
社會福利署2002年報
Social Welfare Department Annual Report 2002

關懷與分享 We Care and Share



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社會福利署2002年報 Social Welfare Department Annual Report 2002

理想、使命及價值觀宣言 Vision, Mission & Values Statement

理想 Vision

共同建設一個互相關懷的社會，使人人能自立自主、自尊自信、和諧共處、幸福快樂。
Together we build a caring community with self-sufficiency, dignity, harmony and happiness.

使命 Mission

為顧客 For our Customers	提供優質的社會福利服務，以助他們面對人生各種挑戰。 To provide quality social welfare services to enable them to meet life's challenges.
向社群 For the Community	提倡社會及家庭責任感。 To promote social and family responsibilities.
助員工 For our Staff	發展潛能，透過嘉許成就、授權委責及增強培訓，建立既進取又團結又專業的工作隊伍。 To develop individual potential and reward results; and to empower and build an innovative, cohesive and professional team.
與福利機構 For Welfare Organisations	齊心協力，相輔相成，發揮更大效能，以提供有效益和效率的服務。 To promote synergy conducive to efficient and effective service delivery.
專業精神 Professionalism	忠誠投入，堅毅不屈，不斷增進知識，磨練技巧，力求盡善盡美。 We will embrace the highest standards of integrity, endurance, knowledge and skills.
以人為本 People-oriented Service	時刻關注他人的需要，提供適切的服務，並堅守互相尊重、公平及保密原則。 We will always be sensitive to people's needs and provide timely services with respect, fairness and confidentiality.
社區參與 Community Participation	群策群力，眾志成城。 We will involve the community in attaining our service goals.
有效溝通 Effective Communication	保持緊密聯繫，交流意見，促進互相了解。 We will strive to understand and to be understood.
精益求精 Continuous Improvement	努力不懈，追求卓越。 We will continuously strive for excellence.



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序言 Foreword



「現時正是香港社會
發揮守望相助、互助關懷、
團結友愛的時候。」

“Now is the time for
our society to bring into
full play its characteristics
of **mutual concern and
assistance and demonstrate
solidarity and affection.**”

2002-03 年度是本港社會充滿挑戰的一年。經濟持續不景和失業率高企，導致對福利援助的需求激增。綜合社會保障援助（下稱「綜援」）個案數目，由 2002 年 3 月底的 247 192 宗增加至 2003 年 3 月底的 271 893 宗，升幅達 10%；當中，失業個案大幅飆升 37%，佔總個案量 16%。除經濟需要的原因外，面對壓力、情緒困擾或甚至是家庭暴力的人士和家庭亦向支援網絡求助。

與此同時，本港經歷連續三年的嚴重財政預算赤字及超過 50 個月持續通縮之後，政府必須推行緊縮措施，控制公共開支的增長。因此，緊接資源增值計劃在 2002-03 年度完成後，政府立即推出另一項重大的節約措施，以期在 2006-07 年度恢復財政收支平衡。

基於這樣的背景，本署在 2002-03 年度以致力提供持續的服務為工作重點：我們決心維持一個有效的福利制度，所着眼的不僅僅是今天和明天，而且更是較長遠的將來。我們充分了解到，我們的使命不單是妥善照顧現時在我們福利制度之內的長者和弱勢社羣，更加是那些由於環境逆轉而向我們求助的市民。

The year 2002-03 was full of challenges for Hong Kong. With persistent economic downturn and high level of unemployment, there was a rapid growth in demand for welfare support - the number of Comprehensive Social Security Assistance (CSSA) cases rose from 247 192 in March 2002 to 271 893 at end March 2003, reflecting a 10% increase. Among them, unemployment cases surged by 37%, accounting for 16% of the total caseload. Financial needs aside, individuals and families facing stress, emotional distress or even domestic violence turned to the support network for relief.

At the same time, after three consecutive years of serious budget deficits and over 50 months of continual deflation, the Government has to implement stringent measures to control growth in public expenditure. Thus, the completion of the three-year Enhanced Productivity Programme in 2002-03 was immediately followed by another major efficiency drive with a view to help restore fiscal balance by the year 2006-07.

Against this background, the Department's work in 2002-03 was characterised by a strive for sustainability: that we are committed to maintaining an effective welfare system not only for today and tomorrow, but also in the longer term. We fully recognise that our mission is not only to adequately look after the elderly and the vulnerable who are currently within our system, but many more who have to turn to it for support in light of the changing circumstances.



年內，社署繼續堅定不移地在福利服務的組織、管理和服務提供各方面作出改善、改良服務和在衡量值方面取得更佳效益。這包括關閉部門的非核心服務單位或將這些單位脫離政府編制，改由非政府機構營運，以及進一步把家庭、青少年及長者服務進一步加以整合。在社會保障方面，我們盡心竭力向社會人士解釋有必要按照通縮調整援助金額，以便我們能夠協助越來越多墮入安全網的人士和家庭。

香港是一個開放的社會，市民有權知悉政府每項決定背後所持的理據，而政府亦有責任聆聽市民的意見。為了促進彼此的交流，我由2002年10月開始，每周在社署的網頁撰寫「署長隨筆」專欄，與大家分享我對大眾關注的福利課題的看法。我希望藉此機會對這個專欄的讀者，不論是我認識或不認識的人士所不吝提出的寶貴意見，表示感謝。

During the year, the Department continued steadfastly to transform the way welfare services are organised, managed and delivered, and to bring about service improvement and better value for money. These included closing or hiving off to non-governmental organisations the Department's non-core service units and further service integration in family, youth and elderly services. On the social security front, we explained painstakingly to the community that deflationary adjustments to the payment rates had to be made in order to enable us to help the growing numbers of individuals and families that fell into the safety net.

In an open society like Hong Kong, the public has a right to know the rationale behind each Government decision and the Government has an obligation to listen. To facilitate this exchange, I started writing weekly columns on the Department's website from October 2002 to share my views on topical welfare issues. I wish to take this opportunity to thank readers of my column, whom I know or do not know, for giving me their valuable feedback.



社署積極推廣「傳心傳義」義工活動
SWD actively promotes the "Campaign Evergreen"

署長林鄭月娥出席第八屆遠東及南太平洋區傷殘人士運動會中國香港代表隊授旗典禮
Mrs Carrie Lam attended the flag presentation ceremony for the 8th Far East and South Pacific Games for the Disabled

2002-03 年度最後一個月，香港面對更嚴峻的考驗。嚴重急性呼吸系統綜合症（下稱「非典型肺炎」）在本港爆發，短短數星期內便對社會各行各業造成嚴重打擊，不但威脅到市民的生命，亦令經濟陷於癱瘓。在對抗非典型肺炎一役中，醫護人員以及福利界前線人員竭誠奉公，發揮高度專業精神，值得我們致以最大的敬意和感謝。

烏雲背後總有一線光明，挑戰往往帶來新的機遇。非典型肺炎一役已喚起每個香港市民的公民精神，觸動民間源源不絕的龐大力量，自發地獻出關懷和支持。我在撰寫本序言時，香港正逐漸從非典型肺炎的陰霾中恢復過來。只要我們團結一致，互助互愛，我們當可渡過種種難關，變得更加堅強。

林鄭月娥

社會福利署署長
林鄭月娥

The last month of 2002-03 has turned out to be even more trying. In just a few weeks' time, the outbreak of the Severe Acute Respiratory Syndrome (SARS) has hit every sector of the community, threatening lives and paralysing the economy. In combating against SARS, the professionalism and dedication of health care staff, as well as frontline staff in the welfare sector deserves our greatest respect and appreciation.

Every dark cloud has a silver lining and every challenge gives rise to new opportunities. This battle against SARS has awakened our community spirit and displayed tremendous citizen-initiated mutual concern and support. At the time I am writing this foreword, Hong Kong is reviving from the threat of SARS. With unity and care, we can pull through all difficulties and emerge stronger than ever.

Carrielam

Mrs Carrie Lam
Director of Social Welfare

概覽 An Overview



政策目標

政府致力使香港成為一個關懷互愛、公正融和的社會，既有多元化的社區，而每個人的不同天賦才能亦獲得尊重。我們的目標，是協力締造一個可讓人人都有機會盡展所長的环境。培養個人健康成長的理想環境，莫過於一個溫暖、安穩和互相關懷的家庭。因此，鞏固和增強家庭的功能，成為社會福利署(下稱「社署」)年內的基本工作目標。同時，我們亦透過現有的社會保障制度，盡力提供一個安全網，使有需要的人士可與其他人一樣在經濟上和社交上過着自尊自立的生活。

Policy Objective

The Government is committed to making Hong Kong a caring, just and inclusive society which celebrates the rich diversity of the community, and recognises that each individual is endowed with different strengths. We aim to help create an environment in which everybody gets an opportunity to develop his or her potential. What counts most in nurturing the healthy development of individuals is a warm, supportive and stable family. Strengthening and empowering families was a key underlying objective in the work of the Social Welfare Department (SWD) during the year. We are also committed to providing through our social security system a safety net so that those in need will also participate in economic and social life with dignity and self-reliance.

福利開支

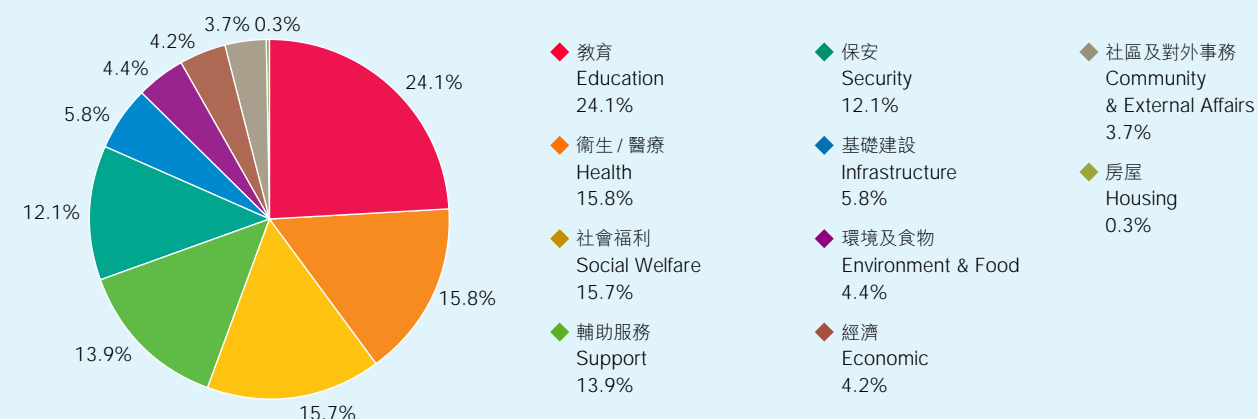
在2002-03年度，政府在社會福利方面的總經常開支¹達321億元，佔政府經常開支總額的15.7%，在各項政策範圍中位列第三。

Welfare Expenditure

In 2002-03, total recurrent Government expenditure on social welfare¹ reached \$32.1 billion, taking up 15.7% of the total recurrent Government expenditure and ranked third amongst various policy areas.

2002-03 年度按政府政策組別劃分的政府經常開支

Recurrent Government Expenditure by Policy Area Group 2002-03



2002-03 年度政府經常開支總額：2,049 億元

2002-03 Total Recurrent Government Expenditure : \$204.9 billion

¹ 社會福利政策範圍的開支包括社署的絕大部份開支，除了那些屬於保安和社區建設的政策範圍綱領，以及由衛生福利及食物局直接管制的相關福利開支。

¹ Social welfare policy area expenditure includes the bulk of SWD's expenditure, except those programmes contributing to the security and community building policy areas as well as other expenditure directly under the control of the Health, Welfare and Food Bureau.

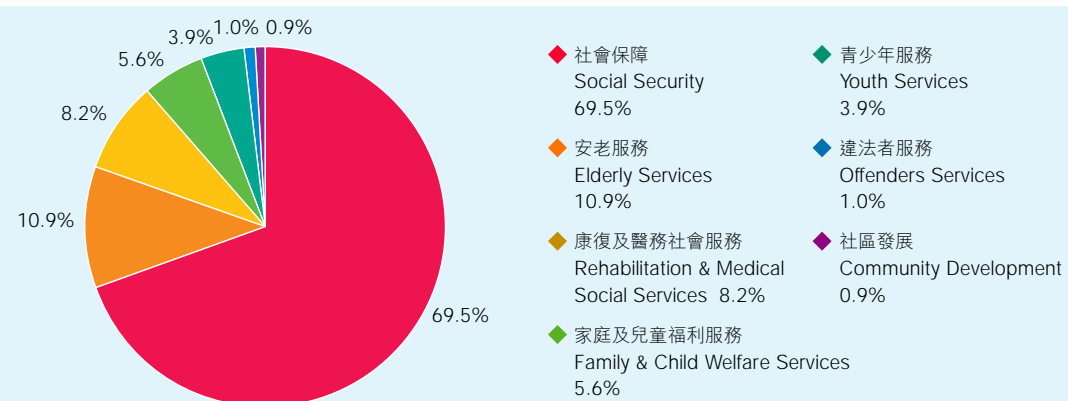


社會福利署的經常開支 及獎券基金的非經常開支

2002-03 年度，本署的經常開支總額為 322 億元，其中 69% (221 億元) 用於經濟援助金，24% (79 億元) 用於各項津貼及合約服務酬金，而其餘 7% (22 億元) 則用於部門開支。按所屬的綱領分析，安老服務是各項非社會保障的福利服務中開支所佔比例最大。

獎券基金是用以資助非政府機構非經常開支的一大主要經費來源，設立目的是主要以六合彩的獎券收益資助社會福利服務的發展。在 2002-03 年度，基金共撥款 9.41 億元，資助多項非經常計劃。

2002-03 年度按服務性質劃分的 社會福利署經常開支



總經常開支：322 億元

Recurrent Expenditure of Social Welfare Department and Lotteries Fund Capital Expenditure

In 2002-03, total recurrent expenditure of SWD was \$32.2 billion. Of the \$32.2 billion, 69% (\$22.1 billion) was spent on financial assistance payments, 24% (\$7.9 billion) on subventions and hire of services, and the remainder 7% (\$2.2 billion) on departmental expenditure. Analysed by programme, elderly services took up the largest share amongst the various welfare services, excluding social security.

Established to finance the development of social welfare services mainly through proceeds from the Mark Six lottery, the Lotteries Fund (LF) is a major source of capital funding for non-governmental organisations (NGOs). Total commitments amounting to \$941 million were approved in 2002-03 to support a range of capital projects.

Total Recurrent Expenditure of Social Welfare Department by Programme 2002-03



Total recurrent expenditure : \$32.2 billion

加強對有需要家庭的支援

為了處理近年來家庭危機及悲劇激增的問題，社署採取「兒童為重、家庭為本、社區為基礎」的服務模式，並全盤採納和落實 2001 年進行的家庭服務檢討顧問研究所提出的 27 項改善服務建議。為更有效協調服務，訂定服務需要的優先次序，以及更有效和全面地去協助家庭面對困難，我們推行了綜合家庭服務中心的嶄新服務模式。綜合家庭服務中心把家庭服務與社區服務結合，提供一系列的預防、支援和輔導服務，以切合家庭轉變中的需要。社署已選取 15 間綜合家庭服務中心由 2002 年 4 月開始為期兩年的先導計劃。



首間 24 小時開放的多用途家庭危機支援中心亦約在同一時間全面投入服務，提供適時的專業支援、短期住宿和其他支援服務，以便為面對婚姻及家庭衝突的人士和家庭提供協助。此外，自殺危機處理中心亦以三年試辦形式開設，為身處危機和有強烈 / 中度自殺傾向的人士，提供 24 小時外展和危機介入 / 深入輔導的服務。為照顧市民對家庭服務有不斷轉變的需要，提高服務效率和加強監察，前保護家庭及兒童服務課和監護兒童事務課已合併和重組為五個保護家庭及兒童服務課，為所屬的地區提供予虐待兒童、虐打配偶和子女監護糾紛有關的專責服務。

為了讓市民更加認識到有需要加強家庭凝聚力、及早尋求專業援助以及預防家庭暴力，社署於 2002 年 8 月展開一項以「凝聚家庭齊抗暴力」為題的宣傳活動。此外，亦選出曾受個人及家庭問題困擾的「家庭抗逆大使」，透過各種宣傳方式與市民分享他們積極面對逆境的經驗。



Strengthening Support for Families in Need

To tackle the upsurge of family crisis and tragedies in recent years, the "child-centred, family-focused and community-based" approach and all the 27 recommendations for service improvement recommended in the 2001 consultancy study on Review of Family Welfare Services were adopted and implemented. With the aim to better co-ordinate family services and re-prioritise services to address problems faced by families in a holistic and effective way, a new service delivery model of Integrated Family Service Centre (IFSC) which integrates family services with community-based services to provide a continuum of preventive, supportive and remedial services to meet changing family needs was introduced. Fifteen IFSCs were pioneered for a two-year period from April 2002.

Around the same time, the first multi-purpose 24-hour Family Crisis Support Centre came into full operation, providing timely professional intervention, short-term accommodation and other support services to assist individuals and families facing marital and family conflicts. A Suicide Crisis Intervention Centre also commenced operation on a three-year pilot basis, providing round-the-clock outreach service and crisis intervention/intensive counselling to those who are in a crisis situation and at high or moderate suicidal risk. In order to meet the changing service needs and to enhance efficiency and supervision, the former Family and Child Protective Services Units and Child Custody Services Units were amalgamated to form five restructured Family and Child Protective Services Units to provide specialised services relating to child abuse, spouse battering and disputes on child custody on a regional basis.

With the aim to enhance public awareness of the need to strengthen family solidarity, seek early professional assistance and prevent violence, a publicity campaign on Strengthening Families and Combating Violence was launched in August 2002. "Resilient Family Ambassadors" who were once troubled by their personal and family problems have been identified to share their positive experience in facing adversity with the public through various publicity means.



署長林鄭月娥接受送予弱勢兒童的迪士尼冰上表演門票。Mrs Carrie Lam, DSW, received free tickets of Disney on Ice performance for underprivileged children



香港弱智人士體育協會成員為「社會日」表演完畢後，與署長林鄭月娥合照。Members of Hong Kong Sports Association for the Mentally Handicapped took a picture with Mrs Carrie Lam, DSW after performance for the Social Day

專注發展社署的核心事務

為應付市民日增的需求，本署採取審慎的策略釐訂本身的核心事務而減少提供服務，除非這些服務屬法定需要或社署在履行支援社區的主要職務時必需提供的服務。在 2002-03 年度，社署把轄下十個服務單位（包括秀茂坪展能中心和慧儀宿舍）關閉 / 脫離政府編制而轉交非政府機構營辦，每年可因而節省超過 1,600 萬元。待有關的超額人員離職後，再可額外節省 1,200 萬元開支。這些超額人員現已全部調往推行社署的自力更生支援計劃，協助失業綜援受助人尋找工作。

除了關閉服務單位 / 把服務單位轉交非政府機構營辦外，為配合政府控制公務員人數增長的整體目標，社署的職員編制已在 2002-03 年度縮減 106 人，換言之，由 2000 年 3 月高峰期的 5 644 人縮減 7.1%。

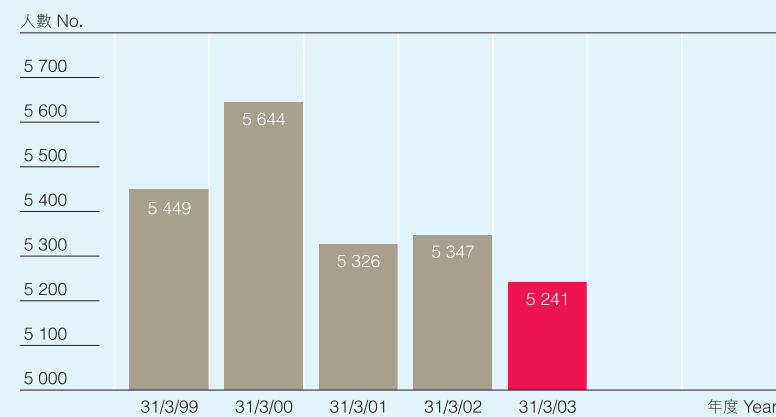
社署的職員編制

Focusing on the Department's Core Business

To cope with rising public demands, the Department has adopted a conscious strategy to delineate its core business and move away from delivering services unless these are statutorily required or are crucial to the Department's key functions to support the community. In 2002-03, ten service units notably the Sau Mau Ping Day Activity Centre and Wai Yee Hostel were closed/hived-off to NGOs, achieving a savings of over \$16 million a year. Additional potential savings of \$12 million could be achieved when surplus staff arisen from those closures retired from the service. Meanwhile, surplus staff are fully engaged in the Department's Support For Self-reliance Scheme to help unemployed CSSA recipients to find job.

Along with the closure/hiving-off of service units, and in line with the overall Government objective to contain the size of the civil service, SWD's staff establishment decreased by 106 during the year 2002-03, or a 7.1% reduction from its peak of 5 644 in March 2000.

Staff Establishment of SWD



加強自力更生支援計劃

社署作出承擔，為最缺乏自我照顧能力的人士提供一個安全網。雖然如此，我們的主導原則是盡量協助有需要的人士自食其力。這對於超過 30% 健全而又有工作能力的綜援受助人來說，尤其重要。年內，本署透過自力更生支援計劃下所推行的積極就業援助計劃，繼續為失業及低收入綜援受助人提供個人就業援助，協助他們自力更生。

社署已在年內籌備推行一系列加強協助健全綜援受助人自力更生的措施，以期在 2003 年 6 月予以落實。除了失業人士外，社署亦透過欣葵計劃為有年幼子女的綜援單親家庭提供援助，目的是擴大他們參與社交和經濟活動的機會、協助他們增強自尊自信和個人價值觀、融入社會和透過就業改善生活。自 2002 年 3 月推行以來，欣葵計劃已為超過 2 000 個領取綜援的單親家庭提供服務。

Intensifying Support for Self-Reliance

Whilst the Department is committed to providing a safety net to those least able to help themselves, our guiding philosophy is to help people to help themselves as far as possible. This is particularly relevant in respect of over 30% of CSSA recipients who are able-bodied people and have the ability to work. During the year, the Department continued to provide personalised employment assistance to help unemployed and low-income recipients of Comprehensive Social Security Assistance (CSSA) become self-reliant through the Active Employment Assistance (AEA) Programme under the Support for Self-reliance (SFS) Scheme.

Preparations were made during the year for a package of measures to intensify our efforts to help able-bodied CSSA recipients to move towards self-reliance, aimed for implementation from June 2003. Besides the unemployed, CSSA single parent families with young children were assisted through the Ending Exclusion Project (EEP) to maximise their chances of participating in social and economic activities, help them raise their self-esteem and sense of personal worth, integrate into society and improve their lives through employment. Implemented since March 2002, the EEP has served over 2 000 CSSA single parent families.



非政府機構在「創業展才能」計劃的資助下，成立不同的小型企業，以提高殘障人士的就業機會。NGOs set up various small businesses under the funding of Enhancing Employment of People with Disabilities through Small Enterprise Project



重整後的安老服務，讓長者獲得更全面的照顧
Elders receive a more comprehensive caring under the re-engineering of Services for Elders

按通縮調整綜援 / 傷殘津貼金額

鑑於香港以往四年持續出現通縮，在進行諮詢後，行政長官會同行政會議於 2003 年 2 月通過建議，按社會保障援助物價指數的變動，調整綜援計劃的標準金額和公共福利金計劃下的傷殘津貼金額，以期把社會保障福利金回復至原來的購買力水平。《2003 年撥款條例》實施後，健全受助人所得的綜援標準金額以及傷殘津貼金額由 2003 年 6 月起下調 11.1%；長者、殘疾人士和經醫生證明為健康欠佳的人士領取的綜援標準金額，會在未來兩年分兩期下調 11.1%，第一期是於 2003 年 10 月下調 6%；至於綜援計劃下其他標準金額和資產限額，則由 2003 年 6 月起按既定機制下調。

儘管作出上述的建議調整，預期社會保障開支會在未來數年繼續大幅增加。我們會定期檢討各項社會保障計劃，確保所設的社會保障制度行之有效和財政上可持續運作。

加強長者社區支援服務

為避免服務重疊以及提供可更妥善回應長者不斷轉變需要的基礎服務，社署於 2002 年 8 月展開有關長者社區支援服務的大型重整工作。根據該項計劃，所有 35 間長者綜合服務中心全部升格為長者地區中心，110 間長者活動中心亦升格為長者鄰舍中心，而 138 支家務助理隊則會提升為綜合家居照顧服務隊。這些改善的服務由 2003 年 4 月起逐步推行，屆時將可提供一個非常穩健的基礎設施，為在社區中居住的長者作出支援。

Deflationary Adjustment of CSSA / DA Rates

To restore social security benefits to their originally intended buying power in view of the continual deflation over four years, and after a period of public consultation, the Chief Executive in Council approved in February 2003 proposals to adjust the standard payment rates under the CSSA Scheme and those for Disability Allowance (DA) under the Social Security Allowance Scheme downwards in accordance with the movement of the Social Security Assistance Index of Prices. With the enactment of the 2003 Appropriation Ordinance, the CSSA standard rates for able-bodied recipients and the DA rates will be reduced by 11.1% from June 2003; the CSSA standard rates for the elderly, the disabled and those who are medically certified to be in ill-health will be reduced by 11.1% in two phases over the next two years, with the first phase by 6% from October 2003; other standard payment rates and asset limits under the CSSA Scheme will be reduced in accordance with the established mechanisms from June 2003.

Despite the proposed adjustments, expenditure on social security is expected to continue to grow substantially in the next few years. We will keep the social security schemes under regular review to ensure that our social security system is effective and financially sustainable.



Enhancing Community Support Services for Elders

To eliminate service duplication and provide a service infrastructure that will be more responsive to the changing needs of elders, a major exercise to re-engineer community support services for elders was launched in August 2002. Under the plan, all the 35 multi-services centres for the elderly will be upgraded to district elderly community centres, 110 social centres for the elderly to neighbourhood elderly centres and 138 home help teams to integrated home care services teams. To be implemented gradually from April 2003, these upgraded services would provide a very solid infrastructure for supporting elders living in the community.



社會保障辦事處職員向政務司司長曾蔭權講解社會保障電腦系統
Staff of Social Security Field Unit explained the Computerised Social Security System to Mr Donald Tsang, CS

充分利用資訊科技

立法會財務委員會於 2002 年 4 月通過向社署撥款 2.41 億元，以推行資訊系統策略第二階段，包括發展一套技術基本設施和服務使用者資訊系統。前者會提供一套可供整個部門使用的基本設施，支援部門員工能夠有效和廣泛運用資訊科技，以提供福利服務；而服務使用者資訊系統則是一套儲存服務使用者和個案資料的應用系統，不但可方便提供以人為本和自動化的個案管理程序並監察有關個案，亦可提供有助於進行服務規劃的管理和統計資料。技術基本設施和服務使用者資訊系統將於 2005 年全面推行。

對抗嚴重急性呼吸系統綜合症

(下稱「非典型肺炎」)

社署由 2003 年 3 月中起，參與處理非典型肺炎的各項工作，包括預防病毒在福利服務單位擴散和協助弱勢社群（特別是長者）避免受感染，並為患者及其家屬提供支援。醫務社會工作者為正在留醫的非典型肺炎患者提供心理健康的輔導支援，而其他單位的社會工作者和臨床心理學家亦在非政府機構的支援下，為在家中或度假營接受隔離的患者家屬提供情緒支援以及派送膳食和日常必需品；為乏人照顧的兒童、長者或殘疾家庭成員作出特別安排，並在有需要時透過「防止嚴重急性呼吸系統綜合症擴散緊急經濟援助計劃」，為他們提供經濟援助。

Taking Full Advantage of Information Technology

In April 2002, the Legislative Council Finance Committee approved \$241 million for the Department to implement Phase II of its Information Systems Strategy. This phase includes a Technical Infrastructure (TI) and a Client Information System (CIS). The former will provide a Department-wide infrastructure to support the effective and extensive use of information technology by the Department's staff in the delivery of welfare services; the latter is an application system that stores client and case particulars which will facilitate client-focused and automated case management process and case monitoring. The system will also provide management and statistical information for the benefit of service planning. TI and CIS will be fully implemented in 2005.

Combating Against

Severe Acute Respiratory Syndrome (SARS)

From the middle of March 2003, the Department joined the battle against SARS in preventing the spread of the disease in welfare facilities and amongst the vulnerable groups, particularly the elders, and supporting SARS patients and their families. Medical social workers provided psychosocial support to SARS patients in the hospitals, while social workers and clinical psychologists from other units, with support from NGOs, provided emotional support, delivered meals and daily necessities to SARS families members who were quarantined at home or in holiday camps; made special arrangements for child, elder, or disabled members of the family in the absence of a carer, and where necessary provided financial assistance from the "Emergency Financial Assistance Scheme for Prevention of the Spreading of SARS".



署長林鄭月娥探訪獨居長者並為其清潔家居以對抗非典型肺炎
Mrs Carrie Lam, DSW, visited a single elder and helped to clean up her house to batter against SARS

社會保障 Social Security



目標 Objective

在本港，社會保障的目的，是幫助社會上需要經濟或物質援助的人士，應付基本及特別需要。

Social security in Hong Kong aims to meet the basic and special needs of members of the community who are in need of financial or material assistance.



