家庭服务
Family Services

目标 Objective

家庭服务的目标，是維繫和加強家庭凝聚力，促進家庭和睦，
協助個人和家庭預防或應對問題，
並為未能自行應付需要的家庭
提供協助。

The objectives of family services are to preserve and
strengthen the family as a unit,
to develop caring interpersonal
relationships, to enable individuals
dand family members to
prevent personal and family
problems and to deal with
them when they arise, and to
provide suitable services
to meet needs that cannot
be adequately met from within
the family.
"Love Your Family Day" held at the Products Expo reminded the public to love their families.

### Secondary Level

- **Family Services Centres (FSCs)**
  - 66 centres
  - 91,089 cases served

- **Integrated Family Service Centres (IFSCs)**
  - 66 centres
  - 91,089 cases served

- **Single Parent Centres**
  - 5 centres
  - 3,753 cases served

- **Family Aide Service**
  - 44 workers
  - 2,544 cases served

- **Family Support and Resource Centres (FSRCs)**
  - 20 centres
  - 314 training/programme sessions

- **Family Care Demonstration and Resource Centre cum Carers’ Support Centre**
  - 1 centre
  - 314 training/programme sessions

### Tertiary Level

- **Family Crisis Support Centre**
  - 1 centre
  - 16,429来电
  - 3,518 persons/families served

- **Suicide Crisis Intervention Centre**
  - 1 project (commencing in April 2002)
  - 350 cases handled

- **Refuge Centres for Women**
  - 4 centres
  - 864 cases served
  - 77% average utilisation rate

- **Family and Child Protective Services Units (FCPSUs)**
  - 5 units
  - 6,586 families served
  - 1,094 social enquiry reports

- **Projects on Prevention and Handling of Elder Abuse**
  - 2 projects
  - 89 cases served
  - 129 group sessions
  - 372 volunteers recruited
  - 75 community education programmes

- **Action Plan for Street Sleepers**
  - 3 projects
  - 234 cases assisted to live off street
  - 84 cases matched with jobs
全年重點

宣傳及社區教育

【家庭暴力暨家庭強化】宣傳運動

為了延續「家庭暴力暨家庭強化」宣傳運動，另一項以【家庭暴力暨家庭強化】為主題的宣傳運動於2002年8月及2003年7月展開，鼓勵家庭（包括暴力事件的受害人）及早尋求專業援助，並宣傳現有的各項服務。

宣傳運動的內容包括標語創作及海報設計比賽，一系列的電視節目、地區活動、嘉許「家庭抵抗大使」，製作有關處理長者虐待暴力問題的電視宣傳短片、製作宣傳品包括筆記本和海報，以及在各區、公眾聚集和社區的當時放置街板和橫額，展示所得標語和海報。

Highlight of the Year

Publicity and Community Education

Publicity Campaign on Strengthening Families and Combating Violence

To continue the momentum of the Publicity Campaign on "Strengthening Families to Face Challenges", another publicity campaign on "Strengthening Families and Combating Violence" was launched from August 2002 to 1 July 2003 to encourage families, including victims of violence to seek early professional assistance and to promote services available.

The content of the campaign included slogan and poster competition, radio series, district programmes, "Resilient Family Ambassadors" award, TV APIs on elder abuse and sexual violence, production of publicity materials such as leaflets, posters and large roadside display boards and banners carrying the messages and images of the winning entries of the slogan and poster competitions to be displayed in conspicuous sites in all the districts, public housing estates as well as markets.

Improved Accessibility to Services

Enhanced Hotline Service

Arrangement has been made in April 2002 to enable the Samaritan Befrienders Hong Kong to flexibly deploy workers of the Suicide Crisis Intervention Centre to assist in running the agency’s non-subsidised hotline service hitherto operated solely by volunteers.

An additional $1 million was provided to the Family Crisis Support Centre (FCSC) in May 2002 for enhancement of its hotline service such that a total of 8 lines (including 3 warm lines answered by trained volunteers) are available.

