



2024 - 2025 Family Services Setting Briefing

November 25, 2023
Setting Coordinator: Ms Omi Ng

FAMILY

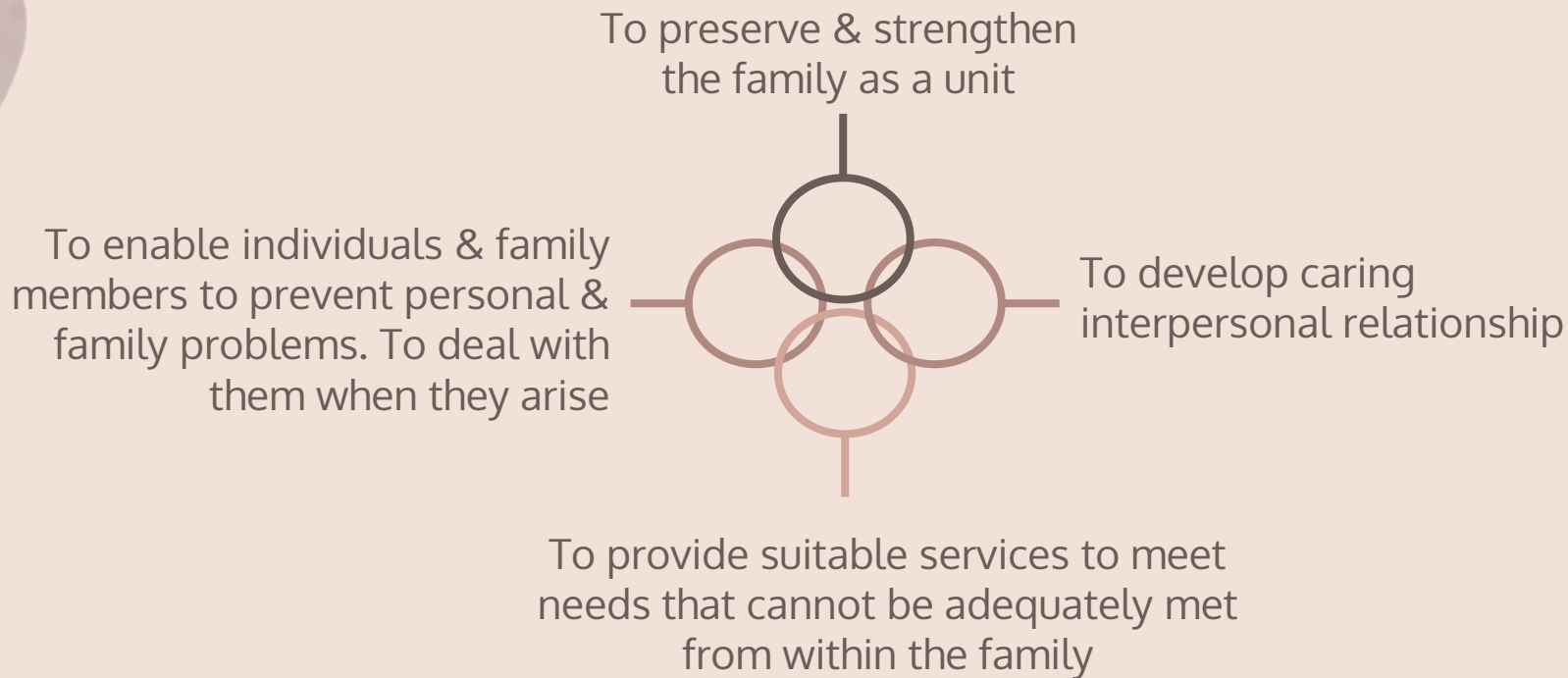
Provide an intimate environment in which physical care, mutual support and emotional security are normally available to foster the development of children into healthy and responsible members of society



