Panel on Welfare Services

Summary of views and suggestions given by deputations at the special meeting on 30 October 2007

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
A) Cross-sectoral and inter-departmental collaboration n	nechanism
Harmony House [LC Paper No. CB(2)222/07-08(03)]	• A holistic welfare plan and strategy should be formulated to tackle family problems in Tin Shui Wai, as these were caused by a plethora of factors
International Social Service – Hong Kong	including Government's poor town planning, widening income disparity,
The Hong Kong Council of Social Service [LC Paper No. CB(2)222/07-08(04)]	a high density of low-income families and new arrival families with weaker support network, remote location, limited local employment opportunities, and insufficient support services and community facilities
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	in the area
Mr CHEUNG Yin-tung, Yuen Long District Councillor	
Alliance for Advocating Mental Health Policies [LC Paper No. CB(2)278/07-08(01)]	
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)]	• Social Welfare Department (SWD) should expedite the development of the department-wide Client Information System which provided instant access to most client information via electronic case records and facilitated case management decisions

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
A) Cross-sectoral and inter-departmental collaboration n	nechanism
Harmony House [LC Paper No. CB(2)222/07-08(03)]	• The role of the District Welfare Service Planning and Co-ordinating Committee should be strengthened with a view to mapping out a comprehensive district welfare plan to meet the specific welfare needs in the district
Mr CHEUNG Yin-tung, Yuen Long District Councillor	• Collaboration among SWD, the Housing Authority and the Hospital Authority should be enhanced in the planning of welfare, housing and medical services during the planning stage of new town development
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)]	• Coordination among different welfare service units should be further improved to ensure that seamless services and support were provided
Hong Kong Association for the Survivors of Women Abuse (Kwan Fook) [LC Paper No. CB(2)222/07-08(05)]	
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	
Caritas Integrated Family Service Centre – Tin Shui Wai [LC Paper No. CB(2)177/07-08(01)]	
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	
The Hong Kong Federation of Youth Groups [LC Paper No. CB(2)222/07-08(09)]	

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
A) Cross-sectoral and inter-departmental collaboration mechanism	
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	• A central database should be set up to collate statistical information on the demographic characteristics of Tin Shui Wai residents, and the demand and supply of welfare services for different target groups with a view to formulating strategy and planning of welfare services in the district and reviewing the effectiveness of the strategy

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
B) Family services and support services for the disadvar	ntaged
The Against Elderly Abuse of Hong Kong [LC Paper No. CB(2)222/07-08(01)]	• Measures should be taken to enhance the collaboration between the Integrated Family Service Centres (IFSCs) and welfare non-governmental organisations (NGOs) in handling domestic violence cases
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)]	• The manpower of social workers in the three IFSCs in Tin Shui Wai should be strengthened expeditiously, as the frontline workers of these IFSCs were facing an increasing number of complicated cases and were
International Social Service – Hong Kong	working under great work pressure
The Hong Kong Council of Social Service [LC Paper No. CB(2)222/07-08(04)]	
Association Concerning Sexual Violence Against Women [LC Paper No. CB(2)222/07-08(07)]	
Hong Kong Social Workers Association [LC Paper No. CB(2)222/07-08(10)] (written submission only)	Manpower and training of frontline social workers should be enhanced in response to the increasing complexity of family problems in Tin Shui Wai
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)]	• In view of the rising demand for mental health services, IFSCs should be staffed by at least one social worker with professional training on mental health services
The Hong Kong Council of Social Service [LC Paper No. CB(2)222/07-08(04)]	• Specialised services should be provided for specific target groups, including new arrivals and single parents, in Tin Shui Wai to supplement

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
B) Family services and support services for the disadvan	taged
The Hong Kong Federation of Youth Groups [LC Paper No. CB(2)222/07-08(09)]	the integrated family services provided by IFSCs. Post Migration Centres should be re-opened to provide support for new arrival women whose support networks were weak
Association for Concerning for Legal Right of Victims of Domestic Violence	• Public education and publicity should be stepped up to raise the public awareness and understanding of domestic violence, especially children, in order to facilitate early identification and intervention of domestic violence
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	• The establishment of a Family Council to advise the Government on the formulation of policies and strategies for supporting and strengthening family was supported
Society for Community Organization [LC Paper No. CB(2)222/07-08(06)]	• A mechanism for assessing the risk of domestic violence should be set up to facilitate social workers to provide timely assistance
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)]	• Additional resources should be allocated to enhance the support and services to single parents. Consideration should be given to re-opening single Parents Centres and Post Migration Centres taking into account the
Hong Kong Association for the Survivors of Women Abuse (Kwan Fook) [LC Paper No. CB(2)222/07-08(05)]	characteristics of the population structure in Tin Shui Wai
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
B) Family services and support services for the disadvant	taged
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	
Hong Kong Association for the Survivors of Women Abuse (Kwan Fook) [LC Paper No. CB(2)222/07-08(05)]	• A comprehensive review of the child care services and after school care services, including the service hours, charges and location of service providers, should be conducted
	• The mandatory work requirement of the New Dawn Project should be reviewed in the light of the limited suitable employment opportunities for single parents and child carers on CSSA
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	• A family-friendly working environment should be fostered to improve the quality of family life of the working parents
The Hong Kong Council of Social Service [LC Paper No. CB(2)222/07-08(04)]	• A dedicated team of social workers should be formed to provide support services to new arrivals in Tin Shui Wai
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	• More support services should be provided to new arrivals who were usually low-educated, low-skilled and lacked support network in Hong
Association Concerning Sexual Violence Against Women [LC Paper No. CB(2)222/07-08(07)]	Kong