社會保障電腦系統組中央個案記錄貯存室
Computerised Social Security System Team
Central Case File Depository



綜援受助人可透過就業資訊站取得最新求職資料
CSSA recipients acquire the up-to-date data of labour market from the Employment Information Stations

服務內容

社會福利署推行無須供款的社會保障制度，達致上述目標。這個制度包括綜合社會保障援助（綜援）計劃、公共福利金計劃、暴力及執法傷亡賠償計劃、交通意外傷亡援助計劃及緊急救濟。符合資格的綜援長者如選擇到廣東省養老，可繼續領取援助金。此外，有關援助金方面的上訴，由社會保障上訴委員會負責處理；該委員會是一個獨立組織。社會保障電腦系統自2000年10月起展開應用後，一直正常運作，支援社會保障個案的處理及令處理個案的主要操作自動化，以確保有關款項準時發放給受助人。這系統有效地支援了各項社會保障計劃的執行和管理。

自力更生支援計劃

自力更生支援計劃的目的是鼓勵和協助有工作能力的綜援受助人尋找有薪工作，自食其力。這個計劃有三個主要部分：

- ◆ 積極就業援助 — 透過提供個人服務，鼓勵和協助失業的受助人和沒有全職工作的低收入受助人積極尋找全職工作；
- ◆ 社區工作 — 透過安排參與無薪社區工作，協助失業的受助人加強自尊自信和培養工作習慣，為將來就業做好準備；及
- ◆ 豁免計算入息 — 透過豁免計算部分入息，鼓勵受助人就業。

截至2003年3月底，積極就業援助計劃的參加者中，累積計算共有14%能成功就業；與以往的安排比較，受助人每年找到工作的比率僅約有1%。



Services

The above objective is achieved through a non-contributory social security system administered by SWD. It comprises the Comprehensive Social Security Assistance (CSSA) Scheme, Social Security Allowance (SSA) Scheme, Criminal and Law Enforcement Injuries Compensation (CLEIC) Scheme, Traffic Accident Victims Assistance (TAVA) Scheme and Emergency Relief. Elderly CSSA recipients who meet the prescribed criteria can continue to receive cash assistance under the CSSA Scheme if they choose to retire permanently in Guangdong. In addition, the Social Security Appeal Board, an independent body, handles appeals against the Department's decisions on social security payments. The Computerised Social Security System which supports the processing of social security cases and automates key activities thereby ensuring prompt payments to recipients, has been running smoothly since October 2000. It provides efficient support for the operation and administration of the social security schemes.

Support for Self-reliance (SFS) Scheme

The SFS Scheme aims at encouraging and assisting employable CSSA recipients towards paid employment and self-reliance. The Scheme consists of three main components:

- ◆ The Active Employment Assistance (AEA) programme – through the provision of personalised service to encourage and help the unemployed recipients and low-earning recipients to find full-time work proactively;
- ◆ The Community Work programme – through the arrangement of unpaid community work to help the unemployed recipients to build up their self-esteem and work habit, and prepare for rejoining the workforce in future; and
- ◆ Disregarded earnings – through the provision of an incentive, by disregarding part of their income, to encourage recipients to undertake some paid employment while on CSSA.

As at end March 2003, on a cumulative basis, 14% of the participants in the AEA programme had found a job, compared with the success rate of about 1% per year under previous arrangements before the introduction of SFS.



全年重點

除了在概覽中介紹為健全綜援受助人提供的加強自力更生支援措施及準備按通縮調整援助金額外，社署於 2002-03 年度在推行為領取綜援的單親家長而設的欣葵計劃、防止詐騙與風險管理方面，都有重要的進展。

欣葵計劃

欣葵計劃於 2002 年 3 月推行，旨在協助領取綜援而子女年幼的單親家長自食其力及更能融入社會。這個計劃包括一系列服務：自願性質的就業支援計劃、更集中及具協調性的服務，例如更完善的照顧幼兒服務、家庭教育、支援活動及外展服務等。欣葵計劃的其中一項特色，便是把有年幼子女的單親家長的每月豁免計算工作入息限額增加至 2,500 元，從而進一步鼓勵他們工作。截至 2003 年 3 月底，部門已成功達到預期目標，在首年為超過 2 000 名領取綜援的單親家長提供服務。

防止詐騙與風險管理

在 2002-03 年度，社署已重組及加強特別調查組編制，致力遏止並且打擊任何人士詐騙及濫用社會保障援助金。自 2002 年 4 月 1 日起，特別調查組轄下共有四隊調查隊。其中兩隊為詐騙案調查隊，專責處理懷疑欺騙個案。抽樣調查隊則以隨機抽樣方式，對選定的個案進行全面資料覆檢。此外，資料核對隊則與有關政府部門及機構進行資料核對，並處理需要跟進的個案。

同時，本署逐步落實風險管理研究報告的建議，採用風險管理方法管理社會保障計劃，確保計劃能有效地正確運用，以提升顧客服務質素。



Highlight of the Year

Besides provision of intensified support for self-reliance among able-bodied CSSA recipients and preparation for deflationary adjustment in payment rates, as described in the overview chapter, significant progress had been made in 2002-03 in the launching of the Ending Exclusion Project for single parent CSSA recipients, fraud prevention and risk management.



Ending Exclusion Project

To help CSSA single parent recipients with young children become more self-reliant and integrated into society, the Ending Exclusion Project was launched in March 2002. This Project comprised a voluntary employment assistance programme and more focused and better co-ordinated services, including strengthened child care arrangements, family education, supportive programmes and outreaching services. As part of the Project, single parents with young children were allowed

a higher level of monthly disregarded earnings of up to \$2,500 under the CSSA Scheme to provide a greater incentive to take up a paid job. As at end March 2003, the Department has achieved its target of serving over 2 000 CSSA single parent recipients in the first year.

Fraud Prevention and Risk Management

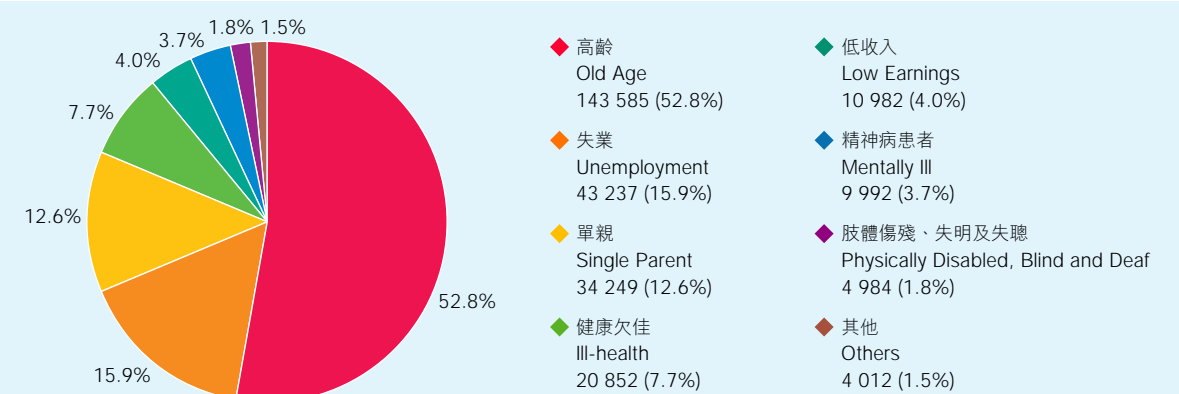
During the year the Department has re-organised and strengthened its Special Investigation Section to prevent and combat fraud and abuse of social security payment. Effective from 1 April 2002, there are four Teams in the new Special Investigation Section. Two Fraud Investigation Teams handle all suspected fraud cases; the Random Check Team conducts full review with quality check of cases selected on a random basis; and the Data Matching Team handles all cases with irregularities identified through data matching with relevant Government departments and organisations.

The Department is implementing by phases the recommendations of the risk management study on the administration of the social security schemes so as to preserve the integrity of the system and achieve more efficient and effective customer service.

統計資料

綜援計劃

截至 2003 年 3 月底，綜援個案有 271 893 宗，受助人數約為 480 000 人。綜援個案數目有上升的趨勢，其中以失業理由申請綜援的個案尤為顯著。上述 271 893 宗個案的類別分析如下：



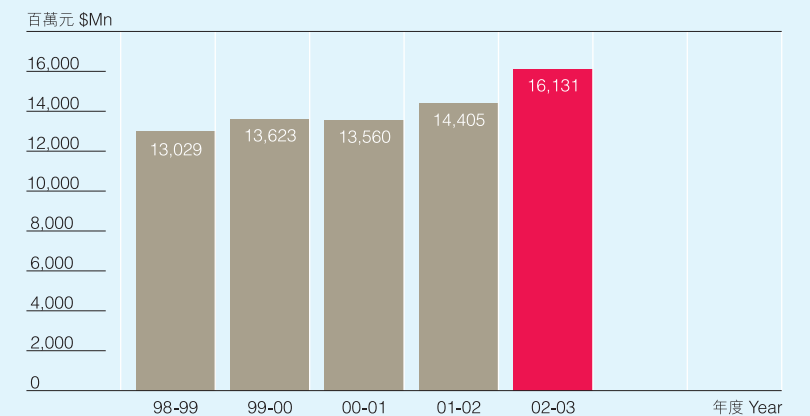
在 2002-03 年度，根據計劃發放的款項達 161.31 億元。由 1998-99 年度至 2002-03 年度每年的總開支如下：

Statistics

CSSA Scheme

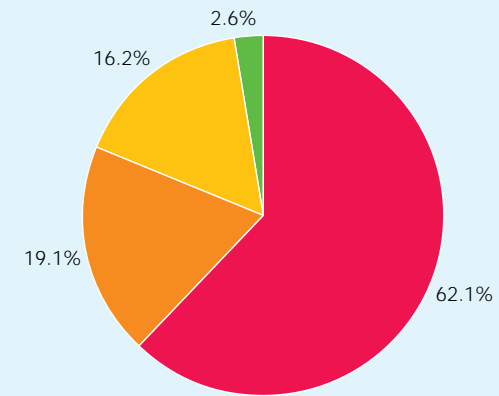
As at end March 2003, the number of CSSA cases was 271 893 and the number of recipients was about 480 000. CSSA cases were on an increasing trend, particularly in the unemployment category. Analysis of these 271 893 cases by nature is as follows:

A total of \$16,131 million was paid out under the Scheme during 2002-03. The total expenditure for the years 1998-99 to 2002-03 is as follows:



公共福利金計劃

截至 2003 年 3 月底，公共福利金個案共有 560 215 宗，個案分類數字如下：



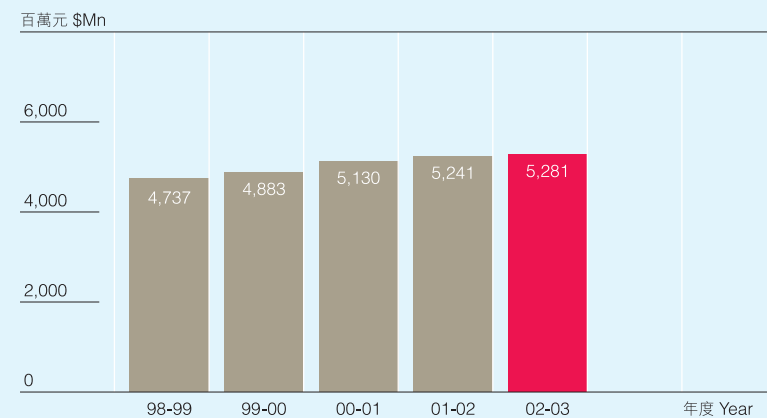
SSA Scheme

As at end March 2003, the number of SSA cases was 560 215. A breakdown of these cases is as follows:

- ◆ 高齡高齡津貼
Higher Old Age Allowance
348 012 (62.1%)
- ◆ 普通高齡津貼
Normal Old Age Allowance
106 921 (19.1%)
- ◆ 普通傷殘津貼
Normal Disability Allowance
90 793 (16.2%)
- ◆ 高齡傷殘津貼
Higher Disability Allowance
14 489 (2.6%)

在 2002-03 年度，根據計劃發放的款項達 52.81 億元。由 1998-99 年度至 2002-03 年度每年的總開支如下：

A total of \$5,281 million was paid out under the Scheme during 2002-03. The total expenditure for the years 1998-99 to 2002-03 is as follows:



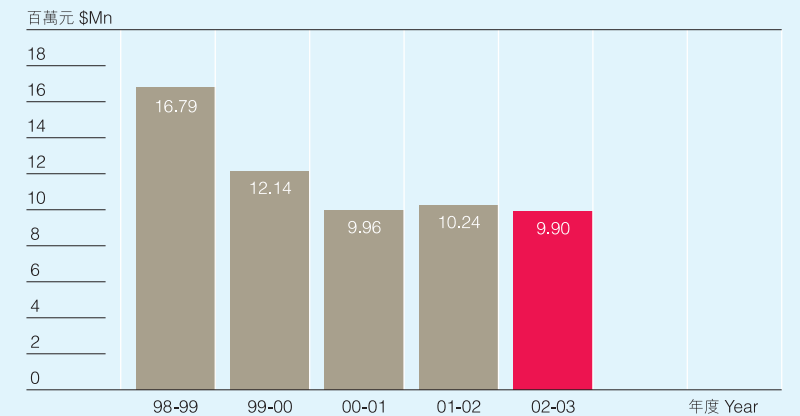
暴力及執法傷亡賠償計劃

在 2002-03 年度，根據計劃發放的款項共 990 萬元，受助個案數目為 619 宗。由 1998-99 年度至 2002-03 年度，每年的總開支如下：



CLEIC Scheme

During 2002-03, a total of \$9.9 million was paid out under the Scheme to 619 cases. The total expenditure for the years 1998-99 to 2002-03 is as follows:



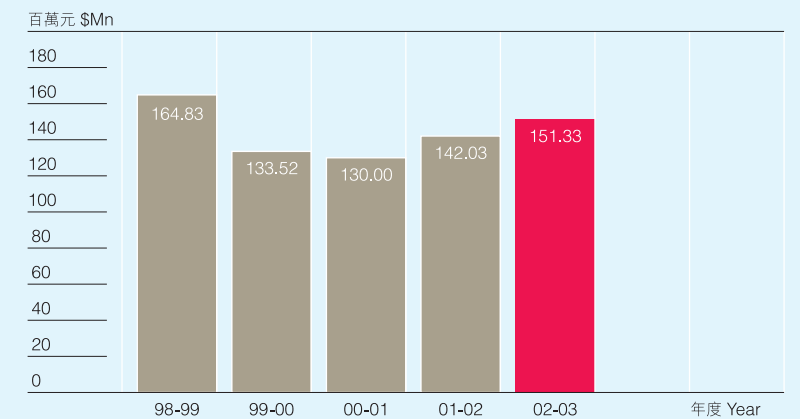
交通意外傷亡援助計劃

在 2002-03 年度，根據計劃發放的款項共 1.51 億元，受助個案數目為 6 767 宗。由 1998-99 年度至 2002-03 年度，每年的總開支如下：



TAVA Scheme

During 2002-03, a total of \$151.33 million was paid out under the Scheme to 6 767 cases. The total expenditure for the years 1998-99 to 2002-03 is as follows:



社會保障上訴委員會

社會保障上訴委員會是一個獨立組織，成員包括七位由行政長官所委任的非政府人員。委員會的主要職能是處理有關綜援、公共福利金及交通意外傷亡援助計劃的上訴。委員會所作的決定是最後決定。

在 2002-03 年度，委員會共聆訊了 133 宗上訴，包括 31 宗綜援個案，99 宗公共福利金個案及三宗交通意外傷亡援助個案。其中維持社會福利署原來決定的個案有 102 宗(77%)，推翻原來決定的個案則有 31 宗(23%)。

Social Security Appeal Board (SSAB)

The Board is an independent body comprising seven non-officials appointed by the Chief Executive. Its main function is to consider appeals against the decisions of the Department under the CSSA, SSA and TAVA Schemes. Decisions of the Board are final.

During 2002-03, the Board heard 133 appeals, including 31 CSSA cases, 99 SSA cases and three TAVA cases. The Board confirmed the decisions of the Department in 102 cases (77%) and varied its decisions in 31 cases (23%).

家庭服務 Family Services

目標 Objective

家庭服務的目標，是維繫和加強家庭凝聚力，促使家庭和睦，協助個人和家庭預防或應付問題，並為未能自行應付需要的家庭提供協助。

The objectives of family services are to preserve and strengthen the family as a unit, to develop caring interpersonal relationships, to enable individuals and family members to prevent personal and family problems and to deal with them when they arise, and to provide suitable services to meet needs that cannot be adequately met from within the family.



方法

社署採取三管齊下的方式，為家庭提供一系列預防、支援和專門服務，包括：

- ◆ 第一層 — 預防問題和危機：舉辦宣傳、教育和自強活動，及早識別問題家庭；
- ◆ 第二層 — 一系列的支援服務：由發展計劃至深入輔導；及
- ◆ 第三層 — 專門服務和危機介入處理如家庭暴力、虐兒和自殺等問題。

Approach

The Department has adopted a three-pronged approach to provide a continuum of services to support families. This includes:

- ◆ at the primary level, prevention of problems and crises: publicity, education, empowerment, early identification;
- ◆ at the secondary level, a range of support services: from developmental programmes to intensive counselling; and
- ◆ at the tertiary level, specialised services and crisis intervention against problems such as domestic violence, child abuse, suicide, etc.

支援家庭的三層服務及統計數字 (2002-03 年度)

Services and Statistics under the Three-pronged Approach (2002-03)

第一層 Primary Level

「凝聚家庭 齊抗暴力」宣傳運動 Publicity Campaign on "Strengthening Families and Combating Violence"	<ul style="list-style-type: none"> ◆ 1 次開展禮 1 kick-off ceremony ◆ 18 輯電台節目 18 radio programmes ◆ 2 個新製作的電視宣傳短片 2 new TV APIs ◆ 37 個地區活動 37 district programmes 	<ul style="list-style-type: none"> ◆ 500 人出席 500 participants ◆ 49 個諮詢電話(轉介 16 宗個案) 49 callers (16 referrals made) — ◆ 86 500 人出席 86 500 participants
家庭生活教育 Family Life Education (FLE)	<ul style="list-style-type: none"> ◆ 69 個單位 69 units 	<ul style="list-style-type: none"> ◆ 3 613 個活動 3 613 programmes ◆ 206 099 人出席 206 099 participants
家庭教育(試驗計劃) Family Education (Pilot Project)	<ul style="list-style-type: none"> ◆ 5 個計劃 5 projects 	<ul style="list-style-type: none"> ◆ 847 個活動 847 programmes ◆ 15 435 個家庭接受服務 15 435 families served
家長教育 Parent Education	—	<ul style="list-style-type: none"> ◆ 與母嬰健康院合辦 108 個講座和 23 個支援小組 108 talks and 23 supportive groups in Maternal & Child Health Centres
部門熱線 Department Hotline	<ul style="list-style-type: none"> ◆ 1 條主線 - 8 條分線 1 line - 8 extensions 	<ul style="list-style-type: none"> ◆ 共接獲 260 693 宗查詢 260 693 calls received
家庭求助熱線 Family Help-line	<ul style="list-style-type: none"> ◆ 1 條主線 1 line 	<ul style="list-style-type: none"> ◆ 共接獲 11 797 宗求助來電 11 797 calls received
家庭支援網絡隊 Family Support Networking Teams (FSNTs)	<ul style="list-style-type: none"> ◆ 22 隊 22 teams 	—



於工展會舉行的「親情溢滿天」提醒市民愛護家庭 The "Love Your Family Day" held at the Products Expo reminded the public to love thier families

第二層 Secondary Level

家庭服務中心 / 綜合家庭服務中心 Family Services Centres (FSCs) / Integrated Family Service Centres (IFSCs)	◆ 66 間中心 66 centres	◆ 共處理 91 089 宗個案 91 089 cases served
單親中心 Single Parent Centres	◆ 5 間中心 5 centres	◆ 3 753 個單親家庭接受服務 3 753 families served
新來港定居人士服務中心 Post-migration Centres	◆ 8 間中心 8 centres	◆ 13 459 位新來港定居人士接受服務 13 459 new arrivals served
家務指導服務 Family Aide Service	◆ 44 個家務指導員 44 workers	◆ 共處理 2 544 宗個案 2 544 cases served
家庭支援及資源中心 Family Support and Resource Centres (FSRCs)	◆ 20 間中心 20 centres	—
家居照顧示範及資源中心 暨護老者支援中心 Family Care Demonstration and Resource Centre cum Carers' Support Centre	◆ 1 間中心 1 centre	◆ 314 節訓練 / 活動項目 314 training/programme sessions



第三層 Tertiary Level

家庭危機支援中心 Family Crisis Support Centre	◆ 1 間中心 1 centre	◆ 共接獲 16 429 宗來電 16 429 calls received ◆ 3 518 位身處危機的人士 / 家庭接受服務 3 518 persons/families in crisis served
自殺危機處理中心 Suicide Crisis Intervention Centre	◆ 1 個計劃 (由 2002 年 4 月開展) 1 project (commencing in April 2002)	◆ 共處理 350 宗個案 350 cases handled
珍愛生命 - 預防長者自殺計劃 Joint Project on Prevention of Elder Suicide	◆ 1 個計劃 1 project	◆ 共接獲 2 533 宗查詢 / 求助來電 2 533 calls received ◆ 共處理 70 宗個案 70 cases served
婦女庇護中心 Refuge Centres for Women	◆ 4 間中心 4 centres	◆ 全年平均 77% 入住率 77% average utilisation rate ◆ 共處理 864 宗個案 864 cases served
保護家庭及兒童服務課 Family and Child Protective Services Units (FCPSUs)	◆ 5 隊 5 units	◆ 6 586 個家庭接受服務 6 586 families served ◆ 共為 327 宗懷疑虐待兒童個案與警方進行聯合調查 327 joint investigations with police ◆ 共完成 1 094 個家庭背景調查報告 1 094 social enquiry reports
防止及處理虐待長者計劃 Projects on Prevention and Handling of Elder Abuse	◆ 2 個計劃 2 projects	◆ 共處理 89 宗個案 89 cases served ◆ 舉辦 129 節小組活動 129 group sessions ◆ 共招募 372 名義工 372 volunteers recruited ◆ 舉辦 75 個社區教育活動 75 community education programmes
協助露宿者工作計劃 Action Plan for Street Sleepers	◆ 3 個計劃 3 projects	◆ 234 個案獲協助離開街頭 234 cases assisted to live off street ◆ 84 個案獲安排就業 84 cases matched with jobs



「凝聚家庭 齊抗暴力」宣傳運動於2002年開展 The publicity campaign on "Strengthening Families and Combating Violence" was launched in 2002

攝製隊正為宣傳運動其中一項名為「家連家 區連區」的活動進行拍攝工作 The Production crew was taking shots of one of the Campaign activities, "Families binding Families, Districts binding Districts"

全年重點

宣傳及社區教育

「凝聚家庭 齊抗暴力」宣傳運動

為了延續「家庭動力迎挑戰」宣傳運動，另一項以「凝聚家庭 齊抗暴力」為主題的宣傳運動於2002年8月至2003年7月展開，鼓勵家庭（包括暴力事件的受害人）及早尋求專業援助，並宣傳現有的各項服務。

宣傳運動的內容包括標語創作和海報設計比賽、一系列的電台節目、地區活動、嘉許「家庭抗逆大使」、製作有關虐待老人和性暴力問題的電視宣傳短片、製作宣傳品包括單張和海報，以及在各區、公共屋邨及街市的當眼處放置街板和橫額，展示得獎標語和海報。



Highlight of the Year

Publicity and Community Education

Publicity Campaign on Strengthening Families and Combating Violence

To continue the momentum of the Publicity Campaign on "Empowering Families to Face Challenges", another publicity campaign on "Strengthening Families and Combating Violence" was launched from August 2002 to July 2003 to encourage families, including victims of violence to seek early professional assistance and to promote services available.

The content of the campaign included slogan and poster competition, radio series, district programmes, "Resilient Family Ambassadors" award, TV APIs on elder abuse and sexual violence, production of publicity materials such as leaflets, posters and large roadside display boards and banners carrying the messages and images of the winning entries of the slogan and poster competitions to be displayed in conspicuous sites in all the districts, public housing estates as well as markets.



改善服務的方便程度

加強熱線服務

社署在2002年4月作出安排，讓香港撒瑪利亞防止自殺會靈活調配轄下自殺危機處理中心的輔導員，協助該機構由義工提供的非資助熱線服務。

社署在2002年5月額外撥款100萬元，資助家庭危機支援中心加強其熱線服務，使熱線電話增加至八條（包括由受訓義工接聽的三條暖線）。

由2003年1月起，社署部門熱線增設轉駁系統。透過此項新安排，社署部門熱線於辦公時間以外接獲的來電，可直接被轉駁至24小時運作之向晴熱線。與此同時，自殺危機處理中心及社署的非辦公時間處理虐兒及虐待配偶個案外展隊及精神科社工緊急外展隊亦提供相應支援，為有需要的求助者提供24小時外展及危機處理服務。

與警方合作的新轉介機制

社署和警方自2003年1月起推行一項新轉介機制，以便警方在未有當事人同意但符合特定條件下將家庭暴力個案轉介予社署跟進。

延長服務時間

除了加強與家庭支援及資源中心的銜接外，所有家庭服務中心已在辦公時間外彈性安排面談及家訪，而其中很多中心亦已於平日晚上、周末及週日提供經常性的延長服務時間。

Improved Accessibility to Services

Enhanced Hotline Service

Arrangement has been made in April 2002 to enable the Samaritan Befrienders Hong Kong to flexibly deploy workers of the Suicide Crisis Intervention Centre to assist in manning the agency's non-subsidised hotline service hitherto operated solely by volunteers.

An additional \$1 million was provided to the Family Crisis Support Centre (FCSC) in May 2002 for enhancement of its hotline service such that a total of 8 lines (including 3 warm lines answered by trained volunteers) are available.

Since January 2003, the Departmental Hotline Service Unit (DHSU) has put in place a call transfer system between DHSU and FCSC. Under the new arrangement, calls ringing up DHSU outside the operating hours can be transferred directly to the 24-hour hotline services of FCSC. Backup support is also made available from the SCIC and the Department's after office hours outreaching teams for child abuse, battered spouse and psychiatric emergency to provide 24-hour outreach and crisis intervention services as and when necessary.

New Referral System with the Police

The Department and the Police have implemented a new referral mechanism since January 2003 such that domestic violence incidents may be referred to the Department for follow-up services even in the absence of the consent of victims/ alleged offenders subject to certain conditions met.

Extension of Service Hours

In addition to strengthening their interfacing with the Family Support and Resource Centres, all family services centres have adopted flexibility in arranging interviews and home visits outside normal office hours while many of them have also provided regular extended hours service during weekday evenings, Saturday and Sunday.



綜合家庭服務中心提供一站式及持續連貫的預防、支援及補救服務
Integrated Family Service Centres provide a continuum of preventive, supportive and remedial services in one

重整家庭服務

綜合家庭服務中心

為落實家庭服務檢討所提出的建議，社署於2002年4月起開始試辦15間綜合家庭服務中心，為期兩年，期間香港大學進行評估研究。這些試辦的綜合家庭服務中心是由傳統家庭服務中心和其他社區服務單位以轉型、合併或策略性聯盟的方式，加以整合而成。設立綜合家庭服務中心是以整合服務，建立伙伴關係，及早識別個人和家庭的需要，提供方便使用的服務為原則，在同一中心內提供持續連貫的預防、支援和補救服務。在這嶄新的服務模式下，服務的方便使用程度、透過外展接觸到處於危機的家庭、與其他社區團體及機構建立伙伴關係，以及服務使用者的參與和滿意程度，皆已得到改善。

社署會繼續監察試辦的綜合家庭服務中心的進展，重整現時的家庭服務以配合社區轉變中的需要。

Re-engineering of Family Services

Integrated Family Service Centre (IFSC)

To take forward the recommendation of the Review of Family Services, 15 pilot Integrated Family Service Centres (IFSCs) have been implemented since April 2002 with an in-built evaluative study conducted by the University of Hong Kong for a duration of two years. Under the guiding principles of accessibility, early identification, integration and partnership, the pilot IFSCs were set up by integrating existing family services centres and other community-based service units either through transformation, merging or strategic alliance to provide a package of preventive, supportive and remedial services within the same centre. With this new service delivery model, there has been improvement in service accessibility, ability to reach out to at-risk families, partnership with community organisations and agencies, and users' participation and satisfaction.

The Department will continue to monitor the progress of the pilot IFSCs with a view to re-engineering the existing family services to meet the changing needs of the community.



社署透過懸掛街板，提醒市民遇有家庭暴力問題須及早求助 SWD mounted street banners to remind public to seek early assistance when in need

加強其他支援服務

臨床心理服務

社會福利署擁有全港第二支最大的臨床心理學家隊伍，由一位總臨床心理學家、四位高級臨床心理學家和42位臨床心理學家組成，主要提供各類心理評估和心理治療服務。在2002-03年度，社署臨床心理服務科共處理了2 022宗心理評估個案和進行了11 839節心理治療，接受服務人數為2 626人。臨床心理學家處理的問題範圍非常廣闊，由較嚴重的精神病，例如：抑鬱症、性格失常、性偏差、執著強迫症、偷竊癖、創傷後壓力症，以至較輕微的由家庭、工作、人際關係、生活適應所帶來的心理困擾等。除提供個人心理治療外，也以小組形式為有需要人士提供心理治療，例如：為受虐兒童和婦女、施虐者、性罪犯、被情緒困擾的兒童提供的治療小組。

臨床心理學家亦定期到展能中心、為殘疾人士而設的宿舍、庇護工場、特殊幼兒中心及社署轄下的其他院舍提供服務。此外，在重大危難事故發生後，臨床心理學家會為受影響的人士提供事後解說或危機介入服務。他們亦在過去一年為香港大學及香港中文大學臨床心理學碩士課程研究生提供臨床督導訓練、為其他輔助專業人士提供培訓、透過「月明行動」主動接觸傳播媒介，提供公眾教育。單在去年，「月明行動」已接觸傳媒逾400次之多。此外，臨床心理學家為了提升及改善服務質素，也就著不同心理問題的處理方法，撰寫了多本專業治療及訓練手冊、研究報告及指引等。

Strengthening of Supportive Services

Clinical Psychological Services

The Chief Clinical Psychologist, 4 Senior Clinical Psychologists and 42 Clinical Psychologists (CPs), formed the second largest team of clinical psychologists in Hong Kong. Psychological assessment and treatment were the main service provided. In 2002-03, 2 022 assessment and 11 839 treatment sessions were conducted, serving a total of 2 626 clients. The CPs dealt with a wide variety of problems ranging from the more severe psychiatric disorders such as depression, personality disorder, sexual deviation, compulsive-obsessive disorders, kleptomania and post-traumatic stress to milder psychological disturbances arising from conflicts within the family, work stress, interpersonal conflicts, and other adjustment difficulties. In addition to individual therapy, treatment groups for victims of abuse, battered women, batterers, sex offenders and children with emotional difficulties were conducted.