Student Sharing **Ms Emily Mok**

Service Setting: FCPSU

Family and Child Welfare Services



List of Family & Child Welfare Services

- Charitable/ Trust Funds
- Departmental Hotline Service
- Family Aide Service
- Family & Child Protective Services
- Child Care Services
- Compassionate Rehousing
- Family Crisis Support Centre
- Multi-purpose Crisis Intervention & Support Centre
- Family Life Education
- Foster Care
- Integrated Family Services
- Refuge Centre for Women
- Services for Street Sleepers
- Services for victims of sexual violence
- Suicide Prevention Services
- Temporary Shelter/Urban Hostel for Single Persons
- Website on Support for victims of child abuse, spouse/cohabitant battering & sexual violence
- Working Group/Advisory Committee
- Adoption Service
- Residential Child Care Services
- Victim Support Programme for Victims of Family Violence
- Short-term Food Assistance Service Team
- Cross-Boundary and Inter-Country Social Services
- Project on Child Care Training for Grandparents
- Specialised Co-parenting Support Centre (support service for divorced/separated families)
- Support Programme for Enhancing Peaceable Relationship
- Outreaching Teams for Ethnic Minorities



Family Service Centres (FSC)



Integrated Family Services (FSC)

(Operated by SWD and NGO)

Main Objective

'Serve as a 'community -based integrated service centre focusing on supporting and strengthening families. '

Integrated Family Services Centre (FSC)

Service Content

Enquiry service, resource corner, family life education, parent-child activities, group work service, program activities, volunteer training and service, outreaching service, counselling service and referral service

Target Group

Individuals and families in need

Integrated Family Services Centre (FSC)

Opening Hours

3 Weekdays: 9 am – 5 pm

2 Weekdays: 9 am – 8 pm

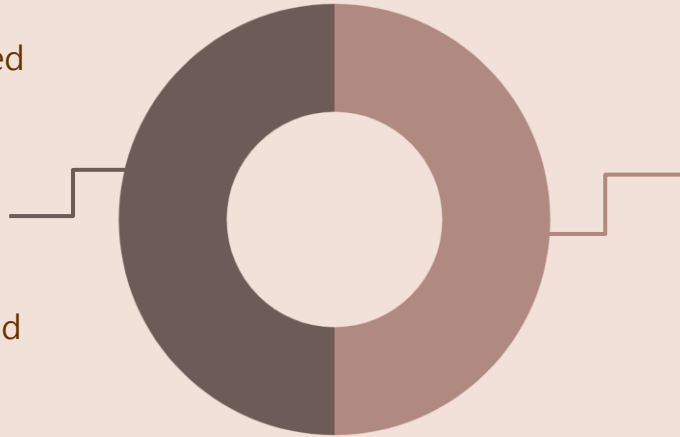
Sat: 9 am – 1 pm

(Note: Some SWD IFSC might require BSW to start concurrent placement 2-3 weeks earlier)

Integrated Service Centre for Social Rehabilitation & Community Support (e.g SidebySide) (FSC)

Objectives

- To provide one-stop integrated rehabilitation and community support services for the ex-offenders and their family members.
- To help the service users to reintegrate into the society and become law-abiding and contributive citizens.
- To better prepare the inmates who are about to be released to adjust to the society



Services:

- Pre-release Preparation Service
- Individual and Family Counseling Service
- Health Screening and Test
- Training and Employment Service
- Accommodation Service
- Short-term Aid
- Social Skills and Interests Development Programmes
- Hotline Service

Integrated Service Centre for Social Rehabilitation & Community Support (SidebySide) (FSC)

Service Hours

Integrated Service Centre for Social Rehabilitation and Community Support

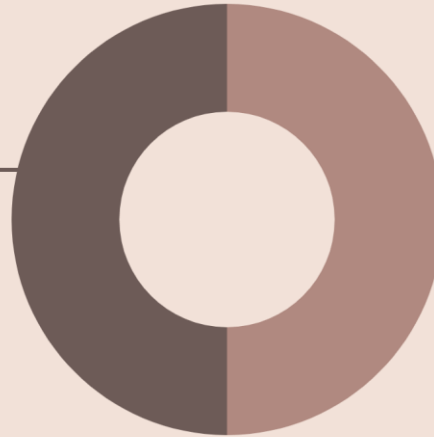
| | |
|-----------------|---------------------------------|
| Mon to Wed, Fri | 9:00am – 1:00pm 2:00pm – 5:30pm |
| Thu | 2:00pm – 8:00pm |
| Sat | 9:00am – 12:00pm |

