

**Minutes of the 18th Meeting of
the Committee on Integrated Family Service Centres**

Date : 30 October 2015 (Friday)
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)

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	
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 Chan Yuk-mui	Supervisor Caritas Integrated Family Service Centre - Tung Tau (Wong Tai Sin South West) Caritas – Hong Kong [Representing Ms Angie Lai, Head of Family Service]
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 Wong Chor-ling, Bell	Supervisor Long Love Integrated Family Service Centre Tung Wah Group of Hospitals [Representing Ms Wong Fung-ye, Margaret, Assistant Community Services Secretary (Youth & Family)]
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 Chairperson welcomed the persons who were attending the meeting for the first time, including Mr Cham Kwok-wing, Kerin of International Social Service Hong Kong, Mr Lee Chung-ho, Michael of Hong Kong Children & Youth Services, Mr Ng Ka-kui, Charles of Christian Family Service Centre, and Ms Chan Chun-mei, Mr Chan Ping-ching, Roy, Ms Ho Yuen-ming, Agnes and the Chairperson herself of SWD. She also welcomed Ms Chan Yuk-mui of Caritas – Hong Kong and Ms Wong Chor-ling, Bell of Tung Wah Group of Hospitals, who attended the meeting on behalf of Ms Angie Lai and Ms Margaret Wong respectively.



2. The Chairperson thanked Mr Alex Wong, Ms Iris Liu, Mrs Ngan, Ms Sally Pang, Mr Heung, Miss Sandra Lim and Ms Esther Ho for their contribution to the Committee.

Confirmation of minutes of last meeting

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

[Post-meeting notes: The confirmed minutes of the 17th meeting were uploaded onto SWD Homepage on 5.11.2015.]

Matters arising

Sharing on the Development of Parenting Capacity Assessment Framework (Assessment Framework) for Comprehensive Child Development Service (CCDS) (para. 3-6, p.3-4)

4. Ms Chan Mei-yi recapitulated that the Assessment Framework was devised through inter-sectoral collaboration with a view to facilitating early identification of the needs of the service users and enhancing the inter-disciplinary collaboration / communication. The Assessment Framework, targeted at 0-12 month-old children for use of social workers, had been piloted in Yuen Long and Tsuen Wan / Kwai Tsing districts since June 2015. The Manual of the Assessment Framework was issued to the pilot districts in May 2015. The headquarters of Department of Health and Hospital Authority had also shared with their respective frontline staff about the pilot, so that collaboration in the front would be better facilitated.

5. In view of the positive feedback of the participants of the training held in May 2015 and its over enrolment, Ms Chan shared that further training sessions were held on 18.9.2015 and 23.9.2015. The training sessions were extended to the medical social workers, in particular those serving Paediatrics wards, handling the concerned cases of at-risk mother, of the Princess Margaret Hospital, Tuen Mun Hospital and Castle Peak Hospital, as they were also serving the pilot districts.

6. Ms Chan shared the utilisation statistics of the Assessment Framework collected in the first pilot quarter (that is, from June to August 2015). She encouraged Members to advise social workers serving the pilot districts, no matter whether they had attended the

training sessions or not, to use the Assessment Framework by making reference to the self-explanatory manual. A focus group, with members from various SWD and NGOs service units of the pilot districts, would be formed in early 2016 to provide feedback on the Assessment Framework to facilitate further refinement. 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 other professionals such as health sector would be developed by phases.

7. The Chairperson thanked for the support of the members and colleagues of Yuen Long, Tsuen Wan / Kwai Tsing, Tuen Mun and Shamshuipo districts. She shared that the tool would facilitate social workers' early identification and intervention so as to strengthen the support for the families and children. She welcomed Members to provide feedback so as to refine the Assessment Framework.

Training courses (para. 7, P.4)

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

- (a) Induction Course on Services of Integrated Family Service Centre (IFSC) (Class 2) (6, 12, 20, 24 & 26 November 2015);
- (b) Training Course on Working with Ethnic Minorities (26 November 2015 (a.m.));
- (c) Training Course on Application of Positive Psychology in Group Work (Class 2) (2 December 2015);
- (d) Training Workshop on Working with Male Service Users (3 & 10 December 2015);
- (e) Training Course on Handling Attachment Problem for Child Welfare Cases (10 December 2015 am);
- (f) Training Course on Permanency Planning for Child Welfare Cases (10 December 2015 pm);
- (g) Training Course on Bereavement Counselling (12, 14 & 26 January 2016); and
- (h) Training Course on Application of Group Work Approach for People in Adversity (18 February 2015).

