

PANEL ON WELFARE SERVICES

Review Panel on Family Services in Tin Shui Wai

Background

In light of the occurrence of the family tragedy happened on 11 April 2004 in Tin Shui Wai and the great public concern, the Director of Social Welfare set up a 3-person Review Panel on Family Services in Tin Shui Wai (the Review Panel) to review the provision and service delivery process of family services in Tin Shui Wai and to see what improvements could be made.

Report of the Review Panel on Family Services in Tin Shui Wai

2. The Review Panel on Family Services in Tin Shui Wai had completed the review and submitted to the Director of Social Welfare. A copy of the report is attached for Members' reference.
3. The Review Panel's observations relating to the case have not been included in the published report at this stage taking into account legal advice that these may affect any possible subsequent death inquest.
4. The Department is carefully studying the report and will follow-up on the recommendations in consultation with other government departments and non-governmental organisations concerned and will seek the views of Members in due course.
5. The Review Panel has also agreed to conduct a further review on the progress made with respect to the Report's recommendations in nine months' time.

Advice Sought

6. Members are invited to note the Report of the Review Panel on Family Services in Tin Shui Wai.

Report of Review Panel on
Family Services in Tin Shui Wai

Review Panel on Family Services in
Tin Shui Wai

November 2004

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Acknowledgements

We would like to express our sincere thanks to all the community stakeholders who attended meetings with the Review Panel on Family Services in Tin Shui Wai (the Panel) during the review. They include members of Yuen Long District Council, members of Yuen Long District Co-ordinating Committee on Family and Child Welfare Services, community leaders, academics, representatives from district organisations, non-governmental organisations, the Women's Commission, the Hong Kong Council of Social Service, and government departments. Equally, we are most grateful to the participation of individuals and groups who took the initiatives to give their views as well as provide information and reference material to the Panel for the review.

The Review Panel on Family Services in Tin Shui Wai
November 2004

Abbreviations

CCA	Committee on Child Abuse
CISM	Critical Incident Stress Management
CPR	Child Protection Registry
CPSIT	Child Protection Special Investigation Team
CSSA	Comprehensive Social Security Assistance
DCC	District Co-ordinating Committee
DSWO	District Social Welfare Officer
DSWO(YL)	District Social Welfare Officer (Yuen Long)
FCPSU	Family and Child Protective Services Unit
FSC	Family Services Centre
FSNT	Family Support Networking Team
FSRC	Family Support and Resource Centre
HA	Hospital Authority
HAD	Home Affairs Department
IFSC	Integrated Family Service Centre
LegCo	Legislative Council
MDCC	Multi-disciplinary Case Conference
MSSU	Medical Social Services Unit

NGO	Non-governmental Organisation
SWD	Social Welfare Department
the Guide	Procedures For Handling Child Abuse Cases, Revised 1998
the Panel	Review Panel on Family Services in Tin Shui Wai
the Police	Hong Kong Police Force
TSW	Tin Shui Wai
TSW (N)	Tin Shui Wai (North)
TSW(N)IFSC	Tin Shui Wai (North) Integrated Family Service Centre
TSWIFSC	Tin Shui Wai Integrated Family Service Centre
YL	Yuen Long

Chapter 1 Introduction (Background, Objective and Methodology)

Background

1.1 A family tragedy happened on 11 April 2004 in Tin Shui Wai (TSW) in which 3 members (mother and 2 young children) of a family receiving Comprehensive Social Security Assistance were killed in the incident (and later the father also passed away on 23 April 2004). The mother who was a new arrival from the Mainland had sought help from social workers, shelter for women, and police prior to the tragedy. The incident aroused a great deal of public attention and concern especially in respect of the needs of TSW as a newly developed community, and service to the family-in-question. In the light of the tragedy, members of the Legislative Council Panel on Welfare Services called a special joint meeting of the Panel on Security and Panel on Welfare Services in April 2004 to discuss issues relating to family violence. At the same time, many submissions giving comments, views and suggestions in preventing and tackling the problem were also received by the LegCo Panel on Welfare Services.

1.2 In light of the occurrence of the family tragedy and great public concern, the Director of Social Welfare set up a 3-person Review Panel on Family Services in Tin Shui Wai (the Panel) to review the provision and service delivery process of family services in Tin Shui Wai, to recommend measures to strengthen the effectiveness, co-ordination and other aspects concerning service provision and delivery of family services in Tin Shui Wai. The membership of the Panel is at Appendix 1.

1.3 The Panel was expected to complete the review and report to the Director of Social Welfare in six months' time.

Objective

1.4 While the Panel would take into account how the case-in-question was handled in terms of procedures and co-ordination when conducting the review, its terms of reference are as follows:

- (a) To review the provision and service delivery process of family

services in Tin Shui Wai in the light of the case-in-question.

- (b) To recommend to the Director of Social Welfare measures to strengthen the effectiveness, co-ordination and other aspects concerning service provision and delivery of family services in Tin Shui Wai.
- (c) To recommend to the Director of Social Welfare any other general issues concerning the handling of family cases.

Methodology

1.5 The Panel adopted an open, transparent and impartial approach in conducting the review such that as far as possible, all information, data, views, comments and suggestions relevant to the purpose of the review were collected. Hence, the coverage of the review ranges from information related to the handling of the case-in-question to the overview of the effectiveness, co-ordination and other aspects concerning service provision and delivery of family services in Tin Shui Wai. The review involved site visits, meetings with concerned parties, and document research related to family services. The following paragraphs give an account of the work done for the review.

Visits to Tin Shui Wai

1.6 Having gathered an initial understanding of the case-in-question and worked out an action plan for conducting the review, the Panel paid a site visit to Yuen Long District and Tin Shui Wai at the end of April 2004 so as to have a better knowledge of the town layout, physical and geographical characteristics, environmental condition and community facilities in the area. The Panel also paid visits to the Social Welfare Department (SWD) Yuen Long District Social Welfare Office, SWD Tin Shui Wai Integrated Family Service Centre, International Social Service - Hong Kong Branch Tin Shui Wai (North) Integrated Family Service Centre, Caritas Yuen Long Family Services Centre, and SWD Tin Shui Wai Family Support and Resource Centre.

Meetings with Social Welfare Department Officers, Non-governmental Organisation Service Operators and Consultant on Integrated Family Service Centre

1.7 As the District Social Welfare Officer (Yuen Long) (DSWO(YL)) is responsible for administering and co-ordinating the operation of the Social Welfare Department service units in the district, the Panel had a meeting with the DSWO(YL) and officers supervising concerned service units providing family services to residents in Yuen Long and Tin Shui Wai, including Family Services Centres, Integrated Family Service Centre, Social Security Field Units, Family and Child Protective Services Units, Medical Social Services Units, and Planning and Co-ordinating Teams. The Panel also had meetings with concerned officers in Social Welfare Department Headquarters responsible for planning and development of family and related services, including the subject Assistant Director and officers in the Family and Child Welfare Branch and Clinical Psychological Service Branch. The list of SWD officers met is at Appendix 2(a). Taking into account of the impact of the service re-engineering exercise in family services and the implementation of IFSC as a new model of family service operation and delivery, the Panel also had a meeting with Dr Joe Leung of the University of Hong Kong, the consultant on the review of family services and implementation of the pilot projects on IFSC.

1.8 Apart from Social Welfare Department being the service provider, the subvented services provided by non-governmental organisations (NGOs) also play a significant role in providing welfare services to the community in Hong Kong. Hence, the Panel also met with a number of NGO service units serving the community in Yuen Long and Tin Shui Wai including IFSC/FSC, Family Life Education Unit, Integrated Children and Youth Services Centre, and Suicide Crisis Intervention Centre. In addition, the Panel also met two school headmasters serving in Yuen Long district, one from a kindergarten and one from a secondary school so as to have more understanding of the needs of the students and their families. The list of the units and the persons met is at Appendix 2(b). The Panel also paid visits to two refuge centres for women, namely SWD Wai On Home for Women and Harmony House to have a more direct understanding of the setting, facilities and operational details of these centres.

Meetings with Other Concerned Government Departments

1.9 The Tin Shui Wai family tragedy involved various issues which include how to help individuals and families encountering family disputes, domestic violence, child abuse and new arrivals from the Mainland. As a concerted effort of different government departments is necessary in helping individuals and families facing these problems, the Panel arranged meetings with a number of government departments, including the Hong Kong Police Force, the Home Affairs Department, the Education and Manpower Bureau, the Housing Department and the Labour Department. The Panel deliberately met representatives of these government departments and bureaux from both headquarters and frontline offices so that a more comprehensive overview of the policy development, service implementation and operational details in helping individuals and families encountering family disputes, domestic violence, child abuse or new arrivals could be obtained. Other than Yuen Long, the Panel also had meetings with representatives of the Hong Kong Police Force and the Home Affairs Department from other districts including Tuen Mun, Kwun Tong, Wong Tai Sin, and Eastern where there are also a great number of new arrival families, single parent families, battered spouse cases and child abuse cases. The list of the officers met is at Appendix 2(c).

Meetings with Relevant Co-ordinating Committees at District Level

1.10 To ensure a more effective co-ordination of the provision of services and facilities and communication among different sectors at the district level, there exist several co-ordinating and collaborating mechanisms in each district under the auspices of the Home Affairs Department and the Social Welfare Department. Under the District Administration Scheme, a District Council and a District Management Committee are established in each of 18 districts to enhance communication among the government departments and different concerned parties in the district and also to reflect to Government the needs of the district. Thus, during the review, the Panel conducted a meeting with members of the Yuen Long District Council to have a better understanding of their work and experiences, as well as to gather their views and suggestions with respect to the local situation and welfare needs. The list of members of the Yuen Long District Council met is at Appendix 2(d).

1.11 The District Social Welfare Officer of the Social Welfare Department takes charge of the District Co-ordinating Committees which represent the existing co-ordinating mechanism for welfare services covering five different services, namely Family and Child Welfare, Youth, Elderly, Rehabilitation, and Volunteer Movement. For the purpose of the review, the Panel had a meeting with the Yuen Long District Co-ordinating Committee on Family and Child Welfare Services to discuss their work in Yuen Long and Tin Shui Wai as well as their comments on the co-ordinating mechanism, local welfare needs and suggestions for improvements. The list of the members of the Committee who attended the meeting with the Panel is at Appendix 2(e).

Meetings with Workers Handling the Case-in-question

1.12 Taking into account of Paragraph 1.4(a), the Panel considered it necessary to have meetings with the workers who had handled the case-in-question and the concerned supervisors to have a better understanding of the case processing and development. In this connection, the Panel met with social workers and staff of the concerned service units. They include staff of the International Social Service - Hong Kong Branch Tin Shui Wai (North) Integrated Family Service Centre, Social Welfare Department Family and Child Protective Services Unit (New Territories West), Social Welfare Department Wai On Home for Women, and the Hotline Service of Harmony House. The details are listed at Appendix 2(f).

Meetings with Individuals and Groups Having Submissions to the LegCo Welfare Panel

1.13 In the light of the public concern and attention from the LegCo Welfare Panel over the family tragedy, the Panel invited all individuals and groups who had made submissions to the LegCo Welfare Panel to meet with the Panel so that they could provide comments, views or recommendations regarding the case-in-question, general issues relating to case handling and provision and delivery of family services in Tin Shui Wai. The lists of the individuals and groups who met with the Panel are attached at Appendix 2(g).

Public Announcement

1.14 The Panel took the opportunity to obtain views from a variety of perspectives and to draw on the experience and wisdom of interested parties as far as possible during the course of the review. In addition to holding meetings with relevant government departments and other agencies concerned, the Panel openly invited members of the public to make their views known to the Panel. To this end, the Panel made an announcement in some newspapers on 7 May 2004 and 28 May 2004. Besides, the announcement was also uploaded onto the website of Social Welfare Department in June 2004. At the same time, noting the concerns from the Women's Commission and some academics over the review, the Panel also arranged meetings with them. The list of all these individuals or groups whose comments and views the Panel had given attention and consideration is at Appendix 3.

Document Research

1.15 The Panel adopted an evidence-based manner in the review and assessment by drawing reference from available data and statistics related to the subject matter as far as possible. A document review was also conducted on the existing guidelines, manuals, policy papers, study reports, etc. At the same time, document research of related reference materials in overseas countries including manuals and guidelines of relevant subject, research findings, new knowledge and skills, etc. was also made with a view to identifying useful and applicable knowledge and approach for service improvement in the local situation. The Panel had studied a great variety of references during the review, and the more significant references were identified at Appendix 4.

Approach in Making Recommendations

1.16 Based on the observation and information collected, the Panel examined practices and experiences in relation to the service provision and delivery of family services in Tin Shui Wai in drawing up suggestions and recommendations for improvements. The Panel would aim to make specific, concrete, and practicable recommendations taking into consideration of the current socio-economic and fiscal situation. The proposed improvement

measures would be geared towards the specific needs of particular groups in the community or newly developed areas. Some of these suggestions might help to ameliorate the situation immediately whereas others would focus on resolving difficulties on a short-term or long-term basis.

Chapter 2 Tin Shui Wai as a Newly Developed Area

Issues on Town Planning

2.1 Tin Shui Wai (TSW), a newly developed town within the Yuen Long District, used to be an area mainly occupied by fish farms and duck farms. Population there was scarce until the 1980's. Upon joint effort from Government and a private developer, the development of TSW as Hong Kong's eighth new town began in 1987. The TSW area is divided into TSW South and TSW North. The initial reclamation of land on the southern part of the area was completed for the development of the first public housing estate in 1992. Building works for housing estates also began in the northern part of the area by stages followed by phased population intake since 2001. As projected by the Planning Department, the overall population of the TSW new town is expected to increase from 258,600 in 2003 to about 291,400 in 2011 while the population of 542,600 in the whole Yuen Long District in 2003 is also expected to increase to 639,300 in 2011. The location map - "Yuen Long – General Land Use" of the Planning Department is at Appendix 5.

2.2 The Panel understands that there are planning standards and guidelines adopted by Government in town planning covering the distribution of land uses and facilities, as well as the scale, intensity and site requirements of developments. However, as a result of changes in the housing policy over the years and economic downturn, housing development in Tin Shui Wai has been greatly affected. In TSW (South), there are five estates under the Home Ownership Scheme, four public housing estates and one private housing estate. As it was developed at the earlier stage, the outlook of TSW (South) is comparatively less congested having a park, a sports ground, areas of commercial activities, etc. Public and social amenities provided include a small library, indoor recreation centre, and some shopping centres.