*Closed at Sunday and Public Holiday

Court Services (e.g SidebySide) (FSC)

Objectives

- Provide comprehensive counseling and information services to individuals in conflict with the law.
- Commit to alleviate stress and assist them to resolve their psychological and welfare problems throughout prosecution processes



Target users:

Arrestees and people in conflict with the law of Hong Kong and their family members

Services:

- Outreaching visit:
- Counselling Services
- Referrals
- Free Legal Advice Scheme
- Court Volunteer Service

Court Services (SidebySide) (FSC)

Service Hours

| Monday to Thursday | Friday | Saturdays, Sundays and public holidays |
|--|--|--|
| 9 a.m. to 1 p.m., 2 p.m. to 5:45 p.m. | 9 a.m. to 1 p.m., 2 p.m. to 6:00 p.m. | Closed |

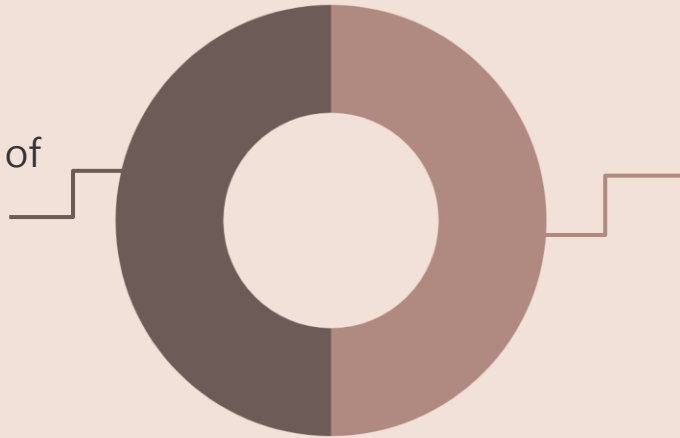
<https://sidebyside.org.hk/zh-hant/>

Services for Addicted Gamblers

e.g. Caritas Addicted Gamblers Counselling Centre(FSC)

Characteristics

- One-stop service
- Service rendered by professional counsellors / registered social workers
- Family-oriented approach of intervention
- Application of multi-counselling models
- Supported by a team of consultants from various professions



Target users:

- individuals and families affected by problem gambling

Service Contents

- Individual / Couple / Family Counselling
- Treatment / Support Group
- Debt Rearrangement
- Email Counselling
- Helpline Counselling
- Gamblers' Counselling Information
- Emotion Support
- Family Reconstruction
- Volunteer Service
- Community Prevention Education
- Certified Gambling Counsellors Training

Caritas Addicted Gamblers Counselling Centre (FSC)

Service Hours

- Mon, Tue, Thur 10:00 am to 6:00 pm
Wed, Fri 10:00 am to 10:00 pm
Sat 2:00 pm to 10:00 pm

Only Consider Master Students

Public Education (FSC)

e.g. RainLily (風雨蘭)– Anti Sexual Violence Resource Centre

Community Education Service

- Educate the public by reaching out to campuses and the community through talks, workshops, groups, reports and publications, and raise awareness in the fight against sexual violence and gender equity.

<https://rainlily.org.hk/eng/service>

Services for Street Sleepers

e.g. Salvation Army Street Sleepers Services

Objectives

Address the emergency needs of street sleepers and enhance their work motivation and skills, so as to assist them to be self-reliant and reintegrate into the community.

Services

- Day and late-night outreach visits
- Emergency shelter / short-term accommodation
- Counselling
- Employment guidance
- Provision of facilities for bathing, haircut and meal arrangement
- Emergency fund
- Aftercare services and service referrals, etc.

