

**Minutes of the 13th Meeting of
the Committee on Integrated Family Service Centres**

Date : 27 March 2014 (Thursday)
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	
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	
Mr Lee Kai-yan, Albert	Acting 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	
Ms Lam Yuen-ting, Heidi	Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1	

Miss Chan Sau-bik	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)

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	
Mr Kwok Wai-keung	General Manager (Family and Community Core Business) Hong Kong Christian Service	
Mrs Leung Li Chi-mei, Cross	General Manager (Family and Community Core Business) Hong Kong Christian Service (designate)	
Ms Sally Pang	Programme Director (Family & Community) Christian Family Service Centre	
Mrs Angela Chiu	Executive Director Hong Kong Catholic Marriage Advisory Council	
Mr 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	
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
Mr Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1 / SWD

Absent with apologies

Miss Cheung Lai-kuen, Jessica	Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)1 / SWD
Ms Iris Liu	Director of Program / International Social Service Hong Kong Branch

Opening remarks

The Chairman welcomed Mr Lee Kai-yan, Albert, Ms Lam Yuen-ting, Heidi and Miss Chan Sau-bik of SWD, Ms Judy Chan of Hong Kong Family Welfare Society and Mrs Leung Li Chi-mei, Cross of Hong Kong Christian Service who attended the meeting for the first time. He also welcomed Mr Lee Chung Ho, Michael who attended on behalf of Mrs Ngan Lai Mee-yuk of Hong Kong Children and Youth Services and Mrs Angela Chiu of Hong Kong Catholic Marriage Advisory Council who attended the meeting in her new capacity as Executive Director. Besides, he informed that Miss Cheung Lai-kuen, Jessica and Ms Iris Liu were unable to attend the meeting.

Confirmation of minutes of last meeting

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

[Post-meeting notes: The confirmed minutes of the 12th meeting were uploaded onto SWD Homepage on 31 March 2014.]

Matter arising

Training courses (para 3, p.4)

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

- (a) Training Workshop on Working with Male Service Users (8 & 9 May 2014);
- (b) Induction Course on Services of Integrated Family Service Centre (IFSC) (Class 1) (13, 20, 22, 27 & 30 May 2014);
- (c) Introduction of Family Therapy (16, 19, 27 & 30 May 2014);
- (d) Training Course on Working with Cross-boundary Families and New Arrivals (27 May 2014); and
- (e) Training Course on Application of Positive Psychology in Social Work Intervention (6 June 2014).

Implementation schedule for the revised Enquiry / Intake cum Screening Form used by IFSCs (para 7, p. 7)

4. Mr Tse Shu-to, Sebastian reported that representatives of the Family and Child Welfare Branch (FCWB) had recently conducted the Users' Acceptance Test in March 2014

for the enhancement work of the Client Information System (CIS) for SWD IFSCs to cater for the revisions of the revised Enquiry / Intake cum Screening Form. As informed by the Information Systems and Technology Branch, the system design would be confirmed upon minor refinements. As such, the related enhancement work of the CIS could be launched around mid to late April 2014. While NGO IFSCs would use the revised Form along the schedule of SWD IFSCs as agreed earlier, FCWB would issue emails to NGO and SWD IFSCs respectively to duly inform them of the effective date of using the revised Form.

[Post-meeting notes: The Secretariat issued emails to Assistant District Social Welfare Officers supervising IFSCs and service co-ordinators of NGO IFSCs on 25 April 2014 respectively to inform them the revised Form would be used with effect on 1 May 2014.]

Collaboration between IFSCs / Integrated Services Centres (ISCs) and Maternal and Child Health Centres (MCHCs) in implementing Comprehensive Child Development Service (CCDS) (para 15-18, p.10-13)

5. Mr Tse Shu-to, Sebastian reported that an inter-departmental meeting was held among SWD, Department of Health (DH) and CCDS Paediatricians of Hospital Authority (HA) on 15 January 2014 for deliberations on the collaboration among the medical health teams of MCHCs and HA and the social work teams of IFSCs and ISCs in handling high risk CCDS cases. He shared the concerns discussed in the meeting particularly on the handling of high risk CCDS cases. At-risk pregnant women included illicit drug users, teenage mothers, pregnant women with mental illness and mothers with post-natal depression were high risk target groups warranting close attention. They were in need of intensive inputs from the respective disciplines in rendering them assistance and close

collaboration among different professionals in the case handling. Frontline health staff and social workers were encouraged to participate in multi-disciplinary case conference (MDCC), which might not be to the extent of a MDCC on Suspected Child Abuse Case, to achieve a more comprehensive case assessment and facilitate the formulation of suitable welfare plans.

