

**Minutes of the 22nd Meeting of
the Committee on Integrated Family Service Centres**

Date : 2 December 2016 (Friday)
Time : 9:15 a.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	
Miss Loo Sau-ting, Brenda	Officer-in-charge/Cheung Sha Wan Integrated Family Service Centre [Representing 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 Au Yeung Yee-kit	Social Work Officer /Integrated Family Service Centre (Yuen Long)2 [Representing Mr LAM Chi-ming, James, Assistant District Social Welfare Officer (Yuen Long)1]	

Ms Law Miu-sheung	Acting 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 Eliza Lam	Head of Family Service Caritas – Hong Kong
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
Ms Terry Tsui	Centre-in-charge Hung Hom Integrated Family Service Centre Hong Kong Children and Youth Services [Representing Mr Lee Chung-ho, Michael, Social Work Supervisor]
Ms Wendy Wong	Senior Manager St James' Settlement
Ms Lee Suet-wah, Bubble	Assistant Supervisor Long Love Integrated Family Service Centre Tung Wah Group of Hospitals [Representing Dr Wong Fung-yee, Margaret, Assistant Community Services Secretary (Youth and Family)]

Mr Chu Muk-wah, Daniel	Assistant Director (Rehabilitation and Family) Yang Memorial Methodist Social Service
Ms Lee Yee-man, Elmond	Social Work Supervisor Tung Chung Integrated Services Hong Kong Sheng Kung Hui Welfare Council Limited [Representing Ms Keung Choi-yin, Service Director]
Ms Yam Pui-wah, Zerlina	Islands and Tung Chung District Supervisor The Neighbourhood Advice-Action Council

In attendance

Miss Mok Yuen-ngar, Monica	Social Work Officer (Family)3 / SWD
Miss Lau Leung-yuk, Grace	Assistant Social Work Officer (Family)1 / SWD

Welcoming remarks

The Chairperson welcomed Ms Eliza Lam of Caritas Hong Kong who replaced Ms Angie Lai to serve as a member of the Committee. She also welcomed colleagues who attended on behalf of members, including Ms Terry Tsui of Hong Kong Children and Youth Services, Ms Lee Yee-man, Elmond of Hong Kong Sheng Kung Hui Welfare Council Limited, Ms Lee Suet-wah, Bubble of Tung Wah Group of Hospitals, and colleagues from SWD, including Miss Loo Sau-ting, Brenda, Miss Au Yeung Yee-kit and Ms Law Miu-sheung.

Confirmation of minutes of last meeting

2. Minutes of the 21st meeting were confirmed with an amendment at the first line of paragraph 37 which should read "... that a task group was set up in April 2016 with members of ...".

[Post-meeting notes: The confirmed minutes of the 21st meeting were sent to Members on 2.12.2016 and uploaded onto SWD Homepage on 9.12.2016.]

Matters arising

Sharing on the Development of Parenting Capacity Assessment Framework (PCAF) (para. 4-6, p.3-4)

3. Ms Chan Mei-yi shared that PCAF for the 0-12 months old (social worker version) had been rolled out in November 2016. The related training of seminars and workshops were conducted with attendance of 229 and 155 persons respectively in September and October 2016. The participants appreciated the case illustration through video clips and sharing of experienced social workers the most. Taking this opportunity, she thanked the

related social workers of Tsuen Wan and Kwai Tsing and Yuen Long Districts and Tung Wah Group of Hospitals who assisted in the video production and sharing the experience and working tips. The training programmes of the coming phase would be conducted in April 2017 and Members were encouraged to nominate suitable colleagues to attend the training. The Chairperson reiterated that the training programmes were open to social workers working with parents with young children of various service settings. She also appealed to Members to encourage the related social workers to use PCAF on at-risk families.

Training courses (para. 8, p.5)

4. Miss Monica Mok briefly reported that the training courses conducted from September to November 2016. She highlighted the following courses to be organised from December 2016 to March 2017 and encouraged Members to nominate suitable colleagues to attend:

- (a) Introduction to Solution-focused Therapy (29.11.2016 & and.12.2016);
- (b) Training Course on Handling Attachment Problem for Child Welfare Cases (13.12.2016 a.m.);
- (c) Training Course on Permanency Planning for Child Welfare Cases (13.12.2016 p.m.);
- (d) 家務指導員基本訓練課程 (2.12.2016 p.m.);
- (e) 家務指導員實務工作坊 (6.1.2017);
- (f) Training Course on Application of Group Work Approach for People in Adversity (13.1.2017);
- (g) Training Course on Helping Divorcing Couples (2 identical classes on 9.2.2017 and 16.2.2017); and
- (h) Introduction to Couple Therapy (3 days) (7.3.2017, 10.3.2017 and 14.3.2017).

