

**Minutes of the 19th Meeting of
the Committee on Integrated Family Service Centres**

Date : 28 January 2016 (Thursday)
Time : 2:30 p.m.
Venue : Committee Room I, II, & III, 1/F, Queen Elizabeth Stadium,
18 Oi Kwan Road, Wan Chai, Hong Kong

Present

Social Welfare Department (SWD)

Ms Lui Siu-ying, Micy	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Miss Chan Lai-chu	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	
Ms Leung Ho-yau, Bonnie	Assistant District Social Welfare Officer (Kwun Tong)2	
Ms Chan Yee-lee, Elaine	Officer-in-charge, Wong Tai Sin Integrated Family Service Centre [Representing Mr Au Wai-ming, Dimitri, Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)1]	
Ms Chan Chun-mei	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	
Mr Lai Huen-lam, Stephen	Assistant District Social Welfare Officer (Sham Shui Po)1	
Mr Chan Ping-ching, Roy	Assistant District Social Welfare Officer (Shatin)1	
Ms Ho Yuen-ming, Agnes	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 Eliza Lam	Supervisor Caritas Integrated Family Service Centre – Tsuen Wan (East) Caritas – Hong Kong [Representing 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
Mr Cham Kwok-wing, Kerin	Director of Program International Social Service Hong Kong Branch
Mr Ng Ka-kui, Charles	Programme Director (Family & Community) Christian Family Service Centre
Mrs Angela Chiu	Executive Director Hong Kong Catholic Marriage Advisory Council
Mr Lee Chung-ho, Michael	Social Work Supervisor Hong Kong Children & Youth Services
Ms Wendy Wong	Senior Manager St James' Settlement
Ms Lee Suet-wah, Bubble	Assistant Supervisor Long Love Integrated Family Service Centre Tung Wah Group of Hospitals [Representing Dr Wong Fung-yee, Margaret Assistant Community Services Secretary (Youth & Family), Tung Wah Group of Hospitals]
Mr Chu Muk-wah, Daniel	Assistant Director (Rehabilitation and Family) Yang Memorial Methodist Social Service
Ms Keung Choi-yin	Service Director Hong Kong Sheng Kung Hui Welfare Council Limited
Ms Yam Pui-wah, Zerlina	Supervisor Tung Chung Integrated Services Centre [Representing Ms Wong Mei-fung, Connie District Service Director The Neighbourhood Advice-Action Council]

In attendance

Ms Lui Yu-heung, Terri	Division Head Mongkok Integrated Family Service Centre Yang Memorial Methodist Social Service
Mrs Claren Tam	Social Work Officer (Family)3 / SWD
Mr LI Man-kit, Jason	Social Work Officer (Family)4 / SWD
Miss Lau Leung-yuk, Grace	Assistant Social Work Officer (Family)1 / SWD

Welcoming remarks

The Chairperson reported that Ms Wong Mei-fung, Connie of the Neighbourhood Advice-Action Council had replaced Mr Lee Tin-yan as District Service Director. However, as Ms Wong was not available to join the meeting, Ms Yam Pui-wah, Zerlina, attended on behalf of Ms Wong. She thanked Mr Lee for his contribution to the Committee and welcomed Ms Yam. She introduced colleagues who attended on behalf of Members, including Ms Chan Yee-lee, Elaine of Social Welfare Department (SWD), Ms Eliza Lam of Caritas – Hong Kong and Ms Lee Suet-wah, Bubble of Tung Wah Group of Hospitals.

2. The Chairperson also welcomed Ms Lui Yu-heung, Terri, of Yang Memorial Methodist Social Service and Mr LI Man-kit, Jason of SWD who sat in meeting for the first time.

Confirmation of minutes of last meeting

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

[Post-meeting notes: The confirmed minutes of the 18th meeting were uploaded onto SWD Homepage on 1.2.2016.]

