

Foreword




In the past two years, Hong Kong went through a difficult time because of the residual effect of economic restructuring, budget constraints and the unprecedented attack of Severe Acute Respiratory Syndrome (SARS) in early 2003. In the face of rapid social changes and the surge in demand for welfare services, the Social Welfare Department (SWD) remains dedicated to deliver quality services to the disadvantaged groups.

We believe that promoting self-reliance and developing individual potentials to the full are the best means to help the disadvantaged groups. To further assist the able-bodied recipients of Comprehensive Social Security Assistance (CSSA) to participate in economic activities with dignity and contribute to the society, measures to help them find and stay in employments were strengthened. The Support for Self-reliance Scheme implemented since June 2003 has been proved to be effective in promoting welfare-to-work. The Scheme provides more targeted employment assistance including direct job matching and community work to help CSSA recipients develop work habits. The provision of disregarded earnings acts as an incentive for CSSA recipients to find work. Projects operated by non-governmental organisations (NGOs) under the Intensive Employment Assistance Projects Scheme also provide readily accessible employment service to CSSA recipients.

In the past two years, SWD continued to spearhead measures to ensure service improvement with a view to rendering services with greater accessibility and in a more holistic manner. The re-engineering of community support services for the elders was completed in 2003. To better meet the vocational needs of the disabled, we re-engineered the vocational rehabilitation services to form Integrated Vocational Rehabilitation Services Centres in 2004. At the end of 2004-05, a total of 132 Integrated Children and Youth Services Centres operated by SWD and NGOs were set up and all Family Services Centres / Counselling Units were transformed into 61 Integrated Family Service Centres (IFSCs) to serve individual and families in the community. To help and support families in need and to tackle problem of domestic violence, the IFSCs also worked closely with the Department's Family and Child Protective Services Units (FCPSUs). Additional resources were re-deployed to strengthen the FCPSUs in handling child abuse cases and spouse battering cases.

To develop social capital and the tri-partite partnership among Government, the business community and the welfare sector, a \$200 million Partnership Fund for the Disadvantaged was set up in SWD at the end of 2004-05 to provide an incentive to the welfare sector to expand their network in seeking corporate participation in social welfare initiatives. The Fund also aims to encourage the business sector's contribution in helping disadvantaged group.



NGOs who are the main providers of social welfare services are our valuable working partners. The implementation of the Lump Sum Grant (LSG) subventions system since January 2001 has provided room for NGOs to achieve financial flexibility and service innovation. By the end of 2004-05, 162 NGOs have opted for this funding mode, accounting for about 99% of the total subventions. Though the implementation of LSG has brought about challenges in terms of demand for more corporate governance and service re-engineering, it has set a good foundation for longer term social welfare development.

The development of a sustainable welfare system which caters for those genuinely in need remains our strategic objective. Apart from the Government's commitment, long term sustainability of the welfare system requires the continuous promotion of core values such as self-reliance, family solidarity and mutual care and support in the community as well as the development of the tripartite social partnership of the Government, the business community and the welfare sector.

Paul Tang

Director of Social Welfare

An Overview

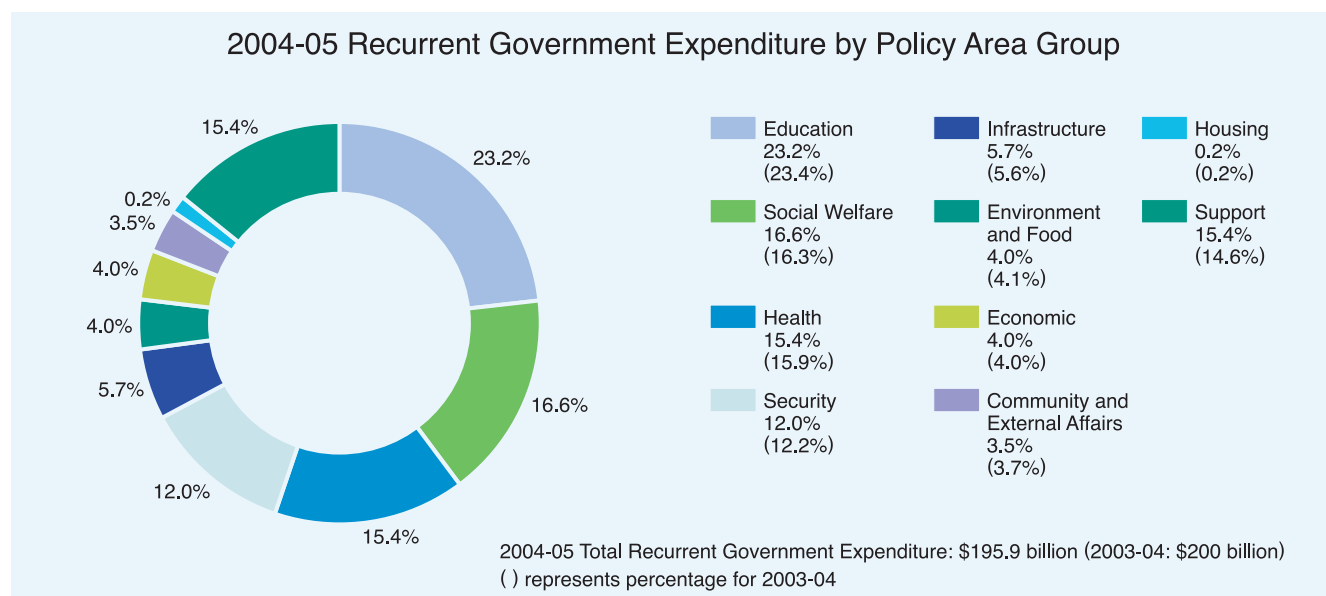


POLICY OBJECTIVES

The Government endeavours to provide the ideal environment, in which every person in Hong Kong will have the opportunity to realise his or her goals in life through individual effort. For those who face setbacks or encounter adversity, we would provide the support necessary to help them enhance their capacity and to develop their potential to the full. On the welfare front, we provide a safety net comprising a wide range of welfare services and the Comprehensive Social Security Assistance Scheme to help those least able to help themselves. At the same time, we need to ensure that the services or assistance provided can encourage self-help so as to promote self-reliance and facilitate people's participation in economic and social life with dignity. We also aim to strengthen family solidarity and foster mutual care and support in the community, so that all individuals are embedded in a network of care, trust, support and reciprocity.

WELFARE EXPENDITURE

In 2004-05, total recurrent government expenditure on social welfare Note 1 reached \$32.6 billion, taking up 16.6% of the total recurrent Government expenditure and ranked second amongst various policy areas.



