

**Administration's Response to the Motion passed by the  
LegCo Panel on Welfare Services on 9 July 2007**

**INTRODUCTION**

At the meeting held on 9 July 2007, the Panel on Welfare Services passed the following motion –

*“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, and 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 organisations 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.”*

This paper sets out the Administration's response to the motion.

**DETAILS**

**The New Multi-purpose Crisis Intervention and Support Centre**

2. The Administration has long recognised the uniqueness and importance of the services provided to victims of sexual violence. We have put in place a new service model since 26 March 2007 to provide specialised and one-stop services to the victims, and to facilitate them to receive services or to complete the necessary procedures in a convenient, safe, confidential and supportive environment.

3. Under the new service model, the designated social workers of the Social Welfare Department (SWD) or the CEASE Crisis Centre operated by the Tung Wah Group of Hospitals will act as the case manager for those victims who are willing to receive the service. The designated social workers will thoroughly assess and follow up the victims' various needs in such aspects as medical examination and treatment, psychological support, accommodation and daily living. Services provided include emotional support, counselling, clinical psychological service, accompanying victims to make report to the Police, to receive medical services and forensic examination and to attend court proceedings, etc. Depending on the victims' need, the case manager may arrange temporary accommodation service to protect their safety. To ensure the continuity of service, the same designated social worker will, as far as practicable, follow through the case for at least six months to help the victims get over the traumatic experience, and to ensure that they are provided with specialised and one-stop services during the process.

4. The related social service units, the Hospital Authority (HA), the Police and the Forensic Pathology Service of the Department of Health, etc. have also collaborated to establish effective work procedures. In consultation with the related parties, SWD has updated the "Procedural Guidelines for Handling Adult Sexual Violence Cases (revised 2007)" (Procedural Guidelines) which sets out details of the action required and procedures in handling sexual violence cases by related social service units and professionals, including HA and the Police, etc. These include introducing the service of the designated social worker to the victims and making referrals according to the victims' wish. It has been clearly stated in the Procedural Guidelines that if the victim does not wish to obtain services from the designated social worker, the handling officer may introduce to the victim the services of other relevant non-governmental organisations, including the Rainlily. As a matter of fact, the referral information of Rainlily has been attached to Annex III to the Procedural Guidelines for reference by different professionals. In addition, information about the service of Rainlily has also been uploaded to SWD's website on support for victims of child abuse, spouse battering and sexual violence (<http://victimsupport.swd.gov.hk>). As such, the assertion that the Administration has been discrediting the service of Rainlily is unfounded. The Administration will continue to adhere to the principle of respecting the victim's choice and provide them with client-oriented one-stop service.

## **Workload of social workers**

5. The Administration has all along monitored closely the workload of the Integrated Family Service Centres (IFSCs) of SWD and non-governmental organisations and that of the Family and Child Protective Services Units (FCPSUs). Over the past few years, SWD has reinforced manpower support through the provision of additional resources to reduce the workload of frontline social workers. In the past two years, there was an increase of more than 90 frontline social workers in all IFSCs. In 2007-08, the Administration will further provide additional resources to strengthen the supervisory support to frontline social workers of IFSCs. As for FCPSUs, SWD has between 2004 and 2006 expanded the number of units from five to eight. The social work manpower of these units has also been increased from 110 in 2004 to 155 in 2006. In 2007-08, the number of FCPSUs will be further expanded to 11 and social work manpower further increased.

6. SWD will continue to closely monitor the workload of frontline social workers at both IFSCs and FCPSUs and strive to meet the service demand through addition, re-engineering and deployment of resources, enhancing collaboration with other services and sectors and maximizing the optimal use of other community resources.

**Social Welfare Department  
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