Matters arising

Sharing on the Development of Parenting Capacity Assessment Framework (Assessment Framework) for Comprehensive Child Development Service (CCDS) (para. 4-7, p.3-4)

4. Ms Chan Mei-yi reported the progress of developing the Assessment Framework for CCDS, devised through cross-sector collaboration, aimed at facilitating early identification of the needs of service users and enhancing inter-disciplinary collaboration / communication. It would be developed and implemented by phases for children aged 0 to 3 years. The first version of the Assessment Framework for children aged 0 to 12 months used by social workers had been piloted since June 2015 in Yuen Long (YL) as well as Tsuen Wan and Kwai Tsing (TW/KwT) Districts. Taking into account feedback collected

in the pilot, the Assessment Framework would be refined and gradually rolled out to all districts. In this connection, a focus group, with members from SWD and NGO service units in the pilot districts, would be formed in early 2016 to collect feedback on the Assessment Framework and nomination from the concerned NGOs and district managers would be invited in March 2016. It was planned that the group would meet in April 2016 to provide feedback on the Assessment Framework to facilitate further refinement.

5. To consolidate experiences in the application of the Assessment Framework, collect views on the effectiveness of the Assessment Framework in early identification and enhancing cross-disciplinary collaboration and facilitate planning of the focus group, Ms Chan reported that a sharing session was organised on 2.12.2015. 36 participants, including five social workers sharing their experience of using the Assessment Framework, joined the sharing session. They gave very positive feedback on the Assessment Framework that the case assessment, intervention and collaboration with other professionals were enhanced.

6. Ms Chan shared the preliminary plan that after the pilot, the Assessment Framework would be refined and rolled out to other districts by three phases, with a cluster with three districts in each phase starting from the 2nd half of 2016. The first cluster included districts in New Territories. It would then be rolled out to the other two clusters (each with three districts in Kowloon and on Hong Kong Island) in early 2017 and mid 2017 respectively. Corresponding training would be provided to the related social workers of the concerned districts. Considering the positive effect of having frontline social workers to share the experience in using the Assessment Framework, sharing would be incorporated in the coming training programme.

Training courses (para. 8, P.4)

7. Mrs Claren Tam reported on the enrolment of training courses conducted during the period from November 2015 to January 2016. She also highlighted those courses to be organised tentatively during the period from February to May 2016 as listed below and encouraged Members to nominate suitable colleagues to attend:

- (a) Training Course on Handling Family Relationship Issues of Ethnic Minorities in Hong Kong (17 February 2016);
- (b) Training Course on Application of Group Work Approach for People in Adversity (18 February 2016);
- (c) Training Course on Effective Child Care for Children Aged 5 and Below: An Overview and Assessment on the Parents' Child Care Abilities and Parenting Skills (29 February 2016);
- (d) Training Course on Handling Intense Family Relationship Problem (16 March 2016);
- (e) Foundation Course on Couple Therapy (21, 22 & 31 March 2016);
- (f) Introduction to Family Therapy (15, 19, 22 & 26 April 2016);
- (g) Introduction on the Law on Divorce, Custody and Access and Ancillary Relief (26 April 2016 (a.m.));

- (h) Induction Course on Services of IFSC (Class 1) (4, 10, 12, 18 & 20 May 2016); and
- (i) Training Course on Working with Cross-boundary Families and New Arrivals (20 May 2016 (a.m.)).

8. Regarding the training on ethnic minorities introduced by Mr Moses Mui of Hong Kong Council of Social Service (HKCSS) during the last meeting, Mrs Tam shared that upon liaison of the Family and Child Welfare Branch (FCWB) with HKCSS and the Staff Development and Training Section (SDTS), SWD colleagues had been offered sponsorship from SDTS to attend the course of 'Multi-cultural Practice Training', a training course on ethnic minorities organised by HKCSS, on 18 December 2015.