2.3 On the other hand, Tin Shui Wai (North) which was developed at a later stage has to a greater extent been affected by the change in housing policy in the 1990s. All the subsidised housing projects originally planned in TSW (N) have turned out to be public housing, and there is only one estate under the Home Ownership Scheme and one small private housing estate with 1,091 units. In this community, public housing estates are high-rise and congested. Public or recreational facilities like playgrounds are rare, and

libraries, football fields, and swimming pools are absent. This has led to a very unbalanced distribution of land use in TSW (N).

2.4 The Panel notes that the poorly balanced distribution of public and private housing has very much affected the population profile in Tin Shui Wai. As at May 2004, the total population in TSW was 289,393, having 58.5% and 21.8% living in public housing estates and Home Ownership Scheme Housing respectively. But, the number of persons living in public housing in Tin Shui Wai (North) was 89,206, representing 86% of the total population in that area. Parallel to the rapid increase in population and the high portion of population living in public housing estates in TSW, there has been an increasing demand for public facilities and social services to meet the needs of the residents in the newly developed and remote area. Business activities are minimal and consequently there are scarce employment opportunities. Due to its remote location and high travelling cost, many of TSW residents have the impression that TSW is a boring and isolated community. For reference, a location map - "Tin Shui Wai New Town Development – General Land Use" of the Planning Department is attached at Appendix 6.

2.5 The Panel was astonished to see such poor environment and considers the town planning and development in Tin Shui Wai unacceptable. There has been a lack of public facilities and social services to tie in with the rapid growth of population in TSW. Although various government departments have apparently introduced some measures to tackle the problem of insufficient community facilities in TSW (N), such as deploying savings to build a 7-person football pitch, arranging the mobile library service, etc., **the Panel considers that Government should have played a more proactive role in making improvement measures in this poorly developed new town. Inter-departmental and cross-sector co-ordination and collaboration should be further encouraged and strengthened to support community building. In particular, the District Officer of the Home Affairs Department should assume a more forthcoming role to facilitate the establishment and operation of a standing mechanism to review town planning of the district at the District Council level. The review should be conducted at a regular interval, say annually.**

Issues on Welfare Needs Assessment in Tin Shui Wai Area

2.6 Drawing reference from available data on the demographic profile and other socio-economic indicators of the residents in Tin Shui Wai, the Panel has found that individuals and families face many family and social problems. According to statistics available in Social Welfare Department's Central Information System on Battered Spouse Cases, Yuen Long District ranked second in the number of battered spouse cases during the years 2002 and 2003. YL district is usually among the top three districts having the highest numbers of child abuse cases, single parent families, unemployment Comprehensive Social Security Assistance cases, and new arrival families. For instance, as at January 2004, the number of cases on unemployment CSSA in Yuen Long ranked third among all districts and out of these 7,544 cases in YL, 61% was in TSW. In view of such findings and observations regarding the district profile, **the Panel considers it necessary to critically assess the welfare needs of the district and scrutinise the available services provided to the residents in the area.**

Chapter 3 Services To Support The Family

3.1 To provide support and welfare services for families, the Panel has been given to understand that the Social Welfare Department adopts a three-pronged approach in the development and provision of family services, namely the primary, secondary and tertiary levels. The spectrum of services at different levels serving different purposes include publicity and public education, developmental programmes, counselling and casework services, specialised services (including refuge centres for women) and crisis intervention for cases in child abuse, child dispute and domestic violence.

Setting up of Family Services Centre in Tin Shui Wai

3.2 The population and the identified intensity of the social problems and needs (such as child abuse, battered spouse, new arrivals, single parent families) are the key factors taken into account in the service planning of Family Services Centres (FSCs). In the past, a FSC was planned for a population of 150,000. With reference to the consultancy study on family services and experiences of the pilot project on Integrated Family Service Centre, an IFSC is planned for a population from 100,000 to 150,000. However, the Panel was appalled to note that at the beginning stage of the population intake in the area, family services were only provided to residents in Tin Shui Wai by a Family Services Centre located in Yuen Long town. It was definitely inconvenient for the residents in TSW in need of family services and had certainly deferred them from seeking help in a timely manner.

3.3 Taking into consideration of the rapid population growth and the increasing service demand in TSW, the provision of family counselling and casework services should have been further expanded at an earlier stage as the population of TSW had already reached 200,000 by 2000. The provision at that time was still limited to a sub-office at the Tin Yiu Estate Community Centre providing outreaching services to the residents of TSW. The Panel considers this kind of planning as totally unacceptable. The TSW IFSC of Social Welfare Department was formally set up in March 2002 and then, another IFSC, the TSW(N)IFSC run by International Social Service - Hong Kong Branch started to provide service to the residents in July 2003.

3.4 The development of provision of Family Services Centre in Tin Shui Wai did not adequately match with the increase in population and service demand. The Panel was given to understand that one of the obstacles in setting up a new service unit in TSW was the problem of securing suitable and available premises. The Panel can hardly accept this in view of the rapid development and growth of various housing estates in the area during all these years. **The Panel strongly feels that measures must be taken to rectify the situation and recommends Government to introduce measures to ensure closer co-ordination among government departments in setting up of new services, including securing suitable premises.**

Welfare Service Provision in Tin Shui Wai

3.5 There are ten Social Welfare Department service units administered under the District Social Welfare Officer (Yuen Long), namely three Family Services Centres/Integrated Family Service Centres, three Social Security Field Units, the Planning and Co-ordinating Team, two Family Support and Resource Centres and one Family Support Networking Team* serving the whole Yuen Long District i.e. including Tin Shui Wai. Psychological/intellectual assessment as well as psychotherapy services are available from SWD Clinical Psychology Unit for those in need or emotionally disturbed residents in the district. SWD medical social services at Tuen Mun Hospital and Castle Peak Hospital also provide assistance to patients and their families in need, including domestic violence and child abuse cases. Family and Child Protective Services Unit (New Territories East) and Family and Child Protective Services Unit (New Territories West) are responsible for taking care of child abuse cases, battered spouse cases and child custody cases in YL and TSW respectively. Other subvented welfare services provided in YL include two Integrated Family Service Centres, three Family Life Education Units, medical social services in Pok Oi Hospital, eight Integrated Children and Youth Services Centres/Children and Youth Centres, two outreaching teams, and other related services in school social work, child care services, services for elderly and the disabled, etc. A map showing the location of some major welfare services in Tin Shui Wai is at Appendix 7.

3.6 The Panel noted that there were a total of 118 subvented social

* The FSRCs and the FSNT have been merged to form IFSCs in the district with effect from October 2004.

welfare service units in Yuen Long as at August 2004. Based on a rough head count exercise assisted by the District Social Welfare Officer (Yuen Long), the Panel has found that as at August 2004, there were a total of 377 registered social workers serving Yuen Long district. It is understood that all these resources are serving the whole Yuen Long District, Tin Shui Wai being part of its service boundary. As for family service, there are three Family Services Centres/Integrated Family Service Centres (one operated by SWD and two by non-governmental organisations) serving TSW area.

3.7 While the Panel noted that a considerable amount of resources has been allocated for the provision of social welfare services in Yuen Long, they have not been mobilised flexibly enough to cope with the changing social needs of the community. For instance, to cope with the rising needs for family service in the district, social workers in youth service could be enlisted to assist in providing family service as an emergency arrangement. **The Panel considers the effective deployment of welfare resources is an issue that the Social Welfare Department must address and improve. In this regard, the Panel also believes that support and cooperation from the non-governmental organisations is crucial to the effective deployment of welfare resources.**

Service Re-engineering of Family Services Centre to Integrated Family Service Centre

3.8 The Panel was given to understand that the Social Welfare Department had conducted a Review of Family Services in 2001 and based on this, the “child-centred, family-focused and community-based” approach has been adopted. Services provided by Family Services Centres are being re-engineered into Integrated Family Service Centres (IFSCs) which are to provide a continuum of preventive, supportive and remedial services in meeting the needs of families in a holistic and cost-effective manner. It will take one year to materialise the implementation of IFSCs and all IFSCs will have been formed by the end of March 2005.

3.9 The Panel notes that to have equitable distribution and re-deployment of manpower among the different service levels in an Integrated Family Service Centre is a challenging issue for the service operator in tackling the service demand and meeting the needs of the service users. It is

equally demanding on the Social Welfare Department in monitoring the implementation and progress of formation of IFSC in both SWD and non-governmental organisations to ensure the smooth operation and delivery of services to the community.

District Support to Integrated Family Service Centre

3.10 Through the re-engineering exercise of Family Service Centres, the Social Welfare Department appears to have made an attempt to achieve an overall territory-wide re-distribution of resources based on a combination of factors including the population to be served, complexity of social problems as well as district characteristics and needs. SWD had also conducted a series of preparatory activities for the exercise, including consultation with service operators, briefing and sharing of experiences, etc. In view of the complexity of the whole exercise and the new service delivery model of IFSC, the Panel considers that this re-engineering exercise has cast a significant impact on the design and delivery of family services in Hong Kong. The Panel strongly recommends that besides giving ample support to smoothen the re-engineering process, **the District Social Welfare Officer needs to play a very proactive and vigorous role in serving as the architect of the district in the overall planning, development and delivery of welfare services, including giving special attention and intervention for the specific needs or demands in the district.**

Preparing Service Operators in Setting up Integrated Family Service Centre

3.11 With the formation of Integrated Family Service Centre, the Panel notes that each demarcated operational area of an IFSC will be served either by a Social Welfare Department IFSC or Non-governmental Organisation IFSC. However, SWD IFSC will also take up family cases within the service boundary of the NGO IFSC if these cases require statutory application and intervention or if they are more suitably to be handled by SWD such as cases requiring management of Director of Social Welfare Incorporated Accounts, issuance of medical waiver, etc. In the service re-engineering process, SWD has assisted NGO operators by providing training as well as sharing centrally and at district levels.

3.12 At the district level, given the rapid development of the district and increasing service demand in Tin Shui Wai, the Panel notes that a number of training and sharing sessions were organised on case management and clinical skills for concerned staff. Since 2001, there had been a total of 36 sharing and training sessions organised for SWD and NGOs staff in Yuen Long district on family case handling, use of community resources, etc. The Panel also notes that the District Social Welfare Officer (Yuen Long) had convened liaison and meetings with government departments and other local organisations in the district to brief them on the implementation of Integrated Family Service Centres and help to build up their partnership with the NGO IFSCs.

3.13 **The Panel agrees that as much preparation as possible is essential for setting up an IFSC as the NGO may not have the necessary knowledge and experiences in handling all types of family cases.** Besides, orientation and refresher training are also needed for those engaged in traditional family casework settings to expand their knowledge and skills in outreaching, prevention and developmental services which are provided in IFSCs. **The Panel recommends that as an IFSC provides integrated services to users, specialisation of knowledge and skills should be developed and maintained internally in different small groups of staff, say three to four staff, so as to meet specific needs of service users and thus designated staff should be given specialised training accordingly.**

Resource Utilisation of Integrated Family Service Centre to Serve District Needs

3.14 With the formation of an Integrated Family Service Centre, there will be a minimum of 12 social workers in each centre while some IFSCs may have more social workers depending on the population to be served and complexity of the problems in the district. The social workers in each IFSC should be deployed appropriately to serve the 3-tier functions in helping families in the district, i.e. preventive, supportive and remedial levels. The IFSC is also given full discretion to design its services and run special programmes to meet specific needs of the district it serves. As in Tin Shui Wai, the Panel notes that there were joint programmes organised by IFSC and Integrated Children and Youth Services Centre in the area. Given the integrated service delivery model of IFSC, the Panel is of the view that the

advantages with regard to the flexibility in service design, resources mobilisation and community collaboration should be fully made use of. The Panel also understands that the support of individual agencies in the community as well as their working relationships with each other is indispensable for the effective operation of IFSCs. **To ensure more effective utilisation of resources and better co-ordination of services, the Panel fully supports close collaboration between IFSCs with other welfare service units in the district. The Panel considers that the District Social Welfare Officer would be in the best position to promote the mutual sharing, co-ordination and collaboration at the district level.**

Creating and Maintaining Expertise in Integrated Family Service Centre

3.15 While the service model of Integrated Family Service Centre has been newly implemented, social workers serving in the centre need to develop and enrich their knowledge and skills as demanded in the new service model, ranging from outreaching activities to conventional counselling and casework services. The Panel notes comments from the sector that the different levels in the IFSC should be further integrated in order to ensure greater continuity in service delivery. **The Panel shares such observation and recommends that greater sharing and communication among social workers working at different units within the IFSC, especially between the Family Support Unit and the Family Counselling Unit which both require experiences in crisis intervention and risk management, should be encouraged. The Panel also considers that there is a need to strengthen the efforts on early identification of problems with a better developed risk assessment tool to facilitate a more prompt and effective service delivery and intervention.**

Chapter 4 Welfare Planning, Delivery and Co-ordination at the District Level

4.1 Upon the re-organisation of the Social Welfare Department which took place in September 2001, the roles and functions of the District Social Welfare Officers were enhanced in the planning of welfare services on a district basis, collaborating with local personnel to facilitate implementation of social welfare policies, co-ordinating with NGOs in respect of delivery of services, establishing a more proactive social outreaching network to help the needy and the disadvantaged, etc. The DSWO is expected to play a pivotal role at the district level to ensure accessibility of welfare services to those in need and to help build up a more caring community through mutual support.

District Co-ordinating Committee on Family and Child Welfare Services

4.2 Under the chairmanship of the District Social Welfare Officer, each district has four District Co-ordinating Committees (i.e. DCC on Family and Child Welfare Services, DCC on Elderly Services, DCC on Rehabilitation Services, and DCC on Volunteer Movement) and one to two Local Committees on Services for Young People. These committees are the existing key mechanism whereby the DSWO taps the expertise and opinions from relevant stakeholders in the district, including District Council members, local leaders, representatives from government departments such as the Home Affairs Department, the Education & Manpower Bureau, the Police, services providers, local organisations, and service users in district welfare planning.

4.3 The major functions of the District Co-ordinating Committees include: to review the provision of welfare services in the district, to identify service needs, to make recommendations to improve the existing provision and to enhance liaison and co-ordination of resources among different disciplines and organisations concerned in the district. The District Co-ordinating Committee on Family and Child Welfare Services in Yuen Long District had regular quarterly meetings during the past 2 years. These meetings had also covered discussions on district needs on family and child welfare services, annual work plans, progress in service re-engineering projects in the district, and district-based joint promotional work and projects, etc.

