

SWD Review

2017-18 & 2018-19

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FOREWORD

The Social Welfare Department (SWD) has all along been upholding a “people-oriented” approach, striving to provide members of the public with a wide range of welfare services, covering preventive, nurturing, supportive and remedial measures. For building up a caring society, SWD endeavors to serve the most needy to meet their basic needs and help them move from welfare to self-reliance. In 2017- 18, the Government’s actual recurrent expenditure on social welfare reached \$65.3 billion, accounting for 18% of the total recurrent Government expenditure, which came second among all policy areas. When compared with the figure in the 2012-13 Actual (\$42.8 billion), the actual recurrent expenditure on social welfare had increased by 53%.

Poverty Alleviation

Ever since the setting up of the Commission on Poverty, SWD has been actively participating in the work of alleviating poverty and rendering support to individuals and families with special needs. In the past two years, SWD has launched five new assistance programmes under the Community Care Fund (CCF) with some individual assistance programmes relaunched and enhanced as well. A three-year Pilot Scheme on Relaxing the Household Income Limit of the Fee-waiving Subsidy Scheme under the After School Care Programme for Low-income Families and Increasing Fee-waiving Subsidy Places was launched in October 2017.

Elderly Care

The size of the elderly population (i.e. those aged 65 or above) will increase from 1.16 million (or 17% of total population) in 2016 to 2.37 million (or 31% of total population) in 2036. In face of the challenges posed by an ageing population, we will continue to adopt the approach of according priority to the provision of home care and community care, which are supplemented by residential care, in providing support for frail elderly persons, reckoning that community care services should be strengthened. To seize every opportunity to improve community care services for the elderly, we have implemented a number of pilot schemes to support elderly persons in the community.

In the past 2 years, SWD continuously implemented the Pilot Scheme on Community Care Service Voucher for the Elderly and launched the Pilot Scheme on Residential Care Service Voucher for the Elderly in March 2017. Adopting the “money-following-the-user” principle, the elderly persons in need are allowed to choose the suitable services.

Moreover, a two-year Pilot Scheme on Dementia Community Support Scheme has been launched in 2017 jointly with the Hospital Authority (HA) to enhance care for elderly persons with dementia at community level. A 3-year public education programme, namely “Dementia Friendly Community Campaign”, was also launched in 2018 to promote public awareness on dementia.

Support for the Disadvantaged

We have bolstered support for persons with disabilities in the past two years. Measures included providing additional places of various rehabilitation services, stepping up support for ex-mentally ill persons through integrated community centres for mental wellness and the pilot project on peer support service, increasing the number of parents/relatives resource centres, setting up the Pilot Scheme on Professional Outreaching Team for Private Residential Care Homes for Persons with Disabilities, newly setting up support centres for persons with autism, providing resources to strengthen care and support for ageing service users, enhancing vocational rehabilitation support for persons with disabilities, implementing the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care, and setting up the Arts Development Fund for Persons with Disabilities to foster arts development for persons with disabilities and setting up the “Special Needs Trust” service.

We have rolled out a two-year Pilot Scheme on On-site Pre-school Rehabilitation Services in late 2015. With the success of the scheme to meet the training needs of the children with special needs, the Government has converted the scheme into a regular subsidy programme in October 2018. The Government has since October 2017 waived the means test for children waitlisted for special child care centres (SCCCs) under the “Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services” with a view to supporting children with special needs and their parents.

Enhancing Quality of Residential Care Homes

We attach great importance to the quality of residential care homes for the elderly and persons with disabilities. Apart from strengthening monitoring and stepping up law enforcement actions, we have put in place a series of measures covering different aspects on an on-going basis to enhance the service quality of residential care homes. Besides, we set up a working group, which comprised representatives from various sectors, in June 2017 to review the relevant ordinances and codes of practice for residential care homes and make concrete amendment proposals within two years.

Social Security

In addition to continuing with the implementation of the Old Age Living Allowance (OALA) and Guangdong Scheme (GD Scheme), we also launched the Fujian Scheme (FJ Scheme) under the Social Security Allowance (SSA) Scheme. We are undertaking to extend the OALA to GD Scheme and FJ Scheme to provide monthly OALA (including both Normal OALA and Higher OALA) for eligible elderly persons so as to facilitate their retirement in GD or FJ.

In view of the improved life expectancy of the population of Hong Kong and the trend of extending the retirement age to 65, we have adjusted the eligible age for elderly Comprehensive Social Security Assistance from 60 to 65. Meanwhile, we also introduced a new Employment Support Supplement

especially for able-bodied adult recipients aged 60 to 64 with a view to encouraging them to join the labour market and remain in employment.

Youth Support

We have continued to be entrusted with the operational responsibility of the Child Development Fund, which promotes the long-term development of children aged between 10 and 16 or studying primary four to secondary four from disadvantaged background. Besides, matching grants are provided through the Partnership Fund for the Disadvantaged to encourage the business sector to work with organisations and schools to implement more after-school learning and support programmes for primary and secondary students from grassroots families to facilitate their whole-person development under a dedicated portion of the Fund. To strengthen support for disadvantaged youth, we have also enhanced the District Support Scheme for Children and Youth Development in 2018-19 by raising the maximum amount of Direct Cash Assistance under the Scheme per recipient per year and increasing the number of annual quotas.

We have subvented NGOs to set up five Cyber Youth Support Teams (CYST) since 1 December 2018. The CYST provided professional social work intervention for at-risk and hidden youths including online and offline counselling and group/programme services.

In the face of the increasingly complex social problems, on top of the commitment of the Government, we also need territory-wide participation and support from the public, the welfare sector and the business community. For working together in a pragmatic and proactive manner to deal with difficulties and rise up to challenges, we will build up a caring and harmonious society for the betterment of people.

Gordon LEUNG
Director of Social Welfare

CHAPTER 1 An Overview

MISSION

1.1 SWD is committed to building a caring community in which people live with self-sufficiency, dignity, harmony and happiness.

GUIDING PRINCIPLES

1.2 The endeavours of SWD are along the following guiding principles:

- to provide the disadvantaged groups who are unable to meet basic and essential needs with a safety net
- to promote family harmony as a core part of social stability and prosperity
- to assist the poor and the unemployed with an emphasis on enhancing, not impeding, their will to be self-reliant
- to foster a caring culture in society and encourage those with sufficient means to show concern for others in the community

STRATEGIC OBJECTIVES

1.3 SWD is dedicated to:

- caring for the elderly, the sick and the underprivileged
- providing a safety net to the needy while encouraging and assisting those with the ability to work to become self-reliant
- preserving and strengthening family solidarity and fostering harmony among family members
- mobilising community resources and promoting volunteerism to promote the spirit of mutual care and support in the community
- building up social capital and encouraging partnership among different sectors of the community to work for the social development of Hong Kong through shared responsibilities

WELFARE EXPENDITURE

1.4 In 2018-19 Revised Estimate, the total recurrent government expenditure on social welfare ^{Note 1} reached \$80.1 billion, taking up 19.8% of the total recurrent government expenditure and ranked the second amongst various policy areas as shown in **Chart 1** below.

Chart 1: 2018-19 Recurrent Government Expenditure by Policy Area Group

Policy Area Group	Percentage for 2018-19 (Percentage for 2017-18)
Education	21.1% (22.2%)
Social Welfare	19.8% (18.1%)
Health	18.0% (17.3%)
Security	10.9% (11.3%)
Infrastructure	5.9% (6.0%)
Environment and Food	4.2% (4.2%)
Economic	3.1% (3.1%)
Housing	0.1% (0.1%)
Community and External Affairs	3.3% (3.5%)
Support	13.6% (14.2%)

Year	Total Recurrent Government Expenditure
2018-19 Revised Estimate	\$404.7 billion
2017-18 Actual	\$361.8 billion

Note 1

- (a) Social welfare policy area expenditure includes the bulk of SWD's expenditure (except those programmes under such policy areas as internal security and district and community relations) and other expenditure directly under the control of the Labour and Welfare Bureau (LWB).
- (b) To give a better picture of the long term trend of recurrent expenditure on social welfare, one-off additional payments to recipients under the Comprehensive Social Security Assistance (CSSA) and SSA schemes are listed under non-recurrent expenditure since 2010-11.

TOTAL EXPENDITURE OF SWD AND LOTTERIES FUND (LF) EXPENDITURE

1.5 In 2017-18, the total actual expenditure of SWD was \$66.2 billion. Of the \$66.2 billion, \$45.4 billion (69%) was for financial assistance payments ^{Note 2}, \$15.1 billion (23%) was for recurrent subventions to non-governmental organisations (NGOs), \$2.0 billion (3%) was for other payment for welfare services, and the remaining balance of \$3.7 billion (5%) was for departmental expenditure.

1.6 In 2018-19 Revised Estimate, the total expenditure of SWD was \$85.8 billion. Of the \$85.8 billion, \$62.6 billion (73%) was for financial assistance payments ^{Note 2}, \$16.7 billion (19%) was for recurrent subventions to NGOs, \$2.2 billion (3%) was for other payment for welfare services, and the remaining balance of \$4.3 billion (5%) was for departmental expenditure.

1.7 Analysed by programme as shown in **Chart 2** below, elderly services took up the second largest share amongst the various welfare services, just after social security, in both 2017-18 and 2018- 19.

Chart 2: SWD’s Expenditure by Programme in 2018-19 Revised Estimate

Programme	Percentage for 2018-19 (Percentage for 2017-18)
Social Security	74.3% (70.3%)
Services for the Elderly	9.8% (11.3%)
Rehabilitation and Medical Social Services	8.8% (9.7%)
Family and Child Welfare	3.9% (4.7%)
Young People	2.5% (3.1%)
Services for Offenders	0.5% (0.6%)
Community Development	0.2% (0.3%)

1.8 Established with income from the Mark Six Lottery, investment income and auctions of vehicle registration marks to finance the development of social welfare services, the Lotteries Fund (LF) is a major source of capital funding for NGOs. In 2017-18 and 2018-19, the actual payments from the LF were \$1.5 billion and \$1.7 billion respectively.

Note 2

The financial assistance payments included \$2.9 billion (Actual) and \$8.0 billion (Revised Estimate) for one-off additional payments to recipients under the CSSA and SSA schemes in 2017-18 and 2018- 19 respectively.

CHAPTER 2 Major Achievements

2.1 In 2017-18 and 2018-19, SWD launched various new initiatives or enhanced existing welfare services under different programme areas to help needy individuals and families in the community.

2.2 SOCIAL SECURITY

- Provided additional one-off assistance to social security recipients.
- Relaxed asset limits for the OALA (now renamed as Normal OALA) from 1 May 2017.
- Re-launched the special one-off arrangement (SOOA) under the GD Scheme to waive the one-year continuous residence in Hong Kong (OYCR in HK) requirement during the one-year period from 1 July 2017 to 30 June 2018.
- Implemented FJ Scheme from 1 April 2018, with an SOOA in the first year of implementation to waive the OYCR in HK requirement.
- Implemented the Higher OALA from 1 June 2018 with retrospective effective date from 1 May 2017.
- Adjusted the eligible age for elderly CSSA from 60 to 65 on 1 February 2019, and introduced a new Employment Support Supplement (at a fixed rate of \$1,060 per person per month from 1 February 2019) especially for able-bodied adult recipients aged 60 to 64, with a view to encouraging them to join the labour market and remain in employment.

2.3 FAMILY AND CHILD WELFARE

- Additional manpower for Family and Child Protective Services Units and Integrated Family Service Centres of SWD to strengthen child protection and co-parenting support for divorced families.
- Extended the service of the Short-term Food Assistance Service Projects till 2021 with raised proportion of food value of food/meal coupons from about 50% to 70%.
- Provided 8 additional places to increase the capacity of refuge centres for women from 260 to 268 in January 2017; and also provided additional manpower resources for both refuge centres for women and the Multi-purpose Crisis Intervention and Support Centre to strengthen child care support service for the children temporarily staying there.

- Provided additional places in aided standalone child care centres.
- Provided additional resources for units of day/residential child care services and pre-school rehabilitation services for enhancing the remuneration for qualified child care staff from September 2017, so as to retain and attract such staff.
- Completed the Consultancy Study on the Long-term Development of Child Care Services and commenced to study the follow-up of the recommendations.
- Launched a three-year pilot scheme from 2018/19 school year to provide social work service in phases for about 150 000 children and their families in more than 700 subsidised/aided child care centres, kindergartens and kindergarten-cum-child care centres.
- Increased the level of various foster care allowances and started to provide 240 additional foster care places in phases and recruit more foster parents since 2017-18.
- Increased a total of 30 additional small group home places as well as five additional places of emergency/short-term care in small group home in 2017-18.
- Strengthened the manpower of small group homes, residential child care centres, children's homes and boys'/girls' homes/hostels to enhance care and support for children receiving residential care service in 2018-19.
- Improved accommodation facilities of residential child care services by provision of air-conditioning and launching of an environment improvement programme in small group homes.
- Enhanced services of "Educational Programme on Supporting Domestic Violence" (EPSDV) in order to support the children who have witnessed or been exposed to domestic violence and victims of domestic violence, and to help batterers or people who may resort to violence to stop using violence.

2.4 ELDERLY

- Continued to implement the Pilot Scheme on Community Care Service Voucher for the Elderly to test the viability of the new "money-following-the-user" funding mode.
- Continued to implement a series of measures to strengthen the monitoring of residential care homes for the elderly (RCHEs) and residential care homes for persons with disabilities (RCHDs) and enhance their service quality on a sustained basis.
- Provided additional residential care places.

- Increased subsidised community care places.
- Continued to implement the Pilot Residential Care Services Scheme in Guangdong to provide elderly persons on the central waiting list for subsidised residential care places with an option to choose to live in the two elderly homes located in Guangdong.
- Continued to implement the Pilot Scheme on Living Allowance for Carers of Elderly Persons from Low Income Families.
- Through a medical-social collaboration model, the “Dementia Community Support Scheme” provides support services for elderly persons with mild or moderate level of dementia and their carers at district elderly community centres at the community level.
- Continued to implement the Enrolled Nurse Training Programme for the Welfare Sector.
- Continued to implement the Navigation Scheme for Young Persons in Care Services so as to encourage young people to join the elderly and rehabilitation care services.
- Launched a 3-year public education programme, namely “Dementia Friendly Community Campaign”, and to encourage the public to register as internationally recognised “Dementia Friends”, so as to build a dementia friendly community for persons with dementia and their carers.
- Launched the 3-year "Support for Carers" Project to provide trainings, with the main objective to promote frontline property management staff to care and support elderly persons and their carers in need, so as to foster a caring and elderly friendly community.
- Enhanced the provision of visiting medical practitioner service for residents of all RCHes throughout the territory.
- Continued to implement the Pilot Scheme on Residential Care Service Voucher for the Elderly by adopting “money-following-the-user” approach with a view to offering elderly persons in need of residential care service with an additional choice.
- Launched the Pilot Scheme on Multi-disciplinary Outreaching Support Teams for the Elderly to address the social and rehabilitation needs of the residents of the private residential care homes for the elderly.
- Implemented the “Innovation and Technology Fund for Application in Elderly and Rehabilitation Care” to subsidise elderly and rehabilitation service units in the procurement, rental or trial use of newly developed technology products so as to improve the quality of life of service users and release the caring burden of care staff and carers.

2.5 REHABILITATION AND MEDICAL SOCIAL SERVICES

- Increased subvented residential care places, provided additional places for day training and vocational rehabilitation services for persons with disabilities, provided additional places for pre- school rehabilitation service for children with disabilities.
- Enhanced the care and support services for ageing service users in rehabilitation service units.
- Increased residential care places through the Bought Place Scheme for Private Residential Care Homes for Persons with Disabilities.
- Enhanced the support on vocational rehabilitation for persons with disabilities.
- Continued to implement a series of measures to strengthen the monitoring of RCHEs and RCHDs and enhance their service quality on a sustained basis.
- Strengthened the manpower of integrated community centres for mental wellness (ICCMWs) with a view to providing more intensive support for families/carers of ex-mentally ill persons and serving more persons in need of community mental health support services.
- Increased the number of parents/relatives resource centres with a view to strengthening the support for parents and relatives/carers of persons with disabilities/ex-mentally ill persons (including parents and relatives/carers of children or young persons with special needs) and providing services that better meet their needs.
- Regularised the Pilot Scheme on On-site Pre-school Rehabilitation Services and increased the service places to offer on-site rehabilitation services for children with special needs, who are studying in participating kindergartens (KGs) and kindergarten-cum-child care centres (KG-cum-CCCs).
- Waived the means test for children waitlisted for SCCCs under the Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services.
- Increased manpower to strengthen the medical social services for patients and their families and to dovetail with the service initiatives of the Department of Health (DH) and HA.
- Enhanced the provision of visiting medical practitioner service for residents of all RCHDs in the territory.
- Launched the Pilot Scheme on Professional Outreaching Team for Private Residential Care Homes for Persons with Disabilities to address the social and rehabilitation needs of the residents of the private residential care homes for persons with disabilities.

- Regularised the Pilot Project on Strengthening Support for Persons with Autism and their Parents/Carers and the Pilot Project on Peer Support Service in Community Psychiatric Service Units, to strengthen support for persons with autism and ex-mentally ill persons respectively.
- Continued to implement the Pilot Scheme on Living Allowance for Low-income Carers of Persons with Disabilities, through funding support from the Community Care Fund to provide a living allowance to the carers of persons with disabilities from low-income families.
- Set up a “Special Needs Trust” (SNT), with DSWI as the Trustee, to provide reliable and affordable trust services for managing the assets of deceased parents, so as to ensure that their assets will be used for meeting the long-term daily living of their children with special needs.
- Injected \$50 million into the Trust Fund on Severe Acute Respiratory Syndrome (SARS) to continue to provide support for SARS patients and their families.
- Implemented the “Innovation and Technology Fund for Application in Elderly and Rehabilitation Care” to subsidise elderly and rehabilitation service units in the procurement, rental or trial use of newly developed technology products so as to improve the quality of life of service users and release the caring burden of care staff and carers.
- Set up the Arts Development Fund for Persons with Disabilities to foster arts development for persons with disabilities (Arts Fund).

2.6 YOUTH AND CORRECTIONS

- Set up five Cyber Youth Support Teams to provide timely support services for at-risk and hidden youth.
- Implemented the Pilot Scheme on Relaxing the Household Income Limit of the Fee-waiving Subsidy Scheme under the After School Care Programme for Low-income Families and Increasing Fee-waiving Subsidy Places.
- Enhanced the District Support Scheme for Children and Youth Development.
- Continued to implement the Enhanced After School Care Programme (ASCP) by extending the service hours on weekday evenings, Saturdays, Sundays and non-school days in some ASCP centres and further provide additional fee-waiving and fee-reduction quotas.
- Continue to implement the Enhanced Probation Service in all seven probation and community service orders offices to provide more focused, structured and intensive treatment programmes for young offenders convicted of drug-related offences.

CHAPTER 3 Social Security

OBJECTIVES

3.1 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.

SERVICE PROVISION

3.2 This objective is achieved through a non-contributory social security system administered by SWD. It comprises the Comprehensive Social Security Assistance (CSSA) Scheme, the Social Security Allowance (SSA) Scheme, the Criminal and Law Enforcement Injuries Compensation (CLEIC) Scheme, the 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 the Guangdong or Fujian Province. In addition, the Social Security Appeal Board, an independent body, handles appeals against SWD's decisions on social security issues.

3.3 Under the CSSA Scheme, the Support for Self-reliance Scheme aims to encourage and assist able-bodied CSSA recipients to take up employment. The Scheme consists of two components:

- The Integrated Employment Assistance Programme for Self-reliance: provision of one-stop, integrated employment assistance services on family basis by NGOs commissioned by SWD to help able-bodied CSSA recipients find jobs.
- Disregarded earnings: provision of an incentive by disregarding part of their income when assessing the amount of assistance payable to CSSA recipients to encourage them to undertake paid employment while on CSSA.

HIGHLIGHTS OF THE PERIOD

OLD AGE LIVING ALLOWANCE (OALA)

3.4 To further strengthen the support of the needy elderly persons, SWD relaxed the asset limits of the OALA on 1 May 2017 to benefit more elderly persons with financial needs, and also introduced the Higher OALA on 1 June 2018, with retrospective effect from 1 May 2017, to provide a higher allowance for elderly persons with more financial needs.

GUANGDONG (GD) SCHEME

3.5 SWD re-launched the special one-year arrangement (SOOA) under the GD Scheme during the period from 1 July 2017 to 30 June 2018 to allow HK elderly people who have already settled in

GD and satisfied all other eligibility criteria, but fail to meet the one-year continuous residence (OYCR) requirement in HK to benefit from the GD Scheme without having to return to stay in HK for one year.

FUJIAN (FJ) SCHEME

3.6 SWD launched the FJ Scheme with effective from 1 April 2018 to provide Old Age Allowance, on a monthly basis, for eligible HK elderly persons who choose to reside in FJ. With reference to arrangement of GD Scheme, an SOOA was put in place in the first year of its implementation to allow HK elderly people who have already settled in FJ and satisfied all other eligibility criteria to benefit from the FJ Scheme without having to return to meet the OYCR in HK requirement.

PROVISION OF ADDITIONAL ONE-OFF ASSISTANCE TO SOCIAL SECURITY RECIPIENTS

3.7 In view of the economic situation, the complicated and uncertain global political and economic climate as well as the Government's fiscal surplus, the Government provided one additional month of standard rate of CSSA payment for CSSA recipients and one additional month of allowance for OAA (including GD Scheme), OALA and Disability Allowance (DA) recipients in June 2017. In June 2018, two additional months of standard rate of CSSA payment for CSSA recipients and two additional months of allowance for OAA (including GD Scheme and Fujian Scheme), OALA (including Normal OALA and Higher OALA) and DA recipients was also provided, taking into account the Government's fiscal surplus and to share the fruits of economic success with the community. Separately, the Government introduced the Caring and Sharing Scheme and if the one-off two-month assistance/allowance received by individual social security recipients under CSSA/SSA Schemes was less than \$4,000, SWD would provide a one-off 'top up' payment to make the total one-off additional assistance up to \$4,000.

ADJUSTING THE ELIGIBLE AGE FOR ELDERLY CSSA FROM 60 TO 65

3.8 In view of the improved life expectancy of the population of Hong Kong and the trend of extending the retirement age to 65, the Government implemented the arrangement of adjusting the eligible age for elderly CSSA from 60 to 65 on 1 February 2019. Persons aged between 60 and 64 who have received elderly CSSA before the new arrangement takes effect are grandfathered and not affected. The CSSA payments of persons with disabilities or persons in ill health are not affected either. They will, regardless of age, continue to receive CSSA payments which are higher than those applicable to able-bodied adults. The Government also introduced a new Employment Support Supplement (at a fixed rate of \$1,060 per person per month from 1 February 2019) especially for able-bodied adult recipients aged 60 to 64, with a view to encouraging them to join the labour market and remain in employment.

FRAUD PREVENTION

3.9 SWD continued its efforts to prevent and combat fraud and abuse of social security benefits. To guard against duplicate claims, SWD had been closely co-operating with relevant government departments and organisations in conducting matching exercises.

STATISTICS

CSSA SCHEME

3.10 As at 31 March 2018, there were 231 468 CSSA cases providing assistance to 333 204 people. The number of CSSA cases and recipients were 224 603 and 319 801 respectively as at 31 March 2019. The number of CSSA cases decreased in the past two years. Analysis of distribution of CSSA cases by nature of cases as at 31 March 2018 and 31 March 2019 respectively is shown in **Chart 3** below:

Chart 3: Distribution of CSSA Cases by Nature of Cases

Nature of Cases	Number of Cases as at 31 March 2019 (Number of Cases as at 31 March 2018)	Percentage as at 31 March 2019 (Percentage as at 31 March 2018)
Old Age	141 280 (144 129)	62.9% (62.3%)
Permanent Disability	16 621 (17 036)	7.4% (7.4%)
Ill Health	23 043 (23 570)	10.3% (10.2%)
Single Parent	24 382 (25 669)	10.9% (11.1%)
Low Earnings	3 422 (4 182)	1.5% (1.8%)
Unemployment	11 696 (12 623)	5.2% (5.5%)
Others	4 159 (4 259)	1.9% (1.8%)

Note: Individual percentage may not add up to 100% due to rounding effect.

3.11 A total of \$22,323 million was paid out under the CSSA Scheme in 2018-19. The total expenditure for the years 2014-15 to 2018-19 is shown in **Chart 4** below:

Chart 4: Total Expenditure under the CSSA Scheme for 2014-15 to 2018-19

Year	Total Expenditure (\$Mn)
2014-15	20,669
2015-16	22,313
2016-17	22,308
2017-18	21,700

2018-19	22,323
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SSA SCHEME

3.12 As at 31 March 2018 and 2019, the numbers of SSA cases were 897 541 and 957 595 respectively. A breakdown of these cases by nature of cases is shown in **Chart 5** below:

Chart 5: Distribution of SSA Cases by Nature of Cases

Nature of Cases	Number of Cases as at 31 March 2019 (Number of Cases as at 31 March 2018)	Percentage as at 31 March 2019 (Percentage as at 31 March 2018)
Old Age Allowance	250 600 (249 587)	26.2% (27.8%)
Old Age Living Allowance	542 066 (483 800)	56.6% (53.9%)
Guangdong Scheme	16 568 (16 689)	1.7% (1.9%)
Fujian Scheme	1 656 (-)	0.2% (-)
Higher Disability Allowance	17 210 (21 854)	1.8% (2.4%)
Normal Disability Allowance	129 495 (125 611)	13.5% (14.0%)

Notes: 1. Individual percentage may not add up to 100% due to rounding effect.
2. The Fujian Scheme was launched in April 2018.

3.13 A total of \$39,340 million was paid out under the SSA Scheme in 2018-19. The total expenditure for the years 2014-15 to 2018-19 is shown in **Chart 6** below:

Chart 6: Total Expenditure under the SSA Scheme for 2014-15 to 2018-19

Year	Total Expenditure (\$Mn)
2014-15	18,585
2015-16	21,673
2016-17	22,123
2017-18	23,632
2018-19	39,340

CLEIC SCHEME

3.14 In 2018-19, a total of \$5.75 million was paid out under the CLEIC Scheme to 257 cases. The total expenditure for the years 2014-15 to 2018-19 is shown in **Chart 7** below:

Chart 7: Total Expenditure under the CLEIC Scheme for 2014-15 to 2018-19

Year	Total Expenditure (\$Mn)
2014-15	5.60
2015-16	4.78
2016-17	5.99
2017-18	4.92
2018-19	5.75

TAVA SCHEME

3.15 In 2018-19, a total of \$280.18 million was paid out under the TAVA Scheme to 12 340 cases. The total expenditure for the years 2014-15 to 2018-19 is shown in **Chart 8** below:

Chart 8: Total Expenditure under the TAVA Scheme for 2014-15 to 2018-19

Year	Total Expenditure (\$Mn)
2014-15	215.22
2015-16	228.96
2016-17	254.56
2017-18	235.05
2018-19	280.18

SOCIAL SECURITY APPEAL BOARD

3.16 The Social Security Appeal Board (SSAB) is an independent body comprising seven non-officials appointed by the Chief Executive. Its main function is to consider appeals against the decisions of SWD under the CSSA, SSA and TAVA schemes. Decisions of the Board are final.

