

**立法會**  
**Legislative Council**

LC Paper No. CB(2)131/07-08  
(These minutes have been  
seen by the Administration)

Ref : CB2/PL/WS

**Panel on Welfare Services**

**Minutes of meeting**  
**held on Monday, 9 July 2007, at 10:45 am**  
**in Conference Room A of the Legislative Council Building**

**Members present** : Hon CHAN Yuen-han, SBS, JP (Chairman)  
Dr Hon Fernando CHEUNG Chiu-hung (Deputy Chairman)  
Hon Albert HO Chun-yan  
Hon LEE Cheuk-yan  
Hon Bernard CHAN, GBS, JP  
Hon Mrs Sophie LEUNG LAU Yau-fun, GBS, JP  
Dr Hon YEUNG Sum, JP  
Hon TAM Yiu-chung, GBS, JP  
Hon LI Fung-ying, BBS, JP  
Hon Tommy CHEUNG Yu-yan, SBS, JP  
Hon Frederick FUNG Kin-kee, SBS, JP  
Hon Alan LEONG Kah-kit, SC  
Hon LEUNG Kwok-hung  
Dr Hon KWOK Ka-ki

**Public Officers attending** : Item II

Mr Matthew CHEUNG, GBS, JP  
Secretary for Labour and Welfare

Mr Paul TANG, JP  
Permanent Secretary for Labour and Welfare

Miss Eliza LEE  
Deputy Secretary for Labour and Welfare (Welfare) 1

Mrs Mary MA  
Commissioner for Rehabilitation  
Labour and Welfare Bureau

Mr SIT Tung  
Assistant Director of Social Welfare  
(Rehabilitation and Medical Social Services)

Mrs Fanny LAM FAN Kit-fong  
Principal Assistant Secretary for Education  
(School Administration and Support)

Dr Catherine LAM Chi-chin  
Consultant Paediatrician (Child Assessment Service)  
Department of Health

Dr Daisy DAI  
Chief Manager (Primary & Community Services)  
Hospital Authority

Dr Joseph KWOK Kin-fun  
Member  
Rehabilitation Programme Plan Review Working Group

Mr LAW Wai-cheung  
Member  
Rehabilitation Programme Plan Review Working Group

Mr CHEUNG Kin-fai  
Member  
Rehabilitation Programme Plan Review Working Group

Mr TSANG King-ping  
Member  
Rehabilitation Programme Plan Review Working Group

Ms Deborah WAN  
Member  
Rehabilitation Programme Plan Review Working Group

Mr Philip YUEN  
Member  
Rehabilitation Programme Plan Review Working Group

Item III

Miss Hinny LAM  
Principal Assistant Secretary for Labour and Welfare  
(Welfare) 2

Mrs Anna MAK  
Assistant Director of Social Welfare  
(Family and Child Welfare)

Mr YIU Tze-leung  
Assistant Community Services Secretary (Youth & Family)  
Tung Wah Group of Hospitals

Mr WONG Chor-ling  
Supervisor, CEASE Crisis Centre  
Tung Wah Group of Hospitals

