

## **PANEL ON WELFARE SERVICES**

### **Subcommittee to study issues relating to the strategies and measures to prevent and tackle family violence**

#### **Training on Family Services**

### **PURPOSE**

This paper provides information on the Social Welfare Department (SWD)'s training strategy on family services, and the training programmes organized for frontline social workers and other related professionals from 2001 to 2004.

### **BACKGROUND**

2. At the Subcommittee meeting of the Panel on Welfare Services held on 6 July 2004, Members expressed concern on the counselling approaches adopted by social workers of SWD and the adequacy of training to equip social workers in handling complicated family cases.

### **PHILOSOPHY BEHIND THE TRAINING POLICY**

3. 'Humanware' is the cornerstone of quality social welfare services. It has been SWD's policy to update and upgrade the knowledge and skills of social workers and other related professionals through on-going in-service training.

4. The challenges for social workers nowadays are greater than ever. As a result of changes in family structure and economic restructuring, family problems in Hong Kong have become more complicated, usually involving interpersonal dynamics which require greater sensitivity and more sophisticated skills on the part of the professionals involved. To cater for these, a dual emphasis on both awareness training and micro-skill training has been adopted as the training direction. For easy reference, a table summarising the

training programmes (briefings sessions not included) organized by SWD on the subjects of child abuse and domestic violence, elder abuse and other areas of family services is attached at Annex 1. Besides, various specialists and clinicians were invited to conduct training on different intervention approaches and advanced intervention skills. Some of these trainers are listed out at Annex 2.

## **TRAINING ON CHILD ABUSE AND DOMESTIC VIOLENCE**

5. Frontline professionals need adequate knowledge and skills to enable them to handle child abuse and domestic violence cases and take precautions to ensure the personal safety of the victims involved. In this connection, large-scale briefing sessions or seminars have been organised to address the operational issues, impart procedural guidelines, enable sharing of good practices, and promote effective collaboration among the professionals involved etc. Besides, micro-skills training has been conducted to equip frontline professionals with advanced intervention skills.

6. Between 2001 and 2004, SWD enrolled over 3,000 professionals from various disciplines, i.e. frontline social workers, clinical psychologists, police officers, teachers, medical professionals, etc. for its training programmes conducted (about 20 each year). Despite the diverse background of the local and overseas trainers invited to conduct these training programmes, the common messages conveyed include ‘zero tolerance to violence’ and ‘concern on personal safety of the victims and children involved’. Besides, as different schools of thoughts have strengths in different areas, SWD does not advocate the adoption of a single intervention approach/ therapy for all cases. Providing a vast spectrum of knowledge and skills helps frontline staff to arrive at objective assessments and formulate treatment strategies on a case-by-case basis using sound professional judgement.

## **TRAINING ON ELDER ABUSE**

7. From 2002 to 2004, SWD and the Hong Kong Christian Service, under its two-year Project on Elder Abuse Research and Protocol with support from the Lotteries Fund, provided various training for more than 1,800 professionals and non-professionals (including personal care workers and home helpers). The training focused on promoting workers’ understanding of the problem and enhancing their knowledge and skills in handling elder abuse cases.

## **TRAINING ON OTHER AREAS OF FAMILY SERVICES**

8. With the transformation of all family services centres into integrated family service centres (IFSCs), family caseworkers are required to have multi-skills in order to deliver a full spectrum of preventive, supportive and remedial services. Since the implementation of IFSC Pilot Project in 2002-03, tailor-made training courses were organised to facilitate mind-set change of social workers and to enable them to cope with changes in the service delivery mode. Between 2002-04, over 1,400 social workers received such training.

9. To keep abreast of the changing nature of family problems, we have also conducted training programmes to enable social workers to handle suicide cases, new arrivals, clients with debt problems, and pathological gamblers. On the other hand, to develop advanced counselling and coaching skills through continuous supervised practice, SWD has launched the Clinical Supervision Programme since 1996. Under this programme, a group of clinical supervisors are trained to lead clinical teams in their units or districts with a view to expanding their fellow workers' perspective in managing difficult or stuck cases. In 2003-04, some of these clinical supervisors received further training so as to enable them to take up the role of in-service trainers.