3.17 In 2017-18, the SSAB ruled on 378 appeals, including 68 CSSA cases, 308 SSA cases and 2 TAVA cases. The Board confirmed the decisions of SWD in 286 cases (76%) and varied its decisions in 92 cases (24%). In 2018-19, the SSAB ruled on 308 appeals, including 49 CSSA cases and 259 SSA cases. The Board confirmed the decisions of SWD in 206 cases (67%) and varied its decisions in 102 cases (33%).

CHAPTER 4 Family Services

OBJECTIVES

4.1 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.

APPROACH

4.2 SWD adopts a three-pronged approach to provide a continuum of services to support families, namely:

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

SERVICE PROVISION AND STATISTICS UNDER THE THREE-PRONGED APPROACH

4.3 The service provision and statistics under the three-pronged approach are as follows:

	2017-18	2018-19
PRIMARY LEVEL		
Publicity Campaign on Strengthening Families and Combating Violence	<p>A new series of television and radio announcements of public interest was broadcasted.</p> <p>Banners and posters were displayed at public transportation system and social networking media to promote the message of child protection and prevention of child abuse.</p> <p>The District Social Welfare Offices organised 2 737 public education programmes with a total attendance of 157 235.</p>	<p>A microfilm on prevention of child neglect was broadcasted in public areas and social networking media.</p> <p>The message of child protection and combating domestic violence among the ethnic minorities was further promoted.</p> <p>2 630 district-based public education programmes and activities with a total attendance of 100 662 had been organised by the District Social Welfare Offices.</p>

Family Life Education (FLE)	- 21 social workers - 1 464 programmes - 93 528 participants	- 21 social workers - 1 533 programmes - 95 956 participants
Departmental Hotline	- 173 618 calls received	- 188 425 calls received
Family Support Networking Teams (FSNTs)	- 7 teams	- 7 teams
SECONDARY LEVEL		
Integrated Family Service Centres (IFSCs)/Integrated Services Centres (ISCs)	- 65 IFSCs & 2 ISCs - 80 998 cases served - 9 930 groups and programmes organised	- 65 IFSCs & 2 ISCs - 83 411 cases served - 10 027 groups and programmes organised
Family Aide Service	- 48 family aide workers - 3 357 cases served	- 59 family aide workers - 3 503 cases served
TERTIARY LEVEL		
Family Crisis Support Centre	- 1 centre - 18 401 calls received - 1 012 persons/families in crisis served	- 1 centre - 18 678 calls received - 1 100 persons/families in crisis served
Multi-purpose Crisis Intervention and Support Centre (CEASE Crisis Centre)	- 1 centre - 27 491 calls received - 514 sexual violence cases handled	- 1 centre - 27 379 calls received - 516 sexual violence cases handled
Suicide Crisis Intervention Centre	- 1 centre - 1 453 cases handled	- 1 centre - 1 409 cases handled
Refuge Centres for Women	- 5 centres - 82.5% average utilisation rate - 661 cases served	- 5 centres - 72.9% average utilisation rate - 668 cases served
Family and Child Protective Services Units (FCPSUs)	- 11 units - 7 137 cases served	- 11 units - 7 233 cases served
Victim Support Programme for Victims of Family Violence	- 1 centre - 824 service users served	- 1 centre - 826 service users served
Integrated Services Team for Street Sleepers	- 3 teams - 212 cases assisted to stay off the streets - 87 cases matched with jobs	- 3 teams - 204 cases assisted to stay off the streets - 76 cases matched with jobs

HIGHLIGHTS OF THE PERIOD

STRENGTHENED SERVICES AND SUPPORT FOR VICTIMS OF DOMESTIC VIOLENCE FAMILY AND CHILD PROTECTIVE SERVICES UNITS

4.4 SWD has 11 FCPSUs across the territory as specialised units to assist families with problems of child abuse and spouse/cohabitant battering in order to restore the normal functioning of these families and to safeguard the interests of children affected by custody/guardianship disputes.

VICTIM SUPPORT PROGRAMME FOR VICTIMS OF FAMILY VIOLENCE

4.5 The Victim Support Programme for Victims of Family Violence (VSP) operated by Po Leung Kuk aims to enhance support services to victims of domestic violence, including those undergoing the judicial process. Through the VSP, the victims will be provided with information on the legal proceedings and community support services (such as legal aid service, accommodation, medical treatment and child care support). They will also be provided with emotional support and company while going through the judicial process to alleviate their fear and sense of helplessness. Through close collaboration with case workers, the VSP empowers and assists the victims to resume normal life as early as possible. The VSP served 824 and 826 victims and their family members respectively in 2017-18 and 2018-19.

REFUGE CENTRES FOR WOMEN

4.6 The refuge centres for women provide temporary accommodation service for women with or without children who are facing domestic violence or having serious personal problems or family crisis. At present, there are five refuge centres with 268 places. In 2017-18 and 2018-19, the average utilisation rates of the five refuge centres were 82.5% and 72.9% respectively.

FAMILY CRISIS SUPPORT CENTRE

4.7 The Family Crisis Support Centre (FCSC) operated by the Caritas - Hong Kong, aims at tackling family crisis at an early stage by providing a package of integrated and easily accessible services to assist individuals and families in crisis or distress. Services provided include a 24-hour hotline, emergency intervention with short-term accommodation and other support services. Besides, the FCSC has established an effective referral network and collaboration with other service organisations and professionals in serving individuals/families in crisis. As at 31 March 2019, 91% of the service users have indicated positive response in overcoming the immediate crisis upon leaving the FCSC.

MULTI-PURPOSE CRISIS INTERVENTION AND SUPPORT CENTRE (CEASE Crisis Centre)

4.8 The CEASE Crisis Centre, operated by the Tung Wah Group of Hospitals, aims to provide

comprehensive support to victims of sexual violence and individuals or families facing domestic violence or in crisis, and to link them with appropriate health care and social services units as soon as possible for necessary protection and services. Services provided include a 24-hour hotline and crisis intervention/immediate outreaching service for victims of sexual violence and elder abuse after office hours of SWD. Besides, the Centre provides short-term accommodation for victims who are temporarily not suitable to return home or individuals/families in crisis. In 2017-18 and 2018-19, the Centre provided services to a total of 514 and 516 victims of sexual violence respectively.

SUICIDE CRISIS INTERVENTION CENTRE

4.9 The Suicide Crisis Intervention Centre (SCIC), operated by The Samaritan Befrienders Hong Kong (SBHK), provides round-the-clock outreaching, crisis intervention/intensive counselling to persons in crisis situation and at high/moderate suicidal risks. Apart from the core crisis intervention service, the SCIC also works with SBHK's Life Education Centre and Hotline Centre and other related organisations to render preventive and supportive services, promote the message of cherishing life to the general public especially students, and train up life ambassadors to conduct suicide watch in the community. In view of the ever-increasing use of information technology, the SCIC conducts regular searches on blogs and social media with wording of suicide, for early identification of Internet users with suicidal tendency, and provides web-engagement service such as setting up forum, email-box, chat-room and Internet resource corner to reach out to Internet users with suicidal ideation, ventilate their emotion, give emotional support, promote positive life attitude and provide related social service to the users and to convey meaningful and positive life attitude.

SERVICES FOR BATTERERS

4.10 In reducing the risk of domestic violence, it is necessary to break the cycle of violence. Services for batterers have been another important work focus of SWD since 2008. The Batterer Intervention Programme (BIP) in group format has formally become an integrated component of the counselling service for batterers provided by the 11 FCPSUs, apart from individual counselling and therapy. SWD has also started a trial project on the development of a BIP for female batterers since 2010. In 2017-18 and 2018-19, a total of 109 batterers participated in the BIP.

4.11 To tie in with the implementation of the Domestic Violence (Amendment) Ordinance 2008, SWD launched the Anti-violence Programme (AVP) in August 2008, which was a psycho-educational programme of 12 to 14 individual or group sessions, aiming at helping abusers of different types who molest the spouses, partners, children or family members to stop such behaviour. As at the end of March 2019, there were 7 referrals from the Court for the AVP. Among them, one was later withdrawn by the applicant and one was passed back to the Court for disposal as the abuser refused to attend the programme.

4.12 Because not every abuser is required to attend the AVP as directed by the Court, or willing

to join the BIP for a long duration, SWD thus launched the Educational Programme on Stopping Domestic Violence (EPSDV) in October 2013. The programme provides 6-hour individual or group sessions for batterers or those who pose a risk of perpetrating intimate partner violence to master basic and practical knowledge and skills to manage their anger, resolve conflicts with partners and avoid the outbreak of violence, while helping participants to deal with the crisis caused by the violence and improve partner relationships. In 2017-18 and 2018-19, a total of 399 people had completed the programme. The Project had been enhanced and renamed to “The Support Programme for Enhancing Peaceable Relationship” (SPeaR) since 1 October 2018. In 2018-19, a total of 94 people participated in the programme.

TRAINING PROGRAMME RELEVANT TO DOMESTIC VIOLENCE

4.13 In 2017-18 and 2018-19, SWD continued to provide training on core themes of domestic violence, such as understanding and handling child abuse, spouse/cohabitant battering, elder abuse and sexual violence. A total of around 18 700 social workers and other professionals participated in the training courses organised at the central level and by district social welfare offices.

PUBLICITY AND COMMUNITY EDUCATION

PUBLICITY CAMPAIGN ON STRENGTHENING FAMILIES AND COMBATING VIOLENCE

4.14 In 2017-18, SWD launched a series of television and radio announcements of public interest (APIs) on television, radio, social networking media and public transportation system, and displayed banners and posters with the theme of “Manage Your Temper Make Parenting Easier” to promote the message of child protection and prevention of child abuse. In 2018-19, SWD also produced a microfilm with two episodes in DVD on prevention of child neglect, for helping the public (including the substance abuse parents) understand the serious impact of child neglect on the child development. In order to strengthen the promotion of the messages of prevention of child abuse and combating domestic violence among the ethnic minorities (EM), the APIs in five EM languages were arranged to be broadcasted through the radio channel at Radio Television Hong Kong and Metro Broadcast Corporation Limited, starting from June 2018. In addition, district-based public education programmes and activities on combating domestic violence had been organised by the District Social Welfare Offices of SWD. SWD will continue to promote the messages on combating domestic violence to the public through different means and platforms.

OTHER SUPPORTIVE SERVICES

CHILD FATALITY REVIEW

4.15 Commencing its work since June 2011, the standing Child Fatality Review Panel has completed the review of the child death cases that occurred in 2014 and 2015, and the review findings

have been shared with the public through its fourth biennial report that was released in May 2019.

ENHANCED HOTLINE SERVICES

4.16 SWD started procuring the service of the 1823 Call Centre in February 2008 to handle enquiries relating to social security matters so that social workers of SWD Hotline, 2343 2255, can be more readily available to handle calls requiring counselling. Moreover, upon the commencement of service of the NGO-operated Hotline and Outreaching Service Team (HOST) in October 2008, SWD Hotline started operating on a 24-hour basis with SWD's social workers handling calls during normal office hours, while calls received outside normal office hours are handled by social workers of HOST. HOST also provides outreaching service to specific groups of needy persons in case of emergency warranting immediate intervention by social workers. In 2018-19, 1823 Call Centre handled 38 055 calls, while social workers of SWD handled 43 407 calls with 3 669 calls requiring counselling service whereas social workers of HOST handled 13 251 calls with 11 625 calls requiring counselling service.

SHORT-TERM FOOD ASSISTANCE

4.17 Short-term food assistance service projects run by NGOs started operation in February 2009 to provide short term food assistance to individuals/families. The target service users are those who have proven difficulties coping with daily food expenditure, including those among the unemployed, low-income earners, new arrivals, street sleepers and individuals or families encountering sudden change and facing immediate financial hardship, etc. Enhancement measures have been undertaken on several occasions. As at 31 March 2019, a total of 323 381 beneficiaries on per-time basis have received food assistance from the service projects.

SERVICES FOR STREET SLEEPERS

4.18 The three subvented NGOs, each operating an Integrated Services Team for Street Sleepers, provide a package of integrated services including day and late-night outreach visit, emergency shelter/short-term hostel placement, counselling, employment guidance, personal care (e.g. bathing, hair-cut and arranging meals), emergency fund, aftercare service and service referrals, etc. with an aim to solving the immediate needs of street sleepers, enhancing their work motivation and skills so as to assist them to be self-reliant and reintegrate into the community.

COMPASSIONATE REHOUSING

4.19 Compassionate Rehousing (CR) is a form of special housing assistance, which aims at providing housing assistance to individuals and families who have genuine and imminent long-term housing needs but, owing to their social and medical needs (if applicable) under specific circumstances, have no other feasible means to solve their housing problems. In 2017-18 and 2018-19, 852 and 788 cases were recommended by SWD to the Housing Department for CR respectively.

CHARITABLE TRUST FUNDS

4.20 SWD administers four charitable trust funds, namely the Tang Shiu Kin and Ho Tim Charitable Fund, the Li Po Chun Charitable Trust Fund, the Brewin Trust Fund and the Kwan Fong Trust Fund for the Needy. The purpose of the funds is to provide one-off and short-term financial assistance to individuals and families facing temporary financial hardship arising from special and emergency situations. In 2017-18 and 2018-19, 1 408 payments (amounted to \$6.51 million) and 1 296 payments (amounted to \$6.67 million) were made to needy individuals or families respectively.

CHAPTER 5 Child Welfare Services

OBJECTIVES

5.1 Protection of a child's interest and rights is one of the key objectives of family services. Being part and parcel of the family services, child welfare services aim to provide and arrange a safe and intimate environment where children with varying needs can grow and develop into healthy and responsible members of society.

SERVICE PROVISION AND STATISTICS

5.2 The service provision and statistics are as follows:

Adoption Service			
No. of Units		No. of new adoption applications processed	
		2017-18	2018-19
SWD	2	58 (Local adoption)	38 (Local adoption)
NGO	3	42 (Local adoption)	31 (Local adoption)
		6 (Overseas adoption)	11 (Overseas adoption)

Residential Child Care Services						
	Number of Centres		Number of Places		Average Enrolment Rate	
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
Foster Care Service	Not applicable		1 130	1 130	83%	79%
Children's Home	5	5	418	418	90%	91%
Small Group Home	112	112	894	894	92%	95%
Boys'/Girls' Hostel	4	4	95	95	87%	88%
Boys'/Girls' Homes with School for Social Development on Site	7	7	727	727	74%	70%
Boys'/Girls Home	4	4	231	231	86%	87%

Day Child Care Services						
	Number of Centres		Number of Places		Utilisation Rate	
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
Standalone Child Care Centre ^{Note 1}	28	30	3 207	3 626	74%	70%
Occasional Child Care Service	217 (units)	221 (units)	434	446	57%	56%
Extended Hours Service	165	164	2 254	2 260	50%	49%
Mutual Help Child Care Centre	20	19	275	261	8.5%	9.0%

Note 1

Standalone child care centres (CCCs) include aided standalone CCCs and non-profit-making/private standalone CCCs. CCCs attached to kindergartens which are under the administration of the Education Bureau Joint Office for Kindergartens and Child Care Centres also provide child care services to children aged under three. All CCCs and CCCs attached to kindergartens must be registered in compliance with the requirements under the Child Care Services Ordinance (Cap. 243) and the Child Care Services Regulations (Cap. 243A). In 2018-19, there were about 35 500 CCC places in total and about 7 500 of them were aided places.

HIGHLIGHTS OF THE PERIOD

ADOPTION

5.3 Pursuant to the provision of the Adoption Ordinance, Cap. 290, three NGOs, namely the International Social Service Hong Kong Branch, Mother's Choice Limited and Po Leung Kuk, have been accredited for providing both local and inter-country adoption service for infants in Hong Kong. They have processed a total of 73 local adoption applications and 17 overseas adoption applications in 2017-18 and 2018-19.

AIDED STANDALONE CHILD CARE CENTRES

5.4 In response to community demand, SWD provided a total of 57 additional places in the eight existing aided standalone child care centres (located in Eastern District, Wan Chai, Central and Western District, Kowloon City, Yau Tsim Mong, Tsuen Wan, Sha Tin and North District) from 2014-15 to 2018-19. The overall capacity of aided standalone child care centres has been increased from 690 to 747 places.

ENHANCING REMUNERATION FOR QUALIFIED CHILD CARE STAFF

5.5 SWD has provided additional resources for units of day/residential child care services and pre-school rehabilitation services since September 2017 for enhancing the remuneration for qualified child care staff, so as to retain and attract such staff.

PILOT SCHEME ON SOCIAL WORK SERVICE FOR PRE-PRIMARY INSTITUTIONS

5.6 For early identification of and to provide assistance to pre-primary children and their families with welfare needs, the Government has allocated \$989 million from the LF to launch a three-year pilot scheme to provide social work service in phases for about 150 000 pre-primary children and their families in more than 700 subsidised/aided pre-primary institutions (PPIs) (including aided child care centres (CCCs), kindergartens (KGs) and KG-cum-CCCs) in Hong Kong. The pilot scheme will be implemented in three phases. About 16 social work teams will be set up in each phase making a total of 48 teams (if there are half-teams, the total number of teams will be more). Social work teams will be operated by eligible non-governmental organisations to provide stationing services for PPIs. Phase 1, 2 and 3 of the Pilot Scheme has/will commence operation in February 2019, August 2019 and August 2020 respectively. An evaluation study on the current mode of service operation, as well as the service performance and service outputs/outcomes will be carried out during the implementation of the Pilot Scheme. It is expected the study would shed light on the way forward of the service.

ADDITIONAL PLACES OF RESIDENTIAL CHILD CARE SERVICES AND INCREASED THE LEVEL OF FOSTER CARE ALLOWNCE

5.7 To enhance support for families in need, SWD set up four small group homes in Shui Chuen O, Shatin in June 2017, providing a total of 30 additional places as well as five additional places of emergency/short-term care in small group. Starting from 2017-18, SWD will provide 240 additional foster care places in phases, including 60 foster care (emergency) places, bringing the overall total number of foster care places from 1 070 to 1 310, including that of foster care (emergency) places from 95 to 155. In March 2018, 60 additional foster care places, including 20 foster care (emergency) places, were provided in the first phase. SWD will continue to make full use of available resources and closely monitor the recruitment of foster families for providing the remaining additional foster care places in phases. In addition, SWD raised the level of various foster care allowances and introduced an extra incentive payment for taking care of children aged below 3 with effect from December 2017 with a view to recruiting more families to provide foster care service and encouraging foster families to take care of young children.

STRENGTHEN THE MANPOWER OF SMALL GROUP HOMES, RESIDENTIAL CHILD CARE CENTRES, CHILDREN'S HOMES AND BOYS'/GIRLS' HOME/HOSTELS

5.8 An additional \$92 million has been allocated by SWD each year to strengthen the

manpower of residential care services for children since 2018-19 with a view to enhancing the care and support in further response to the care needs of children and young people receiving residential care services, including those with special needs such as emotional, behavioural or health problems.

IMPROVE THE ACCOMMODATION FACILITIES OF RESIDENTIAL CHILD CARE SERVICES

5.9 To address the present-day need for looking after the daily living of children and youth, SWD has since 2017-18 provided additional recurrent funding for the provision of air-conditioning in all subvented residential child care service units to improve the care and living quality of the service users. In addition, invitation for participation in the environment improvement programme was issued to NGOs operating small group homes in September 2018. The first phase of the environment improvement programme will commence in 2019-20.

CHAPTER 6 Clinical Psychological Services

OBJECTIVES

6.1 The Clinical Psychologists of SWD diagnose and treat clients who have psychological or psychiatric problems, aiming to ameliorate their distress and restore their functioning. The Clinical Psychologists also provide clinical consultation and training to allied professionals and public education on mental health issues.

SERVICE PROVISION

CASEWORK SERVICE

6.2 As at 31 March 2019, there were 59 Clinical Psychologists in SWD. They were posted to five Clinical Psychology Units of the Clinical Psychological Service Branch serving the whole territory. They received referrals mainly from integrated family service centres, family and child protective services units, probation and community service orders offices and medical social services units. Through the Central Psychological Support Services (CPSS), Clinical Psychologists also provided clinical case consultation, staff and parent trainings for pre-school centres as well as adult rehabilitation units operated by NGOs.

6.3 Children and adolescents formed the main client group served by the Clinical Psychologists. They were often victims of physical or sexual violence, cases for custody evaluation, or individuals presenting behavioural or emotional problems which were psychological in origin. Adults were seen for a variety of reasons ranging from mood disorders, chronic difficulties in interpersonal relationships, adjustment problems, sexual deviations and various forms of offences against the law. Some others might be perpetrators or victims in cases of domestic violence. The breakdown of referrals by age for 2017-18 and 2018-19 are shown respectively in **Charts 9 and 10** below:

Chart 9: Breakdown of Referrals by Age (2017-18)

Age	Percentage
10 or under	25%
11-20	21%
21-30	11%
31-40	17%
41-50	16%
51-60	7%
60 or above	3%

Chart 10: Breakdown of Referrals by Age (2018-19)

Age	Percentage
10 or under	23%
11-20	22%
21-30	10%
31-40	20%
41-50	15%
51-60	7%
60 or above	3%

6.4 In 2017-18, the Clinical Psychologists conducted 2 323 psychological or intellectual assessments and 19 589 treatment sessions, serving a total of 2 492 new cases. For 2018-19, 2 368 assessments and 20 074 treatment sessions were conducted, serving a total of 2 521 new cases.

CENTRAL PSYCHOLOGICAL SUPPORT SERVICES

6.5 The following tables show the service figures for the CPSS for rehabilitation units in 2017-18 and 2018-19 respectively:

CPSS (Adult) Summary Statistics	2017-18	2018-19
No. of Centres Served	53	56
No. of Cases Served	171	127
No. of Clinical Visits	954	1 041
No. of Clinical Consultation	1 173	1 434
No. of Service Consultation	44	73
No. of Training (for Workers)	22	46
No. of Parent Education Sessions	1	1

CPSS (Pre-school) Summary Statistics	2017-18	2018-19
No. of Centres Served	227	227
No. of Cases Served (New Cases)	650	661
No. of Clinical Visits	1 195	1 103
No. of Clinical Consultation	733	697
No. of Service Consultation	338	267
No. of Training (for Workers)	255	71
No. of Parent Education Sessions	250	255

6.6 Through the CPSS, Clinical Psychologists provide consultation and training to staff of rehabilitation units. Parent groups and parent training sessions are also offered to help parents better manage problems presented by their children with disabilities.

HIGHLIGHTS OF THE PERIOD

CRISIS INTERVENTION

6.7 Apart from rendering direct clinical services, the Clinical Psychologists of SWD are also the largest group of mental health professionals involved in providing psychological support, such as critical incident stress management and psychological first aid to the survivors, their families and the community at large after natural or man-made disasters.

PUBLIC EDUCATION

6.8 In addition to involvement in direct services, the Clinical Psychologists of SWD have been very active in preventive work through giving talks or conducting training on the subjects of mental health, stress management, resilience, positive psychology and mindfulness.

6.9 In 2017-18 and 2018-19, through Operation Silver Lining, Clinical Psychologists continue to answer media questions on mental health issues. They also published various books and pamphlets for public education on mental health.

6.10 The following table shows the relevant statistics on public education:

Public Education Summary Statistics	2017-18	2018-19
No. of publications (books, pamphlets)	1	4
No. of talks/training (for the general public as well as for allied professionals)	125	123
Media enquiries (Operation Silver Lining)	4	0

STAFF CARE AND SUPPORT

6.11 The Clinical Psychologists provide various stress management training, resilience building, positive psychology, mindfulness training and psychological treatment when necessary to fellow staff of SWD to help them better cope with increasing workload and work stress.

CHAPTER 7 Services for Elderly Persons

OBJECTIVES

7.1 Guided by the cornerstone principles of “Ageing in Place” and “Continuum of Care”, the overall aim of services for the elderly is to assist elderly persons to continue living in the community for as long as possible. Residential care services should be the last resort for frail elderly persons who require intensive personal and nursing care.

SERVICE PROVISION AND STATISTICS

7.2 The service provision and statistics are as follows:

Community Care and Support Services for Elderly Persons	No. of Centres/Teams (No. of Places) [as at 31 March 2018]	No. of Centres/Teams (No. of Places) [as at 31 March 2019]
District Elderly Community Centres	41 centres	41 centres
Neighbourhood Elderly Centres	169 centres	169 centres
Social Centres for the Elderly	1 centre	1 centre
Day Care Centres/Units for the Elderly	76 centres (3 202 places)	76 centres (3 240 places)
Integrated Home Care Services	60 teams (1 120 places for frail cases)	60 teams (1 120 places for frail cases)
Home Help Service	1 team	1 team
Enhanced Home and Community Care Services (EHCCS)	34 teams (7 245 places)	34 teams (7 245 places)

Residential Care Services for the Elderly	No. of Homes (No. of Subsidised Places) [as at 31 March 2018]	No. of Homes (No. of Subsidised Places) [as at 31 March 2019]
Subvented Residential Care Homes for the Elderly	121 homes (15 314 places)	120 homes (15 334 places)
Subvented Nursing Homes	6 homes (1 574 places)	6 homes (1 574 places)
Contract Homes	30 homes (2 324 places)	31 homes (2 390 places)
Self-financing Homes Participating in Nursing Home Place Purchase Scheme	5 homes (294 places)	5 homes (289 places)
Private Homes Participating in Enhanced Bought Place Scheme	139 homes (8 009 places)	140 homes (7 991 places)

HIGHLIGHTS OF THE PERIOD

COMMUNITY CARE AND SUPPORT SERVICES FOR ELDERLY PERSONS

7.3 Anticipating the challenges brought about by the ageing population, SWD adopted more holistic and comprehensive approaches to promote active and healthy ageing through a series of public education and publicity programmes. In line with the elderly persons' preference to age at home and to support their families in taking care of them, SWD implemented a host of initiatives to enable more frail and cognitively impaired elderly persons to benefit from the expansion of enhanced services which were tailor-made, innovative, appropriate and cost-effective in meeting their multifarious needs.