9. To enhance IFSC colleagues' knowledge and skills in handling cases with potential child care problems, Mrs Tam reported that two new courses had been organised by SDTS:

- (i) 'Workshop for Family Aides in IFSCs : Practical Skills and Knowledge in Identifying Cases with Potential Child Care Problems / High Risk Child Care Cases' for all Family Aides and their social work supervisors serving in SWD IFSCs and NGO IFSCs/ISCs held on 27.1.2016 (p.m.); and
- (ii) 'Training Course on Effective Child Care for Children aged 5 and Below : An Overview and Assessment on the Parents' Child Care Abilities and Parenting Skills' for social workers from SWD casework settings including IFSCs and from NGO IFSCs/ISCs to be held on 29.2.2016, a whole-day training course to be presented by a clinical psychologist from SWD in the morning and a representative from FCWB in the afternoon.

10. Mrs Tam reported the favourable feedback from participants of the first course and encouraged Members to nominate suitable colleagues to the second course.

Declaration for processing compassionate rehousing (CR) applications (para. 9, p.4)

11. Ms Chan Mei-yi recapitulated that Members' comments on the draft revised CR application form, with wordings added so as to deter the CR applicants from providing inaccurate or incomplete information in their applications with intent, were sought in the last meeting. The draft revised form was refined, having incorporated views of the Committee, the Liaison Group on Issues relating to Housing Assistance Cases (LG) and SWD IFSC colleagues and was tabled and shared with Members during the meeting. The draft revised form would be brought up to the 10th LG meeting to be held on 2.2.2016 for consideration.

CR assessment (para. 14-15, p.6)

- (i) Devising more guidelines on CR assessment yardstick

12. The Chairperson recapitulated that as discussed in the last meeting, the “Working Group on Review on the Operation of IFSC Services” (WG), composing of frontline workers, supervisors and service coordinators of IFSCs where a majority of CR cases were handled, was considered a suitable platform to handle the task of devising more guidelines on assessment yardsticks for social workers to conduct assessment on CR cases. Views from social workers of other service settings on the preliminary suggestions would be invited. The WG would commence working on the task when the collaboration issues with FCPSUs concluded. Considering inputs from frontline social workers on the coming task were salient, and the existing members of WG included frontline workers of SWD but not that of NGOs, as discussed in the recent WG meeting held on 22.1.2016, frontline workers from NGOs would be co-opted to join the meetings for the task.

13. Mr Moses Mui shared that HKCSS had been assisting in arranging representatives from NGOs to attend WG meeting. He added that there were suggestions from NGOs to include different stakeholders in taking forward the task. The Chairperson shared WG members had the same concern that there were diversified views among various stakeholders on the subject and engagement of representatives from other service settings should be considered. WG members expressed the need to have more deliberation on the plan of putting forward the task before arranging the co-opt of frontline workers. The Chairperson took note of the views and concerns of the Members and WG members, and stressed that views of the concerned stakeholders, including social workers of other service settings, would be invited and considered as appropriate. Nevertheless, the Chairperson welcomed views from HKCSS and NGOs on the proposed arrangement.

(ii) CR leaflet

14. Ms Chan Mei-yi shared that there had been a misunderstanding in the community that CR, together with the Conditional Tenancy Scheme (CT) under CR, was a housing scheme like general welfare services open for application. Besides, queries on the eligibility criteria and processing procedures had been raised by concern groups and members of Legislative Council (LegCo). With a view to providing a more detailed reference for the public to understand CR, SWD would update the CR leaflet by enriching its content, setting out relevant eligibility criteria of CR and elaborating therein the processing procedures including the information or documents to be provided by the clients and their family members, the assessment criteria and workflow, etc. Having consulted Housing Department (HD), NGOs operating family service, HKCSS, District Social Welfare Offices and the concerned service branches of SWD, the draft revised leaflet was tabled for Members’ consideration.

15. The Chairperson invited Members to provide comment to the draft revised CR leaflet. Members shared views on the parts in relation to eligibility criteria, assessment procedures and workflow, etc. Members were invited to provide further comment on the draft revised CR leaflet to the Secretary by 19.2.2016. She shared that SWD would consider the comments, refine the update and issue the updated leaflet in April 2016.

[Post-meeting note: Soft copy of the draft revised leaflet was sent to Members for comments on 2.2.2016.]

