

THE HONG KONG COUNCIL OF SOCIAL SERVICE  
Service Development (Family & Community)  
**Specialized Committee on Family and Community Service**

Minutes of the 3rd Meeting of the Specialized Committee on Family and Community Service (2019-20) held on March 11, 2020 (Wednesday) via ZOOM platform.

**Present**

Ms Eliza LAM (Chairperson)	Caritas – Hong Kong
Mr Charles NG (Vice-chairperson)	Christian Family Service Centre
Ms Lea YIP	Breakthrough Limited
Mrs Doris LEE	Harmony House Limited
Ms Florence KONG	Hong Kong Christian Service
Ms Charrix LEE	Hong Kong Family Welfare Society
Ms Polly PANG	Hong Kong Sheng Kung Hui Lady MacLehose Centre
Ms KEUNG Choi-yin	Hong Kong Sheng Kung Hui Welfare Council Limited
Ms LAM Yee-mui	Boys' & Girls' Clubs Association of Hong Kong
Ms Iris LIU	International Social Service Hong Kong Branch
Mr Tom MA	The Salvation Army
Ms CHENG Miu-nar	Society for the Aid and Rehabilitation of Drug Abusers
Mr Raymond WONG	St James' Settlement
Ms Wendy WONG	Yang Memorial Methodist Social Service
Mr Kenny NG	Community Development Alliance
Ms Carol NG	Hong Kong Lutheran Social Service
Ms Sky SIU	KELY Support Group Limited
Mr Anthony Wong	The Hong Kong Council of Social Service
Mr Moses MUI	The Hong Kong Council of Social Service
Ms Lynn LAW	The Hong Kong Council of Social Service
Mr W S CHAN	The Hong Kong Council of Social Service
Ms Vivian KWONG	The Hong Kong Council of Social Service
Ms Noel CHOW (recorder)	The Hong Kong Council of Social Service

**Apologies**

Mrs Angela CHIU (Vice-chairperson)	Hong Kong Catholic Marriage Advisory Council
Dr Margaret WONG	Hong Kong Shue Yan University

**1. Confirmation of Minutes of Last Meeting**

The draft minutes of the meeting held on January 22, 2020 was circulated by email on February 27, 2020 and was confirmed with nil amendment.

**2. Matters Arising**

2.1 Working Group on Maintenance Issue

It was reported that Ms Wendy Wong has been elected as convenor in the 7<sup>th</sup> Meeting of the Working Group on Maintenance Issue on March 4, 2020.

She reported the progress of the Working Group during these months. It was noted that the HKU Study has been finished and the final report shall be submitted in March 2020. It was scheduled that the matter will be put up for discussion in LegCo Welfare Panel in June 2020.

While SWD has confirmed the existing policy and measure adopted by the SWD Field Units in helping those CSSA recipients in need of legal aid service (i.e. direct referral mechanism with Legal Aid Department) in previous meeting in June 2019, the pamphlet detailing such policy and measures regarding the matter of CSSA recipients with difficulties in receiving eligible maintenance had not been published yet.

Hence, the Working Group proposed the following tasks:

- i) Raise up the maintenance issue in the Council's annual submission to HKSAR CE in this year;
- ii) Further liaison with HKU research team and Family Council before LegCo Welfare Panel meeting (June 2020); and
- iii) Further engagement with legal professionals to develop strategic advocacy and public education plans.

Members supported the idea to put up the maintenance issue and recommendation in the upcoming annual submission given the latest development. It was also agreed to invite representative(s) from the specialized co-parenting support centres to join the Working Group for synergy in public education.

## 2.2 Welfare Agenda & Priorities Setting (WAPS) 2020

Paper 1: 2020 福利議題及優次有關家庭及社區優次項目及關注議題（草擬）had been sent to members for reference.

Further to the thorough discussion in the last meeting, members from the respective service networks shared in detail their recommendations and confirm the following foci:

- i) Supporting deprived families living in adequate housing  
支援居於不適切住房的基層家庭;
- ii) Regularization of support services for drug abusing parents  
加強對濫藥孕婦及父母的支援; and
- iii) Develop cyber family service (parent work)  
發展網上家庭服務 (家長工作)

Further consolidated paper will be prepared for members' endorsement by email circulation.

### 3. **Business Plan 2020-2021**

Business Plan 2020 – 2021 (Draft) was sent to members' as paper 2:

Mr Moses Mui briefed members the business plan with following highlights:

- i) To facilitate mindset change and practice change in **parenting** among the professional sector as well as the community of parents
  - by using transformative learning approach in parenting education
- ii) To advocate policy and service responses to support **divorced families** and children
  - by liaison with the co-parenting support centres
- iii) To advocate support for **families with substance abuse issues**
  - by collection of data of substance abuse families
- iv) To enhance the service delivery of **Integrated Family Service Centres (IFSCs)** for quality service
  - by conducting survey to collect data for reflecting the actual workload in handling complicated cases
- v) To organize overseas event related to interpretation and translation service
  - by formation of delegation to study quality translation service provision to ethnic minorities
- vi) To facilitate overseas exchange among local practitioners and regional counterparts on the **work on family**
  - by formation of subsidized delegation to participate CIFA Regional Symposium

Members endorsed the business plan and were noted that there would be a mid-term update in Business Plan in September 2020.