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
B) Family services and support services for the disadvant	aged
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	• The seven-year residence requirement under the CSSA Scheme should be removed so that new arrival families in dire financial position could apply for CSSA
Association Concerning Sexual Violence Against Women [LC Paper No. CB(2)222/07-08(07)]	• Resources centres for women should be set up to provide support to and facilitate mutual help among new arrival women and single parents
The Hong Kong Federation of Youth Groups [LC Paper No. CB(2)222/07-08(09)]	• Outreaching programmes should be enhanced to identify high-risk families and new arrival families in Tin Shui Wai who were often reluctant to seek help

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
C) Community mental health services	
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)]	 Given the inadequate provision of mental health services, many mental ill persons living in Tin Shui Wai were required to commute long distance to receive follow-up consultations in the Castle Peak Hospital, but the capacity of the latter was already overstretched The increasing number of private homes for elderly in Tin Shui Wai providing services for mentally incapacitated persons had created additional workload on medical social workers in the district
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)]	A survey on the specific needs for mental health services in Tin Shui Wai should be conducted to facilitate the planning and provision of such services in the district
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)]	• Comprehensive community mental health services should be provided to ensure that the mentally ill persons received appropriate medical
The Hong Kong Council of Social Service [LC Paper No. CB(2)222/07-08(04)]	rehabilitation treatment, care and support. Additional resources should be provided for strengthening the community support and outreach
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	services so as to provide the ex-mentally ill persons and their families with continuous care and support
Society for Community Organization [LC Paper No. CB(2)222/07-08(06)]	
Alliance for Advocating Mental Health Policies [LC Paper No. CB(2)278/07-08(01)]	
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
C) Community mental health services	
Hong Kong Social Workers Association [LC Paper No. CB(2)222/07-08(10)] (written submission only)	
精神健康論壇 [LC Paper No. CB(2)222/07-08(11)] (written submission only)	
Hong Kong Association for the Survivors of Women Abuse (Kwan Fook) [LC Paper No. CB(2)222/07-08(05)]	• Additional resources should be provided to enhance the clinical psychological services and shorten the waiting time for receiving such services
Association for Concerning for Legal Right of Victims of Domestic Violence	• There was a lack of community support services for ex-mentally ill persons living in the community
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)] 精神健康論壇 [LC Paper No. CB(2)222/07-08(11)] (written submission only)	• Public education and publicity should be stepped up to raise the awareness of mental health and facilitate early intervention of mental health problems
Alliance for Patients' Mutual Help Organizations	• Support and services for mentally ill persons and their carers should be strengthened, e.g. offer of concessionary fares to persons with disabilities
Alliance for Advocating Mental Health Policies [LC Paper No. CB(2)278/07-08(01)]	• Support for mutual help organisations for mentally ill persons should be further strengthened, e.g. by providing long-term subsidy for these

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
C) Community mental health services	
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)]	organisations
Alliance for Advocating Mental Health Policies [LC Paper No. CB(2)278/07-08(01)]	• A comprehensive mental health policy should be formulated expeditiously
精神健康論壇 [LC Paper No. CB(2)222/07-08(11)] (written submission only)	
Society for Community Organization [LC Paper No. CB(2)222/07-08(06)]	• A mental health council should be formed to co-ordinate policy formulation, programme delivery, and research in mental health. Case
Alliance for Advocating Mental Health Policies [LC Paper No. CB(2)278/07-08(01)]	management approach for mental health services should be adopted by the Hospital Authority to ensure that the mentally ill persons would receive appropriate medical and rehabilitation treatment
Caritas Integrated Family Service Centre – Tin Shui Wai [LC Paper No. CB(2)177/07-08(01)]	• Mental health and psychiatric clinics should be set up in Tin Shui Wai and measures should be adopted to shorten the waiting time for receiving treatment