(iii) Handling of CR Cases

16. The Chairperson shared that there had been concerns on whether social workers were handling CR cases pursuant to the “Guidelines and Procedures for Processing Applications for CR and other Housing Assistance” (CR Guidelines). Members were invited to advise the unit supervisors and frontline colleagues to observe the CR Guidelines including to issue the acknowledgement of receipt of CR requests / referrals.

17. The Chairperson shared that some stakeholders enquired whether social workers / SWD had tightened the CR assessment yardstick as the number of cases recommended for CR had dropped in the past years. These stakeholders had been shared of the purpose of CR and whether a case would be recommended to HD for CR was subject to professional assessment with regard to individual case circumstances. Meanwhile, SWD had looked into the circumstance and considered the drop in the number of cases recommended for CR might be attributed to :

- (a) the positive effect of LG which was set up by HD and SWD in 2010 that has successfully refined and streamlined the workflow and division of work between HD and social workers; as a result, a certain number of housing assistance cases have been dealt with by HD via their own resources instead of CR;
- (b) the enhanced provision of various supportive services and assistance to resolve housing needs; and
- (c) the increased number of PRH units provided by HD for the Central Waiting List (CWL) in urban / sub-urban areas where clients were inclined to wait for allocation of a brand new unit through CWL instead of a refurbished unit through CR.

18. Mr Cham shared the difficulties encountered by the frontline social workers in handling housing requests. The Chairperson noted that the cases had brought about great challenges to frontline social workers and encouraged Members and frontline social workers to uphold their professionalism. Related issues could be brought up to Local LGs (LLGs) and LG for discussion.

*“Guidelines on Division of Work and Case Transfer among IFSCs / ISCs”
(para. 28-30, p.10)*

19. Ms Chan Mei-yi shared the latest proposed amendment on the “Guidelines on Division of Work and Case Transfer among IFSCs / ISCs” (Guidelines on Division of Work) further to the deliberation at the last meeting. Members of both WG and IFSC Committee did not have any further views to the suggested amendment.

20. On top of the suggested amendment shared in the last meeting, Ms Chan proposed revising the footnote 4 of Guidelines on Division of Work from “According to the prevailing rulings governing the division of work ...” to “Please refer to the prevailing rulings governing the division of work...”, so that the description would be more self-explanatory. Members agreed to the proposed revision.

21. Ms Chan invited Members to share their understanding in relation to paragraphs 10 of the Guidelines on Division of Work which read “before arranging case transfer, the ‘outgoing’ IFSC/ISC should ensure that all immediate welfare needs of the service user(s) have been settled”, on which at times frontline social workers had varied views and enquired with the Family Team (FT) of FCWB. After deliberation, Members agreed that if the child was admitted to emergency foster care service awaiting placement which could not be made available in the coming future, while the case did not have any other immediate welfare needs, the case could be considered as all immediate welfare needs having been settled. The Chairperson remarked that should there be any complicated issue, prior case discussion between the related IFSCs/ISCs should be made so as to facilitate smooth case transfer to serve the best interest of the child. She invited Members to share their further view, if any, with the Secretary by 19.2.2016.

*Updating exercise on the geographical service boundaries for all IFSCs and ISCs
(para. 36, p.12)*

22. Ms Chan Mei-yi reported that separate emails with a template to provide the details of the geographical service boundaries of IFSCs/ISCs in individual districts and the corresponding maps of the concerned District Council constituencies had been sent to individual ADSWOs supervising IFSCs on 9.11.2015 for their liaison with IFSCs/ISCs in the updating exercise. Ms Chan thanked for the efforts of Members and district colleagues for their updated returns to FCWB. FCWB would look into the returns and uploading them onto SWD Homepage in due course.