## **TRAINING STRATEGY**

10. With increasing complexity of family problems social workers have to handle, we have strategically focused our training on both awareness training and micro-skill training. In organizing micro and advanced skills training, we have consciously reduced the class size of some training programmes and lengthened the training days of others to increase the effectiveness of the training. The train-the-trainer approach adopted for the Child Protection Special Investigation and the Clinical Supervision Programme has been developed to facilitate retention and transfer of tacit knowledge and experience in practice in respective specialised areas. To meet the varying training demands of districts with different district needs, the District Training Subsidy has been made available to facilitate district staff to arrange their own training. Besides, for social workers who are unable to attend the training programmes, relevant training materials on family services including child protection have been uploaded to SWD's e-Learning Centre (eLC), newly launched in March 2003, to facilitate self-learning. As at 31 March 2004, 17 e-learning resources on family services have been uploaded with the total enrolment amounting to 407. In 2004-05, the eLC will be extended to all non-

governmental organisations.

### **WAY FORWARD**

11. To provide our frontline professionals with knowledge and skills in handling cases with different levels of complexity, local and overseas trainers with renowned status and rich clinical experience will continue to be invited to conduct various training programmes on assessment and intervention skills in handling child abuse, domestic violence and elder abuse cases. We shall continue to adopt such measures as train-the-trainer programme, e-learning solutions and clinical supervision programme etc to maximize the effectiveness of training.

### **ADVICE SOUGHT**

12. Members are requested to note the training strategy and programmes of SWD described in paragraph 3 – 11 above.

Social Welfare Department  
July 2004

**Training related to domestic violence, child abuse, elder abuse, family services  
(2001-02, 2002-03 & 2003-04)**

Name of Training Programme	No. of class
<b>A. On domestic violence</b>	
1. Seminar on Practice and Interventions in Cases of Domestic Violence	1
2. Seminar on Multi-disciplinary Interventions on handling Domestic Violence	1
3. Seminar on Custody and Access Disputes Involving Domestic Violence	1
4. Workshop on Interventions for Children Exposed to Domestic Violence	3
5. Seminar on Impact of Child Protection Legislation on Children	1
6. Seminar on Legal Perspective on Spousal Abuse	1
7. Use of Group Work in Treatment of Victims of Domestic Violence	1
8. Working on Individual/ Group Therapy for Perpetrators/ Battered Spouse	3
9. Engaging and Counselling Skills to Work with Resistant and Unmotivated Perpetrators	1
10. Assessing Safety and Risk in Domestic Violence Cases	1
11. Interventions with Male Perpetrators and Battered Spouse of Domestic Violence (Advanced Level)	1
12. Managing the Impact of Working with Domestic Violence	1
13. Handling Adult Victim of Sexual Violence	1
14. Practice and Intervention with Children and Young People in Domestic Violence Cases (Advanced Level)	1
15. Working with Divorcing Couples with Domestic Violence	2
16. Workshop on Families in Crisis – Families with domestic violence	6
17. Working with Battered Spouse & the Perpetrator	1
18. Seminar on Improving Professional's Responses to Family Violence	1
19. Recent Advance in the Assessment and Treatment of Domestically Violence Men	1
20. Identification and Management of Domestic Violence in Medical Settings	1
21. Half-day Seminar on Assessment Issues in Domestic Violence & Abuse	1
22. Domestic Violence Intervention "State of the Art" Best Practice	1
23. Seminar on Parenting After Divorce in High Conflict Families	1
24. Therapeutic groups for Specific Target Groups – Application of therapeutic group for victims of domestic violence	2
25. Induction Course for Newly Posted FCPSU Workers	2
26. Induction Course for Caseworkers in FSCs – Handling domestic violence and suspected child abuse case	6
<b>Sub-total</b>	<b>43</b>
<b>B. On child abuse</b>	
27. Physical Child Abuse: Working with Offending Parents	1
28. Seminar on Child Neglect	1
29. Seminar on Handling Suspected Child Abuse Cases	1
30. Workshop on Handling Suspected Child Sexual Abuse Cases	3