Items II and III

Mr Stephen FISHER, JP  
Director of Social Welfare

**Deputations  
by invitation**

: Item II

Hong Kong Association of the Deaf

Mr CHEUNG Kam-kuen  
Director

Miss LO Wan-sze  
Sign-Interpreter

Hong Kong Association for Specific Learning Disabilities

Mrs LAU LI Man-ying  
Vice Chairman

The Association of Parents of the Severely Mentally  
Handicapped

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Ms HO Wai-ngan  
Clerk

The Hong Kong Society of Child Neurology and  
Development Paediatrics

Dr CHAN Chok-wan  
President

Hong Kong Association for AD/HD

Mr Clement LAW Chi-kin  
Chairperson

Amity Mutual Support Society

Mr LEUNG Kim-pong  
Chairperson

Society for Community Organization

Mr PANG Hung-cheong  
Community Organizer

Hong Kong Federation of the Blind

Mr LAM Chun-tak  
Convenor of Public Affairs Committee

殘障人士及照顧者關注組

Ms KWONG Suet-yi  
Organizer

Hong Kong Association for Parents of Persons with  
Physical Disabilities

Ms Ivy TAM  
Clerk

Ms HO Bo-ching  
Member

The Parents' Association of Pre-school Handicapped  
Children

Mrs Julie LEE  
Vice Chairman

1<sup>st</sup> Step Association

Mr LEUNG Choy-yan  
Chairperson

Rehabilitation Alliance Hong Kong

Mr Henry HUNG  
Vice Chairperson

Ms LAM Fong-ting  
General Secretary

Item III

Women's Coalition on Equal Opportunities

Ms CHUNG Yuen-yi  
Co-ordinator

Hong Kong Association for the Survivors of Women Abuse  
(Kwan Fook)

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Ms LIU Ngan-fung  
Chairman

The Against Elderly Abuse of Hong Kong

Mr Selwyn YU  
Vice Executive Director

Mr Bernard TANG  
Supervisor (Policy and Legal Support)

Hong Kong Chinese Civil Servants' Association, Social  
Work Officers Grade Branch

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Mr LEUNG Kin-hung  
Chairman

Mr CHEUNG Kam-ki  
Vice Chairman (External Affairs)

Rainlily

Ms Alice WU  
Counsellor

Ms Mary SIU  
Client

Association Concerning Sexual Violence Against Women

Mr LAM Chuen-ping  
Executive Committee Member

Hong Kong Social Workers' General Union

Mr YUM Kwok-tung

Hong Kong Federation of Women's Centres

Ms Clara LAW  
Center-in-charge

**Clerk in attendance** : Miss Betty MA  
Chief Council Secretary (2) 4

**Staff in attendance** : Mr Chris LAI  
Senior Council Secretary (2) 7

Miss Maggie CHIU  
Legislative Assistant (2) 4

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**I. Information paper(s) issued since the last meeting**

Members noted that no information paper had been issued since the last meeting.

2. Noting that an increasing number of overseas countries had adopted the solution-focused approach for the provision of welfare services, Mrs Sophie LEUNG suggested that this item be included in the Panel's list of outstanding items for discussion in the next session. Members agreed.

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**II. 2007 Rehabilitation Programme Plan**

[LC Paper Nos. CB(2)2348/06-07(01) to (02), CB(2)2414/06-07(01), CB(2)2425/06-07(01) and CB(2)2423/06-07(01) to (09)]

3. Secretary for Labour and Welfare (SLW) introduced the background for the review of the Rehabilitation Programme Plan (RPP). He said that a RPP Review Working Group (the Working Group) comprising members from various fields was tasked to conduct the review. In drafting the 2007 RPP, the Working Group had taken into consideration a wide spectrum of views and suggestions from different groups of persons with disabilities (PWDs), rehabilitation non-governmental organizations (NGOs) and other individuals and organizations concerned. The 2007 RPP set out the strategic directions and key suggestions in each programme area of rehabilitation services, and had been endorsed by the Rehabilitation Advisory Committee (RAC). SLW said that the Administration would listen to the views of members and deputations expressed at the meeting, and was committed to taking forward the relevant RPP initiatives and adhering to RPP in planning for future services, deployment of existing resources and bidding for new resources.

Views of deputations

4. The Chairman welcomed deputations to the meeting. The views of the deputations are summarized below.

*Hong Kong Association of the Deaf*  
[LC Paper No. CB(2)2348/06-07(02)]

5. Mr CHEUNG Kam-kuen expressed regret at the inadequate provision of sign language training for people with hearing impaired disabilities. In order to facilitate their learning and full integration into the society, Mr CHEUNG considered that the Administration should enhance the provision of sign language training for people with hearing impaired disabilities and step up efforts to standardize the use of sign language in Hong Kong.