5. The Chairperson appealed to Members of NGOs to nominate suitable staff to attend the relevant training courses and encouraged colleagues to fully utilise the training quotes specially reserved for NGOs. According to Staff Development and Training Section, only less than half of the quota was filled up for the course on Handling Parents / Carers with Substance Abuse held on 22.11.2016.

Permanency Planning of Child Welfare Cases (para. 31-34, p. 11-12)

6. The Chairperson reiterated the importance of permanency planning of children. Apart from conducting regular and periodic review of children receiving residential care, Members were appealed to remind colleagues to review cases with children on the application waiting list to early prepare them for admission to the residential service once placement was available.

Compassionate Rehousing (CR) (para.10-12, p.5-6)

- (i) Updating the Annexes of CR Guidelines

7. Ms Chan Mei-yi recapitulated that as discussed in the last meeting, the related wording of the concerned annexes of the Guidelines would be aligned with that on the revised CR leaflet, which were forms to be signed by or letters to be issued to the clients, while the whole set of Guidelines would be revised after a thorough review. Having consulted other concerned stakeholders, including HD and other service branches, the draft update of the related annexes of the Guidelines was issued to Members for comments on 19.11.2016.

(ii) Review on CR Processing

8. The Chairperson reported that the Working Group on Review on the Operation of Integrated Family Service Centre Services (WG) kicked start the review on CR processing at the latest meeting held on 24.11.2016. The proposed Road Map of the review had been discussed in the meetings of WG, IFSC Committee, Liaison Group on Issues relating to Housing Assistance Cases and IFSC Like Service Meeting. Having incorporated views of the stakeholders concerned, the revised Road Map, having further views of WG incorporated, together with the Scope and Terms of the review, were sent to Members before the meeting on 29.11.2016.

9. The Chairperson furthered that two rounds of focus group meetings would be conducted to collect views from colleagues. Only those professionals directly involved in CR processing would be invited to the focus group. The 1st round meetings for collecting views on concerns and difficulties of staff in processing CR cases would be held in March 2017. There would be five sessions of meetings among which separate sessions would be held for frontline staff of IFSCs and the management personnel respectively. Views on the subject could be channeled through written submissions. Besides, to gauge the guiding principles, assessment aspects, flexibility and discretion, conditions of seeking professional advice and processing mechanism/mode, a study on CR cases would be conducted by SWD. The study would include both cross-sectional and longitudinal analysis on the recommended CR cases handled by SWD and NGO as well as an examination on the non-recommended cases handled by NGO. The Hong Kong Council of Social Service (HKCSS) would explore the feasibility of providing those non-recommended cases for the study. Besides, in view of the request of some stakeholders for more transparency on the review progress, she invited Members for views on uploading the Road Map and Scope and Terms of the review and other related information onto SWD Homepage.

10. Members shared their views on the issues raised above, including early involvement of other stakeholders in the consultation process, sampling of the cases for case study and providing information to the related service units on those cases being sampled for the study. The Chairperson thanked for their views and invited further views and comments to reach the Secretary by 16.12.2016. Further details of the review would be reported to the Committee after discussion in the coming WG meetings.

“Guidelines on Division of Work and Case Transfer among IFSCs / ISCs” (Guidelines on IFSC Division of Work) (para. 14, p.6)

11. Ms Chan Mei-yi shared the proposed consequential amendment to the Guidelines on IFSC Division of Work after the update of “Guidelines on Division of Work between

Integrated Services Teams (ISTs) for Street Sleepers and IFSCs / ISCs” (IST Division of Work). The IST Division of Work, first promulgated in 2004 when ISTs commenced operation, was updated in October 2016 where some obsolete service names were updated with elaboration of IST services and handling of intake cases. In this relation, consequential slight amendment to the related parts of Guidelines on IFSC Division of Work was made.

12. The Chairperson shared that the updated IST Division of Work and draft updated Guidelines on IFSC Division of Work would be sent to Members after the meeting. She invited Members to provide comments, if any, to the Secretary by 16.12.2016.