Name of Training Programme	No. of class
31. Train-the-trainers for Basic Programme on Child Protection Special Investigation	1
32. Basic Training Programme on Child Protection Special Investigation	7
33. Refresher Training for Train-the-trainers of CPSIT	1
34. Refresher Training on Child Protection Special Investigation	10
35. Training for Chairperson of Multi-disciplinary Case Conference on Child Protection	1
36. Training on Preparing Families to attend Multi-disciplinary Case Conference	1
37. Refresher Training for Social Workers of FCPSUs	1
38. Understanding Child Sexual Abuse (Intermediate Level)	1
39. Understanding Child Physical Abuse (Intermediate Level)	1
40. Workshop for Chairperson of Multi-disciplinary Case Conference (MDCC) on Child Abuse Cases	2
41. Training Programme for Support Person of Vulnerable Witnesses	1
<b><i>Sub-total</i></b>	<b>33</b>
<b><i>C. On elder abuse</i></b>	
42. Seminar on Elder Abuse	2
43. Consultation Session for Subject Branches on Elder Abuse	2
44. Workshop on Elder Abuse	6
45. Sharing Session on Handling Elder Abuse Cases: Successful Stories	1
46. Seminar on Preventing Elder Abuse and Neglect	3
47. Workshop on Preventing Elder Abuse and Neglect	3
<b><i>Sub-total</i></b>	<b>17</b>
<b><i>D. On other areas of family services</i></b>	
48. Advanced Workshop on Marital Counselling	1
49. Induction Course of Caseworkers in FSCs/IFSCs	6
50. Legal Aspects in Handling Child Custody Cases	2
51. Workshop on Conducting Child Custody Evaluations	1
52. Workshop on Complex Issues in Child Custody Evaluations	1
53. Understanding Services of Legal Aid Department	1
54. Seminar on Social Service Delivery Model for New Immigrants	1
55. Working with Emotionally Disturbed Children in Residential Settings	1
56. Seminar on Social Work Theories & Practice in Employment Service	1
57. Gender Sensitivity Training	6
58. Talk on Family Mediation	1
59. Working with Single Parents and their children	1
60. Half-day Briefing Session on Ending Exclusion Project for Single Parents on CSSA	1
61. Workshop on Working with Pathological Gamblers & Alcoholics	2
62. Workshop on Emotion Focused Couples Therapy	1
63. Working with Families Facing Divorce	1
64. Effective Parenting & Child Discipline	1
65. Workshop on Crisis Intervention	2
66. Seminar on Applying Bankruptcy	2
67. Workshop on Marital Therapy	2
68. Use of Play in Working with Children	1

Name of Training Programme	No. of class
69. Helping Children to Cope with Parents' Separation and Divorce	1
70. Talk on Permanency Planning	1
71. An Introduction to Family Group Conference	1
72. Supervised Practice on Family Mediation	2
73. Course for Train-the-trainer in Clinical Supervision	1
74. 4th Batch of intensive Training on Clinical Supervision	1
75. Two day Refresher Training for Clinical Supervisors/Trainees on Clinical Supervision	1
76. 1-day Seminar on Clinical Supervision for Senior and Middle Managers	1
77. Understanding Social Security Services	2
78. Customerized Course for Staff of Departmental Hotline Service	1
79. Marketing and Service Planning of Integrated Family Service	2
80. Seminar of Change Management of Integrated Family Service	1
81. Workshop on Change Management of Integrated Family Service	2
82. Advanced Skills Training for Family Counselling Units- Workshop on Therapeutic Groups for Specific Target Groups in IFSCs	4
83. Advanced Skills Training for Family Counselling Units-Workshop on Families in Transition	6
84. Working with Street Sleepers	2
85. Workshop on Crisis Intervention & Working with Aggressive Clients	1
86. Outcome Measurement for Family Life Education Programmes	1
87. Working with New Arrivals	2
88. Advanced Skills Training for Family Counselling Units- Workshop on Family in Crisis	6
89. Seminar on Handling Cases of Child Custody	1
90. Multi-skills Training for Family Resource Units and Family Support Units of IFSCs (for SWA or above)	11
91. Multi-skills Training for Family Resource Units and Family Support Units of IFSCs (for WW rank)	5
92. Alternatives to Violence Project – Basic & Advanced Training	1
93. Alternatives to Violence Project – Train-the-trainers	1
94. Experiential Workshop on Effective Telephone Communication Skills	1
95. Family Law in HK	1
96. Working with Customers in Debt	1
97. Training on Computerized Financial Records of DSWI Accounts	10
98. Working with Ethnic Minorities	1
99. Seminar on Parenting After Divorce in High Conflict Families	1
100. Seminar on Handling Cases of Divorce & Child Custody Issues for Child Care Staff	1
101. Multi-skills Training for Family Resource Units and Family Support Units of IFSCs on understanding and working with vulnerable families	1
102. Half-day Workshop on Understanding Teenagers' Emotional & Suicidal Problem in correctional/Residential Homes – Workshop I & II	3
103. Seminar on Youth Suicide – Understanding the Problems Behind	1
104. Seminar on Youth Suicide – A Follow-up Workshop for Handling Suicidal Cases	1

