

2009年3月4日(星期三)舉行的立法會會議  
“全面改善綜合家庭服務中心成效”議案辯論

**1. 黃成智議員的原議案**

鑒於金融海嘯所帶來的經濟嚴冬和迅速惡化的社會氛圍，多重受壓及高危家庭的形勢更為險峻；綜合家庭服務中心(“中心”)乃屬第一線回應家庭危機及預防家庭慘劇的社會服務隊伍的中堅，其能否暢順運作，快速而妥善回應這種社會危機，對於紓民之困，維繫整體社會氣氛和諧，實起關鍵作用；近日有眾多證據和聲音顯示中心在現行服務模式下若要發揮作用，政府除了要增加資源外，更須調整其服務理念和運作方式；為此，本會促請政府採取以下措施：

- (一) 成立中央機制，定期全面評估和協調各部門提供的支援和服務；
- (二) 重新評估和研究中心的使命和目標，並確保有關研究在保障私隱的考慮下，必須公開所收集的資料和數據；
- (三) 重新檢討中心的人手編制，確保有足夠人手能妥善應付高危家庭的需要，以及提供預防和支援服務；
- (四) 釐清社會福利署與非政府機構在中心的角色和分工；
- (五) 深入探討社會福利署和非政府機構中心員工所面對的困難(例如要處理非專業的文職工作和被授權審批社會資源的要求等工作)，並制訂改善方法；
- (六) 全面檢討中心的服務承諾，制訂一個能敏銳及準確反映高危家庭需要的服務標準；及
- (七) 制訂全面的家庭服務政策，特別對應多重受壓和高危家庭的需要，並探討如何支援並促進全港家庭的發展。

**2. 經張國柱議員修正的議案**

鑒於金融海嘯所帶來的經濟嚴冬和迅速惡化的社會氛圍，多重受壓及高危家庭的形勢更為險峻；綜合家庭服務中心(“中心”)乃屬第一線回應家庭危

機及預防家庭慘劇的社會服務隊伍的中堅，其能否暢順運作，快速而妥善回應這種社會危機，對於紓民之困，維繫整體社會氣氛和諧，實起關鍵作用；近日有眾多證據和聲音顯示中心在現行服務模式下若要發揮作用，政府除了要增加資源外，更須調整其服務理念和運作方式；為此，本會促請政府採取以下措施：

- (一) 成立中央機制，定期全面評估和協調各部門提供的支援和服務；
- (二) 重新評估和研究中心的使命和目標，並確保有關研究在保障私隱的考慮下，必須公開所收集的資料和數據；
- (三) 重新檢討**嚴格實行**中心的人手編制，**增加督導人員及資深社工的人手比例，並為中心社工的工作量設定指標，在需要時招聘臨時人手處理由社會危機引發的額外工作**，以確保有足夠人手能妥善應付高危家庭的需要，以及提供預防和支援服務；
- (四) **增加前線社工的人手編制，並監管非政府機構按政府的薪酬基準聘請社工，以紓緩他們的工作量、提升現時社工低落的士氣及更有效處理家庭問題；**
- (五) **釐清盡力使社會福利署與非政府機構在中心的角色和分工一致，賦予非政府機構更多權力，以便向受助人提供適時的實質援助(例如房屋援助或綜援)；**
- (五)(六) 深入探討社會福利署和非政府機構中心員工所面對的困難(例如要處理非專業的文職工作和被授權審批社會資源的要求等工作)，並制訂改善方法，**增強對員工的文職支援，將非核心輔導或專業服務轉交非中心單位跟進；**
- (六)(七) 全面檢討中心的服務承諾，制訂一個能敏銳及準確反映高危家庭需要的服務標準；及
- (七)(八) 制訂全面的家庭服務政策，特別對應多重受壓和高危家庭的需要，並探討如何支援並促進全港家庭的**健康發展** ；及
- (九) **將人口及中心的比例調整為約8萬至9萬人一個中心，並優先在“高危社區”增設中心。**

註：張國柱議員的修正案以**粗斜字體**或刪除線標示。

### 3. 經李慧口議員修正的議案

鑒於金融海嘯所帶來的**近期不少香港家庭備受**經濟嚴冬和迅速惡化的社會氛圍**衝擊**，多重受壓及高危家庭的形勢更為險峻；綜合家庭服務中心(“中心”)乃屬第一線回應家庭危機及預防家庭慘劇的社會服務隊伍的中堅，其能否暢順運作，快速而妥善回應這種社會危機，對於紓民之困，維繫整體社會氣氛和諧，實起關鍵作用；近日有眾多證據和聲音顯示中心在現行服務模式下若要發揮作用，政府除了要增加資源外，更須調整其服務理念和運作方式；為此，本會促請政府採取以下措施：