COMMUNITY SUPPORT SERVICES

STRENGTHENING SUPPORT SERVICES ON DEMENTIA

7.4 In 2018-19, the Government introduced a series of new measures to enhance care and support for elderly persons with dementia and their carers at the community level. Among the new measures, the Government has been increasing the number of social workers in all neighbourhood elderly centres (NECs) in the territory since October 2018, with a view to facilitating early detection of elderly persons suspected of suffering from dementia and enhancing public education, as well as the support services for elderly persons with dementia living in the community and their carers. At the same time, the Government allocates additional programme resources to all District Elderly Community Centres and NECs in the territory to organise education activities at the district or neighbourhood level in order to raise public awareness of dementia and step up the dementia-related training for staff at elderly centres and Day Care Centres for the Elderly/Day Care Units.

DEMENTIA COMMUNITY SUPPORT SCHEME

7.5 In February 2017, the Food and Health Bureau, joining forces with the HA and the SWD, implemented a two-year pilot scheme named “Dementia Community Support Scheme” to provide appropriate support services for elderly persons with mild or moderate dementia and their carers in the community through a medical-social collaboration model in the 20 district elderly community centres (DECCs). The Government has regularised the pilot scheme since February 2019 and has gradually expanded the service to all 41 DECCs and 7 HA clusters in the territory.

STRENGTHENING SUPPORT TO NEEDY CARERS OF FRAIL ELDERLY

7.6 SWD has allocated additional resources to all subvented elderly centres and integrated home care services teams across the territory since October 2018; additional resources have also been allocated to enhanced home and community care services teams since March 2019 to enhance outreach services for supporting needy carers living in the community who are looking after frail elderly persons, including carers with disabilities or aged carers. The measures will incur a recurrent expenditure of about \$238 million, which is mainly used for the elderly service units to recruit social workers and personal care workers. The additional resources will enable elderly services units to make use of various outreach services and community networks to identify hidden and needy elderly persons and offer them the necessary support services, such as temporary elder-sitting and on-site carer training, thereby relieving the pressure of carers of the elderly.

DEMENTIA FRIENDLY COMMUNITY CAMPAIGN

7.7 In September 2018, SWD launched a 3-year Dementia Friendly Community Campaign (the Campaign) with the aim of promoting public awareness on dementia in Hong Kong. The series of public education programmes under the Campaign include Announcements in the Public Interest in television and radio, a thematic webpage, commissioning the Hong Kong Alzheimer's Disease Association to organise internationally recognised "Dementia Friends" Information Sessions, television episodes on dementia, a Highlight Event and related district activities and talks, to encourage citizens to register as internationally recognised "Dementia Friends".

SUPPORT FOR CARERS PROJECT

7.8 SWD launched the 3-year "Support for Carers" Project (the Project) in October 2018 with one of the main objectives to encourage property management companies to release their frontline property management personnel to attend the trainings. The training will enhance their understanding of the needs and difficulties of the elderly persons and their carers, the symptoms of hidden elderly persons and information about the community resources, in order to facilitate them offer timely concern and assistance to the needy elderly persons and their carers, and make referral to welfare units as appropriate, so as to jointly build a caring and elderly friendly community.

PILOT SCHEME ON TRAINING FOR FOREIGN DOMESTIC HELPERS IN ELDERLY CARE

7.9 Since June 2018, SWD, in collaboration with the DH and six DECCs in three districts, has launched the pilot scheme to provide training for FDHs in taking care of frail elderly persons. The training covers common elderly care skills and electives on caring for elderly persons with dementia and stroke. DECCs also arrange care services or activities for the needy elderly persons when the training is being conducted.

PILOT SCHEME ON LIVING ALLOWANCE FOR CARERS OF ELDERLY PERSONS FROM LOW INCOME FAMILIES

7.10 SWD launched the Pilot Scheme on Living Allowance for Carers of Elderly Persons from Low Income Families in June 2014 with phase III of the Pilot Scheme commenced in October 2018, with a view to providing carers of elderly persons from low income families with a living allowance to help supplement their living expenses so that elderly persons in need of long term care services can, under the help of their carers, receive proper care and to enable them to remain in the community. It targets to bring the total number of beneficiaries under the 3 phases of the Pilot Scheme to 6 000.

PILOT SCHEME ON COMMUNITY CARE SERVICE VOUCHER FOR THE ELDERLY

7.11 SWD implemented the second phase of the Pilot Scheme on Community Care Service Voucher for the Elderly in October 2016. The Pilot Scheme adopts “money-following-the-user” approach in its funding mode to facilitate eligible elderly persons with moderate or severe impairment to choose the service provider and the service package that suit their needs and support ageing in place for elderly persons. SWD further increased 1 000 vouchers to bring up to a total of 6 000 vouchers from October 2018 onwards.

PILOT SCHEME ON HOME CARE AND SUPPORT FOR ELDERLY PERSONS WITH MILD IMPAIRMENT

7.12 The 3-year Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment was launched in December 2017 by SWD. Under the Pilot Scheme, NGOs operating IHCS (ordinary cases (OC)) will assess the elderly persons waitlisted for IHCS(OC) within their service area, and provide elderly persons eligible for the Pilot Scheme with home-based community care and support services.

PILOT SCHEME ON SUPPORT FOR ELDERLY PERSONS DISCHARGED FROM PUBLIC HOSPITALS AFTER TREATMENT

7.13 The 3-year Pilot Scheme on Support for Elderly Persons Discharged from Public Hospitals after Treatment was launched in February 2018, adopting a medical-social collaboration model, supports elderly persons just discharged from public hospitals who are in need of transitional care and support, by providing them with transitional residential care and/or community care and support services for not more than six months in total. It aims at enabling them to continue ageing-in-place in a familiar community after receiving necessary services during the transitional period and preventing their premature long-term institutionalisation in residential care homes for the elderly.

DAY CARE SERVICES

7.14 SWD continued to increase the provision of day care services in the districts with high demand. As at 31 March 2019, 76 day care centres/units for the elderly (DEs/DCUs) provided a total of 3 240 day care places, with an increase of 38 places as compared with that as at 31 March 2018. A total of 4 813 elderly persons, including full-time and part-time users, were receiving day care services in these DEs/DCUs. Extended Hours Service would also be implemented on need basis in new DEs/DCUs in the evening of weekdays and daytime of weekends/Public Holidays, which aims to relieve the stress of carers, in particular for those who have long working hours or have ad hoc engagements that temporarily prevent them from taking care of the elderly persons.

HOME CARE SERVICES

7.15 As at 31 March 2019, 34 EHCCS teams provided 7 245 places, and 60 IHCS teams provided 1 120 places to strengthen the care for frail elderly persons who have been assessed under the Standardised Care Need Assessment Mechanism for Elderly Services to have moderate or severe level of impairment through an integrated form of services to meet the nursing and care needs of frail elderly persons with the aim of enabling them to age at home in a familiar environment, as well as to provide support to carers and to strengthen family cohesion. The services include basic and special nursing care, rehabilitation exercises, environmental risk assessment, personal care, elder sitting and carer training and support services, etc. The 60 IHCS teams also provide ordinary services to the elderly persons, people with disabilities and needy families living in the community requiring only personal care, simple nursing care and / or other support services (e.g. general household or domestic duties, escort, meals delivery, etc.).

PREVENTION AND HANDLING OF ELDER ABUSE

7.16 In 2001, SWD set up a multi-disciplinary Working Group on Elder Abuse (WGEA) to examine jointly the phenomenon of elder abuse in Hong Kong and provide advice on strategies and ways of handling elder abuse. The WGEA focuses on enhancing community awareness on elder abuse,

including the awareness of frontline personnel of concerned disciplines. With the service infrastructure established, the work focus has evolved from a remedial-oriented approach to a more preventive approach such as identifying risk factors of elder abuse cases and formulating preventive measures; and SWD's major foci include providing support to the carers of the frail elderly persons.

OPPORTUNITIES FOR THE ELDERLY PROJECT

7.17 Under the Project, subsidies are provided to social service organisations, district organisations and educational institutes, etc. to organise a wide range of programmes, such as promoting life-long learning, community participation, inter-generational solidarity and volunteerism, etc. to promote a sense of worthiness among elderly persons and to instill a caring spirit in the community. A total of 700 projects were launched in 2017-18 and 2018-19 by various organisations, attracting over 261 802 elderly participants.

RESIDENTIAL CARE SERVICES FOR THE ELDERLY

7.18 While the majority of our elderly persons are healthy, some frail elderly persons, for personal, social, health and/or other reasons, cannot be adequately taken care of at home and are in need of residential care. In order to target resources at elderly persons with genuine care needs and to enhance their quality of life whilst staying in residential care homes for the elderly (RCHEs), SWD has implemented a number of service initiatives with enhanced monitoring of service quality.

MEASURES TO ENHANCE THE QUALITY OF RESIDENTIAL CARE HOMES FOR THE ELDERLY

7.19 The Residential Care Homes (Elderly Persons) Ordinance, Cap. 459, provides for the control of RCHEs through a licensing system administered by the Director of Social Welfare. In 2017-18 and 2018-19, SWD has implemented a series of measures to strengthen the monitoring of RCHEs and enhance their service quality on a sustained basis. Measures include:

- reviewing the Residential Care Homes (Elderly Persons) Ordinance, the Residential Care Homes (Persons with Disabilities) Ordinance and related codes of practice;
- providing visiting medical practitioner services for residents of all RCHEs and RCHDs in the territory so as to take proactive measures against seasonal influenza and other episodic illnesses and improve their general health and reduce their reliance on the public healthcare system;
- launching a five-year scheme to provide full subsidies for home managers, health workers and care workers of all RCHEs and RCHDs in the territory to enrol in Qualifications Framework-based training courses;

- commenced preparatory work for launching a five-year scheme to provide full subsidies for private RCHEs joining accreditation schemes recognised under the Hong Kong Accreditation Service; and
- implemented a two-year Quality Improvement Project for RCHEs from November 2016 to October 2018 by providing classroom training and on-site coaching to the operators, home managers and staff of more than 600 RCHEs, so as to improve their daily operation and enhance the quality of management.

PROVISION OF RESIDENTIAL CARE PLACES

7.20 As at 31 March 2019, there were a total of 75 040 residential care places for the elderly with varying care needs in Hong Kong. Government subsidised places are provided through subvented RCHEs, contract homes, purchase of places from the private sector under the Enhanced Bought Place Scheme and from the self-financing sector under the Nursing Home Place Purchase Scheme. At the same time, self-care hostel and home-for-the-aged places have been gradually converted into care-and-attention places to provide a continuum of care to meet the care needs of the elderly persons. The number of subsidised residential care places for the elderly has been increased from 27 393 as at 31 March 2017 to 27 578 as at 31 March 2019. **Chart 11** below shows the provision of residential care places as at 31 March 2019.

Chart 11: Provision of Residential Care Places (as at 31 March 2019)

Residential Care	Number of Places (Percentage)
Subvented home ¹	19 587 (26%)
Non-profit making self-financing homes ²	5 110 (7%)
Licensed private homes ³	50 343 (67%)

Notes

- 1: Number of places in subvented homes including subsidised places in contract homes and self-financing homes participating in the Nursing Home Place Purchase Scheme
- 2: Number of places in non-profit making self-financing homes including non-subsidised places in contract homes
- 3: Number of places in licensed private homes including those under the Enhanced Bought Place Scheme

PILOT RESIDENTIAL CARE SERVICES SCHEME IN GUANGDONG

7.21 The Pilot Residential Care Services Scheme in Guangdong, launched in June 2014, provides elderly persons waiting for subsidised care-and-attention places in Hong Kong with an option

to voluntarily live in the two elderly homes run by Hong Kong non-governmental organisations located in Shenzhen and Zhaoqing respectively, namely the Hong Kong Jockey Club Shenzhen Society for Rehabilitation Yee Hong Heights and the Hong Kong Jockey Club Helping Hand Zhaoqing Home for the Elderly. In January 2017, the Government announced the extension of the Pilot Scheme for three years till end of 2019.

PILOT SCHEME ON RESIDENTIAL CARE SERVICE VOUCHER FOR THE ELDERLY

7.22 The Pilot Scheme on Residential Care Service Voucher (RCSV) for the Elderly launched in March 2017 by SWD, adopting the “money-following-the-user” principle, gives an additional choice for elderly persons in need of residential care service and provides an incentive for residential care homes for the elderly to improve their services. The Pilot Scheme is implemented with a total of 3 000 RCSVs to be issued by batches from 2017.

PILOT SCHEME ON MULTI-DISCIPLINARY OUTREACHING SUPPORT TEAMS FOR THE ELDERLY

7.23 The Pilot Scheme on Multi-disciplinary Outreaching Support Teams for the Elderly, progressively launched in February 2019 by SWD, has set up four-year district-based professional teams comprising social workers, physiotherapists, occupational therapists and speech therapists to provide free outreach services for the residents in private RCHEs, so as to address their social and rehabilitation needs. The teams also provide speech therapy service for the residents of contract homes (including the Day Care Units attached to contract homes) as well as self-financing RCHEs and self-financing nursing homes with swallowing difficulties or speech impairment.

ENROLLED NURSE TRAINING PROGRAMME FOR THE WELFARE SECTOR

7.24 SWD had joined hands with the HA from 2006 to 2016 to run 14 classes of two-year Enrolled Nurse (General)/Enrolled Nurse (Psychiatric) Training Programmes with 1 790 training places to alleviate the shortage of nurses in the welfare sector. Over 90% of the graduates in these 14 classes had joined the welfare sector. SWD also commissioned the Open University of Hong Kong to provide 920 training places in the four consecutive years from 2017-18. The first class commenced in September 2017. The training programmes are fully funded by the Government. Participants are required to sign an undertaking to work for two consecutive years in the welfare sector upon completing the training programme.

NAVIGATION SCHEME FOR YOUNG PERSONS IN CARE SERVICES

7.25 The Navigation Scheme for Young Persons in Care Services was launched in July 2015, providing a total of 1 000 training places in several years starting from 2015-16 to encourage young

persons to join the elderly and rehabilitation care services. As at end-March 2019, a total of 1 020 trainees had been recruited by the operating agencies.

CONTRACT MANAGEMENT

7.26 SWD continues to adopt competitive bidding for selecting suitable operators to provide residential care services for elderly persons in purpose-built RCHEs. The bidding is open to NGOs and organisations from the private sector, and the selection criteria are based on service quality and service volume. As at 31 March 2019, 31 contract homes provided a total of 2 390 subsidised residential care places and 302 subsidised day care places. Moreover, they also provided 1 502 non-subsidised residential care places.

7.27 The performance of services is monitored closely by the Contract Management Section through measures including:

- regular audits of service statistics and information;
- regular service reviews;
- unannounced visits; and
- complaints investigation.

CHAPTER 8 Services for Persons with Disabilities

OBJECTIVES

8.1 Rehabilitation services aim at assisting persons with disabilities to become 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.

SERVICE PROVISION

8.2 To achieve the above aims, SWD, through subvention to NGOs, provides a full range of social rehabilitation services for persons with disabilities. At the end of March 2019, there were 12 647 pre-school places, 18 621 day places and 13 922 residential places. The breakdown of service places as at 31 March 2019 is shown in the table below, while the number of rehabilitation service places as at 31 March 2017 and 31 March 2019 is shown in **Chart 12**.

	Places
Pre-school Services	
Early Education and Training Centre	3 520
Special Child Care Centre	1 960
Integrated Programme in Kindergarten-cum-Child Care Centre	1 980
On-site Pre-school Rehabilitation Services [@]	5 187
Sub-total	12 647
Day Services	
Day Activity Centre	5 581
Sheltered Workshop	5 389
Supported Employment	1 633
Integrated Vocational Rehabilitation Services Centre	4 822
Integrated Vocational Training Centre (Day Service)	453
On the Job Training Programme for People with Disabilities	432
Sunnyway - On the Job Training Programme for Young People with Disabilities	311
Sub-total	18 621

Residential Services	
Residential Special Child Care Centre	122
Long Stay Care Home	1 587
Halfway House	1 509
Hostel for Moderately Mentally Handicapped Persons	2 558
Hostel for Severely Mentally Handicapped Persons	3 879
Care-and-Attention Home for Severely Disabled Persons	991

Hostel for Severely Physically Handicapped Persons	582
Care-and-Attention Home for the Aged Blind	828
Supported Hostel	708
Small Group Home for Mildly Mentally Handicapped Children/Integrated Small Group Home	128
Integrated Vocational Training Centre (Residential Service)	170
Bought Place Scheme for Private Residential Care Homes for Persons with Disabilities	860
Sub-total	13 922
Grand Total	45 190

@ On-site Pre-school Rehabilitation Services commenced in October 2018.

Chart 12: Number of Rehabilitation Service Places (as at 31 March 2017 and 31 March 2019)

Rehabilitation Service	Number of Places (as at 31 March 2017)	Number of Places (as at 31 March 2019)
Pre-school Services	6 938	12 647
Day Services	17 785	18 621
Residential Services	13 222	13 922
Total	37 945	45 190

8.3 The CCF “Training Subsidy for Children who are on the Waiting List of Subvented Pre-school Rehabilitation Services” assistance programme (TSP) had been regularised since 1 October 2014. The Programme aims to provide training subsidy for children from low income family on the waiting list of subvented pre-school rehabilitation services, which enables them to acquire training and treatment provided by recognised service providers so as to facilitate their learning and development while waiting for subvented services. To further enhance the support for children on the waiting list of SCCCs [including Residential Special Child Care Centres (RSCCC)], the Government has provided a non-means-tested training subsidy for these children with effect from 1 October 2017 and increased the number of subsidy places under TSP to about 3 000 per year. As at 31 March 2019, there were about 1 900 higher level subsidy places for children waitlisted for SCCCs, and about 1 100 normal level subsidy places for children waitlisted for early education and training centres, the Integrated Programme in KG-cum-CCCs or On-site Pre-school Rehabilitation Services.

HIGHLIGHTS OF THE PERIOD

NEW PROVISIONS OF FACILITIES AND INITIATIVES

8.4 To meet the demand for services, 2 058¹ new places were added in 2017-18 and 2018-19

¹ Including the new places provided by the Special Scheme on Privately Owned Sites for Welfare Uses and the Bought Place Scheme for Private Residential Care Homes for Persons with Disabilities

including 522 places for pre-school services, 836 places for day services and 700 places for residential services.

ARTS DEVELOPMENT FUND FOR PERSONS WITH DISABILITIES

8.5 The Government set up the Arts Development Fund for Persons with Disabilities (Arts Fund) to subsidise non-profit making non-governmental organisations with relevant experience for organising elementary or continuing arts programmes and help those with great artistic potential to strive for excellence or develop their career. The Arts Fund was open for applications on 29 March 2019. Non-profit making organisations granted tax-exempted status under section 88 of the Inland Revenue Ordinance (Cap 112) and with at least two years of experience in organising arts activities or training programmes for persons with disabilities may make applications. A Management Committee has been set up to oversee the use of the grants disbursed under the Arts Fund, allocate grants and regularly review the assessment criteria for grants.

DISTRICT SUPPORT CENTRE FOR PERSONS WITH DISABILITIES

8.6 To strengthen the support to persons with disabilities and their families who are living in the community, SWD set up 16 district support centres for persons with disabilities (DSCs) in January 2009 through re-engineering of home-based training and support service. As at 31 March 2019, 13 DSCs provided service at their permanent accommodation while 2 DSCs in Eastern District and Wan Chai, and Kwun Tong East was expected to have its permanent accommodation to be completed within 2 years. The remaining 1 DSC in Central Western, Southern and Islands District had been given approval for renting commercial premises as accommodation to provide its services. SWD would continue to proactively identify suitable premises for the DSC.

PARENTS/RELATIVES RESOURCE CENTRE

8.7 Parents/Relatives resource centres (PRCs) provide community support for parents and relatives/carers of persons with disabilities and ex-mentally ill persons. With the assistance of the centre staff, parents and relatives/carers in need can learn how to take care of their family members who have disabilities or developmental difficulties, share their experiences and establish mutual support. The services help parents and other family members/relatives/carers accept the persons who have disabilities or developmental difficulties, enhance the family functions, and assist parents and relatives/carers to cope with their difficulties and pressure in taking care of their family members who have disabilities or developmental difficulties. To strengthen support for parents and relatives/carers of persons with disabilities, the Government increased the number of subvented PRCs from 6 to 12 in 2018-19, which will be further increased to 19 in 2019-20.

HOME CARE SERVICE FOR PERSONS WITH SEVERE DISABILITIES

8.8 Given the conditions of persons with severe physical and/or intellectual disabilities and the level and intensity of care they require, SWD is mindful of their special caring needs and the immense pressure faced by their family members in caring for them at home. To strengthen the support for this vulnerable group, SWD has regularised the service after its 3-year pilot scheme in March 2014 and extended the service to all districts in Hong Kong and to cover persons with severe disabilities who are not on the waiting lists for subvented residential care services with a package of integrated home-based services to meet their care, nursing and rehabilitation training needs.

INTEGRATED SUPPORT SERVICE FOR PERSONS WITH SEVERE PHYSICAL DISABILITIES

8.9 To fully address the needs of persons with severe physical disabilities and give them targeted support, SWD implemented the Integrated Support Service for Persons with Severe Physical Disabilities (ISS) and regularised the two assistance programmes for dependents of respiratory support medical equipment under the CCF in November 2014. The ISS renders support to persons with severe physical disabilities who need constant attention and care by relieving them of the burden of medical equipment and medical consumables, and enabling them to continue living in their familiar community. The ISS, implemented through case management approach, provides one-stop support services, including casework counselling, occupational therapy/physiotherapy, nursing care service and financial support service.

INTEGRATED COMMUNITY CENTRE FOR MENTAL WELLNESS

8.10 In October 2010, SWD revamped the existing community mental health support services to set up integrated community centres for mental wellness (ICCMWs) in the territory through 24 service points. ICCMWs aim at providing one-stop, district-based and accessible community support and social rehabilitation services ranging from early prevention to risk management for ex-mentally ill persons, persons with suspected mental health problems, their families/carers and residents living in the serving district.

REGULARISATION OF THE PILOT SCHEME ON ON-SITE PRE-SCHOOL REHABILITATION SERVICES

8.11 Recognising the importance of early intervention to children with special needs, the Government launched a two-year Pilot Scheme on On-site Pre-school Rehabilitation Services through the LF in November 2015. The scheme offers on-site rehabilitation services for children with special needs, who are studying in participating kindergartens (KGs) and kindergarten-cum-child care centres (KG-cum-CCCs). Given the resounding results of the Pilot Scheme, the Government has regularised the service in October 2018 with the number of service places increased from about 3 000 under the

Pilot Scheme to about 5 000, which will be further increase to 7 000 in October 2019. Currently, there are 18 NGO operators providing rehabilitation training places for children studying in about 710 KGs/KG-cum-CCCs. Other than children with special needs, the multi-disciplinary service teams will also provide professional support for kindergarten teachers/children care workers and parents.

TRAINING SUBSIDY PROGRAMME FOR CHILDREN ON THE WAITING LIST OF SUBVENTED PRE-SCHOOL REHABILITATION SERVICES

8.12 To enhance the support for children waiting for subvented pre-school rehabilitation services, the Government has since 1 October 2017 waived the means test for children waitlisted for SCCCs under TSP, and raised the subsidy level of high level subsidy and normal level subsidy to \$6,075 per month and \$3,050 per month respectively.

PILOT PROJECT ON STRENGTHENING SUPPORT FOR PERSONS WITH AUTISM AND THEIR PARENTS/CARERS

8.13 With the funding support from the LF, SWD had implemented a 30-month Pilot Project on Strengthening Support for Persons with Autism and their Parents/Carers since April 2016. Through multi-disciplinary teams (including clinical psychologist, social worker and occupational therapist), the Pilot Project aimed to strengthen support for young persons with high functioning autism, their parents/carers as well as subvented rehabilitation units serving persons with autism and the frontline workers concerned. With the positive effectiveness of the Pilot Project, the Government regularised the service in October 2018 and has set up three Support Centres for Persons with Autism (SPAs). The Government will increase the number of SPAs to five in 2019-20 and increase the manpower of existing SPAs to strengthen support for the needy.

PILOT PROJECT ON PEER SUPPORT SERVICE IN COMMUNITY PSYCHIATRIC SERVICE UNITS

8.14 SWD, through the funding support from the LF, had implemented the 2-year Pilot Project on Peer Support Service in Community Psychiatric Service Units since March 2016. The Pilot Project aimed to equip suitable ex-mentally ill persons as peer supporters for speeding up their own recovery and supporting other mentally ill patients on their way to recovery, and to enhance the public's positive understanding of the ex-mentally ill persons. With the positive effectiveness of the Pilot Project, the Government regularised the service in March 2018 and has provided 40 full-time peer supporter posts.

PILOT SCHEME ON LIVING ALLOWANCE FOR LOW-INCOME CARERS OF PERSONS WITH DISABILITIES

8.15 SWD launched the 2-year Pilot Scheme on Living Allowance for Low-income Carers of Persons with Disabilities in October 2016. This Pilot Scheme aims at providing carers of persons with disabilities from low income families with a living allowance to help supplement their living expenses

so that persons with disabilities in need of long term care services can, under the help of their carers, receive proper care and to enable them to remain in the community. In June 2018, the Commission on Poverty endorsed the implementation of the Pilot Scheme on Living Allowance for Low-income Carers of Persons with Disabilities Phase II for a period of two years from October 2018 to September 2020. The number of beneficiaries has increased to 2 500 carers.

INITIATIVES FOR AGEING SERVICE USERS

8.16 To cater for the special needs of the ageing service users in rehabilitation facilities, SWD has since 2005 put in place a number of initiatives which include the Extended Care Programme (ECP), the Work Extension Programme (WEP), the Visiting Medical Practitioner Service (VMPS), the Enhanced Physiotherapy Service and Health Care. Since November 2013, additional recurrent funding has been provided to residential care homes for persons with intellectual or physical disabilities as well as sheltered workshops (SWs)/integrated vocational rehabilitation services centres (IVRSCs) operating the WEP and day activity centres (DACs) operating the ECP to enhance the care and support services for ageing service users. Additional recurrent funding has also been provided to SWs/IVRSCs and DACs since October 2014 to further enhance the care and support services for ageing service users. Moreover, additional provision of 645 WEP places and 895 ECP places has been put in place in the 1st quarter of 2015. In 2018-19, there were enhanced measures to address the special needs of the ageing service users in rehabilitation facilities including (i) additional funding provided to WEP and ECP making a total of 1 130 WEP places and 1 485 ECP places at end of March 2019; (ii) health workers provided to strengthen the manpower of Supported Hostels in order to enhance health care services; (iii) increased recurrent provision for the VMPS to strengthen the provision of primary medical care and support for residents of subvented RCHDs; and (iv) provision of speech therapy services for service users in need in four types of subvented RCHDs, including hostels for moderately mentally handicapped persons, hostels for severely mentally handicapped persons, hostels for severely physically handicapped persons/hostels for severely physically handicapped persons with mental handicap and care and attention homes for severely disabled persons.