Child born in Hong Kong without registering birth (para. 37, p.12)

23. Ms Chan Mei-yi recapitulated that SWD and the Immigration Department (ImmD) had discussed on the handling of the referrals of welfare cases involving children born in Hong Kong (HK-born) without registering their birth to SWD and NGOs. The referrals would be screened by the FT of FCWB and forwarded to respective service units for follow-up. To facilitate the handling of case referrals and the provision of timely assistance to the needy children and families, standardised referral forms were devised for use of ImmD colleagues.

24. The Chairperson invited Members to share with FT the issues of concerns related to collaboration with ImmD in handling of cases involving HK-born children without birth certificates, and FT would further liaise with the concerned colleagues of ImmD.

*Review of Multi-disciplinary Case Conference (MDCC) on Suspected Child Abuse Cases
(the Review) (para. 38, p.12)*

25. Ms Clara Lam reported that upon completion of the Review, the related parts on MDCC of the “Procedural Guide for Handling Child Abuse Cases” were updated in December 2015 and was uploaded onto SWD Homepage. A new set of bilingual leaflets

for parents, children and adolescents on MDCC was published and was circulated to Members during the meeting. The content of the leaflets had been enriched and the design of the leaflets, particularly the versions for children and adolescents, were made more reader-friendly. The set of leaflets were available in six ethnic minorities (EMs) languages and uploaded onto SWD Homepage. If service users were in need of these versions, social workers could help download the information for their reference.

Introduction of Interpretation Service to EMs in need (para. 43, p.13)

26. The Chairperson reported that SWD had issued “Points-to-note in Providing Welfare Services for Ethnic Minorities” (Points-to-Note) to FCPSUs and IFSCs/ISCs via email on 28.1.2016 with a view to raising social workers’ sensitivity and providing them relevant information/ resources, including interpretation services, in dealing with EMs. A sample notices in English and 7 common EM languages versions were provided in the Points-to-Note for service units to be posted at their reception areas so as to let EMs know the right to access to interpretation services. Besides, NGO and SWD frontline colleagues were encouraged to use the web-cam facilities for conducting tripartite video conferencing installed at 10 SWD units. The colleagues in need could approach the general registry of the concerned SWD units for arrangement in advance.

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

27. The Chairperson 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:

- | | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recommendation 4 | ✧ Upon reprovisioning of HKCS Family Ties IFSC on 10.1.2016, recommendation 4 had been updated (i.e. since May 2010, <u>six</u> IFSCs had been reprovisioned to suitable premises while four IFSCs were provided with additional venues). |
| Recommendations 5, 7, 8 & 10 | ✧ WG held its 15 th and 16 th meeting on 23.10.2015 and 22.1.2016 respectively for deliberating the issues of collaboration between IFSCs/ISCs and FCPSUs draft revised Guidelines on Division of Work and Case Transfer between FCPSU and IFSC/ISC.

✧ At the meetings, collaboration issues with MSSUs of SWD were also discussed. |
| Recommendation 14 | ✧ LG had its 9 th meeting held on 29.6.2015. The 10 th |

meeting was scheduled to be held on 2.2.2016.

- ✧ The 10th meetings of the five LLGs of the respective clusters were held between March 2015 and March 2016 whereas the 11th meetings had been / would be held between October 2015 and May 2016.

Progress of work under various working groups

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

28. Ms Chan Mei-yi shared that WG had held its 16th meeting on 22.1.2016 for deliberating the collaboration issues between IFSCs/ISCs and FCPSUs. The table incorporating the latest comments of DVT with highlights on the conclusion was sent to Members on 26.1.2016. The details would be shared with Members at the next agenda item 4.1.

29. Ms Chan informed that upon endorsement by the IFSC committee, the revised “Guidelines on Collaboration between Family Crisis Support Centre and IFSCs/ISCs (July 2015)” were issued to Members, DSWOs and other concerned stakeholders on 29.7.2015.

30. Ms Chan furthered that WG members had deliberated the discussion items brought up by the Working Group on Operational Issues Relating to Service Interfacing and Division of Work between MSSUs and IFSCs [WG on MSSU/IFSC]. This would be covered at the Agenda item 4.3.