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

9. Ms Chan Mei-yi recapitulated that Members raised concerns regarding individual applicants who might intentionally not provide accurate and all details of information in previous meetings. She also recapitulated the suggestions of highlighting the wording that applicants would be held liable if providing false information. SWD had sought legal advice on appropriateness of adding some wording in the revised CR application form to

deter the intended provision of inaccurate and/or incomplete information. According to legal advice, addition of such wording might imply social workers' obligation to report and to assist in the subsequent investigation on potential fraud cases, which might result in inducing more responsibilities for social workers rather than reducing their workload. According to the legal advice, Ms Chan informed that SWD was not an enforcing department related to Housing Ordinance. Based on the above, a revised form was discussed in the recent 9th Meeting of Liaison Group on Issues relating to Housing Assistance Cases (LG). Copy of the draft revised CR application form incorporating views of LG members was tabled for Members' comment. The Chairperson invited Members to provide their views to the Secretary by 20.11.2015.

[Post-meeting note: The draft revised application form was sent to Members for inviting comments on 3.11.2015.]

Sharing on 2015 Policy Address (para. 10, p.5)

10. The Chairperson reported that to take forward the initiative of provision of additional social work manpower at IFSCs and Integrated Services Centres (ISCs) of both SWD and NGOs, views on the allocation of the additional manpower resources were collected at the meeting with the NGOs concerned and the Hong Kong Council of Social Service (HKCSS) held on 19.6.2015. Taking the views of the NGOs concerned, the additional manpower resources were allocated to 26 IFSCs and ISCs operated by NGOs in October 2015.

11. Ms Chan Mei-yi shared that the level of attainment for the output standards (OSs) of each IFSC would be adjusted upward on pro-rata basis upon the principle endorsed by the Committee and then approved by the Director of Social Welfare (DSW) in April 2011 (i.e. 39 cases, 2.7 groups and 3.9 programmes for one additional social worker). For the two ISCs, the agreed level of OSs remained unchanged as these two integrated centres, comprising a variety of welfare services, had their unique service review and monitoring mechanism. As the additional resources were arranged in October 2015, Ms Chan reported that the OSs of the first half of the financial year (from April to September 2015) would remain unchanged, while the OSs of the second half of the year (October 2015 to March 2016) would be adjusted accordingly.

12. Ms Chan shared that the conversion between OS1 (number of new / reactivated cases) in conjunction with OS6 (number of active statutory cases) / OS7 (number of DSW Incorporated – Specified Person account cases), which is applicable to SWD IFSCs only, was based on the concerned data of June 2015. This conversion mechanism was thus not affected by the allocation of additional manpower. The conversation of OS1 in conjunction with OS2 (number of groups) and OS3 (number of programmes) would be based on the actual output against the adjusted OS agreed levels of the financial year 2015-16. In this regard, Members were invited to pay attention to the adjusted OSs which were related to the activation for the conversation mechanism.

13. Mrs Cross Leung shared the views of frontline staff towards the planning of family service that the OSs should remain at the same level after allocation of additional resources

so that social workers could provide more support to existing service users. Mr Moses Mui echoed the views of Mrs Leung. He invited the Government to review the level of resources allocated and the corresponding output requirements in the coming service enhancement initiative and conveyed the views of some of the members of HKCSS that the additional resources should be for strengthening support for existing cases in need that turned to be increasingly complicated. The Chairperson thanked for the feedback. The concerns on the qualitative rather than quantitative service enhancement for maintaining high service quality were noted.