4.4 It is noted that the Yuen Long District Co-ordinating Committee on Family and Child Welfare Services has deliberated on the problem of domestic violence and child abuse in Yuen Long and agreement has been reached to promote multi-disciplinary communication and publicity as well as education to strengthen awareness of the problem in the district. However, the Panel has received comments that in spite of all these activities, the DCC is mainly serving an information exchange function as its members have different backgrounds and vested interests. There is expectation from the community that the DSWO would facilitate the conduct of a more systematic district need assessment and planning to cope with the specific needs of the district.

4.5 The Panel considers that district co-ordination through District Co-ordinating Committee is in place but such mechanism is unable to fully meet the rising expectations of community stakeholders and support the enhanced functions of the District Social Welfare Officer in service planning and co-ordination. **The Panel views that there is a need to review the DCC mechanism in terms of its roles, functions, and structures.** The Panel is aware that since July 2004, a pilot project of “District Welfare Council” is being tested out in Kwun Tong to strengthen and formalise the planning and co-ordination mechanism. The outcome and experience of the project is expected to throw light on improvement measures and a new direction in enhancing district welfare planning and co-ordination.

Greater Flexibility in Mobilising District Resources under Crisis Situation

4.6 Under the co-ordinating mechanism of District Co-ordinating Committees, it is a common practice at the district level to set up task groups for planning and implementing specific projects in response to the work plans drawn up each year or emerging issues on an ad hoc basis. In the Yuen Long District, task groups such as Task Group on Prevention of Domestic Violence and Child Protection, Task Group on Promoting Family Harmony, Family Life Education Publicity, etc. were formed in response to the need of the community. Through the joint effort of these task groups comprising of representatives from the Social Welfare Department and non-governmental organisations providing welfare services in Yuen Long, deliberation on the implementation and progress of projects, publicity campaign, outreaching services and programmes for some targeted groups such as single parent

families, unemployed individuals, etc. are held and reports made to the DCC.

4.7 In particular, the Panel took note of the Tin Shui Wai Neighbourhood Family Services Project as part of the annual work plan of the District Social Welfare Officer (Yuen Long) since 2000. This had also been reported and discussed in the District Co-ordinating Committee on Family and Child Welfare Services. In 2003-04, the Project also involved the joint effort of SWD TSW Integrated Family Service Centre, Hong Kong Young Women's Christian Association and Chinese Young Men's Christian Association in developing networking projects for the prevention of family problem and provision of greater social support for residents in TSW, including those in Tin Chak and Tin Heng Estates. Joint publicity by SWD TSWIFSC and International Social Service - Hong Kong Branch was also launched to address the welfare needs of the area including new arrival families.

4.8 The Panel received comments from some non-governmental organisation representatives in Yuen Long that the District Social Welfare Officer should be given greater authority so as to exercise more flexibility in the deployment of resources, especially under crisis situation. For instance, youth service units in the district could give support and assistance to the work of Integrated Family Service Centres by engaging in more focused tasks in helping the families when there is an upsurge in the demand for family services. **It is recommended that while the DSWO should be empowered to play a more active role in mobilising the resources of the NGOs in the district, the NGOs should be prepared to deploy their resources more flexibly in collaboration with the DSWO on an ad hoc basis to meet immediate welfare needs.**

More Advanced District Welfare Planning in Response to Rising District Needs

4.9 In carrying out their roles and functions in establishing a more proactive outreaching network to help the needy and the disadvantaged in the districts, the District Social Welfare Officers need to exhaust all means to identify and assess district welfare needs, analyse service gaps and formulate action plans accordingly. Other than the existing district co-ordinating mechanisms, the DSWOs usually take the initiative in organising district forums and briefings on the district profile and needs, setting up focus groups

to collect views from stakeholders, collaborating outreaching and concerned visits to those less reachable and conducting survey on community needs, etc.

4.10 The Panel understands that the District Social Welfare Officer (Yuen Long) has regularly organised district welfare services planning forums in providing and sharing information on the district profile and welfare needs and formulating strategies and actions to meeting such needs, such as strengthening family harmony, fight against school bullying, etc. Beginning from 2000, DSWO(YL) initiated a number of joint projects involving SWD and NGO service units to reach out to the CSSA single parent families living in different housing estates in Tin Shui Wai (South) for early problem identification and building up their social network. The target clientele was also expanded to cover new arrival families in later projects.

4.11 The Panel notes that under the spearhead of DSWO(YL), the Samaritan Befrienders Hong Kong – Suicide Crisis Intervention Centre, in addition to setting up a case referral mechanism, has been invited to enter into partnership with SWD and NGO service units for project development to promote social service utilisation among the residents in the Tin Shui Wai (North) area. The Panel also notes the effort of DSWO(YL) in speeding up the integration of residents who newly moved to the Grandeur Terrace and Tin Yan Estate by sending out district welfare service information leaflets to potential residents as soon as when they came to take a look at the flats. Yet, **the Panel considers that in case of a predictable population growth, as in the case of Tin Shui Wai (North), it would be more cost-effective for the District Social Welfare Officer to formulate and establish comprehensive welfare services well in advance and to involve all relevant community stakeholders in working out actions needed.**

District Welfare Planning Mechanism and Interface with Social Welfare Department Headquarters

4.12 Given their enhanced roles and functions with respect to district welfare planning, the District Social Welfare Officers should critically examine all available data and evidence on the demands of welfare needs in their districts. Whenever necessary, the DSWOs should exercise discretion in the deployment and optimal use of their own resources to respond to local welfare needs. In doing so, the DSWOs have to consult the relevant Services

Branches at the SWD Headquarters. In the re-engineering exercise of family services, SWD Headquarters had taken steps to arrive at a more balanced allocation of resources among the districts to cater for their varying needs. The Panel notes that in this process, the District Social Welfare Officer (Yuen Long) has kept close consultation with SWD head office in reflecting the emerging service demand in TSW. Therefore, resources have been pooled to enhance service provision. However, **the Panel still has concern about such welfare planning mechanism which apparently relies on the commitment and initiative of individual officers and a more established interfacing mechanism between the District Social Welfare Offices and SWD Headquarters on district welfare planning should be considered.**

Chapter 5 Domestic Violence: Case Handling Mechanism and Co-ordination

5.1 Back in 1995, a Working Group on Battered Spouse was convened by the Social Welfare Department to tackle the problem of domestic violence which required concerted effort from multi-disciplinary agencies and involved the co-ordination and collaboration of a range of social, legal, financial and health resources. The Guidelines on the Handling of Battered Spouse Cases was drawn up by a multi-disciplinary team in 1996. The Guidelines provided reference for understanding the problem of battered spouse, checklist to identify spouse battering, guide for good practice and multi-disciplinary co-operation in handling battered spouse cases. All professionals involved in handling battered spouse cases were expected to follow the procedures and referring mechanism stated in the guidelines. A revised Procedural Guidelines for Handling Battered Spouse Cases was issued in May 2004. For cases involving suspected child abuse, a separate Procedures for Handling Child Abuse Cases provides reference on procedures in child protection work.

Adherence to the Handling Procedures

5.2 As stipulated in the Procedural Guidelines for Handling Battered Spouse Cases, a “one-stop” approach is expected in handling battered spouse cases. The caseworker handling the case will be the key worker who should take up the full responsibility of the case and take charge of the intervention process. The needs of the alleged victim and the family members should be addressed in a holistic manner and handled with a proactive and focused approach. Besides, all concerned professionals in the helping process should know the working mechanism and follow through the procedural tasks. While procedural guidelines are in place, a regular review and monitoring mechanism is essential to ensure that the policy and guidelines are implemented properly and effectively. **The Panel considers that every concerned government department and organisation, particularly at the management level, should further expand the guidelines having regard to its own specific setting and also make refinements to the guidelines according to experience in practice, research findings and changes in social circumstances. Each department or organisation should play an**

active role in ensuring adherence to the guidelines and in monitoring its own performance. The Social Welfare Department should take up a co-ordinating role to ensure adherence to the guidelines with a view to improving the effectiveness in case handling.

Working Group on Combating Violence

5.3 Other than the Working Group on Battered Spouse set up in 1995, a Working Group on Sexual Violence was once convened by the Social Welfare Department in 2000 for strengthening measures in tackling sexual violence. In 2001, the Working Group on Combating Violence was set up to replace these two previous working groups. At present, the Working Group on Combating Violence comprising representatives from the Health, Welfare and Food Bureau, Security Bureau, the Education and Manpower Bureau, Social Welfare Department, Legal Aid Department, Hong Kong Police Force, Home Affairs Department, Housing Department, Department of Health, Hospital Authority, Department of Justice, Information Services Department, Hong Kong Council of Social Service and non-governmental organisations, is responsible for mapping out strategies and approaches to tackle the problem of spouse battering and sexual violence in Hong Kong.

5.4 The Panel notes that the Working Group on Combating Violence, apart from its involvement in co-ordinating effort in fighting violence and promoting publicity and prevention of violence, also promotes a unified response and practice in the intervention process and an attitude of collaboration among professionals. The Panel also appreciates that this Working Group provides a channel for a review of the procedural guidelines. During the review, some parties have suggested to set up an additional committee on domestic violence. **The Panel considers that as the Working Group on Combating Violence is already in place, an additional committee will not be necessary. The Social Welfare Department should review the operation of this Working Group on a regular basis.**

Division of Responsibility between Social Welfare Department Family and Child Protective Services Unit and Other Casework Service Units

5.5 The Panel notes that the service scope of the Social Welfare

Department Child Protective Services Unit as a specialised unit in handling child abuse cases has been expanded to include handling of battered spouse cases and it has been renamed as Family and Child Protective Services Unit (FCPSU) with effect from 1 April 2000. The social workers of FCPSUs are required to provide a co-ordinated package of services which may include outreaching, escorting the victim to hospital for examination and treatment, arrangement of admission to refuge centre, counselling, group work service and referral for other services, etc.

5.6 Social Welfare Department Family and Child Protective Services Units will as necessary take up the battered spouse cases brought to their attention. These include cases referred by Family Services Centres/Integrated Family Service Centres of SWD for follow-up after making initial assessment and all required referrals at intake level. The key social worker handling the battered spouse case would normally take up the role of case manager. The social workers of FCPSUs also provide advice to NGOs on the handling of individual battered spouse cases which are of a complicated nature. They may also take over some complicated or high risk cases. With reference to available statistics for 2003/04, it is noted that out of the total 2,093 new domestic violence cases (i.e. battered spouse and child abuse cases) referred to FCPSU, there were 711 from the Police, 386 from SWD FSC, 329 from hospital/clinic, 227 on self-approach basis, 151 from NGO FSC, and 129 from teacher/school social worker. Details are at Appendix 8.

5.7 As stipulated in Paragraph 50 of the Procedural Guidelines For Handling Battered Spouse Cases 2004, NGOs may refer cases for follow-up service by the Family and Child Protective Services Unit include those having (i) involvement of statutory arrangement for the children, (ii) requirement for involvement of different government departments or disciplines for urgent and co-ordinated action or (iii) high risk of violence, (e.g. homicide-suicide, the batterer being highly aggressive and grossly unmotivated). During the review, there have been comments that the Family and Child Protective Services Units do not readily accept referrals of cases even if these involve mutual battering of couples who can be really violent and high risk. **The Panel nevertheless considers that this arises because the division of work between FCPSU and other casework service units is unclear and therefore at times, this has even caused disputes over case referrals. It is recommended that efforts should be made on improving the existing guidelines, including refining the definition of spouse battering and developing more indicators for risk**

assessment so as to minimise any inconsistent interpretation and analysis of a case.

Referral Mechanism Between Social Welfare Department and the Police

5.8 The Panel observes that there is an established referral mechanism between the Social Welfare Department and the Police. There are mutual contact points between the two departments for case referral and seeking consultation and assistance in encountering family violence and suspected child abuse cases both during and after office hours. As noted, medical social workers of SWD or Hospital Authority stationing in the hospitals also work closely with the medical teams in the handling of family violence and child abuse cases. Assistance can be solicited from SWD or the Police as needed. **Hence, the Panel considers the proposal by some concerned groups to station social workers at police stations may not be essential or cost-effective in view of the implication on manpower resources. However, the Panel views that strengthening the co-ordination and collaboration between different units of the concerned government departments, such as streamlining of the referral mechanism and the exchange of information on domestic violence cases will be more cost-effective.**

Shelter Service for the Victims of Domestic Violence

5.9 At present, there are four women shelters and one Family Crisis Support Centre providing temporary shelter service for the battered women. However, all these shelters will not admit boys above the age of 12. Upon the victim's admission to the shelter, the referring caseworker will remain as the key worker of the case while social worker in the shelter will play a supporting role. The Panel notes the complexity of domestic violence cases and the difficulty in the case handling. Therefore, the key worker should work closely with the shelter staff to keep abreast of the case situation and needs. During emergency, the shelter staff should consult the in-charge or social worker of the shelter for advice or immediate intervention as necessary. **The Panel considers it very important to ensure effective communication and co-ordination between the key worker and the staff of the shelter in handling domestic violence cases.**

5.10 The Panel recommends SWD to conduct an overall review on the provision of shelter service, including the service gap for boys above the age of 12. To achieve greater cost-effectiveness of the service, the Panel recommends that Wai On Home for Women of the Social Welfare Department should be hived off for operation and management by a non-governmental organisation. Greater co-ordination between service operators running the shelters for sharing of experiences and understanding of the needs of their service users is also required.

Legal Provision for Handling Domestic Violence

5.11 Under the existing legal system and provision, criminal offences such as assault and intimidation are included in various ordinances whereas for family violence, the Domestic Violence Ordinance, Cap. 189 also provides legal provision for the abused to apply protection by means of injunction order, etc. There are views that domestic violence should be regarded as a criminal behaviour and that it should not be treated as a private matter within a family. Suggestions have been given to make improvement on judicial proceedings to reflect the “zero tolerance” stance in handling domestic violence and a “pro-arrest” policy to put the abusers under arrests, instigate prosecution and recommend mandatory counselling.

5.12 The Panel shares the view that there should not be any tolerance of domestic violence and there should be effective and accessible protection for the abused. It is recommended that Government should give serious consideration to the review of the Domestic Violence Ordinance, Cap. 189 especially giving attention to the areas for revision including definition of domestic violence and the issue of injunction order to make it more effective in protecting the victims. The Panel has reservation on the proposal of inducing “pro-arrest” provision, application of injunction order by a third party and mandatory treatment in handling domestic violence taking into consideration of the complexity of the issue. However, the Panel supports the suggestion that treatment should also be made available to abusers.