CPs of the SWD also provided consultation visits to day activity centres, hostels for disabled persons, sheltered workshops, special child care centres and the Department's residential institutions. Crisis intervention, in the form of debriefings, was provided on need basis to victims of critical incidents. Throughout the year, the CPs provided clinical supervision to CP trainees from both the University of Hong Kong and the Chinese University of Hong Kong. They provided training to allied professionals and contributed to public education through Operation Silver Lining which recorded over 400 media contacts

and enquiries in the last year. In addition, the CPs had written numerous professional treatment and training manuals, research papers, and guidelines on clinical management of a variety of clinical problems all of which helped to promote the standard and quality of services for the public.





露宿者服務

於 2001 年 4 月開展的「協助露宿者的三年工作計劃」在協助露宿者自力更生方面已取得顯著成效。露宿者的數目已由 2001 年 4 月的 1 203 名下降至 2003 年 3 月的 690 名。

為少數族裔提供之服務

為協助少數族裔人士融入本地社會，社署一直鼓勵他們使用主流福利服務。有鑑於少數族裔人士面對因語言及文化不同而遇到的障礙或困難，社署連同其他有關人士攜手加強地區層面工作，採取主動及外展的模式，及早識別和介入，以方便少數族裔獲取服務。

體恤安置

社署已於 2002 年 10 月完成檢討處理體恤安置的指引。透過更有彈性地甄別申請人的申請資格，以協助有真正住屋需要而值得特殊考慮的人士，其中包括自力更生的單親家長、有自願能力而擬於社區生活的長者、長期面對經濟問題如破產或已交還物業擁有權予銀行的負資產人士等。社署於 2002-03 年度共推薦 1 900 宗個案予房屋署（房署）申請體恤安置。

現時處理申請公共租住房屋調遷 / 分戶 / 加戶 / 恢復租戶身份均屬房署的職權範圍。社署和房署已加強轉介機制，當社工將已知個案轉介予房署時會特別指出申請人的社會及 / 或健康情況，以便房署作出考慮及加快作出決定。在 2002-03 年度，社署共推薦 2 572 宗個案予房署申請這些類別的房屋援助。

Service for Street Sleepers

The pilot project on the "Three-year Action Plan to Help Street Sleepers", commencing operation since April 2001, had proved to be effective in assisting street sleepers to become self-reliant. The number of street sleepers decreased from 1 203 in April 2001 to 690 in March 2003.

Service for Ethnic Minorities

While ethnic minorities are encouraged to use a wide range of mainstream welfare services to facilitate integration with the local community, to address the language barrier and cultural differences, a proactive and reaching out approach under the concerted effort of different stakeholders are adopted on a district basis to facilitate accessibility to service, early identification and early intervention.



政務司司長曾蔭權在署長林鄭月娥陪同下，探訪申請公屋安置的長者 Mr Donald Tsang, CS, accompanied by Mrs Carrie Lam, DSW, visited an elder applied for rehousing to public housing estate

Compassionate Rehousing

The Department completed a review on the guidelines on compassionate rehousing (CR) in October 2002. With more flexibility built in the criteria to assist people who have genuine housing need and deserve special consideration, including, among others, single parents with dependent children striving for self-reliance, elders with self-care ability intending to age in the community, persons with long-term financial problem including those bankruptcy cases or negative-equity property owners having surrendered their private residential property to the bank, etc., 1 900 cases were recommended to Housing Department (HD) for CR in 2002-03.

While applications for public rental housing (PRH) transfer / splitting / addition of family members to PRH tenancy / reversion to tenant status remain under the purview of the HD, an enhanced referral mechanism between HD and the Department has been put in place such that social workers who refer their known cases to HD will highlight in the referral the social and/or medical circumstances to facilitate the consideration of HD and accelerate the decision-making process. In 2002-03, 2 572 cases for various forms of housing assistance on social and compassionate grounds were processed.

家庭服務



信託基金

四項由社署管理的信託基金，包括鄧肇堅何添慈善基金、李寶椿慈善信託基金、蒲魯賢慈善信託基金及群芳救援信託基金，為因特殊及緊急情況而有短暫經濟困難的個人或家庭提供臨時援助。在 2002-03 年度，社署共處理 2 746 宗批款予有需要的個人或家庭，總批款額為 570 萬。



預防家庭暴力、家庭悲劇和自殺

保護家庭及兒童服務課

社署五個區域性的保護家庭及兒童服務課是專責服務單位，為有虐兒、虐待配偶及兒童管養問題的家庭提供服務。作為其中一項的改善措施，我們已加強對家庭暴力受害人及其家人提供的小組活動，包括為男性施虐者和目睹家庭暴力事件的兒童提供的治療小組。在 2002-03 年度，我們舉辦了 22 個小組，共有 249 名人士參加小組活動，反應理想。此外，保護家庭及兒童服務課透過與非政府機構例如單親中心推行聯合活動（例如同時為家長和目睹家庭暴力事件的兒童進行平衡小組、舉辦防止家庭暴力的宣傳活動等），加強與非政府機構建立網絡。

Family Services

Trust Funds

SWD administers four trust funds, namely Tang Shiu Kin and Ho Tim Charitable Fund, Li Po Chun Charitable Trust Fund, Brewin Trust Fund and Kwan Fong Trust Fund for the Needy. The purpose is to provide financial assistance to individuals and families to overcome their temporary financial hardships due to special and emergency situations. In 2002-03, 2 746 payments were made to needy individuals or families, amounted to \$5.7 million.



To Combat Family Violence, Family Tragedies and Suicide Family and Child Protective Services Units

The five regional Family and Child Protective Services Units are specialised units of the Department serving families with the problems of child abuse, spouse battering and child custody disputes. As an improvement measure, enhanced group work including therapeutic groups for male batterers and children witnessing domestic violence was provided to victims of domestic violence and their family members. In 2002-03, 22 groups were organised for 249 participants with positive feedback. Besides, networking with NGOs such as Single Parent Centres was also enhanced by launching joint projects (e.g. parallel group for parents and children witnessing domestic violence, publicity programme on prevention of domestic violence etc.).



家庭危機支援中心

由香港明愛營辦的家庭危機支援中心「向晴軒」為身處危機的人士 / 家庭提供綜合服務。在 2002-03 年度，共為 446 名女性、160 名男性和 183 名兒童提供臨時住宿服務。截至 2003 年 3 月底，超過 90% 的服務使用者表示他們在離開中心時都能克服當前的家庭危機。

自殺危機處理中心

香港撒瑪利亞防止自殺會自殺危機處理中心已由 2002 年 9 月起全面投入服務，為身處危機和有強烈 / 中度自殺傾向的人士提供 24 小時外展和危機介入 / 深入輔導；加上該會提供的熱線服務，以及 2002 年 5 月開辦的生命教育中心，我們以預防教育、熱線簡短輔導和危機介入三管齊下的方式，處理自殺問題。

虐待長者

香港明愛和基督教靈實協會繼續推行兩項自 2001 年 4 月開始，為期三年的「防止及處理虐待長者計劃」。另一方面，由香港基督教服務處於 2002 年 2 月展開為期兩年的「虐老防治計劃」，已完成一項本港虐老研究，有關的研究報告將於 2003-04 年度完成。此外，香港基督教服務處已制訂一跨專業的處理虐老個案程序指引，並待於 2003 年 1 月開始推行為期六個月的試驗計劃完成後，再進一步改良該程序指引。香港基督教服務處亦開始建立一電腦資料系統，蒐集虐待長者個案的資料。

Family Crisis Support Centre

The Family Crisis Support Centre (FCSC), operated by Caritas – Hong Kong, provides an integrated package of services to individuals/families in crisis. In 2002-03, a total of 446 women, 160 men and 183 children have been admitted for temporary accommodation. Up to end March 2003, more than 90% of the service users indicated positive response in overcoming the immediate crisis upon leaving the FCSC.

Suicide Crisis Intervention Centre

The Suicide Crisis Intervention Centre has commenced full operation since September 2002 to provide round-the-clock outreach, crisis intervention/intensive counselling to persons in crisis situation and at high/moderate suicidal risks. Together with the agency's hotline service and the Life Education Centre which was set up in May 2002, the Samaritan Befrienders Hong Kong has taken a three-pronged approach to combat the problem of suicide through the provision of preventive education, hotline for brief counselling and crisis intervention.

Elder Abuse

Caritas – Hong Kong and Haven of Hope Christian Service have continued to implement the two three-year "Pilot Projects on Prevention and Handling of Elder Abuse" since April 2001. On the other hand, in the two-year "Project on Elder Abuse Research and Protocol" launched by Hong Kong Christian Service (HKCS) since February 2002, a research on the phenomenon of elder abuse in Hong Kong has been conducted and the research report is expected to be available in 2003-04. Besides, a multi-professional protocol has been developed and it will be further refined upon the completion of a 6-month pilot run launched since January 2003. HKCS has also started developing a computerised elder abuse registry to capture data of elder abuse cases.

家庭服務



跨專業合作

《參與懷疑虐待兒童多專業個案會議人士指引》已於 2002 年 4 月完成修訂。

《處理性暴力個案程序指引》已制訂，並於 2002 年 7 月實施。

社署已進行修訂在 1996 年制訂的《跨專業處理虐待配偶個案程序指引》。

社署正製作支援受害人網頁及小冊子，以宣傳為受虐配偶、兒童及性暴力受害者提供的服務。該網頁會以超連結方式聯繫到其他相關網頁。我們希望有關網頁可於 2003 年中啟用。

資料系統及研究

為增強對家庭暴力的了解及識別未來預防及介入策略的方向，獎券基金已撥款推行兩項研究。其中一項是由香港大學犯罪學中心於 2002 年 11 月進行的香港兇殺 / 自殺問題研究。另一項是期望於 2003-04 年首季開始的虐待配偶和虐待兒童研究。這兩項研究均會制訂評估工具，用以識別有危機的個案，同時為前線專業人士開辦培訓課程，教導他們如何使用這套工具。

社署正著手增強虐待配偶個案中央統計資料系統及保護兒童資料系統。虐待配偶個案中央資料系統的資料庫會擴大以包括性暴力個案及更多虐待配偶個案的資料（如被虐者和施虐者的職業、施虐者的居住年期等）。增強保護兒童資料系統旨在收集更多虐兒個案的具體資料（如導致虐兒事件的成因等）。兩個增強的系統預計在 2003 年中推行。

Family Services

Multi-disciplinary Collaboration

The "Guide to Participants of the Multi-disciplinary Case Conference on Child Abuse" was revised in April 2002.

"Procedural Guidelines for Handling Sexual Violence Cases" have also been developed and put into practice since July 2002.

Action was underway to revise the 'Multi-disciplinary Guidelines on the Handling of Battered Spouse Cases' which was developed in 1996.

A website and a booklet on victim support services were being developed to promote the services available for the victims of spouse battering, child abuse and sexual violence. The website will be hyper-linked to other relevant websites and homepages. The website is expected to be in operation by mid-2003.

Information System and Research

To improve the understanding of family violence and identify the future direction of prevention and intervention strategies, Lotteries Fund grants were provided to conduct two studies, i.e. the study on homicide-suicide conducted by the Centre for Criminology of the University of Hong Kong in November 2002, and the study on child abuse and spouse battering expected to commence in the first quarter of 2003-04. In both studies, assessment tools to facilitate the identification of at-risk cases will also be developed. Training will be provided to frontline professionals on the use of the assessment tools.

Action was undertaken to enhance the Central Information System on Battered Spouse Cases (CISBS) and the Child Protection Registry (CPR). The database of the CISBS will be expanded to include information on sexual violence cases and more data on battered spouse cases (e.g. occupation of the victims and batterers, years of residence of the batterers etc.). The enhanced CPR seeks to collect more specific information on child abuse cases (e.g. contributing factors of the child abuse incidents). These enhanced systems are scheduled to be implemented around mid-2003.

兒童福利服務 Child Welfare Services



目標 Objective

保護兒童利益及權利是本署家庭服務其中一個主要目標。上一章的「家庭服務」提及部份兒童服務，而本章集中介紹本署的兒童福利服務，如何為有不同需要的兒童提供及安排一個安全和親切的環境，讓他們成長為健康及負責任的社會成員。

Protection of a child's interest and rights is one of the key objectives of the Department's family services. While some of the child welfare services, being part and parcel of the family services, are already covered in the previous chapter, this chapter focuses on services relating to the provision and arrangement of a safe and intimate environment where children with varying needs can grow and develop into healthy and responsible members of society.

服務及統計數字 (2002-03)

Services and Statistics (2002-03)

領養服務 Adoption Service

服務單位數目 No. of Units	已處理領養申請個案數目 No. of adoption applications processed
2 社署 (SWD)	282 (本地領養申請) (Local adoption applications)
2 非政府機構 (NGO)	41 (海外領養申請) (Overseas adoption applications)

兒童住宿照顧服務 Residential Child Care Services

	中心數目 No. of Centres (as at end March 2003)	名額數目 No. of Places (as at end March 2003)	平均入住率 Average Enrolment Rate (for the year 2002-03)
寄養服務 Foster Care Service	5	670	90.4%
兒童院 Children's Home	6	387	90.5%
兒童之家 Small Group Home	119	952	93.1%
男童宿舍 Boys' Hostel	1	15	91.7%
女童宿舍 Girls' Hostel	3	65	72.2%
男童院 (附設群育院舍) Boys' Homes with School on Site	4	421	74.3%
男童院 (無附設群育院舍) Boys' Homes without School on Site	3	195	85%
女童院 (附設群育院舍) Girls' Homes with School on Site	2	188	76.7%
女童院 (無附設群育院舍) Girls' Homes without School on Site	1	30	80.6%
社署轄下兒童院舍 SWD Residential Units	1	80	53.4%



幼兒中心服務 Child Care Centre Services

	中心數目 No. of Centres	名額數目 No. of Places	使用率 Utilisation Rate
受資助日間幼兒園 Aided Day Nursery	258	29 283	87%
受資助日間育嬰園 Aided Day Crèche	17	1 113	84%
暫託幼兒服務 Occasional Child Care Service	232	726	62%
延長時間服務 Extended Hours Service	118	1 680	54%
互助幼兒中心 Mutual Help Child Care Centre	15 (社署) (SWD) 11 (非政府機構) (NGO)	364	不適用 Not applicable



全年重點

重整兒童照顧服務

隨著本港兒童人口的持續下降，加上家長對幼兒園和育嬰園服務模式的要求不斷轉變，本署作出相應的措施配合，重點如下：

- ◆ 在需求較低的地區，本署已關閉及減少幼兒園和育嬰園的服務名額。現時幼兒園和育嬰園的總服務名額已分別減至 29 283 和 1 113 個；
- ◆ 將原訂於 2002-03 年度增設的幼兒園選址改為調遷現有收生不足的幼兒中心之用；
- ◆ 對延長時間服務作出檢討，一方面把資助模式統一，另一方面將使用率較低的服務時段加以調整，以達致資源善用的效果；及
- ◆ 研究和發展其他更具彈性的日間兒童照顧服務，例如督導幼兒託管服務和日間寄養服務。

Highlight of the Year

Rationalisation of Child Care Services

With the continuing shrinkage in child population and the changing demand of parents on the service delivery model of day nurseries (DNs) and day crèches (DCs), the Department has taken corresponding measures including:

- ◆ closure of DNs and DCs or reduction of their capacities in low demand areas, making a total DN and DC provision at 29 283 and 1 113 places respectively;
- ◆ using new DN premises coming on stream in 2002-03 for reprovisioning the existing under-utilised child care centres upon their closure;
- ◆ review of the Extended Hours Service and unifying the subvention mode, at the same time, adjusting the serving hours of the low-utilised section so as to achieve optimal use of resources; and
- ◆ exploration on the development of more flexible types of alternative day child care services such as supervised child-minding service and day foster care service.



重整兒童住宿照顧服務

為了善用現有兒童住宿照顧服務資源，本署已經作出相應的措施，重整有關服務：

- ◆ 經檢討為有情緒及行為問題女童提供的住宿服務後，本署已於 2003 年 3 月結束轄下慧儀宿舍的服務，並將其資源調配到非政府機構，以提供額外的住宿名額給有需要的女童；
- ◆ 本署轄下竹園兒童院的服務將外判予一間非政府機構，以擴展其現有住宿服務及增設緊急寄養服務。此項計劃預計會在 2003 年內完成；
- ◆ 為進一步發展更具彈性的寄養服務，繼在 2002-03 年度增設 60 個寄養名額和 30 個緊急寄養名額後，本署將於 2003 年 4 月開始，再增設 60 個寄養名額；並計劃在結束竹園兒童院的服務時，增設 15 個緊急寄養名額，使緊急寄養服務的總名額於 2003-04 年度增至 45 個，以應付緊急需求；及
- ◆ 於 2003 年 4 月起在屯門區推行一項為期兩年的「日間寄養服務先導計劃」，由一間非政府機構提供不少於 10 個日間寄養服務名額，為外出工作的父母或有家庭問題的兒童提供日間照顧服務。



助理署長(家庭及兒童福利)馮伯欣與寄養家庭參加「筆」情互動寄親恩—家庭日營 Mr Fung Pak-yan, Assistant Director (Family and Child Welfare), joined the foster families in a family day camp

Rationalisation of Residential Child Care Services

To maximize the use of existing resources for residential child care services, the Department has put forward the following rationalisation plans / actions:

- ◆ subsequent to a review of the residential services for girls with emotional and behavioural problems, Wai Yee Hostel was closed in March 2003 with resources transferred to NGOs to provide additional placements for the girls in need;
- ◆ service of Chuk Yuen Children Reception Centre (CYCRC) would be hived off to a NGO through a package of in-situ expansion and emergency foster care service. This is expected to take place within 2003;
- ◆ foster care service, which is a more flexible child care option for children, will be further developed – on top of the 60 additional foster care places and 30 emergency foster care places introduced in 2002-03, another 60 foster care places will be provided in April 2003. Subsequent to the closure of CYCRC, there will be a further provision of 15 emergency foster care places, making a total of 45 such places in 2003-04 to meet emergency needs; and
- ◆ a 2-year pilot project on day foster care service operated by NGO was implemented in April 2003 to provide not less than 10 day foster care places in Tuen Mun for children of working parents or from families with social needs.



竹園兒童院聖誕聯歡暨開放日
The Christmas Party cum Opening Day
of the Chuk Yuen Children Reception Centre

協調學前服務

於 2002 年 5 月的公眾諮詢後，由教育統籌局、衛生福利及食物局和社會福利署組成的協調學前服務工作小組，修訂了協調計劃書的部份建議，並在 2003 年 2 月及 3 月分別向立法會教育事務委員會、社會福利諮詢委員會及教育統籌委員會報告有關進展。而由教育統籌局及社會福利署聯合組成的特別小組現正制定實行協調服務的細節，包括修訂《教育條例》及《幼兒服務條例》，使協調學前服務能在 2004/05 學年實施。

領養服務

由衛生福利及食物局、律政司及社會福利署成員組成的領養條例(修訂)工作小組正積極進行修訂《領養條例》的工作，務求令香港的領養服務更趨完善，並使《海牙跨國收養方面保護兒童及合作公約》適用於香港。



Harmonisation of Pre-primary Services

Following the public consultation in May 2002, the Working Party on Harmonisation of Pre-primary Services, with representatives from the Health, Welfare and Food Bureau, the Education and Manpower Bureau (EMB) and SWD, modified the Harmonisation proposal and reported progress to the Legislative Council Panel on Education, Social Welfare Advisory Committee and Education Commission in February and March 2003. A special team jointly set up by EMB and SWD has been working on the implementation details, including amendments of the Education Ordinance and the Child Care Services Ordinance with a view to achieving harmonisation of pre-primary services in the 2004/05 school year.

Adoption

A task force was set up together with representatives from Health, Welfare & Food Bureau, and Department of Justice to deliberate the proposed legislative amendments with a view to improving the current adoption practices and giving legal effect of the Hague Convention on Protection of Children and Cooperation in respect of Intercountry Adoption in Hong Kong.

安老服務 Services for Elders



目標 Objective

建基於「老有所屬」和「持續照顧」這兩項基本主導原則，安老服務的目標是協助長者盡可能留在社區中安享晚年。住宿照顧只是照顧需要深切個人護理的體弱長者的最後的選擇。

Guided by the cornerstone principles of “Ageing in Place” and “Continuum of Care”, the mission of services for elders is to assist elders to remain living in the community for as long as possible. Residential care will be the last resort to look after frail elders who require intensive personal and nursing care.

政府的承擔

「照顧長者」是行政長官自香港特區政府成立以來推行的其中一項重要施政方針，從安老服務的經常開支由1997-98年度的16.23億元增至2002-03年度的35.25億元，可見一斑。社署不僅提高現有服務的質與量，更試辦新的服務項目，以照顧長者的全面護理需要。

Government Commitment

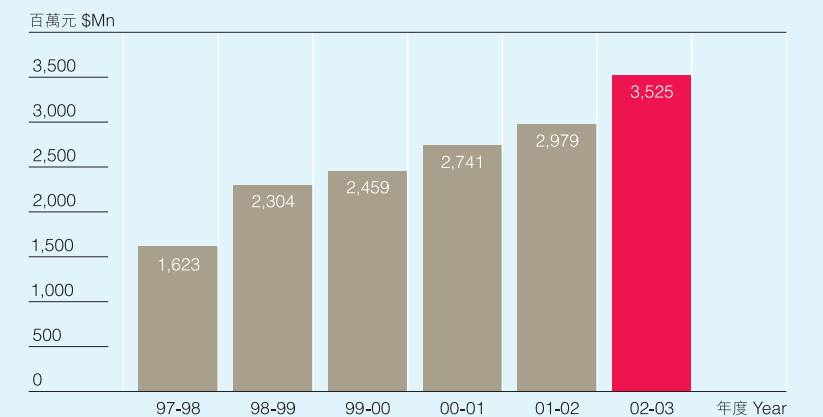
“Care for Elders” is one of the Chief Executive’s strategic policy objectives since the setting up of the HKSAR Government. This is reflected in the increase in recurrent expenditure on welfare services for elders from \$1,623 million in 1997-98 to \$3,525 million in 2002-03. While existing services have been increased both in terms of quantity and quality, new services are also pioneered to meet the holistic care needs of the elders.

長者福利服務的全年經常開支

Annual Recurrent Expenditure of Social Welfare Services for the Elders

備註 Remarks

圖表只顯示社署在為長者提供的直接服務（包括家居及社區照顧服務，以至住宿照顧服務）方面的支出。其實，為長者提供的福利開支亦包括現時社會保障制度所涵蓋的高齡津貼、傷殘津貼及綜合社會保障援助。
The chart reflects only expenditure under SWD on direct services for elders ranging from home and community care to residential care. Welfare expenditure on the elders also includes the old age allowance, disability allowance and CSSA provided under the social security system.



在2003年施政綱領中，政府承諾提倡積極、健康的老年生活。政府亦宣佈將會制訂院舍費用資助計劃，讓長者在使用院舍護理服務時有更多選擇和彈性。

In the 2003 Policy Agenda, the Government has committed to promoting active and healthy ageing. The Government has also announced its intention to develop a Fee Assistance Scheme to allow elders to have more choices and flexibility in using residential care services.





長者地區中心提供各類型的社區支援服務，讓長者過著健康、受尊重及積極的生活。The District Elderly Community Centres enable elders to lead a healthy, respectful and positive life through the provision of various community support services.

全年重點

社區支援服務

鑑於 65 歲或以上的長者人口不斷增加，我們會繼續透過一連串的公眾教育和宣傳活動，致力全面推廣積極和健康晚年的訊息。另一方面，為了實現長者留在家中安老的意願及支援家人照顧長者，我們已推出多項措施，讓更多體弱及認知能力受損的長者受惠，這些提升的服務均能迎合長者個人的需要、具創新性、適時及具成本效益，並能符合長者多方面的需要。

重整長者社區支援服務

由於 2001 年度所推出 15 項新的長者日間綜合計劃成效理想，社署在 2002 年 8 月推出一項大型的重整長者社區支援服務計劃，藉此提升以中心為本的服務，把長者綜合服務中心和長者活動中心分別升格為長者地區中心和長者鄰舍中心；與及理順現有的家居、膳食及家務助理服務隊伍為綜合家居照顧服務隊，藉以提升它們的照顧能力，為體弱長者和傷殘人士提供綜合及全面的服務。重整結果，由 2003 年 4 月 1 日起 35 間長者綜合服務中心、110 間長者活動中心和 138 支家務助理隊均升格及擴展其服務功能。總括來說，是次重整計劃就支援社區中居住的長者建立一個十分穩固的基礎設施。

Highlight of the Year

Community Support Services

In light of the increase in the proportion of elders aged 65 and above, we have moved towards a more holistic and comprehensive promotion of active and healthy ageing through a series of public education and publicity programmes. Besides, to meet elders' preference to age at home and to support their families in taking care of them, we have implemented numerous initiatives to enable more frail and cognitively impaired elders to benefit from the expansion of enhanced services which are tailor-made, innovative, appropriate and cost effective in meeting their multifarious needs.

Re-engineering Community Support Services

With the successful experience in launching 15 new integrated elderly day projects in 2001, in August 2002, the Department launched a major exercise to re-engineer community support services for elders. This exercise aims to enhance centre-based services for elders by upgrading Multi-service Centres for the Elderly (M/Es) and Social Centres for the Elderly (S/Es) to District Elderly Community Centres (DECCs) and Neighbourhood Elderly Centres (NECs) respectively and rationalising existing Home Care, Meal and Home Help Teams into Integrated Home Care Services Teams (IHCSTs) to enhance their capability to take care of frail and disabled elders in an integrated and holistic manner. As a result, 35 M/Es, 110 S/Es and 138 Home Help Teams are upgraded to provide expanded functions from 1 April 2003. The exercise has laid a very solid infrastructure for supporting elders living in the community.



長者日間護理中心提供復康訓練、個人護理及健康教育等服務予有需要的長者。Day Care Centres for the Elderly (D/Es) provide services, such as rehabilitative training, personal care and health education to elders in need.

原址擴充長者日間護理服務

根據一項由 1999 年 11 月至 2002 年 3 月對痴呆症患者照顧服務所進行的評估研究的建議，社署決定在現時的長者日間護理中心進行原址擴充計劃，旨在提升中心的功能及護理能力，以應付痴呆症及體弱長者的特別需要。由 2003 年 4 月起，原址擴充計劃共增設 220 個長者日間護理服務名額，提供加強了的照顧和支援服務予體弱及痴呆症長者。

改善家居及社區照顧服務

由 2001 年 4 月起，「改善家居及社區照顧服務」已在全港 18 區展開，為經安老服務統一評估機制評核為身體機能中度或嚴重缺損的長者提供全面的護理及支援服務，使他們能夠在家安居及保持最佳的身體功能。為了迎合社區不斷增加的需要，我們已注入額外資源使服務營辦者能增加受助個案名額至 2 189 個。

In-situ Expansion of Day Care Service

Based on the recommendations of an evaluation study conducted from November 1999 to March 2002 on the effectiveness of dementia care services, the function and caring capability of existing Day Care Centres for the Elderly (D/Es) would be enhanced through in-situ expansion to meet the special care needs of frail and demented elders. Starting from April 2003, 220 additional D/E places providing enhanced care and support services to both frail and demented elders would be created.

Enhanced Home and Community Care Services (EHCCS)

EHCCS has been provided in 18 District Council districts since April 2001 delivering a wide range of care and support services to enable elders who have been assessed by Standardized Care Need Assessment Management Office to have moderate impairment level or above to continue to live at home and to maintain their maximum level of functioning. To cater for the rising need in the community, additional resources have been injected to enable the operators to serve more cases up to 2 189.



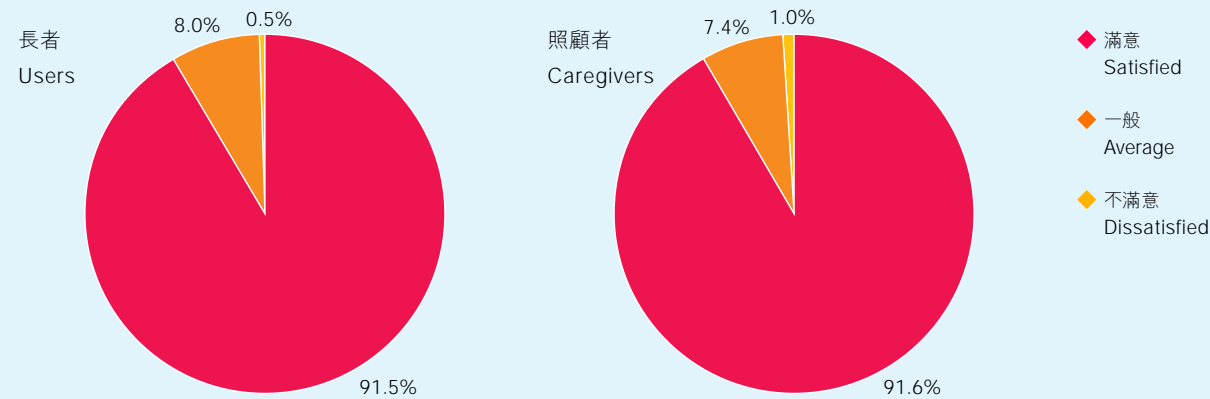
「改善家居及社區照顧服務」讓體弱長者可以繼續在熟悉的家居及社區環境，接受護理及照顧服務，並為護老者提供支援。The Enhanced Home and Community Care Services enables frail elders to receive nursing and care services at their familiar home and community environment, and provides support to carers.

