

2024 Concurrent Placement Family Service Setting Briefing

Sep 7, 2024

Setting Coordinator: Ms. Ng Yee Ting

FAMILY

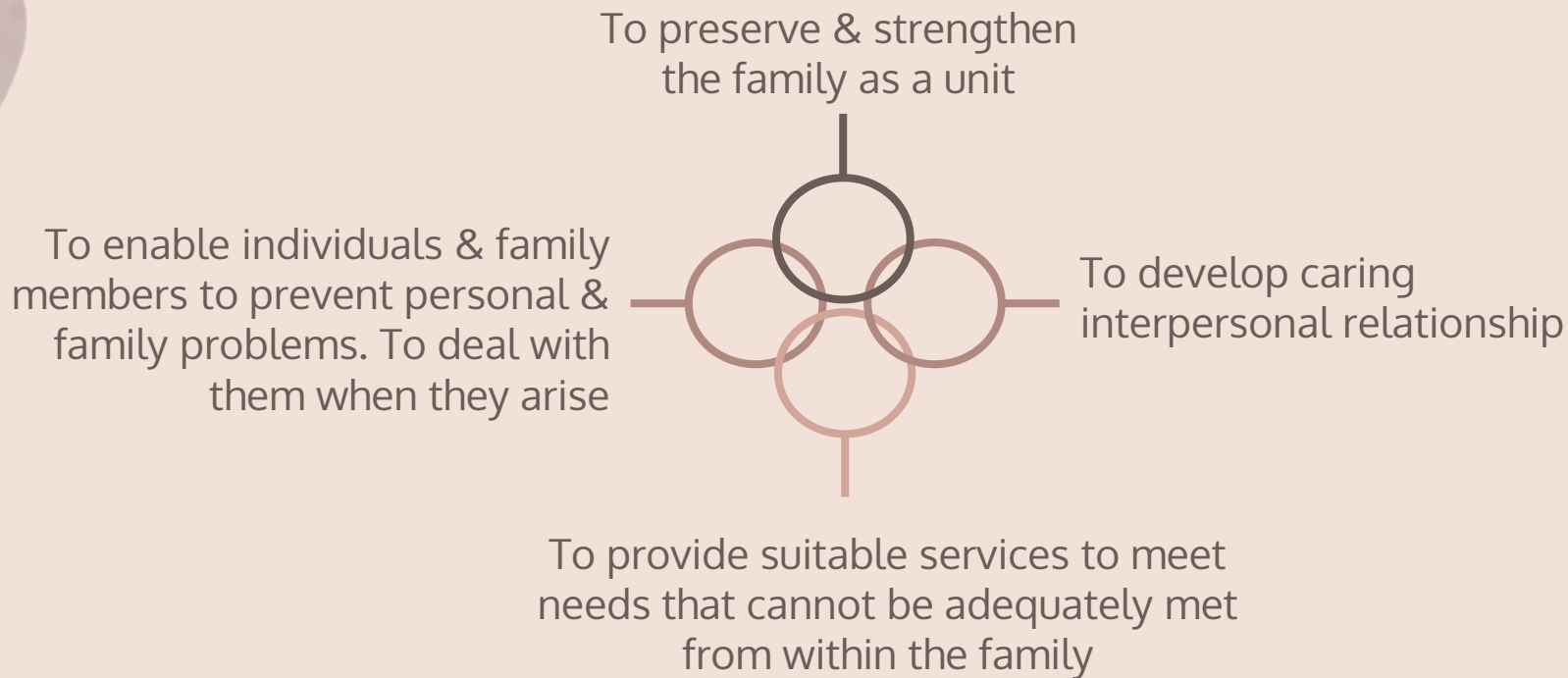
Provide an intimate environment in which
physical care, mutual support and emotional
security are normally available
to foster the development of children into
healthy and responsible members of society.



Family Social Work

The role of a family social worker...