Police Intervention in Handling Domestic Violence Cases

5.13 Being a party of the multi-disciplinary helping agents in handling domestic violence cases, the Police has in place policies and guidelines for the frontline police officers in the handling process including the arrest and prosecution procedures. It is noted that the Police would investigate each case on its individual circumstances and take necessary actions in respect to the arrest and prosecution of the perpetrators of domestic violence. There were critical comments made by some informants in this review that the Police should adopt a more proactive and targeted enforcement approach in particular in the investigation and evidence collection process and that the prosecution of the perpetrators should not hinge on whether the abused would give consent.

5.14 After the TSW family tragedy, the Social Welfare Department and the Police have worked together to make improvements in tracing cases and communication in case handling. The Social Welfare Department will inform the Police of the intervention outcome and any difficulties involved. The information system at the police report room is being enhanced so that its previous police report made of the cases can be traced. The Panel acknowledges the efforts the Police have made to improve its procedural guidelines in handling of domestic violence and cooperation with other concerned service units. The Panel recommends **the Police to exert continuous effort in streamlining the reporting procedures for domestic violence and to provide adequate training to the police officers particularly those working at the frontline to enhance their sensitivity and knowledge in understanding and helping those affected by family violence.**

Multi-disciplinary Case Conference on Domestic Violence Cases

5.15 It is widely recognised that domestic violence is a complicated issue and cross-disciplinary approach in handling domestic cases is required. All concerned professionals involved are expected to participate and contribute in sharing knowledge about the case in collaborating with the case manager in order to ensure that the best interest of the victim and his/her family members could be protected. As stipulated in the Procedural Guidelines for Handling Battered Spouse Cases (2004), case conferences will be convened for complicated cases involving the formulation and implementation of welfare

plan by at least three service units, e.g. cases with risk of homicide, cases likely in need of statutory protection of children, and mentally incapacitated person. **The Panel highly recommends that the definition of “complicated cases” must be reviewed from time to time and professionals involved in handling domestic violence cases should make greater use of the Multi-disciplinary Case Conference.**

Information Sharing on Domestic Violence Cases

5.16 To gauge the size of spouse battering problem in Hong Kong, the Central Information System on Battered Spouse Cases was set up by the Social Welfare Department in April 1997 to collect essential data on battered spouse cases handled by different organisations and government departments. This system has been enhanced and developed into the Central Information System on Battered Spouse Cases and Sexual Violence Cases to include the data of sexual violence cases. The database collects information including nature of battering, social profile of victim and the batterer, district distribution and services required, etc. There are calls to set up a shared central database to capture all cases of domestic violence for use by different government departments so that when victims or any party seek assistance from SWD and the Police, these departments could analyse all the relevant information, carry out risk assessment and take appropriate follow-up action. **The Panel suggests Government to explore the feasibility of such proposed shared database subject to the requirements of the Personal Data (Privacy) Ordinance, Cap. 486.**

Chapter 6 Child Abuse: Case Handling Mechanism and Co-ordination

6.1 The Government adopts a multi-disciplinary and cross-sector approach in preventing and tackling child abuse. The Committee on Child Abuse (CCA) chaired by the Director of Social Welfare and comprising representatives from relevant government bureaux, departments, and non-governmental organisations, has been set up to advise on measures to prevent and tackle the problem of child abuse. To ensure good practices are being exercised by all concerned parties in handling child abuse cases, the SWD issued the Procedures For Handling Child Abuse Cases, Revised 1998 (the Guide) to stipulate the principles and practice of multi-disciplinary efforts to handle child abuse cases. This set of procedures is now under review.

6.2 The Guide stipulates that as a general practice, the cases received are to be followed by social service units of SWD, NGOs, and Hospital Authority providing family casework/medical social services. Cases brought to the notice of units not providing casework service, e.g. kindergarten, nursery, etc. have to be referred to appropriate units of SWD/NGO and HA providing casework service for follow-up assistance. With reference to the content of the Guide, the Panel notes that the guiding principle in handling child abuse cases is to treat the welfare of the child as the paramount concern. The Guide also stipulates that the government departments, NGOs and other concerned professionals should work together when receiving any allegation or suspicion of child abuse.

6.3 The Panel generally appreciates that the Guide has provided advice on risk assessment to be conducted in deciding a welfare plan for the child, need for statutory protection to be exercised, including removal of the child to a place of safety as well as areas of concern in every step for conducting investigation. For easy reference of concerned working parties, the Guide also provides a list of reference materials including checklist for identifying possible child abuse, guide to risk assessment, guide to participants of the Multi-disciplinary Case Conference, information on the Child Protection Registry, etc. It is expected that all concerned parties should handle child abuse cases as stipulated in the Guide. In case of need, Family and Child Protective Services Units will provide enquiry and consultation services. Discretionary measures could also be considered for complicated cases.

6.4 To tie in with the implementation of Integrated Family Service Centres in the financial year 2004-05, the Social Welfare Department has also issued guidelines on arrangement regarding the division of work between IFSCs and Family and Child Protective Services Units in handling battered spouse cases, child abuse cases and child dispute cases. A list of guidelines, procedural advice, etc. issued by SWD on mechanism and co-ordination in handling family cases, spouse battering and child abuse is included in Appendix 4.

Mutual Understanding and Communication between Social Welfare Department and Non-governmental Organisations in Handling Child Abuse Cases

6.5 As noted in the Procedures For Handling Child Abuse Cases, Revised 1998, cases defined as child abuse or at risk of child abuse will be followed up by the Family and Child Protective Services Units whereas cases not defined as child abuse or at risk of child abuse but found to be in need of other welfare services will be followed up by other SWD units or concerned NGO units. The Panel shows understanding towards the rationale for the delineation of duties between SWD units and NGO units and expects an efficient and smooth handing over of cases.

6.6 Comments have been made that Family and Child Protective Services Unit workers tend to underestimate the risks of children and many cases are not established as child abuse. However, based on the statistics from January to June 2004 as at Appendix 9, majority (i.e. over 70%) of the cases were established as child abuse or at risk of child abuse in the Multi-disciplinary Case Conference and followed up by FCPSU workers. **The Panel is of the view that there is room for improvement in the Procedures For Handling Child Abuse Cases, Revised 1998 to facilitate consistent interpretation of the definition of child abuse and that adequate communication and sharing among all the professionals involved, especially social workers from SWD and NGOs, is important so as to enhance the effective and efficient handling of child abuse cases.**

Support and Consultation to Non-governmental Organisations in Handling Child Sexual Abuse Cases

6.7 Under the existing mechanism, social workers of the SWD Family and Child Protective Services Units will provide consultation and outreaching services to general suspected child abuse cases. Upon referral of suspected child sexual abuse, the Child Protection Special Investigation Team (CPSIT), comprising the Police, as well as FCPSU social workers and as necessary, clinical psychologists from SWD with special training, will also be formed to provide consultation or conduct joint investigation. Nevertheless, the Panel has received comments from some NGO social workers that during case consultation, the main concern of CPSIT seems to be collecting evidence for prosecution. The NGO social workers are discouraged from discussing the cases further and hence, joint investigation was often not conducted for the cases. As reflected from the statistics during the period between January and June 2004, CPSIT received 68 case consultations from different parties including NGOs and joint investigation was conducted for more than half of the cases. The Panel also noted that even when CPSIT investigation was not conducted, SWD FCPSU would provide advice on handling of the cases.

6.8 **The Panel considers it really valuable to ensure effective support to be given to NGOs in handling suspected child abuse cases including child sexual abuse. The SWD FCPSU, being a specialised unit in handling child abuse cases, has a role to play in supporting NGO social workers and attending to their needs, including greater involvement and giving advice in handling the cases and conducting regular sharing on case experiences. The Panel also recommends SWD to consider forming focus groups at the district level involving social workers, police officers, medical professionals, teachers, etc. to provide venues for the concerned service units to identify measures to strengthen district collaboration in the handling of child abuse and family violence cases and to provide consultation on handling of difficult cases.**

Maximising the Use of Multi-disciplinary Case Conference on Child Abuse

6.9 According to the Procedures For Handling Child Abuse Cases, Revised 1998, for every suspected child abuse case, a Multi-disciplinary Case Conference (MDCC) has to be conducted within 10 working days after receipt

of referral to focus on the welfare planning of the child. However, it has been put to the Panel that the 10-working-days rule could hardly be followed in cases requiring psychological assessment reports as the latter usually took longer time to be completed. Yet, according to the statistics from January to June 2004, 56% of the MDCCs convened by SWD units were held within ten working days. The main reason of those being held beyond ten working days was the difficulty to match the schedules of the professionals and MDCCs were delayed in 3 out of 16 cases involving suspected psychological abuse because of incomplete clinical psychological or psychiatric reports.

6.10 Besides, the Panel has also received comments that FCPSU workers tend to play a dominant role and some members without adequate knowledge about the cases are given the power to vote. There have been views that in case of a disputed decision in MDCC, repeated case conference should be considered so that the cases could be further reviewed. The Panel shares the view that it merits more in-depth understanding regarding cases which MDCCs have difficulties in drawing up a conclusion or the conclusion is disputed. It would be useful to reconvene case conferences for the disputed cases so that they could be further reviewed by a multi-disciplinary approach and appropriate intervention be taken. Hence, **the Panel recommends that SWD should develop a mechanism for reconvening case conference for review of case development where there is a dispute in the establishment of child abuse.**

Publicity on Public Education and Prevention of Child Abuse

6.11 Throughout the past years, the Committee on Child Abuse has initiated effort in promoting publicity campaign on strengthening families, and programmes and activities on prevention of child abuse, both at the central and district levels. Other means such as civil education and curriculum design could have a role to play in promoting the values of “responsibility” and “respect for others” which will in turn contribute to nurturing a culture of mutual respect and anti-violence among students. There have been proposals put to the Panel that intensified effort should be made on publicity to strengthen family cohesion, heighten community alertness of child abuse and domestic violence as well as encourage those in need to seek help early.

6.12 **The Panel views that the problem of child abuse as well as**

domestic violence should be addressed by collective efforts of the community as a whole. **The Committee on Child Abuse and the Working Group on Combating Violence are in the best position to secure collaboration from concerned policy bureaux, government departments, non-governmental organisations, mass media, the welfare sector, etc. to conduct more extensive public education on child protection and family harmony. It is also recommended that Government should consider greater involvement of the business sector in providing resources and support to family-friendly employment terms, and development in volunteer work at the district level in the early identification and prevention of child abuse and domestic violence.**

Sharing of Information on Child Abuse Cases

6.13 In order to have a better understanding of child abuse problem in Hong Kong and to provide a profile of the general characteristics of these cases, the Central Protection Registry (CPR) which collects statistics on newly reported child abuse or high risk cases is in place. The database is able to provide information of nature of abuse, demographic characteristics of the victim and the abused, case distribution by district, etc. There are accusations that the statistics captured by CPR do not reflect exactly the information the helping professions need such as inadequate data on the behaviour of the victims and how the cases are treated. There is also no data under CPR on fatal or homicide cases. The Panel is aware that the primary function of the CPR is to serve as a case registry. It is noted that SWD has commissioned the University of Hong Kong to conduct a study on child abuse and spouse battering with the objectives of estimating the incidence and prevalence rates, and analysing the profile of perpetrators and victims, etc. **The Panel considers findings from the study would provide very useful reference for greater understanding of the problem and further improvement to the CPR so that useful data and information related to the subject matter would be contained and analysed for service improvements.**

Chapter 7 Comments on Clinical Practice

Principle of “One Family One Worker”

7.1 The Social Welfare Department has adopted the principle of “one family one worker” in the handling of family cases, including child abuse and domestic violence cases. The Panel notes divided views regarding whether it is possible or more productive for the same worker to conduct case investigation and render subsequent intervention. **The Panel finds that there are pros and cons in adopting the “one family one worker” principle. The Panel also notes that the Family and Child Protective Services Units have already adopted flexible arrangements such as having a separate worker to follow up on the child custody issue in child abuse case and assignment of another worker to handle a case where there are practical difficulties for the worker to follow up the case. The Panel hopes that with wisdom accumulated from practice and up-to-date literature review, the SWD can develop clearer guidelines on when to use one or more workers for a family (e.g. considering frequency and lethality of the alleged violence; mental state of the victim and perpetrator; individual and family background).**

Philosophy of Using a Single Approach

7.2 In providing welfare services to support the families, the Panel supports the adoption of the child-centred, family-focused and community-based approach. Yet, there are comments that in its actual practice, the Social Welfare Department has accorded more emphasis on “preserving family integrity” instead of protecting the personal safety of the victims. Some professional groups also view that the Systemic approach, which the Department has apparently promoted during the past years, is not fully applicable to domestic violence cases because of the unbalanced powers between the couples. The Panel notes that over the years, the SWD has actively offered training activities and published practice experience on certain approaches to strengthen the knowledge and skills of the social workers in handling domestic violence. It is not apparent that the Department has over-emphasised a certain approach.

7.3 **The Panel holds the view that there is no standard approach in the handling of domestic violence cases. Social workers should widen their exposure to the philosophy and practice of different approaches so that they can exercise the best clinical discretion as professionals. However, social workers should be well-trained in risk assessment (e.g. key risk indicators; lethality factors) to be more proficient in making appropriate clinical judgements to ensure the safety of the victims and themselves, and to enhance the welfare of all concerned parties in the case. As client characteristics are not uniform, community-specific professional training is also needed for optimal preparation on the part of the social workers. There must also be adequate training to remind workers to attend to and respect children’s voice as they are often the innocent victims in child abuse and family violence cases when their parents fail to protect their rights.**

Use of Conjoint Interview in Handling Domestic Violence Cases

7.4 It is generally recognised that domestic violence is a complex problem and the needs of the domestic violence cases are multiple. Hence, a variety of intervention approach and method as well as support services should be mobilised to help both the abused and the perpetrator in the domestic violence cases. There have been views brought to the Panel that conjoint interview with the couple should not be held in the absence of a safety plan. A professional group has also suggested that conjoint interview should only be conducted after violence has stopped in the family for 6 to 12 months.