### 4. **Outbreak of COVID-19**

Paper 3: 社聯「社福抗疫資訊網站」一站式抗疫資訊平台 had been sent to members for reference, Mr Moses Mui reported that a website was launched to provide anti-epidemic information, 「社福抗疫資訊網站」<https://ac19.hkcss.org.hk>. This online platform had more than 60 (up to meeting date) NGOs and civil organizations posting their relevant reference to service users and the public. The following topics were included:

- i) 「防疫資訊」 --- 個人衛生及家居防疫
- ii) 「居家樂活」 --- 在家遊戲、運動和學習
- iii) 「快樂抗疫」 --- 精神健康及情緒支
- iv) 「好人好事」 --- 感人故事
- v) 「捐贈物資」 --- Me2You「社福界抗疫物資轉贈」 / GoodCity.HK「好人好市」

Moreover, due to this Outbreak, service provision had been highly affected. Therefore, members of Specialized Committee on Family & Community Service shared their views in the meeting as following:

4.1 The existing mode of operation: core services / program maintained, reduced or suspended

- In casework settings (IFSC, CCPSA), intake/counselling are maintained via zoom, phone call or even meet up at outdoor (e.g. public parks)
- Large workload for handling applications of emergency fund (i.e. Rainbow Fund)
- All programs are suspended, some group activities are maintained via zoom
- Door-to-door home-visits are suspended, and replaced by cold calls
- Distribution of protective materials (mask or hand rub) to service users' homes after receiving donation from the society
- Urine test service in CCPSA could not be suspended due to the demand from medical service or MDCC (suspected child abuse case related to drug abusing parent)
- Escort for client's medical follow up are suspended (i.e. psychotropic substance abusers in CCPSA)
- Online academic support is provided for school kids (e.g. homework assistance through the internet)
- Deprived school kids need to go to centre for doing homework due to lack of access to internet (no WIFI at home or inadequate mobile data)
- Women shelters, residential drug treatment centres and co-parenting centres maintained routine services
- Support hotline for cross-boundary DSE candidates is provided

4.2 Special protective measures implemented to conduct the service & program

- A/B team manpower arrangement is adopted to reduce risk
- Technology is used (e.g. Zoom)
- Adjust colleagues' sitting arrangement to avoid crowded office environment (e.g. use of activity room)
- Flexible use of family aides worker for supporting needy families (e.g. purchase of groceries)

4.3 Concerns about full resumption of service operation: when & how? Any support should be provided?

- How to strike the balance between responding clients' service needs and addressing safety concern of frontline colleagues?
- Clients' willingness or readiness to receive service is also a crucial factor
- Expectation on SWD in providing support for service resumption:
  - i) Central supply of protective materials (masks, protective clothes, sanitized hand rub). Or else, special grant for purchasing materials should be increased.

- ii) Relaxation of FSA (both in current year 2019-2020 and coming year 2020-2021). Extra effort of NGOs should be recognized (e.g. online work, distributing masks to service users etc).
- iii) SWD's guideline should be more detailed and specific to avoid confusion among operators.
- iv) Should not only rely on one-off emergency fund for families facing financial hardship. Assistance in longer term (e.g. 3-month rental assistance) should be set up.

#### 4.4 Clients' needs identified during the period of epidemic or predicted when fully resuming of service operation

- Anxiety of family members leading to more family (or parent child) conflicts. It is observed more cases in women shelters in recent month.
- High stress for working parents, especially parents with SEN kids. Childcare support is needed. Financial hardship due to unemployment or under employment. Not just one-off emergency fund relief.

*(Post-meeting note: the views of Specialized Committee had been channeled to SWD and a follow up zoom meeting with respective ADs was held on March 27, 2020 for in-depth discussion.)*

## 5. **For Information**

### 5.1 戒毒服務交流研討會 2020 (postponed to June 2020)

Ms Vivian Kwong, Project Officer reported that due to the Outbreak of COVID-19, the Conference would be postponed to June 2 to 3, 2020. Call for participants would be distributed to all agency members in late March 2020.

### 5.2 Budget Speech 2020

Paper 4: 【新聞稿 2020 年 2 月 26 日】 had been sent to members for reference. Mr Moses Mui highlighted the response and recommendation of the HKCSS as following:

- i) 現金紓困措施
- ii) 強化就業措施及失業支援
- iii) 支援非資助機構
- iv) 長者軟餐服務

## 6. **Progress Update**

Paper 5: Progress Update of Family and Community Service (January to March 2020) was sent to members for information.

The following items were included:

- i) Roundtable on Promoting Community Work Approach to Community Carer Support Service
- ii) Service Collaboration of Outreaching Teams for Ethnic Minorities (OTEMs)

- iii) Survey on Substance Abuse Pregnant women and Parents
- iv) Professional Exchange and Capacity Building in Drug Treatment Service
- v) Pro Bono Service for Legal Advice on Mitigating Injustice in Legal Proceedings Related to Domestic & Sexual Violence (DSV) Victims in EM Communities

Ms Lynn Law updated item ii) that OTEMs will seek collaboration with IFSCs soon.

**7. Any Other Business**

Nil

**8. Date of Next Meeting – May 13, 2020**

The next meeting would be held on May 13, 2020 (Wednesday) at 2:30 pm in Room 1410, Duke of Windsor Social Service Building.

There being no other business and the meeting was adjourned at 5:30 pm.

Adopted by

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Chairperson

On the          day of          2020