作為其中一種服務監察機制，社署聘請了一所獨立的公司 - AC 尼爾森公司，為「改善家居及社區照顧服務」的效能及使用者的滿意程度進行調查。結果發現 900 位長者中的 91.5% 及 632 位照顧者中的 91.6% 滿意「改善家居及社區照顧服務」（請參考圖 1）。91% 的長者及 92% 的照顧者整體認同「改善家居及社區照顧服務」的效能（請參考圖 2）。

As one of monitoring mechanisms to measure service performance, an independent company, ACNielsen, was commissioned to conduct a user survey on "User Satisfaction and Effectiveness of EHCCS". Findings indicate that 91.5% of the 900 users and 91.6% of the 632 caregivers interviewed were satisfied with EHCCS (Figure 1). The overall effectiveness of EHCCS was also recognised by 91% and 92% of these users and caregivers respectively (Figure 2).

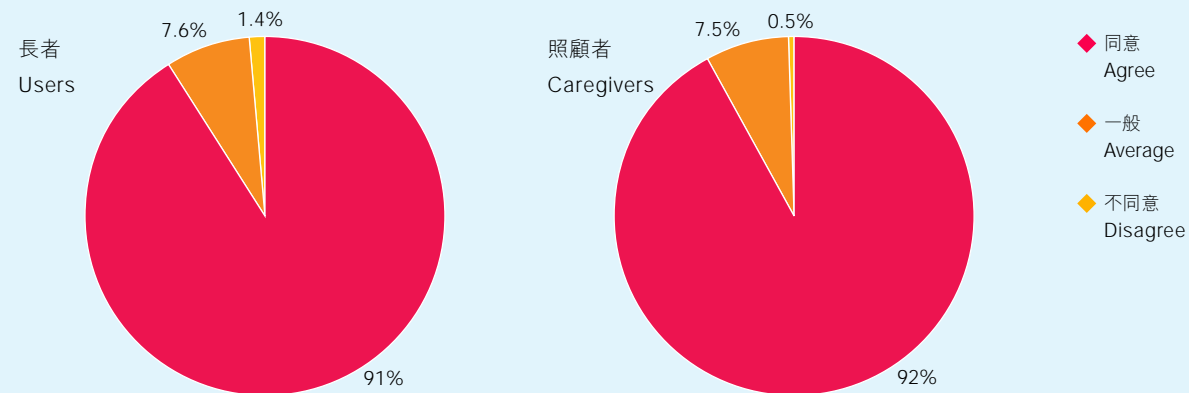
圖一：長者及照顧者對「改善家居及社區照顧服務」整體的滿意程度

Figure 1: Overall Satisfaction towards EHCCS among Users & Caregivers



圖二：長者及照顧者認同「改善家居及社區照顧服務」整體的服務效能

Figure 2: Overall Effectiveness towards EHCCS among Users & Caregivers



「老有所為活動計劃」頒獎典禮 2002
Opportunities for the Elderly Project 2002
Award Presentation Ceremony

「老有所為活動計劃」

社會福利署獲獎券基金資助 1,500 萬元，由 1999 年至 2002 年間推行一項為期四年的「老有所為活動計劃」。這項計劃資助各服務機構、地區團體、學校、義工團體及居民組織等舉辦各類活動，例如：推廣長者終身學習、社區參與、長幼共融及跨代義工等，藉以提倡老有所為和尊長敬老的精神。這些社區組織共推行 1 227 項計劃，受惠長者超過 445 000 人。透過資源調配，本署已於 2003 年 4 月起把「老有所為活動計劃」納入常規服務，進一步推動積極和健康晚年等訊息。

長者住宿照顧服務

雖然大部份的長者均身體健康，但仍有小部份的長者因為身體機能有不同程度的缺損而不能在家中獲得充分的照顧。對於這些體弱的長者，我們為他們提供住宿照顧服務，讓他們透過護理和個人服務以及社交活動，達到最佳的獨立性及社交參與程度。為使資源能用於有護理需要的長者身上，以及協助有真正需要的長者在院舍照顧的環境下獲得優質生活，我們已採取多項相關措施，確保能公平地運用資源及提升對服務質素的監察。

Opportunities for the Elderly Project

From 1999 to 2002, the Department launched a 4-year "Opportunities for the Elderly Project" (OEP) with a capital grant of \$15 million from the Lotteries Fund. Under the Project, subsidies were provided to welfare agencies, district organisations, schools, volunteer groups and residents' associations to organise a wide range of programmes and activities, such as promoting life-long learning, community participation and intergenerational solidarity and volunteerism, etc. to promote a sense of worthiness among elders and to create community spirit of care for elders. A total of 1 227 projects had been launched by various community organisations benefiting over 445 000 elders. To sustain the momentum of promoting active and healthy ageing, the Department has earmarked annual recurrent funding through redeployment of resources to finance the OEP on a regular basis from April 2003.

Residential Care Services for Elders

Although most of our elders are healthy, a proportion of them suffer varying levels of impairment and cannot be adequately taken care of at home. These frail elders are in need of residential care so that they can achieve the optimal level of independence and social participation through the nursing and personal care and social activities arranged. In order to target the resources to help those with care needs and to enable those in genuine need to lead a quality life in the residential care setting, we have taken numerous initiatives to ensure equitable deployment of resources and enhance service quality monitoring.



長者鄰舍中心提供一系列的全面服務，以滿足不論健康或身體有較輕度殘缺的長者，在身心社交及發展的需要。Neighbourhood Elderly Centres provide a range of comprehensive services to cater for the psycho-social and developmental needs of both healthy and mildly frail elders

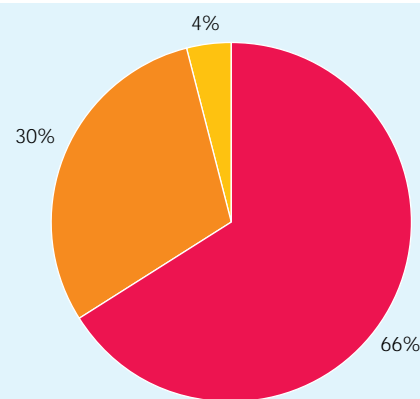
安老院舍服務改善措施

《安老院條例》透過一項發牌制度對安老院舍加以規管。現時全部安老院舍已達到發牌的標準，我們亦已實施了一系列的服務改善措施，務求進一步提升安老院舍，尤其是私營安老院舍的服務質素。這些措施包括提供各類資助員工訓練如保健員訓練、綜合技能訓練及照顧老人痴呆症患者的加強訓練；透過編印「安老院舍服務概覽」及上載院舍資料於本署的網頁，向公眾發放有關安老院舍的資料；加強檢控違規的安老院舍；委託顧問探討如何發展及成立適用於香港院舍照顧服務的一套評審制度；及加強安老院舍的電腦系統，包括設立一個改良的中央資料庫以儲存安老院舍員工的資料，及一個電腦程式記錄牌照申請/續牌的各項工序和評估結果，以及就投訴進行的調查。

提供院舍照顧服務宿位

截至 2003 年 3 月底，本港共有 68 418 個為不同護理需要長者而設的住宿照顧宿位。政府資助的宿位是透過政府營辦的院舍、資助院舍、買位計劃及改善買位計劃下購買的私營院舍宿位，以及在合約模式下經營的院舍提供服務。資助宿位的數目由 2002 年 3 月底的 25 854 個增至 2003 年 3 月底的 26 278 個。

各類安老院舍宿位一覽(截至2003年3月31日)



Service Improvement Measures of Residential Care Homes for the Elderly

The Residential Care Homes (Elderly Persons) Ordinance provides for the control and monitoring of residential care homes for the elderly (RCHEs) through a licensing scheme. Upon all RCHEs meeting licensing standard, we have taken a number of service improvement measures to further upgrade the service quality in particular of private homes. These initiatives include provision of subsidised health worker training places, multi-skilled training to care staff and enhanced training on dementia care; dissemination of information to the public through the production of a service directory and uploading of information briefs on RCHEs in the departmental homepage; stepping up prosecution against non-compliant homes; commissioning a consultancy study on the development and establishment of an accreditation system tailor-made for residential care services in Hong Kong; and enhancement of the computer system on RCHEs by establishing an enhanced and centralised databank on staff employment and putting in place a computerised programme to capture work procedures and assessment findings for licence application / renewal and complaint investigations.

Provision of RCHE Places

As at end March 2003, there were a total of 68 418 RCHE places for elders of various care needs in Hong Kong. Government subsidised places were provided through Government and subvented RCHEs, purchase of places from the private sector under the Bought Place Scheme and the Enhanced Bought Place Scheme and contract homes. The number of subsidised places increased from 25 854 at end March 2002 to 26 278 at end March 2003.

Provision of Residential Care Places (as at 31. 3. 2003)

- ◆ 已領有牌照的私營安老院¹
Licensed private homes
45 078 (66%)
 - ◆ 政府及資助安老院²
Government
and subvented homes
20 437 (30%)
 - ◆ 非牟利自負盈虧安老院³
Self-financing and
non-profit making homes
2 903 (4%)
- 1 宿位數目包括參與買位計劃及改善買位計劃的私營安老院宿位。
Number of places in licensed private homes including those under the Bought Place Scheme and the Enhanced Bought Place Scheme.
- 2 宿位數目包括合約院舍內的政府資助宿位。
Number of places in Government and subvented homes including subsidised places in contract homes.
- 3 宿位數目包括合約院舍內的非政府資助宿位。
Number of places in self-financing and non-profit making homes including non-subsidised places in contract homes.



持續照顧

為了在安老院舍內實踐「持續照顧」政策，社署把安老院宿位改為護理安老院宿位，使安老院舍的長者能在他們熟悉的環境中安享晚年。今年，共有 72 個安老院宿位改為護理安老院宿位。此外，為了協助安老院舍持續照顧患有痴呆症或正在輪候入住療養院的體弱長者，社署向政府資助的安老院提供療養院照顧補助金和照顧痴呆症患者補助金。由 2003-04 年度起，療養院照顧補助金的受惠對象擴展至參與改善買位計劃的私營安老院內接受資助服務的長者。

逐步終止提供長者宿舍及安老院宿位

政府在為長者提供住宿照顧服務方面的政策是着重照顧有護理需要的長者。長者的住屋需要和社交心理需要，可分別透過房屋計劃和社區支援服務給予照顧。由 2003 年 1 月 1 日起，社署已停止接受輪候入住長者宿舍和安老院的新申請。同時，我們為所有於 2002 年 12 月 31 日在有關輪候冊上的個案進行覆檢，以確定長者在福利方面的真正需要，並向他們提供適切的社區照顧及支援服務和房屋援助。儘管如此，這些長者仍可選擇保留在輪候冊上的申請，等候入住長者宿舍和安老院。我們亦已編製一本「長者服務手冊」，臚列各式各樣可供長者選用的社區支援服務，以便長者及其家人參考及選用合適服務。

Continuum of Care

To achieve the policy of continuum of care in RCHEs, home for the aged places are converted into care-and-attention (C&A) places so as to enable the elders to age in their familiar environment. During the year, 72 such places were converted into C&A places. Besides, to enable the RCHEs to continue to take care of the frail elders suffering from dementia or waiting for placement in infirmaries, Dementia Supplements and Infirmarium Care Supplements are provided to subvented RCHEs. Starting from 2003-04, the allocation of Infirmarium Care Supplements will be extended to elders receiving subsidised service in private RCHEs under the Enhanced Bought Place Scheme.

Phasing out of Self-care Hostels and Homes for the Aged

It is the Government's policy that residential care services should concentrate on looking after elders with care needs. Elders' housing needs should be met through the housing programme, and their social and psychological needs through community support services. Since 1 January 2003, the Department has ceased to accept new applications for waitlisting for admission to self-care hostels and homes for the aged. A review of the cases on the waiting lists for these types of residential care homes as at 31 December 2002 was done to ascertain the elders' genuine welfare needs and offer them community care services and housing assistance as appropriate. Elders are allowed to remain on the waiting lists if they so wish for admission when a place is available, although other community support services were introduced to them during the case review. To facilitate elders and their carers to make an informed decision on using residential care services, a Guidebook on Services for Elders was published to set out different types of community support services available for elders for their reference.

推行中央輪候冊

社署現正改善安老院舍服務編配系統以配合為院舍和社區照顧服務進行統一登記，使長者不用輪候不同的社區或住宿照顧服務。統一登記有助為所有在社會福利體制內受資助的長期照顧服務，設立一站式的申請機制，並透過採用一套統一的評估工具以確認長者的護理需要，從而編配合適的服務。

合約管理

社署自 2001 年已採用競爭性投標方式，批出新的安老院舍服務。服務競投根據質素及服務量作為標準，開放予非政府機構及私營機構參與。目前已批出五間安老院舍的合約，達致節省院舍內資助宿位的經常性開支約 41%。此外，這五間安老院舍共提供 213 個非資助宿位，收取的合理費用由六人房每月 4,200 元至單人房每月 13,500 元不等。

社署採取嚴謹的監管制度，確保經營者遵守合約的條款及條件。監察的方法包括：

- ◆ 定期審核服務統計及資料；
- ◆ 比較服務表現水平；
- ◆ 定期服務檢查；
- ◆ 突擊檢查；
- ◆ 調查投訴；及
- ◆ 服務使用者意見調查

Implementation of Central Waiting List

The Residential Care Services Delivery System for the Elderly is being upgraded to facilitate the implementation of a centralised registration system whereby elders no longer need to waitlist in different queues for different types of community or residential services. Underpinning the centralised registration system is a central waiting list to serve as a single point of entry for all subsidised long term care services under the welfare system which will be matched in accordance with elders' care needs as ascertained by the standardised care need assessment tool.



Contract Management

Competitive bidding has been adopted in respect of new RCHes by the Department since 2001. The bidding of services is based on quality and volume and is open to NGOs and private sector organisations. Contracts for five RCHes have been awarded so far, achieving recurrent savings for subsidised places in the region of 41%. Moreover, a total of 213 non-subsidised places have been provided in these five homes charging reasonable fees ranging from \$4,200 a month for a 6-place room to \$13,500 a month for a single room.

A robust monitoring mechanism has been put in place to manage the compliance of contract terms and conditions. This includes:

- ◆ regular audits of service statistics and information;
- ◆ benchmarking of performance standards;
- ◆ regular service reviews;
- ◆ spot checks;
- ◆ complaints investigation; and
- ◆ user satisfaction surveys.

服務及統計數字 Services and Statistics

長者社區支援服務 Community Support Services for Elders	中心/隊伍數目(名額) [截至 2003 年 3 月底] No. of centres/ teams (places) [as at end March 2003]
長者綜合服務中心 Multi-service Centres for the Elderly	35 間中心 35 centres
長者地區中心 District Elderly Community Centres	3 間中心 3 centres
長者活動中心 Social Centres for the Elderly	214 間中心 214 centres
長者鄰舍中心 Neighbourhood Elderly Centres	4 間中心 4 centres
長者日間護理中心 Day Care Centres for the Elderly	44 間中心(1 640 個名額) 44 centres (1 640 places)
家務助理服務 Home Help Service	139 隊 139 teams
家居照顧服務 Home Care Service	25 隊 25 teams
改善家居及社區照顧服務 Enhanced Home and Community Care Services	18 隊(2 189 個名額) 18 teams (2 189 places)
長者住宿照顧服務 Residential Care Services for Elders	院舍數目(資助名額) [截至 2003 年 3 月底] No. of homes (No. of subsidised places) [as at end March 2003]
政府營辦的安老院舍 Government-run Residential Care Home for Elders	1 間院舍(157 個名額) 1 home (157 places)
受津助的安老院舍 Subvented Residential Care Homes for Elders	123 間院舍(18 576 個名額) 123 homes (18 576 places)
受津助的護養院 Subvented Nursing Homes	6 間院舍(1 484 個名額) 6 homes (1 484 places)
在合約模式下經營的安老院舍 Contract Residential Care Homes for Elders	2 間院舍(220 個名額) 2 homes (220 places)
參與買位計劃的私營安老院 Private Homes under Bought Place Scheme	15 間院舍(302 個名額) 15 homes (302 places)
參與改善買位計劃的私營安老院 Private Homes under Enhanced Bought Place Scheme	99 間院舍(5 539 個名額) 99 homes (5 539 places)

青少年服務 Services for Young People



目標 Objective

青少年服務旨在發展青少年的潛能，協助他們健康成長及面對來自家庭、朋輩、學校及社會的挑戰，建立他們對社會的歸屬感，從而對社會作出貢獻。

Services for young people aim at developing the potential of youth, facilitating their healthy development and assisting them to face challenges from family, peers, school and society, and fostering in them a sense of citizenship with commitment to the community.



署長林鄭月娥陪同政務司司長曾蔭權參觀現代化的綜合青少年服務中心
Mr Donald Tsang, CS, accompanied by Mrs Carrie Lam, DSW, visited a modernised Integrated Children and Youth Services Centre

服務

- ◆ 115 間綜合青少年服務中心
- ◆ 56 間兒童及青年中心
- ◆ 466 個學校社會工作者單位
- ◆ 16 支外展社會服務隊
- ◆ 6 000 個課餘託管津助名額
- ◆ 5 支社區支援計劃隊

Service Provision

- ◆ 115 Integrated Children and Youth Services Centres (ICYSCs)
- ◆ 56 Children and Youth Centres (CYCs)
- ◆ 466 School Social Worker Units
- ◆ 16 Outreaching Social Work Teams
- ◆ 6 000 subsidised After School Care Programme places
- ◆ 5 teams of Community Support Service Scheme

全年重點

「成長的天空」計劃

「成長的天空」計劃旨在及早識別青少年的發展需要並提供適切的成長輔助訓練，該計劃於 2002/03 學年擴展至額外 105 間中學，即合共有 255 間中學正在推行此計劃。

Highlight of the Year

Understanding the Adolescent Project

The Understanding Adolescent Project (UAP) which aims at early identification of the developmental needs of young people and assisting them through appropriate primary preventive programme, was rolled out to a further 105 secondary schools in the 2002/03 school year, making a total of 255 schools implementing the project.



署長林鄭月娥接受香港賽馬會的捐款，作為青少年服務中心現代化計劃之用
Mrs Carrie Lam, DSW, received a donation from the Hong Kong Jockey Club for the Modernisation Programme of Integrated Children and Youth Services Centres



香港青少年服務處賽馬會大埔青少年綜合服務中心開幕禮 Opening ceremony of Hong Kong Children and Youth Services Jockey Club Tai Po Children and Youth Integrated Services Centre

朋輩輔導員

於 2002 年 1 月起，社署以有期限形式撥款予 39 個營辦綜合青少年服務中心和兒童及青年中心的非政府機構，聘請 150 名朋輩輔導員為中三離校生提供朋輩支援服務。為了解其服務成效，社署於 2002 年 6 月聘請香港大學政策 21 有限公司，為此計劃進行檢討，預計在 2003 年 4 月完成。計劃延續與否將視乎財政狀況及檢討結果而定。

綜合青少年服務中心

綜合青少年服務中心〔前稱青少年綜合服務隊〕旨在提供一站式中心、學校社會工作及外展社會工作服務，由一隊社工在同一主任督導下，為青少年提供綜合服務。在 2002-03 年內，透過匯集現有資源及 2001 年財政預算案中預留的新增經常撥款，共增設 51 間綜合青少年服務中心。截至 2003 年 3 月，全港共有 115 間綜合青少年服務中心。綜合青少年服務中心的數目將會在 2003-04 年底增至 132 間，以確保滿足青少年的服務需要。

Peer Counsellors

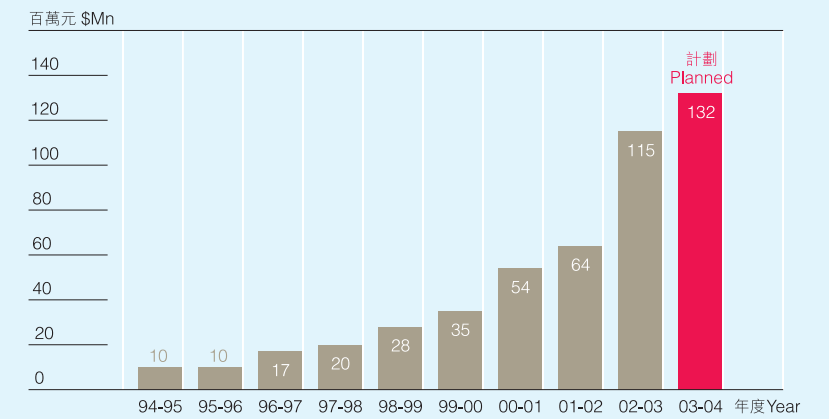
In order to promote peer support and assistance for Secondary Three school leavers, additional funding on a time-limited basis has been allocated to 39 NGOs operating ICYSCs and CYCs to employ 150 peer counsellors starting from January 2002. To ascertain the effectiveness, the Policy 21 Ltd of the University of Hong Kong has been engaged to conduct an evaluation since June 2002. The continuation of the service would be subject to the result of the evaluation to be completed by April 2003 as well as the availability of resources.

Integrated Children & Youth Services Centre

ICYSCs [formerly known as Integrated Teams of Young People Service (ITs)] aim at providing one-stop centre-based, school social work and outreaching services for young people by a team of social workers under the management of one supervisor in a holistic manner. Within 2002-03, 51 ICYSCs were formed by pooling of existing resources and injection of new recurrent resources secured in the 2001 Budget, making a total of 115 ICYSCs as at end of March 2003. The number is expected to increase to 132 by end 2003-04 to ensure that the needs of young people are met.

**青少年綜合服務隊／綜合青少年服務中心
1994-95 至 2003-04**

Number of ITs / ICYSCs 1994-95 to 2003-04



除了成立綜合青少年服務中心，我們亦明白到提升及把配套設施現代化的重要性，以增加綜合青少年服務中心對青少年的吸引力及滿足現代青少年轉變中的需要。香港賽馬會慈善信託基金與獎券基金合共注資四億元，由 2002-03 年起五年內，為 80 間綜合青少年服務中心推行現代化計劃，預計第一期參與現代化計劃的中心可於 2004-05 年底前完工。

With service integration achieved through formation of ICYSCs, it is considered equally important and timely to upgrade and modernise the hardware of the centres to attract and meet the changing needs of contemporary youth. The Hong Kong Jockey Club Charities Trust and the Lotteries Fund have on a dollar-to-dollar basis earmarked total funds amounting to \$400 million for modernising up to 80 ICYSCs over a period of five years starting from 2002-03. The first batch of centres will complete their modernisation work by end 2004-05.





現代化的綜合青少年服務中心設施齊備 A well-equipped modernised Integrated Children and Youth Services Centre

邊緣青少年服務

根據邊緣青少年服務委員會的建議，社署在過往一年檢視提供予邊緣青少年的各項服務。為能更全面地為邊緣青少年提供支援服務，本署獲獎券基金撥款，委託協青社推行一個為期三年的試驗計劃，於觀塘開設一所名為「蒲吧」的夜間青少年活動中心。該中心於2002年7月開始投入服務，為邊緣青少年提供夜間中心服務以及臨時收容或危機介入服務。

為回應於夜間開放文娛及康樂設施予夜遊青少年使用的要求，本署與康樂及文化事務署(康文署)緊密合作，於夜間開放合適的康文署設施，讓綜合青少年服務中心為夜遊青少年籌辦活動。截至2003年3月底，合共有三間室內體育館及一個遊樂場定期於深宵開放予夜遊青少年使用。

Services for Youth-at-risk

On the advice of the Committee on Services for Youth at Risk, the Department reviewed various initiatives targeting youth-at-risk during the year. To provide more comprehensive support for youth-at-risk, the Department commissioned the Youth Outreach to operate the Hang Out, an all-night drop-in centre in Kwun Tong on an experimental basis for three years with a grant from Lotteries Fund. The centre, which started operation in July 2002, provides overnight centre-based services as well as temporary shelter or crisis intervention service for youth-at-risk.

In response to calls for making available late-night leisure and recreational facilities for young night drifters (YNDs), the Department has worked closely with the Leisure and Cultural Services Department (LCSD) to open suitable LCSD facilities at late night for ICYSCs to organise programmes for YNDs. As at March 2003, there were three Indoor Recreation Centres and one Street Playground opened for use by YNDs on a regular basis.



Enhanced Cross-sector Collaboration

To promote and maintain cross-sector collaboration in supporting the healthy development of young people, the Department and the Education and Manpower Bureau organised a series of promotional programmes at district level over the territory in October 2002 under the central theme of "Together We Care - Introducing Young People Services". School personnel, parents, young people, local personnel and members of District Councils who took part in the programmes indicated that the programmes had enhanced their awareness of existing support services for youth and that they would be interested in participating in activities related to young people in future.

加強跨界別合作

為推動及維持跨界別合作，支援青少年的健康成長，社署和教育統籌局於2002年10月在地區層面合辦一系列以「跨界別合作、培育新一代 - 青少年服務巡禮」為主題的推廣活動。出席推廣活動的學校教職員、家長、年青人、地區人士及區議員均表示活動加強了他們對現有青少年支援服務的認識，並表示有興趣日後參與與青少年服務有關的活動。

為殘疾人士提供的服務 Services for People with Disabilities



目標 Objective

殘疾人士康復服務的目的，是協助他們盡量發展本身的體能、智能及適應社群生活的能力，並鼓勵他們融入社區，全面投入社會。

Rehabilitation services for people with disabilities aim to assist them to be full members of the community by developing their physical, mental and social capabilities to the fullest possible extent and by promoting their integration into the community.



康復服務

為達到以上目標，社署透過直接管理或撥款資助非政府機構，為殘疾人士提供全面的社會康復服務。截至2003年3月底，共設有4 765個學前服務名額、14 910個日間服務名額和9 168個住宿名額。

Services

To achieve the above aims, the Department, directly or through subvention to NGOs, provides a full range of social rehabilitation services for people with disabilities. By end March 2003, there were 4 765 pre-school places, 14 910 day places and 9 168 residential places.

學前服務	Pre-school Services	名額 Places
早期教育及訓練中心	Early Education and Training Centre (EETC)	1 732
特殊幼兒中心	Special Child Care Centre (SCCC)	1 329
幼兒中心兼收弱能兒童計劃	Integrated Programme in Child Care Centre (IP)	1 704
小計	Total	4 765

日間服務	Day Services	名額 Places
精神病康復者訓練及活動中心	Training and Activity Centre	230
展能中心	Day Activity Centre (DAC)	3 881
庇護工場	Sheltered Workshop (SW)	7 487
輔助就業	Supported Employment (SE)	1 810
家居訓練及支援服務	Home-based Training and Support (HBTS) Service	1 502
小計	Total	14 910

住宿服務	Residential Services	名額 Places
住宿特殊幼兒中心	Residential Special Child Care Centre	108
長期護理院	Long Stay Care Home	980
中途宿舍	Halfway House	1 349
中度弱智人士宿舍	Hostel for Moderately Mentally Handicapped Persons	1 848
嚴重弱智人士宿舍	Hostel for Severely Mentally Handicapped Persons	2 592
嚴重殘疾人士護理院	Care and Attention Home for Severely Disabled Persons	600
嚴重肢體傷殘人士宿舍	Hostel for Severely Physically Handicapped Persons	453
盲人安老院	Home for the Aged Blind	174
盲人護理安老院	Care and Attention Home for the Aged Blind	725
輔助宿舍	Supported Hostel	243
輕度弱智兒童之家	Small Group Home for Mildly Handicapped Children	96
小計	Total	9 168
總計	Grand Total	28 843



新開設嚴重弱智人士宿舍的室內設計 Inner design of a new hostel for severely mentally handicapped persons

特殊幼兒中心的小組訓練 Group training activity in a SCCC

全年重點

增設服務名額

為配合服務需求，於2002-03年度增設417個服務名額，包括173個展能中心名額、137個住宿名額及107個殘疾兒童學前服務名額。

Highlight of the Year

New Provision of Facilities

To meet the demand for services, 417 new places were added in 2002-03 including 173 DAC places; 137 residential places and 107 places for pre-school services for disabled children.



展能中心的歡樂聖誕 A warm Christmas in a DAC

展能中心的訓練活動 Training activity in a DAC



多感官訓練活動 Multi-sensory training activities

特殊幼兒中心內富創意及啟發的訓練環境 Creative and stimulating environment for training activities in a SCCC

新開設特殊幼兒中心的室內設計 Inner design of a new SCCC



重整家居訓練隊

為了加強社區支援服務，我們重整原來的家居訓練隊，並注入資源擴展以設立 20 支家居訓練及支援服務隊。這項為弱智人士新設的服務和訓練，鼓勵靈活的訓練模式，提供職業治療服務，並建立網絡支援給殘疾人士家庭。截至 2003 年 3 月底，是項服務共提供 1 502 個訓練名額及網絡 3 500 個家庭。

Re-engineered Home-based Training and Support Teams

To strengthen community support services, home-based training teams were strengthened and expanded to form 20 HBTS teams. The new service intensifies the training provision for mentally handicapped persons, encourages training in a flexible mode, provides occupational therapy service and introduces support network for families of people with disabilities. A total of 1 502 training places were provided as at March 2003 with 3 500 families included in the support network.



家居訓練及支援服務隊所提供的訓練活動
Training activity of HBTS

家居訓練及支援服務隊所提供的職業治療服務
Occupational therapy service provided under the HBTS service



言語治療服務的個別及小組訓練 Individual and group training of speech therapy

透過擴展言語治療服務 為學前殘疾兒童加強支援

本來只在特殊幼兒中心提供的言語治療服務，已於 2002 年中擴展至早期教育及訓練中心及幼兒中心兼收弱能兒童計劃中接受訓練的兒童。每一間早期教育及訓練中心均提供言語治療服務，以一位言語治療師服務 75 位兒童，而兼收計劃內的言語治療服務則透過地區言語治療服務隊提供服務。現時共成立了八支地區言語治療服務隊，服務全港超過 280 個兼收計劃單位。是項服務有超過 3 000 名學前兒童受惠。

Enhanced Support for Pre-school Children with Disabilities through Extension of Speech Therapy Service

Apart from the provision of speech therapy service in SCCC, speech therapy service has been extended since mid-2002 to children attending EETC and IP in ordinary child care centres to address their speech needs. For EETC, each centre is provided with speech therapy service at a ratio of one speech therapist to 75 children whereas the service in IP is delivered through district-based speech therapy teams (DSTTs). A total of eight DSTTs have been set up to serve more than 280 IP units over the territory. The service benefits over 3 000 pre-school children.