Note 1 - Social welfare policy area expenditure includes the bulk of SWD's expenditure (except those programmes contributing to internal security and district and community relations policy areas) and other expenditure directly under the control of the Health, Welfare and Food Bureau.

TOTAL EXPENDITURE OF SOCIAL WELFARE DEPARTMENT AND LOTTERIES FUND EXPENDITURE

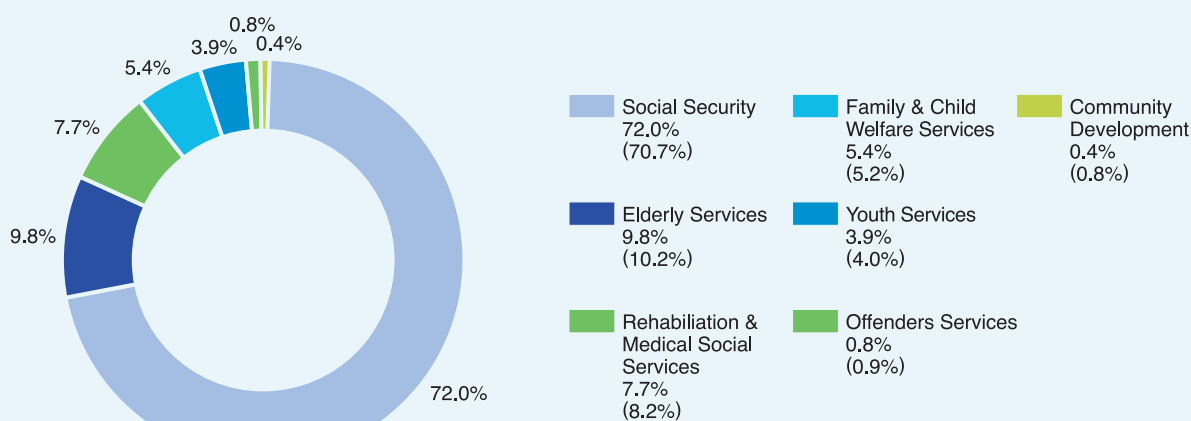
In 2003-04, total actual expenditure of SWD was \$32.8 billion. Of the \$32.8 billion, \$22.9 billion (70%) was for financial assistance payments, \$6.9 billion (21%) was for recurrent subventions to non-governmental organisations (NGOs), and the remaining balance of \$3.0 billion (9%) was for departmental expenditure which included \$0.5 billion for hire of services.

In 2004-05, total estimated expenditure of SWD was \$32.8 billion. Of the \$32.8 billion, \$23.3 billion (71%) was for financial assistance payments, \$6.6 billion (20%) was for recurrent subventions to NGOs, and the remaining balance of \$2.9 billion (9%) was for departmental expenditure which included \$0.6 billion for hire of services.

Analysed by programme, elderly services took up the largest share amongst the various welfare services, excluding social security, in both 2003-04 and 2004-05.

Established to finance the development of social welfare services mainly through proceeds from the Mark Six lottery, the Lotteries Fund (LF) is a major source of capital funding for NGOs. In 2003-04 and 2004-05, payments from the LF were \$1 billion and \$1.2 billion respectively.

2004-05 Allocation of Provision by Programme



() represents percentage for 2003-04



STRENGTHENING SUPPORT FOR FAMILIES IN NEED

SWD commissioned The University of Hong Kong to conduct the two-year in-built Evaluative Study of the 15 Pilot Projects on Integrated Family Service Centres (IFSCs) from April 2002 to March 2004. As concluded in the study, IFSC is considered effective to address the changing social needs of families through provision of more open, user-friendly, proactive, responsive, flexible, accessible and integrated services to users. In light of the positive outcome, SWD re-engineered all Family Services Centres / Counselling Units to become 61 IFSCs through pooling of existing resources by phases in 2004-05 to provide a continuum of preventive, supportive and remedial services.

ENHANCED MEASURES TO TACKLE FAMILY VIOLENCE

The Government does not tolerate family violence and all along adopts a three-pronged approach to tackle family violence. Under this approach, a wide range of services at the primary, secondary and tertiary levels are available to prevent the problem, strengthen support to the needy individuals and families, and provide crisis intervention in case of family crisis or family violence incidents.

In 2003-04 and 2004-05, SWD continued to launch the Publicity Campaign on 'Strengthening Families and Combating Violence' at the primary level. In addition to the four sub-themes relating to child abuse, spouse battering, elder abuse and sexual violence adopted in the previous years, promotion of 'prevention of suicide' was included in the Publicity Campaign of 2004-05. At the support level, SWD re-engineered all Family Services Centres/ Counselling Units to become Integrated Family Service Centres in 2004-05 as mentioned above. At the tertiary level, SWD strengthened the manpower provision for Family and Child Protective Services Units through deployment of existing resources. Moreover, measures such as enhancement of the acknowledgement system for referrals of battered spouse cases from the Police, and setting up of District Liaison Groups on Family Violence, etc. were introduced in 2004-05 to facilitate collaboration among concerned parties.

ADDITIONAL RESIDENTIAL CARE PLACEMENTS FOR VULNERABLE CHILDREN AND YOUTH COMING FROM PROBLEM FAMILIES

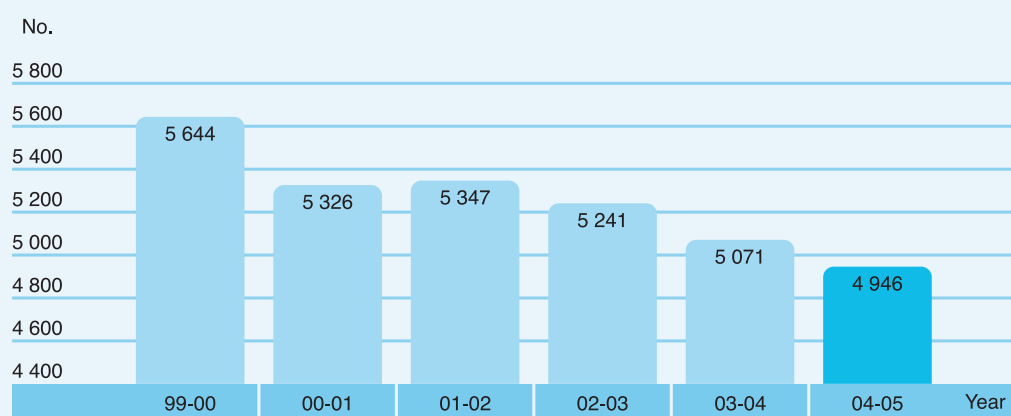
In view of the upsurge in the demand for residential child care service, SWD made temporary part-year provision of 30 additional foster care places and 15 emergency places in Po Leung Kuk Newcomers' Ward in 2004-05. SWD also worked jointly with NGOs to carry out service re-engineering, through which the number of foster care places was increased from 745 in 2003-04 to 825 as at 1 April 2005, and the number of emergency places at the Po Leung Kuk Newcomers' Ward was increased from 50 in 2003-04 to 65 as at 1 April 2005.