Name of Training Programme	No. of class
105. Course on Suicidal Risk Assessment and Intervention on Suicide Cases	3
106. 2-Day Course on Suicidal Risk Assessment & Intervention on Suicide Case	1
107. Workshop on Elder Suicide	4
108. Workshop on Youth Suicide	1
109. Suicide and Violence: Advanced Course on Assessment, Prevention and Post-trauma Intervention	1
<b><i>Sub-total</i></b>	<b><i>126</i></b>
<b><i>Total</i></b>	<b><i>219</i></b>



**List of overseas and local trainers involved in providing training on family services from 2001-2004**

**Dr. Robert Geffner**

Dr. Robert Geffner is the Founder and President of the Family Violence & Sexual Assault Institute in California, U.S.A. Dr. Geffner is a Clinical Research Professor of Psychology at the California School of Professional Psychology, Alliant University, San Diego. He is a Licensed Psychologist and a Licensed Marriage & Family Therapist in Texas and in California, and was the clinical director of a large private practice mental health clinic in Tyler for over 15 years. He is the editor of many internationally disseminated journals and edited books concerning books concerning family violence, e.g. Children Exposed to Domestic Violence: Current Research, Interventions, Prevention & Policy Issues, 2000

**Mr. Seth Goldstein**

Mr. Seth Goldstein is the Executive Director of Child Abuse Forensic Institute. He is a private consultant and attorney in private practice in California, USA. He has ample training experiences, either single or jointly with Dr. Geffner.

**Ms. Lynne McPherson**

Ms. Lynne McPherson is a private training consultant on handling domestic violence cases. She has extensive frontline and supervisory experiences on services relating to child abuse and domestic violence and presently is the contracted training consultant of the Department of Human Services, Victoria, Australia, on family violence, supervision and management. She has done numerous presentations and training throughout Australia and overseas and is the author of some publications on child protection.

### **Mr. Noel MacNamara**

Mr. Noel MacNamara is a private training consultant working with Ms. Lynne McPherson in Australia. Similar to Ms. McPherson, he also has extensive frontline and supervisory experiences on services relating to child abuse and domestic violence, in particular on services to batterers in domestic violence. He has done numerous presentations with Ms. McPherson both jointly and separately throughout Australia and overseas.

### **Prof. Howard Dubowitz**

Dr. Dubowitz is the Professor of Pediatrics at the University of Maryland School of Medicine and Director of the Child Protection Program at the University of Maryland Medical System. He is chair of the Child Maltreatment Committee of the American Academy of Pediatrics, Maryland Chapter and he is on the Executive Committee of the American Professional Society on the Abuse of Children (APSAC). Dr. Dubowitz's clinical work has included all forms of child maltreatment with a special interest in neglect. His research has been in the areas of child neglect, sexual and physical abuse, kinship care, and physician training on children abuse.

### **Prof. Roland Maiuro**

Prof. Roland Maiuro is the Director of the Anger Management, Domestic Violence, and Workplace Conflict Programs in Seattle and Associate Professor in the Department of Psychiatry and Behavioral Sciences at the University of Washington School of Medicine. He earned his doctoral degree in clinical psychology and has published extensively in the area of domestic violence. Prof. Maiuro is currently Editor-in-Chief for Violence and Victims, an internationally distributed research journal.

### **Dr. Philip Stahl**

Dr. Stahl is a psychologist in private practice in California specializing in custody evaluations. His clinical practice includes psychotherapy with children

and adults, child custody evaluations and teaching. He has become a continuing education provider of psychologists, clinical social workers, marriage and family therapist, and attorneys. Dr. Stahl has conducted numerous trainings throughout the States. Currently, he is the Treasurer of the Association of Family and Conciliation Courts (AFCC) California Chapter and is on the Editorial Review Board of AFCC's journal, Family Courts Review. He has written extensively on various issues in high-conflict divorce and custody evaluation.

