

**Minutes of the 9<sup>th</sup> Meeting of  
the Committee on Integrated Family Service Centres**

**Date** : 22 January 2013 (Tuesday)  
**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	
Miss Cheung Lai-kuen, Jessica	Assistant District Social Welfare Officer (Wong Tai Sin and Sai Kung)1	
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	
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	

Ms Ma Sau-ching, Annisa	Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1	
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	
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 Sally Pang	Programme Director (Family & Community) Christian Family Service Centre	
Mrs Angela Chiu	Centre Supervisor Hong Kong Catholic Marriage Advisory Council	
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 Yannie Tang	Unit-in-charge Hong Kong Sheng Kung Hui Welfare Council Tung Chung Integrated Services [Representing 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**

**SWD**

Ms Ding Shuk-wah, Alice	Senior Social Work Officer (Family)1
Mrs Claren Tam	Social Work Officer (Family)3
Chan Ming-chor, Patrick	Assistant Social Work Officer (Family)1

**Supervisor of the three new Integrated Family Service Centres (IFSCs)**

Miss Lau Lai-yee	Officer-in-charge Kai Tak Integrated Family Service Centre / SWD
Ms Shirley Ng	Senior Manager East Kowloon Centre Yau Tong Integrated Family Service Centre Hong Kong Family Welfare Society
Ms Wong Chor-ling, Bell	Supervisor Long Love Integrated Family Service Centre Tung Wah Group of Hospitals

**Absent with apologies**

Ms Cindy Leung	Head of Service (Family Service) Hong Kong Family Welfare Society
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**Opening remarks**

The Chairperson welcomed Ms Wong Fung-yee, Margaret (from Tung Wah Group of Hospitals), Mrs Angela Chiu (from Hong Kong Catholic Marriage Advisory Council), Lee Tin-yan (from the Neighbourhood Advice-Action Council) as well as Tse Shu-to, Sebastian, Ms Ma Sau-ching, Annisa and Miss Hui Kwai-fan (from SWD), who attended the meeting for the first time. He also welcomed Ms Yannie Tang who

attended on behalf of Ms Keung Choi-yin of Hong Kong Sheng Kung Hui Welfare Council. Besides, he thanked Ms Shirley Ng (from Hong Kong Family Welfare Society), Ms Wong Chor-ling, Bell (from Tung Wah Group of Hospitals) and Miss Lau Lai-yee (from SWD) for attending the meeting to introduce the services of the three new IFSCs.

### **Confirmation of minutes of last meeting**

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

[Post-meeting notes: The confirmed minutes of the 8<sup>th</sup> meeting were uploaded onto SWD Homepage on 4 February 2013.]

### **Matter arising**

#### *Training courses (para 3, p.4)*

3. Mrs Claren Tam reported on the enrolment of training courses conducted between October 2012 and January 2013. She also highlighted courses tentatively to be organised during the period February 2013 to April 2013 as listed below and encouraged Members to nominate suitable colleagues to attend –

- (a) Training Course on Use of Emotional Drawing in Handling Emotional Problems (class 1 / 2) (6 / 26 Feb 2013);
- (b) Training Course on Conducting Marital Enhancement Group for Couples (27 Feb & 6 Mar 2013);

(c) Training Course on Working with Ethnic Minorities (7 Mar 2013); and

(d) Foundation Course on Couple Therapy (22, 25 & 27 Mar 2013).

*Statistical Information System (SIS) Form for IFSC (para 15 & 16, p.10)*

4. The Chairperson reported that subsequent to the deliberation in the 8<sup>th</sup> meeting of the Committee regarding the revision of definition of “Ethnic Minorities” to the six minority groups from India, Indonesia, Nepal, Pakistan, Philippines or Thailand for use in the SIS Form for the purpose of reviewing and planning for IFSC services, the Secretariat had issued email to Members on 6 December 2012 to seek their views on the revised definition as well as other refinements further proposed by the Secretariat on the remarks for the specific target groups (i.e. Single Parent / Cross-boundary Family / New Arrival / Ethnic Minorities) in the Supplementary Information (SI) for the sake of clarity in the definition. All Members agreed to the proposed revisions and the revised SIS Form was finalized.

5. The Chairperson further reported that upon completion of the enhancement work of the Client Information System (CIS) of SWD to cater for the revisions of the SIS Form, notification email was issued to district management of SWD, operators of NGO IFSCs as well as supervisors of IFSCs on 28 December 2012 for informing them of the use of the revised SIS Form with effect from 1 January 2013. While there would be data conversion for SWD IFSCs for transferring electronic data in the revised SIS Form upon CIS enhancement, mapping tables were provided in the email to NGOs for reference regarding the revised categories of the “Nature of Problem” for cases and the “Main Theme” of groups and programmes to facilitate their compilation.

6. The Chairperson also revealed that the Secretariat had enlisted the assistance of the Research and Statistics Section in setting formula for the revised SIS Form for adding up statistics for the centre total. A CD-ROM containing the excel file with formula embedded would be provided to respective NGO IFSCs in early March 2013 for use.

[Post-meeting notes: The Secretariat issued email to service co-ordinators of NGO IFSCs on 1 March 2013 to inform them of the availability of the said CD-ROM for collection.]