Devising more guidelines on CR assessment yardstick (para. 23-27, p.9)

14. Ms Chan Mei-yi recapitulated that, in the last meeting, when the suggestion of setting up a specialised team to handle all of the CR applications was deliberated, the Working Group on Review on the Operation of IFSC Services (WG) was invited to work on devising more guidelines on assessment yardsticks for social workers to conduct assessment on CR cases. The IFSC service mode had been adopted and reviewed by the consultant. In the review report published in 2010, the integrated service mode was recommended. The proposed setting up of a specialised team for handling CR applications appeared not in line with the review result and recommendation. To facilitate social workers to conduct assessment, the WG was tasked to work out more guidelines on assessment yardsticks, on top of the existing guidance. Ms Chan reported that the issue was discussed in the meeting of WG held on 23.10.2015. It was of the view that the assessment yardsticks to be worked out would be principles for caseworkers' reference in assessing individual cases having regard to their nature and complexity of problems giving rise to the need for housing assistance as well as the resources and support network available to the individual clients. Given the principles, it was hoped that better alignment on the assessment yardsticks on CR cases could be achieved. Considering that the WG had been working on the collaboration issues with Family and Child Protective Units (FCPSUs) and Medical Social Services Units (MSSUs), WG would commence working on the task when the collaboration issues with FCPSU were concluded.

15. Mr Cham stated that the views of service units other than IFSCs handling CR cases should be included. Mr Moses Mui shared the concern of Mr Cham and reiterated the stance of HKCSS on setting up a specialised team. Ms Alice Ding shared that different service units could be involved and they would have their views from various perspectives. Mrs Angela Chiu shared her observation and support to the proposal of setting up a specialised team in the long run. The Chairperson took note of the views and concerns of the Members. She shared that the WG, composing of frontline workers, supervisors and service coordinators of IFSCs where a majority of CR cases were handled, was considered a more feasible and suitable platform to start working out the draft guidelines. Views from social workers of other service settings would be invited when preliminary suggestions were made available.

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

16. 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:

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| <i>Recommendation 1</i> | ✧ <i>Allocation of additional manpower resources was arranged for IFSCs and ISCs to strengthen support for needy families and children in October 2015.</i> |
| <i>Recommendation 4</i> | ✧ <i>Upon reprovisioning of Caritas IFSC – Fanling on 11.6.2015, recommendation 4 had been updated (i.e. Since May 2010, <u>five</u> IFSCs have been reprovisioned to suitable premises while four IFSCs are provided with additional venues).</i> |
| <i>Recommendations 5, 7, 8 & 10</i> | ✧ <i>WG has held its 14th and 15th meeting on 29.4.2015 and 23.10.2015 respectively for deliberating the DVT's 5th and 6th round comments respectively on the collaboration between IFSCs/ISCs and FCPSUs.</i>

✧ <i>At the WG's 15th meeting on 23.10.2015, apart from collaboration issues between IFSCs/ISCs and FCPSUs, collaboration issues with Family Crisis Support Centre (FCSC) as well as MSSUs of SWD were discussed in the WG meeting.</i>

✧ <i>DVT's 6th round comments would be discussed in the next agenda item.</i> |
| <i>Recommendation 14</i> | ✧ <i>LG on Issues relating to Housing Assistance Cases has its 9th meeting held on 29.6.2015. The 10th meeting was scheduled to be held in January 2016.</i>

✧ <i>The 9th meetings of the five Local LGs (LLGs) of the respective clusters were held between September and June 2015 whereas the 10th meetings would be held between March 2015 and March 2016.</i> |

Progress of work under various working groups

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

17. Ms Chan Mei-yi shared that the WG has held its 15th meeting on 23.10.2015 for deliberating Domestic Violence Team (DVT)'s 6th round comments on the collaboration issues between IFSCs/ISCs and FCPSUs. Summary table incorporating latest comment of DVT was sent to Members on 20.10.2015. DVT's return would be discussed and shared with Members at the agenda item 4.

18. As regards the collaboration between IFSCs/ISCs and FCSC, Ms Chan reported that the revised Guidelines were issued to Members, DSWOs and other concerned stakeholders on 29.7.2015 after endorsement by IFSC committee. The details would be reported in the agenda item 4.

19. Ms Chan recapitulated that the WG had deliberated the discussion items in relation to the Working Group on Operational Issues Relating to Service Interfacing and Division of Work between MSSUs and IFSCs (WG on MSSU/IFSCs). The details would be reported in the agenda item 4.