Since 1 January 2003, the Departmental Hotline Service Unit (DHSU) has put in place a call transfer system between DHSU and FCSC. Under the new arrangement, calls ringing up DHSU outside the operating hours can be transferred directly to the 24-hour hotline services of FCSC. Backup support is also made available from the SCIC and the Department’s after office hours outreach teams for child abuse, battered spouse and psychiatric emergency to provide 24-hour outreach and crisis intervention services as and when necessary.

New Referral System with the Police

The Department and the Police have implemented a new referral mechanism since 1 January 2003 such that domestic violence incidents may be referred to the Department for follow-up services even in the absence of the consent of victims/alleged offenders subject to certain conditions met.

Extension of Service Hours

In addition to strengthening their interfacing with the Family Support and Resource Centres, all family services centres have adopted flexibility in arranging interviews and home visits outside normal office hours while many of them have also provided regular extended hours service during weekday evenings, Saturday and Sunday.

改善服務的方便程度

加強熱線服務

社會在2002年4月作出安排，讓香港華頓利益於活動期間下自殺危機處理中心的輔導員，協助該機構由義工提供的非資助熱線服務。

社會在2002年5月額外撥款100萬元，資助家庭危機支援中心加強其熱線服務。使熱線電話增加至八條（包括由義工接聽的三條熱線）。

由2003年1月起，社會部門熱線增設轉介系統，透過此項新安排，社會部門熱線於辦公時間以外接獲的來電，可直接轉介至24小時運作的熱線機構。與此同時，自殺危機處理中心及社工的非辦公時間處理受害者及虐待配偶的家庭危機支援服務，則由熱線轉介至社工緊急外展服務，為有需要的求助者提供24小時外展及社區危機處理服務。

與警方合作的新轉介機制

社會和警方於2003年1月推出一項新轉介機制，以使警方在未得事主同意時符合特定條件下將家庭暴力個案轉介予社會服務。

服務時間

除了加強與家庭支援及資源中心的接觸外，
所有家庭服務中心已在辦公時間外彈性安排面談及家訪，而其中很多中心亦已於平日晚上、周末及週日提供經常性的服務時間。
Integrated Family Service Centres provide a continuum of preventive, supportive and remedial services in one

To take forward the recommendation of the Review of Family Services, 15 pilot Integrated Family Service Centres (IFSCs) have been implemented since April 2002 with an in-built evaluative study conducted by the University of Hong Kong for a duration of two years. Under the guiding principles of accessibility, early identification, integration and partnership, the pilot IFSCs were set up by integrating existing family service centres and other community-based service units either through transformation, merging or strategic alliance to provide a package of preventive, supportive and remedial services within the same centre.

With this new service delivery model, there has been improvement in service accessibility, ability to reach out to at-risk families, partnership with community organisations and agencies, and users’ participation and satisfaction.

The Department will continue to monitor the progress of the pilot IFSCs with a view to re-engineering the existing family services to meet the changing needs of the community.

In the absence of a proper family service system, there is an urgent need for a family service network to reach out to at-risk families. To reinforce this, the SWD mounted street banners to remind the public to seek early assistance when in need.

Supporting Services
Clinical Psychological Services
The Chief Clinical Psychologist, 4 Senior Clinical Psychologists and 42 Clinical Psychologists (CPs) formed the second largest team of clinical psychologists in Hong Kong. Psychological assessment and treatment were the main service provided. In 2002-03, 2 022 assessment and 11 839 treatment sessions were conducted, serving a total of 2 626 clients. The CPs dealt with a wide variety of problems ranging from the more severe psychiatric disorders such as depression, personality disorder, sexual deviation, compulsive-obessional disorders, kleptomania and post-traumatic stress to milder psychological disturbances arising from conflicts within the family, work stress, interpersonal conflicts, and other adjustment difficulties. In addition to individual therapy, treatment groups for victims of abuse, battered women, battered men, sexual offenders and children with emotional difficulties were conducted.