[Post-meeting notes: The updated IST Division of Work and draft updated Guidelines on IFSC Division of Work were sent to Members on 2.12.2016.]

Introduction of Interpretation Services for Ethnic Minorities (EMs) (para. 15-17, p.6-7)

13. Ms Chan Mei-yi recapitulated the good practice of presenting an information note to individual EM clients in their respective EM languages to inform them of their right of access to interpretation service proposed by the Equal Opportunities Commission (EOC), and the suggestion of Mr Moses Mui on making reference to the available information notes used by other department / agency. The “Language Identification Card” (Card) issued by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) of Hong Kong Christian Service was tabled to Members and the information notice of Labour Department (LD) was showed to Members. Copies of the Card could be provided by CHEER for use by various service centres.

14. After deliberation, Members considered that the Card could be shown to individual EM users approaching IFSCs/ISCs for facilitating the EMs to learn their right of access to and indicate the need of interpretation service. Considering that there would be quite a large number of drop-ins in our IFSCs/ISCs, issuing an individual notice, similar to the one of LD, to each EM requiring their personal data and signature might have workload and manpower implication. Members would like Family and Child Welfare Branch (FCWB) to liaise with CHEER to arrange dissemination of the Cards to IFSCs/ISCs for use.

[Post-meeting notes: The “Language Identification Card” collected from CHEER were distributed to IFSCs/ISCs in early February 2017.]

Sharing of Good Practice with Members (para. 18, p.7)

15. The Chairperson shared the recent suspected sexual abuse incident of a disabled resident of a private residential care home for persons with disabilities and the tragedy of a person with disability having accompanied the dead body of his aged carer for a week had saddened the whole society and aroused grave concern of the stakeholders on the quality of welfare supports provided to the vulnerable groups. To safeguard the well-being and interests of the service users, in particular those vulnerable groups, she appealed to Members’ concerted efforts for ensuring the quality of our family services. Good case management, including effective case supervision, staff training, case conferences, regular case and performance review, should be maintained for ensuring the interest of service

recipients be secured and appropriate services be provided through regular reviews of their welfare needs, so as to protect the interest of service recipients and ensure provision of quality service to the public. Proper case management with regular case brought-up (BU) was one of the important measures to enhance supervisors' regular attention to the cases so that timely supervisory support and assistance could be ensured to enhance the quality of service to the public. For vulnerable service users and cases at risk (e.g. vulnerable persons under the care of aged caregivers at home, families with members at risk of domestic violence, suicide or mental illness and those with problems of social isolation), more frequent face-to-face contacts and BU be warranted.

16. Members shared the difficulties in paying visits to the clients at the private residential care homes (RCHs) and the inadequacy of RCHs so they could hardly arrange better alternatives for the clients. The Chairperson thanked for their views and shared that the department had been stepping up measures in monitoring the RCHs. She invited Members to disseminate the message to the related colleagues and consider organising sharing sessions to share good practice in case management in pursuit of quality service.

Community-based Service Delivery Mode for Out-patients of Chest Clinics
(para. 19, p. 7-8)

17. Ms Chan Mei-yi reported that a sharing session was held on 18.10.2016 upon the recent update of "Community-based Service Delivery Mode for Out-patients of Chest Clinics - A Brief Guide for Referring Patients for Psychosocial / Financial Assistance". 33 IFSC colleagues and three nursing officers of Tuberculosis and Chest Service of Department of Health attended the sharing. The Senior Nursing Officer welcomed social workers to contact the chest clinics upon receipt of the case referrals with a view to exploring the possible collaborative efforts in addressing any psychosocial and financial problems. Social workers were advised to contact the patients and/or their family members via telephone / email and joint interview at clinic or home visit with the medical / nursing staff would be arranged as appropriate.

18. Ms Chan furthered that referrals from Chest Clinics to IFSCs/ISCs were sent to FCWB for screening before directing to the appropriate IFSCs/ISCs. Should colleagues have any issues of concerns, they were welcomed to contact the related medical / nursing officers of the Chest Clinics or FCWB.

Review of Procedural Guidelines for Handling Elder Abuse Cases (para. 21-23, p. 8-9)

19. Miss Monica Mok recapitulated that the "Task Group on Review of Procedural Guidelines for Handling Elder Abuse Cases" had been convened by the Elderly Branch (EB) of SWD, to review the Procedural Guidelines for Handling Elder Abuse Cases. While the review was still in progress, Members could share their views on the handling of elder abuse and the related Guidelines through various channels to EB.