(ii) LG / LLGs on Issues relating to Housing Assistance Cases

20. The Chairperson reported that the 9th meeting of LG at the headquarters level was held on 29.6.2015. The Summary of Discussion of the LG meeting was sent to district management and relevant NGOs service units via emails on 24.8.2015. The 10th meetings of LLGs would be held by respective five clusters from March 2015 to March 2016. Members were invited to bring up any issues relating to the collaboration with HD in the districts for discussion in LLGs. Districts were welcome to flag up issues for bringing up to LG.

Collaboration issues between IFSCs/ISCs and other service units

Between IFSCs/ISCs and FCPSUs

Summary Table on Issues of Concerns on Collaboration

21. Ms Chan reported that subsequent to the respective meetings of IFSC Committee and WG held on 7.5.2015 and 29.4.2015 respectively, the Secretariat, upon consolidating their comments, had invited the 6th round comments of DVT on the collaboration issues. "Summary table on collaboration issues between IFSCs/ISCs and FCPSUs (with 6th round comments from DVT)" (Summary Table) had been sent to Members on 20.10.2015.

22. Ms Chan briefed Members that the comment from DVT was solely in relation to the understanding of intake screening on the police referrals. After deliberation, Members agreed that based on the understanding after rounds of views exchanged and most of the police referrals would be screened by FCPSUs, for timely intervention, IFSCs/ISCs should

conduct intake screening on police referrals received. Members did not have any further comment on the updated response of DVT.

23. The Chairperson thanked Members for the contributions of ideas with a view to enhancing the collaboration between IFSCs/ISCs and FCPSUs. The “Guidelines on Division of Work and Case Transfer between FCPSU and IFSC/ISC (issued in March 2008)” would be updated by incorporating the views exchanged and agreed as detailed at the Summary Table. The draft revised guidelines to be prepared by the Secretariat in consultation with DVT would be brought up in the coming meeting for Members’ deliberation and comments. The Chairperson invited Members to provide their views, if any, to the Secretary by 20.11.2015.

[Post-meeting note: The Summary Table was sent to Members for inviting views on 3.11.2015.]

Sharing Meeting

24. Ms Chan reported that the meeting of “Sharing Meeting on Handling Intimate Partner Violence (IPV) Cases” (Sharing Meeting) was held on 15.7.2015. It was convened by DVT, with members from FCPSUs, IFSCs and Clinical Psychology Unit, to discuss the issues in relation to risk factor assessment in working with cases with spouse / cohabitant battering elements. Ms Chan and four representatives of the WG, namely Mr Tang Chung-wah, Christopher, Mr Kerin Cham, Ms Jane Wong and Mr Fung Ching-kwong, joined the meeting.

25. Ms Chan shared that, in the meeting, the participants had shared the experience, concerns and difficulties in handling IPV cases and in referring the cases from IFSCs/ISCs to FCPSUs. Some participants stated the need to have tools on assessing the risk level of IPV cases. The major assessment tools available in the field, including the Spousal Assault Risk Assessment and Conflict Tactics Scales, was shared by the participants and apparently there was no standard and straight-forward answer concerning how to define the risk level of IPV cases or to develop a tool or mechanism for this purpose. The Sharing Meeting would explore further the needs of frontline social workers for a platform for experience sharing in order to strengthen their clinical skills in handling IPV cases.

26. Mr Kerin Cham appreciated the setting up of the platform in sharing the handling of IPV cases. He viewed that more sharing could facilitate understanding on the assessment and intervention among professionals. The Chairperson thanked the sharing and feedback of Mr Cham and the participation of the WG members in the Sharing Meeting. 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 at district level that might help enhance collaboration amongst services units involved.

Between IFSCs/ISCs and FCSC

27. Ms Chan reported that, further to the deliberation at the 14th WG meeting, the suggested amendment on the draft revised "Guidelines on Collaboration between FCSC and IFSCs/ISCs" was discussed at the meeting of the Committee held on 7.5.2015. After the meetings, the proposed refinements were sent to members of WG and Committee on 9.7.2015 for consideration and the refinements were considered agreeable. The revised guidelines were then finalised and issued to members of the WG and IFSC Committee and related stakeholders on 29.7.2015.

