

**Minutes of the 10th Meeting of
the Committee on Integrated Family Service Centres**

Date : 24 April 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)

Wong Kwok-chun, Alex	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Mrs Wong Ho Fung-see	Assistant District Social Welfare Officer (Central Western, Southern and Islands)1	
Ms Yan Lai-ming, Jenny	Assistant District Social Welfare Officer (Eastern and Wan Chai)1	
Miss Hau Suk-kwan	Assistant District Social Welfare Officer (Kwun Tong)2	
Heung Wing-keung	Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)2	
Ms Kwan Shuk-ye, Nancy	Assistant District Social Welfare Officer (Kowloon City and Yau Tsim Mong)1	
Ms Chik Ching-ye	Social Work Officer / Integrated Family Service Centre (Sham Shui Po) [Representing Lee Yuen-hung, Assistant District Social Welfare Officer (Sham Shui Po)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	

Miss Ma Sau-ching, Annisa	Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1	
Ms Wong Li-ching, Connie	Officer-in-charge Tuen Mun (East) Integrated Family Service Centre [Representing Cheung Tat-ming, Gary, Assistant District Social Welfare Officer (Tuen Mun)2]	
Tse Shu-to, Sebastian	Senior Social Work Officer (Family)2	
Miss Chow Mei-yee	Social Work Officer (Family)1	(Secretary)

Non-governmental organisations (NGOs)

Mui Wai-keung, Moses	Chief Officer (Family and Community) Hong Kong Council of Social Service	
Ms Angie Lai	Head of Family Service Caritas – Hong Kong	
Ms Cindy Leung	Head of Service (Family Service) Hong Kong Family Welfare Society	
Kwok Wai-keung	General Manager (Family and Community Core Business) Hong Kong Christian Service	
Ms Iris Liu	Director of Program International Social Service Hong Kong Branch	
Ms So Wai-yee	Clinical Supervisor Family Energizer (Integrated Family Service) [Representing Ms Sally Pang Programme Director (Family & Community) Christian Family Service Centre]	
Mrs Angela Chiu	Centre Supervisor Hong Kong Catholic Marriage Advisory Council	
Lee Chung-ho, Michael	Centre-in-charge 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 Fung-yee, Margaret	Assistant Community Services Secretary (Youth & Family) Tung Wah Group of Hospitals	

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
Lee Tin-yan	District Service Director The Neighbourhood Advice-Action Council

In attendance

Ms Ding Shuk-wah, Alice	Senior Social Work Officer (Family)1 / SWD
Mrs Claren Tam	Social Work Officer (Family)3 / SWD
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1 / SWD
Lau Hang-chi, Frederick	Social Work Officer (Domestic Violence)2 / SWD

[Remark: For item on the review of multi-disciplinary case conference on suspected child abuse cases only.]

Absent with apologies

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

The Chairperson welcomed Ms Chik Ching-yee and Ms Wong Li-ching, Connie who attended on behalf of Lee Yuen-hung and Cheung Tat-ming, Gary of SWD respectively. He also welcomed Ms So Wai-yee who attended on behalf of Ms Sally Pang of Christian Family Service Centre and Lee Chung-ho, Michael who attended on behalf of Mrs Ngan Lai Mee-yuk of Hong Kong Children and Youth Services.

Confirmation of minutes of last meeting

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

[Post-meeting notes: The confirmed minutes of the 9th meeting were uploaded onto SWD Homepage on 25 April 2013.]

Matter arising

Training courses (para 3, p.4)

3. Mrs Claren Tam reported on the enrolment of training courses conducted between January 2013 and March 2013. She also highlighted those courses tentatively to be organised for the period April 2013 to July 2013 as listed below and encouraged Members to nominate suitable colleagues to attend –

- (a) Introduction of Family Therapy (18, 19 April & 8 May 2013);
- (b) Induction Course on Services of Integrated Family Service Centre (IFSC) (14, 16, 24, 28 & 30 May 2013);
- (c) Training Course on Working with Cross-boundary Families and New Arrivals (28 May 2013);
- (d) Training programme on Emotionally Focused Therapy (21 June 2013);

- (e) Training Course on Application of Positive Psychology in Social Work Intervention (31 July 2013); and
- (f) Training Course on Working with People with Drinking Problem [July 2013 (date to be confirmed)].

