

**Minutes of the 23rd Meeting of
the Committee on Integrated Family Service Centres**

Date : 16 February 2017 (Thursday)
Time : 9:30 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)
Ms Chow Hau-wan	Acting 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	
Ms Chan Yee-lee, Elaine	Acting 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 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 Lam Yuen-ting, Heidi	Assistant District Social Welfare Officer (Tsuen Wan and Kwai Tsing)1	

Ms Lo Choi-ling, Fanny	Acting 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
Mr Lee Chung-ho, Michael	Social Work Supervisor Hong Kong Children and Youth Services
Ms Wendy Wong	Senior Manager St James' Settlement
Dr Wong Fung-yee, Margaret	Assistant Community Services Secretary (Youth and Family) Tung Wah Group of Hospitals
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 colleagues who attended the meeting on behalf of Members or in their acting capacities, including Ms Lee Yee-man, Elmond of Hong Kong Sheng Kung Hui Welfare Council Limited and colleagues from SWD, namely Ms Chow Hau-wan, Ms Chan Yee-lee, Elaine, Miss Au Yeung Yee-kit and Ms Lo Choi-ling, Fanny.

Confirmation of minutes of last meeting

2. Minutes of the 22nd meeting were confirmed without amendment.

[Post-meeting notes: The confirmed minutes of the 22nd meeting were sent to Members on 16.2.2017 and uploaded onto SWD Homepage on 17.2.2017.]

Matters arising

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

3. Ms Chan Mei-yi recapitulated that the 2nd and 3rd phase of PCAF for the 0-12 months old (social worker version) babies would be rolled out in April and July 2017 respectively. The related training programmes for these two phases would be held from April to June 2017, and enrollment to the training programmes would be invited by Staff Development and Training Section (SDTS) of the Social Welfare Department (SWD). She invited Members to encourage the related colleagues to join the training programmes. Social workers from the 1st phase rolling-out districts (that is, all districts in New Territories) had not attended training before, were also welcomed to participate in the coming training programmes.

4. Ms Chan reported that along the preamble of having a standardised framework for enhancing inter-disciplinary communication and collaboration in assessing parenting

capacity and facilitating case handling, the health care version of PCAF had been piloted at some Maternal and Child Health Centres (MCHCs) of Department of Health (DH). DH was currently refining the framework taking account of the views collected from the pilot. It was planned that the health care version would be implemented in mid-2017. For facilitating case handling, MCHCs would share the concerned assessment information vide a record form with the related social workers of Integrated Family Service Centres (IFSCs)/ Integrated Services Centres (ISCs).

5. Ms Clara Lam shared that the Task Group on PCAFs under Comprehensive Child Development Service (CCDS) had been endeavouring to devising the social worker version for toddlers of 13-36 month. The framework would cover major assessment domains of home safety, development, parent-child relationship, etc. Members were invited to share their views on the assessment areas of the upcoming version to Secretariat by 28.2.2017.

Training courses (para. 8, p.5)

6. Miss Monica Mok briefly reported on the training courses conducted from 1.12.2016 to 16.2.2017. She highlighted the courses to be organised from February to May 2017 which were tabled for Members' information. She encouraged Members to nominate suitable colleagues to attend the training courses. For the Induction Course on IFSC to be conducted in May 2017, serving social workers were welcomed to join individual sessions, such as "Working with Clients with Accommodation Problems", according to operational needs. The Chairperson appealed to Members to nominate suitable staff to attend the training courses and encouraged colleagues to fully utilise the training quotes especially those reserved for NGOs.

7. Miss Mok furthered that the training materials and video record of the Briefing Session on Multi-disciplinary Case Conference on Child Abuse Review held in December 2016 when the significant changes of the Procedural Guide for Handling Child Abuse Cases (revised 2015) were shared had been uploaded to the SWD e-Learning platform. Members were encouraged to advise their colleagues to make good use of the training materials at the e-Learning platform.

Child Welfare Cases (para. 6, p.4-5)

8. The Chairperson shared with Members the recent grave concern on the discharge plan of and service arrangement for children without medical needs overstaying in hospitals. To safeguard the interest of children suspected to be abused and brought to hospital for medical examination / treatment, the related disciplines and parents/ guardians should be engaged early for formulating appropriate welfare plan for the children. If the children staying in hospitals were assessed to be in need of residential care services, the related service referral should be made as appropriate. While unavailability of emergency residential placement should not be the only sufficient reason to apply for statutory protection under Protection of Children and Juveniles Ordinance, Cap. 213 (PCJO), for cases in need of immediate care or protection but no placement was readily available, statutory protection under PCJO should be considered as appropriate, such as placing the child at place of refuge under Section 34E of PCJO.