Services for Street Sleepers

e.g. Salvation Army Street Sleepers Services

Centre Service Hours:
Mon – Fri 10:00 am – 6:00 pm
Sat: 10:00 am – 5:00 pm

Outreach Services Hours:
6:00 pm – 10:00 pm (some weekdays)

Placement Work hours: Day and/or evening duties and /or Sat)

Services for Underprivileged Families (FSC)

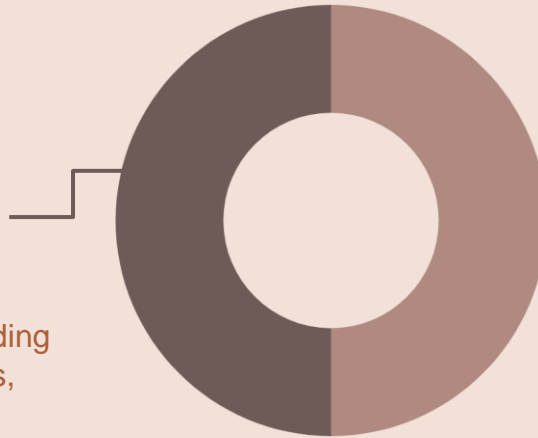
e.g. ELCHK LOGIN CLUB FOR NEW ARRIVALS

Objectives

- Providing services to support underprivileged and grassroots families
- Reaching out to our Target Groups in Kwai Chung and responding to their needs professionally.

Target users:

- Underprivileged and grassroots families living in Kwai Tsing (including new arrivals, single-parent families, low-income individuals, and those receiving Comprehensive Social Security Assistance)
- https://service.elchk.org.hk/eng/unit_service5.php?center=48#overview



Services:

- Counselling Services
- Employment Services
- Family Enrichment Services
- Community Network Services
- Volunteer Services
- Support Services for Newly-Arrived Children & Children with Special Education Needs
- Office Hour:
Monday to Friday,
10:00 AM to 1:00 PM.
2:00 PM to 6:00 PM
- Opening hours are subject to scheduled activities :
Friday 7:00 PM to 10:00PM
Saturday
10:00 AM to 1:00 PM
2:00 PM to 6:00 PM



Crisis Intervention Support Centre (CISC)

Family and Child Protective Services (FCPSU) (CISC)

Objectives

Protect children
who are/have been
harmed/maltreated

01

Assist spouses/cohabitants
who are/have been harmed
in domestic violence and
their family members to
restore normal functioning

02

03

Safeguard the interests of
children being affected by
custody / guardianship disputes
and referred by the Courts

Family and Child Protective Services (FCPSU) (CISC) Services

- Direct Services
 - outreaching, investigation, early intervention, statutory protection, casework and group work services.
- Supportive services including clinical psychological services, child care services, residential child care services, residential services for victims of domestic violence and family aide service

Family and Child Protective Services Unit (FCPSU) (CISC)

- A multi-disciplinary approach is adopted in the handling cases of child protection and domestic violence.
- Work with the Police for joint investigation
- Launch Public education programmes to arouse public attention.



Family and Child Protective Services Unit (CISC)

Opening Hours

Monday to Friday: 8:45 am to 5:15 pm
Saturday : 9:00 am to 12:00 pm

Only Consider Master Students

SWD Videos 1

<https://www.youtube.com/watch?v=o6SnuViUtes>



Multi-purpose Crisis Intervention and Support Centre (CEASE Crisis Centre, TWGH) (CISC)

Objectives

Provide comprehensive support to victims of sexual violence and individuals / families facing domestic violence or in crisis and to network them with appropriate health care and social services units for necessary protection and services.

Services

- Include a 24-hour hotline and immediate counseling
- outreaching services are provided for victims of sexual violence on 24-hour basis and victims of elder abuse after office hours of the Social Welfare Department.
 - short-term accommodation service
 - Referral services

Multi-purpose Crisis Intervention and Support Centre (CEASE Crisis Centre, TWGH) (CISC)

Placement Work hours:

Afternoon and evening time, and Saturday, Sunday and public holidays

Only accept Master students who finished first placement with fair or good performance, part-time and concurrent mode

Location is confidential, some limitations for working space

Child Protection Services (CISC) e.g. Against Child Abuse (ACA)