Family and Child Welfare Services



List of Family & Child Welfare Services

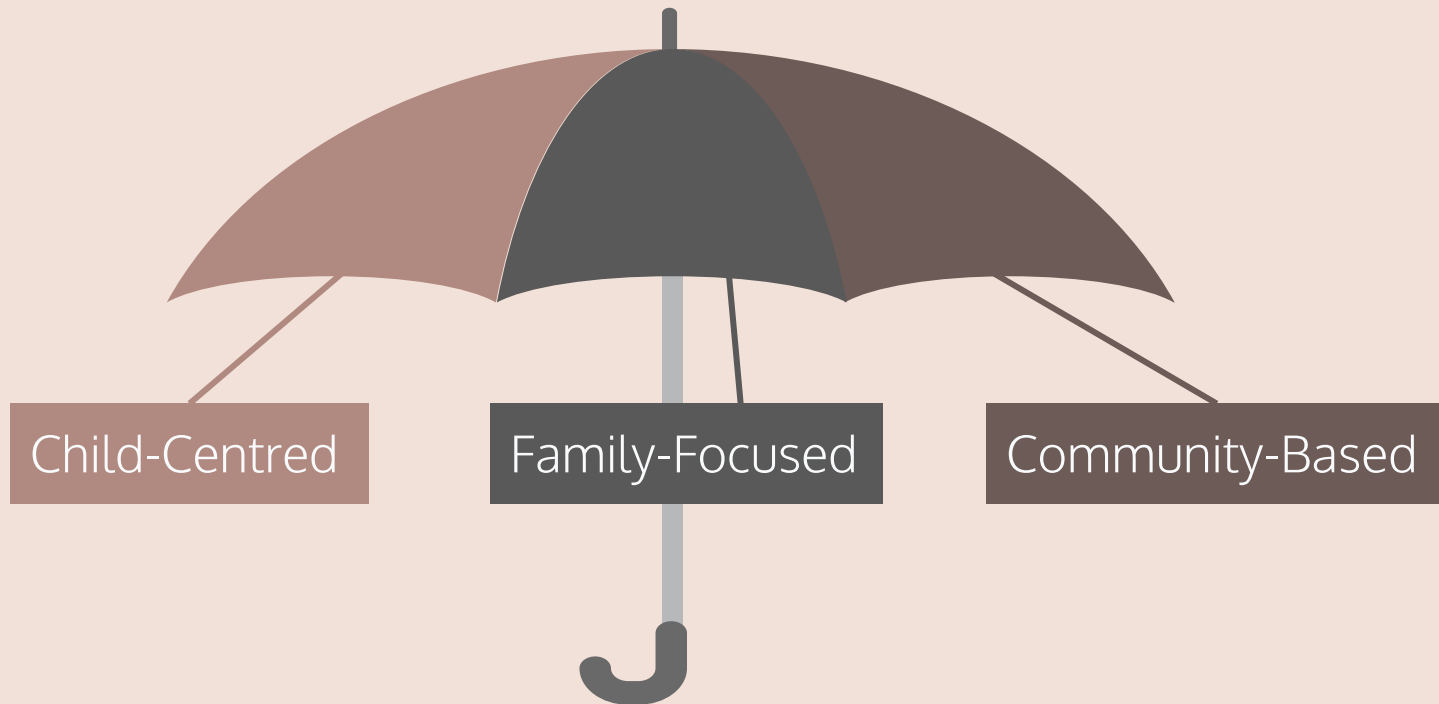
- Charitable/ Trust Funds
- Departmental Hotline Service
- Family Aide Service
- Family & Child Protective Services
- Child Care Services
- Compassionate Rehousing
- Family Crisis Support Centre
- Multi-purpose Crisis Intervention & Support Centre
- Family Life Education
- Foster Care
- Integrated Family 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

Integrated Family Services (Operated by SWD and NGO)

Main Objective

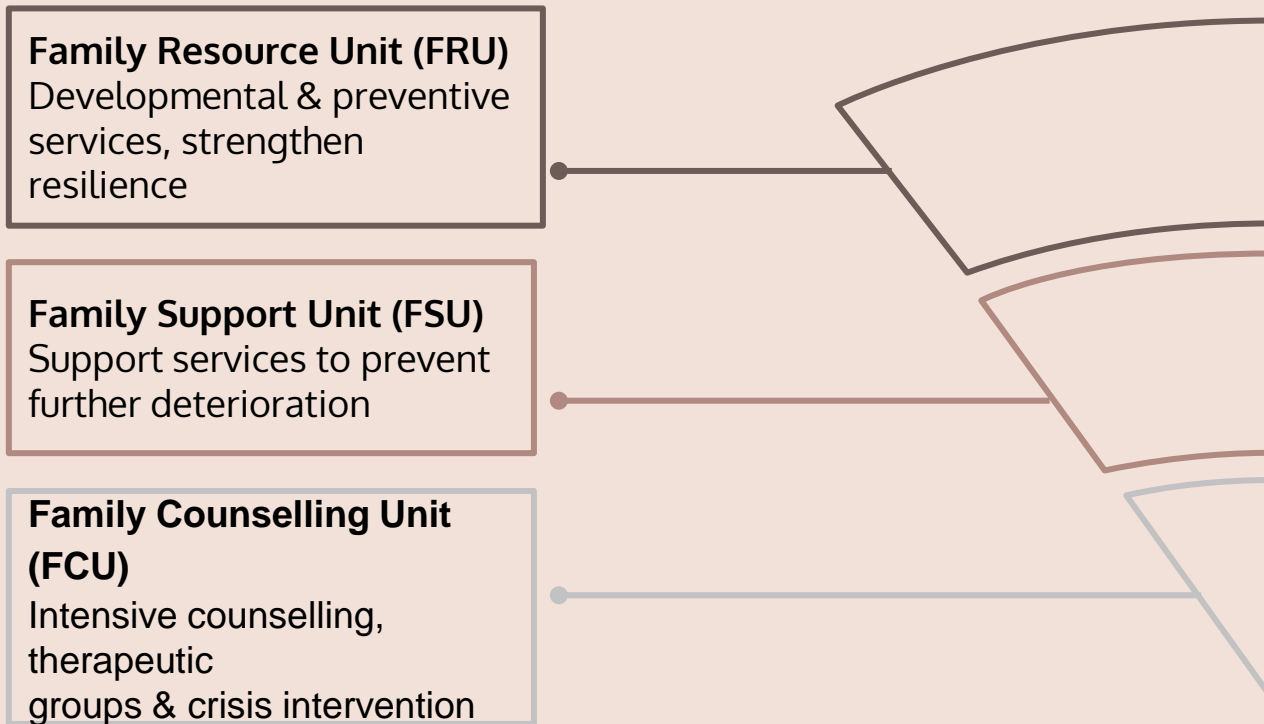
'Serve as a 'community-based integrated service centre focusing on supporting and strengthening families. '

Integrated Family Services (Operated by SWD and NGO)- Direction



Integrated Family Services

IFSC 3 Tiered Delivery Model



Integrated Family Services

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 with extended hour services.