6. To facilitate the frontline colleagues from the medical, health and social work sectors to have a common reference framework in assessing the families' parenting capacity, Mr Tse Shu-to, Sebastian informed that an assessment tool would be developed for the said purpose. DH would propose the reference framework in consultation with HA and SWD. In this regard, assistance of the Domestic Violence Team (DVT) of FCWB would be enlisted to tap their expertise in handling child abuse / high risk cases.

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

7. 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 – Fanling would be reprovisioned upon completion of the fitting-out works of the new premises. The tentative reprovisioning schedule fell within 2014-15. The Chairman then highlighted the progress

of follow-up actions taken for other concerned recommendations and informed that the details would be shared under the respective working groups in the next agenda items.

Working Group on Review on the Operation of IFSC Services

8. Mr Tse Shu-to, Sebastian reported that after consolidating the comments of Members on the collaboration between IFSCs / ISCs and Family and Child Protective Services Units (FCPSUs) as deliberated in the last meeting of the Committee held on 4 December 2013, the Secretariat had issued an email to Members after the meeting to invite their further comments. Upon summing up the views of Members, the Secretariat invited the assistance of DVT, in consultation with FCPSUs, in providing feedback on the collaboration issues and proposing feasible improvement measures. With the comments received from DVT, the Working Group had conducted its 10th meeting on 21 January 2014 for further deliberations of which the details would be shared in the next agenda item.

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

9. The Chairman reported that the Summary of Discussion on the Meetings of the LG held on 16 September 2013 and 30 October 2013 were issued to district management of SWD and relevant NGO service units on 20 January 2014. He briefed that the 7th meeting of the LG at headquarters level would be held in mid May 2014 and Members were invited to propose agenda items. Besides, he reported that the 7th meetings of the five respective LLGs had been held between September 2013 and January 2014 while the 8th meetings of the respective LLGs would be held in the coming months.

Collaboration issues between IFSCs / ISCs and FCPSUs

10. Mr Tse Shu-to, Sebastian reported that comments from DVT on the collaboration between IFSCs / ISCs and FCPSUs were deliberated by the Working Group on Review on the Operation of IFSC Services in its 10th meeting held on 21 January 2014. He took Members through the details of the Working Group's deliberations on DVT's comments as contained in the Summary Table which was tabled for Members' reference. Members then exchanged their views on the respective collaboration issues concerning the handling of battered spouse / child abuse / child custody cases.

11. As an enhancement measure to facilitate FCPSUs to have a common benchmarking framework for assessing the risk level of battered spouse cases, Mr Tse Shu-to, Sebastian revealed that the Working Group had proposed, among others, to develop an assessment checklist highlighting the common areas of concerns such as the patterns of the violence incidents including the kinds of weapons used, the frequency of making reports to police, mental illness history, records of attending medical treatment and any dependent child(ren) involved, etc.. To take the matter forward, NGO representatives in the Working Group, in consultation with the Hong Kong Council of Social Service (HKCSS) – Network on IFSCs, had worked out a list on “Suggested Indicators on Assessing Violence Risk” which was tabled for Members' reference. Mr Mui Wai-keung, Moses of HKCSS and Mr Chu Muk-wah, Daniel, a member of the Working Group then shared with Members the details of the suggested indicators. Mr Tse Shu-to, Sebastian thanked for their initiatives and informed that the list would be forwarded to DVT for consideration.

12. After Members' thorough deliberations on the collaboration concerns, Mr Tse Shu-to, Sebastian welcomed Members to inform the Secretariat if they had further views

after the meeting. Upon consolidating the views of Members, the Secretariat would invite comments from DVT again. It was tentatively planned that DVT would collect views from FCPSUs in April 2014 and provide consolidated comments to us in May 2014. The Working Group would then conduct its 11th meeting in May 2014 for deliberating DVT's feedback.

Sharing on the 2014 Policy Address

13. In relation to the announcement of the 2014 Policy Address by the Chief Executive, the Chairman took the chance to share with Members those new initiatives under the schedule of family and child welfare as follows:

- (a) To extend the Neighbourhood Support Child Care Project by lifting the age limit of service beneficiaries from 6 to 9 and to provide additional places for the home-based child care service under the project.
- (b) To regularise several Community Care Fund (CCF) programmes covering the following beneficiaries:
 - Primary and secondary students receiving student financial assistance;
 - Underprivileged students pursuing eligible programmes below sub-degree level;
 - Comprehensive Social Security Assistance recipients who were Tenants Purchase Scheme flat owners;
 - Children from low-income families on the waiting list for subvented pre-school rehabilitation services; and

- Persons with severe physical disabilities living in the community and requiring constant care.