*Hong Kong Association for Specific Learning Disabilities*  
[LC Paper No. CB(2)2423/06-07(02)]

6. While expressing support for the Working Group's proposal to include "Specific Learning Difficulties" (SpLD) in the list of categories of conditions with certain disabling impact on persons affected, Mrs LAU LI Man-ying considered that the 2007 RPP failed to address the deputations' repeated requests for enhancing the provision of education and training, employment services and community support for students affected by SpLD and their families. Mrs LAU

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said that the Administration should set up a cross-sectoral working group to assist the students affected by SpLD to integrate into the society.

*The Association of Parents of the Severely Mentally Handicapped*  
[LC Paper No. CB(2)2423/06-07(03)]

7. Ms HO Wai-ngan said that the Association of Parents of the Severely Mentally Handicapped had made several submissions to the Panel urging the Administration to enhance the provision of rehabilitation services, day care centres, community support and barrier-free access for PWDs. She expressed disappointment that the 2007 RPP had not taken into account fully the Association's repeated requests. Ms HO considered that the Administration should come up with concrete measures and deploy additional resources to implement the 2007 RPP.

*The Hong Kong Society of Child Neurology and Development Paediatrics*  
[LC Paper No. CB(2)2423/06-07(01)]

8. While welcoming the proposal to include SpLD and "Attention Deficit/Hyperactivity Disorders" (AD/HD) in the list of categories of conditions with certain disabling impact on persons affected, Dr CHAN Chok-wan expressed disappointment at the absence of concrete implementation details for the recommendations in the 2007 RPP. He said that the Hong Kong Society of Child Neurology and Development Paediatrics had provided two position papers on SpLD and AD/HD respectively in its submission for the Administration's consideration.

*Hong Kong Association for AD/HD*  
[LC Paper No. CB(2)2423/06-07(05)]

9. Mr Clement LAW considered that the recommendations set out in the 2007 RPP were comprehensive and had taken into account the needs of children affected by AD/HD. To facilitate early identification of children affected by AD/HD, Mr LAW said that the Administration should shorten the waiting time for assessment of AD/HD and enhance training for staff of the Maternal and Child Health Centres and Student Health Service Centres. He added that a cross-sectoral working group should be set up to monitor the implementation of the 2007 RPP.

*Amity Mutual Support Society*  
[LC Paper No. CB(2)2423/06-07(06)]

10. Mr LEUNG Kim-pong expressed dissatisfaction at the low representation of PWDs in Government advisory bodies, especially patients with mental health problem. He urged the Administration to provide greater support for self-help



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organizations to promote the spirit of mutual help among PWDs and their families, and upload information about these organizations on the Government's website. Public education should also be stepped up to enhance public understanding and acceptance of patients with mental health problem.

*Society for Community Organization*  
[LC Paper No. CB(2)2423/06-07(07)]

11. Mr PANG Hung-cheong expressed disappointment that the 2007 RPP failed to address the rising demand for mental health services. He said that a mental health council should be established to co-ordinate policy formulation, programme delivery, research and public education in the area of mental health. The Administration should draw up new measures to facilitate the employment of patients with mental health problem.

*Hong Kong Federation of the Blind*  
[LC Paper No. CB(2)2423/06-07(08)]

12. Mr LAM Chun-tak said that the Administration should, in partnership with the welfare sector, continue to strive for the welfare and best interests of PWDs. For instance, the Administration should request public transport operators to provide concessionary fares for PWDs. To ensure the smooth implementation of the rehabilitation programme, Mr LAM suggested that the 2007 RPP should be reviewed bi-annually in the light of the changing circumstances.

*殘障人士及照顧者關注組*

13. Ms KWONG Suet-yi said that families with severely physically disabled members faced great difficulties in taking care of them. While echoing the strategic direction of the 2007 RPP to enhance the individual capacity of PWDs and their families, Ms KWONG considered that a long-term plan should be formulated to guide the development of community support services for PWDs and their families. The Administration should also allocate additional resources to enhance the provision of support services for family carers of PWDs.

