

政府總部
公務員事務局
香港添馬添美道2號
政府總部西翼



LC Paper No. CB(4)704/16-17(01)

CIVIL SERVICE BUREAU
GOVERNMENT SECRETARIAT
WEST WING
CENTRAL GOVERNMENT OFFICES
2 TIM MEI AVENUE, TAMAR
HONG KONG

本函權號 Our Ref.: (4) in L/M to PC/700/000/1 Pt. 39

來函權號 Your Ref.:

電話號碼 Tel. No.: 2810 3100

傳真號碼 Fax No.: 2501 0749

電郵地址 E-mail Address: csbts@csb.gov.hk

網址 Homepage Address: <http://www.csb.gov.hk>

14 March 2017

Clerk to Panel on Public Service
(Attn.: Mr Anthony Chu)
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong

Dear Mr Chu,

**The Administration's Response to the Issues Raised at
the Meeting of Panel on Public Service held on 25 January 2017**

I refer to Item 3 on the list of follow-up actions in LC Paper No. CB(4)554/16-17(02). At the meeting of the Legislative Council Panel on Public Service held on 25 January 2017, the Administration was requested to provide information for (a) the clinical psychology service provided to civil service eligible persons; and (b) the new recruits to the Civil Service who were between the age of 60 to 64 in 2016.

The required information is set out at Annex A and Annex B for reference.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'Winnie Tse'.

(Miss Winnie TSE)
for Secretary for the Civil Service

c.c. Director of Health
(Attn. : Dr Cindy Lai) (with Annex A only)

Internal

PEO(M)

P(SR) (with Annex A only)

P(A) (with Annex B only)

Information on Clinical Psychology Service for Civil Service Eligible Persons

Clinical Psychology Services provided at Families Clinics

One Clinical Psychologist has been deployed since 30 March 2016 to attend to civil service eligible persons (i.e. civil servants, pensioners and their eligible dependants) on referral by doctors at the families clinics. Given the nascent stage of this new initiative, overriding emphasis has hitherto been placed upon formulation of treatment protocols and assessment of patient requirements. A brief outline of the scope of service based on limited data acquired up to 31 December 2016 is set out below -

- The number of attendances for individual counselling was around 600, and 26 educational activities have taken place.
- The shortest appointment time for a new case is around four weeks.
- Follow-up appointments would be arranged in accordance with the clinical conditions of each patient and could range from within four weeks for urgent cases, or 12 to 16 weeks for stable cases.
- The number of counselling sessions would vary significantly between different patients but a typical case could involve one to four sessions.
- Individual counselling would normally last for one hour for new cases and 30 minutes for follow-up appointments. It is not an opportune time to collate statistics on duration of each completed case given the limited sample in hand.

Hotline Counselling Service on Stress Management and In-house Staff Counselling Service Arranged by Individual Departments¹

On 1 July 2016, Civil Service Bureau renewed a two-year contract with Christian Family Service Centre to provide the Hotline Counselling Service on Stress Management. Currently, about 85 000 civil servants and non-civil service contract staff working in some 60 bureaux/departments could access this facility that covers telephone and face-to-face counselling by social workers and Clinical Psychologists. On the other hand, 11 departments have instituted in-house arrangement for staff counselling. Some relevant statistics are outlined below –

	Statistics from 1 January 2016 to 31 December 2016	Service Provider	
		Christian Family Service Centre	Agencies Engaged by Individual Departments
(a)	Number of counselling cases	7	881
(b)	Number of cases on the waiting list	N/A	N/A
(c)	Average waiting time for new cases	11 days	One week to one month
(d)	Average duration of each counselling session	1 hour 10 minutes	45 minutes to 1 hour 40 minutes
(e)	Average number of counselling sessions for each case	4 sessions	4 sessions to 8.8 sessions
(f)	Average duration for completed cases	4.6 months	3.2 months to 27.1 months
(g)	Number of educational activities	42	357

¹ Correctional Services Department, Customs and Excise Department, Department of Health, Electrical and Mechanical Services Department, Fire Services Department, Hong Kong Police Force, Hongkong Post, Housing Department, Immigration Department, Social Welfare Department and Transport Department.

Annex B

As a long-term solution to address emerging challenges posed by demographic changes, the retirement age of new recruits appointed to the civil service on or after 1 June 2015 has already been raised from 60 to 65 for civilian grades and from 55 or 57 to 60 for disciplined services grades. At the meeting on 25 January 2017, the Government was requested to provide a breakdown on new staff recruited in 2016 who were aged between 60 to 64. The relevant information is at Appendix.

**New recruits to the civil service in 2016
who were between the age of 60 to 64**

Department	Number
Civil Aviation Department	1
Correctional Services Department	4
Customs and Excise Department	1
Food and Environmental Hygiene Department	7
Housing Department	2
Leisure and Cultural Services Department	32
Marine Department	1
Social Welfare Department	4
Transport Department	1
Total	53