

**Notes of the Twentieth Meeting of the
Task Group on Implementation of Integrated Family Service Centres**

Date : 19 January 2007 (Friday)
Time : 2:30 p.m. to 5:00 p.m.
Venue : Conference Room 1, SWD Headquarters, 9/F., Wu Chung House,
213 Queen's Road East, Wan Chai, Hong Kong

Present:

Social Welfare Department (SWD)

Miss Cecilla LI	Chief Social Work Officer (Family and Child Welfare)1 (Convenor)
Mrs KUANG YEUNG Ngan-hoo	Assistant District Social Welfare Officer (Central, Western / Islands)1
Mrs CHOY WONG Lai-chun, Sarah	Assistant District Social Welfare Officer (Eastern / Wan Chai)1
Miss LI Chor-man	Assistant District Social Welfare Officer (Tai Po / North)2
Mrs WONG HO Fung-see	Assistant District Social Welfare Officer (Tuen Mun)2
Mr FUNG Heung-wing	Assistant District Social Welfare Officer (Tsuen Wan / Kwai Tsing)1
Mr Ricky YU	Assistant District Social Welfare Officer (Kowloon City / Yau Tsim Mong)2
Mr Daniel CHU	Assistant District Social Welfare Officer (Kwun Tong)2
Ms WONG Sin-ying, Grace	Assistant District Social Welfare Officer (Wong Tai Sin / Sai Kung)1
Mr CHAN Wah	Assistant District Social Welfare Officer (Sham Shui Po)1
Ms CHU Wing-yin, Diana	Assistant District Social Welfare Officer (Shatin)1
Mr LAM Ding-fung	Assistant District Social Welfare Officer (Yuen Long)
Mr MA Hok-keung	Officer-in-charge High Street Integrated Family Service Centre
Ms CHEUNG Shuk-ye	Officer-in-charge Sai Kung Integrated Family Service Centre
Miss CHOW Mei-ye	Officer-in-charge Sau Po Integrated Family Service Centre

Ms LO Yin-fun, Loletta	Officer-in-charge Kowloon City Integrated Family Service Centre
Mr NG Wai-lung, David	Officer-in-charge Cheung Sha Wan Integrated Family Service Centre
Mr YIM Chun-hung	Officer-in-charge Tuen Mun (East) Integrated Family Service Centre
Ms Maria PUK	Assistant Social Work Officer Aberdeen Integrated Family Service Centre
Miss CHUI Hau-yin, Stephanie	Assistant Social Work Officer Kwai Chung (West) Integrated Family Service Centre
Ms WONG Yin-ye	Senior Social Work Officer (Family)2
Miss SUNG Wai-kuen	Social Work Officer (Family)3
Ms LEE Chi-kiu	Social Work Officer (Family)1
Miss LAU Siu-mei	Assistant Social Work Officer (Family)2 (Recorder)

Non-governmental Organizations (NGOs)

Ms Angie LAI	Head of Family Service Caritas – Hong Kong
Ms Sira NG	Social Work Supervisor Caritas – Hong Kong
Ms Alice WONG	Social Work Supervisor Caritas – Hong Kong
Mr Otto LAU	Regional Manager (Kowloon Region) Hong Kong Family Welfare Society
Ms Katrine LAM	Principal Social Worker Hong Kong Family Welfare Society
Ms Iris LIU	Director of Programme International Social Service Hong Kong Branch
Mr Kerin CHAM	Director of Programme International Social Service Hong Kong Branch
Mr Daniel CHU	Division Head (Family Service Division) Yang Memorial Methodist Social Service
Mr Peter HO	Executive Director Hong Kong Catholic Marriage Advisory Council
Mrs Angela CHIU	Centre Supervisor Hong Kong Catholic Marriage Advisory Council