7.5 Considering these suggestions and current literature on the subject, **the Panel agrees that conjoint interview should be applied with great care given the imbalance in power between the abused and the perpetrator in domestic violence and thus may not be appropriate for the initial phase of intervention.** Ill-timed conjoint interview could severely compromise the safety of the victims. Improper handling of the conjoint interview could elicit emotional reactivity and impede the progress of the intervention. In-depth understanding and assessment on the appropriateness of both parties for joining together to receive counselling and treatment should be assured before conducting conjoint interview. **The Panel also considers that conjoint interview should only be conducted when assessed to be safe by the worker in-charge and when ready consent from both parties is available.**

During the process of conjoint counselling, routine brief individual sessions should be arranged for the abused and the perpetrator to ensure that they are given opportunities to raise and discuss issues without the other party's presence. In sum, the Panel recommends that SWD should set out key principles for the reference of social workers in conducting conjoint interview for domestic violence cases.

Better Developed Risk Assessment Tool

7.6 While reference materials on risk assessment have been incorporated in the concerned guidelines of handling spouse battering and child abuse cases, the Panel accepts recommendations from some professional groups that a standardised and objective risk assessment tool for assessing abusers, battered spouse and abused children should be worked out. The tool should also be adopted by all professionals concerned including police, health workers, and proper training be given for making good use of the assessment tool. The Panel understands that the University of Hong Kong has been commissioned by the Social Welfare Department to conduct a study on child abuse and spouse battering. Part of the study will cover the development and validation of a risk assessment tool and training on use of the tool for 500 frontline professionals, including police officers and medical practitioners. **The Panel expects that the risk assessment tool to be worked out by the study could significantly sharpen the risk assessment of affected families.**

Standing Review Mechanism on Fatal and Serious Cases

7.7 During the review, the Panel received the suggestion of setting up an independent and standing review committee to examine fatal and serious cases. **It is noted by the Panel that a standing practice has been in place in having internal reviews led by District Social Welfare Officers carried out on fatal or serious cases. Taking into account the impact of the family tragedy on the public as well as on the concerned professionals in relation to the case handling and service provision to the families in need, the Panel considers this practice a good attempt to step up the monitoring measure. However, there is still a need to assess if such practice works adequately and the Panel suggests the Social Welfare Department to further explore the feasibility of the setting up of an independent review**

committee as and when necessary.

Chapter 8 Recommendations

8.1 With a view for making improvement measures to strengthen the effectiveness, co-ordination and development in relation to the service provision and delivery of family services particularly in the handling of domestic and child abuse cases, the Panel has carefully considered all the information collected from the review and drawn up the following recommendations:

District Co-ordination and Collaboration

(i) Government's Role in Community Building

8.2 The Panel is greatly disappointed by the poor town planning and development in Tin Shui Wai. The Government should take the lead and play a really proactive role in community building, especially in newly developed districts or areas. In particular, the District Officer of the Home Affairs Department should be charged with the responsibility to facilitate the establishment and operation of a standing mechanism to regularly review, say annually, the town planning and community building of the district at the District Council so that proactive inter-departmental and cross-sector co-ordination and collaboration could be strengthened. Joint attention and effort should also be geared to the specific needs of the community, including new arrival families, minority ethnic groups, etc.

(ii) District Welfare Planning Mechanism

8.3 The District Social Welfare Officer of the Social Welfare Department should work on a well-established welfare services planning mechanism with evidence-based information so as to critically assess the welfare needs of the district and scrutinise the available services provided to the residents in the district. District welfare planning should be conducted well in advance to keep pace with population building. There should be more effective interface between the District Social Welfare Office and the Social Welfare Department Headquarters on district welfare planning.

(iii) Review of the District Co-ordinating Committees

8.4 The existing mechanism of the District Co-ordinating Committees under the chairmanship of the District Social Welfare Officer should be reviewed in terms of its roles, functions, and structures in light of the increasing complexity of social problems in the district and the rising community expectations of the roles and functions of the District Social Welfare Officer.

(iv) Greater Flexibility in Mobilising District Resources Under Crisis Situation

8.5 The Panel notes that SWD and NGOs are working closely together under the District Co-ordinating Committees in developing district welfare plans and implementing projects in addressing district welfare needs. The Panel shares the view that under crisis situation, the DSWOs should be empowered to mobilise the resources of the NGOs in their districts. At the same time, the NGOs should be prepared to deploy their resources more flexibly in collaboration with the DSWOs on an ad hoc basis to meet immediate welfare needs.

(v) District Support to Setting Up New Welfare Services

8.6 The Panel highly recommends Government to introduce measures to ensure closer co-ordination among government departments to facilitate and ensure smooth launching of welfare services in a district. It is necessary to strengthen joint efforts from concerned government departments in setting up new welfare services, including securing suitable premises.

Service Enhancement and Improvement to Support the Family at Marco Level

(vi) Proactive Inter-bureau and Inter-sector Collaboration to Support the Family

8.7 There should be more proactive inter-bureau and inter-sector

collaboration on policy-making, public education and service implementation in family support and violence prevention and management. Publicity and public education on prevention of family violence should have emphasis on alerting the public of all forms of violence and abuse, victims' age and relationship in the family, and violence in all social strata, including expatriates in Hong Kong. Key players should include the Home Affairs Bureau, the Home Affairs Department, the Health, Welfare and Food Bureau, the Social Welfare Department, the Police, the Department of Justice, the Education and Manpower Bureau, and the Hospital Authority. Business sectors could also be involved to play a part including taking note of employees' mental health and family stability.

(vii) Proper Media Coverage of Family Disasters

8.8 There should be discussion to reach a consensus on the coverage and reporting of family violence to build up the zero tolerance attitude to violence. The media should have a role to play to advocate the message that "whoever uses violence or abuses others is at fault and must hold responsibility to stop the behaviour". Besides, it should help to prevent the public from getting insensitive or too sensational about family violence. The Panel recommends that all concerned government bureaux and departments including the Education and Manpower Bureau, the Home Affairs Bureau, the Home Affairs Department, the Health, Welfare and Food Bureau, the Social Welfare Department, and the Information Services Department should be involved.

(viii) Strengthening Professional Training on Managing Family Violence

8.9 Understanding and management of family violence should be treated as a core subject in the professional training and should be provided at undergraduate study or training school to social workers, psychologists, teachers, doctors, nurses, lawyers, and police. The training should aim at heightening the professionals' sensitivity in early detection of family violence cases, in attaining a more consistent view and assessment on the problem, and in acquiring knowledge on risk assessment, crisis management, counselling, sensitivity on gender, age and cultural differences such as working with children, new arrivals, minority ethnic groups, and expatriate families.

8.10 On-going training programmes and sharing for all concerned professionals should be maintained especially for those working at frontline such as police officers, social workers, medical and teaching professions, etc. In particular, social work practitioners should be adequately trained on the strengths and weaknesses of different intervention approaches, and training for them should also be focused, specialised in relation to their duties to be performed such as understanding of specific target groups, management in Multi-disciplinary Case Conference in domestic violence and child abuse cases. On-going sharing and support among them should also be maintained.

8.11 While the Panel notes that the Social Welfare Department has offered considerable training programmes on family violence prevention and management, there should be a closer examination on whether the different approaches are adequately supported by research evidence. There should be refresher-training activities for practitioners in updating themselves regularly on the key controversies or new observations on practice.

(ix) Strengthening Service Outcome Research on Family and Child Protective Services

8.12 There are valuable experiences in overseas countries in tackling the problem of family violence and child abuse. The Social Welfare Department should further make use of these experiences and promote mutual sharing. For instance, the Singapore Manual on Handling Family Violence contains a number of very user-friendly and yet sharply focused report on “Outcome of Intervention”, risk assessment of perpetrator, etc. In this connection, the Department needs to step up evaluative research on the Family and Child Protective Services Unit, which was restructured from the previous Child Protective Services Unit in April 2000.

(x) Review on Legal Provision for Handling Domestic Violence

8.13 The Government should give serious consideration to the review of the Domestic Violence Ordinance, Cap. 189 especially giving attention to revisions to make it more effective in protecting the victims including the definition of domestic violence and the issue of injunction order.

(xi) Standing Review Mechanism on Fatal and Serious Cases

8.14 The Social Welfare Department should further explore the feasibility of setting up a mechanism for convening an independent review committee to examine fatal and serious cases with a view to enhancing the transparency in the handling of these cases and to work out improvement measures to cope with related problems or difficulties.

(xii) Police Intervention in Handling Domestic Violence Cases

8.15 The Panel notes that the Police have made some efforts to improve its procedural guidelines and cooperation with other concerned service units in handling of domestic violence cases. The Panel recommends the Police to exert its continuous effort in streamlining the reporting procedures of domestic violence and to provide adequate training to the police officers particularly those working at frontline setting to enhance their sensitivity and knowledge in understanding and helping the victim.

(xiii) Support and Consultation to Non-governmental Organisations in Handling Child Abuse and Family Violence Cases

8.16 As joint efforts are required to handle child abuse case and family violence case effectively, the Panel considers the Social Welfare Department has a role to play in supporting the NGO social workers and attending to their needs in the handling process including conducting regular sharing on case experiences. The Panel also recommends SWD to consider forming focus groups at the district level involving social workers, police officers, medical professionals, teachers, etc. to provide venues for the concerned service units to identify measures to strengthen district collaboration in handling of child abuse and family violence cases and to provide consultation on handling of difficult cases.

(xiv) Strengthening Network to Support Family in the Neighbourhood

8.17 Families from time to time need to have the immediate and easily accessible support network for information and enquiry, consultation, sharing and seeking help as and when necessary. The formation of Integrated Family Service Centre providing a variety of preventive, supportive and remedial services could facilitate strengthening support network for the families in the community. Attention should also be accorded to the special needs of individuals and families of different cultural and social backgrounds including new arrival families, minority ethnic groups, etc. The Panel also recommends the IFSCs among its other functions to work more closely with schools in the district and step up the connections for early detection of families in need. Besides, parent network could be strengthened with programmes to promote parents to become counsellor or mentor for others in trouble.

(xv) Strengthening Operation of Integrated Family Service Centre

8.18 The Panel fully agrees that the District Social Welfare Officer has a crucial role to facilitate and ensure the smooth setting up and operation of the Integrated Family Service Centres in the district including co-ordinating district training activities, promoting mutual sharing of knowledge and experiences, ensuring effective mobilisation of resources, etc. The Panel also recommends specialisation of knowledge and skills be developed and maintained internally in different small groups of staff in the IFSC and specialised training be given to them. There is need for greater communication and sharing among social workers of the Family Support Unit and the Family Counselling Unit and better risk assessment tool to ensure prompt and effective early detection and intervention into family problems.

(xvi) Advancement in Information Systems on Battered Spouse and Child Abuse Cases

8.19 There are already in place different information systems on battered spouse and child abuse cases, etc. Taking into consideration of the increasing complexity of family problems nowadays, Government should explore all possibilities and make attempts to solve the problems involved in

expanding information sharing for inter-sector collaboration and prevention of problems in battered spouse and child abuse.

(xvii) Adherence to the Handling Procedures on Child Abuse and Battered Spouse Cases

8.20 The Panel notes that the working guidelines for handling child abuse and battered spouse cases are in place. In particular, the one on battered spouse cases recently issued has demonstrated some advancement in spelling clearly the procedures for managing the cases. The Panel considers that every concerned government department and organisation, particularly at the management level, should further expand the guidelines for its own specific setting and also make refinements on the guidelines according to experience in practice, research findings and changes in social circumstances. Each department or organisation should play an active role in ensuring adherence to the guidelines and in monitoring its own performance. The Social Welfare Department should take up a co-ordinating role to ensure adherence to the guidelines with a view to improving the effectiveness in case handling.

(xviii) Review on the Guidelines for Handling Child Abuse and Battered Spouse Cases

8.21 In light of the valuable comments and suggestions brought up by some professional groups during the review, the Panel recommends the Social Welfare Department to further examine all these submissions and conduct more extensive consultation in reviewing the guidelines in future. The Panel also sees the need for refinement of the definition of child abuse and more detailed delineation on the division of work between FCPSU and other casework service units. At the same time, the Panel notes that with the existence of the Working Group on Combating Violence and the Committee on Child Abuse, there are already channels for a review of the related procedures. The Panel recommends SWD to review on a regular basis the operation of these multi-disciplinary advisory committees.

(xix) Shelter Service for Victims of Domestic Violence

8.22 There should be a thorough review of the current services and facilities in shelter for battered spouse taking into account the service gap for boys aged above 12. The provision of crisis counselling support and health check should be enhanced. The Panel highly recommends the Wai On Home for Women of the Social Welfare Department be hived off for operation and management by a non-governmental organisation. Greater co-ordination between service operators running the shelters for sharing of experiences and understanding of the needs of their service users is also needed.

Service Enhancement and Improvement to Support the Family at Micro Level

(xx) Safety First Principle on Case Management

8.23 The “Safety First Principle” is the over-arching practice principle in all family violence literature and research and it should be treated well above family solidarity or parental rights. While there is always need for professional judgement in clinical work, when interviewing victims at crisis, there should be very careful consideration in conducting investigation and intervention in handling family violence cases. The Panel recommends the Social Welfare Department to take more active steps in ensuring this safety first principle be actualised in the handling process by developing more detailed guides and sharing on risk assessment and management.

(xxi) Staff Safety and Support in Handling Family Violence Cases

8.24 The “Safety First Principle” should also apply to the protection of the professionals handling the family violence cases, including protection of their mental health while serving these cases. A review of the adequacy of physical and mental health support of the staff team is warranted at different stages of their service in the unit. Given the expertise required in proper case assessment and intervention, consideration could be given in greater use of induction programme as in Probation Service, mentorship, and focus group sharing, etc.

8.25 The Panel recommends having in place a standard provision of psychological support and debriefing services for the staff during and after traumatic experience at work. Reference could be drawn from the Police's standard practice of arranging some debriefing sessions for every policeman after a gun shot. The Social Welfare Department should work out a system of provisions for the Department and the non-governmental organisation staff to emphasise and normalise the use of such service to uphold staff quality and mental health. The Panel is glad to note that SWD has planned to step up Critical Incident Stress Management (CISM) at the work place in 2005/06. Such provision should be accessible to all staff.

(xxii) Consolidation of Expertise in Family and Child Protective Services Unit

8.26 The Panel appreciates the current practice of posting experienced social workers to serve in the Social Welfare Department Family and Child Protective Services Unit and providing on-going supervision and training to up-keep their expertise. To balance the need to retain FCPSU staff expertise and to meet the human resource management requirement of the Department, options can be opened to the staff to stay on the "trainer track" or the "worker track". Those who select the "trainer track" can receive more training with a view to staying permanently in family and child protection work and build up themselves as trainers or senior practitioners to handle most difficult and challenging cases. Annual retreat for the teams for team building, in-service and refresher training on values, approach, and practice towards family violence would be useful to prevent from getting burnt-out or losing sensitivity to the problem.