Compassionate Rehousing (CR) (para.7-10, p.5-6)

(i) Updating the Annexes of “Guidelines and Procedures for Processing Applications for CR and Other Housing Assistance” (Guidelines)

9. Ms Chan Mei-yi recapitulated that to align with the related terms adopted in the revised CR leaflet, wording of the concerned annexes of the Guidelines, which were forms to be signed by or letters to be issued to the clients, would be revised in the first place, pending the possible revision of the whole set of Guidelines after the review on processing of CR cases. The updated annexes, with comments of Members, Liaison Group on Issues relating to Housing Assistance Cases (LG), Housing Department (HD), the concerned Service Branches and district managers of SWD incorporated, were issued to the related parties on 14.2.2017. She invited Members to advise the frontline colleagues to update the related guidelines and dispose of the obsolete forms.

(ii) Review on Processing of CR Cases

10. The Chairperson reported that the Working Group on Review on the Operation of IFSC Services (WG) deliberated the issues related to the review on processing of CR cases in its 20th and 21st meetings held on 18.1.2017 and 8.2.2017 respectively. With comments of Members incorporated, the “Road Map” and “Scope and Terms” of the review had been further refined and agreed by WG members. The revised versions, having incorporated the latest comments of WG members, were sent to Members on 14.2.2017. She shared the updated parts to Members. To enhance transparency of the review, it was agreed in WG that the “Road Map” and “Scope and Terms”, after being endorsed by Committee on IFSCs, would be uploaded onto SWD Homepage. WG considered that the “Road Map” and “Scope and Terms” endorsed by the Committee on IFSCs would be more preferable to be uploaded at “What’s New” of SWD Homepage, together with brief description of the review. Members did not have any further views and endorsed the “Road Map” and “Scope and Terms”.

11. The Chairperson recapitulated that case study would be conducted by Family and Child Welfare Branch (FCWB) to gauge the guiding principles, assessment aspects, flexibility and discretion, conditions of seeking professional advice and processing mechanism/ mode. The study would include both cross-sectional and longitudinal analysis on the recommended CR cases handled by SWD and NGOs as well as the non-recommended cases handled by NGOs. HKCSS would liaise with the NGOs concerned and provide the selection criteria of the sampled cases and the related case information to FCWB for study. Drafts of the “Proposed meta-analysis on CR case Processing” and “Template for case information for meta-analysis” were tabled for Members’ reference. Miss Monica Mok walked over the documents with Members.

12. The Chairperson shared that upon deliberations in recent WG meetings, the arrangement of the 1st round focus group meetings was refined. The “Proposed arrangement”, “Date and venue” and “Proposed questions to be asked by focus group facilitators” were tabled to Members. Ms Chan Mei-yi shared the gist of the documents with Members. Members shared the views on the targeted participants of the focus group meeting and the means of coordinating the enrolment returns and collecting views. The Chairperson recapitulated the discussion in the last meeting of Committee on IFSCs that participants of the focus groups would be personnel involved in CR case processing. To

allow the participants to have sufficient time for expressing their views, ample time would be provided for the discussion in each Focus Group meeting. Apart from attending the focus group meetings to share their views, stakeholders were also invited to forward their views to SWD through email, fax or post mail. Invitation for enrolment to the focus group meetings would be sent to District Social Welfare Offices of SWD and service supervisors/coordinators of NGOs for dissemination to all concerned colleagues. They would also help coordinate returns of the enrolment. Meanwhile, social workers intending to enrol at personal capacity could join the session set aside for staff unions plus those social workers who wished to enrol at personal capacity.

13. The Chairperson invited Members to share their further views, if any, to Secretariat by 22.2.2017.

(iii) Handling of CR and Housing Transfer Cases

14. The Chairperson shared that the Ombudsman had initiated a preliminary investigation into the handling of CR and housing transfer cases by SWD and HD. Having examined the information provided by SWD and HD, the Ombudsman confirmed in its letter dated 17.1.2017 that SWD and HD had already put in place reasonable mechanisms to handle CR and housing transfer cases. To ensure that the precious housing resources would not be abused, the Ombudsman advised SWD and HD to continue closely monitoring the related case handlings and collecting relevant data for analysis. In this relation, SWD would continue closely gauging the handlings. Members were invited to take note of the comments of the Ombudsman and share it with the related colleagues.