Appropriate Adult (AA) in handling Mentally Incapacitated Person (MIP)
(para. 36, p. 12-13)

20. Ms Chan Mei-yi reported that Rehabilitation and Medical Social Services Branch (RMB) was in the process of developing a Pilot Scheme on Volunteer AAs for MIPs to provide support for MIPs involved in police enquiries in circumstances where an AA could not be located after exhausting all possible means. Volunteer AAs could be family members or carers with experience in dealing with MIPs. Relevant training including the characteristics of MIPs, general legal knowledge, brief criminal proceedings, etc. would be provided for the volunteer AAs to enable them to play their role before the Pilot Scheme rolled out in early 2017.

21. Ms Chan furthered that in order to enhance the support provided to MIPs, the Hong Kong Police Force had recently implemented some new measures for the care of MIPs. One of the new measures was the “Care Card” Scheme. Under this voluntary scheme, MIPs might carry a Care Card which contained information on their medical and communication needs and emergency contacts. The Card would be useful in case of emergency or in case the MIP interacted with a law enforcement officer while not accompanied by any parents or guardians. The Card would assist police officers to identify the MIP status of the card carrier as early as possible, and get to know the card carrier's medical and communication needs as well as ways to reach the carrier's appropriate contact person for necessary assistance.

22. To facilitate the promotion of the Scheme and distribution of the Cards to the public, Ms Chan reported that the poster and the Cards, which had been disseminated to IFSCs/ISCs through District Social Welfare Offices, were for placing at the reception counters. If there were any enquiries from the public on the Scheme, they may contact the Police Hotline at 2527 7177 for more information.

Matters related to child protection (para. 37-39 and 43, p. 13)

(i) CPR Review

23. Ms Chan Mei-yi shared that views on the proposed amendments from stakeholders and members of Committee on Child Abuse had been collected and examined by the task group. The task group had completed the review on the CPR. The revised information sheet and forms were endorsed in the last meeting of Committee on Child Abuse on 20.10.2016. Domestic Violence Team (DVT) was currently tidying up the revised form and working on issues related to data retention. Subject to the availability of fund, system enhancement would be conducted in 2017 and the revised CPR would be implemented in early 2018.

(ii) Review of Procedural Guide for Handling Child Abuse Cases

24. Ms Chan shared that a task group was formed with members of relevant stakeholders, including HKCSS, NGOs, Hong Kong Police Force, Education Bureau, Hospital Authority, Department of Health, Labour and Welfare Bureau, service branches of SWD and frontline social workers, to review the procedural guide for handling child abuse cases. The 1st meeting was held on 23.11.2016. The 1st area of review was “definition of child abuse and approaches in handling (suspected) child abuse cases”. Related stakeholders, including the concerned departments/bureau, NGOs, parents and children groups, would be consulted on this area in the coming few months. The whole review was

expected to be completed in 3 years.

(iii) Cases involving newborn babies identified to be positive in toxicology urine test

25. Concerning the handling of cases involving newborn babies identified to be positive in toxicology urine test as brought up by Members in the last meeting, Ms Chan reported that as informed by DVT, in the meeting of Committee on Child Abuse in May 2016, it was suggested that a protocol or standard practice be developed so that the frontline professionals might spare time for discussion on how to handle the cases. While the issue would be discussed in details in the review of procedural guide for handling child abuse cases, DVT had discussed with Senior Social Work Officers of FCPSUs and come up with the following practice, which had been carried out:

- For cases not known to any casework unit, FCPSU would conduct social enquiry on the suspected child abuse cases and convene Multi-disciplinary Case Conference on Protection of Child with Suspected Abuse (MDCC);
- For known case of a casework unit, discussion among the caseworker and MSW/Medical Officer of Comprehensive Child Development Service would be made on case handling on an individual case basis. It would be subject to their discussion to decide whether a MDCC or welfare meeting will be arranged; and
- If the parent(s) agreed to sign off the baby, the welfare services would be arranged by respective casework unit and social enquiry on suspected child abuse would not be conducted.

