

IFSC Concern Group,

Hong Kong Social Workers' General Union 香港社會工作者總工會

26/06/2010

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Comments on Report “Building Effective Family Service : Review on the Implementation of the Integrated Family Service Centre Service Mode”

1 Some recommendations, though not concrete enough, are welcome, they are of the following:

Recommendation 2 : to render service for special targeted groups in our society

Recommendation 22 : to evaluate FSA

Recommendation 23 : merging of OS2, 3,4

2 However, the Report did not adequately address other issues which are of more concern to IFSC workers. They are :

A Frustration of IFSC workers in handling housing assistance cases referred from the Housing Authority (HA) : there seems a forever increasing numbers of such referrals.

SUGGESTION : HA should review the housing policies and should handle the residents' housing needs so that IFSC workers could handle the IFSC core business.

B The core business of IFSC : core business of IFSC is to deal with the needs of families in the community. The needs are related to various kinds of family relationships.

SUGGESTION : IFSC workers to deal with the core business while special teams to be set up to deal with street sleepers, gate keeping of resources etc.

C High turn over of IFSC workers : stakeholders, some with bad manner and attitude, have unrealistic expectations on IFSC workers and could be abusive. Both their profession and dignity suffer.

SUGGESTION : top management of SWD should communicate with stakeholders and other professionals to clarify the core business of IFSC.

D Lack of support for IFSC workers : shortages of placements for elderly, battered victims and children in need. The need is growing rapidly due to rising unemployment, increasing new arrivals and higher divorce rate.

SUGGESTION : adequate resources should be employed to enable availability of placement for the needy users.

E IFSC workers are scapegoats of social tragedies and family homicides : the public and the mass media believe IFSC workers could fix all social problems.

SUGGESTION : education should be carried out to help the public and the mass media become more compassionate members of society.

To conclude, IFSC workers render service to individuals and families trapped in poverty and unsatisfactory relationships resulting from aging, unemployment, illnesses and disability.....IFSC workers are expected to solve ALL social problems.

NGO IFSC workers face discrimination of pay. They do the work as their SWD counterparts but they have lower pay and a dim future. Lump sum grant should be reviewed. NGO should have more transparency in their management of lump sum grant and manpower.

Long-term welfare plan should be resumed for effective provision!
Social changes should be observed and addressed!
Support IFSC workers to carry out the core business!