以具成本效益方式設立康復服務大樓

本署於 2002 年成功從醫院管理局取得已空置的粉嶺醫院舊址，改建為一座中型的康復服務大樓，提供 200 個日間服務和住宿服務名額。這是以有效及具成本效益方式來運用空置的醫院舊址作為提供康復設施之用的一個例子。獎券基金撥款共 3,200 萬元翻新大樓。經過以質素為本的公開競投後，大樓已於 2002 年 12 月正式移交營辦機構匡智會，有關康復設施預計可於 2003-04 年度投入服務。

Setting up a Rehabilitation Complex in a Cost-effective Way

In 2002, the Department took over the vacated premises of the Fanling Hospital (FH) from the Hospital Authority for conversion into a medium-size rehabilitation complex providing 200 day and residential places. This is an example of making use of vacant hospital premises to provide rehabilitation facilities for people with disabilities in an expedient and cost-effective way. A grant of \$32 million was allocated from the Lotteries Fund (LF) for the refurbishment. The operation of this complex at FH was allocated to Hong Chi Association under a quality-based open competitive bidding process in December 2002. The new service would commence operation in 2003-04.



舊粉嶺醫院高座
High Block of Ex-Fanling Hospital

**院舍服務需求調查及發展成人院舍
統一評估工具**

一個就弱智 / 肢體傷殘人士院舍服務使用者和輪候人士的概況和服務需要而進行的調查已於2002年下旬完成。調查結果顯示，24% 輪候住宿服務人士的家長表示在未來五年內不需要住宿安排。輪候人士的年齡中位數為28歲，而他們的家長的年齡中位數只有52歲，這顯示不少家長可能以申請其殘疾子女輪候院舍作為一種保障措施。考慮過調查結果後，我們在「檢討殘疾人士住宿服務督導委員會」轄下成立了一個工作小組，成員包括家長代表及多個界別的專業人士，負責制訂一套統一評估工具，用作確定每個轉介並配對適合的住宿服務。在實施新的評估機制前，我們會充份諮詢各有關方面。

**職業康復
現有服務**

透過職業康復服務以鼓勵殘疾人士自力更生，包括 —

- ◆ 提供超過9 000個庇護工場及輔助就業名額。
- ◆ 一項為期三年的「殘疾人士在職培訓計劃」讓1 080名殘疾人士獲額外的見習津貼而聘用他們的僱主則獲工資補助。截至2003年3月底，293名參與計劃的殘疾人士已獲得公開就業，賺取的月薪幅度由最低1,000元(兼職工作)到最高12,700元不等，平均月薪是4,170元。

**Survey on Residential Needs and the Development
of a Standardised Assessment Tool for Adult Residential Services**

A survey on the profile and service needs of users and waitlistees of adult residential rehabilitation services for mentally/physically handicapped persons was completed in late 2002. The survey indicated that 24% of the parents of waitlistees for residential services deemed that the waitlistees would not require residential placement within the next five years. The median age of the waitlistees was 28 years old and that of their parents was only 52. This indicated that many parents may have put their disabled children on the waiting list as a contingency measure. In view of the survey findings, a task group comprising the representative of parents and various professionals was set up under the auspices of the Steering Group on Admission Procedures for Residential Care Homes for People with Disabilities, to devise a standardised assessment tool to ascertain the genuine need of each referral and the appropriate matching of residential service. Further consultation with different stakeholder groups would be made prior to the implementation of the new assessment measures.

Vocational Rehabilitation

Current Provision

Provision to promote self-reliance for people with disabilities through vocational rehabilitation include —

- ◆ Over 9 000 places in SW and SE service.
- ◆ The 3-year project of "On the Job Training Programme for People with Disabilities" (OJT Programme) in which 1 080 disabled persons will benefit from extra-incentive of job attachment allowance and wage subsidies. Up to March 2003, 293 disabled participants had secured open employment through the Programme with average earnings of \$4,170 a month, ranging from the lowest of \$1,000 (part-time job) to the highest of \$12,700.



位於律敦治醫院之便利店 Convenience Store at Ruttonjee Hospital 日本城 The "Japan Home Centre"

- ◆ 「創業展才能」計劃乃是向非政府機構提供一筆種子基金，藉以開辦小型業務僱用殘疾人士。從5,000萬元資金撥款中，2002-03年度已批出760萬元支持10項業務如清潔、膳食、汽車美容、流動按摩服務、設立零售店、蔬果批發及加工服務等。開設職位約共166個，當中包括119個殘疾人士的職位。2003-04年度將批出更多項業務。
- ◆ Provision of seed money for NGOs to start businesses to employ disabled persons under the Enhancing Employment of People with Disabilities Through Small Enterprises Project (3 E project). Of the \$50 million funding available, \$7.6 million was approved in 2002-03 to support ten businesses such as cleaning service, catering service, car beauty service, mobile massage service, setting up of retail shops, vegetable supply and processing etc. About 166 employment opportunities were created of which 119 were for disabled persons. More businesses would be approved in 2003-04.



汽車美容服務 Car beauty service 流動按摩服務 Mobile massage service



「創業軒」旺角商店 SEPD Mongkok Kiosk

◆ 康復服務市場顧問辦事處聘任有商界和市場推廣經驗的人員，透過積極主動的市場推廣及業務發展策略，致力推介庇護工場、輔助就業及其他職業復康單位的服務和製成品。在 2002-03 年度，康復服務市場顧問辦事處共為庇護就業服務單位取得超過 437 項工作訂單和 10 份招標合約，總值 491 萬元，並為殘疾人士帶來逾 70 份全職和兼職工作。康復服務市場顧問辦事處亦管理由「創業軒」設立的兩間售賣殘疾人士製作手工藝品之商店，2002-03 年度的營業總額約 33 萬元。

殘疾人士公開就業

在 2002-03 年度，共有 1 015 名殘疾人士透過庇護工場、輔助就業、殘疾人士在職培訓計劃、「創業展才能」計劃及康復服務市場顧問辦事處獲得公開就業。

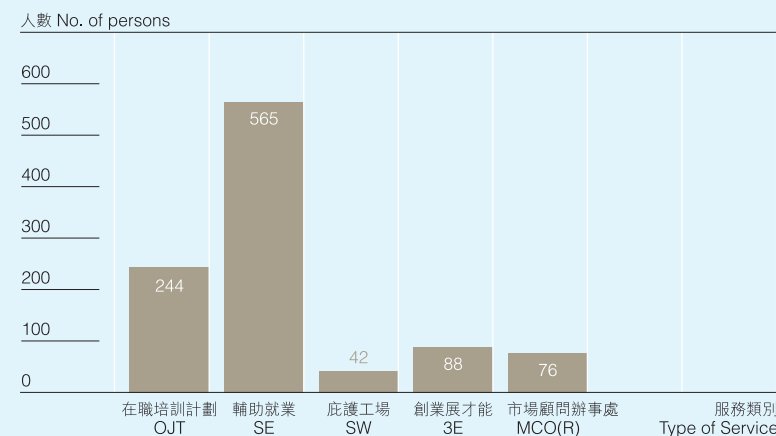
◆ Marketing Consultancy Office (Rehabilitation) [MCO(R)] – an office staffed by personnel with business and marketing background, promotes the services of and products made by the SWs, SE and other vocational rehabilitation service units through proactive marketing and business development strategies. In 2002-03, the MCO had secured over 437 job orders and 10 tender contracts amounting to \$4.91 million for the sheltered employment services. More than 70 full time and part-time jobs had been created for people with disabilities. MCO(R) also managed two kiosks set up under the name of SEPD (Support the Employment of People with Disabilities) selling the arts and crafts made by people with disabilities. In 2002-03, the total sales from the two kiosks amounted to \$0.33 million.

Open Employment for People with Disabilities

A total of 1 015 people with disabilities had secured open employment through SWs, SE service, OJT Programme, 3 E Project and MCO(R) in 2002-03.

殘疾人士獲得公開就業統計數字 2002-03
Statistics on People with Disabilities Having Secured Open Employment 2002-2003

總數：1 015 人
Total: 1 015 persons



庇護工場和輔助就業服務的衡工量值審計
本署在 2002 年為庇護工場和輔助就業服務進行了一項內部的衡工量值審計研究，建議以下主要方向 —

- ◆ 將本署轄下的服務單位脫離政府編制以達成本效益，及主力發展核心事務；並
- ◆ 重整現有的職業康復服務以成立綜合職業服務中心。

我們將於 2003-04 年度積極推行上述建議。於 2002-03 年度，本署已把轄下一間庇護工場、一個輔助就業單位及一間展能中心關閉 / 改由非政府機構營辦。我們亦舉辦了關於實施職業康復綜合服務模式之簡介會、工作坊和聚焦小組會議，以收集非政府機構、前線員工及家長的意見。由 2003 年 4 月 1 日開始，衛生福利及食物局會把兩間非政府機構的技能訓練中心之津助轉移至本署，而這兩間中心將改設成為綜合職業服務中心，提供職業技能訓練、再培訓及庇護就業服務。

Value for Money Audit Study on Sheltered Workshop and Supported Employment

In 2002, the Department completed an internal value for money audit study on SW and SE services. The study recommended the following major directions —

- ◆ to hive off Departmental rehabilitation units for cost-efficiency and to focus on core corporate business; and
- ◆ to integrate existing vocational rehabilitation services to form integrated vocational service centres.

These recommendations would be actively pursued in 2003-04. In 2002-03, one SW, one SE unit and one DAC operated by the Department were closed/hived off to NGOs. Briefing sessions, workshops and focus group meetings had been organised to collect views from NGO operators, frontline workers and parents on the implementation of integrated service delivery model in vocational rehabilitation services. With the transfer of subvention of two skills centres of NGOs from the Health, Welfare and Food Bureau to SWD on 1 April 2003, these two centres will be converted into integrated vocational training centres to provide vocational training, retraining and sheltered employment services.



職業康復服務工作坊 Workshops on Vocational Rehabilitation Services

支援生活在社區的殘疾人士

本署於 2001 及 2002 年加強了多項社區支援服務，包括 —

- ◆ 七項嶄新和有創意的社區為本服務，以填補服務間隙、配合個別服務使用者的緊急或即時需要，例如假期照顧服務、延展照顧服務、嚴重殘疾人士日間照顧服務、家居暫顧服務、兒童健樂會等。
- ◆ 社區精神健康連網為精神病康復者及其家人在社區內提供更多的照顧和支援，包括外展探訪、與地區資源組成網絡、提供實質服務等。
- ◆ 資助 38 個殘疾人士自助組織的兩年計劃。

Supporting People with Disabilities in the Community

In 2001 and 2002, the Department had considerably strengthened community support services. These initiatives included —

- ◆ Seven new and innovative community-based projects to fill service gaps and meeting ad hoc and immediate needs, e.g. holiday care service, extended care service, day care service for severely disabled persons, home respite, junior gateway etc.
- ◆ Community Mental Health Link to provide additional care and support to ex-mentally ill persons and their families in the community, including outreaching visits, networking to local resources, tangible services etc.
- ◆ 38 self-help organisations for people with disabilities were funded for their two-year projects.



兒童健樂會之暑期活動 Summer programme of Junior Gateway Club



精神健康社區資源手冊
Mental Health Community Resources Handbook



肢體傷殘人士進行戶外活動 Outdoor activity of physically handicapped persons

2002-03 年度之服務成效 —

七項社區支援計劃

- ◆ 已服務 145 870 小時
- ◆ 4 065 名人士受惠

社區精神健康連網

- ◆ 已服務 5 365 名人士
- ◆ 已發出 3 316 張會員咭
- ◆ 已提供 5 141 次外展探訪

38 個殘疾人士自助組織

- ◆ 已增加 3 000 名會員

Achievements of services in 2002-03 —

Seven community-based support projects

- ◆ Totally 145 870 hours served
- ◆ 4 065 beneficiaries

Community Mental Health Link

- ◆ 5 365 persons served
- ◆ 3 316 membership cards issued
- ◆ 5 141 outreaching visits conducted

38 Self-help organisations

- ◆ Increase of 3 000 members



聽覺受損人士的義工活動
Volunteer activity of hearing impaired persons



於中學舉行的公眾教育活動
Public education for secondary school students



其他支援

資訊科技認知及培訓課程

為了縮窄數碼隔膜，獎券基金已於2001年中撥款3,000萬元資助一項為期三年計劃，促進殘疾人士接觸資訊科技及接受應用電腦的訓練。這項計劃包括為社署及69個非政府機構轄下462間康復服務單位安裝538台個人電腦，為疾殘人士及資訊科技導師分別提供15,000及600個訓練名額，並為殘疾人士開設入門網站。進展如下——

截至2002-03年度

- ◆ 已於康復單位安裝717部可供上網的電腦（較預期的538部增加33%）
- ◆ 提供6,964個殘疾人士訓練名額
- ◆ 提供339個訓練導師培訓課程名額
- ◆ 一個名為「康復數碼網絡」的入門網站於2002年12月啟動

未來之目標

- ◆ 將分別於2003-04及2004-05年度提供6,000及2,036個殘疾人士訓練名額
- ◆ 將分別於2003-04及2004-05年度提供196及65個訓練導師培訓課程名額

Other Support

IT Awareness & Training Programmes

To help bridge the gap in digital divide, a \$30 million grant was obtained from the LF in mid-2001 for running a 3-year project to promote access to and training in computer for people with disabilities. This project includes the installation of 538 personal computers for 462 rehabilitation units run by SWD and 69 NGOs, provision of 15,000 training places for people with disabilities and 600 training places for IT trainers, and the setting up of a portal website for people with disabilities.

Progress made —

Up to 2002-03

- ◆ 717 personal computers with internet access were installed for rehabilitation units (over-achieved by 33% from the original target of 538 PCs)
- ◆ 6,964 training places were provided to people with disabilities
- ◆ 339 training places were provided in the train-the-trainer programmes
- ◆ A portal website known as CyberAble.net was launched in December 2002

Target for coming years

- ◆ 6,000 and 2,036 training places for people with disabilities in 2003-04 and 2004-05 respectively
- ◆ 196 and 65 training places for train-the-trainer programmes in 2003-04 and 2004-05 respectively



智障人士資訊科技訓練 IT training for people with mental handicap



2002年10月在韓國舉行的第八屆遠東及南太平洋區傷殘人士運動會
FESPIC Games held in Korea in October 2002

香港展能精英運動員基金

香港展能精英運動員基金的目的，是為了培養殘疾人士的體育發展及支持他們在國際體育賽事中爭取卓越成績。就基金管理委員會的建議，已批出146萬元作為支持五個重點運動項目，為期18個月至2004年9月。這些項目包括草地滾球、游泳、田徑、乒乓球及視障人士柔道。依據基金撥款小組委員會就現時接受生活津貼的運動員的檢視結果，另外撥款156萬元作為支持86名殘疾運動員為預備國際賽事接受訓練，特別是2004年舉行的傷殘人士奧運會。香港運動員在2002年10月於韓國舉行的第八屆遠東及南太平洋區傷殘人士運動會取得共91個獎牌，當中有41金、24銀及26銅(包括示範運動項目)，令人非常鼓舞。

Hong Kong Paralympians Fund

The Hong Kong Paralympians Fund aims to foster the development of sports for the disabled and to support their pursuit of sporting excellence in international events. On the Management Committee's advice, \$1.46 million was approved to support five target sports for 18 months till September 2004. These include boccia, swimming, track and field, table-tennis and judo for the blind and visually impaired. Following review of the existing recipients of subsistence grants by the Grants Subcommittee, another \$1.56 million was approved for 18 months till September 2004 in support of 86 disabled athletes in their training for international competitions, in particular the Paralympic Games to be held in 2004. It is encouraging that a total of 91 medals including 41 Gold, 24 Silver and 26 Bronze (demonstration sports included) were won by Hong Kong's disabled athletes at the FESPIC Games held in Korea in October 2002.

其他服務 Other Services

醫務社會服務

Medical Social Services

違法者服務

Services for Offenders

為藥物濫用者提供的服務

Services for Drug Abusers

社區發展

Community Development

義務工作

Volunteerism



醫務社會服務

目標

醫務社會工作者(下稱「醫務社工」)駐於醫院和診所，為病人及其家屬提供及時心理社會輔導和援助，協助他們處理或解決因患病、創傷或殘疾而引起的問題。作為臨床小組的成員之一，醫務社工擔當着聯繫醫務和社會服務的重要角色，協助病人達至康復和融入社會。截至2003年3月底，社署共有361名醫務社工，處理超過25 000宗個案。

加強對精神科服務的支援

為支持醫院管理局(下稱「醫管局」)推行新的精神科服務，社署重行調配14名醫務社工與專業醫護人員緊密合作，推行多項新計劃如「思覺失調」服務計劃、擴大社區精神科小組及「毅置安居計劃」。

「以社區為基礎」的服務模式

為了改善服務和更妥善運用人力資源，社署把2001-02年度率先在胸肺科診所推行的以社區為基礎服務模式，擴展至六所主要醫院(即瑪麗醫院、伊利沙伯醫院、威爾斯親王醫院、瑪嘉烈醫院、屯門醫院、東區尤德夫人那打素醫院)的專科門診診療所。現時，這些門診診療所的病人和其家屬如需要接受福利服務，會獲轉介到最接近他們居住地點的家庭服務中心接受個案工作者的服務。新的服務模式讓個案工作者能採取更全面的方式照顧病人及其家屬。



將軍澳醫院醫務社工正透過遊戲輔導病童
MSW conducting a play session at Tseung Kwan O Hospital

Medical Social Services

Objective

Medical social workers (MSWs) are stationed in hospitals and clinics to provide timely psycho-social intervention to patients and their families and help them cope with or solve problems arising from illness, trauma or disability. As a member of the clinical team, MSWs play an important role in linking up the medical and social services to facilitate patients' recovery and rehabilitation in the community. As at end March 2003, SWD has an establishment of 361 MSWs handling over 25 000 active cases.

Strengthening of Support in Psychiatric Services

To support the new initiatives of the Hospital Authority (HA) in psychiatric services, the Department had redeployed 14 MSWs to work in close collaboration with the medical and nursing professionals in new programmes, such as the Early Assessment Service for Young People with Psychotic Disorder (EASY), the expanded Community Psychiatric Teams, and the Extended-care Patients Intensive Treatment, Early Diversion and Rehabilitation Stepping-stone (EXITERS) Project.

Community-based Service Delivery Mode

To improve the service and better utilise the manpower resources, the community-based social service delivery mode adopted in chest clinics in 2001-02 was expanded to specialist out-patient clinics in six major hospitals (viz. Queen Mary Hospital, Queen Elizabeth Hospital, Prince of Wales Hospital, Princess Margaret Hospital, Tuen Mun Hospital, Pamela Youde Nethersole Eastern Hospital). The out-patients of these clinics and their families in need of welfare services are now referred to and served by the caseworkers of Family Services Centres located within the community nearest to their place of residence. The new mode facilitates caseworkers to take a more holistic approach in providing service to patients and their families.



急症室醫療費減免

為配合公立醫院急症室服務由2002年11月起實施收費的措施，及基於醫療服務的提供不應因收費問題而延誤、及任何病人均不應因經濟困難而得不到治療等原則，社署和醫管局已採取多項改善和過渡措施，以幫助有經濟困難的病人。同時，社署、醫管局和衛生署與衛生福利及食物局緊密合作，進一步加強現有的豁免醫療服務收費機制。該加強機制將於2003年4月1日公共醫療服務的新收費生效時實施。

逐步撤回派駐在前補助醫院的醫務社工

自醫管局成立以來，社署部分醫務社工均有調派到前補助醫院協助應付院內擴展的服務。結果，在同一間醫院內同時設有來自社署和醫管局的醫務社工。這種雙軌制度對病人、醫務人員和其他院外的服務機構造成混亂和不便。為解決這個長久以來的問題，社署撤回派駐在10間前補助醫院的醫務社工，遂把有關資源轉交予醫管局。這項理順服務的工作已在2003年3月完成。

Waiving for Accident and Emergency (A&E) Charges

In parallel with the implementation of fee charging for A&E services at public hospitals in November 2002, a number of improvement and transitional measures to assist patients with financial difficulties have been implemented on the basis of the principles that delivery of medical care should not be delayed due to fee collection and no patients should be deprived of treatment due to financial hardship. At the same time, SWD, HA and the Department of Health had been working closely with the Health, Welfare and Food Bureau to further enhance the existing medical fee waiver mechanism to be introduced upon the revised fee structure of the public health care services effective on 1 April 2003.

Rationalisation of Medical Social Services in Former Subvented Hospitals

Since the establishment of the HA, some MSWs of SWD had been allocated to former subvented hospitals to cope with service expansion. This had resulted in a mixed provision of both MSWs of SWD and MSWs employed by the HA in the same hospital. The dual system had led to confusion and inconvenience to patients, medical staff as well as other helping organisations outside hospitals. To address this long-standing problem, the Department withdrew its MSW manpower from 10 former subvented hospitals and consequently transferred the related resources to HA. This service rationalisation exercise was completed in March 2003.



男童在感化院舍內上木工課 A boy in Correctional Home attending a carpentry lesson

違法者服務

目標

社署為違法者提供服務的整體目標，是根據法庭指示，透過社會工作手法，提供社區層面的康復及住院服務，引導違法者走向正途，重返社會。

服務及統計數字

- ◆ 14 間感化辦事處
- ◆ 1 間社會服務令辦事處
- ◆ 1 隊社區支援服務計劃
- ◆ 4 間為刑釋人士而設的輔導處
- ◆ 6 間為刑釋人士而設的宿舍
- ◆ 3 間羈留院/收容所
- ◆ 4 間感化院舍

Services for Offenders

Objective

The overall objective of services for offenders under SWD is to give effect to the directions of the courts on the treatment of offenders by social work approaches through community-based and residential services with an aim of re-integrating offenders into the community.

Services

- ◆ 14 Probation Offices
- ◆ 1 Community Service Orders (CSO) Office
- ◆ 1 team of Community Support Service Scheme (CSSS)
- ◆ 4 Social Therapy Centres for Ex-offenders
- ◆ 6 Hostels for Ex-offenders
- ◆ 3 Remand Homes / Places of Refuge
- ◆ 4 Correctional Homes



社區層面的康復服務

社區層面的康復服務包括感化服務、社會服務令計劃及社區支援服務計劃。在2002-03年度，社區支援服務計劃共有948名會員，感化服務及社會服務令計劃下接受監管的個案數目如下：

感化服務

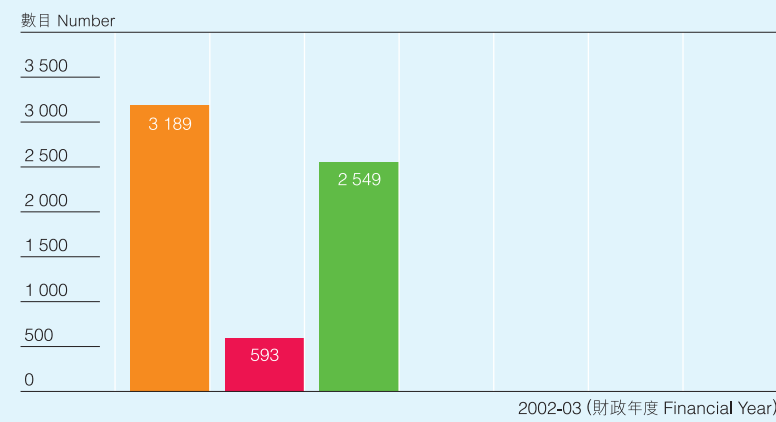
Community-based Rehabilitation Services

Community-based rehabilitation services include Probation Service, CSO Scheme and CSSS. The number of members of the CSSS for the financial year 2002-03 is 948 while the number of supervision cases served in Probation Service and CSO Scheme is as follows-

Probation Service

接受監管個案數目—感化服務
Number of Supervision Cases Served – Probation Service

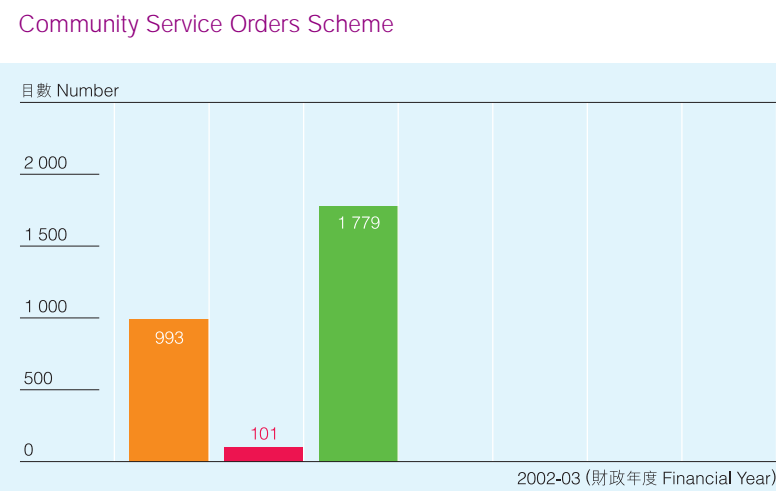
- ◆ 處理中 Active
- ◆ 不順利完成 Unsatisfactorily Closed
- ◆ 順利完成 Satisfactorily Closed



社會服務令計劃

接受督導個案數目—社會服務令計劃
Number of Supervision Cases Served - Community Service Orders Scheme

- ◆ 處理中 Active
- ◆ 不順利完成 Unsatisfactorily Closed
- ◆ 順利完成 Satisfactorily Closed



院童專心上餐飲課 Boys having their catering training attentively

羈留院及住院訓練服務

社署轄下共有三間羈留院/收容所及四間青少年違法者感化院舍，其中包括兩間核准院舍、一間感化宿舍和一間感化院，合共提供440個宿位予有需要接受短期監護和照顧的青少年或有需要接受住院訓練的青少年違法者。在2002-03年度，羈留院/收容所入院人數共2,790人，而感化院舍服務的離院個案數目如下：

青少年違法者感化院舍

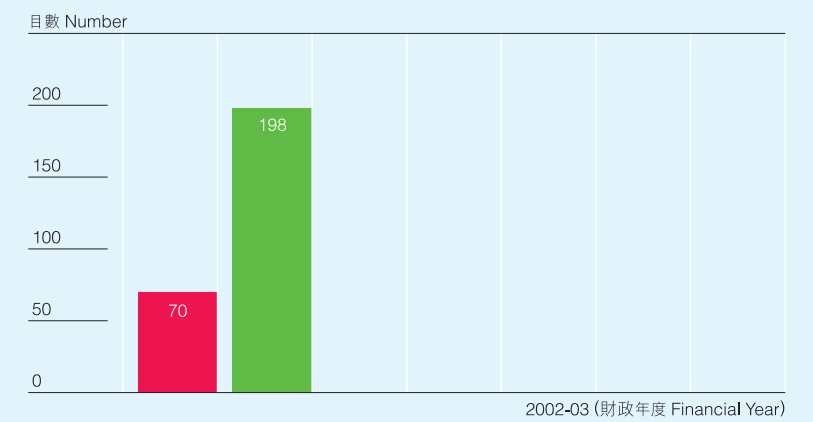
離院個案數目—感化院舍服務
Number of Discharged Cases – Correctional Homes

- ◆ 不能完成住院訓練
Unable to complete residential training
- ◆ 成功完成住院訓練
Able to complete residential training

Remand Facilities and Residential Training

The Department operates three remand homes/places of refuge and four correctional homes including two probation homes, one probation hostel and one reformatory school with a total capacity of 440 residential places for children and juveniles in need of temporary custody or young offenders requiring residential training. The number of admissions into the Remand Homes/Places of Refuge in 2002-03 is 2,790. As for the long-term correctional homes, the number of discharged cases is as follows-

Correctional Homes for Young Offenders



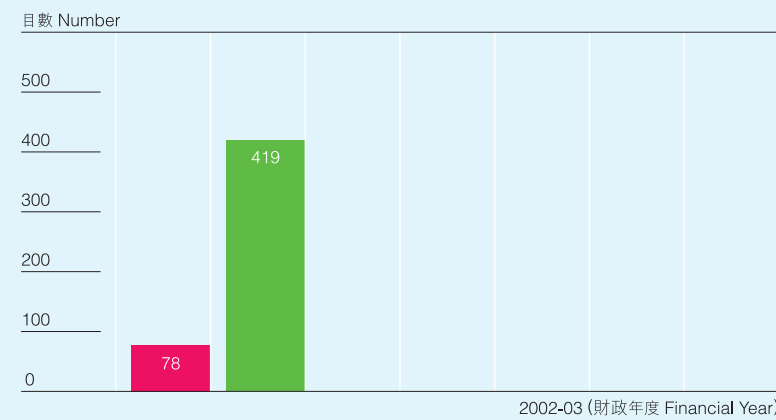
與懲教署合作提供的服務

青少年罪犯評估專案小組及監管釋囚計劃是社署與懲教署合作提供給青少年違法者及成年釋囚的兩項服務。

青少年罪犯評估專案小組

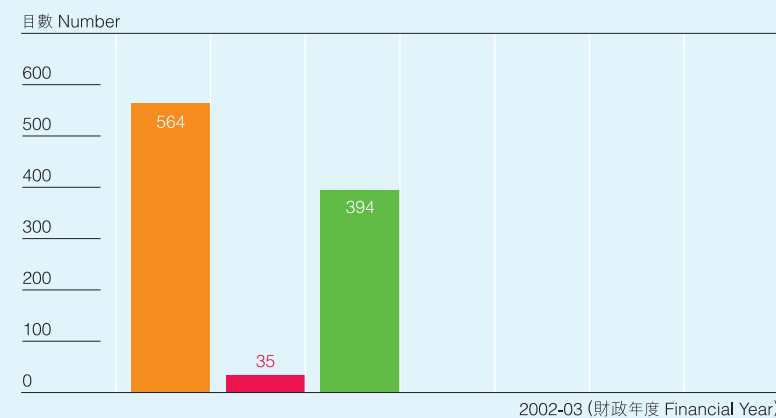
接受評估個案數目—青少年罪犯評估專案小組
Number of Cases Served – Young Offender Assessment Panel

- ◆ 不獲法庭接納個案
Not-in-line court disposed case
- ◆ 獲法庭接納個案
In-line court disposed case

**監管釋囚計劃**

接受監管個案數目—監管釋囚計劃
Number of Cases Served – Post-Release Supervision of Prisoners Scheme

- ◆ 處理中 Active
- ◆ 不順利完成 Unsatisfactorily Closed
- ◆ 順利完成 Satisfactorily Closed

**全年重點**

社署在2003年1月安排兩名人員前往英國，考察當地為違法者提供的社區層面康復服務及住院服務綜合模式，以探討重整違法者服務的可行性。社署已制訂具體計劃，將現時的感化院舍重整，以期能善用資源及提供適時的優質服務。計劃會將一所位於屯門區的舊男童院重建為特定用途及精心設計的綜合院舍，把現時的院舍同置於此綜合院舍中。

Highlight of the Year

To explore the feasibility for re-engineering of the services for offenders, two officers of the Department attended an overseas attachment programme in January 2003 to acquire knowledge on the integrative model of community-based rehabilitation programmes and residential treatment programmes for offenders in the United Kingdom, and assess their applicability to Hong Kong. Subsequently, a concrete plan for restructuring the Department's correctional homes for better utilisation of resources and provision of a quality service under modern conditions was drawn up. The plan involves the re-development of the site of an ex-boys' home in Tuen Mun into a purpose-built and well-designed complex for co-location of the existing homes.