Strengthened Health and Developmental Surveillance (HDS) for substance abuse parents / guardians / carers in Maternal and Child Health Centre (MCHC) (para. 41-42, p. 14)

26. Ms Clara Lam recapitulated that under the strengthened HDS in MCHC implemented in September 2016, the referral pathway to Child Assessment Centre (CAC) was strengthened for facilitating more closely monitoring of the attendance of the children in need so as to facilitate their early assessment. If needed, MCHCs would refer the children of very high risk cases to IFSCs/ISCs for assistance in facilitating the children to attend CAC.

27. Ms Lam invited Members to remind the related colleagues to inform MCHC or CAC upon the change of responsible social worker / transfer to other service unit by using the reply template so as to facilitate the collaboration among the parties concerned.

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

28. The Chairperson reported the progress of the follow-up actions taken which was summarised in the updated table sent to Members before the meeting. The updates were extracted below:

- Recommendations 5, 7, 8 and 10
- The WG has held its 18th and 19th meeting on 31.8.2016 and 24.11.2016 respectively for discussion on the collaboration issues with FCPSUs and MSSUs of SWD.
- Recommendation 14
- The 12th meeting was scheduled to be held in February 2017.
 - 13th meetings of the five Local LGs of the respective clusters were held / would be held from October 2016 to September 2017.

She remarked that the format of the document would be refined for facilitating the Members to view the latest progress.

Progress of work under various working groups

(i) WG

29. Ms Chan Mei-yi shared that WG has held its 19th meeting on 24.11.2016 discussing on the collaboration issues between IFSCs/ISCs and FCPSUs and the draft revised Guidelines on Division of Work and Case Transfer between FCPSU and IFSC /ISC. The related issues would be reported and discussed in the next agenda item 4.1. She furthered that the collaboration issues between IFSCs/ISCs and MSSUs of SWD had also been discussed at the WG meeting which would be reported in the agenda item 4.2. Besides, the review on CR processing was kicked started at the meeting and the progress had been shared with Members earlier in the meeting.

(ii) LG

30. Ms Chan shared that the 11th meeting of LG was held on 29.7.2016. The related Summary of Discussion was issued on 24.10.2016. Next meeting of LG was scheduled in February 2017.

Collaboration issues between IFSCs/ISCs and Other service units

Collaboration issues between IFSCs/ISCs and FCPSUs

31. Ms Chan Mei-yi recapitulated that the revised “Guidelines on Division of Work and Case Transfer between FCPSU and IFSC / ISC” (Guidelines – FCPSUs and IFSCs / ISCs) had been drafted according to the comments and views shared by Committee and WG. After the sharing in the WG meeting held on 31.8.2016 and the Committee meeting on 6.9.2016, the feedback of Members of the two platforms were consolidated and passed to DVT for comment. DVT did not have any further comment / feedback and the draft revised Guidelines – FCPSUs and IFSCs / ISCs was updated accordingly. The complied feedback and the updated draft Guidelines were sent to members on 29.11.2016. She briefed Members the major revisions.

32. The Chairperson invited Members to provide comments if any, to the Secretariat by 16.12.2016.

Collaboration between IFSCs / ISCs and MSSUs of SWD

33. Ms Chan Mei-yi recapitulated that the comments from Committee and WG on the discussion items relating to the interfacing and division of work between MSSUs and IFSCs were consolidated and passed to RMB. RMB and “Working Group on Operational Issues Relating to Service Interfacing and Division of Work Between Medical Social Services Units and IFSCs” (WG on MSSUs / IFSCs) had thoroughly deliberated the comments and their feedbacks were sent to Members on 29.11.2016. Ms Chan and Ms Clara Lam shared with Members the gist of the comments.

34. Ms Chan reported the work plan of RMB. The draft revised “Division of Work Between MSSUs of SWD and IFSCs / ISCs” and the related MSS Manual, would be prepared based on the discussion of WG on MSSUs / IFSCs taking into consideration of the comments of Committee and WG. RMB would report the progress to the Directorates of SWD after having sought comments from WG on MSSUs / IFSCs on the draft. The revised “Division of Work Between MSSUs of SWD and IFSCs / ISCs” and the related MSS Manual would then be promulgated. Briefing of the revised guidelines and manual would be conducted to departmental IFSCs, MSSUs and NGO IFSCs at the like service meetings of MSSU and meetings of IFSC Committee and WG respectively. The summary on the discussion items would also be shared with Hospital Authority. The issue had been deliberated in the recent WG meeting and Ms Chan shared the views of WG that RMB representative should be invited to attend the meetings of Committee and WG to brief the revised guidelines and manual.