### **Introducing services of the three new IFSCs**

7. The Chairperson reported that the two new NGO IFSCs, respectively operated by Hong Kong Family Welfare Society in Kwun Tong District and operated by Tung Wah Group of Hospitals in Yuen Long District, would commence services on 28 January 2013 while the new SWD IFSC in Kowloon City and Yau Tsim Mong District would commence operation on 25 February 2013. He shared that the three new IFSCs would set up their offices in temporary premises before securing suitable long-term premises.

8. The Chairperson went on to invite the respective supervisors of the three new IFSCs to introduce services. Ms Shirley Ng, Ms Wong Chor-ling, Bell and Miss Lau Lai-yee shared the preparatory works, publicity and service provision of the three new IFSCs while Miss Hau Suk-kwan, Miss Hui Kwai-fan and Ms Kwan Shuk-yee, Nancy reported on other preparatory works as coordinated and supported by the district management.

**Progress of follow-up on the recommendations of the Review on the Implementation of the Integrated Family Service Centre (IFSC) Service Mode (the Review)**

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

9. The Chairperson reported that, after the setting-up of the three new IFSCs, the total number of IFSCs would increase to 65 including 41 SWD IFSCs and 24 NGO IFSCs. Re-demarcation of service boundaries of the concerned IFSCs had been drawn up and would be effective upon service commencement of these three new IFSCs. To reflect the revised catchment areas, three of the existing SWD IFSCs would be renamed as follows:

- (a) Kwun Tong IFSC in Kwun Tong District would be renamed as Ngau Tau Kok IFSC;
- (b) Yuen Long (West) IFSC in Yuen Long District would be renamed as Yuen Long (Central) IFSC; and
- (c) Kowloon City IFSC in Kowloon City and Yau Tsim Mong District would be renamed as Ma Tau Wai IFSC.

10. The Chairperson further revealed that the Family and Child Welfare Branch (FCWB) would issue notification emails to concerned SWD and NGO counterparts about the service commencement of the three new IFSCs and the renaming of the three SWD IFSCs nearer the time while announcement would be made through “What’s New”

of SWD Homepage at 9:00 a.m. on the date of service commencement of the three new IFSCs for informing the public. Besides, FCWB was updating the address and telephone list of IFSC leaflets for publication, delivery of which to district management of SWD as well as operators of NGO IFSCs and Integrated Services Centres (ISCs) would be arranged upon completion of production work.

[Post-meeting notes: The Secretariat issued email to district management of SWD, service co-ordinators of NGO IFSCs and ISCs on 1 March 2013 to inform them of the availability of the updated IFSC leaflets for collection.]

11. The Chairperson then highlighted to Members 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.

*Working Group on Review on the Operation of IFSC Services*

12. Tse Shu-to, Sebastian reported the revised “Guidelines on Division of Work and Case Transfer among IFSCs / ISCs” as proposed by the Working Group was endorsed by the Committee in the 8<sup>th</sup> meeting with one refinement on the term “child” to “subject child” in paragraph 2.7.5 regarding cases currently handled by NGO IFSC / ISC warranting application for Care or Protection Order. Upon incorporating the refinement, FCWB had issued notification to district management of SWD, operators of NGO IFSCs and ISCs as well as supervisors of IFSCs and ISCs via email on 7 November 2012 to inform them of the use of the revised Guidelines.



13. Tse Shu-to, Sebastian further reported that the Working Group had conducted the 7<sup>th</sup> meeting on 19 December 2012 for reviewing the Enquiry / Intake cum Screening Form used by IFSCs. The form was used for service record purpose as well as assessing the needs of service users for services of Family Counselling Unit / Family Support Unit / Family Resource Unit by scoring the behaviour checklist. The review was still in progress.

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

14. Ms Ding Shuk-wah, Alice reported that the Summary of Discussion for the meeting of the Liaison Group at headquarters level held on 2 August 2012 was sent to district managements of SWD and relevant NGO service units via emails on 26 October 2012. She briefed that the 5<sup>th</sup> meeting of the Liaison Group was scheduled to be held on 25 February 2013. Members were invited to suggest items for discussion for the meeting. Besides, the Local Liaison Groups of the five respective clusters had held their 5<sup>th</sup> meeting between February 2011 and November 2011.

**Any other business**

*Sharing on the 2013 Policy Address*

15. The Chairperson shared with Members the 2013 Policy Address that the Administration had pledged to take into account the impact on family in the course of policy planning by respective bureaux and departments. As regards the ongoing work

to implement the previous initiatives, setting-up of new IFSCs would be accomplished in early 2013 while extension of Comprehensive Child Development Service (CCDS) to all 18 districts would be completed in mid 2013.

*Sharing on publication by Yang Memorial Methodist Social Service (YMMSS)*

16. Chu Muk-wah, Daniel introduced the books namely “越過花園 1130 - 花園街居民的另一故事” published by YMMSS for memorising the events relating to the fire disaster in Fa Yuen Street happened on 30 November 2011, which were distributed to Members in the meeting. He highlighted the objectives of publishing the books were to acknowledge the efforts of participating parties in the events and boosting the resilience of affected persons.

**Date of next meeting**

17. There being no other business, the meeting was adjourned at 4:30 p.m. The next meeting was scheduled to be held on 24 April 2013 (Wednesday) at 2:30 p.m in Conference Room 1, Social Welfare Department Headquarters, 9/F, Wu Chung House.