28. To align the related description at the "Guidelines on Division of Work and Case Transfer Among IFSCs/ISCs (Revised in November 2012) (IFSC Guidelines)", Ms Chan shared that amendment to para. 2.5 of the IFSC Guidelines, which was in relation to the arrangement of the service users who have been admitted to FCSC for casework service, was proposed.

29. Members did not have any further views to the proposed amendment to the IFSC Guidelines. The Chairperson invited Members to share their comment, if any, with the Secretary by 20.11.2015.

30. To align the related description at the "Guidelines on Division of Work and Case Transfer Among Integrated Family Service Centres / Integrated Services Centres (Revised in November 2012) (IFSC Guidelines)" with para. 7 of the Guidelines, Ms Chan shared that consequential amendment to para. 2.5 was suggested in which she went through the details of the draft revised IFSC Guidelines with Members. The Chairperson invited members to provide comments to the Secretary by 20.11.2015.

[Post-meeting note: The draft revised IFSC Guidelines were sent to Members for inviting comments on 3.11.2015.]

Between IFSCs/ISCs and MSSUs

31. Ms Chan reported that the table, summarising the issues of concerns shared by the WG, IFSC Committee and the WG on MSSUs / IFSCs and incorporating the views collected by HKCSS, was sent to Members on 17.10.2015. Ms Chan furthered that three meetings of WG on MSSUs/IFSCs were held on 11.6.2015, 13.8.2015 and 7.10.2015. Among the 12 areas of concern, the WG on MSSUs/IFSCs had discussed six areas. The Rehabilitation and Medical Social Services Branch (RMB) had prepared the "Discussion Items for the WG on MSSUs / IFSCs" (Discussion Items), which was tabled to the Members. Ms Chan then went through with Members the views of WG on MSSUs/IFSCs on these six areas of concern.

32. The Chairperson invited Members to share their comment on the feedback provided by RMB and the areas of concerns and/or suitable case examples to be discussed at the coming meetings of WG on MSSUs/IFSCs with the Secretariat by 20.11.2015.

[Post-meeting note: The Discussion Items were sent to Members for inviting comments on

3.11.2015.]

Any other business

Request for Installation of CCTV at NGO IFSCs under Block Grant of the Lotteries Fund

33. Mrs Claren Tam reported that NGO members of the Committee had raised concerns on the financial support from the Lotteries Fund (LF) under Block Grant (BG) for installing closed-circuit televisions (CCTV) at NGO IFSCs as a staff security measure during the 11th meeting held on 4.9.2013. Subsequent discussions on the handling of such requests had been made with the LF Projects Section (LFPS) after the said meeting. Noting that the LFPS was conducting a Furniture and Equipment (F&E) Review Exercise at that juncture, and the need of including CCTV in the IFSC F&E list under BG would be examined, it had been agreed with LFPS that the issue would be handled upon completion of the F&E Review Exercise. This arrangement had been shared at the 12th Committee meeting held on 4.12.2013.

34. Mrs Claren Tam shared that, upon completion of the F&E Review Exercise and implementation of the new arrangements for procurement of F&E with the use of LF in August 2015, installation of CCTV was considered as a works item. NGOs might consider using BG under LF to install CCTV in existing SWD-subvented IFSCs with fulfilment of the following conditions -

- (a) the NGOs should follow the pre-set parameters detailed in Chapter 4 of the LF Manual for using BG and observe the procedures and guidelines stipulated in Chapter 6 of the LF Manual for procurement and stores management; and
- (b) the NGOs, as part of good corporate governance, are responsible for setting up its own policies, guidelines and procedures, etc. to ensure that the relevant requirements of Personal Data (Privacy) Ordinance (PD(P)O) have been observed before the installation of CCTV.