“Guidelines on Division of Work and Case Transfer among IFSCs / ISCs” (Guidelines on IFSC Division of Work) (para. 11-12, p.6)

15. Ms Clara Lam reported that no comment was received from Members on the draft updated “Guidelines on IFSC Division of Work” after the sharing in the last meeting. The updated “Guidelines on IFSC Division of Work (Revised December 2016)” were issued to the related parties on 22.12.2016.

Services for Ethnic Minorities (EMs) (para. 13-14, p. 6)

16. Ms Chan Mei-yi recapitulated the sharing in the last meeting that SWD was invited by the Equal Opportunities Commission (EOC) to consider adopting the good practice of having designated staff in service unit as resource person on service provision for EMs so as to keep the related colleagues updated of relevant resource and policy change as well as to provide support to other staff. Having studied the suggestion, in view that the number of EM service users might vary greatly among different units, the department considered that it would be more appropriate and effective to have one designated staff for each district. Nomination of district designated staff was invited and coordinated by Corporate Planning and Co-ordination Section (CPCS) in January 2017. SWD colleagues were invited to attend to the related details to be announced by CPCS.

17. Ms Chan recapitulated another good practice as suggested by EOC to present an information note to individual EM clients in their respective EM languages, so as to inform

them of the right of access to the interpretation service. In the last meeting, Members considered the “Language Identification Card” (Card) issued by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) of Hong Kong Christian Service being shown to individual EM users approaching IFSCs/ISCs for facilitating them to be aware of their right of access to and indicate the need of interpretation service. FCWB had liaised with CHEER and arranged dissemination of the Cards to IFSCs/ISCs in February 2017.

18. Ms Chan drew the attention of SWD Members to the advice of CPCS that departmental service units were required to give individual EMs a copy of the notice in their respective EM languages, that is, Appendix 2 to “Points-to-note for providing welfare services for EMs”, when they turned up for enquiries/ services so that they could understand their right of and channels to access to interpretation and translation services. In this regard, SWD IFSC colleagues might use the “Language Identification Card” of CHEER as a tool to facilitate the EMs to indicate the EM language and need of interpretation service. NGO Members were invited to consider applying similar measures in their service units as appropriate.

*Appropriate Adult (AA) in handling Mentally Incapacitated Person (MIP)
(para. 20-22, p. 8)*

19. Miss Monica Mok recapped the Pilot Scheme on Volunteer AAs for MIPs to provide support for MIPs involved in police enquiries/ investigation in circumstances when an AA could not be located after exhausting all possible means. She shared that relevant training including the topics like the characteristics of MIPs, general legal knowledge and brief criminal proceedings had been provided for the volunteer AAs in late 2016 to enable them to play their role. The Pilot Scheme would be rolled out in early 2017. Further information would be shared with Members when available.

Review of Procedural Guide for Handling Child Abuse Cases (para. 24, p. 9)

20. Ms Chan Mei-yi shared with Members that the consultation on the first area, i.e. definition of child abuse and approaches in handling suspected child abuse/ child abuse cases had started in December 2016. A set of consultation materials had been issued to task group members and related stakeholders for their feedback to be returned to Domestic Violence Team (DVT) by 10.3.2017. HKCSS had assisted in organising some consultation sessions to collect views from NGOs and Family and Child Protective Services Units (FCPSUs) had also been collecting views from frontline units of the Department. DVT would organise various consultation sessions to collect views from children’s groups, parents groups including parents with disabled children and Lesbians, Gays, Bisexuals and Transgender (LGBT) groups. IFSCs / ISC colleagues were encouraged to give views in the different forums.

Strengthened Health and Developmental Surveillance (HDS) for substance abuse parents / guardians / carers in MCHC (para. 26-27, p. 9-10)

21. Ms Clara Lam recapitulated that MCHCs would refer the children of very high risk

group to social service units for assistance to facilitate their attendance at Child Assessment Centre (CAC) appointment, when parents' consent was available. A referral template was worked out for use of MCHC staff. Upon receipt of the referrals, IFSC/ISC colleagues should issue the reply slip to the referrers. In case there was a change of responsible social worker / service unit, IFSC/ISC colleague could fill in the related part of the reply slip so as to facilitate the smooth contact and communication among the parties concerned.

