SWSA
Department of Social Work and Social Administration
THE UNIVERSITY OF HONG KONG
香港大學社會工作及社會行政學系

FEPT HKU

2027 – 2028 Family Service Setting Briefing

October 31, 2026



Family Service Setting Coordinator
Ms. Omi Ng

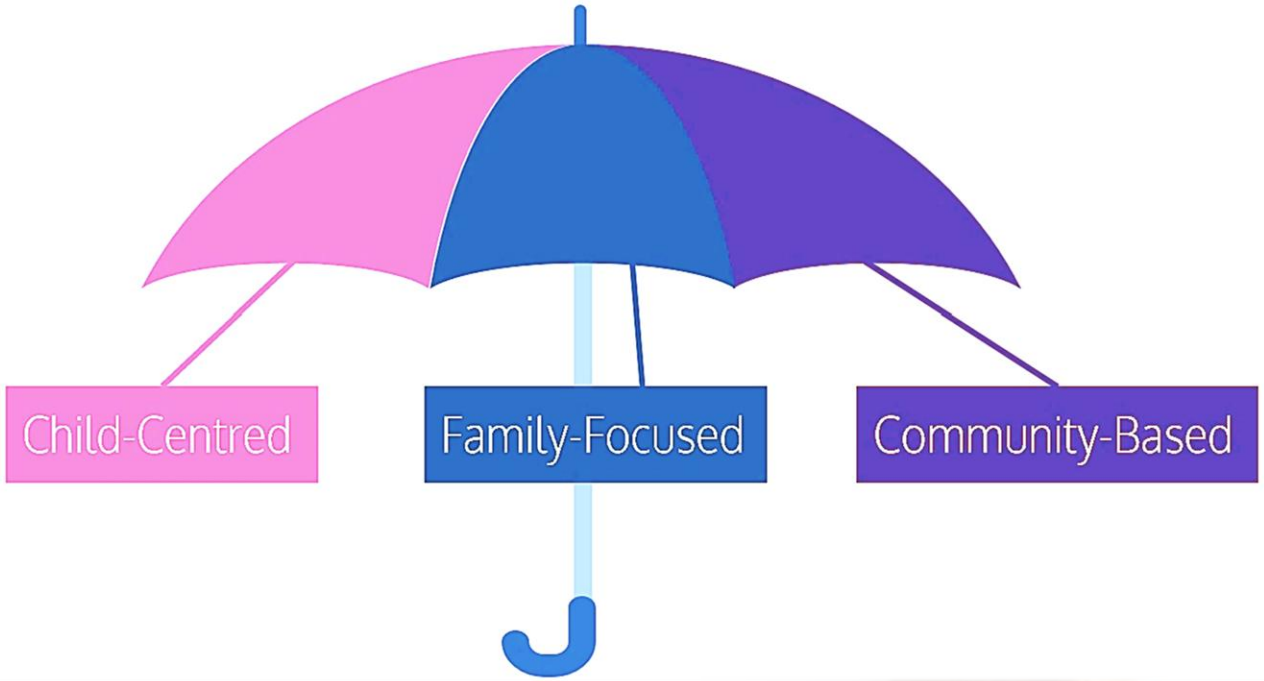
FAMILY

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



https://www.swd.gov.hk/en/pubsvc/family/cat_family/

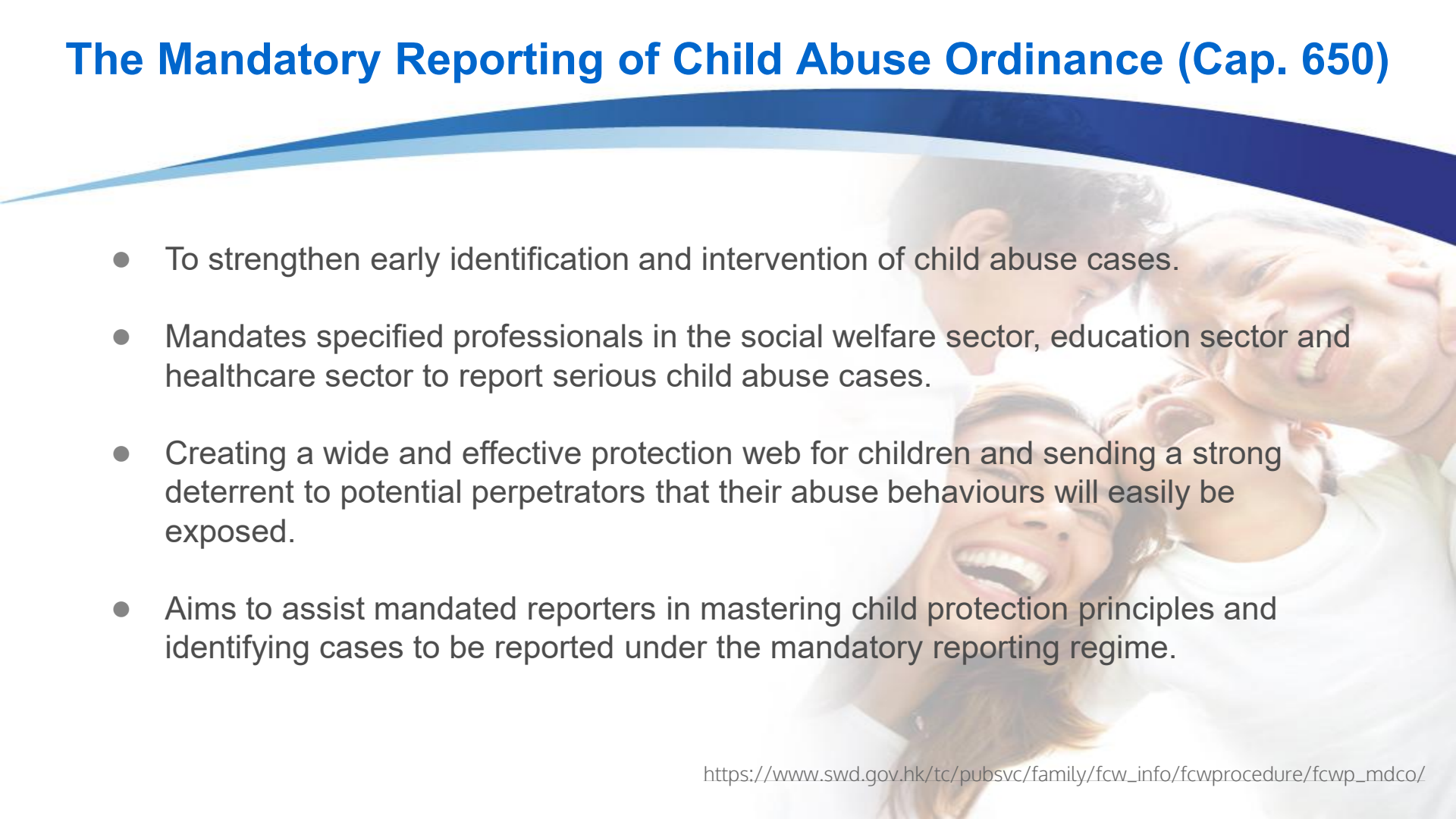
Core Focus of Family Service Approach





https://www.swd.gov.hk/en/pubsvc/family/

The Mandatory Reporting of Child Abuse Ordinance (Cap. 650)



- To strengthen early identification and intervention of child abuse cases.
- Mandates specified professionals in the social welfare sector, education sector and healthcare sector to report serious child abuse cases.
- Creating a wide and effective protection web for children and sending a strong deterrent to potential perpetrators that their abuse behaviours will easily be exposed.