FOCUSING ON SWD'S CORE BUSINESS

To achieve greater cost effectiveness and cope with rising public demands, SWD has been re-examining and re-defining its role and delineating core from non-core functions. A conscious strategy has been adopted to delineate its core business and move away from delivering direct services unless these are statutorily required or are crucial to SWD's key functions to support the community. In 2003-04, four service units notably the Chuk Yuen Children's Reception Centre, Ho's Clansmen Association Hostel for the Elderly and Pak Tin Sheltered Workshop were closed or hived-off to NGOs while in 2004-05, eight service units notably the Cheung Hong Hostel and Day Activity Centre and Kwun Tong Hostel have been closed or hived-off to NGOs. Meanwhile, savings have been achieved from these measures and the surplus staff was gainfully engaged in SWD's Support for Self-Reliance Scheme to help unemployed CSSA recipients to find job or other service units.

Along with the closure or hiving-off of service units, and in line with the overall government objective to contain the size of the civil service, SWD's staff establishment decreased by a total of 295 during the period 2003-05, or a 12.37% reduction from its peak of 5 644 in March 2000.

Staff Establishment of SWD





Combating the Severe Acute Respiratory Syndrome (SARS) Outbreak

The outbreak of Severe Acute Respiratory Syndrome (SARS) in 2003 was an unprecedented blow to the community. With a mission of providing quality services not only to those needy and the vulnerable but also to the community at large, SWD has participated actively and extensively in various aspects of work for the purposes of tackling the SARS as well as preventing its spread.

Guidelines to promote environmental hygiene and to advise on contingency arrangements in case of an infection were drawn up and distributed to residential social services. As part of the precautionary measures against SARS, face masks were distributed to vulnerable groups, through services units. With a special funding allocation, resources were utilised to assist elderly day service units, residential care homes for elders and persons with disabilities, drug treatment centres as well as child care centres in taking measures to prevent the spread of SARS, and to improve environmental hygiene.

Operation CARE was one of the relief measures initiated by the Administration to help the community tide over the difficulties resulting from SARS outbreak and to revive the economy after the outbreak. This operation aimed at improving the general household environment of elders living alone and other vulnerable groups who were less capable of self-care through providing household cleansing and minor repairs service and assessing their needs for suitable referrals from May 2003 to October 2003. A total of 42 NGOs and local organisations were commissioned to help creating 4500 time-limited jobs for cleansing and repairs workers and rendered cleansing service and minor repairs service respectively to 215 510 and 68 076 target households.

In addition, assistance and support in the form of counselling and urgent financial assistance were rendered by social workers and clinical psychologists to SARS patients and their families. SWD also provided transitional residential placements for children and elders without adequate support upon hospitalisation of their care-givers and temporary accommodation for discharged SARS patients who could not return home immediately.

SWD also oversaw the provision of both tangible and psychosocial support to people placed under confinement in their own homes or in the holiday camps designated as isolation centres. The wide range of support rendered by SWD and some NGOs included delivery of meals, provision of daily necessities, arrangements for child care, emergency financial assistance, and psychological support/intervention through hotlines. SWD was designated to administer a \$150 million Trust Fund for SARS which the Government established in November 2003 to provide special ex gratia assistance on compassionate grounds for individuals or families affected by the unprecedented outbreak between March and June 2003. Besides providing special ex gratia relief payment for eligible families of deceased SARS patients, the Trust Fund also provides special ex gratia financial assistance for eligible recovered SARS patients or eligible 'suspected' SARS patients treated with steroids who are suffering from longer term effects, attributable to SARS (including the effects of medication received), which might have resulted in some degree of physical dysfunction. SWD has also been entrusted to administer two non-government funds, namely the 'Business Community Relief Fund for Victims of SARS' and the 'We Care Education Fund' initiated by the business sector and the civil service sector respectively, and to allocate grants to eligible individuals or families.



Disasters Management in Critical Incidents

In facing the series of critical incidents in Hong Kong and overseas involving Hong Kong residents, SWD activated immediate crisis intervention mobilising social workers and clinical psychologists and providing timely practical assistance and emotional support to the affected. Some recent large scale incidents included the traffic accident in Tuen Mun Highway in July 2003, tourist coach collisions in Taipei in October 2004 and in Guilin and Beijing, China, in early February 2005.

In the tsunamis in South Asia in late December 2004, a clinical psychologist joined the Hong Kong team to Thailand to provide on-site psychological assistance. In Hong Kong, a series of psychological and social services were activated including special hotline manned by clinical psychologists, inter-departmental help desk at airport, critical incident stress de-briefings for the affected travelers, tourist agency staff, civil service colleagues involved in the disaster operation apart from individual casework services for the affected families.

Intensifying Support for Self-reliance

To help able-bodied unemployed CSSA recipients and other socially disadvantaged groups overcome barriers to work and become self-reliant, SWD implemented a comprehensive package of employment-related services and intensified measures under the Support for Self-reliance Scheme. Employable CSSA recipients are provided with more targeted employment assistance including direct job matching. Community work requirements have been further enhanced to help recipients develop work habits and to contribute to society. More NGOs have been commissioned to run intensive employment assistance projects. To encourage CSSA recipients to find and stay in employment and to increase the incentive to work, the maximum level of disregarded earnings under the CSSA scheme has been raised. In October 2004, SWD commissioned more NGOs to implement the second batch of additional 30 Intensive Employment Assistance Projects to provide targeted employment service to at least 7 000 employable CSSA recipients and near-CSSA recipients to help them move towards self-reliance.

Promotion of tri-partite partnership and enhancing social capital

To enhance social capital through encouraging self-help and mutual assistance so as to promote self-reliance and development of individual potential is part and parcel of the Government's social development policy. Since the setting up of the Community Investment and Inclusion Fund (CIIF) in 2002 to sow the seeds for tri-partite partnerships between government, the business community and the third (not-for-profit) sectors, SWD has been assisting in promoting the participation of local organisations in addressing the needs of low-income families, singleton elderly people and other vulnerable groups in the community. District Social Welfare Officers have been actively engaging kaifong welfare associations, local churches and other local groups to achieve collaboration.