Alternative Housing Assistance

- An inter-departmental referral mechanism between SWD and HD
- Nature : Public Rental Housing (PRH) transfer, splitting of PRH tenancy, addition of family member(s) to PRH tenancy and other housing assistance for PRH tenants and PRH applicants.
- **Remarks: Consult agency centre-in-charge or mentor** before agreeing anything to clients. For this is strictly bound to agency procedures and arrangement.

Compassionate Rehousing (CR)

- Aim at providing housing assistance to individuals and families who have genuine and imminent long-term housing needs but, due to their special social and medical needs, have no other feasible means to solve their housing problem.
- To be assessed comprehensively by professional social workers with their centre-in-charge/ District Heads for recommendation to Housing Department.
- **Note:** Do **NOT** offer or mention to client **prior to approval AND consult centre in-charge.**

Short-term Food Assistance Service Team

Objectives

NGOs are commissioned to operate Short-term Food Assistance Service (STFAS) to help individuals and families who have difficulties in coping with their daily food expenditure.

Target group

- unemployed
- low-income earners
- new arrivals
- street sleepers
- individuals or families facing sudden change & immediate financial hardship

Pre-School Rehabilitation Services

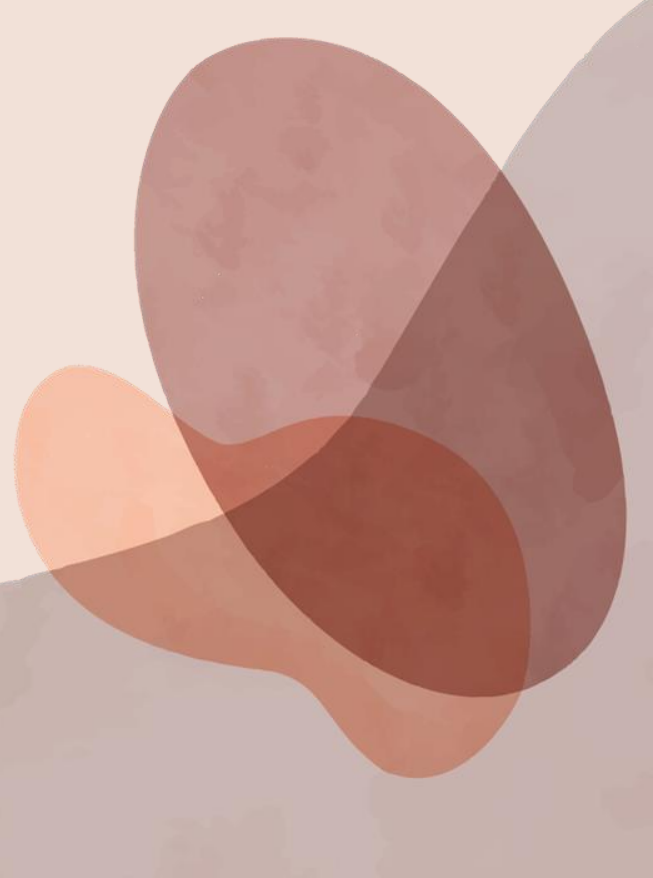
- Early Education and Training Centre (EETC) 0 – 6 years old
- Integrated Programme in Kindergarten-cum-Child Care Centre (IP) 2 -6 yrs old
- On-site Pre-School Rehabilitation Services (OPRS) below 6 mild disabilities
- Special Child Care Centre (SCCC) 2- 6 moderate – severe disabilities
- Residential Special Child Care Centre (RSCCC) 2- 6 moderate – severe disabilities with residential care needs
- Occasional Child Care Service (OCCS) children 2 – 6 with disabilities & their siblings with temporary hrs – day care needs
- Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services (TSP)
- Pilot Project on Tier 1 Support Services in Kindergartens/Kindergarten-cum-Child Care Centre
- https://www.swd.gov.hk/en/index/site_pubsvc/page_rehab/sub_listofserv/id_serpresch/