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

Service commencement of the three new IFSCs

4. The Chairperson reported that the two new NGO IFSCs in Kwun Tong District and Yuen Long District had commenced services on 28 January 2013 while the new SWD IFSC in Kowloon City and Yau Tsim Mong District had commenced operation on 25 February 2013. The Family and Child Welfare Branch (FCWB) had issued notification emails to concerned SWD and NGO counterparts prior to their service commencement. Besides, announcement to the public was made through “What’s New” of SWD Homepage at 9:00 a.m. on the respective service commencement dates.

5. The Chairperson further informed that, upon the publication of the updated IFSC leaflets, the Secretariat had issued email to the district management of SWD and service co-ordinators of NGO IFSCs / Integrated Services Centres (ISCs) on 1 March 2013 for collecting the leaflets for onward distribution to service users and concerned parties.

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

6. The Chairperson highlighted Members the latest progress as illustrated in the updated summary table on follow-up actions taken in respect of the recommendations of the Review report, which had been sent to Members before the meeting.

Working Group on Review on the Operation of IFSC Services

7. Tse Shu-to, Sebastian informed that the 7th meeting of the Working Group was conducted on 19 December 2012 for reviewing the Enquiry / Intake cum Screening Form (the Form) used by IFSCs. While the 8th meeting was scheduled on 3 May 2013, the revisions as proposed by the Working Group would be circulated to Members and IFSC colleagues for comments. Besides, the revised Form would be put into use for all IFSCs after the correspondent enhancement of the Client Information System of SWD IFSCs.

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

8. Ms Ding Shuk-wah, Alice highlighted the major issues as discussed in the 5th meeting of the Liaison Group at headquarters level held on 25 February 2013. She remarked that a Summary of Discussion of the meeting would be issued to the district management of SWD and relevant NGO service units in late April / early May 2013. Considering the various items as deliberated in the past meetings of the Liaison Group, Members proposed to have an overall summary on all agreed enhancement measures and major discussion points as covered in the meetings. FCWB would follow up the issue. Regarding the Local Liaison Groups, Ms Ding Shuk-wah, Alice reported that the five

respective clusters had held their 5th meetings between August 2012 and November 2012 while the 6th meetings had been / would be held in these months.

[Post-meeting notes: The Summary of Discussion of the 5th LG meeting was sent to district management of SWD and relevant NGO service units by emails on 30 April 2013.]

Review of multi-disciplinary case conference (MDCC) on suspected child abuse cases

9. Tse Shu-to, Sebastian reported that, as endorsed by the Committee on Child Abuse, a Task Group on Review of MDCC on Suspected Child Abuse Case had been formed to review the mechanism of MDCC. He then shared the concerns about the operation of MDCC as discussed in the first meeting of the Task Group held on 28 February 2013. Members were invited to forward their views to the Domestic Violence Team of FCWB prior to the next Task Group meeting to be held on 21 May 2013.

Any other business

Self-financing services of the Evangel Children's Home for children and youth

10. Tse Shu-to, Sebastian briefed Members the two self-financing service projects launched by the Evangel Children's Home (播道兒童之家) including the Holistic Children's Care and Family Support Service for Deprived Families (「家有轉機」- 整全

兒童照顧及家庭支援服務) and the Youth Home with Career Guidance and Counselling Service (「信有出路」- 青少年家舍及就業、輔導服務). Members were invited to share the information with their IFSC and ISC colleagues and make good use of the resources.