Joint Venture with the Correctional Services Department (CSD)

There are two services operated in joint venture with CSD respectively for young offenders and adult discharged prisoners, namely the Young Offender Assessment Panel and the Post-Release Supervision of Prisoners Scheme.

Young Offender Assessment Panel

基督教得生團契青少年戒毒康復綜合訓練
Young drug treatment and rehabilitation integrated training provided by the Christian New Being Fellowship

為藥物濫用者提供的服務**目標**

透過社區為本和住宿服務，協助藥物濫用者戒除服用藥物的習慣和重投社會，並為青少年提供預防教育服務，宣揚濫用藥物的害處。

服務

- ◆ 16間戒毒治療及康復中心
- ◆ 2間為藥物濫用者和濫藥康復者而設的交誼會所
- ◆ 5間濫用精神藥物者輔導中心

全年重點

有鑑於濫用藥物的青少年人數不斷上升，兩間增設濫用精神藥物者輔導中心已於2002年10月投入服務，為濫用精神藥物者提供預防和輔導服務。現時全港共有5間濫用精神藥物者輔導中心，提供覆蓋全港的服務。為了更有效地運用資源及加強為中學生提供預防教育服務，社署「健康新一代」計劃原有服務亦於2002年7月交由濫用精神藥物者輔導中心繼續提供，而各輔導中心亦為此等服務獲增撥資源。

Services for Drug Abusers**Objective**

To help drug abusers to abstain from their drug-taking habits and re-integrate into the community through community-based and residential services, as well as to provide preventive programmes to young people on harmful effects of drug abuse.

Services

- ◆ 16 Drug Treatment and Rehabilitation Centres
- ◆ 2 Social Clubs for Drug Abusers and Ex-drug Abusers
- ◆ 5 Counselling Centres for Psychotropic Substance Abusers (CCPSAs)

Highlight of the Year

In view of the increasing number of young drug abusers, two additional CCPSAs were set up to strengthen preventive and remedial services to the psychotropic substance abusers. These new centres commenced operation in October 2002. Together with the three existing CCPSAs, there are a total of five CCPSAs providing territory-wide services. To provide one-stop services to young drug abusers and strengthen drug preventive programmes for secondary school students, services provided by the Department's Against Substance Abuse Scheme were hived off to the CCPSAs in July 2002 with allocation of additional resources.

《藥物倚賴者治療康復中心(發牌)條例》已於2002年4月1日生效，確保藥物倚賴者可在管理妥善和安全的環境中接受服務。根據此條例，所有治療中心均須接受以牌照或豁免證明書的方式規管(後者只適用於在條例生效前已在運作的治療中心)。社署會聯繫其他有關政府部門包括屋宇署及消防處處牌照或豁免證明書的申請，並向治療中心提供適切的意見。截至2003年3月底為止，社署已根據此條例發出42張豁免證明書，並正在處理3份豁免證明書/牌照的申請。

社區發展

目標

社署的社區發展工作旨在促進個人利益、社群關係、社區團結精神，並鼓勵個人參與解決社區問題，務求改善社區生活質素。

服務

- ◆ 20間家庭支援及資源中心
- ◆ 22支家庭支援網絡隊
- ◆ 13間社區中心
- ◆ 23支鄰舍層面社區發展計劃工作隊
- ◆ 4項綜合鄰舍計劃

全年重點

按照2002年7月完成的舊建市區綜合鄰舍計劃檢討顧問最後研究報告的建議，12項綜合鄰舍計劃將在其有關合約完結時結束。截至2003年3月底，共有四項分別由四間非政府機構營辦的綜合鄰舍計劃。有關的非政府機構亦同意重新調配部份綜合鄰舍計劃的現有資源，在2003年1月成立共八支由非政府機構營辦的家庭支援網絡隊(下稱「網絡隊」)。為了加強服務銜接和協同效應，網絡隊附設於八間綜合鄰舍計劃營辦機構的現有服務單位內。連同14支由社署營運的網絡隊，全港共有22支網絡隊，透過外展社會工作模式，及早識別有需要的家庭，以防止家庭問題發生或惡化。

The Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance came into operation on 1 April 2002 to ensure that drug dependent persons would receive services in a properly managed and physically secure environment. Under this Ordinance, all treatment centres are regulated by licences or certificates of exemption (the latter only applicable to treatment centres existing before the commencement of the Ordinance). The Department co-ordinates with other Government departments concerned including the Buildings Department and the Fire Services Department in processing applications for licences and certificates of exemption and providing appropriate advice to the treatment centres. As at end March 2003, 42 certificates of exemption have been issued under this Ordinance whereas three applications for certificates of exemption/licences are under active processing.

Community Development

Objective

The Department's work in community development aims at promoting individual well being, social relationship and cohesion within the community, and encouraging the participation of individuals in solving community problems and improving the quality of community life.

Service Provision

- ◆ 20 Family Support and Resource Centres
- ◆ 22 Family Support Networking Teams (FSNTs)
- ◆ 13 Community Centres
- ◆ 23 Neighbourhood Level Community Development Projects
- ◆ 4 Integrated Neighbourhood Projects (INPs)

Highlight of the Year

According to the recommendations of the Consultancy Study on the Review of INPs in Targeted Old Urban Areas completed in July 2002, 12 INPs would be terminated after their respective contractual period. As at end March 2003, there were four INPs operated by four NGOs. As agreed by the concerned NGOs, a portion of INP resources were deployed to form eight FSNTs in January 2003. These NGO-run FSNTs were attached to the existing services of the eight INP operators for better interfacing and synergy. Together with the existing 14 FSNTs operated by SWD, there were a total of 22 FSNTs, providing proactive outreaching efforts to identify families in need of services at an early stage so as to prevent family tragedy or breakdown.

義務工作

推廣義工服務

本署自1998年積極鼓勵不同階層人士參與義工服務，發揚共同參與及奉獻的精神，為建設充滿愛心的香港社會而努力。為提高學校、工商機構及社團組織等推廣對象的參與程度，本署在2002年舉辦了一連串策略性的推廣活動，當中包括「企業義務工作講座及工作坊」、「公務員義工計劃」、「傑出青年義工海外交流計劃」及「凝聚關懷傳愛心暨2002年義工嘉許典禮」等。

「傳心傳義」計劃

為抗衡因經濟轉型而帶來的困難及挑戰，提倡人與人之間的互相關懷及扶持，社署於2002年7月開展了「傳心傳義」計劃的義工活動，結集社會各階層的義工力量，傳遞愛心和關懷等訊息以建設充滿希望及美好的明天。共有150多個團體承諾參與有關計劃，舉辦義工服務協助面對逆境的人士；並有超過1 000個社會服務單位成立服務聯網，把「傳心傳義」計劃的精神融合於服務計劃中。

2002年的成就

截至2003年3月底，共有363 708名個人義工及989個團體登記參與義務工作，他們於年內共提供超過900萬小時的義工服務。



Volunteerism

Promotion of Volunteer Service

The Department has actively promoted volunteer service to Hong Kong people from all walks of life since 1998 to foster a spirit of participation and dedication so as to contribute in building up a caring and harmonious community. A series of strategic promotional programmes and activities, including "Seminars and Workshop on Corporate Volunteering", "Civil Servant Voluntary Work Programme", "Outstanding Youth Volunteer Exchange Programme" and "Annual Volunteer Award Presentation" were organised throughout the year targeted at schools, corporations and community organisations.

"Campaign Evergreen"

To promote mutual care and support among Hong Kong people against the backdrop of difficulties and challenges arising from economic restructuring, "Campaign Evergreen", a major initiative of the volunteer movement, was launched since July 2002 to mobilise the volunteers' actions to spread care and concern and foster hope and future for tomorrow. Over 150 organisations from different sectors pledged to join the campaign by organising volunteer service to serve the people facing adversity and more than 1 000 service units formed service alliance to adopt the spirit of "Campaign Evergreen" in service planning and implementation.

Achievement in the Year

By end March 2003, 363 708 individuals and 989 organisations had registered to join volunteer service and delivered over 9 000 000 hours of volunteer service in the year.

支援服務 Support Services



人力資源管理
Human Resource
Management

資訊科技
Information Technology

津貼及服務表現監察
Subventions and
Performance Monitoring

支援服務

Support Services



「網上學習管理系統」及網上課程於 2002-03 年推出
The e-Learning programme has been launched in 2002-03

人力資源管理

社署是一個擁有眾多員工的政府部門，職員總人數達 5 152 名，其中包括 3 977 名分別屬於 31 個部門職系的人員(從事社會工作範疇和社會保障範疇的人員分別約有 1 898 和 1 224 名)。社署採取積極主動和綜合的方式，有效地管理人力資源，以及建立一支盡心服務、工作勤奮和有滿足感的工作隊伍。

人力資源管理科的主要任務是推行和統籌各項以人為本的措施，目的是建立一支勇於承擔、能幹而又靈活應變的工作隊伍，務求達到本署的目標和應付未來的新挑戰。人力資源管理科由職系管理組和員工發展及訓練組組成，負責制訂本署人力資源管理的整體發展策略，以及監察這些計劃及措施的制訂和推行。配合管方的人力資源管理，社署的康樂會及職員義工服務亦經常為員工舉辦多采多姿的活動。

Human Resource Management

With a workforce of 5 152 staff of which 3 977 in 31 grades are Departmental staff (around 1 898 in social work stream and 1 224 in social security stream), SWD is committed to adopting a proactive and integrated approach to manage human resource effectively and building a professional, dedicated and satisfying workforce.

The mission of the Human Resource Management Branch (HRMB) is to initiate and co-ordinate efforts in building a highly committed, competent, versatile and skilled workforce to meet the objectives of the Department and new challenges in the coming years. Underpinned by the Grade Management Section (GMS) and the Staff Development and Training Section (SDTS), the HRMB is tasked to map out the overall strategy of HRM development for the Department and oversee the formulation and implementation of HRM plans and initiatives. Management's efforts in HRM are complemented by activities run by the SWD Recreation Club and Staff Volunteer Service.



部門不時透過工作坊及培訓課程加強員工培訓
Staff training is enhanced through workshops
and training courses.



網上學習課程 e-Learning Centre websites

職系管理組

職系管理組致力制訂一套目標更明確、更有系統和更全面的模式，以便就部門和共通職系及第一標準薪級人員的職業前途發展及培訓、工作表現管理、職位安排及調職、招聘及晉升和人力資源規劃等各方面進行管理。部門職位調派政策的檢討工作完成後，修訂的職位調派政策及特為部門職系人員而設的指引，已在 2002 年 5 月正式執行。職系管理組人員先後與 724 名職系人員舉行了合共 11 次的簡報會，介紹修訂後的職位調派政策和機制，同時亦為六個員工協會/職工會舉行性質相若的簡報會。為了加強與職系人員的溝通、表達對他們日常工作的關心及聽取他們的意見和關注，職系管理組人員在 2002-03 年度向各地區及總部的服務單位進行了合共 177 次親善探訪。

員工發展及訓練組

員工發展及訓練組由三個分組組成，包括人力資源管理發展分組、訓練分組和訓練行政分組，負責釐訂及推行每年的訓練及發展計劃，以及其他人力資源管理的新猷，以提升員工的工作效率和事業發展。在 2002-03 年度，該組共舉辦了 511 個課程，來自本部門、其他政府部門及非政府機構的參加者達 27 432 名。

為繼續推廣部門的網上學習，升級版的網上學習中心「易學站」已在 2003 年 3 月推出，其特點包括一個功能全面的學習管理系統，讓部門每名員工更容易使用不同的網上學習課程和其他學習資源。社署更是其中一個政府部門獲邀請於 2002 年 9 月在公務員培訓處舉辦的公務員自學展覽會中，展示其網上學習中心的初步設計。

員工發展及訓練組以着重實效及才能為本的評核取向，修訂了社會工作主任、社會保障助理、臨床心理學家及社會保障主任各職系的表現評核制度。簡介會及技巧學習工作坊已相繼舉行，協助員工適應有關改變。

Grade Management Section (GMS)

The GMS aims to develop a more focused, systematic and integrated approach for the management of Departmental and Common Grades as well as Model Scale I staff in terms of career development and training, performance management, posting and transfer, recruitment and promotion, and manpower planning. Subsequent to a review of the departmental posting policy, a revised posting policy as well as specific posting guidelines for individual grades and ranks were implemented in May 2002 to provide direction on the posting and transfer arrangements for Departmental grades. A total of 11 briefing sessions were held with 724 grade members to introduce the revised posting policy and mechanism. Similar briefing sessions were also conducted for the six staff associations/unions. To enhance the communication with and show concern to the grade members in their work settings as well as to listen to their views and concerns, a total of 177 goodwill visits were conducted to service units in the districts and headquarters in 2002-03.

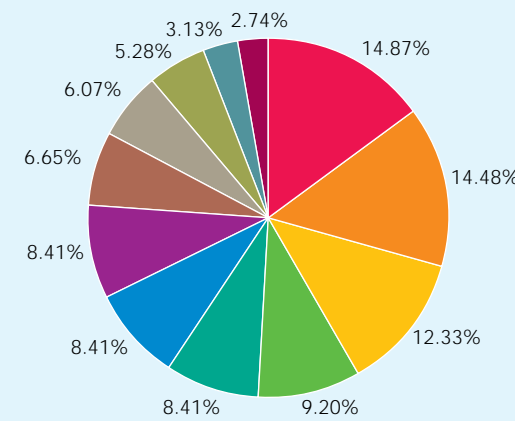
Staff Development and Training Section (SDTS)

The SDTS, comprising the HRM Development Unit, the Training Unit and the Training Administration Unit, is responsible for the formulation and implementation of the annual training and development plan and other HRM initiatives to enhance business efficiency and career development of staff members. In 2002-03, the SDTS organised 511 programmes attended by 27 432 participants from the Department, other Government departments and NGOs.

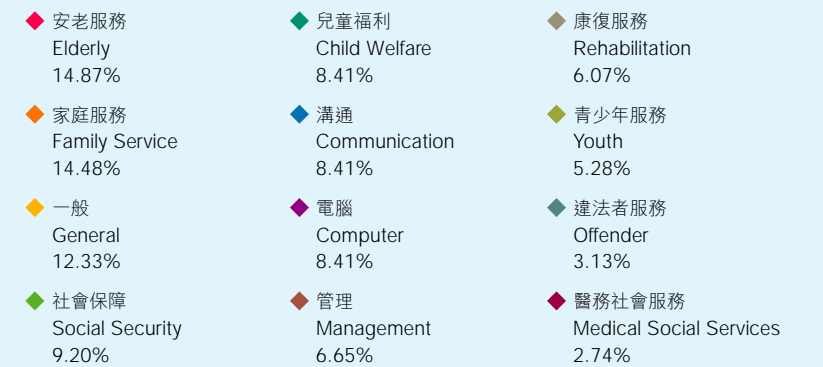
To continue the promotion of cyber learning in the Department, an upgraded version of the e-Learning Centre was launched in March 2003 featuring a fully functional Learning Management System with more courseware and other learning resources made accessible to every staff member of the Department. SWD was one of the departments invited to showcase the prototype of her e-Learning Centre at the Civil Service Learning Expo organised by the Civil Service Training and Development Institute in September 2002.

The SDTS has revised the performance appraisal system of the Social Work Officer, Social Security Assistant, Clinical Psychologist and Social Security Officer grades using a result-oriented and competency-based approach. In-house briefing sessions and skill-learning workshops were held to prepare officers for the change.

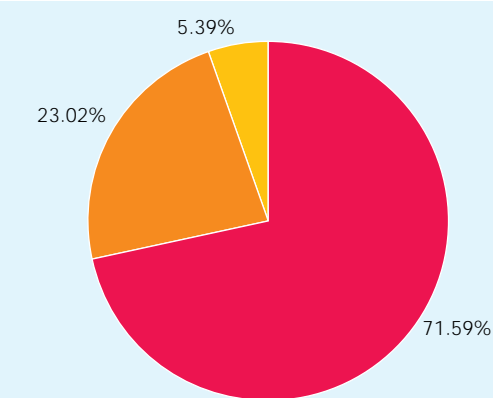
2002-03 年度舉辦訓練活動的分類



Analysis of Training Programmes 2002-03



2002-03 年度的學員分類



Analysis of Trainees 2002-03





社署職員及義工參加「2002年傑出青年義工海外交流計劃」
SWD's staff and volunteers took part in the "2002 Outstanding Youth Volunteers Exchange Programme"

社署康樂會及職員義工服務

社署康樂會在 2002 年共舉辦了多項活動，供各同事和家人一起參與。這些活動包括職員聯區競技日之智勇全能大比拼、騎馬燒烤同樂日，以及六個不同的興趣班。此外，亦有多個興趣小組，包括中樂團、歌詠團、足球小組、籃球小組等，使同事在工餘時間可以輕鬆一下。

SWD Recreation Club and Staff Volunteer Service

In 2002, the SWD Recreation Club organized a great variety of recreational activities for SWD staff and their families. These included the Inter-district Competition Fun Day, the Horse-riding cum BBQ Fun Day and six interest classes. In addition, there were a number of interest groups for staff's relaxation and participation after work such as the Chinese Orchestra Group, the Chorus, the Football Team and the Basketball Team.



社署同事在職員聯區競技日盡顯合作精神 SWD Staff demonstrated the spirit of co-operation during a joint-district contest.

為了持續推動建設香港成為一個互相關懷的社會，本署致力鼓勵員工參與義工服務。職員義工隊的成員除了署內不同職系的同事外，更有他們的家屬。截至 2003 年 3 月，職員義工隊人數已達 722 人，當中包括 393 個職員義工及 329 個家屬義工。在 2002-03 年度，社署職員義工隊：

- ◆ 響應「公務員義工計劃」，合共發動了 239 個職員義工及家屬於 2002 年 6 月同一日內，分別在全港各區提供 11 項義工服務；
- ◆ 參與各界舉辦的慈善活動，例如 2002 年 9 月參加由香港賽馬會舉辦的「香港挑戰之旅－商界環港挑戰賽」慈善籌款活動及嘉年華。在這項全港公開的善舉，本署更是唯一來自政府的參賽單位；
- ◆ 2002 年 11 月參與「保良局慶祝服務香港 125 年慈善月」慈善步行，為社會福利界出一分力；及
- ◆ 推行「天使行動」義工服務計劃，由職員義工及其家人組成小組，定期探訪住在院舍內受署長監護的兒童，並在假日安排他們一同參與家庭活動，或一同參加康樂會舉辦的活動，例如馬鞍山郊野公園的植樹和護林服務。

To continue promoting the mission of building a more caring community, the Department emphasizes promotion of volunteerism amongst its staff. The SWD Staff Volunteer Team comprises staff of various grades and their family members. As at March 2003, there were 722 volunteers, including 393 staff members and 329 family members. In 2002-03, the SWD Staff Volunteer Team:

- ◆ echoed the Civil Service Volunteer Work Programme with a total of 239 staff volunteers and their family members participating in 11 territory-wide volunteer service projects on the same day in June 2002;
- ◆ took part in charity programmes in various sectors, e.g. the "Hong Kong on Challenge – Business Challenge" in September 2002 cum a Charity Carnival organised by the Hong Kong Jockey Club. In this territory-wide fund raising event, the SWD Team was the only participant from the Government;
- ◆ participated in the "Po Leung Kuk Charity Walk 2002" in November 2002 for the commemoration of the 125th anniversary of the Kuk to show our support to the social welfare sector; and
- ◆ Launched Project "Angels' Act", where staff volunteers and their family members, matched with those DSW wards residing in children's homes, paid concern visits to these wards and included them in their family activities during holidays or various SWD Recreation Club's activities, such as tree planting and forest conservation activities at Ma On Shan Country Park.

資訊科技

資訊系統及科技科為社署的各項業務提供資訊科技的支援及意見，並負責執行社署的資訊系統策略。該科亦向社會福利界內非政府機構推廣善用資訊科技，以達到更有效管理機構和提供福利服務。該科包括事務組及科技管理組，由社署職員及資訊科技人員共同執行各項工作。

本年重點**推行電子政府策略**

- ◆ 自社署於 2000 年參加了「生活易」電子公共服務計劃，使用此服務登記加入義工計劃、申領長者咭、申請公司/機構加入長者咭計劃及查詢已獲批准的慈善籌款活動的公眾人士數目逐漸增加。
- ◆ 瀏覽社署網頁的人數不斷增加 —

Information Technology (IT)

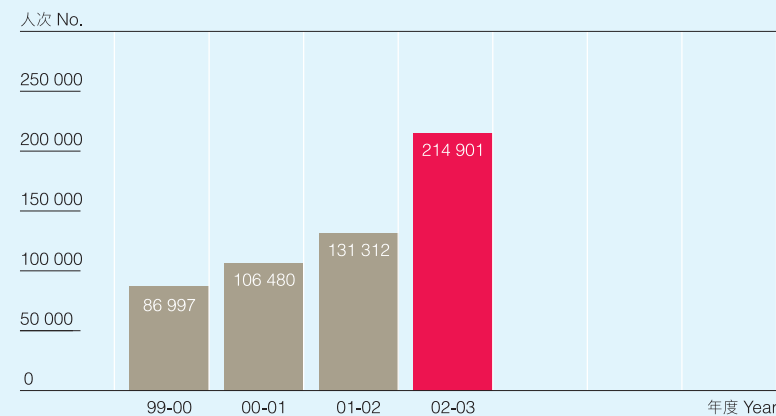
The Information Systems and Technology Branch (ISTB) provides IT support and advice to meet the Department's business needs and implements the Department's Information Systems Strategy (ISS). It also promotes the use of information technology to bring about more effective organisation management and service delivery among NGOs in the social welfare sector. It consists of a Business Section and a Technology Management Section, and is manned by a mix of Departmental staff and contract technical staff.

Highlight of the Year**Implementation of E-Government Strategies**

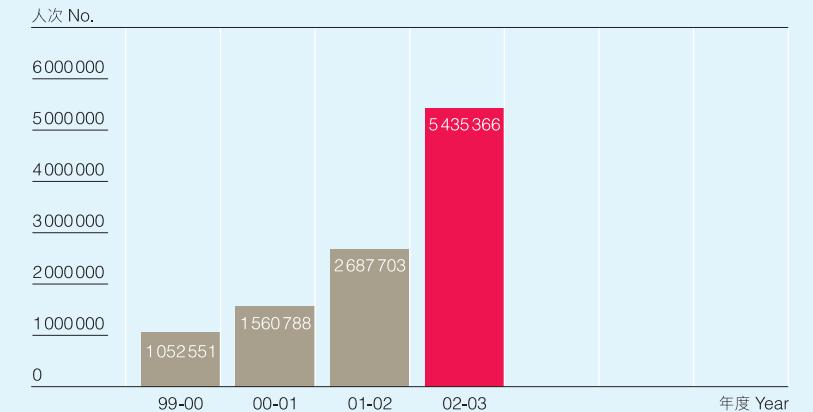
- ◆ The number of members of the public using the Electronic Services Delivery (ESD) scheme to register with volunteer services, apply and participate in the senior citizen card scheme, as well as make enquiry on approved fund raising activities has gradually increased since the Department joined the scheme in 2000.
- ◆ The number of visitors to the Department's homepage kept increasing —

主頁瀏覽人次

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**社會福利界資訊科技策略**

- ◆ 社署繼續推行在 2001 年 1 月制定的福利界資訊科技策略。由社會福利署署長擔任主席的福利界資訊科技聯合委員會，根據策略內容，審閱在「業務改善計劃」下非政府機構各項有關推行資訊科技應用系統及電腦訓練課程的申請，及提出撥款建議。根據建議，獎券基金委員會在 2002-03 年，共撥款 3,660 萬元推行以下各個項目 —
- ◇ 為非政府機構員工舉辦 160 個電腦培訓課程，提供 3 200 個培訓名額；
- ◇ 在第一輪的「業務改善計劃」的申請中，資助八間非政府機構發展資訊科技應用系統。應用的範疇包括發展有關機構管理和服務規劃的管理資訊系統、讓福利界分享有關服務經驗和心得的知識管理系統、提供網上報讀課程和義工管理等聯網功能的機構網站、有關殘疾兒童和其照顧者的入門網站，以及為盲人和弱視人士而設的數碼圖書館；及
- ◇ 為福利界在人力資源管理及財務管理發展核心資訊科技應用系統，供非政府機構共用，以加強機構和人力資源管理，達到發展資訊科技應用系統的協同效益。

IT Strategy for the Social Welfare Sector

- ◆ The Department continued to implement the IT Strategy for the Social Welfare Sector (IT Strategy) drawn up in January 2001. The Joint Committee on Information Technology for the Social Welfare Sector chaired by the Director of Social Welfare has considered, in accordance with the IT Strategy, IT initiatives relating to application systems development and computer training programmes under the Business Improvement Project Scheme for NGOs and made recommendations for funding. Based on its recommendations, a total of \$36.6 million has been approved by the Lotteries Fund Advisory Committee in 2002-03 for implementing the following IT initiatives —
- ◇ to provide 160 computer training courses with 3 200 training places to NGO staff;
- ◇ to support eight NGOs to develop IT system applications under the first round of Business Improvement Project application, including development of management information system for corporate management and service planning, knowledge management system for sharing of service wisdom of the sector, agency's web site with on-line functions of course enrollment and volunteer management, portal site for disabled children and their carers, and digital library for the blind and visually impaired; and
- ◇ to develop sector-wide core applications on human resource management and financial management for NGOs in the social welfare sector so as to enhance better organisational and human resource management of NGOs in the sector whilst achieving synergy effect in the application development.

推行社署資訊系統策略第二階段計劃

- ◆ 在2002年4月，社署獲得立法會財務委員會撥款，推行社署資訊系統策略第二階段計劃。此階段包括發展一項可供整個部門使用的技術基本設施，支援部門有效地及廣泛地運用資訊科技在福利服務方面；另設立電腦化服務使用者資訊系統，以促進服務提供與監察，和提供規劃服務方面所需的管理及統計資料。
- ◆ 技術基本設施及服務使用者資訊系統標書的準備工作已進入了最後階段，預算在2003年內公佈投標結果，而系統發展工作預計於2005年內完成。

非政府機構推行服務使用者資訊系統小規模可行性研究

- ◆ 在2002年2月，社署成功申請獎券基金撥款，進行一項小規模的可行性研究，探討可否把社署將開發的服務使用者資訊系統擴展至非政府機構營辦的家庭服務中心，以及評估適用於此等中心運作環境的用戶需求。
- ◆ 該項計劃於2002年5月至11月間進行。共有12間非政府機構參與，包括30間家庭服務中心及家庭輔導單位。研究結果顯示，在非政府機構營辦的家庭服務中心推行服務使用者資訊系統，在財政上及技術上是可行的。社署現正探索如何在最適當時候推行研究建議。

Implementation of Phase II of the Department's Information Systems Strategy (ISS)

- ◆ Funding approval was obtained in April 2002 to implement Phase II of ISS. The Phase II implementation involves the development of a Department-wide technical infrastructure (TI) to support the effective and extensive use of IT in the delivery of welfare services and a computerised client information system (CIS) to facilitate service delivery and monitoring, and provides management and statistical information for service planning.
- ◆ We are at the stage of finalising tender documents for TI and CIS and target to award tenders in 2003 and complete implementation in 2005.

Mini-feasibility Study on Client Information Systems for Family Services Centres in the Subvented Sector (mini-FS)

- ◆ In February 2002, a grant from the Lotteries Fund was approved to commission a mini-FS to explore the feasibility of extending the Department's CIS to FSCs of the subvented sector and identify specific user requirements unique to their operating environment.
- ◆ The mini-FS was conducted between May and November 2002. A total of 12 NGOs with 30 Family Services Centres / Family Counselling Units were involved in the study. The findings indicated that it is financially and technically viable to implement the proposed CIS for FSCs of the subvented sector. The Department is exploring the best timing and ways to take forward the recommendations of mini-FS.