PROMOTING SELF-RELIANCE

VOCATIONAL REHABILITATION SERVICE

8.17 In sum, vocational rehabilitation services to promote self-reliance for persons with disabilities include:

- 13 040 places in SWs, supported employment, IVRSCs, integrated vocational training centres, On the Job Training Programme for People with Disabilities, and Sunnyway - On the Job Training Programme for Young People with Disabilities were provided for persons with disabilities as at 31 March 2019. To enhance vocational rehabilitation support for persons with disabilities, SWD provided enhanced measures including (i) provision of job attachment allowance for trainees of

supported employment service and wage subsidy for employers offering job trials to these trainees; and (ii) strengthening of post-placement follow-up service from 6 months to 12 months for supported employment, On the Job Training Programme for People with Disabilities, and Sunnyway - On the Job Training Programme for Young People with Disabilities through increasing manpower of Social Work Assistant.

- The Enhancing Employment of People with Disabilities through Small Enterprise Project (3E Project) aims at enhancing the employment of persons with disabilities through direct creation of jobs, providing seed money to NGOs to create small businesses with the condition of employing no less than 50% of persons with disabilities in the total number of persons on the pay-roll. As at 31 March 2019, 118 businesses such as cleaning services, food and beverage, eco-tourism, car beauty services, massage services provided by visually impaired persons, retail shops, vegetable supply and processing, etc. were set up through the support of the 3E Project, creating 1 220 employment opportunities, including 863 for persons with disabilities. The breakdown is shown in **Chart 13** below:

Chart 13: The Breakdown of Businesses Set Up under 3E Project

Business	Number
Retailing Service	39
Cleansing Service	9
Professional Service	25
Food and Beverage	45
Total	118

MARKETING CONSULTANCY OFFICE (REHABILITATION)

8.18 The objective of the Marketing Consultancy Office (Rehabilitation) [MCO(R)] is to enhance employment and training opportunities for persons with disabilities through innovative, effective and efficient business development and marketing approaches. Services of the MCO(R) include assisting NGOs in the setting up of social enterprises and small businesses under the 3E Project, promoting the products produced and services provided by persons with disabilities through the brand of “Let Them Shine” and strengthening NGOs’ cooperation with the Government and private sectors.

SUPPORT PROGRAMME FOR EMPLOYEES WITH DISABILITIES

8.19 The Support Programme for Employees with Disabilities was launched in June 2013. It provides subsidies to employers of persons with disabilities for procurement of assistive devices and/or workplace modifications to facilitate the work of employees with disabilities and to enhance their work efficiency. Employers of persons with disabilities may apply for a one-off subsidy up to \$20,000 for each employee with disabilities. The scheme has been enhanced since April 2014, including raising the

maximum support level of \$40,000 for procurement of a single assistive device and its essential accessories.

CONTINUING COMMUNITY SUPPORT

SUPPORT TO PERSONS WITH DISABILITIES LIVING IN THE COMMUNITY

8.20 SWD has implemented a new package of three-year community-based support projects since January 2018. It aims at strengthening the caring capability of the carers to relieve their caring burden as well as improving the quality of life for persons with disabilities and their families. Projects funded under this package include personal and art development programmes, specialised programmes for persons with autism and mentally handicapped persons with challenging behavior, support schemes for newly blind persons and support services for children with special needs and their families and professional consultancy/support/training services to self-help organisations of persons with disabilities.

FUNDING SUPPORT TO SELF-HELP ORGANISATIONS AND PARENTS' ASSOCIATIONS

8.21 Funding support in an annual sum of 21 million was provided to a total of 94 self-help organisations of persons with disabilities (SHOs) in 2018-20 to help the development of SHOs to enhance the promotion of self-help spirit among persons with disabilities and their carers.

LICENSING SCHEME FOR RESIDENTIAL CARE HOMES FOR PERSONS WITH DISABILITIES

8.22 The Residential Care Homes (Persons with Disabilities) Ordinance (Cap. 613) commenced operation on 18 November 2011 and was fully implemented on 10 June 2013, providing for the regulation of the residential care service of RCHDs through a licensing scheme administered by the Director of Social Welfare (DSW). RCHDs that existed before the commencement of the Ordinance but were not yet able to fully comply with the licensing requirements may apply for Certificates of Exemption (CoEs), so as to allow time for them to carry out improvement works to comply with the licensing requirements and standards.

8.23 To tie in with the implementation of the licensing scheme, SWD has launched the Bought Place Scheme (BPS) for Private RCHDs since 2011 which aims at encouraging private RCHDs to upgrade their service standards, increasing the supply of subsidised residential care places, thereby shortening the waiting time for subsidised residential service; and helping the market provide more service options for persons with disabilities. As at 31 March 2019, 13 private RCHDs had joined the BPS, providing a total of 860 BPS places.

8.24 To assist operators of RCHDs operating with CoEs to enhance their building safety and fire safety standards to fully meet the licensing requirements, SWD has implemented various facilitating

measures to expedite taking out the necessary rectification works. Such measures include providing RCHDs with subsidies under the LF to carry out improvement works; implementing the LF-funded Financial Assistance Scheme for private RCHDs and increasing the subsidy up to 90% of the recognised cost of the improvement works; streamlining the workflow of engaging authorised persons for the provision of technical support; preparing document templates to expedite the application process; speeding up and streamlining the procedures of the use of LF; and providing additional technical support for RCHDs having difficulties in taking forward the rectification works. A dedicated team has been set up since October 2017 to assist RCHDs in expediting the implementation of the required works.

8.25 In 2017-18 and 2018-19, SWD has implemented a series of measures to strengthen the monitoring of RCHDs and enhance their service quality on a sustained basis. Measures include:

- reviewing the Residential Care Homes (Elderly Persons) Ordinance, the Residential Care Homes (Persons with Disabilities) Ordinance and related codes of practice;
- providing visiting medical practitioner services for residents of all RCHEs and RCHDs in the territory so as to take proactive measures against seasonal influenza and other episodic illnesses and improve their general health and reduce their reliance on the public healthcare system;
- launching a five-year scheme to provide full subsidies for home managers, health workers and care workers of all RCHEs and RCHDs in the territory to enrol in Qualifications Framework-based training courses; and
- launched a 18-month Quality Improvement Project for RCHDs in late 2017 to help the operators and home managers of all private RCHDs in the territory implement the Service Quality Standards so as to promote the development of a framework to enhance their accountability for the continuous service improvement of private RCHDs.

PILOT SCHEME ON PROFESSIONAL OUTREACHING TEAM FOR PRIVATE RESIDENTIAL CARE HOMES FOR PERSONS WITH DISABILITIES

8.26 The government is proactive in enhancing the service quality of long term care services. In 2018-19, a four-year pilot scheme was implemented to provide multi-disciplinary professional outreaching service for about 4 000 residents living in the private residential care homes for persons with disabilities (RCHDs) in Hong Kong and cater for their social and rehabilitation needs by four outreaching teams. The teams also provide consultation, training and support for the residents' families and staff of the private RCHDs in order to improve the care and support provided for them, and promote their participation in community networking activities with a view to achieving social inclusion.

SPECIAL NEEDS TRUST

8.27 Following the Chief Executive's announcement in the 2017 Policy Address in October that the Government had decided to set up a trust for Persons with Disabilities, SWD established the Special Needs Trust Office in December 2018. With the Director of Social Welfare Incorporated as the trustee, SNT is to provide reliable and affordable trust services for managing the assets of deceased parents (Settlers). Regular disbursements will be made to the carers of their children with special needs (Beneficiaries), who may be individuals or organisations, in accordance with the parents' wishes. This is to ensure that their assets will be used for meeting the long-term daily needs of their children after their passing. The Special Needs Trust Office started receiving applications from 25 March 2019.

PROVISION OF INFORMATION TECHNOLOGY SUPPORT FOR PERSONS WITH DISABILITIES IN NEED

CENTRAL FUND FOR PERSONAL COMPUTERS

8.28 The Central Fund for Personal Computers was set up in 1997 to assist eligible persons with disabilities to acquire computer facilities for self-employment or receiving supported employment at home. As at 31 March 2019, the Fund had granted a total of \$4.72 million to 371 applicants.

JOCKEY CLUB IT SCHEME FOR PEOPLE WITH VISUAL IMPAIRMENT

8.29 The Jockey Club IT Scheme for People with Visual Impairment was set up under the auspices of the Hong Kong Jockey Club Charities Trust in October 2005. The Scheme aims at supporting organisations to acquire high-performance Chinese screen readers and Braille displays for installation at communal access points to facilitate the access of persons with visual impairment (PVI) to IT, and to subsidise individual PVI with genuine financial difficulty to acquire these computer assistive devices for the purpose of studies or employment. The Scheme has been further enhanced since October 2015, including expansion of coverage on subsidy to purchase accessories/portable devices for PVI. As at 31 March 2019, 54 organisational applications and 180 individual applications were supported with \$6.54 million committed.

PURSUING EXCELLENCE

HONG KONG PARALYMPIANS FUND

8.30 The Hong Kong Paralympians Fund (HKPF) aims at fostering the development of sports for athletes with disabilities and to support their pursuit of sporting excellence in international events. To enhance the sustainability of the HKPF, an amount of \$200 million was approved by the Finance Committee to be injected into the Fund as seed money in 2013-14. In 2017-18 and 2018-19, a total of \$11 million was approved for allocation. Of the \$11 million, \$5.99 million was allocated to the sports associations for supporting their development of target sports, which included swimming, athletics, table-tennis, rowing, gymnastics, skating, floor hockey, snowshoeing, boccia, badminton, wheelchair

fencing, shooting, wheelchair basketball, lawn bowl and archery; \$4.35 million to the athletes with disabilities for them to pursue sporting excellence; and \$0.26 million to retired athletes with disabilities to assist in their job attachment in sports related fields, other suitable employment or vocational training. Besides, \$0.4 million was allocated to grantee sports organisations as audit fee and administrative overhead for covering personal emoluments of supervisory and administrative staff and other administrative expenses incurred by these sports organisations exclusively for the purpose of implementing the target sports programmes.

CHAPTER 9 Medical Social Services

OBJECTIVES

9.1 Medical Social Services aim to provide timely psycho-social intervention and/or tangible assistance to patients and their families to help them cope with or solve problems arising from illness, trauma or disability. As a member of the clinical team, each Medical Social Worker (MSW) plays an important role in linking up the medical and social services to facilitate patients' recovery and rehabilitation in the community.

SERVICE PROVISION

9.2 The Medical Social Services Units (MSSUs) managed by SWD can be broadly classified into general and psychiatric settings. MSWs in the general setting are stationed at public hospitals and some specialist out-patient clinics of the HA, and at child assessment centres and integrated treatment centres of the DH, while those in the psychiatric setting are stationed at psychiatric hospitals and out-patient clinics of the HA.

9.3 As at 31 March 2019, SWD had an establishment of 463 MSWs, with an increase of 2 MSWs in 2017-18 and 18 MSWs in 2018-19 respectively to strengthen the medical social services for patients and their families and to dovetail with the service initiatives of the DH and HA. In general, MSWs provide counselling and/or tangible services, such as financial assistance, to needy patients and their families, and collaborate closely with medical and allied health professionals through case conferences, meetings, ward rounds and social reports, etc. in formulating and implementing treatment/discharge/rehabilitation plans for patients. In 2018-19, the MSWs served around 200 700 cases.

9.4 MSWs also work closely with medical and allied health professionals to meet the needs of the community through early identification and intervention services. They take up a key role in the following community-based services:

- Psycho-geriatric Teams
- Community Geriatric Assessment Teams
- Community Psychiatric Teams
- Early Assessment Service for Young People with Psychosis
- Elderly Suicide Prevention Programme
- Extended-care Patients Intensive Treatment, Early Diversion and Rehabilitation Stepping-stone

CHAPTER 10 Services for Young People

OBJECTIVES

10.1 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 to become a responsible member of the community with a sense of belonging.

SERVICE PROVISION

10.2 The service provision, through SWD's subvention to NGOs, as at 31 March 2019 is as follows:

- 139 integrated children and youth services centres
- 22 children and youth centres
- 559 school social workers in secondary school
- 19 Youth Outreaching Teams
- 18 teams of the Overnight Outreaching Service for Young Night Drifters attached to Integrated Children and Youth Services Centres
- 5 Cyber Youth Support Teams
- 5 teams of the Community Support Service Scheme
- 1 hotline service for youth-at-risk
- 1 723.5 full fee waiving places under the After School Care Programme and 468 full fee waving places under the Enhanced After School Care Programme

HIGHLIGHTS OF THE PERIOD

INTEGRATED CHILDREN AND YOUTH SERVICES CENTRE

10.3 Integrated children and youth services centres (ICYSCs) adopt a total person and community approach to provide a wide range of services including centre services, outreaching services and school social work services to meet the multifarious needs of children and youth aged 6-24.

SCHOOL SOCIAL WORK SERVICE IN SECONDARY SCHOOLS

10.4 SWD has, since the 2000/2001 school year, implemented the policy of "one school social worker for each school" in secondary schools by subventing NGOs to provide school social work (SSW) service in secondary schools. Additional resources have been deployed since September 2011

to increase the manpower in respect of SSW service in all secondary schools by 20%.

CYBER YOUTH SUPPORT TEAMS

10.5 SWD has, since 1 December 2018, subvented NGOs to set up five Cyber Youth Support Teams (CYST). The CYST provided professional social work intervention for at-risk and hidden youths including online and offline counselling and group/programme services. They will form partnership with other community stakeholders and organisations to foster cross-sectoral collaboration to address the needs of at-risk and hidden youths.

DISTRICT SUPPORT SCHEME FOR CHILDREN AND YOUTH DEVELOPMENT

10.6 With effect from 2005-06, SWD has been implementing the District Support Scheme for Children and Youth Development through district social welfare offices. The Scheme aims to address the developmental needs of children and youth aged 24 or below in disadvantaged circumstances in the districts. The Direct Cash Assistance under the Scheme provides one-off financial assistance for the individual item expenses for the children and youth in disadvantaged circumstances to meet their developmental needs, which cannot be covered by other funds, subsidies or the mainstream education systems. The Scheme was enhanced in 2018-19 with an additional recurrent resources of \$11 million to raise the ceiling of cash assistance from \$1,500 to \$2,000 per person per year and increase the annual quotas of beneficiaries from 6 000 to 10 000. With the enhancement measures, the number of beneficiaries has been increased from 5 993 in 2017-18 to 8 180 in 2018-19.

FEE WAIVING SUBSIDY SCHEME UNDER AFTER SCHOOL CARE PROGRAMME

10.7 SWD provides annual recurrent funding for the provision of fee-waiving places under the After School Care Programme and Enhanced After School Care Programme to parents who cannot afford the services and are unable to take care of their children after school as a result of being engaged in open employment or employment-related retraining/attachment programmes. Eligible parents would be granted full fee waiving or half-fee reduction places for the service based on their family household income.

CHILD DEVELOPMENT FUND

10.8 The Government established the \$300 million Child Development Fund (CDF) in 2008 so as to draw on the resources from the family, the private sector, the community and the Government to promote the longer-term development of children aged between 10 and 16 or studying primary four to secondary four from disadvantaged background. SWD has been entrusted with the operational responsibility of the CDF.

10.9 As at March 2019, seven batches of 142 projects operated by NGOs and five batches of 51 school-based projects operated by schools have been rolled out, benefiting more than

17 000 children. To ensure the sustainability of the CDF, additional allocation of \$300 million each was injected in 2015-16 and 2018-19 respectively to enhance and roll out more projects in order to help more students from needy families. The total allocation of \$900 million is expected to benefit about 30 000 children from underprivileged background.

CHAPTER 11 Services for Offenders

OBJECTIVES

11.1 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 a view to re-integrating offenders into the community.

SERVICE PROVISION

11.2 The service provision as at 31 March 2019 is as follows:

- 1 High Court and District Court Probation Office
- 7 probation and community service orders offices
- 1 Co-ordinating Office of Community Service Orders
- 6 social service centres for ex-offenders
- 6 hostels for ex-offenders
- 1 correctional/residential home
- 1 Young Offender Assessment Panel
- 1 Post-Release Supervision of Prisoners Scheme

COMMUNITY-BASED REHABILITATION SERVICES

11.3 SWD provides community-based services for offenders and implements the integrated model to provide one-stop probation and community service orders services. There are seven probation and community service orders offices (PCSOs) and the High Court and District Court Probation Office (HC&DCPO) serving respectively all magistrates' courts, and the District Court and the High Court in Hong Kong. Probation Officers prepare social enquiry reports on the offenders and make recommendations as requested by the courts and on petitioning and long-term prisoners. They provide statutory supervision and counselling as well as group work service for offenders placed under probation or community service order (CSO) supervision.

11.4 The Co-ordinating Office of Community Service Orders (COCSO) supports the seven PCSOs and HC&DCPO in identifying and co-ordinating work projects, and liaising with Probation Officers on work site performance of offenders placed under the CSO.

11.5 The number of supervision cases served under probation service and the CSO scheme for 2017-18 and 2018-19 are shown in **Charts 14 and 15** respectively as follows:

PROBATION SERVICE

Chart 14: Number of Supervision Cases Served

	2017-18	2018-19
Number of Cases Served	3035	2992
Number of Unsatisfactorily Closed Cases	148	123
Number of Satisfactorily Closed Cases	1118	1156

COMMUNITY SERVICE ORDERS SCHEME

Chart 15: Number of Supervision Cases Served

	2017-18	2018-19
Number of Cases Served	2 365	2 392
Number of Unsatisfactorily Closed Cases	42	37
Number of Satisfactorily Closed Cases	1 440	1 478

ENHANCED PROBATION SERVICE

11.6 Upon the recommendation of the Task Force on Youth Drug Abuse in its report promulgated in November 2008, the Enhanced Probation Service (EPS) was piloted in October 2009 at the two probation offices serving the Kowloon City Magistracy and the Kwun Tong Magistracy. With positive findings in the service review, the EPS has been extended to all the seven magistracies in December 2013 to provide more focused, structured and intensive treatment programmes pursuant to the Probation of Offenders Ordinance, Cap. 298 for young offenders aged below 21 convicted of drug-related offences. With positive service outcome, the EPS was regularised on 1 April 2016. As at 31 March 2019, 1 270 social enquiry cases were referred by the magistracies and considered for the EPS, among which 555 young drug offenders were placed under the supervision of the EPS.

CORRECTIONAL/RESIDENTIAL HOME

11.7 SWD provides residential training services for children and young offenders, children and juveniles in need of care or protection, etc. in a purpose-built training complex, the Tuen Mun Children and Juvenile Home, with a capacity of 388. It serves the statutory functions of a place of refuge, a remand home, an approved institution (probation home) and a reformatory school. The numbers of admissions to a place of refuge/remand home/place of detention for 2017-18 and 2018-19 are 758 and 695 respectively. The numbers of discharged cases for the approved institution (probation home) and reformatory school for 2017-18 and 2018-19 are shown in **Chart 16** as follows:

APPROVED INSTITUTION (PROBATION HOME) AND REFORMATORY SCHOOL

Chart 16: Number of Discharged Cases

	2017-18	2018-19
Number of Discharged Cases - Unable to Complete Residential Training	2	4
Number of Discharged Cases – Able to Complete Residential Training	20	24

JOINT VENTURE WITH THE CORRECTIONAL SERVICES DEPARTMENT

11.8 The Young Offender Assessment Panel and the Post-Release Supervision of Prisoners Scheme operate in joint venture with the Correctional Services Department for young offenders and adult discharged prisoners respectively. The numbers of cases served by the two services are shown in **Charts 17 and 18** respectively as follows:

YOUNG OFFENDER ASSESSMENT PANEL

Chart 17: Number of Cases Served

	2017-18	2018-19
Number of Not-in-line Court Disposed Cases	9	3
Number of In-line Court Disposed Cases	35	49

POST-RELEASE SUPERVISION OF PRISONERS SCHEME

Chart 18: Number of Supervision Cases Served

	2017-18	2018-19
Number of Active Cases	513	473
Number of Unsatisfactorily Closed Cases	64	67
Number of Satisfactorily Closed Cases	289	368

CHAPTER 12 Services for Drug Abusers

OBJECTIVES

12.1 Services for drug abusers aim at helping drug abusers to abstain from their drug-taking habits and re-integrate into the community through community-based and residential services. Preventive programmes to educate young people and the public on harmful effects of drug abuse are also provided.

SERVICE PROVISION

12.2 The service provision, through SWD's subvention to NGOs, as at 31 March 2019 is as follows:

- 13 residential drug treatment and rehabilitation services units (including drug treatment and rehabilitation centres and halfway houses)
- 11 counselling centres for psychotropic substance abusers
- 2 centres for drug counselling

RESIDENTIAL DRUG TREATMENT AND REHABILITATION SERVICES UNITS

12.3 Residential drug treatment and rehabilitation services cater for those drug abusers who wish to seek voluntary drug detoxification. Through a series of training, including individual and group counselling, vocational training, social skills training and after-care services to help the drug abusers quit the drug habit and re-integrate into the community.

COUNSELLING CENTRE FOR PSYCHOTROPIC SUBSTANCE ABUSERS

12.4 Counselling centres for psychotropic substance abusers provide community-based drug treatment and rehabilitation service, aiming at providing counselling and assistance to habitual/ occasional/ potential psychotropic substance abusers and to young people at risk with a view to assisting them to abstain from psychotropic substance abuse and develop healthy lifestyle. Services provided include case and group counselling for psychotropic substance abusers and their family members; regular preventive education programmes for students of secondary schools, post-secondary institutions and vocational training organisations, and the general public at community level; professional training for allied professionals; and on-site medical support service for needy people to early identify drug abusers and motivate them to seek early treatment and rehabilitation services.

CENTRE FOR DRUG COUNSELLING

12.5 Centres for drug counselling aim at helping drug abusers abstain from drug abuse, assisting ex-drug abusers to maintain abstinence and assisting family members of drug abusers and ex-drug

abusers to deal with problems resulting from drug abuse. Services provided include individual and group counselling; group activities; preventive education services to various target groups; and on-site medical support service to early identify and motivate drug abusers to seek early treatment and rehabilitation services.

DRUG DEPENDENT PERSONS TREATMENT AND REHABILITATION CENTRES (LICENSING) ORDINANCE, CAP. 566

12.6 The Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance, (Cap. 566) (the Ordinance) commenced operation on 1 April 2002, providing for the control of drug dependent persons treatment and rehabilitation centres (DTRCs) through a licensing system administered by the DSW. DTRCs that existed prior to commencement of the Ordinance but are not yet able to fully comply with the licensing requirements may apply for CoEs, so as to allow time for them to carry out improvement works to comply with the licensing requirements.

CHAPTER 13 Community Development

OBJECTIVES

13.1 SWD's work in community development targets at promoting individuals' wellbeing, 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

13.2 The service provision, through SWD's subvention to NGOs, as at 31 March 2019 is as follows:

- 13 community centres
- 17 neighbourhood level community development projects
- 1 Care and Support Networking Team

HIGHLIGHTS OF THE PERIOD

CARE AND SUPPORT NETWORKING TEAM

13.3 The Care and Support Networking Team is a time-limited project first started in July 2003 aiming at assisting mainly the ex-offenders, ex-mentally ill persons and street sleepers in West Kowloon to re-integrate into the community through provision of outreaching, casework, group work and supportive services. After conducting a service review in 2018, approval was given for the Team to continue operation until June 2021.

CHAPTER 14 Volunteerism and Building of Social Capital

PROMOTION OF VOLUNTEER SERVICE

14.1 SWD launched the Volunteer Movement in 1998 and has since been actively promoting volunteer service to foster a spirit of participation and dedication for building a caring and harmonious community. The development of Level 3 Volunteering has been the main foci of publicity for the Volunteer Movement in recent years. Volunteers were encouraged to integrate the core values and spirit of voluntary work into their everyday life and sustain volunteering as a lifestyle. To move forward from attitude to action, both volunteers and service targets are encouraged to take volunteering as a new experience in life since both of them will attain self-development, generate new experiences with mutual benefits and bring enrichment to life. Since late 2016, the Volunteer Movement, with the theme Volunteering – Make a difference in life, further adopted the direction of promoting every person to have at least one episode of volunteering experience in his/her life so that the spirit of voluntary work can penetrate into every aspect of life. Apart from launching a series of thematic posters and videos with this theme, a series of promotional programmes, including the annual highlight, the Hong Kong Volunteer Award Presentation Ceremony, were also organised annually.

14.2 Apart from continuous enhancement of the functions of the Volunteer Movement website and promotion through diverse publicity in the media and on the internet, significant achievements were attained in the following areas:

CORPORATE VOLUNTEERING

14.3 SWD offered a wide range of support services, including focused highlight of the development on corporate volunteering and feature reports on corporate volunteer teams in the Volunteer Movement Newsletter published regularly, seminars on corporate volunteering, training courses for corporate volunteer teams, and consultation services and mentor schemes for newly formed corporate volunteer teams. SWD also organised the Best Corporate Volunteer Service Project Competition regularly so as to encourage business corporations to actualise corporate social responsibilities through volunteering. Besides, the Job Shadowing Programme which enhanced the flexibility of corporations, in particular Chambers and the owners of small and medium enterprises (SMEs), to participate in volunteering was continuously organised in collaboration with the districts.

14.4 In 2017-18 and 2018-19, a total of 34 staff from 19 corporations had received volunteer training, while 28 projects participated in the Best Corporate Volunteer Services Project Competition. Each year, about 100 senior secondary school students and over 50 corporate mentors joined the job shadowing programmes about which they gave very positive feedback. Besides, as a cross-sector deliberation to promote integration of the disabled and the able-bodied, SWD, joining hands with more than 70 corporate volunteer teams as well as other government departments and NGOs, has co-organised the Stargaze Camp for All and the Blind since 2010. Over 2 000 participants joined the

event in 2017 and 2018 respectively, which also attracted wide and positive media coverage.