(xxiii) Strengthening the Mechanism of Multi-disciplinary Case Conference

8.27 The Panel highly recommends that the MDCC should be greatly applied in handling battered spouse cases. The definition of the "complicated cases" for which the MDCC will be convened as stipulated in the existing procedural guidelines must be regularly reviewed.

8.28 While the MDCC is a very useful mechanism for handling both child abuse and battered spouse cases, the Panel recommends improvement in

the format of the social enquiry report as well as in the practice of involving the clients, including issues concerning their presence in the conference and manner in conveying to them the outcome of the conference. The Panel also considers that the Social Welfare Department should develop a mechanism for reconvening case conference for review of case development where there is a dispute in the establishment of child abuse.

(xxiv) Flexible Assignment of Caseworker in Child Abuse and Family Violence Cases

8.29 The Panel notes that there are pros and cons in adopting the principle of “one family one worker” and the present practice in having flexibility to arrange different social workers for conducting investigation and treatment of the child abuse and family cases whenever necessary is in place. The Panel recommends SWD to develop clearer guidelines on when to use one or more workers for a family. The Panel further recommends that there should be adequate induction programme for social workers newly posted to FCPSU. At the same time, the social workers should be encouraged to make greater use of other professional intervention and community support service, such as clinical psychological service, use of volunteer, etc.

(xxv) Use of Conjoint Interview in Handling Domestic Violence Cases

8.30 The Panel agrees that conjoint interview should be applied with great care given the imbalance in power between the abused and the perpetrator in domestic violence case and thus may not be appropriate for the initial phase of intervention. It is considered that conjoint interview should only be conducted when assessed to be safe by the worker in-charge and when ready consent from both parties is available. During the process of conjoint counselling, routine brief individual sessions should be arranged for the abused and the perpetrator to ensure that they are given opportunities to raise and discuss issues without the other party’s presence. In sum, the Panel recommends that SWD should set out key principles for the reference of social workers in conducting conjoint interview for domestic violence cases.

The End

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Membership of Review Panel on Family Services in Tin Shui Wai

Chairman : Mr Aaron Wan Chi-keung

Members : Professor Nelson Chow

Dr Sandra Tsang Kit-man

Secretary : Mrs Tang Lai Yuen-yee (Social Welfare Department)

Meetings held by Review Panel on Family Services in Tin Shui Wai

(a) Social Welfare Department Officers

<u>Date</u>	<u>Unit(s)</u>	<u>Representative(s)</u>
27.4.2004	Yuen Long District Social Welfare Office	Mrs Loretta Chau District Social Welfare Officer (Yuen Long)
		Ms Pang Kit-ling Assistant District Social Welfare Officer (Yuen Long)
		Mr Lai Yue-sun Senior Social Security Officer (Yuen Long and Tuen Mun)
	Yuen Long District Planning and Co-ordinating Team	Mr Hui Kau-hoi Social Work Officer (Planning and Co-ordination)(Yuen Long)1
		Ms Yu Yuen-han Social Work Officer (Planning and Co-ordination)(Yuen Long)2
	Family and Child Protective Services Unit (New Territories West)	Ms Chan Wai-chun Senior Social Work Officer
	Family and Child Protective Services Unit (New Territories East)	Mrs Mak Lam Pui-fong Senior Social Work Officer
	Tuen Mun District Social Welfare Office	Ms Leung Ho-yau Assistant District Social Welfare Officer (Tuen Mun)1
4.5.2004	Family and Child Welfare Branch	Mr Fung Pak-yan Assistant Director of Social Welfare (Family and Child Welfare)

		Mrs So Wong Wei-yee Chief Social Work Officer (Domestic Violence)
		Miss Cecilla Li Chief Social Work Officer (Family and Child Welfare)1
		Mr Peter Ng Chief Social Work Officer (Family and Child Welfare)2
21.5.2004	Tin Shui Wai Integrated Family Service Centre	Mr Roy Chan Officer-in-charge
1.6.2004	Clinical Psychological Service Branch	Mr Helios Lau Chief Clinical Psychologist
2.8.2004	Director of Social Welfare	Mr Paul Tang
	Yuen Long District Social Welfare Office	Mrs Loretta Chau District Social Welfare Officer (Yuen Long)
	Family and Child Welfare Branch	Mrs So Wong Wei-yee Chief Social Work Officer (Domestic Violence)
		Miss Cecilla Li Chief Social Work Officer (Family and Child Welfare)1
	Family and Child Protective Services Unit (New Territories West)	Ms Chan Wai-chun Senior Social Work Officer
	Family and Child Protective Services Unit (New Territories East)	Mrs Mak Lam Pui-fong Senior Social Work Officer

Meetings held by Review Panel on Family Services in Tin Shui Wai

(b) Non-governmental Organisation Service Operators and School Headmasters in Yuen Long District and Tin Shui Wai

<u>Date</u>	<u>Unit(s)</u>	<u>Representative(s)</u>
11.5.2004	Tin Shui Wai (North) Integrated Family Service Centre, International Social Service – Hong Kong Branch	Ms Venus Tsui Director of Programme
11.5.2004	Caritas Family Service – Yuen Long (transformed to Caritas Integrated Family Service Centre – Tin Shui Wai since 4.10.2004)	Ms Sira Ng Social Work Supervisor Ms Karen Chan Assistant Social Work Officer
11.5.2004	Tin Shui Wai Integrated Youth Service Centre, Evangelical Lutheran Church Hong Kong	Ms Cheng Wai-hing, Elisa Regional Supervisor
14.5.2004	Tin Shui Wai Centre (Integrated Team), Chinese Young Men’s Christian Association of Hong Kong	Mr Sunny Fan Centre-in-charge
14.5.2004	Tin Shui Wai Integrated Social Service Centre, Hong Kong Young Women’s Christian Association	Mr Chan Lap-fu, Eddie Officer-in-charge
14.5.2004	Family Life Education Unit (Yuen Long District), Hong Kong Federation of Youth Groups	Ms Lam Yin-wah, Priscilla Unit-in-charge
21.5.2004	Suicide Crisis Intervention Centre, The Samaritan Befrienders Hong Kong	Mr Michael Wong Centre-in-charge

9.7.2004	Castar Kindergarten	Ms Ng Shui-chun Headmaster
12.7.2004	Pak Kau College	Professor Tam Man-kwan Headmaster

Meetings held by Review Panel on Family Services in Tin Shui Wai

(c) Other Government Departments

<u>Department</u>	<u>Date</u>	<u>Representative(s)</u>
Housing Department	24.5.2004	Mr Lau Sing-chau Housing Manager/Tenancy (Yuen Long 2)
		Mr Kwok Wai-cheong Housing Manager/Property Management (Tuen Mun and Yuen Long 3)
Hong Kong Police Force	24.5.2004	Mr Peter George Else District Commander Yuen Long District
		Mr Chow Tak-choi Assistant Divisional Commander (Crime) Yuen Long Division
		Mr Cheung Lok-chuen Senior Inspector Divisional Investigation Team Yuen Long Division
	10.6.2004	Ms Cecilia Ng Superintendent Crime Support and Child Protection Policy Unit
		Ms Queenie Wong Chief Inspector Child Protection Policy Unit
	25.6.2004	Mr Law Wai-shing Assistant Divisional Commander (Crime) Tsz Wan Shan Division

Mr Tsui Wai-hung
Assistant Divisional Commander
(Operations)
Wong Tai Sin Division

Mr Chow Wai-tak
Assistant Divisional Commander
(Operations)
Chai Wan Division

Mr Li Chuen-wai
Assistant Divisional Commander
(Crime)
Chai Wan Division

Home Affairs Department	24.5.2004	Mr Vincent Tang District Officer (Yuen Long)
	11.6.2004	Mr Frankie Lui Assistant Director (3)
		Ms Fiona Li Administrative Officer Division III, Headquarters
	28.6.2004	Ms Sabrina Law Assistant District Officer (Kwun Tong)
		Ms Chan Wing-man, Gloria Liaison Officer (Sau Mau Ping) ¹
		Mr Chan Chi-ching, Thomas Senior Liaison Officer (2) Tuen Mun District Office
		Mr Chim Chun-yuen Eastern District Office
		Ms Fok Wai-yi, Winnie Liaison Officer-in-charge (Special Duties)

Education and Manpower Bureau	10.6.2004	Mrs Carol Ho Chief School Development Officer (Yuen Long)
Labour Department	9.7.2004	Mr William Mak Senior Labour Officer Employment Services Division

Meetings held by Review Panel on Family Services in Tin Shui Wai

(d) Yuen Long District Council

Date of meeting : 24.5.2004

Members present : Ms Chan Mei-lin

Ms Chan Wai-ching

Mr Cheung Man-fai

Ms Chiu Sau-han

Mr Kwok Keung

Ms Kwong Yuet-sum

Mr Liu Yam

Mr Luk Chung-hung

Mr Mak Ip-sing

Mr Tang Hing-ip

Mr Tang Kwai-yau

Mr Tse Hoi-chau

Mr Wong Kin-wing

Mr Wong Shing-tong

Mr Wong Wai-yin

Mr Wong Yu-choi

Meetings held by Review Panel on Family Services in Tin Shui Wai

(e) Yuen Long District Co-ordinating Committee on Family and Child Welfare Services

Date of meeting : 24.5.2004

Members present : Dr Lee Chi-wai
Senior Medical Officer (Paediatrics Unit)
Tuen Mun Hospital

Mr Lee Pak-ying
Chairman of Social Welfare Service Committee
Yuen Long Church of Christ in China

Ms Lui Mei-yee
Centre Supervisor
Chow Sung Chu Oi Child Care Centre
Yuen Long Church of Christ in China

Mr Lee Shing-pak
Executive Secretary
Yuen Long Town Hall

Mrs Leung Chan Choi-lin
Assistant Centre Superintendent
St. Christopher's Home
Hong Kong Sheng Kung Hui

Mr Chu Siu-lun
School Social Worker
Hong Kong Lutheran Social Service
(School Social Work Unit)

Ms Chan Wai-chun
Senior Social Work Officer
Family & Child Protective Services Unit (New Territories West)
Social Welfare Department

Mr Lau Hang-chi
Officer-in-charge
Yuen Long (West) Family Services Centre
Social Welfare Department

Ms Tang Siu-fong
Supervisor
Tin Shui Wai Family Support and Resources Centre
Social Welfare Department

Meetings held by Review Panel on Family Services in Tin Shui Wai

(f) Workers Handling the Case-in-question

<u>Service Unit / Organisation</u>	<u>Workers Interviewed</u>
Tin Shui Wai (North) Integrated Family Service Centre, International Social Service – Hong Kong Branch	Director of Programme Social Workers
Family and Child Protective Services Unit (New Territories West), Social Welfare Department	Senior Social Work Officer Caseworker
Wai On Home for Women, Social Welfare Department	Officer-in-charge Social Welfare Assistant Welfare Workers
Hotline Service, Harmony House	Welfare Worker

Meetings held by Review Panel on Family Services in Tin Shui Wai

(g) Individuals or Groups Having Submissions to the LegCo Welfare Panel

<u>Individual/Group</u>	<u>Date of meeting</u>	<u>Representative(s)</u>
Harmony House	1.6.2004	Ms Kitty Lai Co-ordinator, Community Education and Resource Centre Ms Anna Choi Shelter Supervisor
Society for Community Organisation (SoCO) and the Concern Group on the Rights of Migrant Women	18.6.2004	Ms Sze Lai-shan Community Organiser, SoCO Ms Yau Yik-yung Member, the Concern Group on the Rights of Migrant Women
Caritas Family Crisis Support Centre	18.6.2004	Ms Kwok Chi-ying, Paulina Centre Supervisor
International Social Service – Hong Kong Branch	23.6.2004	Mr Stephen Yau Chief Executive Mrs Ma Pang Yim-wan, Grace Director of Programme Mrs So Wong Yuk-ying Director of Programme Ms Venus Tsui Director of Programme
Ms Lam Moon-hing, Vera Solicitor	23.6.2004	

Hong Kong Council of
Social Service

23.6.2004

Mr Otto Lau
Chairperson, Specialised
Committee on Family and
Community Services

Ms Angie Lai Vice-Chairperson,
Specialised Committee on
Family and Community
Services

Mr Jacob Chan
Convenor, Resource Group on
Implementation of IFSC

Mr Sam Kwong
Convenor, Resource Group on
Ethnic Minorities Services

Mrs Helina Yuk
Convenor, Resource Group on
Community Development
Service

Ms Irene Ng
Convenor, Resource Group on
Domestic and Sexual Violence

Mrs Bridget Yu
Member, Resource Group on
Domestic and Sexual Violence

Ms Liu Ngan-fung
Member, Resource Group on
Domestic and Sexual Violence

Mr James Leung
Member, Specialised
Committee on Children and
youth Services

Mr Jackey Lo
Officer, Service Development
(Family and Community)

		Ms Klare Chan Officer, Service Development (Children and Youth)
		Ms Elsa Chiu Officer, Service Development (Family and Community)
Hong Kong Federation of Women's Centres	24.6.2004	Ms Law Ying-tsz Centre-in-charge
		Ms Chan Kong-sau Education Officer
Hong Kong Association for the Survivors of Women Abuse (Kwan Fook)	24.6.2004	Ms Liu Ngan-fung (Chairman) Ms Cheng Hoi-yi Ms Fong A-tjoeng Ms Lei Hiu-wan Ms Lui Lok-man Mr Ng Kiu-sum Ms Ng Siu-ha Ms Wong Kei-chun Ms Xu Mei-qiong
Mr Luk Chung-hung Yuen Long District Council Member	24.6.2004	
Against Child Abuse	28.6.2004	Dr Patricia Ip Chairperson
		Mrs Priscilla Lui Director
		Ms Jessica Ho Supervisor
Against Family Violence – Professional Family Counsellors & Therapists' Concern Group	28.6.2004	Ms Esther Lau Ms Florence Cheung Ms Fok Miu-yee, Stella Ms Florence Chu