津貼及服務表現監察**津貼改革 — 整筆撥款**

為提高資源運用的靈活性以達致改進服務的整筆撥款在2001年1月1日正式實施。截至2002-03年底，已有150個非政府機構以整筆撥款方式運作，佔政府對機構津助總額的96%。除了整筆撥款督導委員會繼續就整筆撥款的推行作出監察及提供意見外，社署在2002年8月合併原有的津貼組及支援中心，設立了機構津貼及聯絡組以鞏固為機構提供所需的意見、指導及支援，協助機構應付轉變所帶來的問題。

服務表現監察制度

服務表現監察制度繼續為社會福利服務提供一套質素保證系統，其中的服務表現評估方法亦已修訂，以有效地處理服務質素的問題，及鼓勵機構管治轄下服務單位的表現。

獎券基金

為了配合津貼改革，獎券基金的運作程序於2001年9月重整，使基金的運用更靈活、更有效率及更創新。根據新修訂的程序，非政府機構如為新置及搬遷的服務單位進行裝修工程及購買傢具及設備可獲批整筆補助金，而為其受資助單位進行小型工程及補充傢具和設備，則可獲批周年整體補助金。此外，採購及存貨管理程序亦已經合理化及落實執行。詳列修訂安排的《獎券基金手冊》已於2001-02年度分發，隨後並舉行簡報會，向有關人士詳細解釋新的程序及安排。

Subventions and Performance Monitoring**Subventions Reform – Lump Sum Grant**

The Lump Sum Grant (LSG) subvention system, which aims to improve the delivery of welfare services through greater flexibility in resources deployment, was formally implemented on 1 January 2001. By the end of 2002-03, 150 NGOs had switched to this new funding mode, accounting for 96% of the total subventions. While the Lump Sum Grant Steering Committee continued to help monitor and render advice on LSG implementation, SWD has set up in August 2002 a Subventions Liaison Section, by merging the Subventions Section and Help Centre, to strengthen the provision of advice, guidance and support to NGOs to deal with issues brought about by the changes.

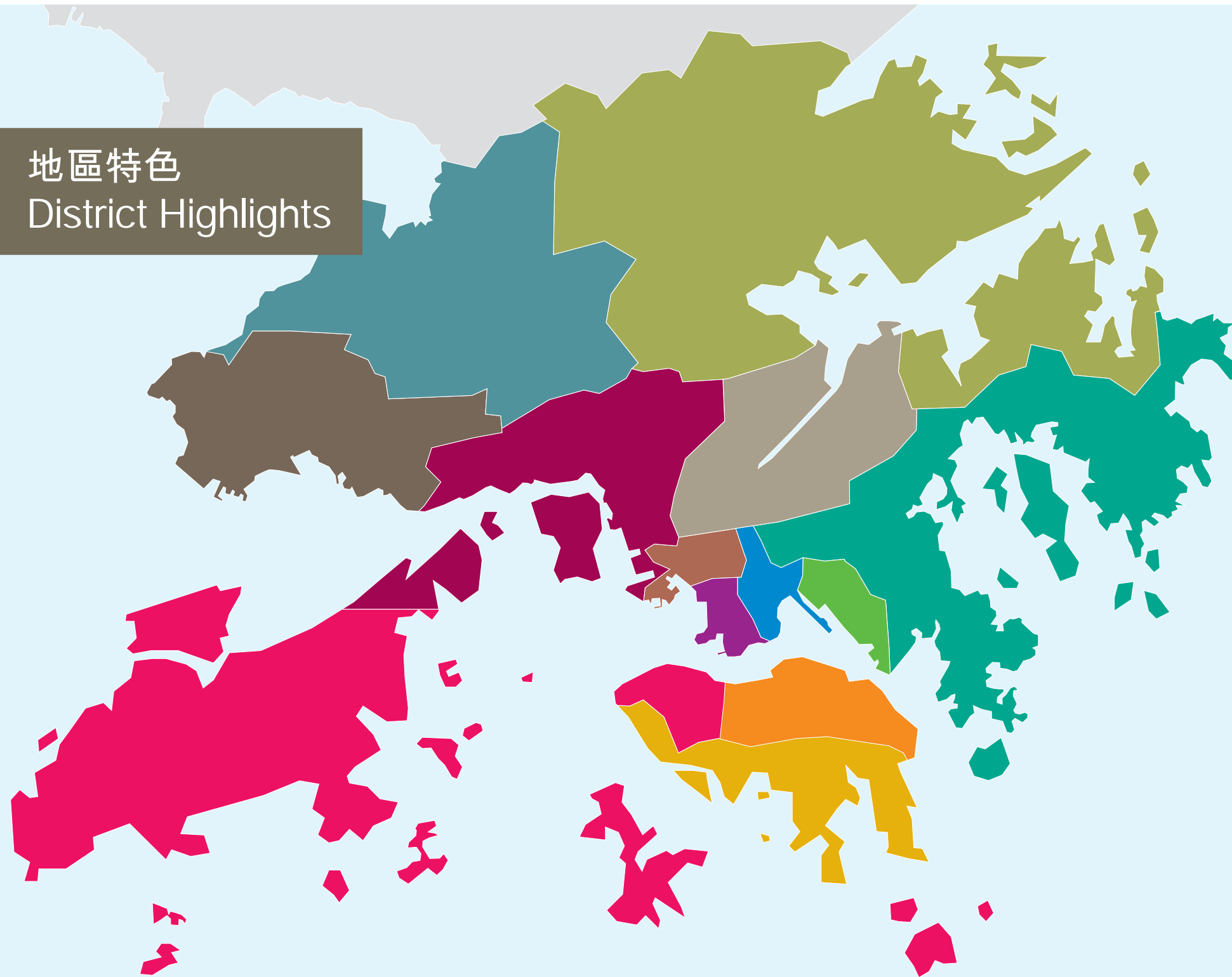
Service Performance Monitoring System

The Service Performance Monitoring System (SPMS) continues to provide a quality assurance system for the social welfare services with improved service performance assessment methods that tackle quality issues effectively and encourage corporate governance in monitoring performance of the service units.

Lotteries Fund

To complement the subventions reform and with a view to promoting flexibility, efficiency and innovation in the use of Lotteries Fund, a set of revamped procedures was introduced in September 2001. Under the revised procedures, lump sum grants are allocated for fitting-out and furnishing new and reprovisioned service units, annual Block Grants are provided to NGOs for minor works and replenishment of furniture and equipment for their subvented units, and rationalised procurement and stores management procedures are put in place. A Lotteries Fund Manual detailing the revamped arrangements was issued in 2001-02 following which briefing sessions were conducted for all stakeholders.

地區特色 District Highlights



2002年3月，社會福利署完成了重整工作，精簡總部及地區架構，及加強地區福利辦事處的職能。在2002-03年度，13個地區福利辦事處均在規劃及協調地區福利服務、建立地區網絡和向有需要的家庭和個人提供外展服務等範疇，執行其擴大的職能。為進一步發展地區福利辦事處的功能，本署於2003年2月委託獨立研究，評估地區辦事處擴大職能後的效能。

The Department completed its major restructuring which is characterised by a streamlined Headquarters and District organisation and enhanced functions of District Social Welfare Offices (DSWOs) in March 2002. In 2002-03, the Department's 13 DSWOs performed their enhanced roles in planning, co-ordination, networking and reaching out to families and individuals in need. To pave the way for further developing these DSWOs, an independent study to evaluate their performance has commenced since February 2003.

- ◆ 中西區及離島區 Central, Western and Islands District
- ◆ 東區及灣仔區 Eastern and Wan Chai District
- ◆ 南區 Southern District
- ◆ 觀塘區 Kwun Tong District
- ◆ 黃大仙及西貢區 Wong Tai Sin and Sai Kung District
- ◆ 九龍城區 Kowloon City District
- ◆ 深水埗區 Sham Shui Po District
- ◆ 油尖旺區 Yau Tsim Mong District
- ◆ 沙田區 Sha Tin District
- ◆ 大埔及北區 Tai Po and North District
- ◆ 元朗區 Yuen Long District
- ◆ 荃灣及葵青區 Tsuen Wan and Kwai Tsing District
- ◆ 屯門區 Tuen Mun District

中西區及離島區

Central, Western and Islands District



中西區及離島區福利辦事處一直透過與區內各界人士和福利機構廣泛合作，滿足區內不同人士的福利服務需要。於2002年10月，中西區及離島區安老服務協調委員會和中西區區議會老人服務工作小組與區內三支長者支援隊合作舉辦「義流暖耆心」日營，共200名長者及100名義工參加。是次活動既可增進他們之間的了解，亦可進一步加強義工為弱老提供支援的訊息。

The Central, Western & Islands District Social Welfare Office, through its extensive collaboration with different sectors and welfare organisations in the district, has all along been delivering social welfare services to satisfy the diversified needs of the people in the district. In October 2002, the Central, Western and Islands District Co-ordinating Committee on Elderly Services and the Central & Western District Council – Working Group on Elderly Services, in co-operation with three Support Teams for the Elderly in the District, organised the “Day Camp for the Elders and Volunteers” for 200 elders and 100 volunteers. During the activity, their mutual understanding was enhanced while the message of providing volunteers’ support to the frail elders was further emphasized.

東區及灣仔區

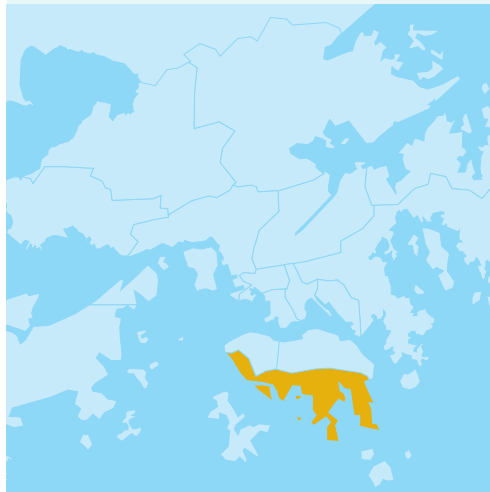
Eastern and Wan Chai District



《2000年施政報告》承諾推行外展式社區網絡工作。成立於2002年1月的東區及灣仔區家庭支援網絡隊，在過去一年動員300多名義工探訪了約1500戶家庭，又轉介約700戶居民使用本區各種服務，例如輔導、社會保障、住宿服務、社區支援等。此外，本區亦定期設置流動輔導及福利服務諮詢站，估計約1500名市民受惠，居民亦大加讚許。

As pledged in the 2000 Policy Address, social networking will be implemented in a reaching out approach. Established in January 2002, the Eastern and Wan Chai Family Support Networking Team has mobilised over 300 volunteers in visiting about 1 500 households in the year and introduced our services to them. Seven hundred households were linked up with needed services like counselling, social security, residential care, community support etc. The setting up of mobile counselling / enquiry counters with our van at numerous spots on a regular basis has entertained about 1 500 public. This approach has been well received by local residents.

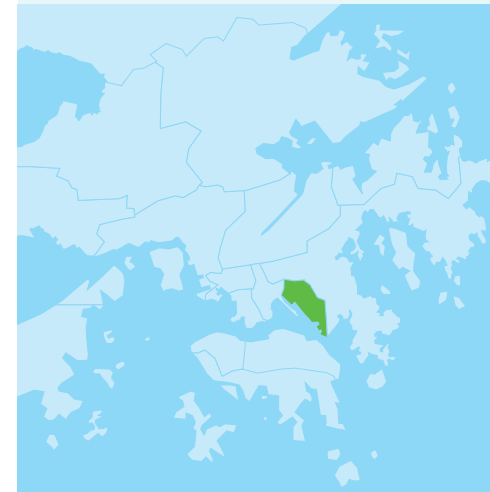
南區 Southern District



為策劃及協調地區服務及加強不同界別的合作，南區福利辦事處於 2002 年 6 月舉行「南區福利事業策劃交流會」。來自南區區議會、南區各服務協調委員會、非政府機構、教育界、政府部門、地區團體及各界別專業人士的 277 位參加者熱烈討論，共謀策略。研討會得到各界鼎力支持，加強和推動了跨界別的協作，使區內福利服務的發展更進一步。

To enhance cross-sector coordination in welfare planning to meet district needs, the Southern District Social Welfare Office organised its Welfare Forum in June 2002. A total of 277 guests coming from Southern District Council, District Coordinating Committees, NGOs, educational sector, related Government departments, district organisations, professional bodies and other sectors took part in the Forum. The Forum gained enthusiastic support from all sectors, strengthened and promoted cross-sector collaboration, and facilitated further welfare development in the district.

觀塘區 Kwun Tong District



觀塘是一個人口較為老化的地區，新來港人士及單親家庭為數亦不少，區內數個公共屋邨正受一連串的综合重建計劃影響。為了迅速及有效地回應區內居民的福利服務需要，觀塘區福利辦事處於本年度的主要工作目標是凝聚家庭，促進社會共融，鞏固社區支援網絡，及加強跨服務/界別的協作。為達致上述目標，本區於過去一年舉辦了一連串活動及計劃，當中包括「觀塘是我家、家庭齊參加」家庭互動日，以宣揚「凝聚家庭、齊抗暴力」的訊息；推行「逆境中的家庭 - 風雨同行」，強化支援家庭計劃，增強個人及家庭抗逆力，認識區內支援服務；及推動家庭成員參與義務工作，選舉優秀家庭義工等。

Kwun Tong District has a considerable large population of elders, new arrivals and single parent families. Several public housing estates in the district are affected by a series of Comprehensive Redevelopment Programmes. To address the welfare needs of local residents in a timely and effective manner, the Kwun Tong District Social Welfare Office targeted its 2002-03 work objectives at fostering family solidarity, promoting social inclusion, strengthening community networks and enhancing cross-sector collaboration. During the past year, a series of programmes and activities have been carried out to achieve the above aims, for example, the "Family Interaction Day" was held to promote the message of "Strengthening Families and Combating Violence"; a series of family support programme was launched to enhance family resilience; while district volunteer programmes and selection of District Best Family Volunteers were organised to promote family volunteerism.

黃大仙及西貢區 Wong Tai Sin & Sai Kung District



為協助區內失業青少年，黃大仙及西貢區福利辦事處聯同區內兩個地方青少年服務委員會及商業機構，於2002年8月至2003年1月推行一項名為「成功在線—青少年工作體驗計劃」，內容包括編印區內青少年服務機構升學及就業支援服務資料冊、職前訓練、工作實習及支援服務。透過有關訓練及工作體驗，參加者無論在就業態度、工作動機及自信心方面均有顯著改善。

In collaboration with the Local Committees on Services for Young People of Wong Tai Sin and Sai Kung districts and the business sector, the Wong Tai Sin and Sai Kung District Social Welfare Office initiated a "Success on Line - Youth Unemployment Project" for the unemployed youth in the districts from August 2002 to January 2003. Programmes included production of reference booklets on local resources, supportive training on social and vocational skills for young people, and lining up job placements and opportunities in the private sector. With the experience gained in the training and placement, the participants showed marked improvement in their work attitude, motivation as well as self-confidence.

九龍城區 Kowloon City District



九龍城區在本年度積極推動跨界別合作，進一步與區內360個單位，包括非政府機構、宗教團體、居民組織及商舖組成合作網絡，推行更具效益的福利服務。為配合及支援區內的各項福利服務，九龍城區的義工網絡亦不斷擴展，例如商舖及專線小巴公司也加入協助宣傳關懷社區的訊息和推動義工服務的行列。本區更動員大量義工，探訪居住在區內94間資助及非資助安老院的體弱長者，佔區內安老院數目的96%。

The Kowloon City District Social Welfare Office actively promoted cross-sector co-operation in 2002-03. In order to deliver welfare services in a more cost effective manner, the District's collaboration network was further expanded to cover 360 local units including NGOs, religious bodies, resident associations and many other commercial shops. To complement and support the Districts' welfare services development, Kowloon City's voluntary service network was expanding, e.g. shop owners and franchised minibuses operators also assisted in promoting the message of community care and volunteer services. A large number of volunteers were mobilised to visit frail elders of 94 subsidised and non-subsidised aged homes constituting 96% of the total number of aged homes in Kowloon City.

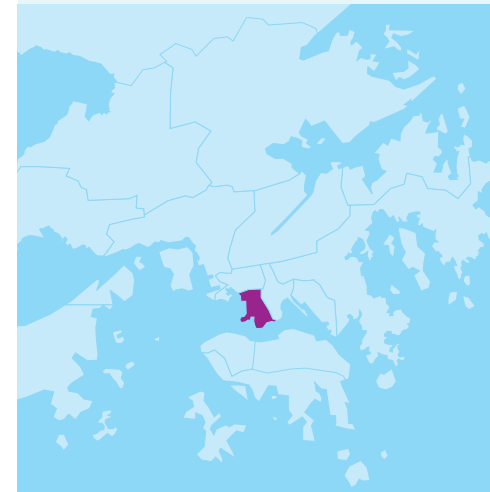
深水埗區 Sham Shui Po District



按長者與地區人口總數的比例作比較，深水埗區排列首位。為了在地區層面加深公眾對人口老齡化的關注，並推廣建立一個互助共融社區的訊息，深水埗區福利辦事處聯同區議會及區內安老服務機構舉行了「滙聚社區齊關注：人口老齡化」新春茶聚。是次盛會共有超過 50 個社團參加，其中包括地區組織如互助委員會和業主立案法團，大家更藉此機會分享建立社區支援網絡的策略。

Sham Shui Po ranked the top among all districts in terms of the relative proportion of its population being older persons. To sustain the momentum of arousing public concern on ageing population at district level, and to promote the message of building a caring and integrated community, the Sham Shui Po District Social Welfare Office, in collaboration with the District Council and elderly service units, launched a district seminar for more than 50 local organisations including Mutual Aid Committees and Incorporated Owners during the Chinese New Year. The event provided an opportunity for them to share the strategies in forming district supportive networks.

油尖旺區 Yau Tsim Mong District



根據 2001 年人口普查，72.5% 居港的少數族裔人士為南亞裔，而油尖旺區更是其中一個有愈來愈多不同南亞裔人士聚居的地區。有見及此，油尖旺家庭支援及資源中心於 2002 年 1 月成立「南亞裔婦女社區適應及支援小組」，為南亞裔婦女舉辦廣東話學習小組、與本地婦女交流聚會、義務工作及聯誼活動，並向她們介紹社區資源等。

According to the 2001 Census, 72.5% of the ethnic minorities in Hong Kong were South Asians, and Yau Tsim Mong District is one the districts where both the number and diversity of South Asians are increasing remarkably. The Yau Tsim Mong Family Support and Resource Centre has thus formed a "Social Adjustment and Support Group for South Asian Ethnic Women" in January 2002 and provided them with a variety of services, including spoken Cantonese training, exchange gatherings with local women groups, volunteer service, mutual help programmes and community resources orientation programme etc.

沙田區 Sha Tin District



沙田區福利辦事處本年度的工作目標為：加強家庭支援、建立互相關懷的社會和全面推廣健康樂頤年。為了喚起區內人士互相關懷扶持以面對逆境，沙田區福利辦事處在 2002 年 5 月更開展了「綠絲帶生命連繫行動」。行動得到區內各階層廣泛回應，成為沙田區具代表性的社區運動。

The core objectives of the Sha Tin District Social Welfare Office's Business Plan in 2002-03 are: strengthening family support; building a caring community; and promoting healthy ageing in a holistic manner. In order to build up a caring community to deal with adversity proactively, the Sha Tin District Social Welfare Office initiated the "Care & Share Green Ribbon Action" in May 2002. The Action received positive response from the community and stood out as a significant event of the Sha Tin District.

大埔及北區 Tai Po and North District



增強個人及家庭抗逆力乃大埔及北區福利辦事處本年度的工作目標之一。為了凝聚區內家庭抗逆的力量，大埔及北區福利辦事處在 2002 年 12 月舉辦了「同心許願結伴行」活動，當日 50 個家庭於大埔林村許願樹一起為家人誠心許願。

Strengthening individual and family resilience was one of the work targets of the Tai Po and North District Social Welfare Office for this year. In December 2002, 50 families made wishes for their families at the famous Tai Po Lam Tsuen Wishing Tree in a cross-district programme, which aimed at empowering families in times of adversity.



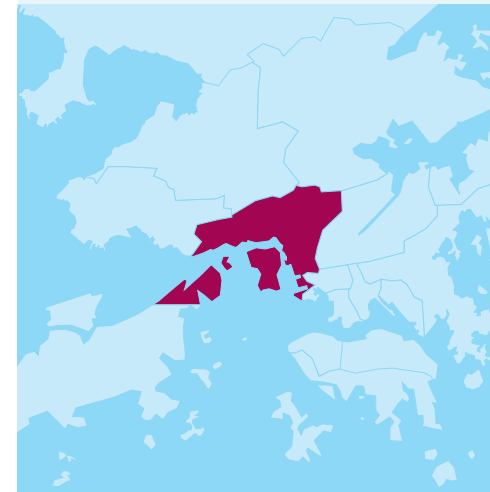
元朗區 Yuen Long District



元朗區推行綜合家庭服務的特色，是以外展手法，主動接觸綜援單親家庭、新來港及其他有特殊需要的家庭，提供一站式支援及網絡服務，及提升此等弱勢家庭的自助及互助能力。三項計劃包括「天水圍綜合家庭服務計劃」、「元朗鄉郊綜合家庭服務計劃」及「朗屏邨綜合家庭服務計劃」。

The integrated family service introduced in the Yuen Long district is delivered in a proactive approach by reaching out to single-parent families receiving Comprehensive Social Security Assistance, new arrival families and other families with special needs, and providing one-stop supportive and networking services which aim at enhancing the self-help and mutual help ability of these vulnerable families. Three integrated family service projects include "Tin Shui Wai Neighbourhood Family Services Project", "Yuen Long Rural Area Integrated Family Services Project", and "Long Ping Estate Integrated Family Services Project".

荃灣及葵青區 Tsuen Wan and Kwai Tsing District



「跨越逆境、迎接挑戰」是荃灣及葵青區福利辦事處本年度的工作重點。於2002年10月至2003年1月，荃灣及葵青區福利辦事處推動「心橋行動—社區服務推廣計劃」，集合區內21間非政府社會服務機構的力量，在本區26個屋邨舉行巡迴活動和展覽，將家庭支援和鄰舍互助的訊息傳遞給市民。另外，「荃灣及葵青區抗逆自強系列」亦於2002年9月至2003年2月推行，約120名「抗逆採訪大使」訪問了70名「抗逆鬥士」，他們包括長者、殘疾人士或其照顧者；有關的採訪記錄將編輯成小冊子，把抗逆自強的訊息傳遞至社區。

"Strengthening Resilience to Face Challenges" was the major work objective of the business plan of Tsuen Wan and Kwai Tsing District Social Welfare Office for the year. The Tsuen Wan and Kwai Tsing District Social Welfare Office in its "The Heartbridge Action – Community Services Promotion Project", networked 21 non-governmental social services agencies to convey the message of family support and mutual help in 26 housing estates through roving exhibitions and programmes in the district from October 2002 to January 2003. Besides, the "Tsuen Wan and Kwai Tsing Strengthening Resilience Series" was also carried out from September 2002 to February 2003, in which 120 "Anti-adversities Reporters" interviewed 70 "Adversities Fighters" comprising elders, disabled and their carers, and would publish a booklet to convey the message of strengthening resilience to the community.

屯門區
Tuen Mun District



為凝聚屯門區互相關懷的氣氛，屯門區福利辦事處於 2002 年 12 月舉行「情繫屯門家庭探訪日」，向區內居民宣揚「愛自己、關心別人」的訊息。來自區內 70 間學校和組織的 1 400 名青少年、婦女、長者及有殘疾的義工，共探訪了區內 9 800 戶居民，並派出 30 000 份主題單張。

To foster a caring community in Tuen Mun, the Tuen Mun District Social Welfare Office took the lead in launching the "Love Yourself and Care for Others" Campaign in December 2002. Over 1 400 volunteers comprising youth, women, elders and people with disabilities coming from 70 schools and organisations in the district visited over 9 800 households and distributed 30 000 thematic leaflets to the public.

附錄 Appendices

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附錄 Appendices

I 社會福利署架構圖
SWD Organisation Chart

總部高層 Headquarters Directorate

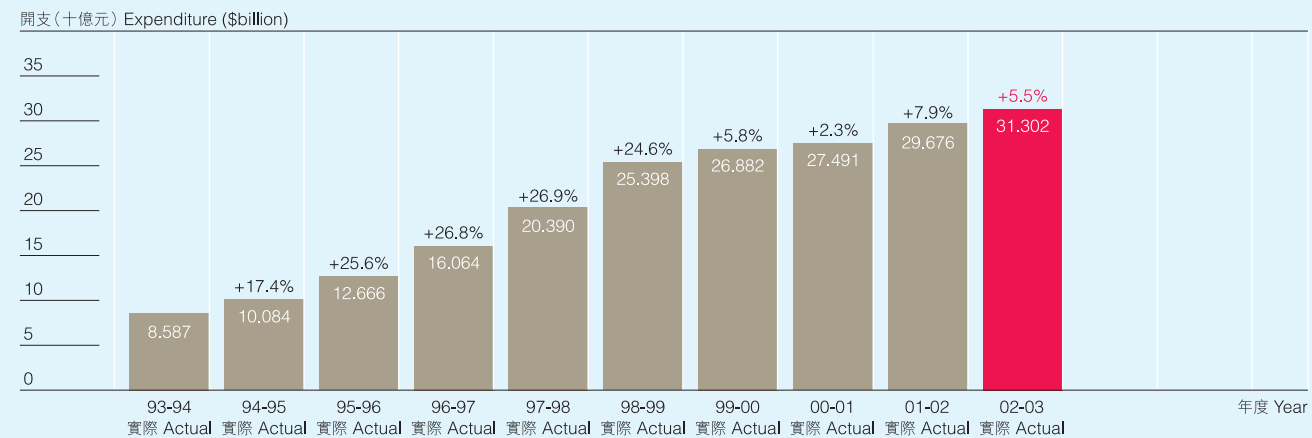
社會福利署署長 林鄭月娥 女士	Director of Social Welfare Mrs Carrie Lam, JP
助理署長 (安老服務) 吳馬金嫻 女士	Assistant Director (Elderly) Mrs Ng Ma Kam-han, Kathy
助理署長 (財務) 黃宗傑 先生	Assistance Director (Finance) Mr Wong Chung-kit
助理署長 (家庭及兒童福利) 馮伯欣 先生	Assistant Director (Family and Child Welfare) Mr Fung Pak-yan
助理署長 (資訊系統及科技) 薛棟 先生	Assistant Director (Information Systems and Technology) Mr Sit Tung
助理署長 (康復及醫務社會服務) 陳肖齡 女士	Assistant Director (Rehabilitation and Medical Social Services) Miss Ophelia Chan
助理署長 (社會保障) 簡何巧雲 女士	Assistant Director (Social Security) Mrs Rachel Cartland, JP
助理署長 (津貼及服務表現監察) 曹慧儀 女士	Assistant Director (Subventions and Performance Monitoring) Miss Tsao Wai-ye, Johanna
助理署長 (青年及感化服務) 蔣慶華 先生	Assistant Director (Youth and Corrections) Mr Cheung Hing-wah
首席行政主任 (人力資源管理) 梁惠明 女士	Principal Executive Officer (Human Resource Management) Miss Leung Wai-ming, Ada
總臨床心理學家 劉家祖 先生	Chief Clinical Psychologist Mr Lau Kar-cho, Helios
主任秘書 董卓祺 先生	Secretary Mr Tung Cheuk-kay, Paul

13 地區福利專員 13 District Social Welfare Officers

沙田區福利專員 林李雪 女士	District Social Welfare Officer (Sha Tin) Mrs Lam Li Shuet
深水埗區福利專員 麥周淑霞 女士	District Social Welfare Officer (Sham Shui Po) Mrs Mak Chow Suk-har, Anna
大埔及北區福利專員 曾容敏瑤 女士	District Social Welfare Officer (Tai Po / North) Mrs Tsang Yung Man-yiu, Diana
元朗區福利專員 周廖鳳儀 女士	District Social Welfare Officer (Yuen Long) Mrs Chau Liu Fung-ye, Loretta
黃大仙及西貢區福利專員 李永偉 先生	District Social Welfare Officer (Wong Tai Sin / Sai Kung) Mr Lee Wing-wai
油尖旺區福利專員 林喜松 先生	District Social Welfare Officer (Yau Tsim Mong) Mr Lam Hei-chung
東區及灣仔區福利專員 韓潔湘 女士	District Social Welfare Officer (Eastern / Wan Chai) Miss Ann Hon
中西區及離島區福利專員 莊洗瑞愉 女士	District Social Welfare Officer (Central, Western & Island) Mrs Susan Chong
南區福利專員 梁桂玲 女士	District Social Welfare Officer (Southern) Ms Leung Kwai-ling
觀塘區福利專員 袁鄭鏞儀 女士	District Social Welfare Officer (Kwun Tong) Mrs Cecilia Yuen
九龍城區福利專員 黎馮寶勤 女士	District Social Welfare Officer (Kowloon City) Mrs Lai Fung Po-kun, Barbara
荃灣及葵青區福利專員 盧德明 先生	District Social Welfare Officer (Tsuen Wan / Kwai Tsing) Mr Lu Tak-ming
屯門區福利專員 陳偉明 先生	District Social Welfare Officer (Tuen Mun) Mr Chan Wai-ming

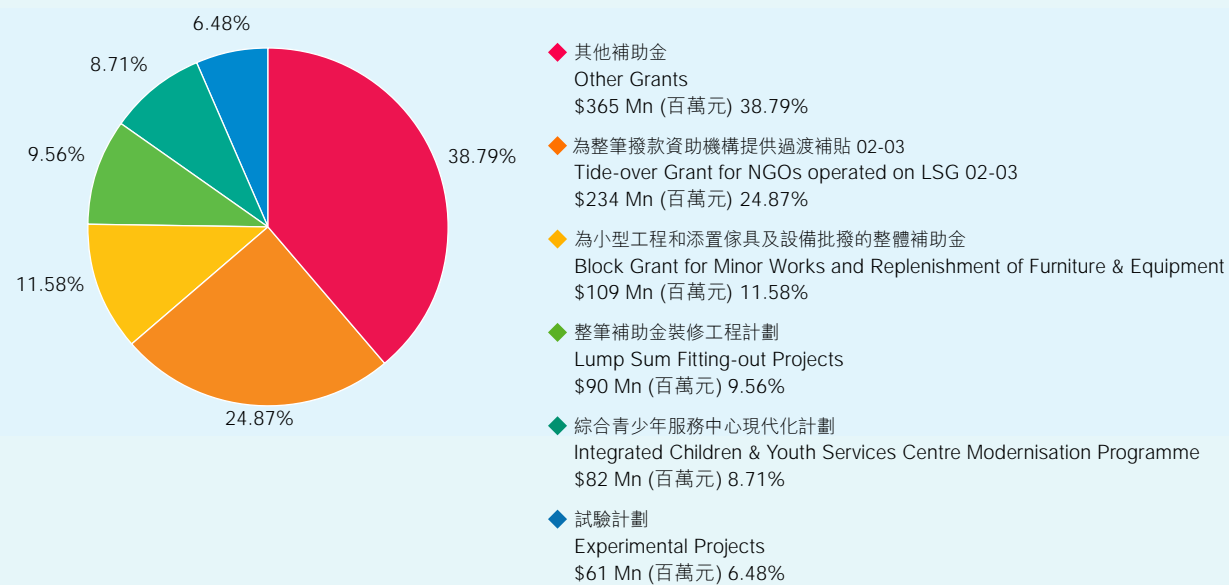
II 社會福利署十年開支
SWD Expenditure over a Decade