*“An abnormal reaction to an
abnormal situation is normal
behavior.”*

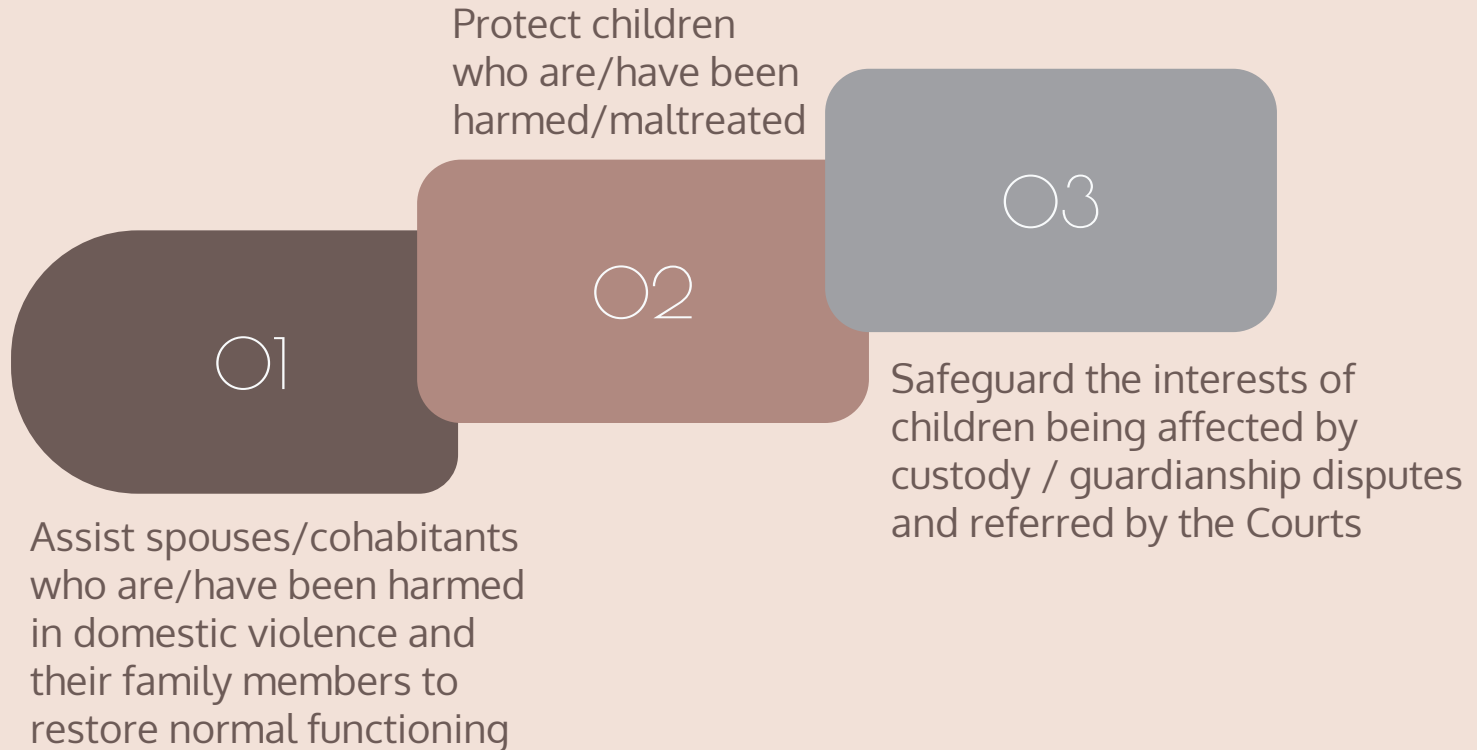
By Victor Frankl

An Austrian psychiatrist and neurologist

Ref: Man's Search for Meaning (1946; 1959; 1984), p. 32 in the 1992 edition, ISBN 0807014265, Beacon Press.



Family and Child Protective Services (FCPSU) Objectives



Family and Child Protective Services (FCPSU)

- 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
- Beware of envelope and phone number used; home visits risk assessment

Family and Child Protective Services (FCPSU)

- A multi-disciplinary approach is adopted in the handling cases of child protection and domestic violence.
- Work with the Police for joint investigation on certain cases and to conduct video-recorded interviews for taking statement with children having been harmed / maltreated, aiming to minimising their trauma during the course of investigation.
- Launch Public education programmes to arouse public attention.

Family Crisis Support Centre (Caritas-HK)

O1

Aim at tackling family crisis at an early stage

O2

Provide a package of integrated and easily accessible services to assist individuals or families in crisis or distress.

O3

Services:

- 24-hour hotline service (18288)
- short-term emergency intervention with overnight accommodation
- temporary retreat & other support services

Refuge Centre for Women

- 5 refuge centres for women
- Providing temporary accommodation service (2 weeks to max 3 months) for women and their children who are facing domestic violence or family crisis.
- E.g Harmony House, Wai On Court
- Accept referrals from social workers and the Police and direct applications
- Admit cases on a 24-hour-basis.

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

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

Against Child Abuse

- Mission - To promote a caring and non-violent environment for the optimal growth and development of children through services of prevention, training, crisis intervention, treatment and advocacy.
- Belief - Children's survival, protection and development should be given priority, their views should be heard and given due weight. All children should be given equal treatment.
- Services – Parent-child Support Hotline, Investigation, Multi-disciplinary Case Conference (MDCC), Treatment Services, Counselling, Preventive Projects, Training, etc.

Addicted Gamblers Counselling

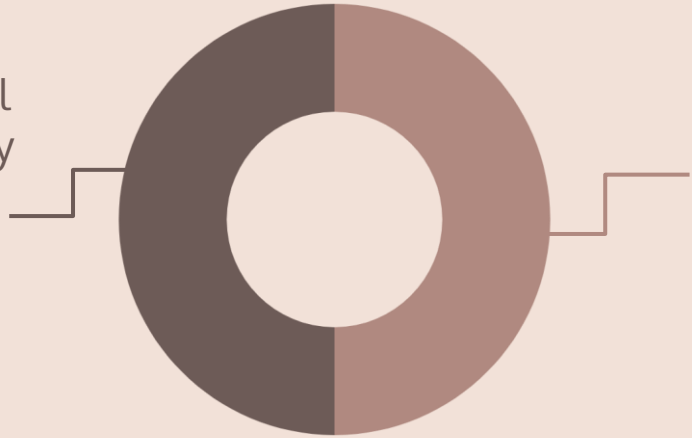
- One-stop service rendered by registered social workers, certified gambling counsellors, and welfare worker. It aims to counsel the gamblers with gambling disorder and their family members.
- Family-oriented approach of intervention, application of multi-counselling models.
- Services also included: Treatment group, debt rearrangement, email/ helpline counselling, family reconstruction, volunteer services, community education, and certified gambling counsellor training.