STUDENT AND YOUTH VOLUNTEERING

14.5 The Hong Kong Outstanding Youth Volunteers Scheme has been held annually since 2000 to award Hong Kong's outstanding youth volunteers for their contribution. To widen their exposure, 39 outstanding youth volunteers selected in 2017-18 and 2018-19 were arranged to receive training, participate in the promotional work on volunteering in Hong Kong and, act as volunteer ambassadors to exchange their volunteer experiences with people outside Hong Kong. They also visited Wu Chi Ming City, Vietnam and Busan, Korea respectively for exchange in the past two years. SWD also provided practical support to the Hong Kong Outstanding Youth Volunteers' Association for strengthening their role in promoting volunteerism among the students and youths. Moreover, to encourage the student and youth volunteers to develop innovative and sustainable group volunteering projects for meeting the various community needs under the current social environment, the Best Student and Youth Volunteering Project Competition was organised regularly. There were 35 participating projects in the 2017-18 Best Student and Youth Volunteering Project Competition. Seminars and award presentation ceremony for students and youths are conducted annually to foster whole-person development through volunteering.

VOLUNTEERING IN COMMUNITY ORGANISATIONS

14.6 SWD continued to organise the campaign, Caring for Our Community, and altered it to be an annual campaign in 2019, to further mobilise residents in public/private housing estates to join volunteering. In 2017-18, over 140 resident volunteer teams (RVTs) were formed and committed to serve the needy at neighborhood and local levels. From 2012 onwards, SWD has organised the Community Caring Shop Recognition Scheme annually to promote volunteerism in the community through the involvement of local shops. Their contribution to the community was recognised. In 2017 and 2018, 219 and 228 shops were recognised as community caring shops, whereas 13 and 20 shops were accredited as "Outstanding Community Caring Shops" and 6 and 2 shops were accredited with the newly established "Grand Award" respectively. In 2017-18 and 2018-19, the "Hong Kong Citizen Hong Kong Heart" Volunteer Ambassador Programme attracted over 300 and 400 volunteer teams to make more than 100 000 "Do-It-Yourself" items as gifts for the needy or deprived groups.

ACHIEVEMENT OF VOLUNTEER MOVEMENT

14.7 As at 31 March 2019, 1 319 979 individuals and 3 340 organisations had registered to join volunteer service and delivered around 26 million hours of volunteer service in 2018.

PARTNERSHIP FUND FOR THE DISADVANTAGED

14.8 The Partnership Fund for the Disadvantaged (PFD) was established in 2005 to promote tripartite partnership among the welfare sector, the business community and the Government to help the disadvantaged. The PFD aims to incentivise the welfare sector to expand their network in seeking and securing corporate participation in helping the disadvantaged, and encourage the business sector to take up more corporate social responsibility for creating a cohesive, inclusive and caring society. So far, the Government has injected a total of \$1.2 billion, including \$400 million newly injected in 2018- 19. Apart from a commitment of \$800 million for the regular portion to help the disadvantaged, a total of \$400 million has been earmarked for the dedicated purpose of launching more after-school learning and support programmes for primary and secondary students from grassroots families to facilitate their whole person development.

14.9 Under the PFD, the Government provides matching grants having regard to donations made by business corporations to support welfare NGOs in running social welfare projects. Since March 2005, twelve rounds of regular portion application and five rounds of dedicated portion application have been launched. For the regular portion, as at 31 March 2019, matching grants of over \$455 million have been allocated to 188 welfare NGOs for carrying out 953 welfare projects for the disadvantaged, with donations from more than 1 500 business partners. Altogether, over one million disadvantaged persons benefited. Besides, as at 31 March 2019, about \$180 million matching grants from the dedication portion have been allocated to 50 welfare NGOs and 84 schools, with donations from more than 320 business partners, for carrying out 239 welfare projects for the purpose of launching after-school learning and support programmes for primary and secondary students from grassroots families. Altogether, over 100 000 disadvantaged students were benefited.

CHAPTER 15 Other Support

SUBVENTIONS

LUMP SUM GRANT SUBVENTIONS

15.1 The Lump Sum Grant Subvention System (LSGSS), which aims to improve the delivery of welfare services through greater flexibility in resources deployment, has been implemented since 1 January 2001. As at 31 March 2019, 164 NGOs were funded under the LSGSS, accounting for about 99% of the total subventions. SWD provides a one-stop service with advice, guidance and support to NGOs on issues relating to performance monitoring and subvention matters.

15.2 In early 2008, the Government appointed the Lump Sum Grant Independent Review Committee (IRC) to assess the overall effectiveness of the LSGSS. Having analysed the views collected, the IRC considered that the principles of the LSGSS are sound and the system is worth retaining. The Government accepted and implemented all the 36 recommendations made by the IRC for improving the LSGSS. To further optimise the LSGSS, the Government set up the Task Force for Review on Enhancement of LSGSS in November 2017 to conduct a review on the enhancement of the LSGSS with stakeholders and make recommendations. The whole review is expected to be completed by mid-2020.

15.3 The Lump Sum Grant Independent Complaints Handling Committee handles lump sum grant-related complaints that cannot be dealt with satisfactorily by NGOs subvented by SWD.

SERVICE PERFORMANCE MONITORING SYSTEM

15.4 The Service Performance Monitoring System (SPMS) of SWD aims to ensure that:

- NGOs are responsible and accountable to their service users, SWD and the community for the proper and prudent use of public funds to deliver welfare services;
- NGOs are providing quality social welfare services to service users; and
- NGOs are pursuing service quality improvement in response to changing community needs.

15.5 The SPMS includes:

- submission of self-assessment reports on essential service requirements, service quality standards, output standards and outcome standards by NGOs on their service units' performance with specific action plans on non-compliant areas;

- submission of statistical reports periodically on the service units' achievement of output standards, outcome standards and/or value-added items by NGOs; and
- conducting review/surprise visits and on-site assessments by SWD for selected service units to assess their implementation of the above performance standards.

BEST PRACTICE MANUAL

15.6 The Best Practice Manual (BPM) for NGOs on human resource management, financial management and corporate governance and accountability as jointly developed by SWD and the welfare sector was implemented from 1 July 2014 with a view to setting up a common framework for strengthening the management on LSG related matters, and encouraging NGOs on increasing the transparency and disclosure of information. At present, the 7 Level One (Note 1) guidelines that were introduced on 1 July 2014 are fully implemented by NGOs receiving LSG subvention. The number of NGOs implementing Level Two (Note 1) guidelines is increasing as well. NGOs are required to submit Self-assessment Checklists on a yearly basis to continue reporting the implementation of Level One and Level Two guidelines (including 2 Level One guidelines and 1 Level Two guideline that were newly added on 1 October 2018) (Note 2). SWD will also conduct on-site assessments and examine relevant implementation records and documents, in order to enhance the monitoring of NGOs' compliance with Level One guidelines. SWD will continue to examine the suitability of raising relevant Level Two guidelines to Level One through obtaining details from the NGOs about the implementation of Level Two guidelines.

(Note 1: Level One guidelines are those that NGOs are required to follow unless there are strong justifications; Level Two guidelines are those that NGOs are encouraged to adopt.

(Note 2: The new guidelines include 2 Level One guidelines: "Handling of Internal Transfer and Contract Termination" and "NGOs' Decision Making on Employment Contracts", and 1 Level Two guideline: "Disclosure of Remuneration Policy")

SOCIAL WELFARE DEVELOPMENT FUND

15.7 The IRC also recommended in its Review Report to set up a \$1 billion Social Welfare Development Fund (SWDF) to support subvented NGOs in carrying out training and professional development programmes, business system upgrading projects and service delivery enhancement studies. With the funding support of the LF, SWD launched the SWDF in January 2010 for implementation by 3 three-year phases for nine years in total from 2010-11 to 2018-19. As at 31 March 2019, about \$950 million was approved for 161 NGOs to implement the projects.

CHARITABLE FUND-RAISING

15.8 Under Section 88 of the Inland Revenue Ordinance, Cap. 112, the Inland Revenue Department grants tax exemption to charitable institutions or trusts of a public character. The DSW issues permits under Section 4(17)(i) of the Summary Offences Ordinance, Cap. 228, for any collection

of money or sale or exchange for donation of badges, tokens or similar articles for charitable purposes in public places while the Secretary for Home Affairs issues permits for fund-raising activities of other purposes under Section 4(17)(ii) of the same Ordinance, and the Secretary for Home Affairs issues licences under the Gambling Ordinance, Cap. 148, for the conduct and sale of lotteries. In 2017-18 and 2018-19, a total of 877 permits were issued by the DSW, including permits for flag days.

15.9 In response to the recommendations of the Director of Audit's Report No. 68 and the Report of the Public Accounts Committee No. 68 of the Legislative Council which were released in April 2017 and July 2017 respectively, SWD has issued the "General Guidelines on the Scope of Public Subscription Permits" to facilitate the public and organisations to understand the circumstances required to apply for a Public Subscription Permit (PSP) issued under Section 4(17)(i) of the Summary Offences Ordinance (Cap. 228 of Laws of Hong Kong). A series of measures are also implemented and applicable to applications for general charitable fund-raising activities submitted on or after 1 August 2018, including mainly to strengthen the collaboration among the government departments concerned in order to provide one-stop application service for temporary occupation of government land and waiver of temporary hawker licence when processing the application of PSP; enhance financial transparency and accountability of the fund-raising activities/organisations by refining the requirements in reporting the fund raised and the expenditure made on accrual basis of accounting, deposit balance of donations into the bank account within 60 days of the flag days/last event day and introduce "Expenses-to-Gross Proceeds Ratio Reference Ceiling" for two types of fund-raising activities; and promulgate the appropriate follow-up actions against different non-compliances with PSP conditions.

15.10 Meanwhile, SWD, the Home Affairs Department and the Food and Environmental Hygiene Department have jointly issued the "Good Practice Guide on Charitable Fund-raising to replace the "Reference Guide on Best Practices for Charitable Fund-raising Activities" previously published by SWD for voluntary adoption by the charitable organisations and reference of the public. Moreover, for easy identification of the approved charitable fund-raising activities, a common logo for charitable fund-raising activities, adopted by SWD, HAD and FEHD, is shown on the permits, the fund-raisers identification badges, the tag for donation collection tools, and flag days money collection bags. The public can scan the QR code printed on the permits, the fund-raisers identification badges, the tag for donation collection tools and the flag days money collection bags to access webpage of GovHK portal concerned to check details of the approved activities under the respective PSPs. A dedicated hotline (tel. no.:3142 2678) manned by "1823" is also set up to handle enquiries or complaints in relation to charitable fund-raising activities held by organisations in public places.

PROJECT PLANNING

15.11 SWD has all along been adopting a multi-pronged approach with long-, medium- and

short-term strategies to identifying suitable sites or premises in different types of development projects [including public housing development projects, private land development projects, development projects of the Urban Renewal Authority, redevelopment/conversion projects of vacant school premises, development projects on “Government, Institution or Community” (G/IC) sites, etc] for the provision of welfare facilities to meet the needs of the community. SWD has incorporated conditions for suitable land sale sites, requiring private developers to construct welfare facilities specified by the Government. SWD has further embarked on the planning and development of stand-alone welfare facilities on suitable vacant G/IC sites. To push in tandem with all other possible means to secure and identify sites or premises, SWD has taken forward the initiative of purchasing premises in the private property market, as a short-term measure, to help meet the imminent need for premises for the earlier provision of welfare facilities. As at 30 September 2019, there were a total of over 360 welfare facilities under the planning of SWD.

IMPLEMENTATION OF THE SPECIAL SCHEME ON PRIVATELY OWNED SITES FOR WELFARE USES

15.12 The Chief Executive announced in his 2013 Policy Address that the Government would seek to use the LF more flexibly, and make better use of the land owned by NGOs through redevelopment or expansion to provide diversified subvented and self-financing facilities.

15.13 The LWB/SWD subsequently launched the Special Scheme on Privately Owned Sites for Welfare Uses (Special Sites Scheme) in September 2013 and received 63 applications submitted by 43 NGOs. After review, 13 project proposals, which are not able to proceed further due to various reasons (e.g. site constraints), have been removed from the Special Sites Scheme.

15.14 Under the Special Sites Scheme, an NGO applicant will have to provide on a site under its ownership a net increase in the provision of one or more than one service on the list of facilities set out by the Government through expansion, redevelopment or new development. The list includes facilities for three types of elderly services and eight types of services for persons with disabilities that are in great demand at present or in the foreseeable future.

15.15 On the basis of the updated proposals from the NGO applicants, if all the 50 proposals (excluding the 13 project proposals which were removed) could be implemented smoothly, a range of welfare facilities including about 9 000 additional elderly service places and about 8 000 additional rehabilitation service places would be provided.

15.16 As at end-March 2019, among these 50 proposed projects, five projects were completed and have commenced service. One other project has entered the implementation stage and is expected to be completed by phases commencing 2019-20. These six projects provide various welfare services, including about 260 additional elderly service places (including 100 subvented places) and about 1 020 additional subvented rehabilitation service places.

15.17 The remaining proposals are at different planning stages. If these projects are confirmed to be technically feasible, they are expected to be completed in phases after 2019-20.

15.18 The Chief Executive announced in her 2018 Policy Address that the Government would implement a new phase of the Special Sites Scheme, under which targeted assistance is provided for participating NGOs during the planning or development process. Through applications for expansion, redevelopment or new development on the sites owned by the participating organisations, the scheme aims at increasing the provision of much-needed welfare facilities, in particular additional places of elderly, rehabilitation and child care services. The LWB/SWD implemented Phase Two of the Special Sites Scheme in April 2019 inviting applications from NGOs.

INFORMATION TECHNOLOGY

15.19 The Information Systems and Technology Branch (ISTB) provides information technology (IT) support and advice to meet SWD's business needs and implements the Department's Information Systems Strategy. It also promotes the use of IT to bring about more effective organisation management and service delivery among NGOs in the social welfare sector.

DEPARTMENTAL INFORMATION TECHNOLOGY PLAN

15.20 The Departmental Information Technology Plan (DITP) formulated in 2012 was reviewed in March 2015. Under the DITP, IT projects and initiatives have been recommended to enhance the Department's operation efficiency and service delivery and to accommodate new computerisation requirements for meeting the changing business needs in the coming five financial years. From April 2017 to March 2019, a total of 22 IT projects for enhancing service delivery, electronic communication and knowledge management were completed. In 2018, the Department started to devise the new DITP for meeting the business requirements in the next five financial years.

15.21 The next generation information technology infrastructure (ITI) proposed to be established under the DITP lived run in early 2018. The next-generation ITI leveraged new technology for improving system efficiency and effectiveness, strengthened IT security and facilitated development of new IT application systems.

15.22 On the redevelopment of the Client Information System and the Service Performance Management Information System of the Department, respective feasibility studies were completed in 2017. Funding support for implementing the two redevelopment projects was obtained from the Finance Committee of the Legislative Council in February 2019

INFORMATION TECHNOLOGY STRATEGY FOR THE SOCIAL WELFARE SECTOR

15.23 The Joint Committee on Information Technology (JCIT) for the Social Welfare Sector

chaired by the DSW endorsed the Information Technology Strategy for the Social Welfare Sector which had been reviewed in 2013. The Strategy sets out the strategic directions and measures to foster the IT development in the sector.

15.24 Since the launch of the SWDF in 2010, the JCIT has made recommendations to the Lotteries Fund Advisory Committee for 360 applications from 149 subvented NGOs to implement 681 IT projects, covering human resources management, financial management, websites as well as enhancement on service delivery and management capacity.

HUMAN RESOURCE MANAGEMENT

15.25 With a workforce of 6 079 staff as at 31 March 2019, of which 4 725 in 33 grades are departmental/common staff (including 2 354 in social work stream and 1 802 in social security stream), SWD is committed to adopting a proactive and integrated approach to manage human resources and building a professional, dedicated and satisfying workforce.

15.26 The mission of the Human Resource Management (HRM) Branch is to initiate and co-ordinate efforts in fostering a highly committed, competent, versatile and skilled workforce to face up to the business objectives of SWD and the new challenges and demands in the coming years. Underpinned by the Grade Management Section and the Staff Development and Training Section, the HRM Branch is tasked to map out the overall strategy for HRM development in SWD and oversee the formulation and implementation of HRM plans and initiatives.

GRADE MANAGEMENT SECTION

15.27 The Grade Management Section (GMS) aspires to develop a more focused, systematic and integrated approach for the management of departmental and common grades as well as Model Scale 1 staff in terms of manpower planning, career development and training, recruitment, posting, performance management and promotion. The departmental posting policy and mechanism has been in place since May 2002. The posting policy is subject to periodic review to better meet the service development and overall operational needs of the Department and equip grade members to acquire various work experience, training and development exposure. Enhanced measures in relation to posting policy and mechanism have been put in place since April 2015.

15.28 Performance management is an integral part of a comprehensive HRM strategy and guidelines on good practices in performance management for completion of performance appraisals were updated and issued in December 2016 to facilitate a comprehensive, fair, accurate and timely performance appraisal system. A good performance management system also helps to maximise staff performance and potential and enhance work efficiency and productivity. Besides, Assessment Panels for the ranks of Social Work Officer and Assistant Social Work Officer had been established since 2016 to undertake levelling and moderating work among appraisal reports and see to the consistency in

assessment standards and fairness in appraisal ratings including ratings on key result areas, performance competencies and promotability in different work settings of the same rank.

15.29 To better understand the concerns of staff members in their work settings and their career development, apart from meeting them upon request on need basis, the GMS reached out for grade members through 78 and 61 goodwill visits to different units in districts/headquarters and arranged 513 and 694 career interviews in 2017-18 and 2018-19 respectively.

STAFF DEVELOPMENT AND TRAINING SECTION

15.30 The Staff Development and Training Section (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 better enhance the staff professionally and provide training opportunities to them. A total of 472 programmes were organised and co-ordinated for about 20 477 participants from SWD, other government departments, the HA, and NGOs and private residential care homes in 2017-18 and 463 programmes for about 19 078 participants in 2018-19. The details are shown in **Charts 19 to 22** below.

Chart 19: Analysis of Training Programmes 2017-18

Training Programme	Percentage
Family and Child Welfare Services	26.74%
Elderly Services	9.00%
Rehabilitation Services	3.86%
Medical Social Services	3.86%
Youth and Community Development Services	6.17%
Offenders Services	5.40%
Social Security	16.97%
Management	10.03%
Information Technology	2.06%
Non-service Specific	12.60%
Communications	3.34%

Chart 20: Analysis of Training Programmes 2018-19

Training Programme	Percentage
Family and Child Welfare Services	22.66%
Clinical Psychological Services	2.60%
Elderly Services	9.90%
Licensing and Regulation Services	0.78%
Rehabilitation Services	4.69%

Medical Social Services	3.65%
Youth and Community Development Services	5.73%
Offenders Services	4.95%
Social Security	15.89%
Management	9.38%
Information Technology	3.65%
Non-service Specific	13.02%
Communications	3.13%

Chart 21: Analysis of Trainees 2017-18

Trainee	Percentage
SWD	73.88%
NGOs	22.70%
Others	3.42%

Chart 22: Analysis of Trainees 2018-19

Trainee	Percentage
SWD	72.50%
NGOs	20.74%
Others	6.77%

Note: Individual percentages may not add up to 100% due to rounding effect.

15.31 The main themes of 132 professional social work training programmes organised by SDTS in 2017-18 and 2018-19 were assisting parents with substance abuse and, persons with autism spectrum disorders, identifying and intervening youth/student suicide and anxiety, managing crisis and workplace violence, enhancing risk assessment and assistance for carers, helping divorced/separated families' parents and children in post-divorce adjustment, and using group intervention in rendering counselling to parents with children having behavioural/emotional problem or special needs.

15.32 The SDTS also delivered a series of professional training programmes covering areas in relation to professional knowledge and skills on investigation and verification of cases for proper management of social security applications, as well as management, customer services and communication skills, etc. for staff working in social security work settings. A total of 148 training programmes were organised for over 5 500 social security staff in 2017-18 and 2018-19.

15.33 To facilitate our new recruits in understanding the Department's services in different perspectives, specific orientation programmes for different grades were developed with topics ranging from professional knowledge to staff conduct. In 2017-18 and 2018-19, a total of 19 programmes were conducted for 559 new appointees from different grades. Moreover, induction training programmes on

the seven core services were conducted for social work and social security staff newly posted to the respective service units so as to equip them with knowledge and skills required for carrying out the duties of the new posts.

15.34 Aiming at strengthening the managerial competency of social work and social security officers at different levels, a series of multi-pronged management and leadership training programmes were arranged for 269 officers in 2017-18 and 2018-19. Advanced management and leadership training both conducted locally and overseas were also arranged for senior staff members to enhance their contemporary management skills and exchange their experience with senior executives in other sectors.

15.35 To develop closer links with the Mainland, the SDTS arranged a total of 140 social work staff, social security staff and other departmental professional staff to attend departmental study tours in 2017-18 and 2018-19 organised by the Peking University and the Tsinghua University respectively, and visits to welfare-related bodies at Shunde, Zhongshan and Guangzhou.

SWD RECREATION CLUB AND STAFF VOLUNTEER SERVICE

15.36 In 2017-18 and 2018-19, SWD Recreation Club organised a variety of recreational activities, staff volunteer service and a major staff activity for SWD staff and their families, with a view to enabling them to relax in leisure time and to relieve their work pressure.

RECREATIONAL ACTIVITIES

15.37 Recreational activities were arranged as follows:

- Sponsorship was provided in supporting districts' sport/ recreational activities, including trips to Nam Chung, the Lung Yeuk Tau Heritage Trail, Lai Chi Wo and Tai Tong.
- Sponsorship was provided in supporting staff to take part in competitions, including the Dragon Boat Racing Competition, the Social Work Cup 7-a-side Football Competition, the Social Work Cup Basketball Competition and the Corporate Games Basketball Competition.
- 19 interest classes, including Pipa classes and Line Dance classes and five interest groups, namely SWD Choir, the Running Team, the Dragon Boat Team, the Basketball Team and the Football Team, were organised. SWD Choir joined the Christmas Carols Fund Raising Event of the Child Development Matching Fund in December every year together with the DSW, the staff volunteers and children from the Project "Angels' Act".
- SWD Trailwalker Teams were formed for participation in the annual event of Oxfam Trailwalker since 2017. Support from all SWD staff was also enlisted to form the Support Teams and SWD Buddies. A total of over \$120,000 was raised for Oxfam Hong Kong in 2017 and 2018.

STAFF VOLUNTEER SERVICE

15.38 The Staff Volunteer Team participated in the Project “Angels’ Act” by paying regular concern visits and arranging outdoor activities for DSW wards under out-of-home care, with a view to enabling the DSW wards to enjoy the warmth and joy of family life during holidays. As at end of March 2019, there were 111 volunteers including staff and family members in the Project to serve 35 DSW wards.

ACTIVITIES FOR DSW WARDS

15.39 The Outstanding Award Presentation sponsored by Tung Wah Group of Hospitals was organised for the years of 2018 and 2019. “Best Achievement Awards” and “Best Improvement Awards” were presented to the DSW wards to recognise their outstanding performance and significant improvement in their academic, conduct, art, sports and other aspects.

MAJOR STAFF ACTIVITIES

15.40 In celebration of the 60th anniversary of SWD in the year of 2018, SWD Recreation Club organised a one-day outing to the Noah’s Ark on 4 November 2018. The event also aimed at fostering a sense of belonging, improving communications among service branches and districts and promoting a healthy lifestyle of work-life balance. The Secretary for Labour and Welfare, Permanent Secretary for Labour and Welfare and Under Secretary for Labour and Welfare as well as nearly 500 SWD staff members together with their family members and friends, participated in the event. They all shared the joyful moments on that day.

CHAPTER 16 District Highlights

CENTRAL WESTERN, SOUTHERN AND ISLANDS DISTRICT

DISTRICT COLLABORATION PROJECTS

16.1 The Central Western, Southern and Islands District Social Welfare Office (the District Office) organised district-based flagship “District Collaboration Projects”, through the provision of funding to subvented social service units, to promote partnership with other organisations including government departments, non-governmental organisations (NGOs), local organisations, schools, religious groups, volunteer organisations, business corporations, etc. to collaborate in organising diversified, cross-service and cross-sectoral programmes and activities in accordance with the district needs in order to build up a neighbourhood mutual support network and enhance the community integration.

16.2 In 2017-18, the District Office adopted the theme of “Community Arts for Social Inclusion” and provided funding of \$863,700 to NGOs for implementing 42 projects in the District, mainly using arts as a means of intervention. These 42 projects were required to observe at least one of the six “strategic indicators”, including the promotion of “family support”, “community network”, “cross-service collaboration”, “social integration (trans-generational integration/ integration of able-bodied and disabled persons / inter-cultural integration)”, “restoration of impaired relationship” or “youth development”. A total of 156 NGOs, government departments and local organisations took part in these projects. The total number of beneficiaries was about 17 100 and over 1 680 volunteers were involved. In order to encourage on-going collaborations of different stakeholders to respond to the district needs, the District Office continued to take arts as a means and adopted the theme “Community Arts for an Inclusive Society” to further implement “District Collaboration Projects” in 2018-19. The District Office allocated a total of \$640,000 to fund NGOs to implement 34 projects in the district. Similarly, all the projects were required to observe at least one of the six “strategic indicators”. In the year, a total of 131 NGOs, government departments and local organisations took part in the collaborations, benefiting approximately 11 600 people and involving more than 1 100 volunteers.

BUILDING OF NEIGHBOURHOOD SUPPORT NETWORK AND PROVISION OF WELFARE SERVICES FOR NEW PUBLIC HOUSING ESTATES

16.3 In respect of two new public rental housing estates in Tung Chung, Lantau (namely Ying Tung Estate and Mun Tung Estate) targeting to accommodate around 20 000 residents, the Central Western, Southern and Islands District Social Welfare Office (the District Office) had since November 2017 collaborated with the Housing Department, two Integrated Services Centres (ISCs) (including Hong Kong Sheng Kung Hui Tung Chung Integrated Services and The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre), the non-governmental organisations (NGOs) concerned and the stakeholders to facilitate the new residents’ early adjustment to the new living

environment and the building up of a neighbourhood support network. During the intake of the residents, the two ISCs first contacted the households to deliver service pamphlets and provide community information. After the residents started moving in, the two ISCs conducted survey to assess the residents' service needs and referred them for suitable support services. Besides, a series of activities such as community guided tours, social services, education and career expo, distribution of second-hand furniture and electrical appliances, free flooring installation, volunteer visits, etc., were also organised to facilitate their early integration into the community.

16.4 Apart from establishing an ISC sub-base in Ying Tung Estate and re-demarcating the services boundaries of two ISCs, the District Office also promoted and supported five NGOs' funding applications under the "Community Investment and Inclusion Fund" and the "Partnership Fund for the Disadvantaged" respectively. Their estate-based projects targeted to foster neighbourhood mutual help and establish a cross-sector collaboration platform, with a view to providing on-going support to the needs of the residents.