14. Being a concern of the NGO counterparts, the Chairman also shared the new initiatives on enhancing the Lump Sum Grant Subvention System which the Government would increase annual recurrent funding of about \$470 million from 2014-15 onwards for NGOs covering the following areas:

- (a) To strengthen the central administrative and supervisory support of NGOs and to increase the provision for “Other Charges”.
- (b) To allow NGOs to have more flexibility in using the Provident Fund reserve.
- (c) To provide additional resources to enable NGOs to recruit and retain paramedical staff more effectively or hire paramedical services to deliver their SWD-subvented services.

15. For introducing more details on the concerned initiatives, the Chairman told that the Subventions Branch would conduct a “Briefing Session for NGO Management on Enhancing the Lump Sum Grant Subvention System” on 4 April 2014. Letters had already been issued to respective NGOs for inviting their representatives to attend.

Any other business

Regular review on implementation handbooks of Service Quality Standards (SQSs)

16. Mr Tse Shu-to, Sebastian pointed out that all SWD service units and NGOs operating subvented services were required to observe the 16 SQSs under the Service Performance Monitoring System. The SQSs defined the level of which, in terms of management and service provision, the service units were expected to attain. In gist, he briefed that the 16 SQSs were developed according to the following four principles which had set out the core values of welfare services:

- ✧ Principle 1: Provision of Information
- ✧ Principle 2: Service Management
- ✧ Principle 3: Service to Users
- ✧ Principle 4: Respect for Service Users' Right

17. With respect to the requirements, Mr Tse Shu-to, Sebastian highlighted that individual service units should have developed respective handbooks to elaborate how the 16 SQSs were implemented. The public might approach respective service unit to have access to the concerned implementation handbooks. In this regard, he advised Members to brief supervisors of IFSCs / ISCs to have their SQS implementation handbooks reviewed and updated regularly.

Case referrals from Social Security Field Units (SSFUs) for welfare services

18. Mr Tse Shu-to, Sebastian shared that SSFUs would make referrals to IFSCs / ISCs

for cases in need of follow-up services when welfare needs were identified. SSFUs would refer cases to SWD IFSCs according to the standard “Notice to Data Subject Before Collection of Personal Data” adopted by the Department which had stated that the personal data collected could be transferred within the Department upon case referral among Departmental service units. As a good practice, the referring SWD service unit would usually ensure that the data subject did not object to referral to another SWD service unit so as to avoid unnecessary dispute. However, prescribed consent of the data subject should be obtained for the purpose of making referrals from SWD service units to non-SWD service units for welfare services. Therefore, SSFUs should not refer cases to NGO IFSCs / ISCs without obtaining the prescribed consent of the data subject.

19. On the other hand, Mr Tse Shu-to, Sebastian revealed there might be other situations that the consent of the data subject or the relevant person could not be obtained for transferring the personal data concerned to the NGO IFSC / ISC. Under circumstances when not referring the data subject for follow up services would likely cause serious harm to the physical or mental health of the data subject or any other individual (e.g. the client claimed that he / she would attempt suicide or hurt others), SSFUs could consider invoking the exemption under Section 59 of the Personal Data (Privacy) Ordinance to transfer the data to the NGO IFSC / ISC concerned but justifications for invoking the exemption should be properly recorded in the referral form. In this regard, Ms Angie Lai suggested that SSFUs should better inform the data subject before invoking the exemption in order to avoid unnecessary dispute.

20. In addition, Mr Tse Shu-to, Sebastian supplemented that there might be cases which SSFUs considered not justifiable to invoke exemption for making referrals to NGO IFSCs / ISCs but follow up services were deemed required. The concerned SSFU could

consult the designated SWD IFSC providing back-up support to the concerned NGO IFSC / ISC for considering referring the case for their follow-up services. He informed that the Social Security Branch of SWD had issued a memo to supervisor of SSFUs with copies to district management and officer in-charge of SWD IFSCs on 3 January 2014 setting out the above arrangements.

Division of work among IFSCs / ISCs

21. In light of the recent enquiries concerning the division of work which might be common concerns of IFSC / ISC colleagues, Mr Tse Shu-to, Sebastian took the chance to share with Members the principle of considering the place of residence of the service users for the following two scenarios:

(a) Handling of application for household splitting

As stated in paragraph 2 of the “Guidelines on Division of Work and Case Transfer Among IFSCs / ISCs (Revised in November 2012)”, the key factor governing the division of work among IFSCs / ISCs was the service user’s place of residence. Given the case circumstance that the mother was the householder of a public rental housing flat whereas the son was a tenant having moved apart and had applied to the Housing Department for household splitting, the division of work might either be according to the place of residence of the mother or the current residence of the son in handling the housing request. However, since it was the son who initiated the application, it might be more suitable for the IFSC / ISC covering the current residence of the son to handle the housing request.