*Hong Kong Association for Parents of Persons with Physical Disabilities*  
[LC Paper No. CB(2)2423/06-07(09)]

14. Ms HO Bo-ching said that the Hong Kong Association for Parents of Persons with Physical Disabilities had put forth various recommendations to improve the welfare and benefits of PWDs, as summarised in its submission. Ms HO expressed support for the strategic direction of RPP in promoting full integration of PWDs into society, but considered that more support should be provided for their family carers, especially those not on Comprehensive Social Security Assistance (CSSA).

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*The Parents' Association of Pre-school Handicapped Children*

15. Mrs Julie LEE said that she was a member of the Working Group, but she would give her views from the user perspective. She welcomed the approach adopted by the Working Group in taking into account a wide spectrum of views and suggestions from the relevant stakeholders when drafting RPP and in adopting some suggestions raised repeatedly by deputations, such as the inclusion of SpLD and AD/HD in the list of categories of disabling conditions. Mrs LEE considered that a designated body should be responsible for co-ordinating the efforts of the relevant bureaux and departments to ensure the smooth implementation of the rehabilitation programme.

*1<sup>st</sup> Step Association*

*[LC Paper No. CB(2)2423/06-07(04)]*

16. Mr LEUNG Choy-yan expressed support for the strategic directions and suggestions of the 2007 RPP. Mr LEUNG said that consideration should be given to adopting a case management approach in the provision of medical services for PWDs. The Administration should enhance community support for PWDs and their families. Additional resources and support should be provided for needy family carers not on CSSA.

*Rehabilitation Alliance Hong Kong*

*[LC Paper No. CB(2)2414/06-07(01)]*

17. Mr Henry HUNG said that the Rehabilitation Alliance Hong Kong had made a number of suggestions to improve education, employment services, day care services and community support, barrier-free access, and the use of information technology for PWDs, as set out in its submission. He said that the 2007 RPP should include plans to promote the use of the International Classification of Functioning, Disability and Health in Hong Kong.

*Rehabilitation Programme Plan Review Working Group*

18. Dr Joseph KWOK, Mr LAW Wai-cheung, Mr CHEUNG Kin-fai, Mr TSANG Kin-ping, Ms Deborah WAN and Mr Philip YUEN, who were members of the Working Group, made the following remarks –

- (a) the 2007 RPP was an achievement of the cross-sectoral partnership of and extensive consultations with the relevant stakeholders. Different subcommittees and working groups formed under RAC would map out concrete measures for implementing the RPP initiatives taking into account the views and suggestions raised by members and deputations;

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- (b) the new RPP set out broad objectives and measures for future development of rehabilitation services in each programme area, which allowed flexibility for implementing the rehabilitation programme in the light of changing demand and circumstances in the community;
- (c) the Administration should make reference to the experience of the review and the drafting of 2007 RPP and adopt a partnership approach with the welfare sector in planning future welfare services; and
- (d) in the light of the Government's improved fiscal position, more resources and support should be provided for the rehabilitation sector and self-help organizations to enhance support services for PWDs and their families.

*Hong Kong Joint Council for People with Disabilities and The Hong Kong Council of Social Service*

19. Members noted that the Hong Kong Joint Council for People with Disabilities and the Hong Kong Council of Social Service had provided a joint written submission (LC Paper No. CB(2)2425/06-07(01)) but had not sent representatives to the meeting.

Discussion

20. Considering that the Working Group had made extensive consultation with the relevant stakeholders and had taken into consideration a wide spectrum of views and suggestions in drafting the 2007 RPP, Dr Fernando CHEUNG said that he could not see any reasons for objecting RPP. However, he expressed grave disappointment at the absence of concrete details about the implementation of recommendations in the 2007 RPP, considering that discussion on RPP had been going on for more than two years. Dr CHEUNG said that the Administration should provide further information on the implementation plan for the recommendations in each programme area and the timetable for the next review of RPP.