- (一) 成立中央機制，定期全面評估和協調各部門提供的支援和服務；
- (二) 重新評估和研究中心的使命和目標，並確保有關研究在保障私隱的考慮下，必須公開所收集的資料和數據；
- (三) 重新檢討中心的人手編制，確保有足夠人手能妥善應付高危家庭的需要，以及提供預防和支援服務；
- (四) 釐清社會福利署與非政府機構在中心的角色和分工；
- (五) 深入探討社會福利署和非政府機構中心員工所面對的困難(例如要處理非專業的文職工作和被授權審批社會資源的要求等工作)，並制訂改善方法；
- (六) 全面檢討中心的服務承諾，制訂一個能敏銳及準確反映高危家庭需要的服務標準；及
- (七) 制訂全面的家庭服務政策，**包括進一步推動家庭友善政策、設立家庭影響評估制度、創造家庭友善的工作環境等**，以及特別對應多重受壓和高危家庭的需要，並探討如何支援並促進全港家庭的**健康發展**。

註： 李慧口議員的修正案以**粗斜字體**或刪除線標示。

(Translation)

**Motion debate on  
“Comprehensively improving the effectiveness of  
Integrated Family Service Centres”  
to be held at the Legislative Council meeting  
of Wednesday, 4 March 2009**

**1. Hon WONG Sing-chi’s original motion**

That, as the financial tsunami has brought about a severe economic winter and rapidly deteriorating atmosphere in the community, the situation of the multi-stressed and potentially high-risk families is even more acute; the Integrated Family Service Centres (“IFSCs”) are the key players of the front-line social service teams which respond to family crises and prevent family tragedies, whether they can smoothly operate in responding promptly and properly to such social crises is indeed critical to alleviating people’s hardship and fostering an overall harmonious atmosphere in the community; recently there have been ample evidence and voices indicating that if IFSCs are to achieve their functions under the current service mode, the Government has to adjust their service concept and operation mode, in addition to allocating additional resources to IFSCs; in this connection, this Council urges the Government to adopt the following measures:

- (a) setting up a central mechanism to regularly and comprehensively assess and co-ordinate the support and services provided by various departments;
- (b) assessing and studying afresh the mission and objectives of IFSCs, and ensuring that the information and data collected through the relevant study must be made public subject to consideration of privacy protection;
- (c) reviewing afresh the staff establishment of IFSCs to ensure that there is sufficient manpower to adequately meet the needs of potentially high-risk families, and providing preventive and support services;
- (d) clearly defining the respective roles of the Social Welfare Department (“SWD”) and non-governmental organizations (“NGOs”) and their division of responsibilities in respect of IFSCs;
- (e) examining in depth the difficulties faced by staff of SWD and NGOs working in IFSCs (such as being required to handle non-professional clerical work, and being authorized to vet and approve requests for social resources, etc), and formulating measures for improvement;

- (f) comprehensively reviewing the performance pledge of IFSCs, and setting a service standard that can sensitively and accurately reflect the needs of potentially high-risk families; and
- (g) formulating a comprehensive policy on family service, particularly focusing on the needs of multi-stressed and potentially high-risk families, and exploring how to support and facilitate the healthy development of families in Hong Kong.

## 2. Motion as amended by Hon CHEUNG Kwok-che

~~That, as the financial tsunami has brought about a severe economic winter and rapidly deteriorating atmosphere in the community, the situation of the multi-stressed and potentially high-risk families is even more acute;~~ the Integrated Family Service Centres (“IFSCs”) are the key players of the front-line social service teams which respond to family crises and prevent family tragedies, whether they can smoothly operate in responding promptly and properly to such social crises is indeed critical to alleviating people’s hardship and fostering an overall harmonious atmosphere in the community; recently there have been ample evidence and voices indicating that if IFSCs are to achieve their functions under the current service mode, the Government has to adjust their service concept and operation mode, in addition to allocating additional resources to IFSCs; in this connection, this Council urges the Government to adopt the following measures:

- (a) setting up a central mechanism to regularly and comprehensively assess and co-ordinate the support and services provided by various departments;
- (b) assessing and studying afresh the mission and objectives of IFSCs, and ensuring that the information and data collected through the relevant study must be made public subject to consideration of privacy protection;
- (c) ~~reviewing afresh~~ ***strictly implementing*** the staff establishment of IFSCs, ***increasing the staff ratio of both supervisory staff and senior practitioners, setting workload indicators for social workers working in IFSCs, and recruiting temporary staff to cope with the additional workload arising from social crises as necessary, so as*** to ensure that there is sufficient manpower to adequately meet the needs of potentially high-risk families, and providing preventive and support services;
- (d) ***increasing the staff establishment of frontline social workers, and monitoring non-governmental organizations (“NGOs”) so that they recruit social workers according to the salary benchmark formulated by the Government, so as to lessen their workload, boost the currently low morale among social workers and enable them to tackle family problems more effectively;***

- (e) ~~clearly defining~~ ***striving to standardize*** the respective roles of the Social Welfare Department (“SWD”) and ~~non-governmental organizations (“NGOs”)~~ ***NGOs*** and their division of responsibilities in respect of IFSCs, ***and giving more powers to NGOs so that they can provide practical assistance (such as housing assistance or Comprehensive Social Security Assistance) to clients in a timely manner;***
- (~~e~~)(f) examining in depth the difficulties faced by staff of SWD and NGOs working in IFSCs (such as being required to handle non-professional clerical work, and being authorized to vet and approve requests for social resources, etc), ~~and~~ formulating measures for improvement, ***strengthening clerical support to staff, and referring non-core counselling or professional services to non-IFSC units for follow-up;***
- (~~f~~)(g) comprehensively reviewing the performance pledge of IFSCs, and setting a service standard that can sensitively and accurately reflect the needs of potentially high-risk families; ~~and~~
- (~~g~~)(h) formulating a comprehensive policy on family service, particularly focusing on the needs of multi-stressed and potentially high-risk families, and exploring how to support and facilitate the healthy development of families in Hong Kong; ***and***
- (i) ***adjusting the population-to-IFSCs ratio to one IFSC serving some 80 000 to 90 000 people, and according priority to setting up IFSCs in “potentially high-risk communities”.***

Note: Hon CHEUNG Kwok-che’s amendment is marked in ***bold and italic type*** or with deletion line.

### **3. Motion as amended by Hon Starry LEE Wai-king**

That, as the financial tsunami has brought about a ***recently quite a number of families in Hong Kong are struck by the*** severe economic winter and rapidly deteriorating atmosphere in the community, the situation of the multi-stressed and potentially high-risk families is even more acute; the Integrated Family Service Centres (“IFSCs”) are the key players of the front-line social service teams which respond to family crises and prevent family tragedies, whether they can smoothly operate in responding promptly and properly to such social crises is indeed critical to alleviating people’s hardship and fostering an overall harmonious atmosphere in the community; recently there have been ample evidence and voices indicating that if IFSCs are to achieve their functions under the current service mode, the Government has to adjust their service concept and operation mode, in addition to allocating additional resources to IFSCs; in this connection, this Council urges the Government to adopt the following measures:

- (a) setting up a central mechanism to regularly and comprehensively assess and co-ordinate the support and services provided by various departments;
- (b) assessing and studying afresh the mission and objectives of IFSCs, and ensuring that the information and data collected through the relevant study must be made public subject to consideration of privacy protection;
- (c) reviewing afresh the staff establishment of IFSCs to ensure that there is sufficient manpower to adequately meet the needs of potentially high-risk families, and providing preventive and support services;
- (d) clearly defining the respective roles of the Social Welfare Department (“SWD”) and non-governmental organizations (“NGOs”) and their division of responsibilities in respect of IFSCs;
- (e) examining in depth the difficulties faced by staff of SWD and NGOs working in IFSCs (such as being required to handle non-professional clerical work, and being authorized to vet and approve requests for social resources, etc), and formulating measures for improvement;
- (f) comprehensively reviewing the performance pledge of IFSCs, and setting a service standard that can sensitively and accurately reflect the needs of potentially high-risk families; and
- (g) formulating a comprehensive policy on family service, ***including further promoting family-friendly policies, introducing a family impact assessment system and creating a family-friendly environment in workplace, etc, as well as*** particularly focusing on the needs of multi-stressed and potentially high-risk families, and exploring how to support and facilitate the healthy development of families in Hong Kong.

Note: Hon Starry LEE’s amendment is marked in ***bold and italic type*** or with deletion line.