- Aims to assist mandated reporters in mastering child protection principles and identifying cases to be reported under the mandatory reporting regime.

https://www.swd.gov.hk/tc/pubsvc/family/fcw_info/fcwprocedure/fcwp_mdco/

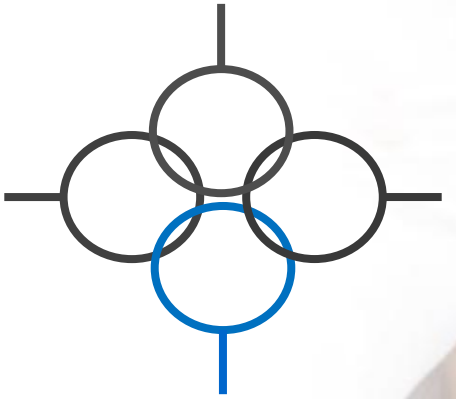
https://www.youtube.com/watch?v=o6SnuViUtes



Family and Child Welfare Services

To preserve & strengthen the family as a unit

To enable individuals & family members to prevent personal & family problems. To deal with them when they arise



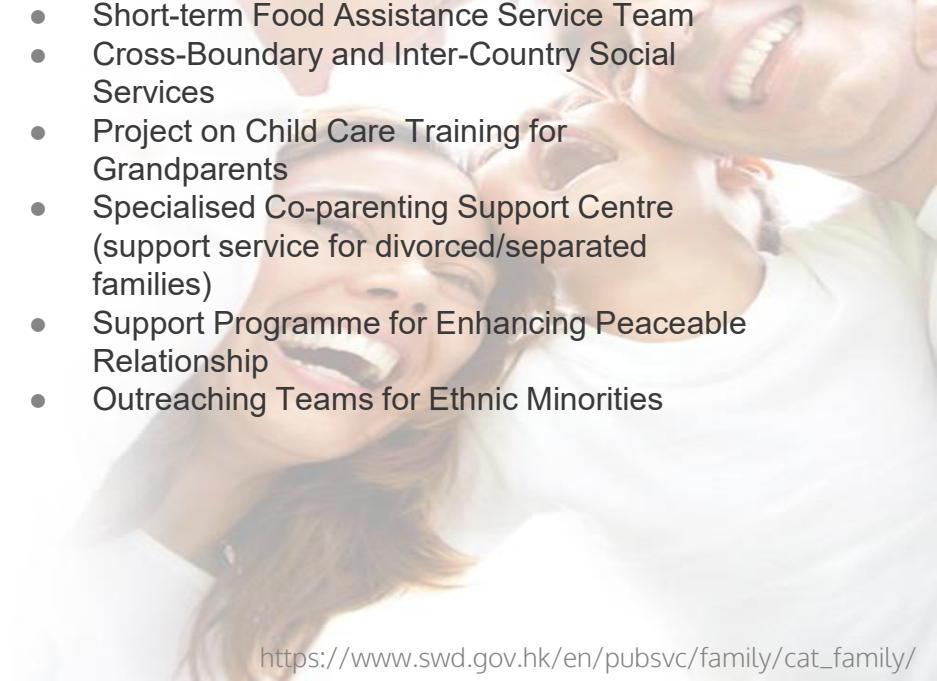
To develop caring interpersonal relationship

To provide suitable services to meet needs that cannot be adequately met from within the family

https://www.swd.gov.hk/en/pubsvc/family/cat_family/

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



https://www.swd.gov.hk/en/pubsvc/family/cat_family/

Family Service Codes

FSC

NGO operated Integrated Family Service Centres (IFSC) and Family related services (i.e. Court Social Work Services, Services for Street Sleepers; Services for ex-offenders, Services for Addicted Gamblers, etc.).

