

CHAPTER 17

CHILDREN AND YOUTH SERVICES (NON-GOVERNMENTAL ORGANISATION)

SERVICES COVERAGE

17.1 Children and youth services in this chapter refer to the following subvented service units :

- (a) Integrated Children and Youth Services Centres (ICYSCs);
- (b) School Social Work Units (SSWUs) serving students in secondary schools;
- (c) District Youth Outreaching Social Work Teams (YOTs).
- (d) Overnight Outreaching Service for Young Night Drifters (YND); and
- (e) Community Support Service Scheme (CSSS)

REFERRALS

17.2 Suspected child abuse cases may come to the notice of social worker of the above centre / team / unit :

- (a) through direct approach by the child / student, or the family, or the public;
- (b) referred by teachers, other school personnel, social workers, other organisations, etc.

HANDLING OF INTAKE / REFERRALS

17.3 The social worker of the centre / team / unit who comes across a suspected child abuse case should intake the case and conduct initial social assessment during enquiry / intake interview in accordance with the governing principles, general guide and procedures as set out in Chapter 6 and Chapter 7.

17.4 For cases involving student in the serving school, the school social worker should intake the case and conduct initial social assessment during enquiry / intake interview in accordance with the governing principles, general guide and procedures as set out in Chapter 6 and Chapter 7.

17.5. For suspected child abuse cases involving sibling of student not attending the serving school, the school social worker after intaking the case should refer the

case to Family and Child Protective Service Services Unit (FCPSU). For known case of other service units, the case should be referred to respective service units for follow up in accordance with the governing principles, general guide and procedures as set out in Chapter 6 and Chapter 7.

For New Cases of Suspected Child Abuse

- 17.6 Upon receipt of telephone enquiries, if the information collected indicates suspected child abuse incident(s) and the case is not a known case of any welfare organisations¹, the social worker of the centre / team / unit should refer the case to the appropriate FCPSU as soon as possible after taking down the available information on the case to facilitate further contact by the FCPSU.
- 17.7 When handling a new suspected child abuse case at intake in which the informant and/or the child approaches in person and the case is not a known case of any welfare organisations, the social worker of the centre / team / unit should follow the intake procedures as stipulated in paragraphs 7.4 to 7.15 in Chapter 7 to collect available information and conduct initial social assessment and consult FCPSU before referring the case to the appropriate FCPSU for follow up. Casework service will be provided by the FCPSU worker assigned, including immediate protection for the child. The social worker of the centre / team / unit will continue to observe the condition of the child during contacts and will be consulted throughout the handling process. The FCPSU worker who takes up the case should prepare the social enquiry report and arrange the Multi-disciplinary Case Conference to formulate the welfare plan for the child and his/her family. The social worker of the centre / team / unit should be prepared to attend and report at the Multi-disciplinary Case Conference.
- 17.8 If no abuse element is detected, the case can be closed or referred to / followed up by relevant service unit as appropriate.

For Known Case² of the Centre / Team / Unit

- 17.9 If the suspected child abuse case is a known case of the centre / team / unit, the responsible social worker should take up the case and follow the steps described in paragraphs 7.7 to 7.15 in Chapter 7 as appropriate and to conduct the social enquiry.
- 17.10 The social worker concerned should provide casework service to the child and/or his/her family, including implementation of the child protection plan. He/she should prepare the social enquiry report and arrange the Multi-disciplinary Case Conference to formulate the welfare plan for the child and his/her family. For cases where CPSIT is formed, the social worker

¹ Refer to Appendix I for Definition of Known Cases of Welfare Organisations.

² Definition of known cases of centre / team / unit refer to the suspected child abuse victim being an active case (opened case with treatment plan and case record) handled by ICYSC / SSWU / YOT / YND / CSSS.

concerned will be involved throughout the handling procedures of the CPSIT, including strategy planning and immediate case assessment. The FCPSU/CPSIT or CAIU/CPSIT will share information obtained on the abuse incident(s) and the result of the immediate case assessment with relevant parties concerned as necessary. If urgent statutory care proceedings on the child / children are required for the case during the course of enquiry, application should be either made by respective IFSC of SWD according to the latest residential address of the child's parent / guardian or by the Police.

For Known Cases of Other SWD / NGO Units

17.11 For known cases of other SWD or NGO units, the social worker of the centre / team / unit should inform the responsible SWD / NGO social worker to take immediate action. The concerned NGO / SWD unit should follow the steps described in the respective Chapter of Social Service Unit in **Section V** of this Procedural Guide.

COLLABORATION WITH OTHER PARTIES

17.12 All parties concerned should maintain communication about the case progress as appropriate for the protection of the child and provision of welfare service to the family.