Updating exercise on the geographical service boundaries for all IFSCs and ISCs

35. Ms Chan recapitulated the principle of aligning with “District Council Constituencies” (DCCs) in demarcating geographical service boundaries of IFSCs and ISCs (the Principle) discussed at the 11th and 12th Committee meetings held on 4.9.2013 and 4.12.2013 respectively. The geographical service boundaries of each IFSC/ISC should be well-defined and, as far as possible, align with the constituencies of the concerned DCs. In this light, when there was development of new private tenement(s) or public housing estate(s), the IFSC/ISC falling into the concerned DC constituency would serve the new population as covered. The catchment areas of respective IFSCs could be adjusted upon agreement among the IFSCs/ISCs concerned in the district as coordinated by the respective DSWO after reviewing the overall population served and other social factors. FCWB had sent the corresponding maps of DCCs to district colleagues for reference on 24.12.2013.

36. Upon the revisions of certain DCCs in Nov 2015 as well as the population intake of newly developed public housing estates / private tenements in the localities in the past few years, for the sake of consistency in presenting the information among districts and to facilitate the public to access to IFSC service, IFSCs/ISCs were invited to provide details of the service boundaries against information of DCCs. An updating exercise on the geographical service boundaries for all IFSCs and ISCs was proposed. The district management was invited to consider reviewing their service boundaries of IFSCs/ISCs according to the DCCs. FCWB would provide updated DCC maps to the respective district for reference.

Child born in Hong Kong without birth certificate

37. In relation to the referral of welfare Cases from Immigration Department (ImmD) involving child born in Hong Kong without registering for birth certificates, Ms Chan reported that SWD and ImmD had had a meeting in early September 2015 to discuss the screening and referral of the said cases. ImmD was required to conduct a preliminary assessment on the welfare need of the concerned cases and sought the consent from the concerned clients before making the referrals. In referring the suspected child abuse cases to SWD, relevant exemptions under PD(P)O would be needed to be invoked by ImmD as appropriate. To facilitate the case referral handling and the provision of timely assistance to the needy children and families, referral forms were devised. IFSC/IFSC colleagues were advised to initiate contact with ImmD as appropriate in handling cases involving child born in Hong Kong without registering birth certificate.

Review of Multi-disciplinary Case Conference (MDCC) on Suspected Child Abuse Cases

38. Ms Chan shared that as mentioned in the 10th and 11th Committee meetings, under the Committee on Child Abuse, the Task Group on Review of MDCC on Suspected Child Abuse Cases had been formed in 2013 to review the mechanism of MDCC. Under the Task Group, four focus groups were set up to review the overall arrangement of MDCC, family participations in MDCC, tasks to be performed by MDCC and related legal matters. Ms Chan furthered that the Task Group held six meetings while the focus group had seven meetings held from August to November 2013. The Task Group also collected feedback from related stakeholders. As the designated groups mainly focused on the matters related to MDCC, other suggestions / feedback other than MDCC would be discussed in a later course.

39. Ms Chan reported that the Task Group proposed amendment on related parts on MDCC, i.e. Chapter 11 mainly, of the “Procedural Guide for Handling Child Abuse Cases”, which was endorsed by Committee on Child Abuse. A briefing session was scheduled to be held on 2.12.2015 with details to be announced. Members were invited to arrange the concerned colleagues to join the briefing session.

Invitation of case sharing for the training programme of “Attachment Theory and Permanency Planning”

40. Ms Chan encouraged Members to identify suitable cases for sharing on family assessment and intervention on child welfare cases at the training programme “Attachment Theory and Permanency Planning” which would be held on 10.12.2015.

Publicity and public education on parental responsibility for divorced parents

41. Ms Clara Lam introduced a set of booklets on parental responsibility for divorced parents, namely 夫妻緣不再，親子情永在, recently published by DVT which was tabled and circulated to Members. She reported that DVT was sending copies of the booklets to the service units including IFSCs/ISCs and invited service units to make reference to the contents of the booklets in working with the concerned cases.

Extra copies of HKU Consultation Team Report “Building Effective Family Services: Review on the Implementation of the Integrated Family Service Centre Service Mode (Feb 2010)”

42. Ms Chan reported that the Secretariat could provide some copies of the following publications to Members –

- “Building Effective Family Services: Review on the Implementation of the Integrated Family Service Centre Service Mode”,
- “建構有效家庭服務：綜合家庭服務中心服務模式實踐情況檢討”, and
- “Review on the Implementation of the Integrated Family Service Centre Service Mode” – Practice Wisdom Reference.

