

**Minutes of the 36th Meeting of
the Committee on Integrated Family Service Centres**

Date : 24 June 2022 (Friday)
Time : 2:30 p.m.
Venue : Room 918, 9/F, Wu Chung House, 213 Queen's Road East, Wan Chai,
Hong Kong (via Zoom)

Present

Social Welfare Department (SWD)

Ms Grace LI	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Ms CHAN Wai-ling	Assistant District Social Welfare Officer (Central Western/Southern/Islands)1	
Ms CHAN Ha-li, Lummy	Oi/c Quarry Bay Integrated Family Service Centre [representative of Mr LEE Kin-man Stanley Assistant District Social Welfare Officer (Eastern/Wan Chai)1]	
Ms CHAN Tak-ming, Virginia	Assistant District Social Welfare Officer (Sham Shui Po)1	
Mr KWONG Chong-ki	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)1	
Ms YU Chau-ping	Assistant District Social Welfare Officer (Wong Tai Sin/Sai Kung)2	
Ms HUI Suet-ling	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)1	
Ms KO Man-lai, Jessica	Assistant District Social Welfare Officer (Tuen Mun)2	
Ms HO Suk-fan, Esther	Assistant District Social Welfare Officer (Sha Tin)1	
Ms MA Ka-wai, Celina	Assistant District Social Welfare Officer (Tai Po/ North)2	
Ms YEUNG Bik-fung, Sarah	Assistant District Social Welfare Officer (Yuen Long)1	
Ms SHEA Ka-shuen	Senior Social Work Officer (Family)2	
Mr PANG Ting-man, Rick	Social Work Officer (Family)1	(Secretary)

Non-governmental organisations (NGOs)

Ms Angie CHAN	Chief Officer (Family and Community) Hong Kong Council of Social Service
Ms LAM Yee-wan, Eliza	Head of Family Service Caritas – Hong Kong
Ms TSE So-hung, Joyce	Programme Director (Family and Community) Christian Family Service Centre
Mrs CHIU CHUI Yuen-fun, Angela	Executive Director The Hong Kong Catholic Marriage Advisory Council
Ms TSUI Shuk-yin, Terry	Social Work Supervisor Hong Kong Children and Youth Services
Ms KONG Shuk-wah, Florence	Service Head (Family and Counselling Service) Hong Kong Christian Service
Ms CHAN Yuet-wah, Judy	Head of Service Hong Kong Family Welfare Society
Mr CHAM Kwok-wing, Kerin	Director of Programme International Social Service Hong Kong Branch
Mr WONG Chiu-man, Raymond	Senior Manager St James' Settlement
Ms CHUNG Yin-ting, Brenda	Assistant Community Services Secretary (Youth and Family), Tung Wah Group of Hospitals
Ms CHUNG Craier, Carrie	Assistant Director (Rehabilitation and Family) Yang Memorial Methodist Social Service
Ms YAM Pui-wah, Zerlina	Islands and Tung Chung District Supervisor The Neighbourhood Advice-Action Council

In attendance

SWD

Ms LEUNG Ngan-yin, Cecilia	Assistant Social Work Officer (Family)1
Ms WONG Ka-hing, Jessica	Ag. Social Work Officer (Family)3/ Assistant Social Work Officer (Family)2

Absent with Apology

SWD

Ms CHUNG Si-weng, Renee Assistant District Social Welfare Officer
(Kowloon City/Yau Tsim Mong)1

Ms KAN Kwai-yi Assistant District Social Welfare Officer
(Kwun Tong)2

Non-governmental organisations (NGOs)

Ms LEUNG Tsui-wan, Tracy Service Director
Hong Kong Sheng Kung Hui Welfare Council Limited

Welcoming remarks

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

- (i) Ms HUI Suet-ling, who has taken up the post of Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)1.
- (ii) Ms KO Man-lai, Jessica, who has taken up the post of Assistant District Social Welfare Officer (Tuen Mun)2.
- (iii) Mr LEE Kin-man, Stanley, who has taken up the post of Assistant District Social Welfare Officer (Eastern/Wan Chai)1. Due to urgent duty, Mr LEE could not attend the meeting and Ms CHAN Ha-li, Lummy (陳霞莉女士), Oi/c Quarry Bay IFSC represented the district.

Confirmation of Minutes of Last Meeting

2. The Chairperson informed that the draft minutes of the 35th meeting were sent to members vide email on 17.6.2022.

3. 'list our' at line 9, paragraph 15 should be changed to 'list out'. With no further amendment, the minutes of the last meeting were confirmed by Members.

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

https://www.swd.gov.hk/storage/asset/section/2467/en/Minutes_of_35th_Committee_on_IFSCs_20210816.pdf]

Matters arising

Training courses related to IFSC (para. 5, p. 4)

4. Ms SHEA Ka-shuen reported that a seminar to enhance the knowledge and sensitivity of IFSC social workers on early identification or risk assessment on handling of CCDS cases was conducted on 25.11.2021 by Dr. Dorothy CHAN of Hospital Authority and Mr Edmund TAM, then SSWO/ FCPSU(TP/N). Feedback from the participants was very positive. She invited Members to encourage frontline workers to join similar training course in 2022-23.