2019 RECOGNITION CEREMONY FOR CARERS OF PERSONS WITH DISABILITIES CUM EXPO FOR SOCIAL ENTERPRISES BY REHABILITATION AGENCIES

16.5 The annual event was co-ordinated by the Central Western, Southern and Islands District Coordinating Committee on Rehabilitation Services and was held in January 2018 and January 2019 respectively at Sheung Wan Promenade. The purpose of the event was to recognise a group of carers of persons with disabilities who have worked hard and contributed in the rehabilitation process of the disabled. By sharing of employers hiring disabled persons and carers of the disabled, diversified performances and booths, it aims at enhancing the public's understanding of the disabled, arousing support and acceptance of people with disabilities, promoting employment opportunities for people with disabilities and achieving the goal of "social inclusion". In the event of 2018 and 2019, a total of 20 and 18 carers of persons with disabilities were awarded respectively. NGOs operating vocational rehabilitation services were also invited to set up more than 15 booths for selling products manufactured by their service users, such as cookies, festive food, household items, fine furnishings and handicrafts, etc. in the event, so that more people can support the disabled to re-enter the community. In addition, the 2019 annual event specially invited the Food Truck "JAJAMBAO · 擦餐飽" who hired disabled staff to provide catering service. It helped support the employment of people with disabilities in actualising their potential and reflect the theme of the event. More than 3 000 people participated in the event each year.

EASTERN AND WAN CHAI DISTRICT

ACHIEVING ENHANCED SUPPORT TO HIDDEN ELDERLY AND THEIR CARERS THROUGH SMALL COMMUNITY APPROACH, PROMOTING DEMENTIA FRIENDLY COMMUNITY CAMPAIGN

16.6 In response to the needs of the singleton elderly and two-elder families, and to enhance the support for hidden elders and their carers in Eastern and Wan Chai districts, the Eastern and Wan Chai District Social Welfare Office (E/W DSWO) set up a “Working Group on Enhancing Support to Singleton Elderly and Two-elder Family” involving 6 district elderly community centres and 7 integrated family service centres in July 2017 to step up efforts at district level to increase the elders and carers’ awareness of the available services, enhance their motivation to receive services and strengthen the accessibility of the community support services. Eastern and Wan Chai districts are divided into 6 “small communities”. Creative and focused strategies to address the needs of the elderly and their carers were formulated through adopting the “small community” approach and pooling together expertise of different stakeholders including Home Affairs Department, Housing Department, and Hong Kong Housing Society, local organisations, Owners’ Corporation and members of District Councils, so as to strengthen the safety net at district level. Besides, various innovative projects such as “project to concern elders living in private tenement building” were designed to make good use of community resources for outreaching and rendering support to elders with potential welfare needs and promoting mutual support in the community.

16.7 In September 2018, SWD launched a 3-year Dementia Friendly Community Campaign with the aim of promoting public awareness on dementia in Hong Kong. E/W DSWO has actively promoted the Campaign at district level. Gaining support from various corporates including the Hong Kong Electric and the Hong Kong Telecom, E/W DSWO organised “Dementia Friends” (DFs) Information Session for their staff and volunteers and help them register as dementia friends to help building a dementia friendly Hong Kong with SWD.

PROMOTING FAMILY HARMONY AND SOCIAL INCLUSION

16.8 The E/W DSWO has all along actively cultivated family harmony and social inclusion for all families in the district. The 2017-18 and 2018-19 “Love— Social Inclusion” Project organised family and group programmes to help participants establish a positive orientation of life, promote healthy development of children and youth, and enhance resilience of the families. Coupled with a series of promotional and large scale family programmes, the Project promoted cross-generational cohesiveness, concern to the needy, such as carers of elderly and persons with ill-health or disabilities, new immigrants and ethnic minorities, so as to promote care and mutual help with one’s neighbourhood. In these two years, there were over 23 000 participants and 1 600 volunteers joining the Project. Furthermore, the E/W DSWO organised the “Happy Family Month – Olympics Family Sports Day” to

enhance parent-child connections in 2018, and the “Love under the Same Sky” to enhance social inclusion of people with disabilities through cross-sector collaboration. In the Hong Kong Brands and Products Expo in 2017 and 2018, E/W DSWO organised the “Family Care Fun Fair cum Award Presentation Ceremony for Carers” to show appreciation to the devotion of the carers of the elderly and people with disabilities.

PROMOTING CROSS-SECTORAL COLLABORATION FOR BUILDING UP A CARING COMMUNITY

16.9 In response to the characteristics of the Eastern and Wan Chai District and to cater for the needs of the disadvantaged groups, the E/W DSWO has actively promoted tripartite partnership among the welfare sector, the commercial sector and the Government to pool together different resources for supporting the underprivileged, and as a result to build a mutual care and support community. In 2017- 2019, the E/W DSWO collaborated with different corporations such as the Hong Kong and China Gas Company Limited, the Kerry Properties Limited (KML), the Chinese General Chamber of Commerce, the Chinese Manufacturers’ Association of Hong Kong (CMA), etc. to organise district-based projects/programmes to address the different needs of the disadvantaged. In 2017, the E/W DSWO jointly organised a large-scale programme titled “Carers’ Recognition Ceremony cum Reception” with KML and district elderly community centres in Eastern and Wan Chai, serving over 190 elders and their carers. A “Carers’ Testimony cum Resource Book” was published to recognise the care and support of the carers provided to their elder family members and to enhance the public’s understanding on different community support services for the elderly. Under the support of CMA, a key event titled “Show and Joy” was launched in 2017 to promote social inclusion through stage performance by the disabled, ethnic minorities and youth. A booth managed by social service units was also set up in the Hong Kong Brands and Products Expo to showcase products made by the disabled and service promotion. To promote care and concern for service users of private residential care home for the elderly (RCHE) and residential care home for the disabled (RCHD), a total of 27 NGOs and volunteer bodies of different sectors were matched with 45 RCHEs/RCHDs by the E/W DSWO in 2018 for regular concern visits and volunteer services, so as to enhance the living quality of the residents.

KWUN TONG DISTRICT

BUILDING COMMUNITY SUPPORT NETWORK IN NEW PUBLIC RENTAL HOUSING ESTATES

16.10 The Kwun Tong District Social Welfare Office (KTDSWO) continued to develop service strategy for 48 000 residents of the large-scale public housing estates, namely On Tat Estate and On Tai Estate, on the Anderson Road through cross-sectoral platform involving Government Departments, non-governmental organisations (NGOs), and members of the local community, etc. The KTDSWO coordinated different welfare services units as well as the 3 NGOs funded by the Community

Investment and Inclusion Fund and 2 NGOs funded by the Hong Kong Jockey Club Charities Trust to implement estate-based projects and successfully activated a 3-tier enhanced networking delivery model to provide preventive, supportive and remedial services for the new residents. Under the effective coordination mechanism and strategy, as well as close collaboration with the Housing Department, the welfare service units successfully reached out to more than 90% of the new residents. Through a series of diversified estate-based activities/programmes, a strong neighborhood mutual support network was built up and is successfully turned into sustainable social capital in the community. The KTDSWO also lined up welfare service units with corporate volunteers to provide assistance for needy families to complete flooring and building inspection, etc. The welfare service units outreached to new residents for early identification of needy or at-risk families for timely referral and intervention alongside with the provision of tangible resources and services in enhancing their problem-solving skills. The concerted efforts of the KTDSWO and the welfare service units in these years have been recognised widely in the community and earned a reputation as “Anderson Model.”

ENHANCING MENTAL WELL-BEING OF CHILDREN AND YOUTH

16.11 The KTDSWO continued to implement "Project APPS II" and "Project APPS III" in 2017- 18 and 2018-19 respectively by continuously tapping the expertise and concerted efforts of youth service units, schools, schools liaison committee and parent-teacher association in the district. The district-based joint programmes targeted to foster children and young people with four important positive life values viz. **A**ppreciation, **P**assion, **P**articipation and **S**erve others. The joint programmes received very positive feedback and recognition, and attained achievements as follows -

- The implementation of a series of 31 diversified programmes helped to enhance the resilience against the adversity of children and youth including those coming from disadvantaged groups as well as to foster a positive, caring atmosphere in schools.
- A total of 6 workshops for teachers/school personnel and social workers successfully equipped participants with the knowledge and practical skills to early identify and support children and youth with emotional/mental health problems and suicidal tendency. 3 parents’ talks enhanced the capability of the parents with children having special educational needs to manage the stress of caregiving.
- The rollout of a community day and distribution of 40 000 greeting cards with encouraging words and pictures designed by the youth participants successfully conveyed and promoted the importance of positive mental health and mutual support to members of the public.

ENHANCING SUPPORT FOR THE ELDERLY AND PERSONS WITH DISABILITIES AND THEIR CARERS IN THE COMMUNITY

16.12 The KTDSWO organised a support project in 2018-19 targeting public housing estates with vast number of vulnerable elder families. Through the mobilisation of volunteers to form a sustainable

network, the project provided short-term community support services for frail elders in need, such as household cleaning, simple home repair and escort services, so as to solve the living problems of the elders and their carers. Over 300 elders were benefited from the project.

16.13 The KTDSWO launched two carer support service projects both in 2017-18 and 2018-19. A series of mutual visits, community outings, physical and mental health related group activities and interest classes were organised to reach to the carers of persons with disabilities. The projects strengthened the carers' knowledge, skills and stress management in caring for the disabled. The projects also fostered mutual support, improved their interpersonal relationship, enhanced their emotional support and strengthened their resilience against adversity. The series of projects benefitted over 2 000 carers.

WONG TAI SIN AND SAI KUNG DISTRICT

EARLY IDENTIFICATION AND NETWORKING OF HIDDEN AND NEEDY INDIVIDUALS AND FAMILIES

16.14 The Wong Tai Sin and Sai Kung District Social Welfare Office (District Social Welfare Office) endeavored to strengthen collaboration and communication among local stakeholders such as social service centres, local organisations, business sectors, education and medical fields, etc. to implement district collaborative projects in order to early identify hidden and needy individuals and families, especially carers with inadequate support, and facilitate them to seek assistance and strengthen their supportive network.

16.15 District Social Welfare Office has been actively echoing two three-year programmes, namely the "Dementia Friendly Community Campaign" (the Campaign) and the "Support for Carers" Project. To echo the Campaign, district-based "Dementia Friends" Information Session and "Dementia Friends Ambassadors" Workshop were organised to encourage different stakeholders to participate in and organise such community educational programmes in order to raise public awareness and enlist community support for persons with dementia and their carers. As at April 2019, more than 800 local stakeholders registered as internationally recognised "Dementia Friends" after completion of the district-based community education programmes. Besides, District Social Welfare Office, under the "Support for Carers" Project, actively mobilised elderly centres to conduct brief training to front-line staff of property management companies so as to enable them to identify needy elderly persons and their carers and enlist timely assistance for them. As at March 2019, 740 front-line staff coming from 16 property management companies in the district received the training.

16.16 District Social Welfare Office has been strengthening the collaboration between Integrated Family Service Centres and the kindergartens/schools in the district to early identify and network the hidden families as well as to provide timely intervention with a view to matching the needy families to

the preventive and supportive services. Besides, a rural supportive network has been established by Sai Kung Integrated Family Service Centre to strengthen the support to 14 villages by enhancing the liaison with village leaders and rendering timely services to the hidden elders and families without adequate support in the rural areas.

SETTING-UP OF DIFFERENT COLLABORATIVE PLATFORMS TO STRENGTHEN INTER-DISCIPLINARY AND CROSS-SECTOR COMMUNICATION AND COOPERATION

16.17 Through setting up of various collaborative platforms, District Social Welfare Office engaged the stakeholders with professional knowledge and expertise and tapped resources from different sectors to strengthen the inter-disciplinary and cross sector communication and collaboration in formulating strategies to respond to the district needs.

16.18 Along with the above objective, a new Geriatric Multi-disciplinary Platform was set up with regular meetings to examine existing medical-social collaboration among parties concerned with a view to proposing areas for streamlining and improvement. Besides, to strengthen the district collaboration in handling persons with suspected/mental health problem, a new Mental Health Multi-disciplinary Platform was set up among different sectors and professionals for case sharing and discussion to improve the handling strategy and referral procedure and mechanism.

16.19 District Social Welfare Office collaborated with Sik Sik Yuen and Our Lady of Maryknoll Hospital to organise a three-year cross-sector and inter-disciplinary district project on health management to help elders to delay deterioration of their functioning and enable ageing in place. A total of 12 elderly centres in the district participated in the project. As at March 2019, a total of 118 young elders acquired knowledge and skills on health management through a series of training provided by health professionals and paid regular visits to 95 households of frail elders, low-motivated elders, singleton elders and elderly care-givers in the district.

16.20 A Youth Service Collaborative Platform was set up in Sai Kung in early 2018 by District Social Welfare Office with support from 14 youth service units in the district to carry out the district youth collaborative projects namely “iSeedr” and “Youth Maker” for enhancing social participation and sense of belonging of the youths through design thinking trainings and mobilising the youths to use their creativity in devising ideas for building a better community. More than 500 youths participated in the projects including ethnic minority students. Besides, through cross-sector collaboration between social service units and hospitals in the district, a “Referral Mechanism of Health and Emotion Support Service for Adolescents” was set up in Wong Tai Sin and Sai Kung respectively for social workers to identify and refer adolescents with emotional disturbance to receive early diagnosis/medical treatment. As at March 2019, around 140 adolescents were served.

PROMOTION OF DISTRICT COLLABORATION AND VOLUNTEER SERVICE TO ESTABLISH A HARMONIOUS AND INCLUSIVE COMMUNITY

16.21 District Social Welfare Office encouraged people from all walks of life and different sectors to join volunteering with a view to developing a caring community and enhancing the self-confidence of volunteers. Through the annual “Volunteer Award Presentation Ceremony” in 2017 and 2018, volunteering was further permeated into the community and the message “Volunteering – Make a Difference in Life” was further promoted. Moreover, housing estates and shops were encouraged to serve the deprived groups in the district through participating in “Caring for Our Community” and “Community Caring Shop Recognition Scheme”. There were 41 shops in Wong Tai Sin and Sai Kung district awarded “Community Caring Shop” Logo in 2018. One of the caring shops was also awarded “Outstanding Community Shop” Logo.

16.22 Lining up with Tseung Kwan O (South) Community Collaboration Network, District Social Welfare Office launched the “Recognition Scheme of Good Persons & Good Deeds” Award Presentation Ceremony to promote caring values and positive psychology in Sai Kung district. In 2018- 19, we adopted the stories of awarded “Good Persons & Good Deeds” to make videos to further promote the message of “One More Step” and caring community in order to enhance social cohesion and positive energy in Sai Kung district.

KOWLOON CITY AND YAU TSIM MONG DISTRICT

“CARE IN LOVING WAYS” AND “CONNECTEDNESS AND CONCERN”

16.23 The Kowloon City and Yau Tsim Mong District Social Welfare Office (KC/YTMDSWO) has all along focused on supporting the underprivileged families and strengthening their functioning. Through actively collaborating with different service units in the district, KC/YTMDSWO organised 23 projects under the themes of “Care in Loving Ways” and “Connectedness and Concerns” in 2017- 18 and 2018-19. The projects included organising parent-child activities to support the new arrivals, families with low-income and those living in sub-divided flats; workshops on emotional management for those distressed families; inter-generational activities to promote family harmony; as well as early identification of and intervention for those in need through multifaceted programmes. The projects in these two years served a total attendance of more than 3 000. KC/YTMDSWO also promoted social inclusion in view of the high population of ethnic minorities in the district. Apart from facilitating their integration into local community by means of mainstream services, KC/YTMDSWO further pooled together different stakeholders for launching a series of activities, including a large-scale programme, namely “Love Kids, Love Family Carnival” for promoting child protection and family harmony. Through cross-sectoral collaboration, KC/YTMDSWO also organised “Ambassadors for the Elders in Private Residential Homes” by linking up volunteers of ethnic minorities and local community to serve over 800 elders, and fostered multi-cultural integration in the neighbourhood.

FOSTERING CROSS-SECTORAL COLLABORATION TO BUILD A CARING COMMUNITY

16.24 To establish a close and steady community support network, KC/YTMDSWO coordinated various sectors of the district to form a collaborative platform and facilitate cross-service and cross-sectoral collaboration among local stakeholders. To support the vulnerable groups in the community, especially the hidden elders (including those living alone and two-elder households), the disabled and their carers, and the grassroot families, KC/YTMDSWO, in collaboration with different groups/organisations, organised "Let's Love" and "Caring for the Families in Hung Hom" and mobilised around 400 volunteers to pay concern visits to about 1 000 households. With a view to promoting Ageing in Place and alleviating the burden of elder carers, KC/YTMDSWO mobilised 23 elderly service centres and connected 28 property management companies to provide training to 280 frontline property caretakers through the "Support for Carers Project". The project aimed at equipping the frontline property caretakers with the awareness of identifying the needs of elders and their carers as well as familiarising with community resources so as to facilitate prompt care and assistance rendered to the needy elders or carers, and to link up the concerned service units for providing follow-up services.

YOUNG PEOPLE EXPERIENCE IN WORKPLACES AND ACQUIRE POSITIVE VALUES

16.25 Young people possess rich potentials and talents, and also full of curiosity and aspiration on their future contribution to the society. To encourage them to actively formulate their life goals, as well as to unleash their personal interests and acquire leadership skills, KC/YTMDSWO and Integrated Children and Youth Services Centres (ICYSCs) jointly delivered "Tomorrow's Leaders" job-shadowing programmes in 2017-18 and 2018-19. Higher secondary school students and undergraduates were recruited and given the chances to attend two job-shadow days under the guidance of mentor volunteers who were corporate leaders or senior managers. In 2018-19, 11 co-organising ICYSCs were involved. Around 20 mentors and 60 young people participated in the programme. The professional/occupational background of the mentors encompassed medical, retail business, beauty, education, advertising, hotel business, public relations, engineering, etc. Touring the work places in companion with the mentors widened the mentees' horizons. The mentors' personal sharing of the up-and-downs in their life and the success in their careers further facilitated the building of trust with the mentees in the course of interactions. Positive values were passed to the young people for their reference when facing challenges and opportunities in future.

SHAM SHUI PO DISTRICT

SHAM SHUI PO WELL-BEING MOVEMENT

16.26 In 2017-19, the Sham Shui Po District Social Welfare Office (SSPD SWO) continued to jointly organise with the Sham Shui Po District Council, the Home Affairs Department and local

organisations to launch the Sham Shui Po Well-Being Movement with the aim to instill positive psychology and promote the themes of gratitude, hope, resilience and open-mindedness in the community.

16.27 In 2017-18, various promotional activities were organised along with the theme of “resilience”. Among them, 10 real stories on demonstration of resilience were collected and publicised in the district through bulletin board displayed in rotation in the MTR Community Art Gallery in MTR Stations. Commendation certificates were also distributed to the characters of these real stories during the finale to appreciate their positive life attitude.

16.28 In 2018-19, the theme was “Walk with ‘Sham’ Buddies”. Member agencies held various activities to encourage the whole community to concern those suffering from dementia and the needy carers. Besides, a widespread publicity campaign was launched in the district with related publicity banners, posters and activity leaflets produced and distributed to housing estates, district organisations, public hospitals, clinics and District Health Centres of the DH to facilitate residents’ well grasp of the related information and community resources. Finale of the Movement was a Film Screening and Sharing on the movie “Happiness”, with the director and actress of the movie as well as a carer of a dementia elderly come to share with the audience.

ESTATE PARTNERSHIP PROGRAMME

16.29 Since March 2016, the SSPDSWO has collaborated with the Housing Department and invited service units providing core services in the redevelopment of So Uk Estate as well as NGOs responsible for the projects under the Community Investment and Inclusion Fund to set up a collaborative platform under the So Uk Estate Partnership Programme. The aims are to help residents build up a support network and cohesive community, and identify at an early stage persons and families who are in need for provision of appropriate services.

16.30 With the completion of the public housing projects in Sham Shui Po district in the coming years and taking reference to the model of the So Uk Estate Partnership Programme, SSPDSWO continues to collaborate with the Housing Department, property management offices, related service units to introduce local social welfare services and build up neighborhood supporting network. Resources booklet was also designed and distributed to the residents during the briefing sessions at the stage of intake admission, with the aims to facilitate early integration of the new residents and promote social harmony.

JOB SHADOWING MENTORSHIP PROJECT AND JOB TASTING SCHEME

16.31 In 2017-18 and 2018-19, the SSPDSWO continued to co-operate with the Federation of Hong Kong Industries, the Hong Kong Small and Medium Enterprises Development Institute and some NGOs, to launch the Job Shadowing Mentorship Project. With the support of the Department’s Sub-Committee on Promotion of Corporate Volunteering, around 50 senior managements or founders of

enterprises were recruited each year as volunteer mentors and matched with 100 young persons who came from underprivileged families. The mentors arranged their mentees to visit their work places during summer time so that these young persons could get more familiar with the operation of different enterprises or industries. This allowed the mentors to dedicate their time for volunteering at the workplace. Through sharing by the mentors of their career paths, their ups and downs and also their ways to success, the youth mentees were inspired of their life goals and planning.

16.32 Starting from 2017, SSPDSWO implemented the Sham Shui Po Job Tasting Scheme on Rehabilitation and Elderly Services with support of the service operators. It aimed to enrich the secondary students' understanding and knowledge about the services with a view to enlightening their interest in serving in these two service sectors after graduation and promoting social inclusion. Apart from being trained and matched to different elderly and rehabilitation units for work experience, the students also assisted in organising programmes and activities for people with disabilities. The project gained very favourable feedback from the participants and was well appreciated by local organisations.

SHA TIN DISTRICT

LOVE YOUR NEIGHBOURS • CARE FOR NEW COMERS

16.33 The Sha Tin District Social Welfare Office (STDSWO), with cross-service and cross-sector collaborative efforts of welfare services units and local community groups, continued to promote a caring community in 2017-18 and 2018-19 through the Green Ribbon Campaign with the themes of "Love and Care, Connect" and "Cherish Yourself, Cherish Your Neighbours" respectively. Community programmes promoting mutual care, positive thinking and adversity embracement were conducted by means of sport, play and art. Besides, the STDSWO continued to make use of cross-sector and cross-service collaboration in the district to facilitate networking and cooperation among welfare services units and local groups. Mass programmes introducing social welfare services in the vicinity and concern visits were organised for residents in Mei Tin Estate and Sun Chui Estate who were relatively more under-privileged in the district. Moreover, the STDSWO recognised the welfare needs of residents of the newly developed Shui Chuen O Estate and Shek Mun Estate. In cooperation with welfare units serving the two Estates, the STDSWO formed Working Groups to formulate strategies and action plans by, among others, coordinating with the Housing Department to distribute information kits on welfare services and community resources to the residents, and organising regular roving exhibitions for social services promotion and carnivals. The efforts aimed at facilitating residents' early adjustment to the community and enhancing their knowledge on community resources. Meanwhile, with promoting and facilitating the implementation of Community Investment and Inclusion Fund projects in these newly developed estates, the residents' welfare needs were further addressed.

STRENGTHENING FAMILY FUNCTIONS AND RESILIENCE AND PROMOTING FAMILY LOVE

16.34 The Sha Tin District Coordinating Committee on Family and Child Welfare Services (STDCCFCW) continued to coordinate closely with social services units and local organisations in Sha Tin and conducted a series of supportive programmes in promoting family love for the purpose of strengthening family functions. In the years of 2017-18 and 2018-19, there were altogether 16 marital groups, entitled “Rainbow Journey”, and 31 family programmes, entitled “Love & Togetherness” and “To Have More Love”, conducted to enhance marital relationship, strengthen parent-child communication and promote inter-generational inclusion. With a view to deepening and spreading the message of “Family Love” and “Embrace Positive Energy” widely across the community, the STDCCFCW and social services units in Sha Tin worked together and conducted multiple large-scale promotional activities, entitled “Activate Love & Togetherness in Sha Tin”, “Transmission of Positive Energy in Sha Tin” and “Think Big, Play Big - Happy Families Month in Sha Tin” to enhance public awareness of nurturing family love and embracing positive energy. The STDCCFCW adopted a mode of cross-sector collaboration and co-worked with a number of primary schools in the community in conducting educational programmes for parents to alleviate their parental stress and strengthen their parenting capacity. In order to facilitate frontline social workers in Sha Tin to acquire updated work-related knowledge and skills, the STDCCFCW held a district training entitled “Wisdom of Mindfulness – Mindfulness Experiential Workshop” to strengthen workers’ functional capacities.

16.35 In order to identify families-at-risk for early intervention, and to enhance the understanding and intervention skills of frontline professionals on handling child abuse and family violence, the Family and Child Protective Services Unit (Sha Tin) organised seminars for teachers of kindergartens, primary and secondary schools, various stakeholders of NGOs and the police in the district to enrich their knowledge and skills in helping children at risk in various circumstances. In 2017-18, the “Seminar on Care for Children Growing Up in Families Having Substance Abuse” was conducted while in 2018-19, the theme of the seminar was on “Care for Children Having Mentally Ill Parents”.

CARE FOR THE DISADVANTAGED AND SOCIAL INTEGRATION

16.36 To promote social integration of persons with disabilities, the District Coordinating Committee on Rehabilitation Services of the STDSWO organised carnivals through the joint efforts of rehabilitation services units, schools and local organisations in January of both 2018 and 2019. Through pairing up with able-bodied groups in organising performance and exhibition booths, persons with disabilities had the opportunity to show their talents and collaborate with community members, which enhanced the mutual understanding, acceptance and inclusion in the community. The premises of two Integrated Community Centres for Mental Wellness in Sha Tin District have completed the fitting-out works and commenced services in April 2019. Continuous community mental health support services and community education will be provided to residents in the District with an aim to enhancing

knowledge, care and acceptance of people with mental illness. In the year 2017-18 and 2018-19, the STDSWO and the Local Committee on Services for Young People launched an innovative collaborative project with the Hong Kong Institute of Vocational Education (Sha Tin), namely “Job Tasting in Welfare Sector”, in which youths in the Sha Tin District were recruited to undergo training and job shadow placement in elderly and rehabilitation services units. The participating youths gained knowledge about working with the elderly and persons with disabilities and their care and concern for these disadvantaged groups were thus raised. Meanwhile, another district programme on promoting mental wellness of youths was carried out in collaboration with local secondary schools. The programme offered training on mental health first aid for the participating youths to promote their awareness in mental health and related community resources so that they could help their peers and themselves when necessary.