社會福利署經常開支 Recurrent Expenditure of SWD



III 2002-03 年度獎券基金撥款
2002-03 Lotteries Fund Allocations

Total Commitments: \$941 million



IV 法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日)
Membership of Statutory/Advisory Committees (as at 31 March 2003)

1. 社會福利諮詢委員會 Social Welfare Advisory Committee

主席	王英偉先生	Chairperson	Mr Wong Ying-wai, Wilfred
委員	陳韻雲女士	Members	Ms Vivien Chan, JP
	陳達文先生		Mr Darwin Chen
	張洪秀美女士		Mrs Cheung Ang Siew-mei
	周振基先生		Mr Chow Chun-kay, Stephen, BBS
	方敏生女士		Ms Fang Meng-sang, Christine
	林漢強先生		Mr Lam Hon-keung, Keith, JP
	李志華先生		Mr Lee Chee-wah, Wilfred
	梁祖彬博士		Dr Leung Cho-bun
	梁林天慧女士		Mrs Leung Ling Tien-wei, Mary
	麥萍施教授		Prof Mak Ping-see, Diana
	潘萱蔚先生		Mr Poon Huen-wai
	尹志強先生		Mr Wan Chi-keung, Aaron, JP
	溫麗友女士		Miss Wan Lai-yau, Deborah, JP
	黃汝璞女士		Ms Wong Yu-pok, Marina
	邱浩波先生		Mr Yau How-boa, Stephen, MH, JP
	余秀珠女士		Miss Yu Sau-chu, Jessie
列席	衛生福利及食物局局長或代表	In-attendance	Secretary for Health, Welfare and Food or representative
	社會福利署署長或代表		Director of Social Welfare or representative
秘書	衛生福利及食物局助理秘書長(福利) 3	Secretary	Assistant Secretary for Health, Welfare and Food (Welfare) 3

IV 法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日)
Membership of Statutory/Advisory Committees (as at 31 March 2003)

2. 康復諮詢委員會 Rehabilitation Advisory Committee

主席	鄺維庸醫生	Chairperson	Dr Wu Wai-yung, Raymond, JP
副主席	衛生福利及食物局局長或代表	Vice-Chairperson	Secretary for Health, Welfare and Food or representative
委員	陳萃菁女士	Members	Miss Chan Sui-ching, Iris
	莊陳有先生		Mr Chong Chan-yau, MBE
	鍾惠玲博士		Dr Chung Wai-ling, Margaret
	方敏生女士		Ms Fang Meng-sang, Christine
	何高雪瑤女士		Mrs Ho Ko Suet-yiu, Doris, JP
	何麗嫦女士		Ms Ho Lai-sheung, Priscilla
	葉思明醫生		Dr Ip Yan-ming, JP
	李劉茱麗女士		Mrs Lee Lau Chu-lai, Julie
	梁民安博士		Dr Leung Man-on, Simon
	梁秉中教授		Prof Leung Ping-chung, JP
	梁胡桂文女士		Mrs Leung Wu Kwai-man, Olivia
	馬黎碧蓮女士		Mrs Ma Lai Bik-lin, Jackie
	麥福達教授		Prof Mak Fuk-tat, Arthur
	謝俊謙博士		Dr Tse Tsun-him
	王繼鋒先生		Mr Wang Kai-fung
	王桂雲女士		Ms Wong Kwai-wan
	楊家聲先生		Mr Yeung Ka-sing, JP
	楊孝華議員		The Hon Howard Young, JP
	醫院管理局行政總裁或代表		Chief Executive, Hospital Authority or representative
	教育統籌局局長或代表		Secretary for Education and Manpower or representative
	衛生署署長或代表		Director of Health or representative
	社會福利署署長或代表		Director of Social Welfare or representative
	康復專員		Commissioner for Rehabilitation
秘書	衛生福利及食物局助理秘書長(康復)	Secretary	Assistant Secretary for Health, Welfare and Food (Rehabilitation)

3. 獎券基金諮詢委員會 Lotteries Fund Advisory Committee

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
非官方委員	曾蘭斯女士	Non-official Members	Miss Tsang Lan-see, Nancy, JP
	劉鏡釗先生		Mr Lau King-chiu, Henry
	尹志強先生		Mr Wan Chi-keung, Aaron, JP
	羅榮生先生		Mr Lo Wing-sang, Vincent, JP
	程張迎先生		Mr Ching Cheung-ying, B of H
	王春波醫生		Dr Wong Chun-por
	陳美蘭女士		Miss Chan Mei-lan, Anna May
	黃肇寧女士		Miss Wong Siu-ling, Gabriella
	麥鄧碧儀女士		Mrs Mak Tang Pik-yee, Agnes, JP
官方委員	黃淑嫻女士 衛生福利及食物局	Official Members	Miss Diane Wong Health, Welfare and Food Bureau
	吳麗娥女士 財經事務及庫務局		Miss Doris Ng Financial Services and the Treasury Bureau
秘書	溫純良先生 社會福利署	Secretary	Mr Wan Shun-leung, Vincent Social Welfare Department

IV 法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日) Membership of Statutory/Advisory Committees (as at 31 March 2003)

4. 防止虐待兒童委員會 Committee on Child Abuse

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	黃淑嫻女士 衛生福利及食物局	Members	Miss Diane Wong Health, Welfare and Food Bureau
	馮伯欣先生 社會福利署		Mr Fung Pak-yan Social Welfare Department
	黃梅景頤女士 政府新聞處		Mrs Rebekah Wong Information Services Department
	周鎮邦醫生 醫院管理局		Dr Chow Chun-bong Hospital Authority
	崔碧珊女士 香港社會服務聯會		Ms Jane Tsuei Hong Kong Council of Social Service
	馬偉東先生 香港家庭福利會		Mr Thomas Mulvey, JP Hong Kong Family Welfare Society
	雷張慎佳女士 防止虐待兒童會		Mrs Lui Tsang Sun-kai Against Child Abuse
	盧陳清泉女士 香港心理學會		Mrs Lu Chan Ching-chuen Hong Kong Psychological Society
	朱明寶女士 香港警務處		Ms Chu Ming-po, Shirley Hong Kong Police Force
	文馬之芬女士 教育統籌局		Mrs Gigi Mansukhani Education and Manpower Bureau
	李陳坤儀女士 社會福利署		Mrs Lee Chan Kwan-yee, Louisa Social Welfare Department
	陳美嘉女士 民政事務總署		Ms Monica Chen, JP Home Affairs Department
	梁士莉醫生 衛生署		Dr Leung Sze-lee, Shirley Department of Health
	張之珏先生 護苗基金		Mr Cheung Che-kwok End Child Sexual Abuse Foundation

列席	楊蕙嫻女士 香港社會服務聯會	In-attendance	Ms Yeung Wai-han Hong Kong Council of Social Service
	蘇黃慧兒女士 社會福利署		Mrs So Wong Wei-yee Social Welfare Department
	陳秀明女士 社會福利署		Ms Chan Sau-ming Social Welfare Department
秘書	林偉葉女士 社會福利署	Secretary	Ms Lam Wai-yip, Michelle Social Welfare Department
記錄	黃慧嫻女士 社會福利署	Recorder	Ms Wong Wai-han, Ada Social Welfare Department

5. 社會福利界資訊科技聯合委員會 (截至 2002 年 12 月 31 日)

Joint Committee on Information Technology for the Social Welfare Sector (as at 31 December 2002)

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	薛棟先生 社會福利署	Members	Mr Sit Tung Social Welfare Department
	馬錦霖先生 資訊科技署		Mr Ma Kam-lam, Alex Information Technology Services Department
	梁慧娟女士 衛生福利及食物局		Ms Leung Wai-kuen, Peggy Health, Welfare and Food Bureau
	陳永泰先生		Mr Chan Wing-tai, Jimson, JP
	莊陳有先生		Mr Chong Chan-yau, MBE
	簡子杰先生		Mr Kang Tsi-kit
	梁偉峰先生		Mr Leung Wai-fung, Joseph
	方敏生女士 香港社會服務聯會		Ms Fang Meng-sang, Christine Hong Kong Council of Social Service
列席	郭志良先生 社會福利署	In-attendance	Mr Kok Che-leung Social Welfare Department
	李錦超先生 社會福利署		Mr Li Kam-chiu Social Welfare Department
秘書	陳炳昌先生 社會福利署	Secretary	Mr Chan Ping-cheong, Ashton Social Welfare Department

IV 法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日)
Membership of Statutory/Advisory Committees (as at 31 March 2003)

6. 整筆撥款督導委員會 Lump Sum Grant Steering Committee

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	陳梁悅明女士	Members	Mrs Grace Chan, JP
	陳榮亮博士		Dr Timothy Chan
	方敏生女士 香港社會服務聯會		Ms Fang Meng-sang, Christine Hong Kong Council of Social Service
	關健城先生		Mr Kwan Kin-shing
	林正財醫生		Dr Lam Ching-choi
	李劉茱麗女士		Mrs Julie Lee
	曹慧儀女士 社會福利署		Miss Johanna Tsao Social Welfare Department
	梁魏懋賢女士		Mrs Justina Leung, JP
	吳文禧先生		Mr Ng Man-sui
	吳水麗先生		Mr Ng Shui-lai, MBE, JP
	伍銳明先生		Mr Ng Yut-ming
	余志明先生		Mr Yu Chi-ming
秘書	符俊雄先生 社會福利署	Secretary	Mr Fu Tsun-hung Social Welfare Department

7. 推廣義工服務督導委員會 Steering Committee on Promotion of Volunteer Service

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	陳啟明先生	Members	Mr Chan Kai-ming
	周融先生		Mr Robert Chow
	鄧楊詠曼女士		Mrs Sophia Dan, MH
	方敏生女士		Ms Fang Meng-sang, Christine
	許宗盛先生		Mr C S Hui, Herman
	李澤培先生		Mr J P Lee, OBE, JP
	羅殷巧兒女士		Mrs Lo Yan Hau-yee, Lina
	伍穎梅女士		Miss J Ng, Winnie
	王茂松先生		Mr Wong Mau-chung, Maximilian
	楊傳亮先生		Mr C L Yang, Charles
	楊家聲先生		Mr K S Yeung, MBE, JP
	李煜輝先生 教育統籌局		Mr Lee Yuk-fai, Steve Education and Manpower Bureau
	陳美嘉女士 民政事務總署		Miss Monica Chen, JP Home Affairs Department
	蔣慶華先生 社會福利署		Mr Cheung Hing-wah Social Welfare Department
	梁桂玲女士 社會福利署		Ms Leung Kwai-ling Social Welfare Department
秘書	林紹裘先生 社會福利署	Secretary	Mr Lam Shiu-kau Social Welfare Department

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Membership of Statutory/Advisory Committees (as at 31 March 2003)

8. 社會福利人力策劃系統聯合委員會 Joint Committee on Social Work Manpower Planning

主席	梁惠明女士 社會福利署	Chairperson	Miss Leung Wai-ming Social Welfare Department
委員	陳錦祥先生	Members	Mr Chan Kam-cheung, Paul, JP
	陳彩英女士 香港社會服務聯會		Ms Virginia Chan, JP Hong Kong Council of Social Service
	羅致光博士		Dr the Hon Law Chi-kwong, JP
	黃錦文先生 香港社會服務聯會		Mr Joseph Wong Hong Kong Council of Social Service
	麥周淑霞女士 社會福利署		Mrs Mak Chow Suk-har, Anna Social Welfare Department
	吳榮章先生 社會福利署		Mr Ng Wing-cheung, Kenneth Social Welfare Department
秘書	湯煥昌先生 社會福利署	Secretary	Mr Arthur Tong Social Welfare Department

9. 社會工作訓練及人力策劃諮詢委員會 (由行政長官委任)

Advisory Committee on Social Work Training and Manpower Planning (Appointed by the Chief Executive)

主席	范耀鈞教授	Chairperson	Prof Fan Yiu-kwan, JP
委員	黃肇寧女士	Members	Miss Wong Siu-ling, Gabriella
	黎守信醫生		Dr Lai Sau-shun, Benjamin
	陸嘉鑾先生		Mr Luk Ka-luen, Tony
	袁光銘先生		Mr Yuen Kwong-ming, Roger
	高靜芝女士		Ms Kao Ching-chi, Sophia
	邱浩波先生		Mr Yau How-boa, Stephen, MH, JP
	齊敏教授 香港大學		Prof Iris Chi, JP University of Hong Kong
	馬麗莊教授 香港中文大學		Prof Joyce Ma Chinese University of Hong Kong
	陳啟芳博士 香港浸會大學		Dr Chan Kai-fong Hong Kong Baptist University
	盧鐵榮博士 香港城市大學		Dr Lo Tit-wing City University of Hong Kong

	黃陳碧苑博士 香港城市大學		Dr Wong Chan Pik-yuen City University of Hong Kong
	麥萍施教授 香港理工大學		Prof Diana Mak Hong Kong Polytechnic University
	陳永泰教授 樹仁學院		Prof Chan Wing-tai, JP Shue Yan College
	黃錦文先生 香港社會服務聯會		Mr Joseph Wong Hong Kong Council of Social Service
	張錦紅女士 香港社會工作人員協會		Miss Cheung Kam-hung, Rainbow Hong Kong Social Workers Association Limited
	黃淑嫻女士 衛生福利及食物局		Miss Diane Wong Health, Welfare and Food Bureau
	蘇碧珊女士 教育統籌局		Ms Linda So Education and Manpower Bureau
	梁惠明女士 社會福利署		Miss Leung Wai-ming Social Welfare Department
秘書	湯煥昌先生 社會福利署	Secretary	Mr Arthur Tong Social Welfare Department

10. 「老有所為活動計劃」諮詢委員會 Advisory Committee on "Opportunities for the Elderly Project"

主席	林貝聿嘉女士	Chairperson	Mrs Peggy Lam, SBS, JP
委員	鄭之灝博士	Members	Dr Cheng Chi-ho, Howard
	朱叔達先生		Mr Chu Shook-tat
	戴樂群醫生		Dr David Dai
	方心淑博士		Dr Fang Sum-suk, Marion, SBS, JP
	吳純純女士		Ms Ng Shun-shun, Violet
	李永偉先生 社會福利署		Mr Lee Wing-wai Social Welfare Department
	沃郭麗心女士 社會福利署		Mrs Yuk Kwok Lai-sum Social Welfare Department
列席	吳馬金嫻女士 社會福利署	In-attendance	Mrs Ng Ma Kam-han, Kathy Social Welfare Department
秘書	梁文麗萍女士 社會福利署	Secretary	Mrs Leung Man Lai-ping Social Welfare Department

IV 法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日)
Membership of Statutory/Advisory Committees (as at 31 March 2003)

11. 促進殘疾人士就業諮詢委員會 Advisory Committee on Enhancing Employment of People with Disabilities

主席	陳瑞盛先生	Chairperson	Mr Owen Chan
委員	陳智軒博士	Members	Dr C H Chan, Chetwyn
	蘇若禹先生		Mr Martin So
	何淑貞教授		Prof Ho Suk-Ching, Sara
	王黃妙蘭女士		Mrs Lorraine Wong
	胡國祥先生		Mr Wu Kwok-cheung, MH
	左琨先生		Mr Tso Kun, David
	黃景麟先生		Mr Tony Wong
	楊志雄先生		Mr Johnny Yeung
	朱慧心女士		Ms Betty Chu
	溫麗友女士		Ms Deborah Wan, JP
	張健輝先生		Mr Cheung Kin-fai, MH
	李劉茱麗女士		Mrs Julie Lee
	許宗盛先生		Mr Herman Hui, MH
	周祥發先生 勞工處		Mr Chow Cheung-fat, Patrick Labour Department
	盧陳煥貞女士 職業訓練局		Mrs Lo Chan Woon-ching, Eliza Vocational Training Council
	陳肖齡女士 社會福利署		Miss Ophella Chan Social Welfare Department
	袁志海先生 香港社會服務聯會		Mr C H Yuen, Philip Hong Kong Council of Social Service
秘書	康復服務市場顧問辦事處成員	Secretary	Member of Marketing Consultancy Office (Rehabilitation)

12. 交通意外傷亡援助諮詢委員會 (由行政長官委任)

Traffic Accident Victims Assistance Advisory Committee (Appointed by the Chief Executive)

主席	楊顯中博士	Chairperson	Dr Yeung Hin-chung, John, JP
副主席	林鄭月娥女士 社會福利署署長	Vice-Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	陳少琼女士	Members	Miss Chan Siu-king, Dora
	江麗雲女士		Ms Kong Lai-wan, Winnie
	李偉雄先生		Mr Lee Wai-hung
	梁永安先生		Mr Leung Wing-on, Louis
	麥輝文先生 法律援助署		Mr Mak Fai-man, Harry Legal Aid Department
	林張淑姿女士 香港警務處		Mrs Lam Cheung Suk-chi, Betty Hong Kong Police Force
秘書	陳謝美鈴女士 社會福利署	Secretary	Mrs Chan Tse Mei-ling, Carrie Social Welfare Department

13. 社會工作訓練基金委員會 (由行政長官委任)

Social Work Training Fund Committee (Appointed by the Chief Executive)

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	林孟秋教授	Members	Prof Lam Mong-chow, Amy
	董志發先生		Mr Tung Chi-fat
	陳沃聰博士		Dr Chan Yuk-chung
	張蔣玉珍女士 教育統籌局		Mrs Jane Cheung Education and Manpower Bureau
秘書	周禮強先生 社會福利署	Secretary	Mr Chow Lai-keung, Albert Social Welfare Department

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Membership of Statutory/Advisory Committees (as at 31 March 2003)

14. 社會保障上訴委員會 (由行政長官委任) Social Security Appeal Board (Appointed by the Chief Executive)

主席	鄧志成先生	Chairperson	Mr Tang Chee-shing
委員	黃戊娣女士	Members	Ms Wong Mo-tai, MH
	陳美蘭女士		Miss Chan Mei-lan, Anna May
	黎守信醫生		Dr Lai Sau-shun, Benjamin
	葉永成先生		Mr Yip Wing-shing, David, MH
	張淑儀醫生		Dr Cheung Suk-yee, Polly
	伍兆榮先生		Mr Ng Siu-wing, Ludwig
秘書	雷盧雪顏女士 社會福利署	Clerk to the Board	Mrs Louie Lo Seu-ngan Social Welfare Department

15. 暴力及執法傷亡賠償委員會 (由行政長官委任)

The Criminal and Law Enforcement Injuries Compensation Boards (Appointed by the Chief Executive)

主席	歐文豪先生	Chairperson	Mr Michael Ozorio, SC
委員	歐陽崇勳先生	Members	Mr Au Yeung Sung-fan, MH
	陳靜芬女士		Ms Chan Ching-fan
	陳偉道先生		Mr Chan Wai-to
	陳有裕先生		Mr Chan Yau-yue, MH
	鄭振耀教授		Prof Cheng Chun-yiu, Jack
	清洪先生		Mr Cheng Huan, SC
	張光宇醫生		Dr Cheung Kwong-yu, Hobby
	張文韜先生		Mr Cheung Man-to, Raymond
	張妙嫦女士		Ms Cheung Mui-seung, Emily
	朱丹娜女士		Ms Dana Chu
	秦飛鵬先生		Mr Chun Fei-pang
	鍾偉雄先生		Mr Chung Wai-hung, Gerard
	郭琳廣先生		Mr Kwok Lam-kwong, Larry
	鄺來興先生		Mr Kwong Loi-hing, Kevin
	黎守信醫生		Dr Lai Sau-shun, Benjamin
	林子綏女士		Miss Lam Tze-yan

	李簡靄霞女士		Mrs Lee Kan Oi-ha, Gertrude Judy, JP
	李蘊華女士		Ms Lee Wan-wah, Christina
	梁家傑先生		Mr Leong Kah-kit, Alan, SC
	羅維安先生		Mr Lo Wei-on, Nicholas
	陸颯驥教授		Prof Luk Dip-kei, Keith
	馬詠璋女士		Miss Ma Wing-tseung, Anita
	徐福樂先生		Mr Tsui Fuk-sun, Michael
	崔雪梅女士		Ms Tsui Suet-mui, Connie
	王正宇先生		Mr Wong Ching-yue, SC
	黃廣智先生		Mr Wong Kwong-chi, David
	王柏源博士		Dr Wong Pak-yuen, Leslie
	黃兆光先生		Mr Wong Sui-kwong, Luke
	葉永成先生		Mr Yip Wing-shing, David, MH
秘書	陳謝美鈴女士 社會福利署	Secretary	Mrs Chan Tse Mei-ling, Carrie Social Welfare Department

16. 緊急救援基金委員會 (根據香港法例第 1103 章《緊急救援基金條例》第 5 條成立)

Emergency Relief Fund Committee (Established under Section 5 of the Emergency Relief Fund Ordinance, Cap. 1103)

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	李簡靄霞女士	Members	Mrs Lee Kan Oi-ha, Gertrude Judy, JP
	麥順邦先生		Mr Mak Shun-pong, Philip, MH
	尹德玲女士		Miss Yin Tak-ling, Linda
當然委員	李榮光先生 民政事務總署	Ex-officio Members	Mr Lee Wing-kwong, Michael Home Affairs Department
	馮浩棠先生 房屋署		Mr Fung Ho-tong Housing Department
秘書	陳謝美鈴女士 社會福利署	Secretary	Mrs Chan Tse Mei-ling, Carrie Social Welfare Department

IV 法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日)
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17. 關注暴力工作小組 Working Group on Combating Violence

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
委員	黃淑嫻女士 衛生福利及食物局	Members	Miss Diane Wong Health, Welfare and Food Bureau
	馮伯欣先生 社會福利署		Mr Fung Pak-yan Social Welfare Department
	曾鳳儀女士 衛生福利及食物局		Miss Mary Tsang Health, Welfare and Food Bureau
	尤桂莊女士 保安局		Ms Eliza Yau Security Bureau
	張維新先生 律政司		Mr Patrick Cheung Department of Justice
	張兆恒女士 律政司		Ms Agnes Cheung Department of Justice
	朱明寶女士 香港警務處		Ms Shirley Chu Hong Kong Police Force
	鄭信恩醫生 醫院管理局		Dr Beatrice Cheng Hospital Authority
	蒙海強醫生 衛生署		Dr H K Mong, JP Department of Health
	鄒明慧女士 法律援助處		Ms Ada Chau Legal Aid Department
	程卓端醫生 衛生署		Dr Regina Ching Department of Health
	姚鄧季先女士 房屋署		Mrs Jennifer Yiu Housing Department
	劉偉炳先生 政府新聞處		Mr Simon Lau Information Services Department
	文馬之芬女士 教育統籌局		Mrs Gigi Mansukhani Education and Manpower Bureau
	陳羅安麗女士 民政事務總處		Mrs Anne Chan Home Affairs Department

	吳惠貞女士 關注婦女性暴力協會		Ms Irene Ng Association Concerning Sexual Violence Against Women
	黎鳳儀女士 香港明愛		Ms Angie Lai Caritas - Hong Kong
	朱丹娜女士 基督教家庭服務中心		Ms Dana Chu Christian Family Service Centre
	王鳳儀女士 和諧之家		Ms Margaret Wong Harmony House
	余陳慧萍女士 保良局		Mrs Bridget Yu Po Leung Kuk
	馮美容女士 群福婦女權益會		Ms Fung Mei-yung Hong Kong Association for the Survivors of Women Abuse (Kwan Fook)
	崔碧珊女士 香港社會服務聯會		Ms Jane Tsuei Hong Kong Council of Social Service
列席	劉家祖先生 社會福利署	In-attendance	Mr Helios Lau Social Welfare Department
	蘇黃慧兒女士 社會福利署		Mrs So Wong Wei-yee Social Welfare Department
	陳美華女士 社會福利署		Miss Alice Chan Social Welfare Department
秘書	林綺梅女士 社會福利署	Secretary	Ms Lam Yee-mui, Vivian Social Welfare Department

IV 法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日)
Membership of Statutory/Advisory Committees (as at 31 March 2003)

18. 虐老問題工作小組 Working Group on Elder Abuse

主席	馮伯欣先生 社會福利署助理署長 (家庭及兒童福利)	Chairperson	Mr Fung Pak-yan Assistant Director of Social Welfare (Family and Child Welfare)
委員	溫文儀先生 安老事務委員會	Members	Mr Wan Man-ye, BBS, JP Elderly Commission
	齊敏教授 安老事務委員會		Prof Iris Chi, JP Elderly Commission
	吳家雯女士 香港社會服務聯會		Ms K M Ng, Carmen Hong Kong Council of Social Service
	張敏宜女士 衛生福利及食物局		Ms Cheung Man-ye, Rosalind Health, Welfare and Food Bureau
	衛關家靛女士 法定代表律師辦事處		Mrs K D Williams, Annie Official Solicitor's Office
	朱明寶女士 香港警務處		Ms Chu Ming-po, Shirley Hong Kong Police Force
	戴兆群醫生 醫院管理局		Dr Dai Siu-kwan, Daisy Hospital Authority
	李敏碧醫生 衛生署		Dr Teresa Li Department of Health
	劉家祖先生 社會福利署		Mr Helios Lau Social Welfare Department
	蘇黃慧兒女士 社會福利署		Mrs So Wong Wei-ye Social Welfare Department
	梁王秀薇女士 社會福利署		Mrs Alice Leung Social Welfare Department
	龍小潔女士 社會福利署		Ms Lung Siu-kit Social Welfare Department
秘書	張林淑儀女士 社會福利署	Secretary	Mrs Chang Lam Sook-ye Social Welfare Department
記錄	植頌匡先生 社會福利署	Recorder	Mr C H Tsik, Joseph Social Welfare Department

19. 香港展能精英運動員基金管理委員會 Hong Kong Paralympians Fund Management Committee

主席	方心讓教授	Chairperson	Prof Sir Harry Fang, GBM, KB, CBE, LLD, JP
受託人	林鄭月娥女士 社會福利署署長	Trustee	Mrs Carrie Lam, JP Director of Social Welfare
委員	陳梁夢蓮女士 香港康體發展局	Members	Mrs Maureen Chan, JP Hong Kong Sports Development Board
	張偉良先生		Mr Benny Cheung, MBE, QGM
	蔣德祥先生		Mr Chiang Tak-cheung, Silas, MH
	周一嶽醫生		Dr York Chow, SBS, MBE, JP
	馮蓮娜博士		Dr Lena Fung
	葉肇和先生		Mr David Ip, BH
	郭家明先生		Mr Kwok Ka-ming, MBE
	林漢強先生		Mr Keith Lam, OBE, JP
	凌劉月芬女士		Mrs Laura Ling, MH
	杜巧賢女士 民政事務局		Ms Eva To Home Affairs Bureau
	陳肖齡女士 社會福利署		Miss Ophelia Chan Social Welfare Department
列席	仇建榮先生 社會福利署	In-attendance	Mr Edward Shau Social Welfare Department
秘書	鄧菲烈先生 社會福利署	Secretary	Mr Philip Tang Social Welfare Department

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法定或諮詢委員會的成員名單 (截至 2003 年 3 月 31 日)

Membership of Statutory/Advisory Committees (as at 31 March 2003)

20. 邊緣青少年服務委員會 Committee on Services for Youth at Risk

主席	林鄭月娥女士 社會福利署署長	Chairperson	Mrs Carrie Lam, JP Director of Social Welfare
副主席	鄭恩賜先生 教育統籌局副秘書長(四)	Vice-Chairperson	Mr Y C Cheng Deputy Secretary (Education and Manpower) 4
委員	蔡元雲醫生	Members	Dr Choi Yuen-wan, SBS, JP
	戴希立先生		Mr Tai Hay-lap, BBS, JP
	鄭祖澤先生		Mr Cheng Cho-chak
	許俊炎先生 香港津貼中學議會		Mr Hui Chin-yim, Stephen, MH Hong Kong Subsidized Secondary Schools Council
	侯傑泰教授		Prof Hau Kit-tai, MH
	梁魏戀賢女士		Mrs Justina Leung, JP
	陳錦祥先生		Mr Paul Chan, JP
	曾潔雯博士 家庭與學校合作事宜委員會		Dr Tsang Kit-man, Sandra Committee on Home-School Co-operation
	譚榮根博士 禁毒常務委員會		Dr Tam Wing-kun, BBS, JP Action Committee Against Narcotics
	崔碧珊女士 香港社會服務聯會		Ms Jane Tsuei Hong Kong Council of Social Service
	黃淑嫻女士 衛生福利及食物局		Miss Diane Wong Health, Welfare and Food Bureau
	李煜輝先生 教育統籌局		Mr Y F Lee Education and Manpower Bureau
	尤季莊女士 保安局		Miss Yau Kwai-chong, Eliza Security Bureau
	曹振華先生 民政事務局		Mr Herman Cho Home Affairs Bureau
	麥國恆醫生 衛生署		Dr Mak Kwok-hang Department of Health
	鄧厚江先生 香港警務處		Mr Tang How-kong Hong Kong Police Force
	蔣慶華先生 社會福利署		Mr Cheung Hing-wah Social Welfare Department
	蔡少明先生 社會福利署		Mr Choi Siu-ming, Simeon Social Welfare Department
秘書	劉婉明女士 社會福利署	Secretary	Miss Maria Lau Social Welfare Department