Cross Boundary and Inter-Country Social Service (ISS-HK)

- Objective: Provide cross-boundary or international social services to individuals and families with social problems arising from geographical separation between Hong Kong and other territories/countries.
- Service: Casework, Court reports to local and overseas authorities; family mediation; international tracing service; pre-migration counseling; service for cross-boundary students and their families; Ripples Academy for Women Empowerment.
- Some Centres provide Hotline service handled by social workers, language courses and groups an introduction programme for new arrivals, and welcome calls to new arrivals.

Suicide Prevention Services

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

High Risk Cases

- Child Abuse/ Domestic Violence/ Self-harm & Suicidal Ideation/ Elderly Abuse/ Criminal Acts, etc.
 - Conduct risk assessment as per the stated procedural Guidelines
 - **Report to agency IC or mentor and FWS immediately for follow-up actions**
 - Record incidents and time accurately on recording and reports

Procedural Guide

Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation (Revised 2020)

[https://www.swd.gov.hk/storage/asset/section/652/en/Protecting_Children_from_Maltreatment_-_Procedural_Guide_for_Multi-disciplinary_Co-operation_\(Revised_2020\)_-Eng.pdf](https://www.swd.gov.hk/storage/asset/section/652/en/Protecting_Children_from_Maltreatment_-_Procedural_Guide_for_Multi-disciplinary_Co-operation_(Revised_2020)_-Eng.pdf)

[https://www.swd.gov.hk/storage/asset/section/652/en/Procedural_Guide_Core_Procedures_\(Revised_2020\)_Eng_2Nov2021.pdf](https://www.swd.gov.hk/storage/asset/section/652/en/Procedural_Guide_Core_Procedures_(Revised_2020)_Eng_2Nov2021.pdf)

Procedural Guide for Handling Intimate Partner Violence Cases (Revised 2011)

[https://www.swd.gov.hk/storage/asset/section/650/en/fcw/proc_guidelines/battered_spouse/Foreword%20\(Eng\)%2025042013.pdf](https://www.swd.gov.hk/storage/asset/section/650/en/fcw/proc_guidelines/battered_spouse/Foreword%20(Eng)%2025042013.pdf)

Procedural Guidelines for Handling Adult Sexual Violence Cases (Revised 2021)

[https://www.swd.gov.hk/storage/asset/section/651/en/Procedural_Guidelines_Eng_\(Sexual_Violence\)_ \(Rev_2021\)_28.2.2023.pdf](https://www.swd.gov.hk/storage/asset/section/651/en/Procedural_Guidelines_Eng_(Sexual_Violence)_ (Rev_2021)_28.2.2023.pdf)

Suicide Risk Assessment Guide

- Psychosocial factors associated with risk for suicide and suicide attempts.
- These include recent life events such as losses (esp. employment, careers, finances, housing, marital relationships, physical health, and a sense of a future.
- Psychological states of acute or extreme distress (especially humiliation, despair, guilt and shame) are often in association with suicidal ideation, planning and attempts.
- These are warning signs of psychological vulnerability and indicate a need for mental health evaluation to minimize immediate discomfort and to evaluate suicide risk.
- Suicide Risk Assessment Guide Reference Manual:

https://www.mentalhealth.va.gov/docs/suicide_risk_assessment_reference_guide.pdf

Preparation before the Intake session Cournoyer, B. (2016)

- Review referrals, reports, or other related paperwork
- Contact the referring worker to clarify questions and collect further information
- Room setting
- Identify relevant community resources
- Be aware of your own emotions and status
- Self-awareness of own values and judgment and other blind points which might affect the interaction with the client
- Preparatory empathy for the client's needs and feeling
- Plan for questions and necessary information
- Consultation with colleagues

Provide structure for the first interview

Cournoyer, B. (2016).

- Self-introduction (Full name, agency, and your student worker role)
- Engage clients to introduce themselves self (name, how to address clients)
- Icebreaking
- State the purpose and time frame of the meeting
- Orientate what to expect in the helping process
- Discuss the agency policy and ethical issues
- Explore the client's concern and gather the necessary information
- Clarify the client's expectations and worker's role
- Collect the client's feedback
- Summarize the interview progress
- End the interview: prepare for the following interview

References:

Cournoyer, B. (2016). The Social Work Skills Workbook (8th ed.). CENGAGE Learning Custom Publishing. Chapters 5 & 6

Assessment

- A process of gathering, analyzing, and synthesizing salient data into a formulation that encompasses the following areas (Hepworth and Larsen 1986),
 - Nature of problem (including developmental needs and life transition)
 - Relevant systems are involved in client's problems and interactions between clients and these systems
 - Coping capacities of clients and significant others (strength, skills, personality assets, limitations, and deficiencies)
 - The client's motivation
 - Resources available
 - Other areas: the potential risk & ongoing assessment

Assessment

- Using a theoretical framework to guide your assessment and intervention
- Assessment tools: (examples)

HK-Montreal Cognitive Assessment (MoCA)	Assessment tool for detecting cognitive impairment
Geriatric Depression Scale-15	Assessment tool of depressive symptomatology in elderly
Patient Health Questionnaire (PHQ-9)	An instrument for making criteria-based diagnoses of depressive and other mental disorders.
Zarit Burden Interview (ZBI)	An instrument to assess the caregiving burden
Genogram	A type of family tree that describes the family relationships of the individual or family being assessed

Importance on Data Protection

Stringent record-keeping standards and safeguarding confidentiality are not just responses to legal requirements; they are essential to competent and ethical practice in social work.

