 2nd meeting was held on 18.3.2015 and the 3rd meeting would be held on 11.6.2015. The issues of collaboration between IFSCs / ISCs and MSSUs were discussed at the 14th WG meeting on 29.4.2015 and would be shared with Members at the agenda item 4.

14. As regards the collaboration between IFSCs / ISCs and FCSC, Ms Chan reported that the issues were discussed at the 13th and 14th WG meetings on 27.2.2015 and 29.4.2015. The Secretariat invited Members for inviting further comments on the draft revised "Guidelines on Collaboration between FCSC and IFSCs / ISCs" (Guidelines) vide email on 27.2.2015. She thanked to Members' suggestion and contribution / input based on which the draft had been further modified. The details would be reported in the agenda item 4.

(ii) Liaison Group (LG) / Local Liaison Groups (LLGs) on Issues relating to Housing Assistance Cases

15. The Chairman reported that the 8th meeting of LG at the headquarters level was held on 22.1.2015. The Summary of Discussion of the 8th LG meeting was sent to district management and relevant NGOs service units via emails on 20.4.2015. The 9th meetings

of LLGs were or would be held by respective five clusters from September 2014 to June 2015.

Collaboration issues between IFSCs / ISCs and other service units

Between IFSCs / ISCs and FCPSUs

16. Ms Chan Mei-yi went through with Members the 5th round comments of DVT and comments of WG making reference to the Summary Table on Issues of Concerns on Collaboration between IFSCs / ISCs and FCPSUs which was sent to Members on 2.5.2015. For referrals from police indicating obvious intimate partner violence elements, Members would like DVT to advise if IFSCs / ISCs could pass the referrals upon intake paper screening to FCPSUs for timely follow up.

17. As regards the proposed setting up of a platform to further discuss the issues in relation to risk factor assessment, Ms Chan Mei-yi reported that the four members of the WG, namely Mr Tang Chung-wah, Christopher, Mr Kerin Cham, Ms Wong King-lai, Jane and Mr Fung Ching-kwong would join. The 1st meeting was tentatively scheduled to be held in June 2015. She thanked for their participation in the platform.

[Post-meeting note: The 1st meeting was held on 15.7.2015.]

Collaboration between IFSCs / ISCs and FCSC

18. Ms Chan Mei-yi reported that subsequent to the 14th meeting of WG, the Secretariat invited Members for further comments on the draft revised “Guidelines on Collaboration between FCSC and IFSCs / ISCs (June 2006)” (Guidelines) via email on 27.2.2015. Views of IFSC Committee, Caritas – Hong Kong and Kai Ping IFSC were also sought. She thanked Members for their comments based on which the draft revised Guidelines had been further modified. Ms Chan briefed Members the major revisions and that the revised Guidelines were sent to Members before the meeting via email on 27.4.2015. Members considered the revisions agreeable and endorsed the revised Guidelines.

[Post-meeting note: Upon endorsement by IFSC Committee, the revised Guidelines were issued to Members on 29.7.2015]

Between IFSCs / ISCs and MSSUs

19. Ms Chan Mei-yi reported that the WG held its 13th and 14th meeting on 27.2.2015 and 29.4.2015 for deliberating the priority of and discussing the issues of concern. Hong Kong Council of Social Service (HKCSS) was thanked for their assistance in collecting related views from NGOs. After the meeting of WG on 27.2.2015, the Secretariat had consolidated the concerns collected by HKCSS onto the list of issues prepared by RMB and

inviting Members of WG to comment on the priority of list of issues. Comments of Members were received and the views on the priority of list of issues were conveyed to the RMB / Secretariat of WG on MSSU / IFSCs. The summary of issues relating to service interfacing and division of work between MSSUs and IFSCs was sent to Members on 2.5.2015 before meeting.

20. Ms Chan shared the priority on list of issues to be discussed at the coming meetings of WG on MSSUs/ IFSCs and reported that the issues of concern collected by HKCSS would be deliberated in the meetings. She invited Members to pass their views on the issues of concerns or case examples for illustrating the concerns, if any, to Secretary by 30.5.2015 for deliberation in the coming 3rd meeting of WG on MSSUs/IFSCs on 11.6.2015.

Any other business

Issues in relation to application for Guardianship Order

21. Ms Chan Mei-yi shared the following matters relating to the handling of guardianship cases, on the advice of RMB, and sought Members' assistance in disseminating them to the colleagues in their office and/or under their charge –

21.1 Insurance policy

- The Department had recently sought legal advice on handling insurance policies of mentally incapacitated person (MIP) cases. It was advised that the Guardianship Board (GB) did not have jurisdiction over insurance matters including termination of insurance policies and/or retrieval of cash value from MIP's insurance policy under Part IVB of the MHO. To assist MIPs to deal with their insurance policies, a Part II application under the MHO might be considered. In view of such, it was **not appropriate** for social worker to advise the MIP's family member **to apply for Guardianship Order (GO)** in order to deal with matters in relation to MIP's insurance policy.

21.2 Mandatory Provident Fund (MPF)

- Upon the amendment of the Mandatory Provident Fund Schemes (Amendment) Ordinance 《強制性公積金計劃(修訂)條例》(Cap. 485) passed in late January 2015, the scope of the existing powers of a guardian under the GO did not appear to have the necessary statutory power to make MPF claims and receive the retirement money of a mentally incapacitated scheme member. It was considered more appropriate to have a committee under MHO to handle the property for the MIP concerned if the case warranted. The Mandatory Provident Fund Schemes Authority (MPFA) was currently revising the guidelines

on withdrawal of MPF benefits together with other legislative amendments.