(ii) LG / LLGs

31. The Chairperson reported that FCWB was consolidating the comments relating to the collaboration with HD in the districts gathered from LLGs and they would be brought up to coming LG meeting on 2.2.2016 for discussion as appropriate.

Collaboration issues between IFSCs/ISCs and Other service units

Collaboration issues between IFSCs/ISCs and FCPSUs

32. Ms Chan Mei-yi reported that subsequent to rounds of comments on the collaboration issues between IFSCs/ISCs and FCPSUs discussed in the meetings of IFSC Committee and Working Group, FT and Domestic Violence Team (DVT) had jointly prepared the draft revised “Guidelines on Division of Work and Case Transfer between FCPSU and IFSCs/ISCs” (Guidelines - FCPSU and IFSCs / ISCs). Ms Chan and Ms Clara Lam highlighted the conclusions of the ”Summary table on collaboration issues between IFSCs/ISCs and FCPSUs” (Summary Table), which was sent to members on 26.1.2016, and briefed Members the corresponding revisions made at the draft revised Guidelines - FCPSUs and IFSCs/ISCs, which was tabled at the meeting.

33. The Chairperson thanked Members for their contribution of ideas with a view to enhancing the collaboration between IFSCs/ISCs and FCPSUs and invited Members for comments. To facilitate Members consideration, FT would add remarks and corresponding reference on the Summary Table and draft revised Guidelines - FCPSU and IFSCs/ISCs, which would be sent to Members after the meeting.

[Post-meeting note: The Summary Table and draft revised Guidelines - FCPSU and IFSCs/ISCs were sent to Members via email on 20.2.2016 for comments.]

Collaboration between IFSCs/ISCs and MSSUs of SWD

34. Ms Chan Mei-yi shared with Members that views of WG and IFSC Committee on the conclusion of the discussion of the WG on MSSUs / IFSCs on the six out of the 12 areas of concern had been compiled and provided to Rehabilitation and Medical Social Service Branch (RMB) on 4.12.2015. Ms Chan reported that the document “Discussion Items for the WG on MSSUs / IFSCs” (Discussion Items), summing up the areas of concerns, conclusion of discussion in the WG on MSSUs / IFSCs and views of WG and IFSC Committee, was sent to Members on 20.1.2016. She shared the gist of the Discussion Items with Members in the meeting.

35. Ms Chan reported that the 6th meeting of WG on MSSUs / IFSCs was held on 7.12.2015. During the meeting, the item related to the definition of patient problem and family problem was discussed. The remaining items and the feedback of Working Group and IFSC Committee would be discussed in the coming meeting(s) of WG on MSSUs / IFSCs. Views of Working Group and IFSC Committee would be invited again when discussion of WG on MSSUs / IFSCs on the remaining items was concluded.

36. The Chairperson invited Members to share with the Secretary their further views on the issues of concerns and/or suitable case examples to illustrate the issue of concerns by 19.2.2016, for deliberation at the coming meeting of WG on MSSUs / IFSC to be held on 25.2.2016.

Any other business

Review of operating hours of IFSCs of SWD

37. The Chairperson reported that the extended-hour service was a special feature of the IFSC service mode and IFSCs had been providing extended-hour service since its implementation in 2004-05. A review had once been conducted in 2008. To facilitate further review of the extended hour service, FT had undertaken a stock-taking exercise on service utilisation of SWD IFSCs from June to September 2014 and conducted on-site observation visits to SWD IFSCs in January and February 2015. Upon completion of the stock-taking exercise and on-site observations, FT had shared the findings with supervisors and frontline colleagues of SWD IFSCs and gauged their views on the way forward. The

findings were also shared with NGOs at the platforms of HKCSS Network on IFSCs on 19.6.2015 and 7.12.2015.