Guidelines on Data Protection

- Familiarize yourself with and strictly comply with the
 - Personal Data (Privacy) Ordinance (pcpd.org.hk)
 - A-05 Record Keeping
 - Agency policies on Data Protection

Guidelines on Data Protection

- Anonymize your recordings/reports for discussion with the fieldwork supervisor (e.g., Madam C.). They must not contain any identifying data. Names of persons, places, organizations, etc., should be removed.
- The record files should be stored in designated password-protected electronic storage devices.
- All the reports/documents must be password-protected before sending to your fieldwork supervisor.
- Do not leave personal data and confidential information (e.g. case files) unattended.
- **Never take clients' personal data out of office** unless there is a genuine operational need and **must seek prior approval from the centre in charge**

Guidelines of Data Protection

- Once the purpose of teaching, learning and assessment is served, the placement records/reports should be destroyed or erased.
- If the students wish to have a copy of a particular piece of their own work for their future reference, they must seek the approval of the agency and complete any procedures as required by the agency.
- The students will sign a Form at the end of the placement declaring that they have handed in all the records containing personal data of service recipients to the agency and the fieldwork supervisor as required; and that they have deleted all such records from their computer disks/relative devices if applicable; and that they have obtained the approval of the parties concerned for any copies which they wish to retain for their own personal reference.
- The form is attached at the end of Form A-10a/ A-10a_updated.

Guidelines of Data Protection

- Use work phone to contact clients and **prohibited using personal mobile phones to contact clients** for placement (students can apply for a phone card from the Department with the support of the fieldwork supervisor).
- **Prohibited passing your personal or fieldmate's or colleagues' mobile contact to service users.**
- Photos of the service users, agencies and colleagues should only be taken for work purposes and **with prior agency approval and client consent**, using the agency device instead of a personal mobile phone.
- Ensure safe keeping of the agency student worker card.

Guidelines on the Use of Social Media

- Prohibited disclosing any information of the service users, agency, colleagues, field-mate, fieldwork supervisors on any social media.
- **Prohibited uploading/ posting any photos/ comments/ sharing about placement sites/ colleagues/ field-mate/ fieldwork supervisors/ clients on any social media.**
- Maintain professional boundaries and **should not add service users** as friends on your Facebook/WeChat/Whatsapp/Instagram/Threads/or any social networking media.

TIPS: Personal Data (Privacy) Ordinance, Data Protection & Confidentiality

- No clients' or service users' information, contacts or photos should be recorded to personal device or uploaded to personal social medical platforms.
- All photo taken or USB should be provided by agency, with prior approval obtained via agency.
- Should not contact clients or service users outside office hours or post-placement. (SWRB – Code of Ethics)
- Could lead to consequences of grade deduction or termination of placement.

Assignments

To get prior approval from FSWs and Agencies for all the work.

Suggested Guidelines

First Placement:

- Case only: at least 4 cases
- Case + group + program: 2 cases + 1 group + 1 program
- Group + project/program: 2 groups + 1 program OR 1 group + 2 programs /projects (both have at least 2 sessions)
- Community Development Project: 1-2

Second Placement:

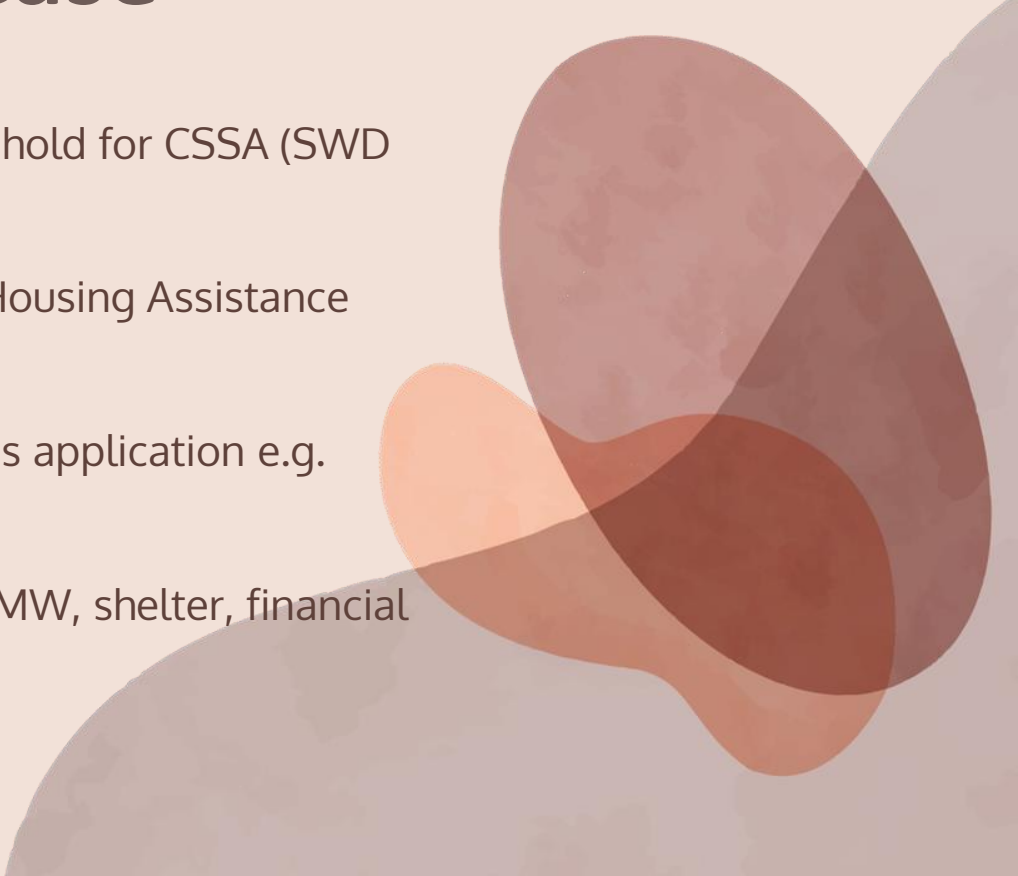
- Case only: at least 5 cases
- Case + group + program: 2-3 cases + 1 group + 1 program
- Group + project/program: 2 groups + 1 program OR 1 group + 2 programs/projects (both have at least 2-3 sessions)
- Community Development Project: 1-2