CISC

Crisis Intervention and Support Services (i.e. Suicide prevention services; shelters and support services for spouse abuse victims; child abuse and families in crisis; etc.).

SWD

Social Welfare Department operated Integrated Family Service Centres (IFSC) and Family & Child Protective Service Unit (FCPSU).

(Remarks: For further information, please refer to Setting Description Placement Service Coded.)



Placement Availability & Options

- Subjected to annual placement offers from agency partners.
- Could show interests or preference in PMS after indicating FSC, CISC, SWD, (i.e. IFSC, FCPSU, Crisis Centre, Gambling Service, Emergency Hostels, Hotline Service, etc.), but do not guarantee.
- Treasure different learning opportunities and exposure in two placement experience.



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. ‘



https://www.swd.gov.hk/en/pubsvc/family/cat_family/ifs/index.html

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.



https://www.swd.gov.hk/en/pubsvc/family/cat_family/ifs/index.html

Service Hours

3 Weekdays: 9am – 5pm
2 Weekdays: 9am – 8pm
Sat: 9am – 1pm

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

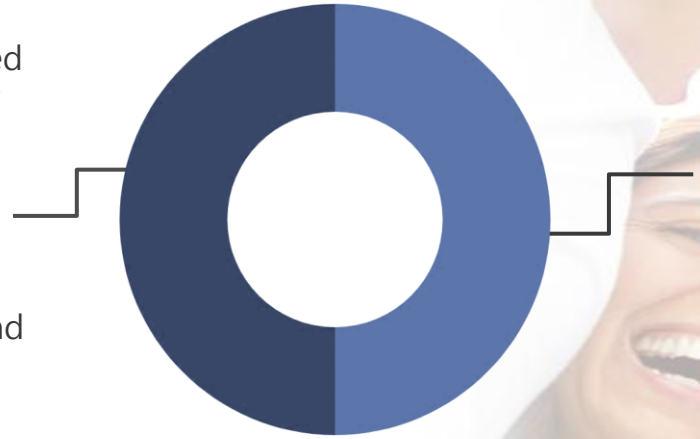


https://www.swd.gov.hk/en/pubsvc/family/cat_family/

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

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

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

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



Integrated Service Centre for Social Rehabilitation and Community Support

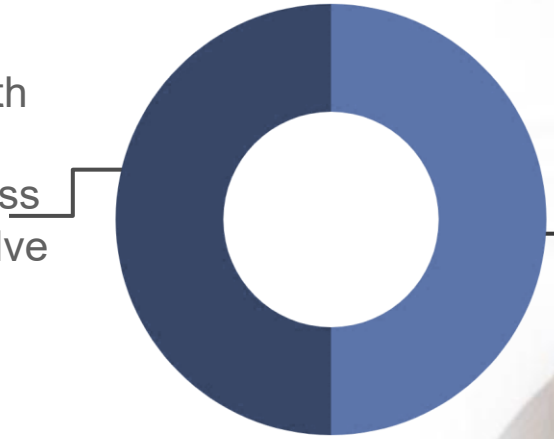
Mon to Wed, Fri	9:00am – 1:00pm 2:00pm – 5:30pm
Thu	2:00pm – 8:00pm
Sat	9:00am – 12:00pm

*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:

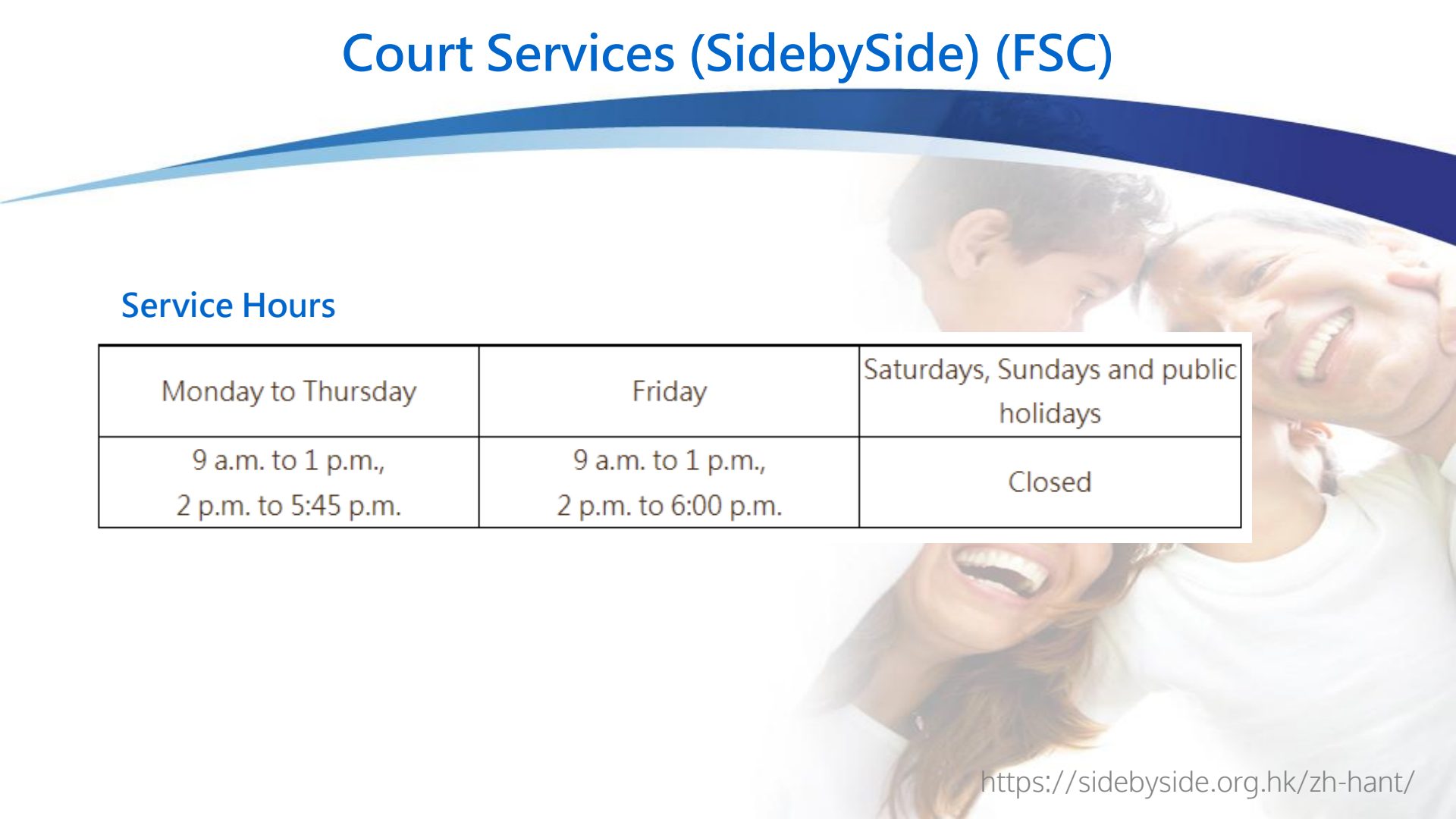
- Outreaching visit:
- Counselling Services
- Referrals
- Free Legal Advice Scheme
- Court Volunteer Service

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

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

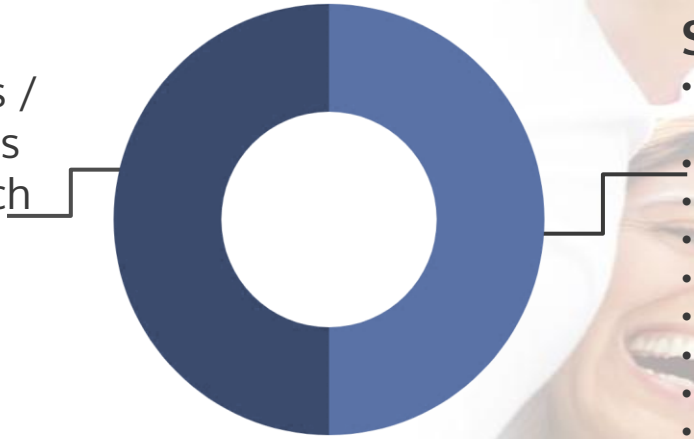


https://sidebyside.org.hk/zh-hant/

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

https://family.caritas.org.hk/eng/service05_cagcc

Caritas Addicted Gamblers Counselling Centre (FSC)

Service Hours

Mon, Tue, Thurs	10:00am – 6:00pm
Wed, Fri	10:00am – 10:00pm
Sat	2:00pm – 10:00pm

Only Consider Master Students



https://family.caritas.org.hk/eng/service05_cagcc

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 (FSC)

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.



https://salvationarmy.org.hk/our_story/street-sleeper-restarts-healthy-life/?lang=en

Services for Street Sleepers e.g. Salvation Army Street Sleepers Services (FSC)



Service Hours
Mon – Fri 10am – 6pm
Sat 10am – 5pm

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

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

https://salvationarmy.org.hk/our_story/street-sleeper-restarts-healthy-life/?lang=en

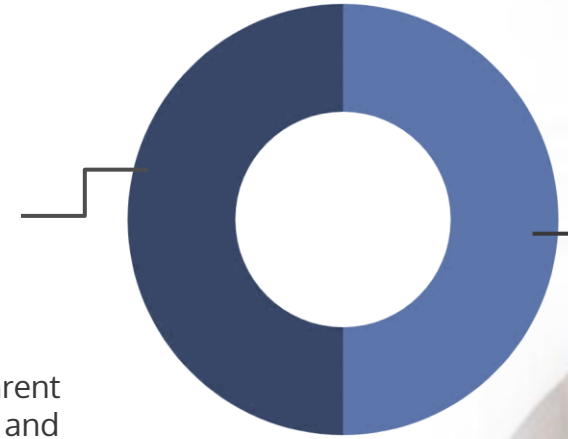
Services for Underprivileged Families (FSC) e.g. ELCHK LOGIN CLUB FOR NEW ARRIVALS

Objectives

- Providing services to support underprivileged and grassroots fa milies.
- 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).