Services of the Association for the Rights of Industrial Accident Victims

11. Tse Shu-to, Sebastian further briefed Members the package of services provided by the Association for the Rights of Industrial Accident Victims (工業傷亡權益會) for victims of industrial accidents and their families. Members were also advised to share the information with their IFSC and ISC colleagues, so that the victims of industrial accidents and their families could be better served.

12. For frontline colleagues' easy reference, Tse Shu-to, Sebastian revealed that the Secretariat would disseminate the relevant service leaflets to Members after the meeting.

[Post-meeting notes: The Secretariat sent the service leaflets to Members by email on 26 April 2013.]

Docu-drama "The Moment 2"

13. Tse Shu-to, Sebastian introduced the docu-drama "*The Moment 2*" (家庭實況劇《一念之間 2》) jointly produced by the Radio Television Hong Kong and SWD. The series of docu-drama, with topics relating to strengthening of family functioning and combating domestic violence, would be broadcast on ten consecutive Tuesdays starting from 14 May 2013 from 7:00 p.m. to 7:30 p.m. at the TVB Jade channel. There would

be a kick-off ceremony scheduled on 14 May 2013 and a photo-taking competition organised between June to August 2013. Members were invited to disseminate the information to their IFSC colleagues and service users.

Referral of Mentally Disordered Person (MDP) cases from police

14. Tse Shu-to, Sebastian reported that the mechanism on data transfer of Mentally Disordered Persons (MDPs) from the Hong Kong Police (HKP) to SWD and the Hospital Authority (HA) for follow-up services was in place with effect from 15 April 2013. The mechanism aimed to facilitate early identification of MDPs by the police and subsequent early intervention by SWD and HA as appropriate.

15. As regards the referral procedures, Tse Shu-to, Sebastian highlighted that the police would refer known psychiatric cases to HA for appropriate mental health services while those unknown cases would be referred to SWD for necessary welfare follow up. In the absence of consent from the concerned MDP for referral, data transfer might be considered if there was an applicable exemption under relevant section as stipulated in the Personal Data (Privacy) Ordinance [PD(P)O]. Upon receipt of the police referrals, District Social Welfare Offices of SWD would consider assigning the cases to appropriate SWD service units for follow-up. Subsequent data transfer to NGO service units could be made so long as it complied with the PD(P)O requirement that the prescribed consent from the data subject or the relevant person could be obtained. The mechanism would be reviewed in three months' time.

16. As the police would only make referrals to SWD or HA in the first instance by using a specific referral memo, Tse Shu-to, Sebastian advised NGO IFSCs / ISCs

Members to brief their frontline colleagues to clarify with the police in case referrals were received from the police under the mechanism.

Validation rule set for the Statistical Information System (SIS) Form for IFSC

17. Subsequent to the delivery of CD-ROMs by the Secretariat to NGO IFSCs with calculation formula embedded for the revised SIS Form for IFSC in March 2013, some Members suggested incorporating validation rule for generating error message automatically so as to facilitate checking of inconsistent report of figures. Miss Chow Mei-yee responded that the Secretariat would enlist assistance from the Research and Statistics Section of SWD to follow up Members' suggestion.

[Post-meeting notes: The Secretariat issued email to service co-ordinators of NGO IFSCs on 28 May 2013 to inform them of the availability of the said revised CD-ROM for collection.]

Sharing on workshop organised by the International Social Service Hong Kong Branch (ISS-HK)

18. Ms Iris Liu introduced a programme on the theme of 「愛+家人•家添正能量」, which would be organised by ISS-HK with funding support from the Hong Kong Jockey Club Charities Trust for promoting the resilience of new arrival families. IFSC and ISC colleagues were welcome to join the workshop to be held on 15 July 2013.

Date of next meeting

19. There being no other business, the meeting was adjourned at 4:20 p.m. The next meeting would be held in early September 2013 with the date and time to be confirmed later.

[Post-meeting notes: The Secretariat issued email to Members on 3 June 2013 informing that the 11th Meeting would be held on 4 September 2013 (Wednesday) at 2:30 p.m. in Conference Room 1 of SWD Headquarters.]