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
D) Employment services and creation of local employment	nt opportunities
Harmony House [LC Paper No. CB(2)222/07-08(03)]	• The Administration should undertake more infrastructure projects and increase business opportunities in Tin Shui Wai so as to boost economic
Caritas Integrated Family Service Centre – Tin Shui Wai [LC Paper No. CB(2)177/07-08(01)]	activities and create local employment opportunities. For instance, consideration should be given to converting vacant public housing flats into hostels, building holiday sames near the Watland Park and providing
Hong Kong Tin Shui Wai Women Association	into hostels, building holiday camps near the Wetland Park and providing incentive to attract business corporations to set up their offices in Tin
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	Shui Wai
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	• The employability of Tin Shui Wai residents should be enhanced by providing employment and skill upgrading training
Mr CHEUNG Yin-tung, Yuen Long District Councillor	• Consideration should be given to installing Vacancy Search Terminals at prominent locations in Tin Shui Wai to facilitate residents in searching updated vacancy information conveniently
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	• Given the relatively remote location of Tin Shui Wai and high transport costs, concessionary public transport fares should be granted to low-income families in the district to facilitate them to work and integrate into the community
	• More vocational training centres should be established in Tin Shui Wai to enhance the skills and employability of unemployed persons living in the district

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
D) Employment services and creation of local employment	at opportunities
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	• Legislation for minimum wage and standard working hours should be introduced to enable working parents to receive a reasonable level of income and to take care of their families
	• Priority should be given to recruiting Tin Shui Wai residents to fill local job vacancies

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
E) Community building and mutual help	
Harmony House [LC Paper No. CB(2)222/07-08(03)]	• Publicity should be stepped up to remove the labelling of Tin Shui Wai as "a city of sadness"
	• Additional resources should be allocated to assist the Tin Shui Wai residents to build a neighbourhood mutual help network support through, say, funding from the Community Investment and Inclusion Fund
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)]	• Consideration should be given to re-introducing the Neighbourhood Level Community Development Project to promote neighbourhood support
Caritas Hong Kong – Family Service [LC Paper No. CB(2)177/07-08(01)]	• Additional manpower provision and funding for community organisations and NGOs should be provided to assist the community in
Society for Community Organization [LC Paper No. CB(2)222/07-08(06)]	building neighbourhood mutual help network and to facilitate early identification of family problems
The Hong Kong Federation of Youth Groups [LC Paper No. CB(2)222/07-08(09)]	
Hong Kong Christian Service [LC Paper No. CB(2)147/07-08(03)]	
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
E) Community building and mutual help	
Hong Kong Tin Shui Wai Women Association	• Mutual Aid Committees (MACs) and district organisations should be mobilised to assist in community building and to promote harmonious and caring neighbourhood
International Social Service – Hong Kong	A designated social worker, or a dedicated team of social workers should
Hong Kong Christian Service [LC Paper No. CB(2)147/07-08(03)]	be assigned to a specific local community or stationed at each public housing estate, to promote community building and mutual help, and to identifies and associate time here are the needed formilies.
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	identify and provide timely support to the needy families
Hong Kong Social Workers Association [LC Paper No. CB(2)222/07-08(10)] (written submission only)	
Mr CHEUNG Yin-tung, Yuen Long District Councillor	• Financial assistance to MACs was too meagre for them to organise community building activities
Alliance for Patients' Mutual Help Organizations	• Adequate funding and support should be provided to mutual help groups
Hong Kong Tin Shui Wai Women Association	for promoting the spirit of self-help and mutual help in the community
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	
The Hong Kong Council of Social Service [LC Paper No. CB(2)222/07-08(04)]	• Neighbourhood volunteer teams should be set up to strengthen the community support network and to help residents, especially high-risk

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
E) Community building and mutual help	
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	groups such as new arrivals, single parents and middle-aged unemployed, to build a neighbourhood mutual help network
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	
The Hong Kong Federation of Youth Groups [LC Paper No. CB(2)222/07-08(09)]	
Hong Kong Social Workers Association [LC Paper No. CB(2)222/07-08(10)] (written submission only)	
精神健康論壇 [LC Paper No. CB(2)222/07-08(11)] (written submission only)	
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	• Consideration should be given to launching a pilot project to train experienced mothers to provide child-caring and home services in Tin Shui Wai, with a view to addressing the shortage of child care services and creating more employment opportunities in the district
Mr CHEUNG Yin-tung, Yuen Long District Councillor	• Land resources should be provided to welfare NGOs and mutual help groups to enable them to start up family services in the district
Hong Kong Tin Shui Wai Women Association	
Hong Kong Christian Service [LC Paper No. CB(2)147/07-08(03)]	
Mission to New Arrivals Ltd.	