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

https://service.elchk.org.hk/eng/unit_service5.php?center=48#overview

SideBySide - Hong Kong Revival Hub (FSC) (Concurrent Placement)



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

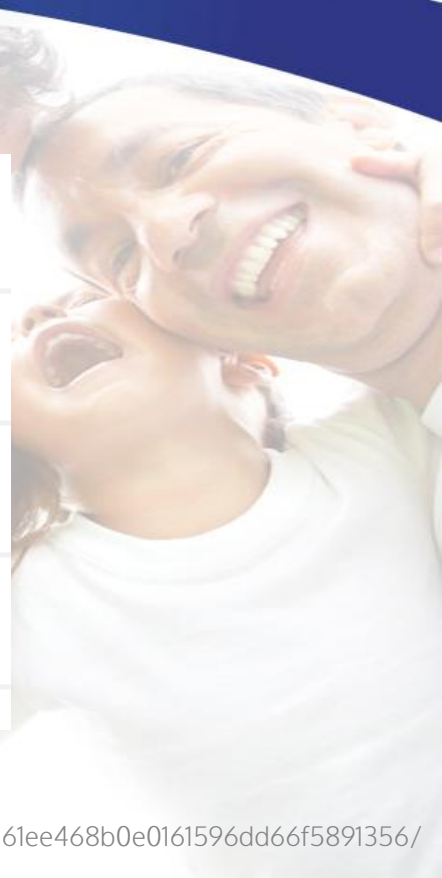
- Pre-release Preparation Service & Short-term Aid
- Individual & Family Counselling Service, Hotline Service
- Health Screening and Test
- Accommodation, Training & Employment Service, Social Skills & Interests Development Programmes

https://sidebyside.org.hk/en/services/rehabilitation/IntegratedService/isc/?back=fda61ee468b0e0161596dd66f5891356/

SideBySide - Hong Kong Revival Hub (FSC) (Concurrent Placement)

Service Hours

Mon to Wed, Fri	9:00am – 1:00pm / 2:00pm – 5:30pm
Thu	2:00pm – 8:00pm
Sat	9:00am – 12:00pm
Sunday and Public Holiday	Closed



https://sidebyside.org.hk/en/services/rehabilitation/IntegratedService/isc/?back=fda61ee468b0e0161596dd66f5891356/

St. James' Settlement - Integrated Services for Street Sleepers (FSC) (Concurrent Placement)

Objectives

- We aim to improve the quality of living and social integration for street sleepers and people with immediate risk of becoming homeless.
- We provide street sleepers with basic supplies and supporting services for their urgent needs before they have a stable accommodation.

Services

- Daytime & Mid-night Outreaching
- Supplies such as food, blankets, quilts, clothes and coats donated
- Emergency & Short-term Accommodation
- Employment programs and vocational counselling are provided for independence living support



https://isss.sjs.org.hk/

St. James' Settlement - Integrated Services for Street Sleepers (FSC) (Concurrent Placement)

Service Hours

Office Hour (Saturday and Sunday day off)

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
9:00am-1:00pm	✓	✓	✓	✓	✓		
2:00pm-5:00pm	✓	✓	✓	✓	✓		



https://isss.sjs.org.hk/

The Neighbourhood Advice-Action Council: Tung Chung Integrated Services Centre (For Family Development & Support Service) (FSC) (Summer Block Placement)

Objectives & Services

- **Integrated Family Service Centre**: to provide a spectrum of services to address the multifarious needs of individuals, strengthen problem-solving ability and develop the full potential of all people for whole-person development.

- **District Support Scheme for Children and Youth Development; Integrated Children and Youth Services Centre; After-School Care Service Centre**: to facilitate the personal development of children and youth to develop their life skills, potentials and problem-solving.

- **District Elderly Community Centre & Support Team for the Elderly; Day Care Centre for the Elderly**: to provide care, including rehabilitation training, counselling, referrals, social and recreational activities, meals, transportation, elderly attention and personal care.

https://www.naac.org.hk/en/our_services/family_and_child_welfare_service/integrated_services_centre/tcis/

The Neighbourhood Advice-Action Council: Tung Chung Integrated Services Centre (For Family Development & Support Service) (FSC) (Summer Block Placement)



Service Hours

Subjected to Services & Team Arrangements

General Reference
Monday – Friday & Saturday
8am – 10pm

Several Sunday
2pm – 6pm

https://www.naac.org.hk/en/our_services/family_and_child_welfare_service/integrated_services_centre/tcis/

Family and Child Protective Services (FCPSU) (SWD)