Association Concerning Sexual Violence Against Women	28.6.2004	Ms Irene Ng Service Co-ordinator
Hong Kong Single Parents Association	30.6.2004	Ms Yu Sau-chu, Jessie Chief Executive
Hong Kong Family Welfare Society	30.6.2004	Mr Otto Lau Regional Manager (Kowloon) Mrs Shirley Tang Senior Social Work Practitioner Ms Shirley Ng Principal Social Worker
Hong Kong Social Workers Association	30.6.2004	Mr Chua Hoi-wai (President) Ms Lilian Law Mrs Justina Leung Mrs Laurene Man
Women's Coalition on Equal Opportunities	14.7.2004	<i>Association for the Advancement of Feminism</i> Ms Cheung Yuet-fung Ms Choi Wing-sze Mr Chong Yiu Kwong <i>Association Concerning Sexual Violence Against Women</i> Ms Wong Mei-fung <i>Hong Kong Association for the Survivors of Women Abuse (Kwan Fook)</i> Ms Liu Ngan-fung <i>Hong Kong Women Christian Council</i> Ms Christina Wong Ms Wong Mei-fung

**Individuals or Groups Who Have Meetings with or Given Views to Review
Panel on Family Services in Tin Shui Wai**

Individuals

Ms Chan Wai-mui

Dr Chan Kwok-ping, Johnny

Mr Cheung Ka-lok

Ms Fu Suk-yin

Ms Betty S F Ho

Mr Kwong Fu-sam

Prof Lau Yuk-king

Ms May Lei

Dr Joe Leung

Mr Leung Ting-Kwok

Ms So Wai-yee

Ms Carrie Woo

Mr Wu Chun-cheung

Ms Yau Yuk-lan

Ms Yeung Kin-see

A retired staff of Social Welfare Department (anonymous)

Groups

Ackerman (Hong Kong) Alumni Group

The Boys' & Girls' Clubs Association of Hong Kong

Department of Paediatrics & Adolescent Medicine, Tuen Mun Hospital

Hong Kong College of Paediatricians

The Hong Kong Federation Of Trade Unions Women Affairs Committee

Kowloon Women's Organisations Federation

The Society of Rehabilitation and Crime Prevention, Hong Kong

Women's Commission

List of Documents

A. District Information

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- (ii) 元朗區新來港定居人士服務協調委員會 (2004) 新來港定居人士服務/活動簡介
- (iii) 社會福利署元朗區福利辦事處 (2002) 社會福利署元朗區福利辦事處重組簡介
- (iv) 社會福利署元朗區福利辦事處 (2002-2004) 元朗區家庭及兒童福利服務地區協調委員會會議記錄
- (v) 社會福利署元朗區福利辦事處 (2003) 新思維齊共創 元朗區福利服務策劃研討會 2003-2004 資料及報告
- (vi) 社會福利署元朗區福利辦事處 (2004) 天水圍房屋發展
- (vii) 社會福利署元朗區福利辦事處 (2004) 元朗區綜援個案最新數字
- (viii) 社會福利署元朗區福利辦事處 (2004) 元朗區福利服務規劃資料
- (ix) 社會福利署元朗區福利辦事處 (2004) 凝聚力量拓路向 社福發展共籌謀 元朗區福利服務策劃研討會 2004-2005 資料及報告
- (x) 社會福利署元朗區福利辦事處 (2004) 社會福利署元朗區福利辦事處簡介
- (xi) 規劃署屯門及元朗規劃處 (2002) 建設香港 放眼未來 - 元朗
- (xii) 規劃署屯門及元朗規劃處 (2002) 元朗 元朗區資料
- (xiii) Social Welfare Department Yuen Long District Social Welfare Office (2003) “Strengthening Family Functions, Enhancing Personal Development” Yuen Long District Social Welfare Office Business Plan 2003/2004

- (xiv) Social Welfare Department Yuen Long District Social Welfare Office (2004) Households receiving CSSA and Family Services in Tin Shui Wai
- (xv) Social Welfare Department Yuen Long District Social Welfare Office (2004) Information Brief on Welfare Services in Tin Shui Wai
- (xvi) Social Welfare Department Yuen Long District Social Welfare Office (2004) Staffing Provision and Caseload of IFSCs/FSCs in Yuen Long District

B. Manual of Procedures/Checklist

- (i) 香港明愛家庭服務 (2002) 危機處理相關服務資料冊
- (ii) 香港明愛家庭服務 (2004) 處理危機個案備忘錄
- (iii) Alberta Council of Women's Shelters (2003) Comments on the Provincial Family Violence Treatment Program Framework
- (iv) Hong Kong Police Force (2004) Force Procedures Manual Chapter 34 Women and Juveniles
- (v) International Social Service Hong Kong Branch Tin Shui Wai (North) Integrated Family Service Centre (2004) Working Guidelines on Case Handling
- (vi) London Child Protection Committee (2003) London Child Protection Procedures
- (vii) Metropolitan Toronto Police Service, Children's Aid Society of Metropolitan Toronto, Catholic Children's Aid Society of Metropolitan Toronto, Jewish Family and Child Service of Metropolitan Toronto & Native Child and Family Services of Toronto (1995) Child Physical Abuse Protocol
- (viii) Ministry of Community Development and Sports, Singapore (2003) Integrated Management of Family Violence Cases in Singapore

- (ix) National Resources Center on Domestic Violence (2003) funded by US Department of Health and Human Services Family Violence Protocol Development
- (x) Ontario Council of Agencies Serving Immigrants (1997) Counselling Abused Women
- (xi) Santa Clara County Domestic Violence Council, Santa Clara County Board of Supervisors & Santa Clara Valley Medical Center (1997) Santa Clara County Domestic Violence Protocol for Health Providers
- (xii) Santa Clara County Social Services Agency (1995) Family Violence Prevention Best Practice Guide, Santa Clara County: Department of Family and Children's Services
- (xiii) Social Welfare Department (1998) Procedures for Handling Child Abuse Cases
- (xiv) Social Welfare Department (2002) Guide to Participants of the Multi-disciplinary Case Conference on Child Abuse
- (xv) Social Welfare Department Family and Child Welfare Branch (2000) Guidelines on Handling Battered Spouse Cases
- (xvi) Social Welfare Department Family and Child Welfare Branch (2003) Reference Kit for Chairperson of Multi-disciplinary Case Conference on Child Abuse
- (xvii) Social Welfare Department Family and Child Welfare Branch (2004) Guidelines on Interim Arrangements on the Division of Work between Integrated Family Service Centres (IFSCs) and Family and Child Protective Services Units (FCPSUs)
- (xviii) Social Welfare Department Family and Child Welfare Branch (2004) Guidelines on Interim Arrangements regarding Division of Work and Case Transfer Arising from Formation of Integrated Family Service Centres

- (xix) Social Welfare Department Task Group on Domestic Violence Services (2003) Risk Assessment Guide of Battered Spouse Cases for FCPSUs
- (xx) Social Welfare Department Working Group on Battered Spouse (1996) Multi-disciplinary Guidelines on the Handling of Battered Spouse Cases
- (xxi) Social Welfare Department Working Group on Combating Violence (2004) Procedural Guidelines for Handling Battered Spouse Cases
- (xxii) The Inter-Agency Committee on Collaboration of Services for Families Where Wife Assault Occurs (1990) Wife Assault Resource Manual
Toronto

C. Integrated Family Service Centre

- (i) 社會福利署元朗區福利辦事處 (2004) 天水圍綜合家庭服務計劃檢視與策略
- (ii) Consultant Team, Department of Social Work and Social Administration, The University of Hong Kong (2001) Meeting the Challenge: Strengthening Families Report on the Review of Family Services in Hong Kong
- (iii) International Social Service Hong Kong Branch Tin Shui Wai (North) Integrated Family Service Centre (2004) Mode of Service Delivery and Partnership Building with Community Organizations and Agency Visits
- (iv) Social Welfare Department Yuen Long District Social Welfare Office (2000) Tin Shui Wai Neighbourhood Family Services Project
- (v) Social Welfare Department Yuen Long District Social Welfare Office (2002) Tin Shui Wai Neighbourhood Family Services Project & Yuen Long Rural Area Integrated Family Services Project
- (vi) Social Welfare Department Yuen Long District Social Welfare Office (2003) Initial Proposal of Re-engineering of Family Services in Yuen Long District

- (vii) Social Welfare Department Yuen Long (West) Family Services Centre II (2001) Proposal on Tin Shui Wai Integrated Family Service Centre

D. Research Reports

- (i) 社會福利署元朗區單親家庭服務需要問卷調查工作小組 (1999) 元朗區單親家庭服務需要問卷調查報告
- (ii) 香港青年協會 (1999) 新市鎮家庭面對的困擾及求助途徑天水圍地區調查報告書
- (iii) 香港國際社會服務社天水圍(北)綜合家庭服務中心及香港撒瑪利亞防止自殺會自殺危機處理中心 (2004) 天水圍(北)家庭需要研究報告 2003
- (iv) 香港聖公會聖馬提亞青少年綜合服務中心 (2004) 天華邨青少年需要調查簡報
- (v) 香港學生輔助會及香港城市大學 (2004) 天水圍區家庭需要研究
- (vi) 明愛元朗家庭服務 (2003) 元朗區家庭問題意見調查報告
- (vii) 政府統計處 (2004) 主題性住戶統計調查第十七號報告書 – 內地來港定居三年及以下的人士的需要
- (viii) 羅致光議員辦事處 (2004) 虐兒個案研究報告

E. Training Materials

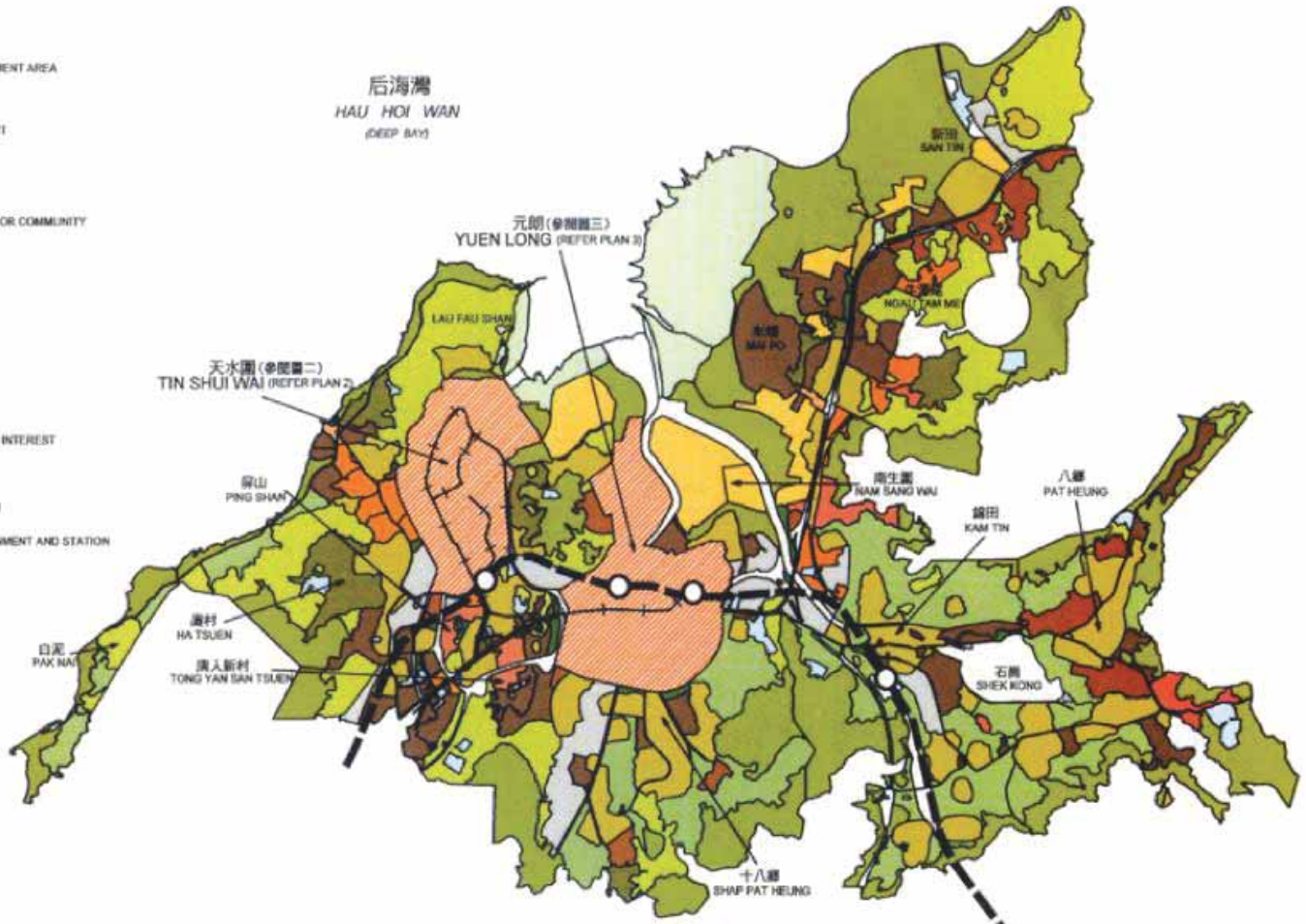
- (i) 和諧之家 (2002) 婦女熱線培訓教材套：訓練手冊
- (ii) 和諧之家 (2003) 「協助學童遠離家庭暴力」教材套

F. Related Books/Journals on Family Violence

- (i) 周月清 (2000) 家庭暴力防治與推廣 台灣
- (ii) 盧劉膺華 (2000) 勇闖心理迷宮
- (iii) Bograd Michele & Mederos Fernando (1999) Battering and Couples Therapy: Universal Screening and Selection of Treatment Modality *Journal of Marital and Family Therapy* 25(3): 291-312
- (iv) Goldner Virginia, Penn Peggy, Sheinberg Marcia & Walker Gillian (1990) Love and Violence: Gender Paradoxes in Volatile Attachments *Family Process* 29(4): 343-364
- (v) Mullender Audrey (1996) Rethinking Domestic Violence – The Social Work and Probation Response (Chapters on What do we know about domestic violence, Developing good practice in social services departments & Family Work and Violence: A Fundamental Change of Perspective): 19-21, 82-85 & 170-183
- (vi) Stith Sandra M., Rosen Karen H. & McCollum Eric E. (2002) Developing a Manualized Couples Treatment for Domestic Violence: Overcoming Challenges *Journal of Marital and Family Therapy* 28(1): 21-25
- (vii) Stith Sandra M., Rosen Karen H. & McCollum Eric E. (2003) Effectiveness of Couples Treatment for Spouse Abuse *Journal of Marital and Family Therapy* 29(3): 407-426
- (viii) Stith Sandra M., Rosen Karen H., McCollum Eric E. & Thomsen Cynthia J. (2004) Treating Intimate Partner Violence within Intact Couple Relationships: Outcomes of Multi-couple versus Individual Couple Therapy *Journal of Marital and Family Therapy* 30(3): 305-318
- (ix) World Health Organization, Geneva (2002) World Report on Violence and Health