Members were invited to inform the Secretary the requested number of copies.

Introduction of Interpretation Service to Ethnic Minorities (EMs) in need

43. The Chairperson reported that pursuant to the “Administrative Guidelines on Promotion of Racial Equality” issued by the Constitutional and Mainland Affairs Bureau (CMAB), all relevant public authorities had to promote racial equality and ensure equal access to public services in the key areas concerned. SWD and NGOs had put in place measures to promote racial equality and the provision of equal access to social welfare services for EMs.

44. The Chairperson also shared that at the meeting of Legislative Council (LegCo) Panel on Welfare Services Subcommittee on Strategy and Measures to Tackle Domestic Violence and Sexual Violence held on 6.10.2015, LegCo members showed concerns on EMs’ knowledge on the provision of interpretation service. The Chairperson shared that social workers should arrange interpretation service as appropriate when providing social welfare services for EMs. They might make use of interpretation service for EMs from various sources, such as court interpretation service, interpretation service provided by the

Hospital Authority, the Centre for Harmony and Enhancement of Ethnic Minorities Residents (CHEER) under the Hong Kong Christian Service and other NGOs, etc.

45. The Chairperson pointed out that EM service users should be informed of the availability of the interpretation services. When EM service users proposed their family members, relatives or friends to act as interpreters for them, social workers should assess whether the arrangement is appropriate in the context of individual case circumstance. For instance, children with parents having intimate partner violence should not be arranged to act as interpreters considering their probable loyalty conflicts and the possibility of re-traumatisation.

46. The Chairperson also shared that SWD had installed web-cam facilities in 10 service units for conducting tripartite video conferencing among service users, staff of service units and interpreters when needed. Social workers, including those of service units other than these ten units, should make use of the facilities as appropriate. To raise front-line workers' sensitivity in handling EM groups, the Chairperson shared that SWD was preparing a set of points-to-note with information on EMs' culture, arrangement of suitable interpretation or translation services, etc. which would be disseminated to frontline social workers of FCPSUs and IFSCs/ISCs for their reference. In the Points-to-Note, sample notices in multiple EM languages would be included for posting on reception counters so that the EMs could be notified of the right of access to interpretation and translation whenever necessary.

47. Mrs Cross Leung agreed that the interpretation service should be mobilised as appropriate and shared the experience of her organisation in employing EMs in the IFSC. Mr Moses Mui viewed that the frontline staff's sensitivity towards the need of EMs should be enhanced. He shared the service provided by CHEER. He also shared that there would be a training on EMs to be held by HKCSS in December 2015. The Chairperson invited Mr Mui to pass the related information to the Staff Development and Training Section of SWD via the Secretariat so that the training information could be passed to the frontline workers of SWD.

Review of "Procedural Guide for Social Workers on the Handling of Mentally Incapacitated Adults Arising from the New Provisions in the Criminal Procedures (Amendment) Ordinance 1995" (Procedural Guide)

48. Ms Chan reported that the Procedural Guide was issued in 2000. The procedural guide detailed the support provided by social workers for mentally incapacitated adults (MIA) including the accompany in giving statement if needed. During the special meeting of the LegCo Welfare Panel on the captioned subject held on 13.6.2015, SWD committed to review the Procedural Guide. A working group convened by RMB with members from DVT, FT of FCWB and CPU to review the Procedural Guide was set up. The 1st and 2nd meetings were held on 20.7.2015 and 22.9.2015. The working group was to define the scope of review of the Procedural Guide, to work out the revised Procedural Guide in accordance with the defined scope of review, to make recommendation(s) on the consultation of the revised Procedural Guide and the relevant training / briefing on the implementation of the revised Procedural Guide and to identify areas of concern in relation

to the existing witness support services and collaboration with law enforcement agencies on services for suspect / defendants. Ms Chan invited Members to contribute their views on the concerned issues to her for forwarding to RMB and the Working Group for deliberation.

Date of next meeting

49. 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 28.1.2016 at 2:30 p.m.

[Post-meeting note: the next meeting would be held at Common Room I, II & III, 1/F, Queen Elizabeth Stadium, 18 Oi Kwan Road, Wan Chai, Hong Kong.]