Objectives

01

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

02

Protect children who are/have been harmed/maltreated

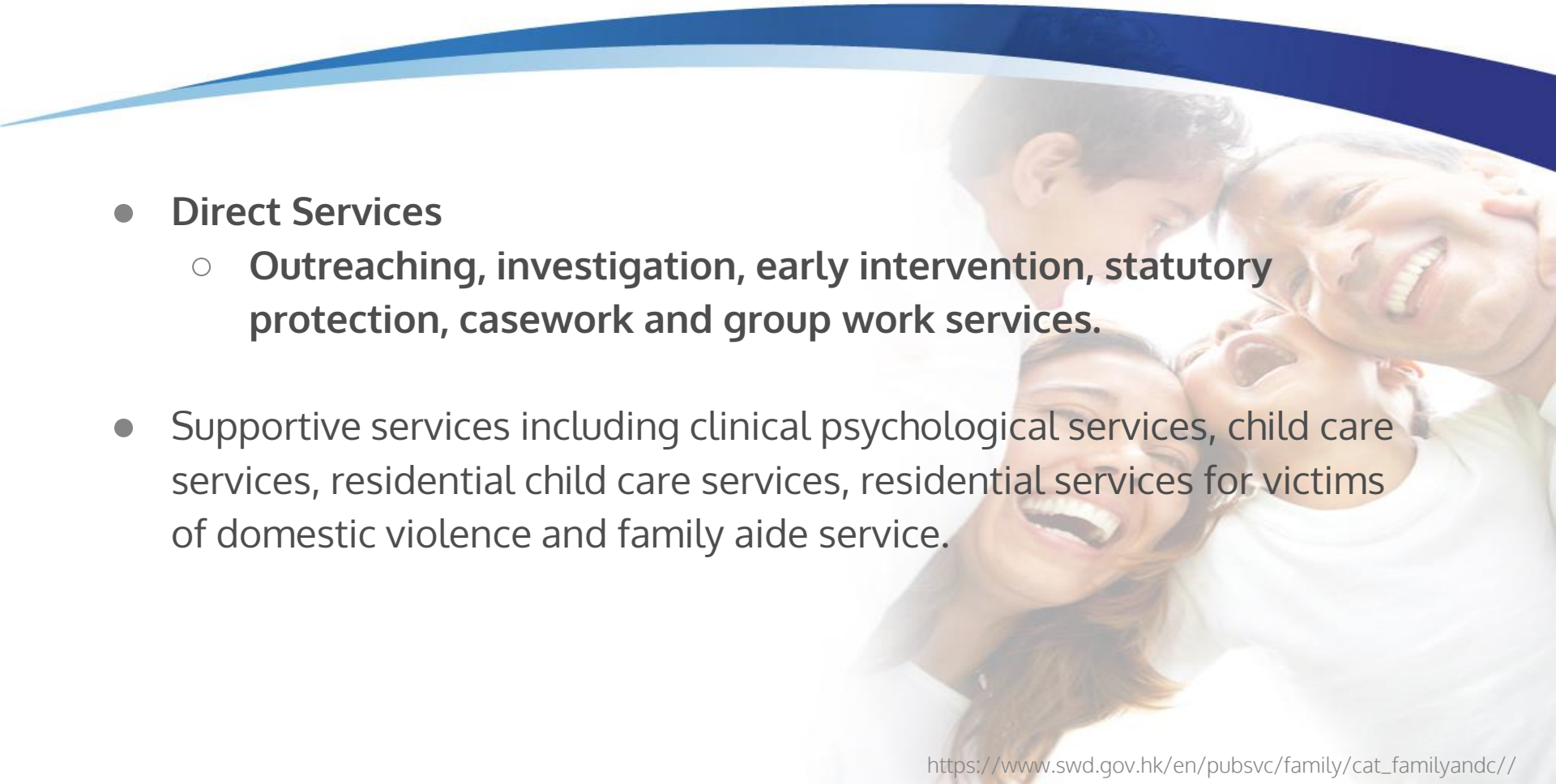
03

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



https://www.swd.gov.hk/en/pubsvc/family/cat_familyandc/

Family and Child Protective Services (FCPSU) (SWD)



- **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.

https://www.swd.gov.hk/en/pubsvc/family/cat_familyandc//

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

- 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.
- Students would be handling DV, IPV, and child welfare related cases.



https://www.swd.gov.hk/en/pubsvc/family/cat_familyandc/

Family and Child Protective Services Unit (SWD)