TAI PO AND NORTH DISTRICT

ESTABLISHING PLATFORMS FOR ENHANCING DISTRICT COLLABORATION AND BETTER USE OF COMMUNITY RESOURCES

16.37 Since 2017-18, the Tai Po and North District Social Welfare Office (TP/N DSWO) has introduced a “District Service Expo” in the District Welfare Forum. Through this platform, community organisations and welfare service units can introduce their services and projects to facilitate mutual exchanges and collaboration among service units. In the past two years, 35 and 42 service units/organisations took part in the “District Service Expo” as exhibitors respectively. The response was very overwhelming. The TP/N DSWO also set up a WhatsApp broadcasting group in late 2017 for more effective dissemination of welfare-related information to members of the District Council, District Welfare Council, District Co-ordinating Committees, representatives of social welfare service units and local organisations. About 180 people have joined this broadcasting group.

16.38 The TP/N DSWO has established "Sharing Platform for Residential Care Homes for the Elderly (RCHEs) in Tai Po and North District" since October 2017. Apart from organising regular meetings and district training activities, a Whatsapp group was also set up to facilitate the exchange of information and collaboration among the subvented and private RCHEs in the district with an aim to improving the service quality. In 2017-18 and 2018-19, the TP/N DSWO had held two exchange meetings, one sharing session and two training activities related to the care for demented elderly. RCHEs also made good use of the Whatsapp group to share their tangible resources and initiated a visit to a RCHE. In the past two years, the TP/N DSWO had mobilised some 200 and 300 volunteers respectively through funded projects to pay continuous visits to the residents of over 20 private RCHEs in the district, so as to show the community’s love and concern for them.

LAUNCHING PILOT PROJECTS TO ENHANCE COMMUNITY SUPPORT FOR CARERS AND WOMEN

16.39 TP/N DSWO has collaborated with an NGO to launch a pilot project of “Community Carer Café” (Café) in four Integrated Family Services Centres of Social Welfare Department in the district since October 2018. The Cafe, which is running at fixed schedule and venue, is mainly operated by volunteers. The Café attracts plenty of carers to have a break in the Café through the provision of relaxing environment and music, home-make coffee, tea and pastries, relaxation activities as well as support and sharing of volunteers. The Café also provides child care support service to let the carers have a real break time. The number of participating volunteers has exceeded 80 and the number of beneficiaries is over 300 carers. Many of beneficiaries have turned to be volunteers of the Café.

16.40 TP/N DSWO has jointly launched a pioneer project with an NGO for encouraging and facilitating women’s employment in North District through promoting the concept of “Women-friendly” employment amongst the employers, establishing a job-matching electronic platform and hotline, organising sharing sessions between employers and employees and job expos, and arranging an award presentation ceremony for the “Women-friendly” employers. 360 women have enrolled in the Project and over 150 women have been successfully matched with suitable jobs. With desirable outcomes, the Project will be extended to Tai Po district in 2019-20.

PROMOTING MENTAL WELLNESS OF YOUTH

16.41 In 2018-19, the TP/N DSWO had linked up the collaborative partners in the district to run a “Pilot Project on the Prevention of Youth Suicide in North District” (Pilot Project) with a view to strengthening the cross-sectoral collaboration for better utilisation of community resources in the prevention of youth suicides. A cartoon character “北區小哲” was designed as the icon of the Pilot Project. The messages of life cherishment, caring community and mental wellness were conveyed through regular publication of 北區小哲 comic strips at different platforms, production of promotion materials as well as mural painting done by the youth in the lead of artists at different spots in the district. At the same time, a series of “gatekeeper training courses” aiming at enhancing the public understanding towards youth suicide and mental wellness were held and the gatekeepers were trained up for promotion of early identification and timely intervention for needy youth. A total of 585 youth, parents, social workers, community leaders and frontline staff have received relevant training. Also, professional training workshop to enhance the intervention skills of frontline social workers in handling youth suicidal cases has been organised.

YUEN LONG DISTRICT

SHARING FOR HARMONY

16.42 Since 2017, Yuen Long District Social Welfare Office (YLDSWO) has been adopting “Sharing Community” as the main theme and invited Non-governmental Organisations (NGOs) of the District to set up a Working Group namely “Sharing for Harmony” (眾樂樂隊), which aims at collaborating and sharing among different units so as to synergise the outcome like a harmonious symphony. There are a number of projects implemented under “Sharing for Harmony”, among them including the “Cook & Chat Delight”.

16.43 “Cook & Chat Delight”, launched with the sponsorship from the Hong Kong Love & Care Charity Foundation Limited, served the target groups of low-income singletons, elderly singletons and couples, single-parent families, rehabilitation service users, etc. Participating NGOs share their premises and recruit volunteers to prepare meal or afternoon tea for the target groups. The volunteers and participants enjoy meals, and chit and chat together. Moreover, the participants also contribute by decorating the venue, performing reception duties and variety shows, as well as cleaning and tidying-up work after the activities. “Cook & Chat Delight” not only provides a platform for volunteers from different units to care for others and experience the spirit of “sharing”, but also brings service users from different sectors together, enhances their connection with and sense of belonging to the community. In the years of 2017-2019, 11 social service units from different sectors, including elderly, youth, rehabilitation, family and religious bodies have joined “Cook & Chat Delight”, holding a total of 21 meal gatherings, serving 464 participants and involving 177 volunteers.

YUEN LONG DISTRICT CARE ACTION FOR RURAL AREAS

16.44 With over 25% of Yuen Long population living in rural area, YLDSWO attaches great importance to the mobilisation of welfare services and social support for Yuen Long rural area. Since 2000, Working Group under Yuen Long District Co-ordinating Committee on Promotion of Volunteer Service has been formed to implement the project of “Yuen Long District Care Action for Rural Areas” to provide volunteer services for the residents living in the large scale Yuen Long rural areas. In the years 2017-2019, the project strived to promote cross-sectoral and cross-service collaboration, including government departments, commercial sectors, schools, local organisations and communities, as well as rural committees, with a view to promoting cultural heritage to the general public, enhancing urban-rural integration and building a caring and sharing community in Yuen Long District. A total of 86 volunteer programmes involving more than 1 150 volunteers were implemented for serving more than 50 villages and the number of beneficiaries was around 3 800.

ORIENTING NEWLY MOVED-IN RESIDENTS

16.45 Orientation programmes for residents of new public rental housing estates, through collaboration with local stakeholders, aim at assisting residents to adjust to the new environment, network with individuals, families and communities, foster the spirit of mutual help in the neighbourhood, enhance the social cohesiveness and harmony, and promote community participation. Hung Fuk Estate, Long Ching Estate and Long Shin Estate started intake of residents in 2015, 2016 and 2017 respectively. Our Yuen Long (Central) Integrated Family Service Centre and Yuen Long (East) Integrated Family Service Centre, through launching the three-year orientation programmes, “Happy Life in Long Ching” and “Home Sweet Home @ Long Shin Estate” respectively, has conducted a series of services and activities, such as mobile service information counters and carnivals, for publicity of services and early identification of the needy residents. The Tung Wah Group of Hospitals - Long Love Integrated Family Service Centre has also successfully completed the “Blessing Hung Fuk Estate” Family Support & Community Partnership Project in November 2018 with support from the Community Investment and Inclusion Fund.

TSUEN WAN AND KWAI TSING DISTRICT

BUILDING A CARING NEIGHBOURHOOD THROUGH COLLABORATION OF TSUEN WAN AND KWAI TSING DISTRICT

16.46 “Gather Sage • Build Network • Tsuen Kwai Tsing” and “Show Your Hearts • Hold Our Hands • The Best in Tsuen Kwai Tsing” were respective work strategies in 2017-18 and 2018-19 of Tsuen Wan and Kwai Tsing District Social Welfare Office (TW/KwTDSWO) which has been dedicated to cohere the community for serving underprivileged and, through multi sector collaboration, to cater for unique welfare needs of large and small communities in Tsuen Wan and Kwai Tsing. To provide continuous support to those needy in different communities, TW/KwTDSWO has stepped up to systematically launch a “Link Up Tsuen Kwai Tsing Small Area Platform Scheme” in 2018-19. It targeted to set up area platforms in Tsuen Wan and Kwai Tsing District by phases to pull social service units in respective small areas together for collaboration with cross-sector stakeholders, for examples, schools, related government departments, management companies, religious organisations, shops, etc., to provide in-depth and continuous support for needy of the small areas. As pilot, the Scheme had first set up five small area platforms, including those at Belvedere Garden, Shek Wai Kok Estate, Tai Wo Hau Estate, Kwai Chung Estate, Cheung Tsing and Cheung Hong Estate with 45 participating social service units. To meet the specific welfare needs of each small area, the platforms formulated unique strategy, tailor-made work plan and diversified approaches, such as facilitating residents to get familiar with local social services, mobilising volunteers to visit needy families, collaborating social service units in the locality to share resources, and supporting needy residents after the super typhoon, etc. A seamless and unified network had been built. TW/KwTDSWO will continue setting up more small area

platforms with the aim to strengthen support to residents in small areas with better collaboration and networking.

16.47 Tsuen Wan and Kwai Tsing District Coordinating Committee on Family and Child Welfare Services had organised a “We are Family - Walk Together with Hearts Scheme” in 2017-18. Through 11 programmes of groups, sharing and parent-child activities, the Scheme served around 2 200 deprived families with single parents, children of special learning problems and ethnic minorities, etc. To care for those deprived families living at sub-divided flats in Tsuen Wan and Kwai Tsing District and encourage their utilisation of support services in the District, Tsuen Wan and Kwai Tsing District Coordinating Committee on Family and Child Welfare Services had collaborated 10 social service units to implement a “We Share - Our Neighbourhood Project” in 2018-19. A series of thematic programmes to promote mutual interaction and assistance, including community resources roving booths, resources mutual share activities, household maintenance services, joint family tour and so on were run. The Lions Clubs International District 303 H.K. & Macao, China Lions Club of Hong Kong (Mainland) also sponsored a Christmas Party for these needy families. The Project promoted local community to understand the needs of these deprived families, assisted these families to share their living resources and wisdoms, linked them to a variety of suitable and sustainable support from social services, and brought them together for mutual neighbourhood support. A total of 640 persons and 1 800 headcount of deprived families living at sub-divided flats were benefited from the Project.

CARING FOR ELDERLY PERSONS AND PEOPLE WITH DISABILITIES TO ENHANCE SOCIAL INCLUSION

16.48 TW/KwTDSWO is committed to promoting local community’s care for elderly persons and people with disabilities living at private residential care homes in Tsuen Wan and Kwai Tsing District. Through a “Tsuen Wan and Kwai Tsing Voluntary University - Caring Visit in Hundred Days Project” in 2017-19 and a “Support Private Residential Care Homes for the Elderly in Tsuen Wan and Kwai Tsing District Project” in 2018-19, a total of 39 private residential care homes had been matched with 46 nearby organisations of social services, schools, parent-teacher associations and local organisations, etc. Living quality of the residents was enhanced through regular concern visits by volunteers under these organisations. A total of over 8 600 headcount of residents were served. The Hong Kong Industrial and Commercial Association Kwai Tsing Branch and the Hong Kong and Kowloon Rattan Ware Merchants Association (Wing Hing Tong) also sponsored the “Tsuen Wan and Kwai Tsing Voluntary University - Caring Visit in Hundred Days Scheme” to visit these residents, demonstrating a strong cross sector collaboration. At the same time, in order to enhance care for persons with dementia and early identification of hidden elders, Tsuen Wan and Kwai Tsing District Coordinating Committee on Elderly Services had coordinated a “Caring for Dementia - Mobilising Tsuen Kwai Tsing Project” and a “Tsuen Kwai Tsing Caring Roving Programme”. Theme on caring for the elderly had been interactively spread through the organisation of 110 diversified groups/activities and 28 roving programmes. With sponsorship of the Yuk Ching Charity Fund, 16 000

copies of “Resource Kit for Carers of the Elderly” were published. Elders and their carers had been proactively approached and connected to appropriate support services. The series of programmes had reached 21 300 headcount of elders, carers and the public.

16.49 In 2018-19, Tsuen Wan and Kwai Tsing District Coordinating Committee on Rehabilitation Services had collaborated with Tsuen Wan Trade Association Limited (TWTA) to implement a “Caring Company @ Tsuen Wan Scheme”. Through collaboration between social welfare units and business sector, the Scheme targeted to provide job training, job trial and employment opportunities for persons with disabilities or mental health concerns. The Scheme was launched in three phases: (i) the first phase “Speed Dating with TWTA - Exchange Meeting” provided opportunities for local business sector to understand rehabilitation services in the District; (ii) the second phase “Let’s Explore - Visit to Rehabilitation Services” arranged members of the TWTA to visualise the job training and employment conditions of persons with disabilities or mental health concerns by visiting local rehabilitation service units; and (iii) the third phase “Join Hands for Employment” encouraged the business sector to have introduction on their work and offer job trial for persons with disabilities or mental health concerns to enhance their employment opportunities. There were over 100 headcount of representatives from business sector to participate in the three phases.

PROMOTING MENTAL HEALTH FOR A BETTER LIVING

16.50 In 2018-19, Tsuen Wan and Kwai Tsing District Coordinating Committee on Rehabilitation Services had coordinated three Integrated Community Centres for Mental Wellness (ICCMWs) in the District to implement a “Healthy and Happy Express Scheme”. A kick-off “Training Talk on Mental Health - Identification and Intervention” had been held for nearly 150 participants from social service sector, district councils, medical sector, the police, Housing Department, Hong Kong Housing Society, management companies, owners’ corporations, and local organisations, etc. The Scheme provided further training to frontline workers of private/public housing estates and management companies in the District so as to enhance their understanding towards mental health issue and equip them with knowledge on early identification of needy residents. It also rendered continual support for these frontline workers and encouraged them to seek professional assistance from ICCMWs to help those persons with mental health problem/suspected mental health problem in the community. The Scheme had linked up 44 private/public housing estates and management companies. Up till March 2019, it had provided 14 training programmes to 13 housing estates and management companies with around 350 frontline workers benefited from the training.

16.51 To promote care and concern for mental health of young people, Tsuen Wan and Kwai Tsing District Local Committee on Services for Young People had implemented a “Yo...Power-up Project” in 2017-19. With collaboration among 8 social service units, the Project adopted the theme of promoting mental wellness of the youth to run a range of programmes, such as music and art activities for stress relaxation, caring station for young people, self-exploratory group, training for timely

identification of youth suicidal risk, and sharing with psychiatrist from Kwai Chung Hospital. The Project had aroused young people's awareness on mental wellness, developing their positive life values and encouraged their planning of positive living. It also promoted the importance of whole-person development and resilience building among the youth and their parents. Around 1 700 young people and parents were benefited from the Project.

TUEN MUN DISTRICT

ENHANCING YOUNG PEOPLE'S UNDERSTANDING OF REHABILITATION SERVICES AND PROMOTING SOCIAL INCLUSION IN THE COMMUNITY

16.52 The Tuen Mun District Coordinating Committee on Rehabilitation Services coordinated with different local organisations in the district to implement cross-sector activities with a view to enhancing public understanding of rehabilitation services and promoting social inclusion in the community. The Committee also collaborated with the Career Guidance Section of the Education Bureau to organise the "Rehabilitation Work Experience Programme" in the years of 2017-2018 and 2018-2019, which provided an opportunity for secondary students to understand rehabilitation services, relevant work conditions and job opportunities with a hope that they could develop their interest in rehabilitation service and join the field in future.

16.53 To consolidate students' experiences, a sharing cum certificate presentation ceremony was held on 1 December 2018. Representatives of schools and rehabilitation services units also attended the event to share their experiences as well as achievement. A total of 94 secondary students participated in the "Rehabilitation Work Experience Programme" in the two years. The programme gained very favourable feedback. While the staff of the rehabilitation units regarded the students industrious, devoted and active, the students also reported to have better understanding of the rehabilitation services as well as the disabled people.

ENCOURAGING CONTINUOUS VOLUNTEER SERVICES AND HONOURING OUTSTANDING VOLUNTEERS

16.54 The Tuen Mun District Coordinating Committee on Promotion of Volunteer Service has been encouraging volunteers to continue providing volunteer services through familial and intergenerational participation with the spirit of "Life on life" to build a caring community. To recognise the contributions of outstanding volunteers, the Committee organised the Tuen Mun Outstanding Volunteers Award Presentation 2018 at Federal Cruise Banquet Centre of Kai Tak Cruise Terminal in November 2018. Over 460 participants attended the ceremony. Dr. Albert KO, the Director of Office of Service-Learning of Lingnan University, and representatives of two outstanding volunteer projects awarded by NGOs in the district were invited to share their experience in volunteer services to the participants.

STRENGTHENING SUPPORT FOR FAMILIES AND ENHANCING FAMILY RESILIENCE

16.55 The Tuen Mun District Social Welfare Office (TMDSWO) has been implementing the “Good Family Academy” Project which aims to strengthen the family values, enhance family relationship and promote the child-focused parental responsibility as well as the messages of “positive thinking” and “live with positive attitude” in the district through various kinds of activities. The project was jointly launched by the TMDSWO, the three Integrated Family Service Centres of SWD, and 14 welfare units of NGOs in the district. In the year of 2018-2019, the main theme of the project was “Filling the Families with Colour and Love”. More than 200 activities, including lectures, groups, workshops, family activities and visits were organised for families, with a total of 4 000 attendances. In order to enhance the cohesiveness of the participants and to promote the project theme, a Closing cum Award Presentation Ceremony will be held in July every year.

APPENDIX I SWD'S DIRECTORATE (FROM 1 APRIL 2017 to 31 MARCH 2019)

Director of Social Welfare	Ms YIP Man-kuen, Carol, JP
Deputy Director (Administration)	Miss LI Yuen-wah, Cecilla, JP
Deputy Director (Services)	Mr LAM Ka-tai, JP
Assistant Director (Elderly)	Ms PANG Kit-ling (Up to 6.4.2018)
	Mr TAN Tick-yee (From 7.4.2018 onwards)
Assistant Director (Finance)	Ms CHEUNG Sau-lan, Susanna (Up to 2.1.2018)
	Mr LEUNG Hing-kuen, Alec (From 3.1.2018 onwards)
Assistant Director (Family and Child Welfare)	Mr FUNG Man-chung (Up to 6.4.2018)
	Ms PANG Kit-ling (From 7.4.2018 onwards)
Assistant Director (Licensing and Regulation)	Ms WONG Yin-yee (From 2.5.2017 onwards)
Assistant Director (Rehabilitation and Medical Social Services)	Mr FONG Kai-leung (Up to 28.2.2018)
	Mr KOK Che-leung (From 1.3.2018 onwards)
Assistant Director (Subventions)	Mr KOK Che-leung (Up to 28.2.2018)
	Mr WONG Kwok-chun, Alex (From 1.3.2018 onwards)
Assistant Director (Social Security)	Ms LAU Yuen-ming, Maria (Up to 13.6.2017)
	Ms LAM Wai-yip, Michelle (From 14.6.2017 onwards)

Assistant Director (Youth and Corrections)	Mrs KWOK LI Mung-ye, Helen
Principal Social Work Officer (Information Systems and Technology)	Mr LAM Bing-chun
Principal Executive Officer (Human Resource Management)	Mrs YIM TSE Kai-li, Frances
Chief Clinical Psychologist	Mr CHAN Yiu-kee
Secretary	Miss YAN Po-yin, Loretta
District Social Welfare Officer (Central Western, Southern & Islands)	Mr LAM Ding-fung (Up to 22.2.2019)
	Ms IP Siu-ming (From 23.2.2019 onwards)
District Social Welfare Officer (Eastern/Wan Chai)	Miss YIP Hau-yu, Hannah
District Social Welfare Officer (Kwun Tong)	Ms IP Siu-ming (Up to 22.2.2019)
	Miss KOO Kwok-lai, Rebecca (From 23.2.2019 onwards)
District Social Welfare Officer (Wong Tai Sin/Sai Kung)	Ms NG Lily (Up to 8.10.2017)
	Ms LUI Siu-ying, Micy (From 9.10.2017 onwards)
District Social Welfare Officer (Kowloon City/Yau Tsim Mong)	Ms WONG Yin-ye (Up to 1.5.2017)
	Ms KWAN Shuk-ye, Nancy (From 5.6.2017 onwards)
District Social Welfare Officer (Sham Shui Po)	Ms CHAU Fung-mui, Wendy
District Social Welfare Officer (Sha Tin)	Mrs LEE CHEUNG Yat-wai, Gloria
District Social Welfare Officer (Tai Po/North)	Mr YAM Mun-ho

District Social Welfare Officer (Yuen Long)	Ms LAM Wai-yip, Michelle (Up to 13.6.2017)
	Ms CHU Wing-yin, Diana (From 9.10.2017 onwards)
District Social Welfare Officer (Tsuen Wan/Kwai Tsing)	Mr WONG Kwok-chun, Alex (Up to 28.2.2018)
	Ms MA Sau-ching, Annisa (From 1.3.2018 onwards)
District Social Welfare Officer (Tuen Mun)	Mr TAN Tick-yee (Up to 6.4.2018)
	Mr YU Wai-yip, Ricky (From 23.4.2018 onwards)

APPENDIX II SWD EXPENDITURE OVER A DECADE

Total Expenditure of SWD

Year	Expenditure (\$ billion)
2009-10 Actual	39.5
2010-11 Actual	39.4
2011-12 Actual	42.2
2012-13 Actual	44.5
2013-14 Actual	53.7
2014-15 Actual	56.1
2015-16 Actual	62.5
2016-17 Actual	64.4
2017-18 Actual	66.2
2018-19 Revised Estimate	85.8

APPENDIX III

LOTTERIES FUND ALLOCATIONS IN 2017-18 AND 2018-19

2017-18 LF Allocations		
	(\$ million)	Percentage
Block Grant for Minor Works and Replenishment of Furniture and Equipment (F&E)	201.38	6.68%
Experimental Projects	365.80	12.13%
Building Construction	1,177.07	39.04%
Improvement Programme of Elderly Centres (IPEC)	171.18	5.67%
Undertaking Fire Safety/ Building Safety Rectification Measures to Meet the Licensing Requirements under the Residential Care Homes (Persons with Disabilities) Ordinance (RCHD Ordinance)	128.23	4.25%
Vehicles-related	46.05	1.53%
Lump Sum Fitting-out Projects	194.24	6.44%
Other Grants (e.g. for renovation, purchase of F&E, etc.)	731.38	24.26%

Total Allocations: \$3,015.33 million

2018-19 LF Allocations		
	(\$ million)	Percentage
Block Grant for Minor Works and Replenishment of F&E	210.79	6.79%
Experimental Projects	1,051.92	33.89%
Building Construction	557.78	17.97%
IPEC	26.01	0.84%
Undertaking Fire Safety/ Building Safety Rectification	310.82	10.02%

Measures to Meet Statutory Requirements under the RCHD Ordinance		
Vehicles-related	25.99	0.84%
Lump Sum Fitting-out Projects	296.38	9.55%
Other Grants (e.g. for renovation, purchase of F&E, etc.)	624.08	20.11%

Total Allocations: \$3,103.77 million

APPENDIX IV MEMBERSHIP OF STATUTORY/ADVISORY/INDEPENDENT COMMITTEES (AS AT 31 MARCH 2019)

1. SOCIAL WELFARE ADVISORY COMMITTEE (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mr Lester Garson HUANG, SBS, JP
Members	Dr BAI Xue
	Ms CHAN May-kuen, Sylvia, MH
	Dr CHENG Faat-ting, Gary
	Miss CHEUNG Sze-wing
	Mr CHUGH, Manohar Thakurdas, MH
	Mr HO Wing-cheong, Andy
	Mr IP Wai-ming, MH
	Mr KWAN Wai-ming, Anthony
	Dr LAM James Joseph, BBS, JP
	Mr LEE Hon-cheung, Armstrong
	Ms LO Wing-sze, Anthea, JP
	Dr LUI Wai-ling, Annissa, JP
	Dr NG Ka-wing, Gary
	Mr NG Win-kong, Daryl, JP
	Prof NGAI Sek-yum, Steven
	Ms PUN Siu-fung, Cindy
	Dr TSANG Wing-hang, Janice
	Ms WONG Ching-hung, Eva
	Mr WONG Kin-wai, Anthony
	Ms YAM Yin-chun, Loretta, BBS
Ms YIP Yun-wan, Amarantha	
In-attendance	Secretary for Labour and Welfare or representative
	Director of Social Welfare or representative
Secretary	Assistant Secretary for Labour and Welfare (Welfare) 1C

2. REHABILITATION ADVISORY COMMITTEE (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mr YEUNG Kwok-ki, Anthony, BBS, JP
Vice-Chairperson	Mr FUNG Pak-yan, BBS
Non-official Members	Ms CHAN Suk-ling, Shirley, BBS, JP
	Ms CHAN Wing-yan
	Mr CHENG Ka-ho, MH, JP
	Mr FONG Cheung-fat, JP
	Ms HUI Sim-kiu, Heidi
	Mr KUO Chun-chuen
	Mr KWAN Kwok-lok, Joseph, MH
	Mr LAM Cheung-wai, Leo
	Mr LAM Man-wing, Edwin
	Ms LAM Yee-li, Elaine, MH
	Ms LAU Lai-fong
	Miss LAU Pui-g, Julia
	Mr LAW Wai-cheung, Willy, MH
	Mr LEE Sai-kit, Eric
	Dr LEUNG Cheong-ming, Raymond, MH, JP
	Mr LO Siu-kit, MH
	Dr LO Tak-lam, William
	Mr Billy MAN
	Ms TO Shuk-yi, Shirley
	Dr TSANG Wing-hang, Janice
	Ms TSE Yik-chu, Wendy
	Mr TSUI Yu-hang
	Ms WU Siu-ling, Elaine
	Dr YAM Yin-chun, Loretta, BBS
	Ms YU Tung-mui
	Ex-officio Members
Director of Health or representative	
Director of Social Welfare or representative	
Chief Executive, Hospital Authority or his representative	

	Commissioner for Rehabilitation
Secretary	Senior Executive Manager (Rehabilitation) Special Duties 1

3. ELDERLY COMMISSION (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Dr LAM Ching-choi, BBS, JP
Members	Ms CHAN Mei-kit, Maggie, MH
	Ms CHAN Yee-ching, Tammy
	Mr CHEUNG Leong
	Mr CHUA Hoi-wai, JP
	Ms CHUNG Wai-yee, Diana
	Prof LEE Tze-fan, Diana, JP
	Ms LI Fai, Grace
	Ms LO Dak-wai, Alexandra, JP
	Dr LOU Wei-qun, Vivian
	Dr PANG Fei-chau
	Mrs SO CHAN Wai-hang, Susan, BBS
	Dr TSE Man-wah, Doris
	Mr WONG Kit-loong
	Mr WONG Tai-lun, Kenneth
	Dr YEUNG Ka-ching
	Ms YU Chui-yee, BBS, MH
	Secretary for Food and Health or representative
	Secretary for Labour and Welfare or representative
	Secretary for Transport and Housing/ Director of Housing or representative
	Director of Health or representative
Director of Social Welfare or representative	
Chief Executive, Hospital Authority or representative	
Secretary	Principal Assistant Secretary for Labour and Welfare(Welfare) 4