圖例
LEGEND

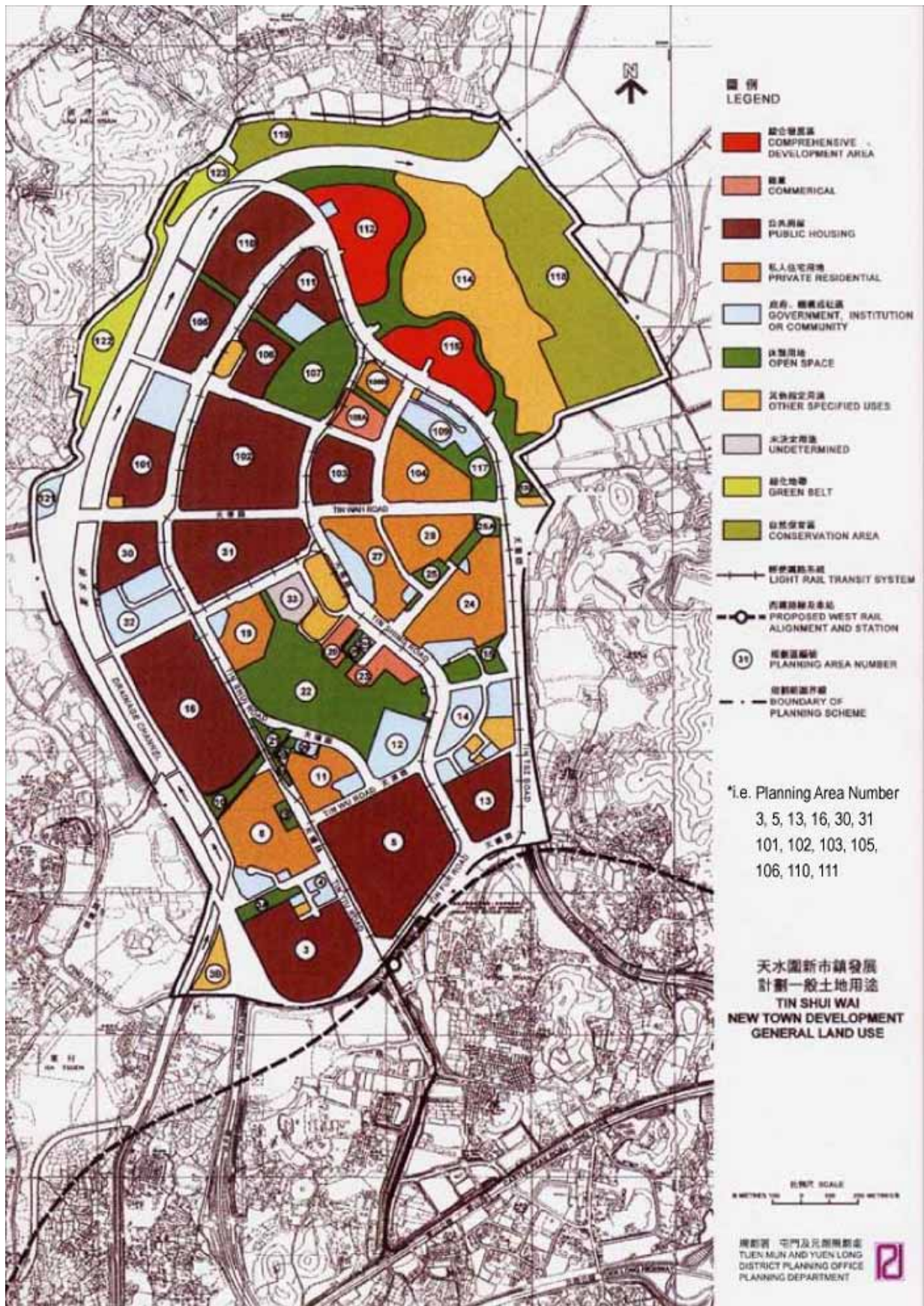
- 商業
COMMERCIAL
- 綜合發展區
COMPREHENSIVE DEVELOPMENT AREA
- 住宅
RESIDENTIAL
- 鄉村式發展
VILLAGE TYPE DEVELOPMENT
- 工業
INDUSTRIAL
- 露天貯物
OPEN STORAGE
- 政府、機構或社區
GOVERNMENT, INSTITUTION OR COMMUNITY
- 休憩用地
OPEN SPACE
- 康樂
RECREATION
- 其他指定用途
OTHER SPECIFIED USES
- 農業
AGRICULTURE
- 未決定用途
UNDETERMINED
- 綠化地帶
GREEN BELT
- 具有特殊科學價值地點
SITE OF SPECIAL SCIENTIFIC INTEREST
- 其他用途
OTHERS
- 輕鐵或地鐵
LIGHT RAIL TRANSIT SYSTEM
- 西鐵線及車站
PROPOSED WEST RAIL ALIGNMENT AND STATION
- 地區界線
DISTRICT BOUNDARY



元朗：一般土地用途
YUEN LONG - GENERAL LAND USE

規劃署 屯門及元朗規劃處
TUEN MUN AND YUEN LONG
DISTRICT PLANNING OFFICE
PLANNING DEPARTMENT





天水圍社會服務概覽

(2004年5月)

* 提供課餘託管服務
提供深入就業援助服務

香港中華基督教青年會天水圍會所
天澤邨商場3樓311室
電話：3152 2798

神召會禮拜堂天澤幼兒中心
天澤邨澤辰樓B及C翼地下
電話：2486 3456

基督教宣道會天頌幼兒中心
天頌苑服務設施大樓1樓
電話：2253 0100

計劃於天恩邨設立的社會服務：
幼兒中心 (1間)
安老院舍 (1間)
日間康復服務中心 (1間)
嚴重弱智人士宿舍 (1間)

社會福利署天水圍社會保障辦事處
天華邨華悅樓及華達樓地下
電話：2443 2604

博愛醫院陳平紀念長者鄰舍中心
天華邨服務設施大樓3樓
電話：2478 1930

美藝中英文幼兒園
嘉湖山莊翠湖居地下幼兒園5及9室
電話：2808 0993

香港基督教女青年會
天水圍綜合社會服務處 #
天瑞邨天瑞社區中心1,2及4樓
電話：2447 9253

明愛元朗家庭服務
天瑞邨天瑞社區中心4樓
電話：2474 7312

明愛家庭生活教育組(元朗)
天瑞邨天瑞社區中心4樓
電話：2474 7312

香港青年協會 天瑞青年空間*
天瑞邨瑞豐樓地下
電話：2448 7474

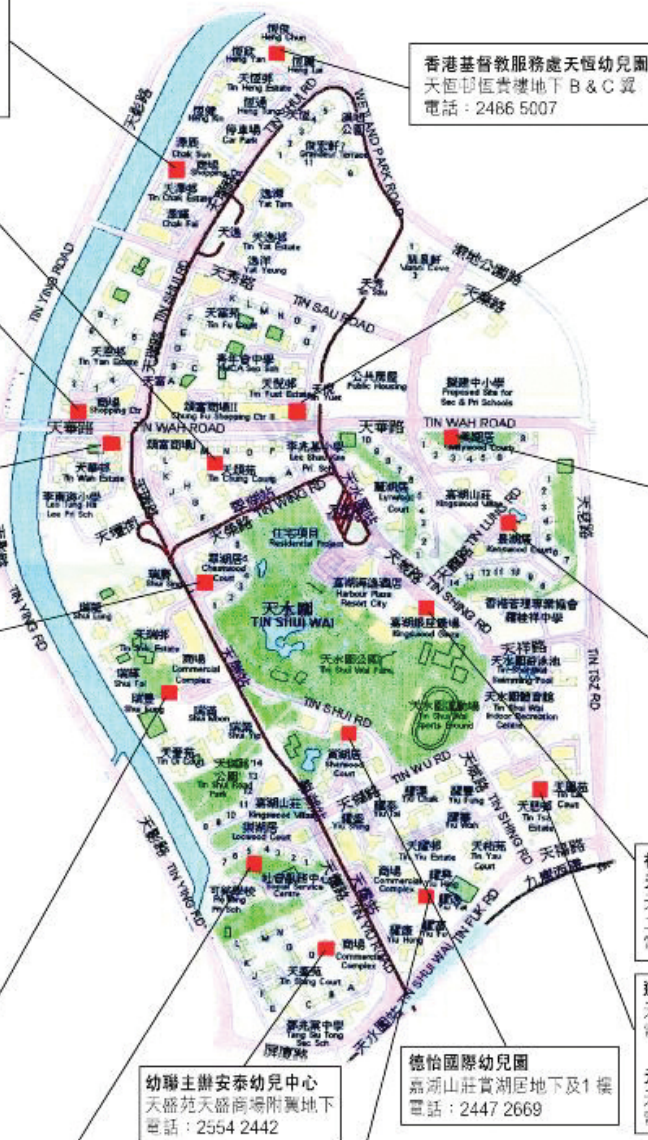
基督教香港信義會
天水圍青少年外展社會工作隊
天瑞邨瑞豐樓地下
電話：2617 4881

鄰舍輔導會
天水圍新市鎮綜合社會服務中心*
天瑞邨天瑞社區中心地下
電話：2617 6816

鄰舍輔導會天瑞耆康中心
天瑞邨天瑞社區中心地下
電話：2448 7433

博愛醫院朱國京夫人紀念幼兒中心
天瑞邨瑞豐樓地下B、C翼
電話：2617 3415

香港保護兒童會慧妍雅集日託幼兒園
天瑞邨 h天瑞社區中心3樓
電話：2448 7501



香港基督教服務處天恒幼兒園
天恒邨恆貴樓地下B & C翼
電話：2466 5007

循道衛理禱農社會服務處
天水圍社會服務中心 #
天悅邨恆貴樓C翼地下
電話：9571 8078

香港國際社會服務社
天水圍(北)綜合家庭服務中心
天悅邨服務設施大樓2至3樓
電話：2446 1223

香港青年協會家庭生活教育組(元朗)
天悅邨服務設施大樓2樓
電話：2445 4903

香港青年協會天悅青年空間*
天悅邨服務設施大樓2樓
電話：2445 5777

明愛天悅長者中心
天悅邨服務設施大樓1樓
電話：3160 4100

東華三院九龍崇德社幼兒園
天悅邨服務設施大樓1樓
電話：2448 0031

激活幼兒園(嘉湖山莊)
天龍路9號嘉湖山莊美湖居B座地下
電話：2446 9210

香港聖公會
聖馬提亞青少年綜合服務中心*
天龍路4號
電話：2446 0738

聖公會夏瑞芸幼兒園
天龍路4號地下
電話：2446 9220

天樂幼兒園
天龍路2號嘉湖山莊
景湖居地下幼兒園
電話：3152 2600

社會福利署
天水圍綜合家庭服務中心
天恩路18號嘉湖銀座二期
二樓201C室
電話：2475 0525

道教香港青松觀青松侯寶垣老人服務中心
天恩邨慈恩樓地下西翼
電話：2445 0013

元朗區婦女會天水圍互助幼兒中心
天恩邨慈恩樓3號地下B翼
電話：2447 0186

仁濟醫院第廿四屆董事局社會服務中心*
天河路6號
電話：2445 0222

仁濟醫院第廿四屆董事局社會服務中心
(老人服務部)
天河路6號
電話：2445 2130

仁濟醫院林李婉冰幼兒中心
天河路6號
電話：2445 2110

社會福利署
天水圍家庭支援及資源中心
天恩邨天澤社區中心一樓
電話：2446 3694

香港青年協會天耀青年空間*
天耀邨天耀社區中心4樓
電話：2445 4868

基督教香港信義會
天水圍青少年綜合服務中心
(亦提供深宵外展及社區支援服務)
天耀邨匯華樓地下
電話：2446 2023

元朗大會堂梁學樞夫人老人中心
天耀邨天耀社區中心1樓
電話：2445 2555

仁愛堂彭鴻輝
元朗綜合家居照顧服務中心
天耀邨匯華樓3號地下A翼
電話：2443 1333

博愛醫院天耀家庭多元智能中心*
天耀邨天耀社區中心地下
電話：2445 4675

禮賢會元朗幼兒中心
天耀邨天澤商場1樓111號
電話：2445 6306

仁愛堂天耀幼兒中心
天耀邨天澤社區中心5樓
電話：2448 2316

禮賢會元朗嬰兒園
天耀邨天澤商場1樓112號
電話：2445 8396

Source of Referrals of All New Domestic Violence Cases (Child Abuse and Battered Spouse Cases) of FCPSU for 2003-04

Source of Referrals		No. of cases
1.	<i>Self Approach</i>	227
2.	Police	711
3.	SWD Departmental Hotline	3
4.	Press	12
5.	Family Services Centre / SWD	386
6.	Other SWD Units (e.g. Wai On Home for Women, Social Security Field Unit, Probation Office, etc.)	49
7.	Family Services Centre / NGOs	151
8.	Clinic / Hospital / Medical Social Services Unit	329
9.	Teacher / School Guidance Officer / School Guidance Teacher / School Social Worker	129
10.	Other Government Departments (including Legal Aid Department)	2
11.	Other Welfare Agencies	90
12.	Public / Neighbour	2
13.	Relative	1
14.	District Councillor	1
Total		2093

Statistics on Outcome of MDCCs Chaired by SWD Service Units (from January 2004 to June 2004)

(i) Outcome of MDCCs Chaired by SWD FCPSUs

	Outcome of MDCCs		
	Established as Child Abuse	At Risk of Child Abuse	Not Established as Child Abuse or at Risk of Child Abuse
No. of cases	130	65	80
Subtotal	195		
Total	275		

* Percentage of cases established as child abuse or at risk of child abuse:
 $= (130+65)/275 \times 100\% = 71\%$

(ii) Outcome of MDCCs Chaired by SWD Casework Units other than FCPSUs (e.g. FSCs/IFSCs, MSSUs, etc)

	Outcome of MDCCs		
	Established as Child Abuse	At Risk of Child Abuse	Not Established as Child Abuse or at Risk of Child Abuse
No. of cases	49	21	24
Subtotal	70		
Total	94		

* Percentage of cases established as child abuse or at risk of child abuse:
 $= (49+21)/94 \times 100\% = 74\%$