Mr KWOK Wai-keung	General Manager (Family and Community Core Business) Hong Kong Christian Service
Mrs Cross LEUNG	Principal Coordinator Hong Kong Christian Service
Ms Esther CHYU	Social Work Supervisor Hong Kong Children and Youth Services
Ms Bell WONG	Programme Director (Family and Community) Christian Family Service Centre
Mr Raymond WONG	Second-in-charge St. James' Settlement
Ms Sonia PANG	Service Supervisor The Neighbourhood Advice-Action Council
Ms Jane TSUEI	Business Director (Service Development) Hong Kong Council of Social Service
Ms Jeff WONG	Officer (Family and Community Service) Hong Kong Council of Social Service

In Attendance

Ms LAM Wai-yip, Michelle	Senior Social Work Officer (Domestic Violence)	} For Agenda Item 3 only
Ms CHU Ah-ye, Cecilia	Assistant Social Work Officer (Domestic Violence)	
Ms CHUNG Shuk-ling, Charling	Social Work Officer (Rehabilitation and Medical Social Services) ¹	For Any Other Business only

Opening Remarks

Miss Cecilla LI welcomed those who attended the meeting for the first time, i.e. Ms CHU Wing-yin, Diana, Ms CHEUNG Shuk-ye, Miss CHOW Mei-ye and Miss CHUI Hau-yin, Stephanie.

Guidelines on Division of Work and Case Transfer between Family and Child Protective Services Units and Integrated Family Service Centres / Integrated Services Centres

2. Miss Cecilla LI welcomed Ms LAM Wai-yip, Michelle and Ms CHU Ah-ye, Cecilia to the meeting. Ms LAM took members through the draft of “Guidelines on Division of Work and Case Transfer between Family and Child Protective Services Units (FCPSUs) and Integrated Family Service Centres / Integrated Services Centres (IFSCs / ISCs)”, which was an update to the existing “Guidelines on Interim Arrangements on the Division of Work between Integrated Family Service Centres (IFSCs) and Family and Child Protective Services Units (FCPSUs)” having been put in place since August 2004. The gist of discussion was as follows:

- (i) some NGO members raised grave concern over the differential division of work among FCPSUs, SWD IFSCs and NGO IFSCs / ISCs, in particular that (a) NGO IFSCs / ISCs were required to take up the new “direct approach” battered spouse cases but SWD IFSCs could refer such cases to FCPSUs for follow-up; and (b) SWD IFSCs might transfer any active cases assessed to be of spouse battering nature to FCPSUs for follow-up while NGO IFSCs / ISCs could only transfer active complicated / high risk battered spouse cases (i.e. those cases falling into one of the categories as set out in the Procedural Guidelines for Handling Battered Spouse Cases) to FCPSUs. They were of the view that the lack of unified approach had caused confusion to frontline staff and referrers from various sources. Noting that NGO IFSCs / ISCs had already been heavily burdened by handling complicated family cases and non-spouse battering cases and having regard to the fact that both SWD and subvented sector had experienced pooling of resources in the formation of IFSCs in 2004-05, they opined that NGO IFSCs, same as SWD IFSCs, could be allowed to transfer all battered spouse cases to FCPSUs. In other words, FCPSUs should take over all battered spouse cases;
- (ii) Ms LAM Wai-yip, Michelle explained the background and rationale behind the existing division of work between FCPSUs and SWD IFSCs, which involved the internal re-deployment of resources within SWD in 2000 when the then Child Protective Services Units were expanded to FCPSUs. Miss Cecilla LI supplemented that the division of work between FCPSUs and SWD IFSCs was a reflection of internal

re-allocation of family resources within SWD before the re-engineering of IFSCs and did not agree to a member's mistaken interpretation that FCPSUs were support units for SWD IFSCs. In addition, she reiterated that the re-engineering of IFSCs, though involving the pooling of resources, was a cost-neutral exercise and no agency suffered from a cut of resources. If as suggested by some members that cases were to be transferred from NGO IFSCs to FCPSUs now, it might involve re-distribution of resources between NGO IFSCs and FCPSUs. A member suggested that since the re-engineering of IFSCs involved demarcation of service boundaries and subsequently workload among SWD and NGO IFSCs, it was an appropriate time to review such differential division of work in handling new battered spouse cases. Since this Task Group was not an appropriate forum for deliberation on this, NGO members requested for another forum for further deliberation on this issue. To address members' concern, Ms LAM agreed to make some remarks on the rationale in revising the draft guidelines;