- In this light, GB would no longer make any recommendation in GO for the legal guardians to withdraw MPF for MIPs with effective from 25.3.2015. GB had issued letters to notify some applicants and social enquiry report writers of MPF related cases which were pending for hearing about this GB's new arrangement. For those cases which had already been granted GO before 25.3.2015 to withdraw MPF on behalf of MIP but had yet initiated action with MPFA, the guardian should proceed with the application for withdrawal of MPF according to the recommendation in the GO as soon as possible to allow sufficient time for the processing by the MPFA.
- In view of the new arrangement, social workers were reminded **not to advise** family members / relatives of MIP to apply for GO for withdrawing MPF accrued benefits for MIP.

Women Shelters, CEASE Crisis Centre (CEASE) and FCSC

22. Ms Chan Mei-yi shared that women shelters, CEASE and FCSC were providing short-term live-in services for individuals and families facing crisis. Considering the said centres had been having a very high occupancy rate, she invited Members to advise supervisors and colleagues of IFSCs / ISCs to closely monitor the discharge plans of cases admitted to the centres to avoid unnecessary overstay so that the live-in service could be timely provided for those needy cases.

Convening Multi-disciplinary Case Conference (MDCC) for non-suspected child abuse cases

23. Regarding MDCC for non-suspected child abuse case, Ms Chan Mei-yi shared with Members on the concerns as raised in the previous meeting of Child Abuse Committee that for some cases that warrant early intervention especially for those with young infant, MDCC might be a good practice for child protection.

Handling of Complaints in relation to CR applications

24. The Chairman shared that at the recent meetings of Subcommittee on Strategy and Measures to Tackle Domestic Violence and Sexual Violence of the Legislative Council (LegCo) Panel on Welfare Services held on 9.3.2015 and 13.4.2015, some LegCo members and deputations attending the meetings expressed their concerns on the venues available for the CR applicants to lodge complaints if not satisfied with the application results.

Currently the CR applicant might appeal to the officer-in-charge, supervisor of the concerned service unit or the District Social Welfare Officer of the respective district. Besides, all the services units of SWD and the NGOs responsible for assessing CR applications were required to implement the 16 Service Quality Standards, which stipulated that each service user had the right and freedom to raise his/her dissatisfaction against an organisation or service unit, and the complaints should be properly addressed. If a service user was not satisfied with the assessment of individual social workers or the officer-in-charge, he/she might lodge a complaint with the management of the organisation concerned in accordance with the established complaint handling policy and procedures of the organisation. As regards the concern of the LegCo members, SWD pledged to discuss with the welfare sector on measures to further enhance the concerned complaint handling mechanism.

25. The Chairman thanked the assistance of HKCSS in lining up a sharing meeting on 7.5.2015 a.m. Representatives of NGOs operating IFSC or women shelter services attended the sharing meeting and shared the views on the handling of CR applications. The suggestion of setting up an independent appeal mechanism for rejected CR cases was not supported by NGOs representatives. He invited Members to share the views on the related issues.

26. Ms Iris Liu suggested SWD to consider setting up a specialised team to handle all of the CR applications so that the IFSC social workers could focus on their core social work counselling and the assessment yardsticks would be made more consistent. In this regard, there would be less complaints from the rejected CR cases. Ms Angie Lai enquired if the new recurrent resources for IFSCs/ISCs mentioned in the 2015 Policy Address could be deployed for setting up of the proposed specialised team. Mrs Cross Leung supported the suggestion of a specialised team and would like SWD to work towards this suggestion if it could not be realised in the short term.

27. The Chairman responded that in the review report on the IFSC service mode prepared by the Consultant Team published in 2010, it was recommended that, among others, for proper handling of housing assistance cases, the senior management of SWD and HD should jointly form a working group to enhance coordination in the referral system and to ensure the proper implementation of agreed procedures in actual operation of IFSCs. In this light, the proposed setting up of a specialised team for handling CR applications was not in line with the review result and recommendation. As the proposal implied significant change to the service mode, another service review might be warranted. Besides, currently apart from IFSCs, a number of casework service units, including Family and Child Protective Services Units, Medical Social Services Units, Probation and Community Service Orders Offices, Integrated Community Centres for Mental Wellness, School Social Work Units, etc. were also required to handle CR applications. SWD would have to consult the concerned service units, service operators and the departments / bureaux on the proposal.

28. The Chairman furthered that new recurrent resources for IFSCs/ISCs mentioned in the 2015 Policy Address, with a designated purpose, could not be deployed for setting up of

the proposed specialised team. As regards the suggestion of having more consistent assessment yardsticks among various assessing service units, after deliberation, Members agreed that the assessment yardsticks would be discussed at the meetings of Working Group on Review on the Operation of IFSC Services.

Date of next meeting

28. There being no other business, the meeting was adjourned at 4:30 p.m. The date and time of the next meeting would be confirmed later.

[Post-meeting notes: The next meeting was scheduled to be held on 30.10.2015 at 2:30 p.m. at Conference Room 918 of SWD Headquarters.]