Psycho-educational programme for separated/ divorced parents (para. 36-38, p. 12)

22. Further to the report in last meeting, Ms Clara Lam updated Members that two FCPSUs and an IFSC had trial run the two-session psycho-educational programme for separated/ divorced parents (Programmes) that was designed to equip parents with skills of communicating and resolving conflicts with their ex-partners and to facilitate them to cooperate with each other in carrying out parental responsibility. Feedback from the participants on the Programme was positive as it helped them to understand their emotions and the needs of their children. Programme materials including programme plan and powerpoint were available to facilitate social workers to run the programme. IFSCs/ISCs were encouraged to conduct the Programme in their units or jointly with other IFSCs/ISCs or FCPSUs, as deemed necessary. As the programme materials might need to be further refined, IFSCs/ISCs might approach FCWB if they were interested in running the Programme.

23. Ms Lam shared that a Sharing Session on Parental Responsibility and Support Programme for Separated/ Divorced Families would be held on 4.5.2017. Details would be announced soon. Members were appealed to encourage social workers of IFSCs/ISCs to join the sharing session.

[Post-meeting notes: The invitation email on “Sharing Session on Parental Responsibility and Support Programme for Separated/ Divorced Families” was issued by Chief Social Work Officer (Domestic Violence) on 3.4.2017.]

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

24. The Chairperson reported the progress of the follow-up actions taken which was summarised in the updated table sent to Members before the meeting on 14.2.2017. The updates were extracted below:

Recommendations • *WG had held its 1st to 20th meetings. The 21st meeting 5, 7, 8 and 10 will be held in March 2017.*

Recommendation • *The 12th LG meeting was scheduled to be held on 14 22.2.2017.*

• *The 13th meetings of the five Local LGs of the respective*

clusters were held/ would be held from October 2016 to September 2017.

Progress of work under various working groups

(i) WG

25. Ms Chan Mei-yi shared that the WG had held its 19th and 20th meeting on 18.1.2017 and 8.2.2017 respectively. The collaboration issues between IFSCs/ISCs and Family and Child Protective Services Units (FCPSUs), and between IFSCs/ISCs and Medical Social Services Units (MSSUs), as well as the review on processing of CR cases were discussed. The latest comment of WG on the draft revised Guidelines on Division of Work and Case Transfer between FCPSU and IFSC/ISC was sent to Members on 14.2.2017. They would be shared and discussed in details in the next agenda item 4.1.

26. Ms Chan furthered that feedback from WG members as well as Members of Committee on IFSCs had been conveyed to Rehabilitation and Medical Social Services Branch (RMB). Feedback from RMB was received in January 2017 while members of WG also provided further comments after the last WG meeting held on 8.2.2017. The comments were sent to Members on 14.2.2017. The details would be reported in agenda item 4.2.

(ii) LG

27. Ms Chan shared that the coming 12th LG meeting would be held on 22.2.2017. The 13th meetings of the five Local LGs of the respective clusters were/ would be held from October 2016 to September 2017. Members were welcomed to bring up the related issues for deliberation at the platforms.

Collaboration issues between IFSCs/ISCs and Other service units

Collaboration issues between IFSCs/ISCs and FCPSUs

28. Ms Chan Mei-yi shared with Members that DVT considered the feedback of IFSC platforms agreeable and shared their further comment on the draft revised “Guidelines on Division of Work and Case Transfer between FCPSU and IFSC/ISC”. After the deliberation in the WG meetings on 18.1.2017 and 8.2.2017, further textual refinements to the draft revised guidelines were proposed. The compiled feedback was sent to Members on 14.2.2017. She briefed Members the major revisions. Members had no further comment. The Chairperson invited Members to provide comments, if any, to the Secretariat by 28. 2.2017.

[Post-meeting notes: The updated Guidelines on Division of Work and Case Transfer between FCPSUs and IFSCs/ISCs (April 2017) were sent to related stakeholders via email on 21.4.2017 and 24.4.2017 by Chief Social Work Officer (Domestic Violence) and Chief Social Work Officer (Family and Child Welfare)1 respectively.]