21. Echoing similar views, Mr LEE Cheuk-yan, Dr YEUNG Sum and Mr Frederick FUNG strongly urged the Administration to provide concrete details about the timetable and resources to be allocated for the implementation of the 2007 RPP. Dr YEUNG added that the Administration should formulate a five-year plan on the development of rehabilitation services and provide an interim report on the implementation progress after three years. Mr Frederick

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FUNG added that the suggestions made in the new RPP were far from adequate to provide assistance for PWDs and failed to respond to public expectation.

22. Responding to members' views, SLW said that the Administration had adopted a flexible approach in the planning of welfare services, which enabled the Administration to be more responsive to the latest demand and changing circumstances in the community. RAC had endorsed a more broad-based, macro and strategic approach for the review of RPP, in place of the old model which focused on making detailed projections on the annual demand for and supply of rehabilitation services. As such, the 2007 RPP set out the strategic directions and suggestions in each programme area of rehabilitation services. Different subcommittees and working groups formed under RAC would follow up the implementation of RPP and come up with more concrete measures after taking into account the views made by members and deputations.

23. Mr LEE Cheuk-yan and the Chairman remained dissatisfied with the Administration's response and reiterated their request for a concrete timetable and roadmap for the implementation of the 2007 RPP. The Chairman said that the Administration should revert to the Panel on the progress after the delivery of the Policy Address in October 2007 and on the concrete measures before the passage of the Appropriation Bill in April 2008. SLW responded that the Administration would make periodic report to the Panel on the implementation progress.

24. Responding to Dr Fernando CHEUNG's suggestion for establishing an independent body to oversee and monitor the implementation of the 2007 RPP, SLW said that RAC would be responsible for monitoring the implementation of RPP, and he would be responsible for overseeing the implementation process.

25. Mr LEE Cheuk-yan noted with concern that the 2007 RPP had not taken heed of some suggestions raised by deputations repeatedly, such as enhancing community support for needy family carers not on CSSA. He hoped that the Administration would listen to the views from the relevant stakeholders when taking forward the RPP initiatives.

26. Ms LI Fung-ying expressed appreciation of the efforts devoted by the Working Group in drafting the 2007 RPP. She considered that as the relevant stakeholders had reached a consensus in drafting RPP, it was the Government's responsibility to provide sufficient resources for taking forward the RPP initiatives. The Administration should be spearheading in employing PWDs and map out further concrete measures to improve support services for PWDs, including enhancing the Rehabus service and residential services.

27. Dr KWOK Ka-ki advised that according to research findings, about 5.7% of Hong Kong students faced learning difficulties. While welcoming the

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suggestion of including SpLD in the list of categories of disabling conditions, Dr KWOK expressed regret at the absence of concrete proposals in the 2007 RPP to enhance support services for students with learning difficulties and their families.

28. SLW responded that the Administration would continue to listen to the views of members and deputations on the 2007 RPP, and would take into account the changes in demand and circumstances when implementing the rehabilitation programme. He assured members that the Administration would endeavour to bid for new resources for the implementation of relevant RPP initiatives.

[SLW and his colleagues left the Room A at this juncture to make way for Government officials attending for agenda item III.]

29. Expressing dissatisfaction at the absence of concrete details about the implementation of the 2007 RPP, Dr Fernando CHEUNG moved the following motion –

"本委員會贊同康復計劃方案作為未來康復服務的工作指引。但由於康復計劃方案欠缺落實有關建議的具體時間表和路線圖，亦缺乏具體數字，本會表示遺憾並促請政府從速補充有關資料。"

(Translation)

"That this Panel agrees that the Rehabilitation Programme Plan (RPP) should be taken as the working guideline for future rehabilitation services; however, as the RPP contains no concrete timetable and roadmap for implementing the relevant suggestions and lacks specific data, this Panel expresses regret and urges the Government to immediately supplement the relevant information."

30. The Chairman put the motion to vote. All the five members present voted for the motion, and no member voted against it. The Chairman declared the motion carried.

31. The Chairman said that members were very concerned about the absence of concrete details on the implementation of RPP. She requested the Administration to provide a written response to the motion passed by the Panel by the end of September 2007.