### **Ms. Anne O'Dell**

Ms. Anne O'Dell who is a retired police sergeant, is the Training Director of STOPDV, Inc. She functioned as the first Domestic Violence Coordinator from 1990 to 1992 and led to the successful set up a specialized Domestic Violence Investigation Unit. She had trained and spoken across the country on this issue, as well as served on the faculty of the National College of District Attorneys and the National Council of Juvenile and Family Court Judges. She has given consultation as a "Law Enforcement Domestic Violence Expert" for many organizations including ABC News on the "Simpson" case.

### **Dr. Bernard Guerney, Jr.**

Dr. Bernard G. Guerney, Jr. is an internationally recognized researcher and clinician who developed the Relationship Enhancement (RE) model. The RE is a brief, systemic therapy for families, couples, children and also individuals, integrating concepts and methods from four major schools of psychotherapy - Humanistic, Psychodynamic, Learning Theory (Behavioral/Cognitive/Social) and Interpersonal. Its effectiveness has been proved by research in improving relationships and reducing symptoms and problems relating to marital and family difficulties, psychiatric patients, alcoholics, spouse batterers, drug addicts, juvenile delinquents, etc.

### **Dr. Louise Guerney**

Dr. Louise F. Guerney, Dr Bernard G. Guerney, Jr.'s wife, is one of the

foremost trainers in Child-Centred Play Therapy in the US. Play Therapy has been well documented to be an effective means to handle children's emotional or behavioural disturbance.

### **Dr. George Everly**

Dr. Everly is a fellow of the Academy of Psychosomatic Medicine and the American Institute of Stress, USA. He is one of the originators of the Critical Incident Stress Management (CISM) model which is by far the most well-known system of intervention for critical incidents and being practised in USA and many other countries. He is also the co-founder and Chairman Emeritus of International Critical Incident Stress Foundation (ICISF) and serves on the adjunct faculties of Loyola College in Maryland and the Johns Hopkins University. He has authored over 10 textbooks in the field of crisis intervention, disaster psychology and CISM.

### **Dr. Jeffrey Mitchell**

Dr. Mitchell is a Clinical Professor of Emergency Health Services in the Emergency Health Services Department at the University of Maryland, USA. He is one of the originators of the CISM model which is by far the most well-known system of intervention for critical incidents and being practised in USA and many other countries. He is also the co-founder and President of ICISF. He has authored over 200 articles and 7 books in the fields of crisis intervention, disaster psychology and CISM.

### **Dr. Monit CHEUNG**

Dr. Monit CHEUNG is a Professor of Social Work, Chair of the Children and Families Concentration and Principal Investigator, Child Welfare Education Project. She is a licensed Master Social Worker and Advanced Clinical Practitioner with ample clinical experience in working with child sexual abuse victims and their families and has done research on this area. She has extensive training experience on child protection and has been invited to conduct training programmes on child abuse and the Train-the-Trainer Programme on Child

Protection Special Investigation.

**Dr. LEE Wai-yung**

Dr. LEE is the Associate Professor of the Department of Social Work and Social Administration, the University of Hong Kong and the Director of the HKU Family Institute, the University of Hong Kong. She is the Co-director of Minuchun Center for the Family, New York, an AAMFT approved supervisor and the Honorary Consultant of the Peiking University, Institute of Mental Health. She has been the Consultant of the Social Welfare Department's Clinical Supervision Programme from 1996-2004, and is well-known for her extensive clinical and training experience.

**Mrs. Anita CHAN FOK Yuk-lin**

Mrs. Anita CHAN is the Senior Clinical Supervisor of City Oasis Counselling Centre. Apart from getting her first degree from the University of Hong Kong, she has received training various training on marital and family counselling in different countries such as America and the United Kingdom. She is recognised by the International Arbitration centre (HKIAC) as an accredited Divorce Mediation Supervisor.

**Mrs. Maria KONG YAM Yin-king**

Mrs. KONG is a very experienced counsellor and has been working with various kinds of marital problems for over 25 years. She was the Supervisor of Marriage Education, the Hong Kong Catholic Marriage Advisory Council before becoming the guest trainers of the City University of Hong Kong in 2003.