Collaboration between IFSCs/ ISCs and MSSUs of SWD

29. Ms Chan Mei-yi recapitulated that the feedback of RMB in response to the views of IFSC platforms on the “Discussion items relating to the interfacing and division of work between IFSCs/ISCs and MSSUs” (Discussion Items) had been shared. She reported that the following view from WG on Item 7 of the Discussion Items was received -

- (i) RMB should share the progress of liaison with Hospital Authority (HA) as regards the concerns on the division of labour between MSSUs of HA and service units of SWD/ NGOs. If the progress was not available for the time being, RMB should keep IFSC platforms informed of the progress when available;
- (ii) There had been confusions among SWD colleagues/ stakeholders on whether SWD IFSCs should provide back-up/ support to MSSUs of HA, despite the patients’ status were “medically active” in clinics/ hospitals served by SWD MSSUs. RMB was invited to confirm the understanding that
 - table 2.1 of the MSSU Manual regarding “Division of Responsibilities between the Departmental MSSUs and the other Departmental/ NGO Service Units” did not apply to MSSUs of HA, and that “Patient’s Status” therein did not refer to patients attending clinics/ hospitals served by MSSUs of HA; and
 - there was no established back-up/ support arrangement for active cases of MSSUs of HA/ inpatients of hospitals served by MSSUs of HA. When MSSUs of HA could not take up certain cases, e.g. those involving statutory duties, division of work among SWD units on those cases would depend on other applicable prevailing guidelines.
- (iii) If the above understandings were confirmed, RMB was invited to clarify them with the concerned SWD MSSU colleagues.

30. Ms Chan shared that the comments collected from IFSC platforms would be passed to RMB for consideration. The Chairperson invited Members to provide further comment, if any, to the Secretary, by 28.2.2017.

Any other business

(i) Policy Address initiatives 2017 related to Family and Child Welfare

31. The Chairperson shared the Policy Address initiatives related to FCWB that included increasing the level of various foster care allowances, providing 240 additional foster care places in phases and providing additional resources for units of day/ residential child care services and pre-school rehabilitation services for enhancing the remuneration for child care staff. Details of the initiatives would be announced in a later course.

(ii) Student Mental Health Support Scheme (醫教社同心協作計劃)

32. Ms Chan Mei-yi shared with Members that Food and Health Bureau (FHB) had launched a two-year pilot scheme named as “Student Mental Health Support Scheme” in September 2016. Through collaboration of the HA, Education Bureau and SWD, a school-based multi-disciplinary communication platform which involved different relevant healthcare, education and social welfare professionals and parents/ guardians was set up to provide support to students with mental health needs in schools under the Scheme.

33. Ms Chan furthered that the scope of services under the Scheme included comprehensive assessment, care and support plan, multi-disciplinary interventions and regular case meetings. A total of 15 secondary schools and 2 primary schools in Kowloon were invited to participate in the pilot scheme. A multi-disciplinary team had been/ would be formed in each participating school, comprising school personnel, educational psychologist, school social worker, psychiatric nurse and on need basis, social worker from IFSC/MSSU/FCPSU if the concerned case was their active case or the subject student and /or his family required services from these units.

34. To enhance the capacity of professional staff of different disciplines to handle mental health related issues of students, Ms Chan reported that FHB had commissioned a training institute, the Hong Kong College of Psychiatrists, under the Scheme to provide training to designated professional staff, including social workers who might be involved in the school-based multi-disciplinary communication platform. An e-mail invitation was sent out on 26.1.2017 to the respective IFSC supervisors and copied to the related district managers and service coordinators.

35. Members were invited to share the information to the IFSC/ ISC colleagues as there might be students attending the schools in the pilot districts and residing at the service boundaries of/ known to service units in non-pilot district.

(iii) Promotion of Day Child Care Services

36. To assist parents who cannot take care of their young children temporarily because of work or other reasons, Ms Clara Lam shared that the Government had all along been subsidising NGOs to provide a variety of child care services including occasional child care service (OCCS), extended hours service (EHS) and Neighbourhood Support Child Care Project (NSCCP).

37. Being an ancillary service, OCCS provided occasional child care assistance on full-day, half-day or two-hour sessional basis at some of the aided standalone child care centres (CCCs) and some kindergarten-cum-child care centres (KG-cum-CCCs) offering ad hoc or short-term centre-based care services to children aged under 6 when their parents or carers were engaged in unforeseen or emergency circumstances. OCCS was a fee-charging service. Low-income families with social needs might apply for full or half fee waiving.

38. EHS provided longer hours of child care assistance for children aged under 6 at some of the aided standalone CCCs and some KG-cum-CCCs for the children enrolled in

these service units to continue their stay in the centres after the regular service hours, when their families were not able to pick them up at the closing time of the regular service hours. EHS was a fee-charging service. Low-income families with social needs can apply for fee subsidy.

39. NSCCP provided a flexible form of day child care service at the neighbourhood level for parents in need of child care assistance due to their engagement in unforeseen or emergency circumstances or long/irregular working hours. There were two service components under the NSCCP, i.e. home-based child care service for children aged under 9 and centre-based care group for children aged 3 to under 9. Home-based child care service was available from 7 a.m. to 11 p.m. Centre-based care group covered the evenings, some weekends and some public holidays. NSCCP was a fee-charging service. Service users with social needs and financial hardship might apply for fee reduction/ waiving.