- (iii) in the event that NGO IFSCs / ISCs considered it necessary to apply for Care or Protection Order for the suspected child abuse case being handled by them prior to the Multi-disciplinary Case Conference, they should discuss with the back-up IFSC and / or FCPSU as appropriate depending on the individual case merits and circumstances;
- (iv) for active cases of IFSCs / ISCs requiring Social Investigation Report on child custody issues, IFSCs / ISCs should continue to handle the other welfare needs of these cases while FCPSUs would furnish the report to court. If the non-custodial parents had concern or encountered difficulties over the access arrangement, they could be informed of the channel to apply to court direct for variation of the order as appropriate; and
- (v) the proposed arrangements of the transfer of active cases between FCPSUs and NGO IFSCs / ISCs were similar to that between SWD IFSCs and NGO IFSCs / ISCs, but they were subject to the agreement of FCPSUs which were also invited to give comments on the draft guidelines in parallel.

3. Members were invited to give their further comments on the draft guidelines, if any, on or before 31 January 2007. The revised draft would be circulated once ready. In the meantime, the arrangements set out in the existing guidelines were in force.

[Ms LAM Wai-yip, Michelle and Ms CHU Ah-ye, Cecilia left the meeting at this juncture.]

Confirmation of Notes of the Last Meeting

4. The notes of the last meeting were confirmed with following amendments:
- (i) page 3 to 5: “*Ms Shirley TANG*” should read “*Mrs Shirley TANG*”;
 - (ii) paragraph 2: the second last sentence should read “*A folder containing service leaflets and powerpoint handout on the project launched by HKFWS was tabled for members’ reference.*”; and
 - (iii) paragraph 10: the first sentence should read “*In response to a member’s enquiry on whether the “Further Reply Slip” for transfer of cases between IFSCs / ISCs was also applicable to Family and Child Protective Services Units (FCPSUs) and Medical Social Services Units, Ms WONG Yin-ye would check with the Domestic Violence (DV) Team and Rehabilitation and Medical Social Services Branch first.*”.

[Post-meeting notes: Two more proposed amendments, which were received after the meeting, were circulated to members for comments on 24 January 2007. As there was no further comments, the confirmed notes were uploaded to SWD Homepage on 8 February 2007.]

Matters Arising

Paragraph 6

5. Miss SUNG Wai-kuen reported the enrollment of the training courses which had been conducted from November 2006 to January 2007. She also highlighted the following training courses to be conducted from April to June 2007 tentatively. Members were encouraged to nominate suitable staff to attend these training courses:

- (i) Handling Cases with Housing Problems (April 2007)
- (ii) Working with Ethnic Minorities (April 2007)
- (iii) Induction for Social Workers in IFSCs (Class No. 1)(May 2007)
- (iv) Working with Problem Gamblers (May 2007)
- (v) Training on Effective Parenting (May 2007)
- (vi) Permanency Planning for Child Welfare Cases (June 2007)
- (vii) Working with People with Drinking Problem (June 2007)

Paragraph 12

6. Ms WONG Yin-ye thanked HKCSS’s effort in consolidating the items of

service statistics to be compiled as proposed by NGO members. Upon consultation with the Research and Statistics Section of SWD on the availability of the data required and after lengthy deliberations, Ms WONG summarized that the following statistics would be compiled for members' reference:

- (i) Number of new / reactivated cases per Registered Social Worker (RSW) per year in 2005-06 and 2006-07 (April to September 2006) – overall and by district;
- (ii) Number of therapeutic groups per RSW per year in 2005-06 and 2006-07 (April to September 2006) – overall and by district
- (iii) Number of support / educational / developmental groups per RSW per year in 2005-06 and 2006-07 (April to September 2006) – overall and by district
- (iv) Number of mutual-help groups per RSW per year in 2005-06 and 2006-07 (April to September 2006) – overall and by district
- (v) Number of educational / developmental programmes per RSW per year in 2005-06 and 2006-07 (April to September 2006) – overall and by district
- (vi) Number of service users newly registered as volunteers per RSW per year in 2005-06 and 2006-07 (April to September 2006) – overall and by district
- (vii) Number of new individuals / families engaged in centre services through outreaching per RSW per year in 2005-06 and 2006-07 (April to September 2006) – overall and by district
- (viii) Number of IFSCs having achieved the four outcome standards – overall and by district;
- (ix) Sources of referrals for new / reactivated cases taken up by IFSCs by district;
- (x) Number of active cases by main problem by district as at 30 September 2005 and 30 September 2006 respectively; and
- (xi) Group participants by gender, number of single parents and new arrival participants by district.

7. For items (i) to (vii) above, members proposed to use “staff establishment” in the calculation though it was likely different from the actual manpower spent in these outputs. Ms WONG Yin-ye highlighted that with such limitation, the data compiled should be interpreted with caution and care to avoid causing confusion / misunderstanding to frontline staff.

Paragraph 15

8. Miss Cecilla LI informed that the matter of review of IFSC was still under consideration. She assured that members would be informed of the progress update, if any.

Paragraph 16

9. Ms WONG Yin-yee reported that a member had made a suggestion to the draft of the revised “Definition of Known Cases for Welfare Organizations” but it was not incorporated upon subsequent discussion with that member. Subject to comments by FCPSUs, the said definition would be incorporated in the “Procedures for Handling Child Abuse Cases” under review.

Paragraph 17

10. Miss Cecilla LI reported that the initiative of setting up five regional platforms with the Housing Department was still under consideration. Members would be informed of further progress in due course.

Paragraph 18

11. Ms WONG Yin-yee informed members of the telephone number provided by the Housing Department for making enquiries / clarification on the prevailing housing policies by Officer-in-charges / Supervisors of IFSCs / ISCs. She stressed that this telephone number should **not** be released to the public, including service users.

12. Ms WONG Yin-yee reported that following the changes in the housing policy on compassionate rehousing and other housing assistance as well as some related procedural changes in the past few years, SWD had reproduced and distributed the updated “Guidelines and Procedures for Processing Applications for Compassionate Rehousing and Other Housing Assistance” to relevant service units, including IFSCs and ISCs.

Any Other Business

Rehabilitation Services for Pre-school Children - Enhanced Wait-listing Measures

13. Miss Cecilla LI welcomed Ms CHUNG Shuk-ling, Charing, who was invited

to brief members on the Enhanced Wait-listing Measures for Rehabilitation Services for Pre-school Children which had been put in place since 8 December 2006. Members might refer to the letter issued to them earlier and the leaflet tabled in the meeting for details of these measures.

Multi-purpose Crisis Intervention and Support Centre

14. Responding to a member's enquiry, Miss Cecilla LI shared the progress of setting up the Multi-purpose Crisis Intervention and Support Centre (the Centre), which was funded by the Lotteries Fund on a pilot basis for three years. The Centre, operated by the Tung Wah Group of Hospitals, aimed to serve individuals or families in crisis particularly those encountering sexual and / or domestic violence. Phase one of the services would include a 24-hour hotline, arrangement of immediate intervention and follow up services, after office hours outreaching / crisis intervention services and case consultation services. Short-term accommodation service would be provided in the Phase two, tentatively in early 2008.

Date of Next Meeting

15. The next meeting was scheduled for 23 March 2007 (Friday) at 2:30 p.m. at Conference Room 1, 9/F., Wu Chung House.

16. There being no other business, the meeting was adjourned at 5:00 p.m.