Opening Hours

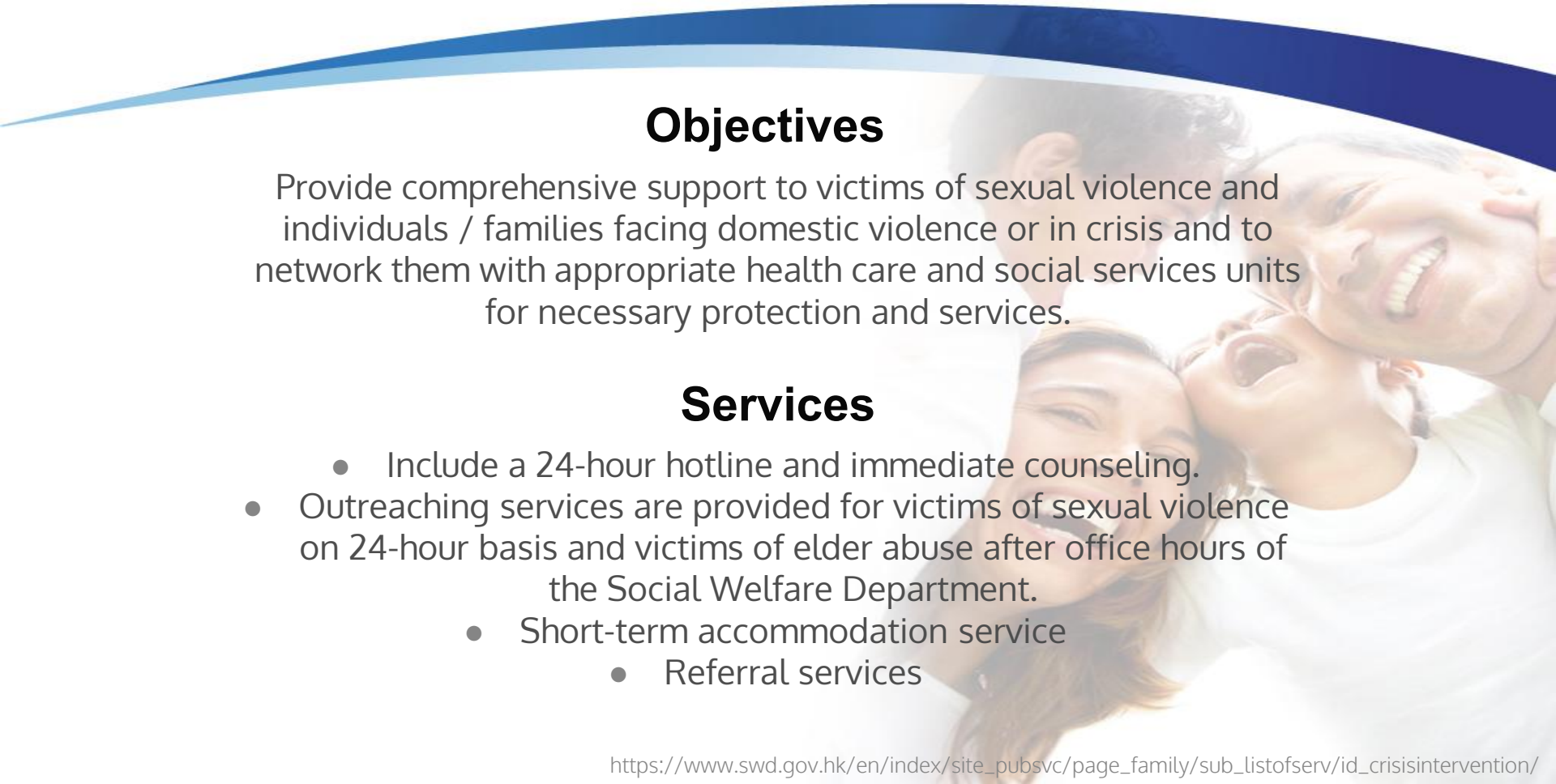
Monday to Friday 8:45am to 5:15pm
Saturday 9am to 12pm

Only Consider Master Students



https://www.swd.gov.hk/en/pubsvc/family/cat_familyandc/

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

https://www.swd.gov.hk/en/index/site_pubsvc/page_family/sub_listofserv/id_crisisintervention/

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.



https://www.aca.org.hk/en/index.php?route=service/detail&service_id=3

Against Child Abuse (ACA) (CISC)

Service Hours

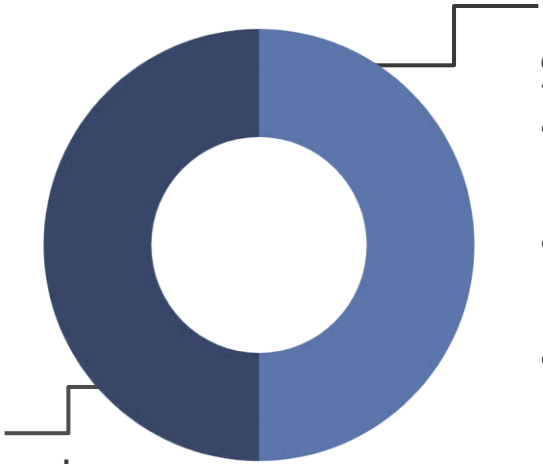
Weekdays 9 am – 5 pm

Sat 9 am – 1 pm





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 Services (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, some whole day of Sat, Sun and Public Holidays.

CISC
- Suicide Prevention Services
- Caritas Family Crisis Support Centre

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



Self-Learning: Child Protection Online Training

- **The Mandatory Reporting of Child Abuse Ordinance (20 January 2026):** Professionals who have frequent contact with children in the course of their work, should have the responsibility to safeguard the best interests of the children and to protect them from abuse.
- **The online self-learning training consists of two modules, each takes about 3 hours. An e-certificate will be issued in respect of each quiz for which the participant has achieved a score of 90% or higher in the post-course quiz.**

To be completed BEFORE start of placement
https://www.childprotectiontraining.hk/self-learning