Establishment of the Partnership Fund for the Disadvantaged

The Government earmarked in the 2004-05 Budget \$200 million on a one-off basis for promoting the development of a tri-partite social partnership. The Chief Executive, in the 2005 Policy Address, announced the setting up of a \$200 million Partnership Fund for the Disadvantaged (the Fund) to promote the development of the tri-partite partnership. The Fund aims to provide incentives to 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 social responsibility in helping to create a cohesive, harmonious and caring society. The Government will provide matching grants to donations made by business organisations to support NGOs promoting worthwhile social welfare projects. Applications were invited in the first quarter of 2005.

The Kick-off Ceremony of the Fund was held on 7 March 2005 and officiated by Dr. York Y N Chow, the Secretary of Health, Welfare and Food. With strong support from both NGO and business sectors, over 400 guests attended the ceremony.

The Ombudsman Awards 2004

SWD is a people-oriented department endeavours to provide quality social welfare services to the public. Our colleagues always listen to the feedback and complaints of the public with an open mind for continuous improvements in service quality. SWD has been selected again for the Award for Public Organisation of The Ombudsman Awards 2004. Receiving the Award is not only a recognition of our efforts, it also encourages us to continue to serve the community in a sincere, open and pragmatic manner.

Social Security



OBJECTIVE

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.

SERVICES

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

Support for Self-reliance (SFS) Scheme

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

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



HIGHLIGHTS OF THE PERIOD

Intensified Support for Self-reliance measures

SWD has implemented intensified measures under the SFS Scheme since June 2003 aiming to prevent employable CSSA customers from over-reliance on CSSA. These measures have proved to be effective in helping unemployed CSSA recipients move towards self-reliance. In particular, the downward trend of the unemployment caseload has emerged since October 2003 and the cumulative drop up to March 2005 of 7 148 cases was encouraging. Apart from implementing the Intensive Employment Assistance Projects with a total of 70 projects respectively in October 2003 and October 2004, the department has planned to launch the third batch of no less than 30 projects aiming to render targeted employment assistance to at least 10 000 participants.

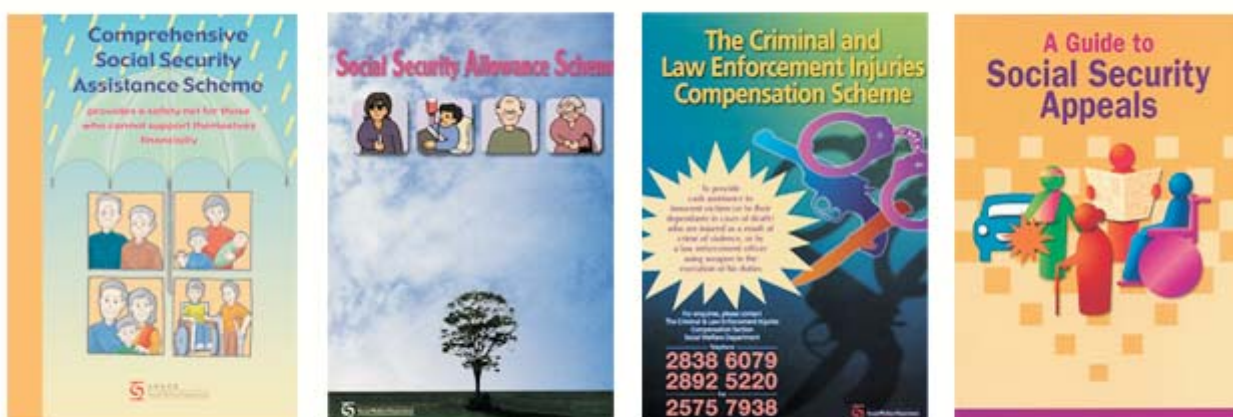
Revised residence requirements for social security benefits

From 1 January 2004, to be eligible for CSSA or SSA, an applicant must have been a Hong Kong resident for at least seven years and have resided in Hong Kong continuously for at least one year immediately before the date of application. The adoption of the seven-year residence requirement is to ensure a rational basis for allocation of public resources. This requirement does not apply to persons who have become Hong Kong residents before 1 January 2004. Hong Kong residents aged below 18 applying for CSSA or a disability allowance under the SSA Scheme are exempted from any prior residence requirement.

Fraud Prevention and Risk Management

SWD has continued its efforts to prevent and combat fraud and abuse of social security payment. During 2004-05, the department had implemented new measures to strengthen prevention of fraud and abuse of social security benefits. As part of these measures, anti-fraud panels had been installed in all social security field units to serve as a means of public education to remind CSSA recipients to report their circumstances honestly. In addition, a Police Superintendent was seconded to SWD for a period of 9 months from July 2004 to March 2005 to give advice on improving investigation techniques and on plugging loopholes in the social security system.

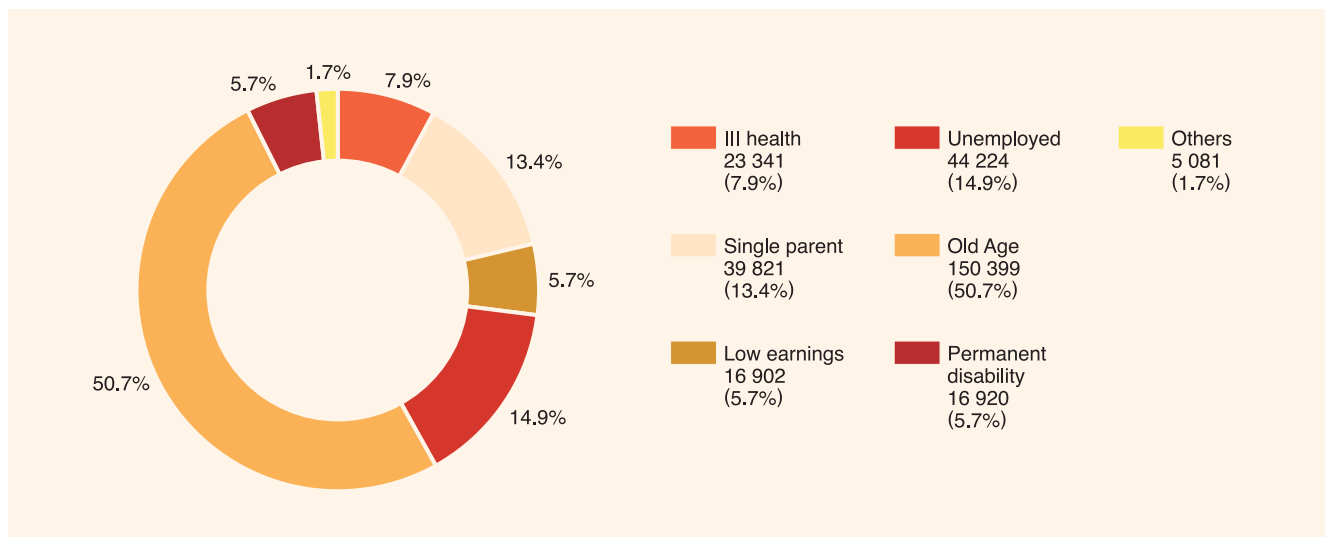
At the same time, SWD has been implementing by phases the recommendations of the risk management study on the administration of the social security schemes so as to preserve the integrity of the system and achieve greater efficiency and effectiveness.