CPs of the SWD also provided consultation visits to day activity centres, hostels for disabled persons, sheltered workshops, special child care centres and the Department’s residential institutions. Crisis intervention, in the form of debriefings, was provided on need basis to victims of critical incidents. Throughout the year, the CPs provided clinical supervision to CP trainees from both the University of Hong Kong and the Chinese University of Hong Kong. They provided training to allied professionals and contributed to public education through Operation Silver Lining which recorded over 400 media contacts and enquiries in the last year. In addition, the CPs had written numerous professional treatment and training manuals, research papers, and guidelines on clinical management of a variety of clinical problems all of which helped to promote the standard and quality of services for the public.
Service for Street Sleepers
The pilot project on the “Three-year Action Plan to Help Street Sleepers”, commencing operation since April 2001, had proved to be effective in assisting street sleepers to become self-reliant.

The number of street sleepers decreased from 1,203 in April 2001 to 690 in March 2003.

Service for Ethnic Minorities
While ethnic minorities are encouraged to use a wide range of mainstream welfare services to facilitate integration with the local community, to address the language barrier and cultural differences, a proactive and reaching out approach under the concerted effort of different stakeholders are adopted on a district basis to facilitate accessibility to service, early identification and early intervention.

Compassionate Rehousing
The Department completed a review on the guidelines on compassionate rehousing (CR) in October 2002. With more flexibility built in the criteria to assist people who have genuine housing need and deserve special consideration, including, among others, single parents with dependent children striving for self-reliance, elders with self-care ability intending to age in the community, persons with long-term financial problem including those bankruptcy cases or negative equity property owners having surrendered their private residential property to the bank, etc., 1,900 cases were recommended to Housing Department (HD) for CR in 2002-03.

While applications for public rental housing (PRH) transfer / splitting / addition of family members to PRH tenancy / reversion to tenant status remain under the purview of the HD, an enhanced referral mechanism between HD and the Department has been put in place such that social workers who refer their known cases to HD will highlight in the referral the social and/or medical circumstances to facilitate the consideration of HD and accelerate the decision-making process. In 2002-03, 2,572 cases for various forms of housing assistance on social and compassionate grounds were processed.

Family Services

To Combat Family Violence, Family Tragedies and Suicide
Family and Child Protective Services Units
The five regional Family and Child Protective Services Units are specialised units of the Department serving families with the problems of child abuse, spouse battering and child custody disputes. As an improvement measure, enhanced group work including therapeutic groups for male batters and children witnessing domestic violence was provided to victims of domestic violence and their family members. In 2002-03, 2,496 payments were made to needy individuals or families, amounted to $5.7 million.

Trust Funds
SWD administers four trust funds, namely Tang Shiu Kin and HoTim Charitable Fund, Li Po Chun Charitable Trust Fund, Brewin Trust Fund and Kwan Fong Trust Fund for the Needy. The purpose is to provide financial assistance to individuals and families to overcome their temporary financial hardships due to special and emergency situations. In 2002-03, 2,746 payments were made to needy individuals or families, amounted to $5.7 million.

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Multi-disciplinary Collaboration

The “Guide to Participants of the Multi-disciplinary Case Conference on Child Abuse” was revised in April 2002.

“Procedural Guidelines for Handling Sexual Violence Cases” have also been developed and put into practice since July 2002.

Action was underway to revise the ‘Multi-disciplinary Guidelines on the Handling of Battered Spouse Cases’ which was developed in 1996.

A website and a booklet on victim support services were being developed to promote the services available for the victims of spouse battering, child abuse and sexual violence. The website will be hyper-linked to other relevant websites and homepages. The website is expected to be in operation by mid-2003.

Information System and Research

To improve the understanding of family violence and identify the future direction of prevention and intervention strategies, Lotusie Funds grants were provided to conduct two studies, i.e. The study on homicide-suicide conducted by the Centre for Criminology of the University of Hong Kong in November 2002, and the study on child abuse and spouse battering expected to commence in the first quarter of 2003.

In both studies, assessment tools to facilitate the identification of at-risk cases will also be developed. Training will be provided to frontline professionals on the use of the assessment tools.

Action was undertaken to enhance the Central Information System on Battered Spouse Cases (CISBS) and the Child Protection Registry (CPR). The database of the CISBS will be expanded to include information on sexual violence cases and more data on battered spouse cases (e.g. occupation of the victims and batters, years of residence of the batters etc.). The enhanced CPR seeks to collect more specific information on child abuse cases (e.g. contributing factors of the child abuse incidents). These enhanced systems are scheduled to be implemented around mid-2003.