Attitude & Work Discipline

Punctual, be Early

Self-initiative & Proactive to learn from service team

Responsibilites

Polite, Respect & Care

Accountable & Confidentiality

Self-discipline with good time & Workload management

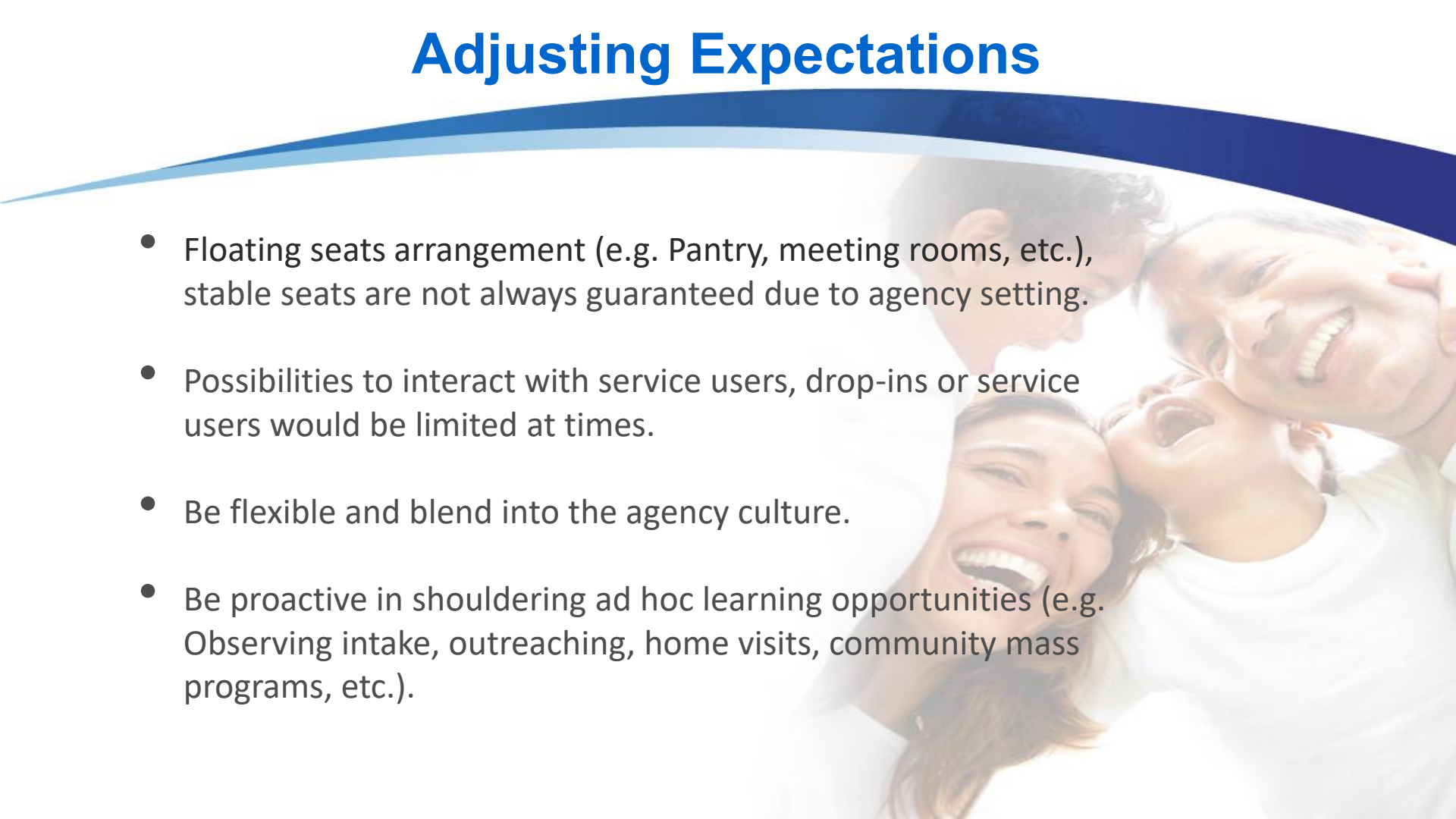
Flexible & Willing to shoulder additional duties

Blend into the team, dress code & Manners



Adjusting Expectations

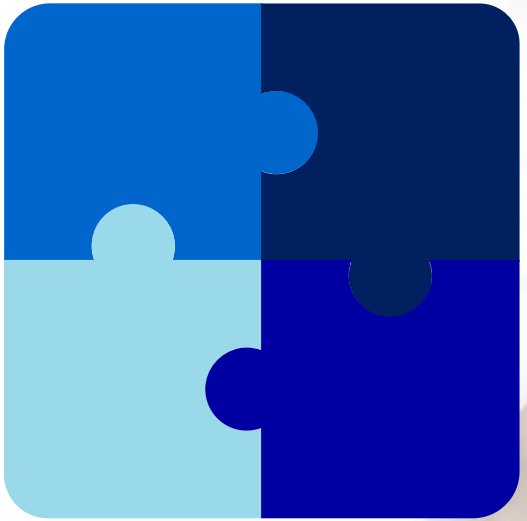
- Floating seats arrangement (e.g. Pantry, meeting rooms, etc.), stable seats are not always guaranteed due to agency setting.
- Possibilities to interact with service users, drop-ins or service users would be limited at times.
- Be flexible and blend into the agency culture.
- Be proactive in shouldering ad hoc learning opportunities (e.g. Observing intake, outreaching, home visits, community mass programs, etc.).



Professional Knowledge

Community Resources & Services

Needs of Different Service Users



Relative Conceptual & Intervention Models

Communication Skills & Risk Assessment skills

THANKS

Ms. Omi Ng

Family Service Setting Coordinator

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