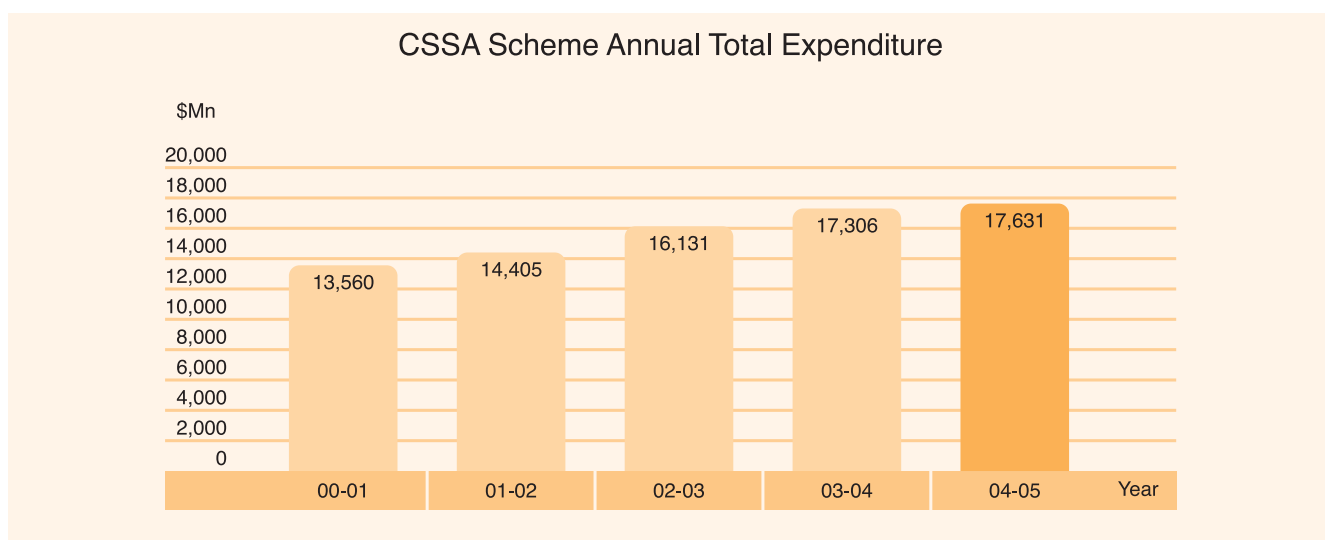
STATISTICS

CSSA Scheme

As at end March 2005, the number of CSSA cases was 296 688 and the number of recipients was about 541 976. Despite the decreasing trend of unemployment cases registered in the preceding year, there were noticeable increases in low earnings cases and single parent cases. Besides, continuous increases were also observed in old age cases and disability cases. Analysis of these 296 688 cases by nature is as follows:

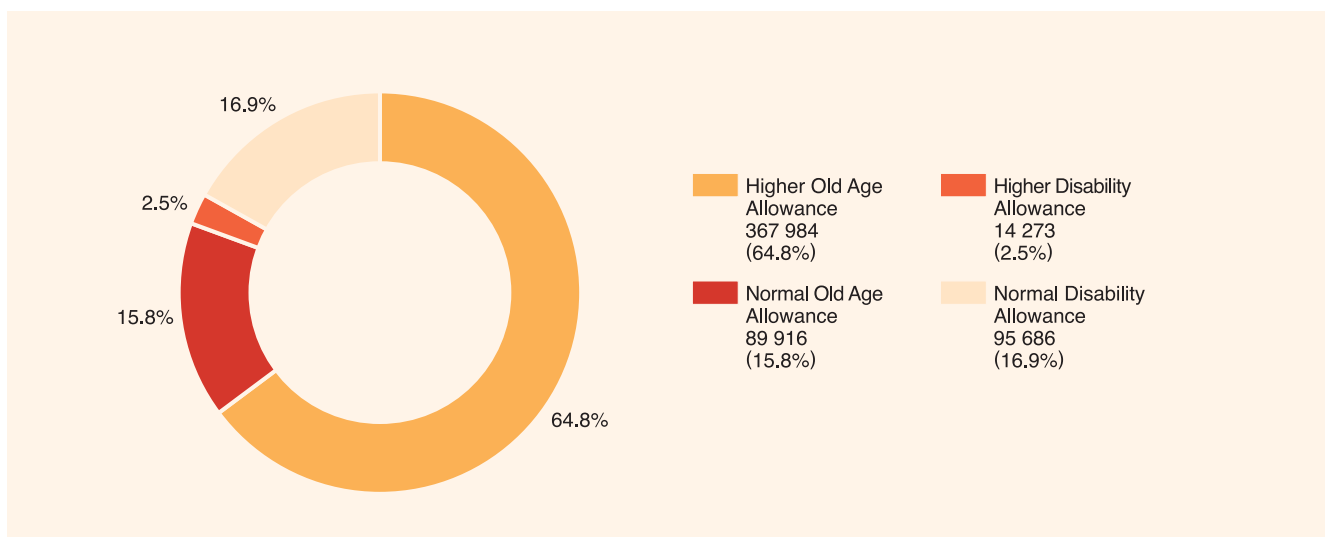


A total of \$17,631 million was paid out under the CSSA Scheme during 2004-05. The total expenditure for the years 2000-01 to 2004-05 is as follows:

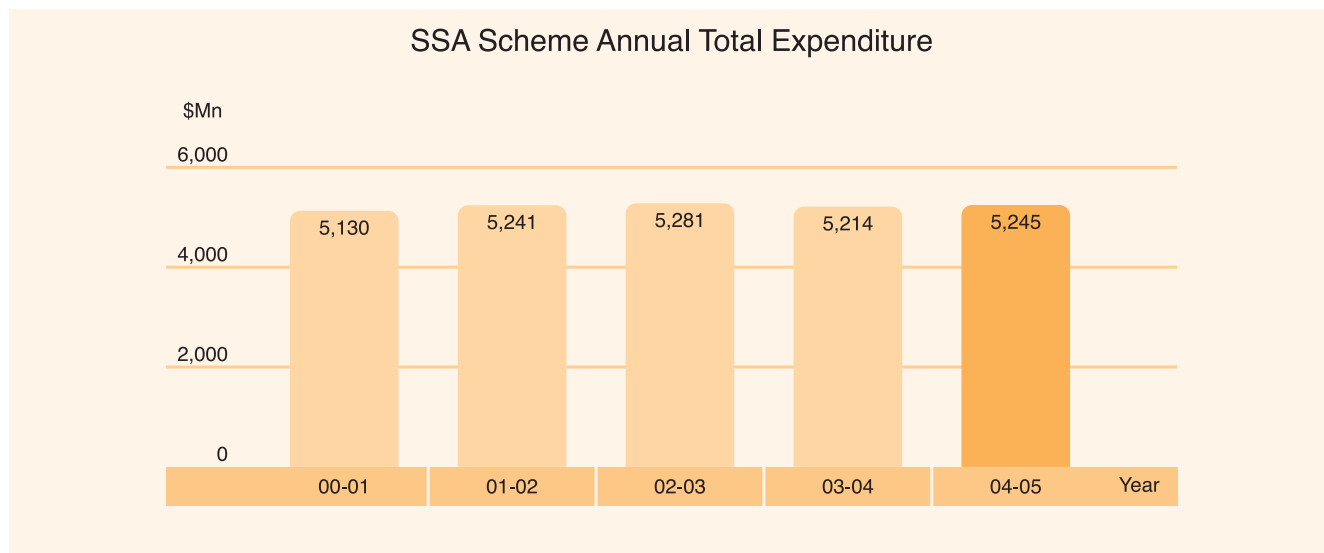


SSA Scheme

As at end March 2005, the number of SSA cases was 567 859. A breakdown of these cases is as follows:

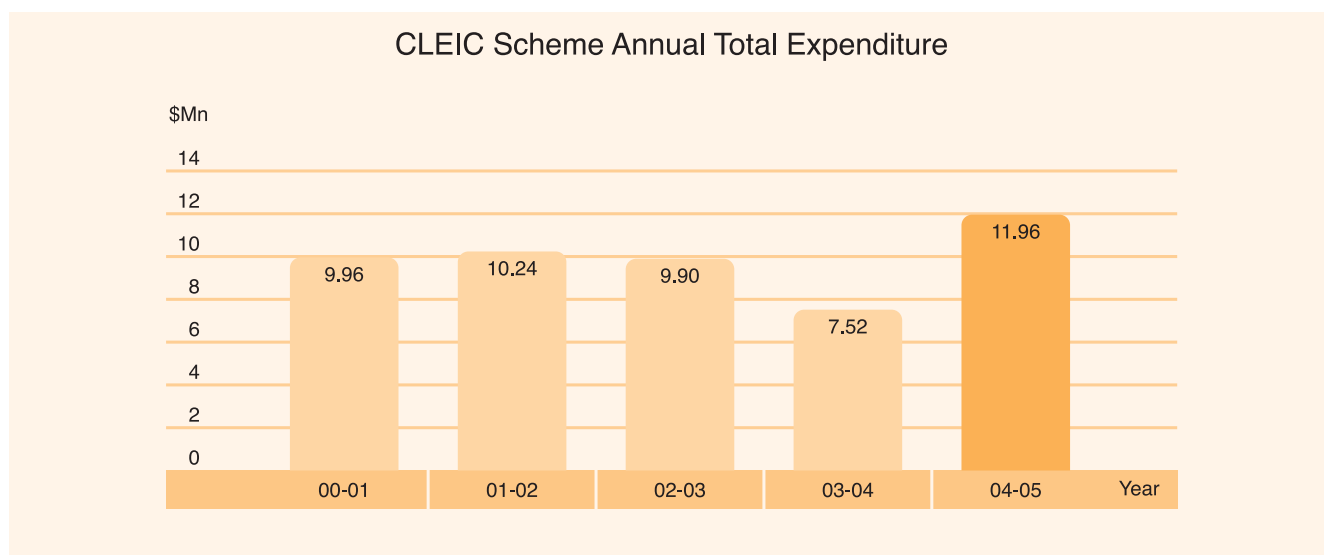


A total of \$5,245 million was paid out under the SSA Scheme during 2004-05. The total expenditure for the years 2000-01 to 2004-05 is as follows:



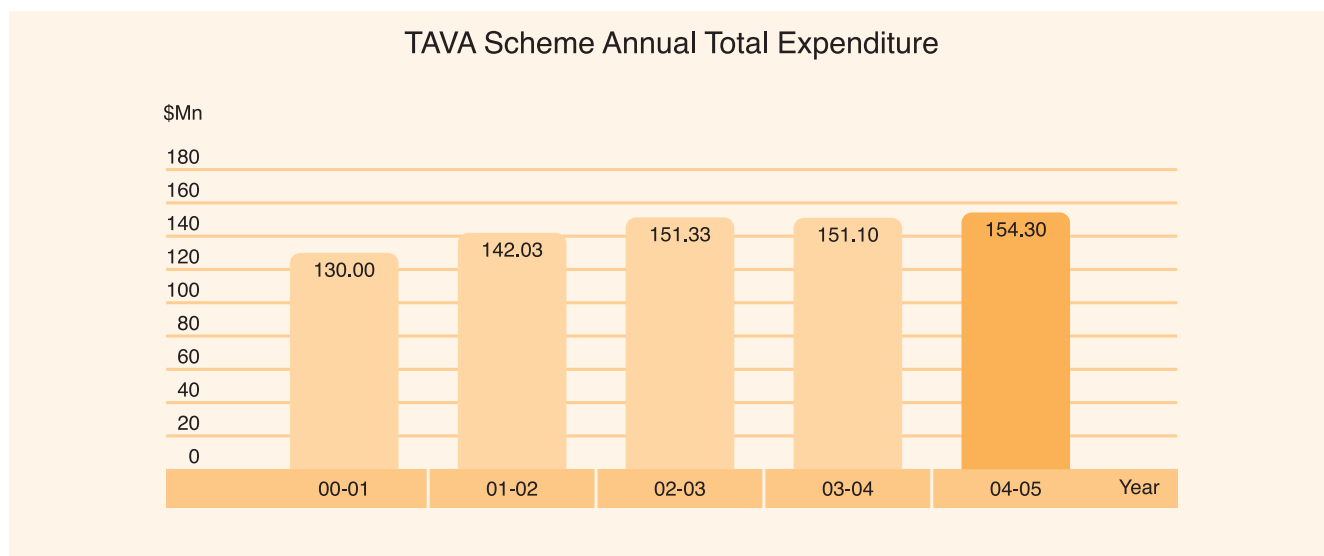
CLEIC Scheme

During 2004-05, a total of \$11.96 million was paid out under the CLEIC Scheme to 716 cases. The total expenditure for the years 2000-01 to 2004-05 is as follows:



TAVA Scheme

During 2004-05, a total of \$154.30 million was paid out under the TAVA Scheme to 14 119 cases. The total expenditure for the years 2000-01 to 2004-05 is as follows:



Social Security Appeal Board (SSAB)

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 the Department under the CSSA, SSA and TAVA Schemes. Decisions of the Board are final.

During 2004-05, SSAB heard 244 appeals, including 96 CSSA cases, 147 SSA cases and one TAVA case. The Board confirmed the decisions of SWD in 192 cases (79%) and varied its decisions in 52 cases (21%).

Family Services



OBJECTIVES

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

SWD adopts a three-pronged approach to provide a continuum of services to support families. This includes:

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

SERVICES AND STATISTICS UNDER THE THREE-PRONGED APPROACH:

PRIMARY LEVEL		
	2003-04	2004-05
Publicity Campaign on "Strengthening Families and Combating Violence"	Kick-off ceremony and Fun, Fun, Fun! Family Relaxation Day - 600 participants	Kick-off ceremony - 300 participants
	'Resilient Family Ambassadors' Award Presentation Ceremony - 121 participants	Production of over 400 000 publicity materials
	Radio programmes (600 times of 10-second messages, 26 sessions of thematic programmes, 4 segments of short stories)	Display of 360 roadside boards in 18 electoral districts
	A new TV API on sexual violence	Advertisement on 11 double-deck buses and 15 mini-buses
	Display of posters at public places	Hong Kong Invitational Mural Design Competition - 56 groups are invited to design 40 pieces of mural
	Production of over 300 000 publicity materials	174 district programmes - over 190 000 participants
	Display of 360 roadside boards in 18 electoral districts	
	135 district programmes - over 400 000 participants	
Family Life Education(FLE)	69 units - 3 550 programmes - 209 910 participants	23 units* - 2 308 programmes - 140 772 participants
Departmental Hotline	158 913 calls received	120 913 calls received
Family Support Networking Team (FSNTs)	22 teams	7 teams*

SECONDARY LEVEL

	2003-04	2004-05
Family Services Centres (FSCs) /Integrated Family Service Centres (IFSCs)/ Integrated Services Centres (ISCs)	66 FSC/IFSCs - 86 328 cases served - 3 985 groups and programmes organised	61 IFSCs* & 2 ISCs - 81 116 cases served - 2 379 groups and programmes organised
Single Parent Centres	5 centres - 2 635 families served	0 ♦
Post-migration Centres	8 centres - 12 690 new arrivals served	0 ■
Family Aide Service	44 workers - 2 638 cases served	44 workers - 2 235 cases served
Family Support and Resource Centres(FSRCs)	20 centres	0 *

TERTIARY LEVEL

	2003-04	2004-05
Family Crisis Support Centre	1 centre - 20 269 calls received - 5 812 persons/families in crisis served	1 centre - 21 053 calls received - 5 441 persons/families in crisis served
Suicide Crisis Intervention Centre	1 project - 1 083 cases handled	1 project - 1 253 cases handled
Joint Project on Prevention of Elder Suicide (June 2001 - November 2004)	1 project - 4 062 calls received - 118 elders received intensive counselling - 116 elders attended the Life Clinic	1 project - 1 775 calls received - 154 elders received intensive counselling - 170 elders attended the Life Clinic
Refuge Centres for Women	4 centres - 73.6% average utilization rate - 828 cases served	4 centres - 92.6% average utilization rate - 917 cases served
Family and Child Protective Services Units (FCPSUs)	5 units - 7 027 families served - 246 joint investigations with police - 1 131 social enquiry reports	5 units - 7 907 families served - 348 joint investigations with police - 1 312 social enquiry reports
Projects on Prevention and Handling of Elder Abuse	2 projects ¶ - 66 cases served - 102 group sessions - 203 community education programmes	2 projects ¶ - 37 cases served - 37 group sessions - 137 community education programmes
Action Plan for Street Sleepers (April 2001 - March 2004)	3 projects # - 198 cases assisted to live off street - 84 cases matched with jobs	3 Integrated Services Teams for Street Sleepers(commencing in April 2004) - 129 cases assisted to live off street - 61 cases matched with jobs

Notes:

- ★ The resources of FLEs, FSNTs, FSCs, FSRCs, etc have been pooled to form IFSCs by phases in 2004-05.
- ◆ Upon expiry of the three year service agreement, subvention to the five time-limited SPCs was ceased starting April 2004.
- Upon expiry of the three year service agreement, subvention to the four time-limited PMCs was ceased starting April 2004. The other 4 PMCs which were operated by ISS-HK under recurrent subvention were also closed down in 2004-05 with their resources pooled to form IFSCs operated by the agency.
- ⌘ In 2004-05, the output of direct services was reduced as the projects focused on transferring the experience learned in the previous years to other service units such as District Elderly Community Centre through developing reference materials and organizing training programmes.
- # Upon expiry of the time-limited funding from the Lotteries Fund, the three projects are revamped to become three Integrated Services Teams for Street Sleepers under recurrent subvention since April 2004.