38. The Chairperson shared the findings that while service utilisation of the Saturday extended hour sessions was comparable to that of the normal service hour sessions, service utilisation of the later part of the weekday extended-hour sessions was found to be comparatively low. To optimise the use of existing manpower resources for ensuring quality services for dealing with the service needs and demands, as well as to align with the government's family friendly employment policy, it was proposed to modify the operating hours of evening extended-hour sessions of SWD IFSCs from "5 p.m. - 9 p.m." to "5 p.m. - 8 p.m.". While NGOs had earlier shared that it might be an opportune time to align the operation hours of the evening extended-hour sessions of all SWD and NGO IFSCs upon completion of the above review, NGO IFSCs had been invited to provide their views earlier.

39. The Chairperson thanked NGOs for their views provided earlier. As all of the NGO IFSCs, except Hong Kong Christian Service Family Networks IFSC which would remain the status quo having considered the community needs and the operational concern of the management of the service building that the IFSC was located, would also align their closing hours on evening sessions with SWD IFSCs, district colleagues were invited to liaise with the NGOs concerned to inform the local stakeholders in one-go.

40. The Chairperson reported that the proposed modification had been endorsed by the senior directorate and the revised operating hours for the weekday evening extended-hour sessions would be implemented with effect from 1.4.2016. FT would issue announcement to the related SWD colleagues and NGOs shortly. District colleagues and NGOs concerned were required to inform local stakeholders prior to its implementation. The operating hours of the two ISCs should remain the status quo as their service scope included integrated children and youth services.

41. In response to the enquiry of Mrs Cross Leung that some clients in need of IFSC service might be only available in the late evening on weekday, the Chairperson shared that all along, flexible arrangement had been made by the IFSC staff to organise groups / programmes and conduct interviews beyond the operating hours of the respective IFSCs so as to meet the needs of service users. In passing, she alerted the colleagues to take reasonable steps to ensure that safe physical environment for its staff and service users was provided.

[Post-meeting note: The announcement regarding the modification of extended service hours in the evening sessions of IFSCs had been issued on 14.2.2016.]

Sharing on 2016 Policy Address

42. The Chairperson shared with members the initiatives on supporting families in need and enhancing support for victims of domestic violence in the Policy Address 2016 which was delivered on 13.1.2016. The Government would enhance its support to victims of domestic violence and families in need by providing additional places in refuge centres

for women and the Family Crisis Support Centre and increasing their resources. The Chairperson shared that the Department was currently working on the details of these initiatives which would be announced in a later course.

Introduction of the Children Proceedings (Parental Responsibility) Bill and related consequential amendments to PCJO

43. Ms Chan Mei-yi reported that the 4-month public consultation on the Children Proceedings (Parental Responsibility) Bill (the Bill) was launched by Labour and Welfare Bureau (LWB) on 25.11.2015. Consultation forums for the stakeholders of welfare sector, women's groups, children's groups were / would be held to introduce the Bill and collect their views during the consultation period. A new set of orders would replace the existing child custody and access orders in the Bill. She shared the gist of the Bill with Members.

44. Mr Moses Mui and Mrs Cross Leung shared the views on the related service needs and roles of IFSCs in providing the needed services for separated / divorced parents as well as the children. The Chairperson invited Members to provide their view and feedback on the Bill and the related support service proposal to LWB by the end of consultation period 25.3.2016.

Visitors / non-Hong Kong residents

45. The Chairperson shared that visitors / non-Hong Kong residents were normally not eligible for regular social welfare services and they would be referred to their respective consulates for assistance if in need. If visitors / non-Hong Kong residents / during their legal stay in Hong Kong were in emergency / crisis and there were justifiable reasons demonstrating that all the available means of assistance including that from their respective consulates were proven not viable, discretionary assistance might be considered on individual case merits and be rendered on humanitarian grounds by IFSCs/ISCs. For visitors / non-Hong Kong residents having family members being Hong Kong residents, including cross-border families and Hong Kong residents' family members holding Two Way Permits (TWPs), appropriate family service would be provided to the families by IFSCs/ISCs according to the assessed needs with family as a unit and referral to the International Social Service Hong Kong Branch for cross-boundary and inter-country casework service could be made as appropriate. Members shared the experience in handling visitors / non-Hong Kong residents, some involving family members being Hong Kong residents. The Chairperson shared that the Funding and Service Agreement of IFSCs/ISCs and other related documents did not contain any specific wording on the resident status of target service users and invited Members to consider providing appropriate assistance on individual case basis along the principles mentioned before.