35. The Chairperson invited Members to provide comments on the Discussion Items, if any, to the Secretary, by 16.12.2016.

Any other business

Matters related to co-parenting

(i) Psycho-education programme for separated / divorced parents

36. Ms Clara Lam shared that Task Group on Development of Parenting Programmes for Divorced/Divorcing Parents (Task Group) had been formed in 2012, comprising members from FCPSUs, IFSCs, Clinical Psychology Unit and FCWB, to work out programmes in phases to meet the needs of divorced/divorcing parents at different conflict levels. In the past years, a set of educational video cum information sheets “親子情永在” and a set of handbooks (for parents and children) had already been produced by the Task Group. A short psycho-educational programme to equip the divorced/divorcing parents with the skills of communicating and resolving conflicts with their ex-partners so as to facilitate them to cooperate with each other in carrying out their shared parental responsibility had also been developed and run on pilot basis at two FCPSUs.

37. Ms Lam furthered that this year, the Task Group has focused on the further development of the psycho-educational programme. Taking into consideration of the feedbacks from the FCPSUs running the pilot programme, the psycho-educational programme had been modified and expanded to two-session programme. The FCPSU in Yuen Long had conducted the two-session programme in late October 2016 and the feedbacks were positive since the modified programme allowed more in-depth sharing and discussion in the programme while participants had enhanced their understanding on the importance of co-parenting and their children's needs. IFSCs / ISCs were encouraged to run the programmes. She invited Members to contact her if they had interest in the programme materials.

38. Ms Lam also invited Members to refer appropriate IFSC/ISC cases to join the programme organised by FCPSUs in Tuen Mun and FCPSU in Central Western / Southern and Islands, which would be run in December 2016.

(ii) Pilot Project of the Children Contact Service

39. Miss Monica Mok shared that in order to enhance the support service for the separated/divorced families, in particular to assist those parents having difficulty in arranging children contact and to facilitate the children of the separated/divorced families to maintain contact with their non-residing parents, a 2-year Pilot Project on Children Contact Service (the Pilot Project) under the Lotteries Fund has been launched.

40. Miss Mok furthered that the Pilot Project, commissioned to the Hong Kong Family Welfare Society, had commenced operation since 21.9.2016. Its main office, the Parent-child Contact Centre “親籽薈”, located at Lai Chi Kok, had commenced operation since 31.10.2016. She encouraged stakeholders to refer clients in need to the centre for appropriate service.

Student suicide prevention

41. Ms Chan Mei-yi shared the following recommendations of the Final Report of the Committee on Prevention to Student Suicides (Report) issued in November 2016 related to the enhancement of support to families –

- Enhancement of family life and parent education (FL&PE) (i.e. paragraph 4.26 to 4.30 of the Report); and
- Providing counseling and support services for needy parents (i.e. paragraph 4.32 to 4.33 of the Report).

It was recommended that planning and delivery of FL&PE be systematically coordinated by the SWD such that the concerted efforts of government bureau/departments and NGOs could fill the service gaps and provide parents with the service they need. IFSCs/ISCs could consider arranging outreach education programmes to cater for the needs of families of different strata including the hard-to-reach or even hidden parents and the disadvantaged families which are busy to make ends meet, so as to facilitate their participation. SWD was suggested to make use of the service network and conduct more promotion about the intensive counseling and support provided by IFSCs/ISCs and Integrated Community

Centres for Mental Wellness so that the needy families could know what and how to seek help. SWD was also recommended to consider streamlining the referral procedures to facilitate the needy families to receive timely service.

42. Ms Chan invited Members to share the recommendation with the related colleagues for stepping up the efforts in collaborating and networking with the related service units, so that the referral for needed services and FL&PE programmes could be arranged.

43. Members shared their views on the matter including that school personnel should be the first tier to screen and identify the needy students and their families, and IFSCs / ISCs would provide the needed support to the family cases. The experience in conducting projects with the aims of preventing student suicide was shared. The Chairperson thanked for the views and experience sharing. She appealed to the joint effort of Members and IFSCs/ISCs in collaborating with other service units and disciplines for strengthening the support to families in need.

Date of next meeting

44. There being no other business, the meeting was adjourned at 11:45 a.m. The date and time of the next meeting was scheduled on 16.2.2017 (Thursday) at 9:30 am at Conference Room 918, 9/F, Wu Chung House, 213 Queen Road East, Wan Chai, Hong Kong.