AI & ChatGPT

- All forms of AI or ChatGPT are prohibited, due to safeguarding of clients' personal information and agency service provider interests.
- Could lead to consequences of grade deduction or termination of placement.

Case

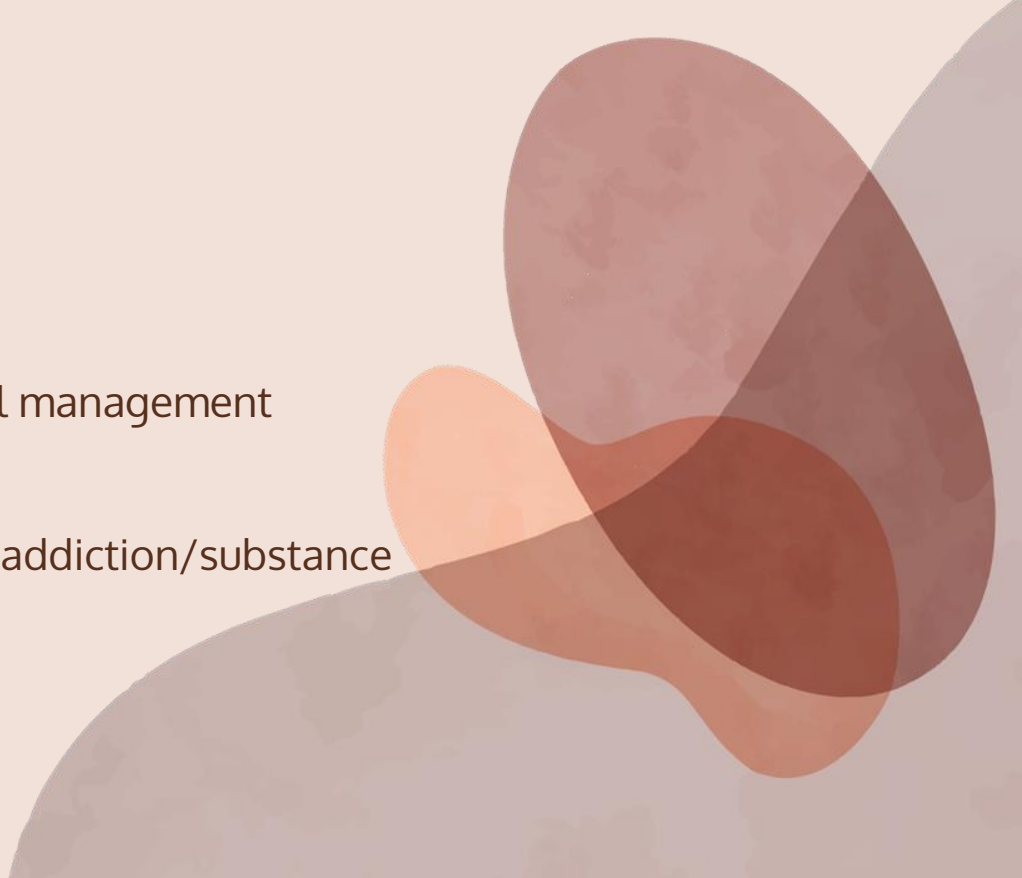
Tangible:

- Recommendation for Split Household for CSSA (SWD IFSC only)
 - Recommendation for Alternative Housing Assistance
 - DCA application
 - Pre School-Rehabilitation Services application e.g. EETC, OPRS, SCCC
 - Referral for Food Assistance, ICCMW, shelter, financial assistance, temporary housing
- 

Case

Counselling:

- Family relationship
- Marital relationship
- Emotional/Stress challenges
- Parenting : SEN, study, emotional management
- Mental Health
- Risk Taking Behavior :Self Harm, addiction/substance abuse, delinquent....



Group

Parent/adult:

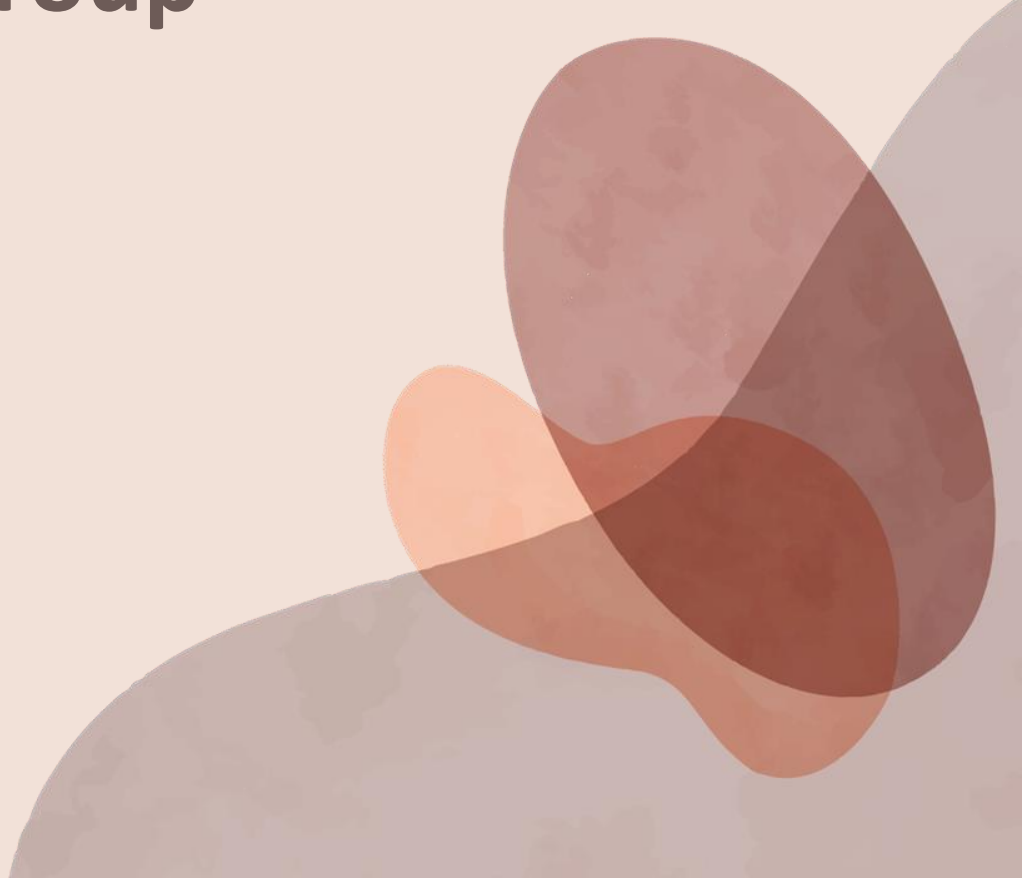
- Parenting skills training
- Self Care
- Parrell Group: parent-child communication
- Stress/Emotional Management
Communication
- Networking against Loneliness



Group

Children group:

- Resilience Building group
- Emotional/Stress management
- Social Skills Training
- Volunteer Training
- Leadership Training



Program

Examples:

- Family Day Camp – 5 Love Languages, Positive communication
- Play Fun – The importance of Play
- Parent Child Sex-Education – Protect your Body
- Road Show – Mental Health, Suicide Prevention, Against Child Abuse

Placement Choice

- At least one placement with casework exposure is recommended.
- Important for learning and future frontline experience.
- Unless, special preference.

Attitude



Punctual
& Early Preparation



Self-initiative to learn
from service team



Conscientious



Polite, Respect
& Care



Accountable &
Social Media



Self-discipline with good
time & workload
management



Flexible & willing to
shoulder additional
duties



Blend into
the team
& Dress code

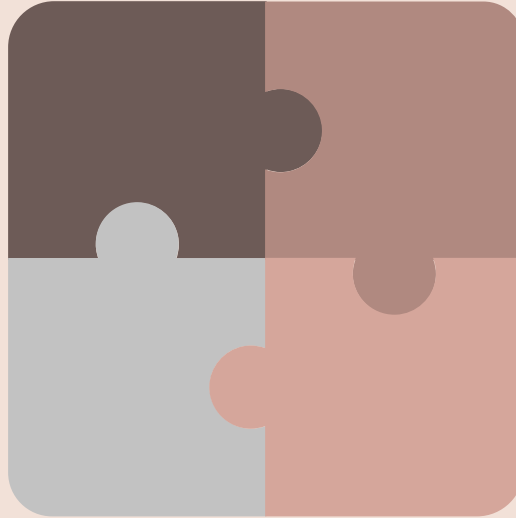
Adjusting Expectations

- 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/Skills

Community
Resources &
Services

Needs of
Different Service
Users



Relative Conceptual &
Intervention Models,
Risk assessment

Communication
Skills

Agency Visit 1

Agency

TWGHs Even Centre

Date

October 9, 2024 (Wed)

Time

10:00 am – 12:00 pm

Venue

9/F, Tung Chiu Commercial Centre, 193 Lockhart Road, Wan Chai, Hong Kong

Agency Visit 2

Agency

The Hong Kong Catholic Marriage Advisory Council - KID First Specialised Co-parenting Support Centre (HK)

Date

October 9, 2024 (Wed)

Time

2:30 pm– 5 pm

Venue

Unit A-E, 7/F, Eastern Commercial Centre, 397 Hennessy Road, Hong Kong

Mid-Placement Sharing

Date	January 7, 2025 (Tues)
Time	10:00am - 12:30pm
Venue	HKU (Room TBC)
Agency	Caritas Family Crisis Support Centre

All Agency Visits, Sharing and Mid-Placement Sharing are Compulsory

- Counted as placement hours, please inform Agency IC in advance
- Travelling time between venues & Lunch hours are counted for students:
Agency Visits
 - who attended whole day visits; or,
 - who attended one visit and needed to return or depart from the fieldwork agency due to work duties
- Mid-placement Sharing
 - who return to the fieldwork agency for work duty after the sharing
- Mark clearly in the Placement Hours Record Form (C-01a)
- Note: Orientation today and Pre-placement visit/meeting could also counted as placement hours

THANKS

Do you have any questions?



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