Pilot Scheme in the application of Gender Mainstreaming Checklist in social welfare sector (「性別主流化檢視清單」先導計劃)

46. Ms Chan Mei-yi reported that following government bureaus and departments had

applied the Gender Mainstreaming Checklist (Checklist) to their work, the Government, as mentioned in the Policy Address 2016, would implement a pilot scheme to encourage NGOs in the social welfare sector to refer to the checklist and apply gender mainstreaming when formulating policies and programmes starting from February 2016. For those NGOs which were successfully awarded in welfare service project bidding afterwards, they had to complete the first part of the Checklist so as to implement its principles in service implementation as far as practicable. NGOs were obligated to submit the completed the second part of the Checklist after the completion of the service project (or return after the first year for a service project with service duration over one year) to SWD offices overseeing the service project. Ms Chan shared that SWD would further pass the completed Checklist to the Labour and Welfare Bureau (LWB) for follow-up. She drew Members' attention that the arrangement of the pilot scheme would not affect the vetting outcome of the related and subsequent service project proposals submitted by NGOs concerned. In addition, to facilitate effective communication between LWB and NGOs in the application of the Checklist and further promotion in Gender Mainstreaming, individual NGOs were invited to nominate contact persons on gender issue (性別課題聯絡人) via the letter dated 13.1.2016 issued by the Corporate Planning and Co-ordination Section of SWD.

Collection of IFSC Service Leaflet and Address List

47. Ms Clara Lam reported that IFSC service leaflet with updated address of IFSCs/ISCs (in both traditional and simplified Chinese versions) had been newly published and was ready for collection. As regards the IFSC service leaflet in six EM languages, the production was underway and they would be provided to Members in a later course.

Doctor's Referral to Welfare Services

48. The Chairperson reported that the Hong Kong Medical Association (HKMA) had approached SWD, enquiring on the channels for their members to direct patients in need of social welfare services to respective services units. After due deliberation between FCWB and HKMA, it was agreed that a formal mechanism for case referrals would not be set up. Instead, information of IFSCs/ISCs and a self-explanatory bilingual Behaviour Checklist, adapted from IFSC Intake cum Screening Form for use as a preliminary assessment tool and other relevant materials, were passed to HKMA for reference and deployment of their members on 1.12.2015. The patients being identified to be in need of welfare service assistance might be encouraged to approach IFSCs/ISCs by themselves. Alternatively, they might be referred to IFSCs/ISCs for follow-up if consent could be obtained from the patients concerned. The Behaviour Checklist served only as a reference for doctors' preliminary assessment on patient's needs for social workers' intervention and it was not a must for case referrals.

Handling intimate partner violence (IPV) cases by NGO IFSCs

49. Mrs Cross Leung shared the concern on the difference between SWD IFSCs and

NGO IFSCs / ISCs on referring IPV cases to FCPSUs as NGO IFSCs / ISCs required justification on higher level of complication and risk level. She viewed that same procedure and practice should be adopted and IPV cases should be better handled by FCPSUs because of their resource, expertise and mission in the service. The Chairperson thanked the sharing of Mrs Leung and noted the background and history of pooling of social work manpower from family services centres of SWD for setting up FCPSUs and hence the IPV case referral arrangement was different for IFSCs of SWD and IFSCs / ISCs of NGOs. She considered that competences of frontline social workers in handling IPV cases could be further developed through sharing of experience and encouraged members to have more sharing on the issues that might enhance collaboration amongst services units involved.

Date of next meeting

50. There being no other business, the meeting was adjourned at 5:35 p.m. The date and time of the next meeting was scheduled on 6.5.2016 (Friday) at 2:30 p.m.

[Post-meeting note: The next meeting would be held at Conference Room 918, 9/F, Wu Chung House, Wan Chai.]