Admin

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**III. Services of the new Multi-purpose Crisis Intervention and Support Centre**

[LC Paper Nos. CB(2)2348/06-07(03), CB(2)2414/06-07(02), CB(2)2425/06-07(02) and CB(2)2423/06-07(10) to (14)]

32. Director of Social Welfare (DSW) introduced the new service mode for victims of sexual violence, including the setting up of a New Multi-purpose Crisis Intervention and Support Centre (the Crisis Centre) operated by the Tung Wah Group of Hospitals. DSW said that the new service mode represented improvements to the existing services through enhancing collaboration among different disciplines and service units. The Administration would monitor the operation of the Crisis Centre and review the effectiveness of the new service mode in about three years after implementation.

Views of deputations

*Women's Coalition on Equal Opportunities*

[LC Paper No. CB(2)2423/06-07(10)]

33. Ms CHUNG Yuen-yi considered that the new service mode fell far short of providing one-stop service for victims of sexual violence, as the victims were sometimes required to complete the necessary procedures for receiving services at different places. Moreover, the location of the Crisis Centre had been made public, which posed threats to the safety of sexual violence victims. Ms CHUNG added that the Crisis Centre should speed up the plan for providing short-term accommodation service and services for abused elders.

*Hong Kong Association for the Survivors of Women Abuse (Kwan Fook)*

[LC Paper No. CB(2)2423/06-07(11)]

34. Ms LIU Ngan-fung was concerned about the service gap under the new service mode. For instance, no outreaching service was provided for victims of domestic violence after office hours of the Social Welfare Department (SWD) and the Crisis Centre would only provide short-term accommodation to the victims for a maximum of two weeks. She strongly urged the Administration to provide more resources to the Integrated Family Service Centres (IFSCs) so that a designated social worker could follow through a case.

*The Against Elderly Abuse of Hong Kong*

[LC Paper No. CB(2)2423/06-07(12)]

35. Mr Selwyn YU said that four motions had been passed by the Panel and the Subcommittee on Strategy and Measures to Tackle Family Violence (the Subcommittee) urging the Administration to provide funding for Rainlily and suspend the open tender procedures for setting up the Crisis Centre. He

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expressed disappointment that the Administration had taken no follow-up actions on the motions. Mr YU also raised doubt about the capacity of the Crisis Centre in providing services for different target groups, in the light of the workload involved and limited resources available.

*Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch*

*[LC Paper No. CB(2)2414/06-07(02)]*

36. Mr LEUNG Kin-hung considered that the arrangement of requiring the frontline social workers of IFSCs and the Family and the Child Protective Services Units (FCPSUs) to act as designated social workers to handle sexual violence cases in addition to their routine duties would overload the frontline social workers and affect adversely their service. He said that the Administration should allocate additional resources to reduce the workload of frontline social workers of IFSCs and FCPSUs. Mr LEUNG added that a designated crisis centre for victims of sexual violence should be set up having regard to the uniqueness of the services.

*Rainlily*

*[LC Paper No. CB(2)2423/06-07(14)]*

37. Ms Mary SIU, a sexual violence victim, cast doubt as to whether the Crisis Centre was capable of delivering the same one-stop service currently provided by Rainlily, as the former would serve different target groups. Ms SIU considered that under the new service mode, victims of sexual violence were not provided with adequate information to make an informed choice of service as the referral information on Rainlily was no longer included in the new Procedural Guidelines for Handling Adult Sexual Violence Cases (the Procedural Guidelines) or the SWD's website.

*Association Concerning Sexual Violence Against Women*

*[LC Paper No. CB(2)2423/06-07(13)]*

38. Echoing Rainlily's views, Ms LAM Chuen-ping considered that victims of sexual violence should be provided with a wider choice of service. Ms LAM added that in-depth discussion on the new Procedural Guidelines had not been held by the Working Group on Combating Violence before its coming into effect.