(b) Handling of child welfare case

As stated in paragraph 2.7.1 of the Guidelines, for child(ren) with both parents having the custodial right but only one of the parents having the care and control over the child(ren), the IFSC / ISC with service boundary covering the place of residence of the parent having the care and control should take up the case. Given the case circumstance that the father was granted the care and control over the child but he had moved apart from the public rental housing flat where he was the householder and was cohabitating with his girlfriend in another abode, it was more appropriate for the IFSC / ISC covering the current residence of the father to handle the child welfare case so as to adhere to the principle laid down in the Guidelines that the key factor governing the division of work among IFSCs / ISCs was the service user's place of residence.

Updating of Medical Social Services (MSS) Manual of Procedures

22. Mr Tse Shu-to, Sebastian reported that the Rehabilitation and Medical Social Services Branch of SWD had completed revisions of their MSS Manual of Procedures in February 2014. The major revision of the Manual, among others, was on the change of counting medical interval from "months" to "weeks" in order to be in line with the practice of HA in the calculation of attending intervals for medical appointment. Previously, the medical interval for counting medical active cases was between 6 weeks to 6 months and that for medical inactive cases was more than 6 months. Upon revisions, the medical interval for counting medical active cases had changed to between 6 to 26 weeks and that for medical inactive cases was more than 26 weeks. It should be noted that medical interval was counted from the following day of the last attendance to the date of next

appointment. The Flow Chart on the revised counting of medical intervals for division of responsibilities between the Department's Medical Social Services Units (MSSUs) and other Departmental / NGO service units was tabled for Members' reference.

23. Mr Tse Shu-to, Sebastian reminded that the recent revisions of the MSS Manual just served to update information while the division of work between MSSUs and IFSCs / ISCs would be further delineated at a later stage. The comments of NGO IFSC / ISC counterparts would be duly sought.

Revised Operation Model of Anti-Violence Programme (AVP)

24. Mr Tse Shu-to, Sebastian reported that the Anti-Violence Programme (AVP) under the Domestic and Cohabitation Relationships Violence Ordinance (DCRVO) used to be provided by six NGOs since August 2008. Under the Ordinance, the Court might grant an injunction and require the respondent (i.e. the abuser) to participate in the AVP to change his/her attitude and behaviour in order to facilitate the granting of injunction. It was psycho-education in nature, comprising a minimum of 12 sessions either in individual or group format, conducted by qualified professionals. However, the number of referrals had been on the low side over the past five years that only five referrals were received from the Court. In view of limited number of referrals from Court, the service had been absorbed by SWD starting from 1 February 2014.

25. Mr Tse Shu-to, Sebastian reported that under the new operation mode, AVP would be provided by social workers of FCPSUs / clinical psychologists of SWD. As DCRVO also covered cases with other family relationships such as siblings, in-laws, parents and adult children, IFSCs / ISCs might need to handle their family cases. Therefore, Members

were invited to brief IFSC / ISC colleagues of the revised arrangements.

Seeking advice of Clinical Psychology Unit (CPU) by using Medical Enquiry Forms (MEFs)

26. Mr Tse Shu-to, Sebastian reported that as informed by Clinical Psychology Units of SWD, they had received MEFs issued by IFSCs at times for seeking their advice or comments. Since MEFs were used to seek the medical comments from medical officers, Members were invited to remind IFSC / ISC colleagues to take note of it. For obtaining assessments or comments of clinical psychologists, the concerned service units should use the standard referral form to the respective CPUs.

Change of membership of the Committee on IFSCs

27. The Chairman briefed the meeting that Mrs Wong Ho Fung-see and Ms Woo Mei-hing, Patricia of SWD would have their postings changed in April 2014 while Mr Kwok Wai-keung of Hong Kong Christian Service would take up another post of his organisation. The Chairman, on behalf of the Committee, thanked for their valuable contributions.

Date of next meeting

28. There being no other business, the meeting was adjourned at 4:30 p.m. The next meeting was scheduled to be held on 10 July 2014 (Thursday) at 9:30 a.m. with the venue to be confirmed later.

[Post-meeting notes: The Secretariat issued email to Members on 30 May 2014 informing that the 14th Meeting would be held on 10 July 2014 (Thursday) at 9:30 a.m. at the Conference Room of the Queen Elizabeth Stadium.]