Objectives

To promote a caring and non-violent environment for the optimal growth and development of our children

Services

- Counselling service and therapy to help the individual and families to improve their family relationship and personal development.
- Parent education programmes for parents to acquire positive parenting knowledge and skills.
- Family gatherings and outings to enhance mutual support among family members



Against Child Abuse (ACA) (CISC)

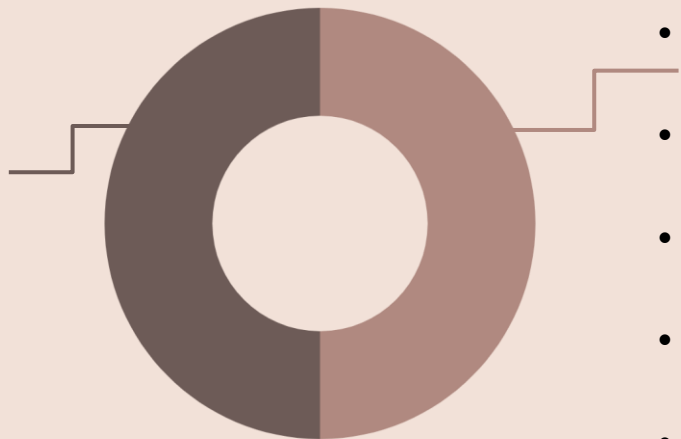
Opening Hrs: Weekdays 9 am - 5 pm
Sat: 9 am - 1 pm

Only Consider Master Students

Suicide Hotline Services (CISC)

e.g. Suicide Prevention Services - 生命熱線

Provide support services to persons affected by suicidal behaviours (including family members & friends)



Services:

- 24-hour Suicide Prevention Hotline Service
- Suicide Prevention Services for the Elderly
- Services for Survivors of Suicide Loss
- Community & Life Education
- Volunteer Training & Support

<https://www.sps.org.hk/>

Suicide Hotline Service (CISC)

e.g. Suicide Prevention Services - 生命熱線

Opening hours: 24 hours

Placement Work hours: Day and/or evening duties)

**Only consider Master
Students**

Placement Days

2 Full-day weekday duties are required for all Family Services except the following Services. They can accommodate placement hours on some weekday Day/evenings and Sat whole day:

CISC:

- **Suicide Prevention Services**

FSC:

- **Salvation Army Street Sleepers Services**
- **Hong Kong Federation of Women's Centres, Lai Kok Centre**
- **Caritas Addicted Gamblers Counselling Centre**

Attitude



Punctual



**Self-initiative to learn
from service team**



Conscientious



**Polite, Respect
& Care**



Accountable



**Self-discipline with
good time & workload
management**



**Flexible & willing to
shoulder additional
duties**



**Blend into
the team**

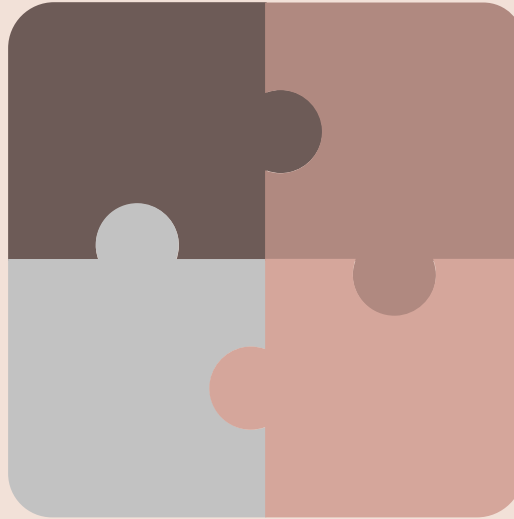
Adjusting Expectations

- Floating seats arrangement (e.g. Pantry, meeting rooms, etc.), stable seats are not always guaranteed due to agency setting.
- Possibilities to interact with service users, drop-ins or service users would be limited at times.
- Be flexible and blend into the agency culture.

Knowledge

Community
Resources &
Services

Needs of
Different Service
Users



Relative Conceptual &
Intervention Models

Communication
Skills & Risk
Assessment skills

THANKS

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