*Hong Kong Social Workers' General Union*

*[LC Paper No. CB(2)2425/06-07(02)]*

39. Mr YUM Kwok-tung considered that the Administration had discredited the service of Rainlily when drawing up the new service mode for victims of sexual violence. He said that social workers of IFSCs and FCPSUs should not

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be required to take up additional duties of handling sexual violence cases, given that they were already overloaded by existing duties. Mr YUM also raised concern about the capacity of the Crisis Centre in rendering services for different target groups at the same time.

*Hong Kong Federation of Women's Centres*

40. Ms Clara LAW said that the Administration should set up a designated crisis centre for victims of domestic violence. Expressing dissatisfaction at the way the Administration had discredited the service of Rainlily, Ms LAW said that victims of sexual violence should be provided with referral information on all the service providers when they requested for help.

Discussion

*Workload of frontline social workers*

41. Dr KWOK Ka-ki expressed dissatisfaction that despite the concern raised by frontline social workers at IFSCs and FCPSUs about their heavy workload, some were required to take up extra duties to act as designated social workers for sexual violence cases. As this arrangement would add burden on the frontline social workers and affect adversely the services provided by IFSCs and FCPSUs, Dr KWOK said that it should be reviewed expeditiously.

42. Echoing similar views, Mr LEUNG Kwok-hung, Mr LEE Cheuk-yan and Dr Fernando CHEUNG considered it unreasonable to require frontline social workers of SWD to render crisis intervention services for victims of sexual violence within as short as 20 minutes after receipt of calls/referrals for service, even if they were engaged in other duties.

43. Responding to members, DSW said that under the new service mode, a specialized pool of designated social workers comprising about three to five social workers in each of the 12 SWD districts was set up to handle sexual violence cases during office hours, and the workload of each social worker was considered reasonable. Assistant Director of Social Welfare (ADSW) clarified that designated social workers were required to respond, but not report in person, as soon as practicable upon receipt of case referrals.

44. The Chairman considered that the Administration's response had failed to address the concern raised by the frontline social workers. She requested the Administration to discuss with frontline social workers directly ways to resolve the problem of heavy workload.



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*Services of the New Crisis Centre*

45. Dr KWOK Ka-ki said that it was stated in the new Procedural Guidelines that medical doctors working in the Emergency and Accident Units of hospitals should refer sexual violence victims to the Crisis Centre upon receipt of requests for help. Considering that the referral mechanism would limit the choice of services available to the victims, Dr KWOK strongly requested the Administration to review such arrangements.

46. DSW responded that an integrated approach was adopted under the new service mode, and services for victims of sexual violence were provided through redeployment of resources and enhancement of collaboration among different service units. The Administration would monitor the effectiveness of the new service mode, and study the need for a review taking into account the uniqueness of services for sexual violence victims. DSW added that it was stated clearly in the new Procedural Guidelines that if the victim did not wish to obtain services from the designated social worker of SWD or the Crisis Centre, the handling officer would introduce to the victim the services of other relevant NGOs, including Rainlily. The Administration would continue to adhere to the principle of respecting the victim's choice and provide them with client-oriented one-stop service.

47. Regarding some deputations' concern about the location and design of the Crisis Centre, DSW advised that the short-term accommodation units would be designed so as to safeguard the privacy of sexual violence victims and protect their safety. Service recipients of opposite sexes would be arranged to stay in different blocks of the residential units in the Crisis Centre.

48. Mr LEUNG Kwok-hung said that adequate resources should be allocated to enhance the provision of services for sexual violence victims. He expressed strong dissatisfaction that the Administration had discredited the service of Rainlily and failed to provide the victims with choice of service.

49. Mr LEE Cheuk-yan said that despite four motions having been passed by the Panel and the Subcommittee urging the Administration to provide funding for Rainlily, the Administration had not taken heed of members' view. He said that given its proven track record, he did not understand why the Administration had discredited the service of Rainlily. To provide a wider choice of services for the victims, Mr LEE said that the Administration should state clearly in the new Procedural Guidelines that information on all relevant service providers should be made available to different professionals involved in handling sexual violence victims for reference. Dr Fernando CHEUNG made a similar request.