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
F) Hotline services	
The Against Elderly Abuse of Hong Kong [LC Paper No. CB(2)222/07-08(01)]	• Additional resources should be allocated to strengthen the manpower of social workers of the SWD Hotline and extend the hotline service to 24 hours a day
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)]	• Additional resources should be allocated to strengthen the manpower of the hotline services operated by SWD and NGOs, including the Family Crisis Hotline of the Caritas, in order to provide timely assistance to
Harmony House [LC Paper No. CB(2)222/07-08(03)]	those in need
Evangelical Lutheran Church Hong Kong, Tin Shui Wai Integrated Youth Service Centre [LC Paper No. CB(2)147/07-08(04)]	
Hong Kong Social Workers Association [LC Paper No. CB(2)222/07-08(10)] (written submission only)	
Caritas Family Crisis Support Centre [LC Paper No. CB(2)177/07-08(01)]	
The Against Elderly Abuse of Hong Kong [LC Paper No. CB(2)222/07-08(01)]	• The proposal of streaming calls on welfare service enquiries to the "1823 Integrated Call Centre" was not supported
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)]	• Expressed reservation about the Administration's proposal to stream calls on welfare service enquiries to the "1823 Integrated Call Centre", as it was not manned by social workers

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
F) Hotline services	
Amity Mutual – Support Society [LC Paper No. CB(2)147/07-08(02)]	• Hotlines manned by SWD staff who had received relevant training should be set up to help those with mental health problems
Caritas Family Crisis Support Centre [LC Paper No. CB(2)177/07-08(01)]	• Manpower of the hotline services, including the Family Crisis Hotline of the Caritas, should be regularly reviewed in the light of changing service requirements

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
G) Town planning and population structure	
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)] International Social Service – Hong Kong	Given that a large number of residents in Tin Shui Wai were low-incom and socially disadvantaged families, the Government should slow dow the construction of public housing estates in the district and review in public housing allocation policy so that high-risk families would not be clustered thereat and the population structure could be improved
Mr CHEUNG Yin-tung Yuen Long District Councillor	
Mr CHEUNG Yin-tung Yuen Long District Councillor	• Measures should be taken to rectify the discrepancies between the public housing rental and transport fares in Tin Shui Wai North and Tin Shui Wai South

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
H) Case management	
The Hong Kong Council of Social Service [LC Paper No. CB(2)222/07-08(04)]	• Case management approach should be adopted when handling family cases so as to ensure that the needs of recipient families could be fully
Hong Kong Association for the Survivors of Women Abuse (Kwan Fook) [LC Paper No. CB(2)222/07-08(05)]	addressed. For more complex cases, multi-disciplinary case conferences should be convened to assess the needs of target recipients from different perspectives and devise follow-up plans for them
Association for Concerning for Legal Right of Victims of Domestic Violence	
Society for Community Organization [LC Paper No. CB(2)222/07-08(06)]	
Association Concerning Sexual Violence Against Women [LC Paper No. CB(2)222/07-08(07)]	
Hong Kong Social Workers Association [LC Paper No. CB(2)222/07-08(10)] (written submission only)	
精神健康論壇 [LC Paper No. CB(2)222/07-08(11)] (written submission only)	

Name of deputation [LC Paper No. of submission]	Views and/or suggestions
I) Others	
The Against Elderly Abuse of Hong Kong [LC Paper No. CB(2)222/07-08(01)]	• Concrete timetable should be drawn up to implement the various recommendations put forward in the Report of the Review Panel on Family Services in Tin Shui Wai
Hong Kong Chinese Civil Servants' Association, Social Work Officers Grade Branch [LC Paper No. CB(2)222/07-08(02)]	• Additional resources should be allocated to strengthen the manpower of social workers in SWD
The Boys' & Girls' Clubs Association of Hong Kong [LC Paper No. CB(2)222/07-08(08)]	• The pilot child fatality review mechanism should be launched as soon as possible, so as to identify measures to prevent the recurrence of family tragedies and to better protect the well-being of children
Mr LEUNG Che-cheung, Vice Chairman, Yuen Long District Council, Convenor of Working Group on Planning and Community Building for Tin Shui Wai	 A Working Group on Planning and Community Building for Tin Shui Wai set up under the Yuen Long District Council had made a number of recommendations for the Administration's consideration, including enhancing the number of social workers and the provision of youth services in Tin Shui Wai, as detailed in LC Paper No. CB(2)222/07-08(12)

Council Business Division 2 <u>Legislative Council Secretariat</u> 5 December 2007