4. WOMEN'S COMMISSION (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Ms CHAN Yuen-han, SBS, JP
Vice-Chairperson	Permanent Secretary for Labour and Welfare or representative
Ex-officio Members	Secretary for Constitutional and Mainland Affairs or representative
	Director of Social Welfare or representative
Non-official Members	Professor CHAN Lai-wan, Cecilia, JP
	Ms CHIU Lai-kuen, Susanna, MH, JP
	Ms HUEN Wai-yi, Mary
	Professor HUNG Suet-lin, Shirley
	Ms Angelina KWAN
	Mrs Emily Tim-yi LAM HO
	Dr LAU Chung-hang, Kevin
	Ms LEE Kam-ha, Melaine
	Ms LO Yuen-man, Elaine
	Ms NG Yuen-ting, Yolanda, MH
	Ms Melissa Kaye PANG, MH, JP
	Ms PONG Oi-lan, Scarlett, BBS, JP
	Ms Rigam RAI
	Dr SO Kit-ying, Loletta
	Ms TANG Ming-sum, Michelle
	Miss TSAI Hiu-wai, Sherry
	Mr TSUI Yu-hang, Walter
	Ms WONG Siu-wah, BBS
	Mrs WONG HO Suk-ying, Viola
	Ms YEUNG Kin-ha, Yvonne
Secretary	Assistant Secretary for Labour and Welfare (Welfare) 2A

5. LOTTERIES FUND ADVISORY COMMITTEE

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Non-official Members	Mr KWAN Kin, Kenneth
	Prof LAM Ching-man, MH
	Miss LEE Pik-yee, Peggy, MH
	Ms LEE Yuk-chi, Josephine
	Dr LEUNG Sai-man, Sigmund, BBS, JP
	Mr LO Siu-chung, Gordon
	Mr LUK King-kwong, MH
	Ms LUK Yim-ling, Lisa
	Mr MA Kam-wah, Timothy, MH, JP
	Mr NG Kam-wah, Webster
	Ms TANG Ming-sum, Michelle
	Mr YEUNG Chee-tat, Stanley, JP
	Official Member
In-attendance	Mr WONG Kwok-chun, Alex Social Welfare Department
	Mr WONG Ming-fai, Manfred Social Welfare Department
	Mr LAI Cheuk-man Social Welfare Department
Secretary	Ms CHAN Po-ching, Lorraine Social Welfare Department

6. COMMITTEE ON CHILD ABUSE

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Members	Ms CHEUNG Yuet, Agnes Labour and Welfare Bureau
	Ms PANG Kit-ling Social Welfare Department
	Ms MA Yee-man, Ellen Social Welfare Department
	Ms HO Kit-wah, Kitty Education Bureau
	Ms NG Chui-ting, Crystal Hong Kong Police Force
	Ms CHOR Kin-lan, Anna, JP Home Affairs Department
	Ms CHAN Siu-fung, Annissa Information Services Department
	Dr HO Ka-wai, Rita Department of Health
	Dr CHEUNG Chi-hung, Patrick Hospital Authority
	Mr WONG Kin-wai, Anthony
	Ms YIP Yun-wan, Amarantha
	Ms CHAN Kit-bing, Sumea
	Ms WONG Chui-ling, Donna
	Ms TAM Chi-yun, Michelle
In-attendance	Ms LEE Kam-yung, Dora Social Welfare Department
	Mrs CHANG LAM Sook-yea Social Welfare Department
	Ms LO Miu-han, Eve Social Welfare Department
	Ms NG Lai-sheung, Ruby Social Welfare Department
Secretary	Ms CHAN Wing-yea, Winnie Social Welfare Department
Recorder	Ms CHENG Mei-chi, Christine Social Welfare Department

7. JOINT COMMITTEE ON INFORMATION TECHNOLOGY FOR THE SOCIAL WELFARE SECTOR

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Members	Miss Cecilla LI Social Welfare Department
	Mr Lam Bing-chun Social Welfare Department
	Mr Jeff FONG Labour and Welfare Bureau
	Mr Kingsley WONG Office of the Government Chief Information Officer
	Mr LEE Chang-pui, Tony
	Mr KWOK Lit-tung,JP
	Ms FUNG Dun-mi, Amy, MH
	Dr HUNG Suet-lin, Shirley
	Professor LEUNG Kwong-sak
	Mr LO Siu-chung, Gordon
	Ms SHEN Shuk-ching, Susanna
	Mr LEUNG Kin-man, Michael
In-attendance	Mr WONG Yuk-tong Social Welfare Department
	Dr NG Chi-kwong Social Welfare Department
Secretary	Mr PANG Yu-on Social Welfare Department

8. LUMP SUM GRANT STEERING COMMITTEE

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Non-official Members	Ms AU Chor-kwan
	Ms CHAN Mei-lan, Anna May, MH, JP
	Ms CHAN Yee-ching, Tammy
	Mr CHAU Yin-ming, Francis, BBS, MH
	Ms CHENG Michelle
	Mr CHUA Hoi-wai
	Mr HUNG Wan-shun, Stephen
	Ms LAU Oi-sze, Alice
	Dr LEE Ching-ye, Jane, JP
	Mr LEE Siu-chung
	Ms LEE Siu-hong, Teresa
	Miss LEUNG Pui-yiu, Irene, JP
	Mr LI To-sang
	Ms NG Pui-ling, Rebecca
	Mr SIN Kin-ming
Dr SZETO Wing-fu, Ricky	
Mr YIP Kin-chung	
Ex-officio Members	Miss Vivian KO Labour and Welfare Bureau
	Mr WONG Kwok-chun, Alex Social Welfare Department
Secretary	Ms LAM Bun-gee Social Welfare Department

9. LUMP SUM GRANT INDEPENDENT COMPLAINTS HANDLING COMMITTEE

Chairperson	Dr DAI Lok-kwan, David, JP
Vice-Chairperson	Mr WONG Shun-yea, Albert, MH
Members	Ms AU YEUNG Lai-ling, Ivy
	Mr CHAN Wai-Ming, David, MH, JP
	Dr DUNN Lai-wah, Eva
	Mr FONG Wai-kuk, Dennis
	Mrs LI LAU Lai-hing, Joanna
	Mr WONG Ka-ning, Raymond, MH
Secretary	Mr WONG Kwok-ho, Ben Social Welfare Department

10. THE STEERING COMMITTEE ON PROMOTION OF VOLUNTEER SERVICE

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare	
Advisors	Mr KWAN Chuk-fai, MH, JP	
	Ms TAO Chee-ying, Theresa, JP	
	Mr LAI Chi-tong, BBS, MH	
Members	Ms LAW Suk-kwan, Lilian, MH, JP	
	Dr LAU Kin-wah, Kevin, JP	
	Mr Bevis W.S. LEUNG	
	Mr HO Chung-yan, David	
	Mr YIP Wing-shing, SBS, MH, JP	
	Mr HUI Yung-chung, BBS, JP	
	Mr SIU Sai-wo, BBS, JP	
	Mr TAI Yiu-wah, Robert, MH, JP	
	Ms LU Hai, Helen, MH, JP	
	Mr Wilfriend Kam-pui WONG, JP	
	Ms Michelle L.C. LEUNG	
	Dr AU LIU Suk-ching, Elaine	
	Ms Flora CHUNG	
	Mr CHOI Kim-wah, Cliff	
	Mr LO Tze-on	
	Miss AU Hing-yee, Natalie	
	Mr CHAN Fu-man Education Bureau	
	Ms KONG Pui-wah, Ada Home Affairs Department	
	Ms KONG Ka-man, Carmen Home Affairs Bureau	
	Mrs KWOK LI Mung-yee, Helen Social Welfare Department	
	Ms CHAU Fung-mui, Wendy Social Welfare Department	
	Secretary	Ms YEN Miu-ling, Kathy Social Welfare Department

11. JOINT COMMITTEE ON SOCIAL WORK MANPOWER REQUIREMENTS

Chairperson	Mrs YIM TSE Kai-li, Frances Social Welfare Department
Members	Ms CHEUNG Kam-hung, Rainbow, JP
	Dr FUNG Cheung-tim
	Mr CHOI Kim-wah, Cliff
	Prof WONG Yu-cheung
	Ms YAN Lai-ming, Jenny Social Welfare Department
	Mr KWAN Kai-ming, Andrew Social Welfare Department
Secretary	Ms KWAN Pui-yin, Jacqueline Social Welfare Department

12. ADVISORY COMMITTEE ON SOCIAL WORK TRAINING AND MANPOWER PLANNING (APPOINTED BY THE SECRETARY FOR LABOUR AND WELFARE)

Chairperson	Prof CHAN Che-hin, Chetwyn
Members	Dr DUNN Lai-wah, Eva
	Mrs CHAN Lam-see, Nancy
	Ms CHAN Lai-kwan, Queenie
	Ms IP Mei-ho, Michelle
	Mr LAU Chun-chuen
	Mr WONG Shun-yee, Albert, MH
	Dr WONG Fung-yee, Margaret
	Prof CHONG Ming-lin, Alice, MH
	Prof LAI Wing-leung, Daniel
	Mrs LIU LO Wai-ching, Fanny
	Prof LUM Yat-sang, Terry
	Prof NG Yat-nam, Petrus
	Prof NGAI Sek-yum, Steven
	Ms CHEUNG Kam-hung, Rainbow, JP
Mr CHOI Kim-wah, Cliff	
Ex-officio Members	Ms KO Wai-kwan, Vivian Labour and Welfare Bureau
	Miss KO Yee-wai, Sharon Education Bureau
	Mrs YIM TSE Kai-li, Frances Social Welfare Department
Secretary	Ms KWAN Pui-yin, Jacqueline Social Welfare Department

13. ADVISORY COMMITTEE ON “OPPORTUNITIES FOR THE ELDERLY PROJECT”

Chairperson	Prof. LEE Tze-fan, Diana, JP
Members	Prof. TSIEN WONG Bik-kwan, Teresa
	Dr SHIE Wai-hung, Henry
	Mrs WONG WONG Yu-sum, Doris
	Dr Elsie HUI
	Mrs SO CHAN Wai-hang, Susan, BBS
	Mr SUEN Leung-kwong
	Mr CHEUNG Yung-pong, Langton
	Mr HO Chu-ping
	Mr CHAN Wan-mow
	Mr YAM Mun-ho
	Social Welfare Department
	Ms WOO Mei-hing, Patricia
	Social Welfare Department
In-attendance	Mr TAN Tick-yee Social Welfare Department
Secretary	Mr TONG Wai-cheong Social Welfare Department

14. ADVISORY COMMITTEE ON ENHANCING EMPLOYMENT OF PEOPLE WITH DISABILITIES

Chairperson	Dr LAU Kin-wah, Kevin, JP
Members	Mr SZETO Wing-fu, Ricky
	Mr YIP King-keung
	Ms AU Chor-kwan
	Ms HO Wai-yee, Ella
	Ms LAM Yee-li, Elaine
	Dr AU Mo-cheung, Alex
	Ms Lily CHAN
	Ms MAK Ngar-tuen, Prudence
	Ms YEUNG Mei-chun, Jeny
	Ms KONG Kam-po, Candy
	Miss YIP Chun-chun, Ada
	Ms CHUNG Wai-yee, Diana
	Mr CHEUNG Wai-leung, Benny, BBS, MBE, QGM
	Ms TANG Ka-yee, Agatha
	Ms CHEUNG Wai-kwan, Anna
	Mr LAU Tin-leung, Jack Labour Department
	Mr HO Yat-sun, Joseph Home Affairs Department
Mr KOK Che-leung Social Welfare Department	
Secretary	Mr FU Fong-ming Social Welfare Department

15. CENTRAL COMMITTEE ON INFORMATION TECHNOLOGY FOR REHABILITATION SERVICES

Chairperson	Mr KOK Che-leung Social Welfare Department
Members	Dr FONG Nai-kuen, Kenneth
	Mrs Theresa LUI
	Prof SIN Kuen-fung, Kenneth
	Miss TO Shuk-yi, Shirley
	Miss CHAN Yuk-lin, Dora
	Mr LAM Bing-chun Social Welfare Department
Secretary	Ms NG Ka-man, Carmen Social Welfare Department

16. APPEAL BOARD FOR STANDARDISED ASSESSMENT FOR RESIDENTIAL SERVICES FOR PEOPLE WITH DISABILITIES

Chairperson	Mr KOK Che-leung Social Welfare Department
Members	Dr LEE Wing-king
	Dr YEUNG Wai-song
	Ms Jolene MUI
	Mr Ivan SU
	Mr Kenny WONG
	Ms LEUNG Siu-ling, Ivy
	Ms LAU Miu-chun, Kari
	Mr David TONG
	Ms CHAN Siu-lai
	Ms Betty CHU
	Ms KWAN Man-ching
	Mr Hansen LEE
	Ms CHOW On-lai, Edna
Secretary	Ms YU Sau-lan, Elsa Social Welfare Department

**17. TRAFFIC ACCIDENT VICTIMS ASSISTANCE ADVISORY COMMITTEE
(APPOINTED BY THE CHIEF EXECUTIVE)**

Chairperson	Mr LI Man-bun, Brian David, JP
Vice Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare or representative
Members	Dr HO Nga-yi, Fiona
	Mr KWAN Kee-yip, Philip
	Mr LAM Kwok-keung
	Ms LAU Yuk-kuen
	Director of Legal Aid or representative
	Commissioner of Police or representative
Secretary	Ms TANG Wai-yee, Polly Social Welfare Department

18. SOCIAL WORK TRAINING FUND COMMITTEE (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Members	Dr HUNG Suet-lin, Shirley
	Dr LOU Wei-qun, Vivian
	Mr LAI Wing-hoi, Frederick, JP
	Ms YU Man-long, Cassia Labour and Welfare Bureau
Secretary	Ms WONG Ngan-man, Hilman Social Welfare Department

19. SOCIAL SECURITY APPEAL BOARD (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mr CHAN Chi-wing
Members	Ms KAM Yin-ping
	Dr LAM Ho-yi
	Mr NGAN Man-yu
	Mr WONG Cheuk-kin
	Ms Gigi WONG Ching-chi
	Dr YIP Wai-chun, Andrew
Secretary	Ms CHAN Cheung-yea, Yvonne Social Welfare Department

**20. CRIMINAL AND LAW ENFORCEMENT INJURIES COMPENSATION BOARDS
(APPOINTED BY THE CHIEF EXECUTIVE)**

Chairperson	Mr POW Wing-nin, Jason, SC
Members	Dr CHAN Chi-mong, Hopkins, JP
	Mr CHAN Ching-lung, Derek, SC
	Mr CHAN Chung
	Mr CHAN Yue-chow
	Mr CHAU, Brian
	Miss CHENG Wei-yan, Vena
	Ms CHEUNG Han-chu, Diana
	Mr CHIN Shing-hoi
	Ms CHU Koh-ann
	Dr Theresa CUNANAN
	Mr Mohan DATWANI
	Ms IP Mei-ho
	Ms KEUNG Choi-yin
	Ms KWOK Ying-ying, Anita
	Ms LAM Chuen-wa, Carine
	Mr LAM Ting-kwok, Paul, SC
	Dr LAU Chung-hang, Kevin
	Ms LAU Shing-yan
	Ms LAU Wai-yee, Monita
	Prof LEE Mei-chun
	Dr LEUNG Kin-nin, Kenneth
	Dr LEUNG Lam-ming, Jess
	Dr LI Yuen-mei, Emmy
	Dr LUI Wai-ling, Annissa, JP
	Mr MAK Siu-cheung, Bernard Jaun
	Dr SHUM Hau-yan, Karen
	Mr SIO Chan-in, Devin
Ms TONG See-pui, Sara	
Dr WONG Ming-fung, William, SC	
Secretary	Ms TANG Wai-yee, Polly Social Welfare Department

21. EMERGENCY RELIEF FUND COMMITTEE (ESTABLISHED UNDER SECTION 5 OF THE EMERGENCY RELIEF FUND ORDINANCE, CAP 1103)

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Members	Miss AU Hiu-lam, Helen
	Ms CHAN Yeo-ting, Jolanda
	Mr LAW Ka-chun, Joseph
	Director of Home Affairs or representative
	Director of Housing or representative
Secretary	Ms TANG Wai-yee, Polly Social Welfare Department

22. WORKING GROUP ON COMBATING VIOLENCE

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Members	Miss CHEUNG Yuet, Agnes Labour and Welfare Bureau
	Ms PANG Kit-ling Social Welfare Department
	Mr CHAN Yiu-kee Social Welfare Department
	Mr TSANG Yue-tung, Andrew Security Bureau
	Mr WONG Kin-bong, Michael Department of Justice
	Mrs NG Chui-ting, Crystal Hong Kong Police Force
	Ms HO Kit-wah, Kitty Education Bureau
	Dr SHUM Shui-fung Department of Health
	Dr FUNG Wai-kwan, Barbara Department of Health
	Dr CHEUNG Tsz-fung, Ian Hospital Authority
	Ms CHAU Ming-wai, Ada Legal Aid Department
	Ms CHAN Siu-fung, Annissa Information Services Department
	Miss KONG Pui-wah, Ada Home Affairs Department
	Miss LAM Yat-kiu Housing Department
	Mr WONG Kin-wai, Anthony
	Ms LAM Yee-wan, Eliza
	Ms LEUNG Siu-ling, Ivy
	Mrs LEE LAU So-ying, Doris
	Ms WONG Sau-yung, Linda
	Ms LIU Pui-shan, Pandora
Mrs KONG KONG Lai-chun	

In-attendance	Ms LEE Kam-yung, Dora Social Welfare Department
	Ms LO Miu-han, Eve Social Welfare Department
	Mr CHAN Kon-hang, Tommy Social Welfare Department
Secretary	Ms CHAN Wing-yee, Winnie Social Welfare Department
Recorder	Ms WONG Hoi-woon, Amy Social Welfare Department

23. WORKING GROUP ON ELDER ABUSE

Chairperson	Mr TAN Tick-yee Social Welfare Department
Members	Mr CHONG, Gordon Labour and Welfare Bureau
	Ms NG Chui-ting, Crystal Hong Kong Police Force
	Dr HA King-hang, Tony Hospital Authority
	Dr SO Shuk-kuen, Joanna Department of Health
	Dr CHEUNG Moon-wah
	Ms LEUNG Hoi Yan, Emily
	Dr CHU Leung-wing
	Ms YUNG Mei-tuen, Alison
	Ms NGAI Man-lin, Malina, JP
	Prof YU Sau-fung, Doris
	Miss KOO Kwok-lai, Rebecca Social Welfare Department
	Ms WOO Mei-hing, Patricia Social Welfare Department
	Ms LEE Kam-yung, Dora Social Welfare Department
	Secretary
Recorder	Mr LEUNG Kin-man Social Welfare Department

24. HONG KONG PARALYMPIANS FUND MANAGEMENT COMMITTEE

Chairperson	Miss CHAN Lim-chee, Amy, JP
Trustee	Ms YIP Man-kuen, Carol , JP Director of Social Welfare
Members	Mr CHENG Ka-ho, MH, JP
	Miss CHIU Wing-yin, Rebecca, MH
	Dr FU Siu-ngor
	Ms KO Kit-mui, Samantha
	Ms LAI Ming-lai
	Mr LAU Sik
	Mr WONG Chiu-ming, Alan
	Mrs WONG LAM Siu-ling, MH
	Prof. SUM Kim-wai, Raymond
	Ms SIU, Margaret Hong Kong Sports Institute
	Ms WAN Mei Home Affairs Bureau
	Mr KOK Che-leung Social Welfare Department
	In-attendance
Mr LEUNG Sai-cheong, Charles Social Welfare Department	
Miss MA Tsui-yung Social Welfare Department	
Secretary	Ms LAW Ka-yee, Jessica Social Welfare Department

25. HONG KONG PARALYMPIANS FUND GRANTS SUB-COMMITTEE

Chairperson	Mr CHENG Ka-ho, MH, JP
Members	Mr LAU Kai-sing, Ted
	Dr LUI Wai-cheung
	Mr SEE Shun-lung
	Mr TANG Hon-sing
	Mr WONG Chiu-wah
	Miss WONG Wan-yiu, Jamie
	Ms WAN Mei
	Home Affairs Bureau
	Mr KOK Che-leung
	Social Welfare Department
In-attendance	Mr LEUNG Sai-cheong, Charles
	Social Welfare Department
Secretary	Miss MA Tsui-yung
	Social Welfare Department

26. COMMITTEE ON SERVICES FOR YOUTH AT RISK

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Vice-Chairperson	Mr WOO Chun-sing Deputy Secretary for Education(4)
Members	Mr LAU Ming-wai, GBS, JP
	Mr CHAN Wing-kin
	Mr TONG Sau-chai, Henry, MH, JP
	Miss CHOW On-lai, Edna
	Mr TSO Tat-ming
	Mr CHEUNG Tat-cheong
	Mr LAI Kwan-ho, Raymond
	Ms HUI Wah-ying, Joelle
	Professor WONG Cheong-wing, Victor
	Ms YIU Kit-ling, Karen
	Ms KO Wai-kwan, Vivian Labour and Welfare Bureau
	Ms HO Kit-wah, Kitty Education Bureau
	Mr TSANG Yue-tung, Andrew Security Bureau
	Mr LEUNG Ka-lok, Sammy Home Affairs Bureau
	Dr CHUNG Wai-hung, Thomas Department of Health
	Mr TSE Chun-chung, John Hong Kong Police Force
Mrs KWOK LI Mung-yee, Helen Social Welfare Department	
Ms WONG Siu-fan, Phoebe Social Welfare Department	
Secretary	Ms DING Shuk-wah, Alice Social Welfare Department

27. ADVISORY COMMITTEE OF THE PARTNERSHIP FUND FOR THE DISADVANTAGED

Chairperson	Ms YIP Man-kuen, Carol, JP Director of Social Welfare
Members	Mr CHOI Ka-tsan, Karson, BBS
	Professor CHONG Ming-lin, Alice, MH
	Mr LAI Kwan-ho, Raymond
	Mr LAU Kai-hung, Allen
	Ms LEE Shuk-wai, Anthea
	Ms LEE Yuen-sum
	Ms LEUNG Shuk-yee, Irene
	Mr LUN Chi-wai
	Mr MOK Chung-fai, Rex, BBS, MH, JP
	Ms NGAI Man-lin, Malina, JP
	Mr NGAN Chun
	Mr TAM Kin-lok
	Mr Justin WAI
	Ms YIM Chor-pik
	Mrs KWOK LI Mung-yee, Helen Social Welfare Department
In-attendance	Ms CHEUNG Pui-ling, Rebecca Labour and Welfare Bureau
Secretary	Mr NG Wai-lung, David Social Welfare Department

HONORARY ADVISORS

Dr NG Wang-pun, Dennis, BBS, MH
Dr CHOI Koon-shum, Jonathan, GBS, BBS, JP
Mr KWOK Chun-wah, Jimmy, SBS, BBS, MH, JP
Mr CHAU Kwok-ming, Joe
Dr Aron H HARILELA, JP
Hon. CHAN Charnwut, Bernard, GBS, JP
Ms FONG Shun-man, Margaret
Ms SUM Fong-kwang, Vivian, JP

28. CHILD FATALITY REVIEW PANEL

Chairperson	Mr HUI Chung-shing, Herman, SBS, MH, JP
Members	Dr BEH Swan-lip, Philip
	Ms CHAN Siu-lai
	Dr CHUI Mo-ching, Eileena
	Dr FUNG Lai-chu
	Ms HO Wai-ling
	Mr Raymond JAO
	Dr LAU Ka-fai, Tony
	Dr LEE Lai-ping
	Ms LEE Shuk-yee, Charrix
	Dr LI Chak-ho, Rever
	Prof SIN Kuen-fung, Kenneth
	Dr SZE Mei-lun, Angela
	Mr TANG Chee-ho, Alric
	Dr TANG Chun-pan
	Ms WONG Shuk-fan, Luparker
Dr WONG Suet-na, Sheila	
In-attendance	Ms PANG Kit-ling Social Welfare Department
	Ms LEE Kam-yung, Dora Social Welfare Department
	Ms CHAN Wing-yee, Winnie Social Welfare Department
Secretary	Miss YEE Ka-wing, Karen Social Welfare Department

29. ASSESSMENT PANEL OF THE INNOVATION AND TECHNOLOGY FUND FOR APPLICATION IN ELDERLY AND REHABILITATION CARE

Chairperson	Mr LAM Ka-tai, JP Deputy Director of Social Welfare (Services)
Non-official Members	Prof CHAN Hon-wai, Felix, JP
	Mr CHAN Yik-hei, Stark, BBS
	Mr CHENG Man-fai, Jordan
	Dr HU Xiaoling
	Ir KONG Wing-man, Samantha
	Dr LING Hang-yin, Carrie
	Prof TONG Kai-yu, Raymond
	Mr WONG Yuen-shan, Stephen
Official Members	Mr POON Chung-yin, Johnny Innovation and Technology Commission
	Mr WU Chia-chun, Desmond Labour and Welfare Bureau
	Mr KOK Che-leung Social Welfare Department
	Mr TAN Tick-yee Social Welfare Department
	Ms HO Yuen-ming, Agnes Social Welfare Department
	Ms FUNG Shuk-man, Wendy Social Welfare Department
	Secretary

30. MANAGEMENT COMMITTEE OF THE ARTS DEVELOPMENT FUND FOR PERSON WITH DISABILITIES

Chairperson	Mr KOK Che-leung Social Welfare Department
Non-official Members	Ms AU Pui-yee, Teresa
	Mr CHANG Thomp-kwan, Terence
	Dr FAN Tak-wing, William
	Mr FONG Cheung-fat, JP
	Ms NGAI Yee-shan, Jo
	Ms TO Shuk-yi, Shirley
	Mr WONG Ting-lam, Andy
	Ms YIM Chor-pik, Rabi
Official Members	Ms HO Ho-kau, Polly Labour and Welfare Bureau
	Ms CHAN Pui-yin, Bernice Home Affairs Bureau
	Ms CHU Ching-han, Heidi Leisure and Cultural Services Department
	Ms HO Yuen-ming, Agnes Social Welfare Department
Secretary	Ms YIP Ching-yee Social Welfare Department