5. Ms Jessica WONG reported on the planned/ conducted training courses from 1.1.2022 to 31.3.2023. Members were informed of the following and were encouraged to nominate colleagues to attend the courses as appropriate:

- (i) One half-day training course on “How to Take Care of Babies and Toddlers” (如何照顧嬰幼兒」家務指導員工作坊) would be arranged for Family Aides of SWD and NGOs in February/ March 2023.
- (ii) Two half-day training courses on “Working with Ethnic Minorities (EMs) having Family Violence and Risk of Child Maltreatment” and “Working with EMs and Handling their Family Relationship” would be conducted in October 2022.
- (iii) Two half-day training courses on “Promoting Racial Equality and Working with EMs (Class 1 & Class 2)” would be arranged in July 2022 and January 2023 respectively.

Special arrangement of IFSC services under pandemic (para. 7-8, p.4-5)

6. Ms SHEA recapped key announcements on the suspension/ resumption of welfare services related to IFSC as follow:

- (i) Under the 5th wave of COVID, the Government had tightened the social distancing measures since 7.1.2022. Various kinds of group activities, including interest classes and talks, and mass programmes in all service units were suspended, while online groups were encouraged. Starting from 25.1.2022, IFSCs and ISCs provided casework service as well as group work service on a limited scale, with extended hours of service provided through telephone.
- (ii) Due to development of the pandemic, starting from 25.2.2022, IFSCs and ISCs provided casework service as well as group work service on a limited scale, with the extended hours of service suspended.
- (iii) When the epidemic was under control (all government employees had received at least one dose of COVID-19 vaccine) and considering the demand for services by the public, all SWD IFSCs had resumed normal operation with effect from 4.4.2022. Starting from 25.4.2022, NGO IFSCs and ISCs also resumed extended hours service. Group activities were conducted via online means whereas mass programmes were still suspended.
- (iv) Starting from 16.5.2022, all IFSCs/ ISCs had resumed normal operation except that some services were provided on an appointment basis and groups were arranged in accordance with social distancing requirements.

[Post-meeting notes: The Government announced that all social distancing measures and mandatory mask-wearing requirements were lifted with effect from 29.12.2022 and 1.3.2023 respectively.]

7. Ms SHEA appreciated the efforts of IFSC/ ISC colleagues on maintaining quality services to service users during the pandemic and welcomed them to share their experience of adopting innovative means to deliver welfare services in future.

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

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

8. Ms WONG reported that meetings of four Local LGs (LLG) were held after the last 18th LG; whereas one LLG was postponed. The 19th LG meeting was tentatively scheduled in October 2022. Members were encouraged to bring up collaboration issues with the Housing Department (HD) to LLG and LG for discussion.

Updating of Guidelines and Procedures for Processing Compassionate Rehousing (CR) Cases and Alternative Housing Assistance (CR Guidelines) Chapter VI - Alternative Housing Assistance (AHA)

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

9. Ms SHEA reported that FCWB was updating Chapter VI of the CR Guidelines in accordance with the Enhancement Measures with key principles as follows:

- (i) Incorporate the most update information of AHA and General Waiting List as provided by HD.
- (ii) Incorporate the past summaries of LG meetings with are related to AHA.
- (iii) Avoid duplication of information.
- (iv) Remove outdated information.

Progress on Updating CR Guidelines

10. Ms SHEA furthered that the updating of Chapter VI on AHA of the CR Guidelines and related Annexes had been discussed at the meeting of Task Force for the Processing of CR Cases (TF) on 20.5.2022. Having gathered feedbacks from TF, the revised version was sent to members of TF and Committee on IFSCs for further comments in June 2022. Ms SHEA went through the parts which had been discussed or required further discussion with Members.

Way Forward

11. The Chairperson remarked that FCWB would liaise with HD about the proposed updating of Chapter VI on AHA of the CR Guidelines and related Annexes after

collecting views from the Committee on IFSCs. Meanwhile, FCWB would also circulate the documents to other service branches, e.g. Rehabilitation and Medical Social Services Branch, to collect additional views, if any. It was planned that the proposed updating of the Chapter VI and related Annexes would be shared at the coming LG meeting tentatively scheduled in October 2022.

[Post-meeting note: The revised Chapter VI of the CR Guidelines and related Annexes were sent to Members for further comments on 14.7.2022. The proposed Chapter VI was then submitted to LG for discussion on 17.10.2022. The finalised Chapter VI and related Annexes 20 to 31 were issued to all relevant stakeholders on 25.10.2022.]

Any other business

Vaccination for Child Welfare Cases

12. The Chairperson reiterated the significance of vaccination to protect children against symptomatic COVID-19 disease, to reduce community transmission, as well as to increase the overall community immunity. For SWD casework units, caseworkers responsible for child welfare cases (i.e. children receiving residential childcare service under CRSRC and CCRM) were advised to facilitate/ assist the parents/ guardians of those children to arrange vaccination for their children as soon as possible for protection. NGOs were also encouraged to advise their caseworkers to facilitate/ assist the parents/ guardians of the child welfare cases to follow suit.

Mandatory Reporting of Suspected Child Abuse Cases

13. The Chairperson shared that the Cross-bureaux Working Group meeting chaired by the Secretary for Labour and Welfare was held on 24.5.2022. A consultation document on the key parameters and detailed implementation plan of the proposed Mandatory Reporting would be prepared for the second round of engagement sessions for relevant sectors/ stakeholders in August/ September 2022.

Date of next meeting

14. There being no other business, the meeting was adjourned at 4:00 p.m. The next meeting was tentatively proposed to be held on 26th or 27th April 2023.

[Post-meeting notes: the meeting has been adjourned to after mid-2023 to tide in with the development of Mandatory Reporting Regime for Child Abuse Cases so as to facilitate Members' discussion in the meeting.]

Family and Child Welfare Branch
Social Welfare Department
23 March 2023