50. DSW explained that the referral information on other service providers, including Rainlily and the Family Planning Association, had been stated in the

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new Procedural Guidelines for reference by different professionals and would be provided for victims of sexual violence upon request. He said that victims would be referred to the Crisis Centre if they did not indicate a preference for service.

51. Mr LEE Cheuk-yan considered it unreasonable to expect a victim of sexual violence to have information about all available service providers and indicate his/her preference for a specific service provider. He reiterated that the new Procedural Guideline should state clearly the referral information about all relevant service providers for the victims' reference.

52. Dr Fernando CHEUNG considered it unreasonable for the Administration to discredit the proven performance of Rainlily, having regard to the commendations made by the relevant stakeholders and the findings of evaluation study conducted by local academics. The Chairman echoed Dr CHEUNG's views.

53. The Chairman shared the concern raised by some deputations that under the new service mode, victims of sexual violence would have to recount their painful experience several times to different social service units. She considered that the Administration should review such arrangements with a view to providing a real one-stop service. Moreover, the crisis intervention services for victims of sexual violence should best be provided by social workers of the same sex.

54. Mr LEUNG Kwok-hung remained dissatisfied with the Administration's response, and strongly requested the Administration to provide a response as to whether it had sent out invitations for tender to operate the Crisis Centre to all eligible NGOs.

55. Responding to the views and concern raised by members and deputations, ADSW made the following points –

- (a) under the new service mode, designated social workers of either SWD or the Crisis Centre would render crisis intervention services for victims of sexual violence in hospitals, police stations, or other places convenient to them. As far as practicable, the victims would be arranged to undergo all necessary procedures at the same venue convenient to them with adequate privacy;
- (b) for sexual violence cases reported after office hours, the Crisis Centre would take over the cases for follow-up. Emergency outreaching teams of SWD would also provide immediate outreaching service for victims of domestic violence;

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- (c) given the professionalism of the designated social workers and their supervisors, they were capable of delivering timely and professional services for victims of sexual violence, irrespective of their gender; and
- (d) a vetting committee had been formed to assess and approve the proposals submitted by NGOs to set up and operate the Crisis Centre in a strictly fair manner.

56. Dr Fernando CHEUNG moved the following motion –

"本委員會對於政府未能以專門及一站式的形式協助性暴力受害人表示遺憾，更對政府打擊風雨蘭服務的手法表示極度不滿。本委員會要求政府立即容許服務使用者有選擇，並減輕社署及非政府機構轄下綜合家庭服務中心及保護家庭及兒童服務課的工作量，讓社工在合理的工作環境下提供服務予家庭暴力、性暴力及其他家庭問題的家庭及受害人。"

(Translation)

"That this Panel regrets that the Government fails to provide assistance to victims of sexual violence in a professional manner with one-stop service, and expresses grave dissatisfaction about the way in which the Government discredits the services of Rainlily. This Panel urges the Government to immediately allow service users to have a choice and reduce the workload of the Integrated Family Service Centres and Family and Child Protective Services Units under the Social Welfare Department and various non-governmental organizations so that social workers may have a reasonable working environment when providing services to families and victims of domestic violence, sexual violence and other family problems."

57. The Chairman put the motion to vote. All the four members present at the meeting voted for the motion, and no member voted against it. The Chairman declared the motion carried.

58. Dr Fernando CHEUNG said that the Panel should follow up discussion on the matter in the next session, and the Administration should provide the Panel with information on the operation and effectiveness of the Crisis Centre, such as the service utilisation rate. Mr LEE Cheuk-yan added that the Administration should provide a written response to the motion passed by the Panel by the end of August 2007. Members agreed.

Action

*(Post-meeting note : The Administration's response to the motion was issued to members vide LC Paper No. CB(2)2661/06-07(01).)*

**IV. Any other business**

59. There being no other business, the meeting ended at 1:36 pm.

Council Business Division 2  
Legislative Council Secretariat  
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