40. Enquiry and application for the service can be directly made to the individual service units. Low income families with social needs can make enquiry to the respective service unit for fee waiving or fee remission scheme. For information on list of centres, address, contact telephone numbers, service hours, fee charges and capacity of the centres operating the above various services, Members were invited to visit the website of SWD.

(iv) Support Service Rendered to New Arrivals

41. The Chairperson shared that a complaint on inadequate support for new arrivals was referred by the Public Complaints Office of Legislative Council Secretariat to Labour and Welfare Bureau (LWB) in December 2016. In its reply to the Public Complaints Office in January 2017, LWB reiterated that the welfare assistance provided by IFSCs/ ISCs and short-term food assistance service schemes to the families in need would be provided to new-arrivals and Hong Kong residents' family members who were holding Two-Way Permits. To align the handling of various service units, as advised by LWB, the copy of its reply would be forwarded to the related units of SWD and NGOs for information. The letter would be forwarded to Members after the meeting. Members were encouraged to share the matter with the related colleagues for aligning the service provision.

[Post-meeting notes: LWB's reply letter to the Legislative Council Secretariat was forwarded to Members on 2.3.2017.]

(v) Comprehensive Child Development Service (CCDS)

42. Ms Chan Mei-yi reported that the 7th meeting of Inter-departmental Coordinating Committee (ICC) on CCDS was held on 23.1.2017. At the meeting, timely support of IFSCs/ ISCs to provide early assistance to the families and children in need through service promotion, case consultation and interviewing the clients at MCHC on need basis with prior liaison with MCHC was appreciated. IFSC/ ISC colleagues were encouraged to keep up with the good practice.

43. Ms Chan furthered that the evaluation on the pilot run of e-Bulletin Board (e-BB) was shared and the way forward was discussed at the ICC meeting. The e-BB had been piloted in Tseung Kwan O since September 2014 with the purpose of allowing an effective

and efficient communication between different organizations on making referral, sending reply, tracking clients' follow up and attendance to relevant CCDS services. The review findings showed that e-BB had not achieved the intended objective. Further extension or continuation of the e-BB was not supported due to low utilisation, limited benefits for client management, issues on personal data and privacy, manpower implication and significant cost (recurrent) implication for further extension. It was agreed that the e-BB would be terminated with effect from April 2017. DH would work out the actions required to prepare for the termination of the e-BB system and FCWB would liaise with the related service units for the detailed arrangement.

(vi) The Family in Crisis Pilot Support Project (危機家庭支援先導計劃)

44. Ms Wendy Wong and Ms Judy Chan shared “The Family in Crisis Pilot Support Project” operated by St. James’ Settlement and Hong Kong Family Welfare Society in New Territories and Kowloon respectively. The project was funded by Chow Tai Fook Charity Foundation for two years starting from 1.1.2017, providing crisis intervention and emergency financial assistance to low income families living in New Territories West and Kowloon, who faced sudden loss of breadwinner with tender / school age children. They encouraged stakeholders to refer clients in need to the project. Leaflets of the project were tabled to Members.

(vii) “Sweet Home Safe Home” Child Safety Project for Ethnic Minority Families

45. Ms Wendy Wong introduced a 18-month project namely “Sweet Home Safe Home” Child Safety Project for Ethnic Minority Families which would be commenced on 1.4.2017 to provide territory-wide home safety service for EM families. She encouraged stakeholders to refer clients in need to receive appropriate service. Details of the project would be provided to Members after the meeting.

[Post-meeting notes: The detailed information of “Sweet Home Safe Home” Child Safety Project for Ethnic Minority Families was sent to Members via email on 19.4.2017.]

(viii) Parent-child Contact Centre 親籽薈

46. Ms Judy Chan introduced the service of the “Parent-child Contact Centre”. The centre, located at Lai Chi Kok, had commenced operation since 31.10.2016. She highlighted that the centre would accept referrals from both FCPSUs and IFSCs/ ISCs. She encouraged stakeholders to refer clients in need to the centre. Leaflets of the centre were tabled to Members.

Date of next meeting

47. 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 31.5.2017 (Wednesday) at 9:30 a.m. at Conference Room 918, 9/F, Wu Chung House, 213 Queen Road East, Wan Chai, Hong Kong.