HIGHLIGHTS OF THE PERIOD

Publicity and Community Education

Publicity Campaign on 'Strengthening Families and Combating Violence'

- SWD continued to launch the Publicity Campaign on 'Strengthening Families and Combating Violence' in 2003-05 to promote public awareness of the importance of family solidarity and prevention of family violence and to encourage early help-seeking. In addition to the four sub-themes relating to child abuse, spouse battering, elder abuse and sexual violence adopted in the previous years, 'prevention of suicide' was included in the Publicity Campaign in 2004-05.
- The content of the campaign in 2003-05 included distribution of publicity materials (e.g. leaflets, rubbish bins, tissue holders, telephone/calendar cards, calendars, magnetic book marks, table mats, coasters, etc.), production of radio programmes and TVAPI, display of posters and roadside boards, launching of centralised/territory-wide activities (e.g. theme days at the Hong Kong Product Expo, Award Ceremony of 'Resilient Family Ambassadors', Invitational Mural Design Competition, etc.) and district programmes (e.g. seminars, exhibition, etc.).

Improved Accessibility to Services

Enhanced Hotline Service

- Additional resources were provided to the Family Crisis Support Centre (FCSC) in each of the years 2003 and 2004 respectively for enhancement of its hotline service.
- The operation of Departmental Hotline Service Unit (DHSU) during cold spell (i.e. when temperature falls below 12 C°) was revamped in December 2003. While proactive outreaching to the vulnerable such as frail single elders and street sleepers will be arranged before the approach of cold spells, DHSU in collaboration with FCSC and with the backup of the three Integrated Services Teams for Street Sleepers and district staff, continued to provide assistance to the vulnerable persons during cold spells, including immediate outreaching.



Re-engineering of Family Services

Integrated Family Service Centre (IFSC)

- In the two-year in-built Evaluative Study of the Pilot Projects on Integrated Family Service Centres (IFSCs) conducted by The University of Hong Kong (HKU) from April 2002 to March 2004, IFSC was found to be a more desirable mode of service delivery than the traditional Family Services Centre (FSC). With the positive findings and the support of the family service providers, SWD transformed all FSCs/ Counselling Units to become 61 IFSCs by phases in 2004-05. Serving a well-defined geographical boundary, IFSCs provide a continuum of preventive, supportive and remedial services including family life education, parent-child activities, enquiry service, volunteer training, outreaching service, mutual support groups, counselling and referral service for individuals or families in need, etc. To enhance the accessibility of the services to facilitate early identification and intervention, all IFSCs provide extended hour services in some evenings / Saturday.



Strengthening of Supportive Services

Service for Street Sleepers

- The 'Three-year Action Plan to Help Street Sleepers', funded by the Lotteries Fund, was implemented from April 2001 to March 2004, with an in-built evaluative research conducted by City University of Hong Kong to assess the effectiveness of existing services and the new integrated package of services in tackling the street sleeper problem. The evaluative study concluded that the Action Plan was effective to tackle the street sleeper problem. The number of street sleepers decreased from 1 203 in April 2001 to 463 in March 2004. Taking the recommendation of the research team, SWD revamped the services for street sleepers to facilitate the formation of three subvented NGO-operated Integrated Services Teams for Street Sleepers which have commenced operation since April 2004 to provide a package of integrated services including outreaching visit, counselling, aftercare service for accommodated street sleepers, emergency fund, short-term/temporary accommodation, employment guidance and training, social skill training, tangible assistance and referrals for other services for street sleepers.

Compassionate Rehousing

- Compassionate Rehousing (CR) is a form of housing assistance, which aims at providing assistance to individuals and families who have genuine and imminent housing problem which cannot be solved by themselves. In 2003-04 and 2004-05, 1 646 and 1 669 cases were recommended to Housing Department (HD) for CR respectively.
- To address the living problem encountered by elderly property owner-occupiers(EPO) living in private dilapidated buildings, HD and SWD have agreed, with effect from June 2004, to an ex-gratia scheme to assist those eligible EPO to move into Housing for Senior Citizens (HSC) on a license basis, as a transitional arrangement, under the CR consideration.
- While applications for public rental housing (PRH) transfer/splitting /addition of family members to PRH tenancy / reversion to tenant status remained under the purview of the HD, an enhanced referral mechanism between HD and SWD has been put in place such that social workers who refer their known cases to HD will highlight in the referral the social and/or medical circumstances to facilitate the consideration of HD and accelerate the decision-making process. In 2003-04 and 2004-05, 1 161 and 1 164 cases for various forms of housing assistance on social and compassionate grounds were processed respectively.

Trust Funds

- SWD administers four trust funds, namely Tang Shiu Kin and Ho Tim Charitable Fund, Li Po Chun Charitable Trust Fund, Brewin Trust Fund and Kwan Fong Trust Fund for the Needy. The purpose is to provide financial assistance to individuals and families to overcome their temporary financial hardship due to special and emergency situations. In 2003-04 and 2004-05, 1 749 payments (amounted to \$3.7 million) and 2 260 payments (amounted to \$6.2 million) were made to needy individuals or families respectively.

To Combat Family Violence, Family Tragedies and Suicide

Enhanced Measures to Tackle Family Violence

Acknowledgement System for Referrals from the Police

To further enhance the communication between the Police and service units following up battered spouse cases referred by the Police, the acknowledgement system was revised in December 2004 such that the Police will be informed if the victim and batterer have declined the intervention of social workers. This will equip the Police with more information when taking necessary action if the case comes to their attention again in the future.

Multi-disciplinary Collaboration

Senior Social Work Officers of Family and Child Protective Services Units (FCPSUs) convened meetings on cluster basis starting from mid 2004 with the representatives from the Child Abuse Investigation Units of the Police and Medical Coordinators on Child Abuse of Hospital Authority to discuss issues related to handling of child abuse cases. Besides, in March 2005, District Social Welfare Offices set up District Liaison Groups on Family Violence with representatives from Integrated Family Service Centres, FCPSUs and the Police to facilitate collaboration in handling family violence cases.

Expansion of FCPSUs

To meet the increasing service demand, additional manpower has been provided to FCPSUs through deployment of existing resources. An additional FCPSU is to be set up in Yuen Long in April 2005.

Family Crisis Support Centre

The Family Crisis Support Centre (FCSC), operated by Caritas - Hong Kong, provides an integrated package of services to individuals/families in crisis. In 2003-04, a total of 379 women, 133 men and 251 children were admitted for temporary accommodation. Meanwhile in 2004-05, 579 women, 201 men and 468 children were admitted. By the end of March 2005, more than 95% of the service users indicated positive response in overcoming the immediate crisis upon leaving the FCSC.

Suicide Crisis Intervention Centre

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

Pilot Projects on Prevention and Handling of Elder Abuse

Caritas - Hong Kong and Haven of Hope Christian Service completed their four-year 'Pilot Projects on Prevention and Handling of Elder Abuse' launched since April 2001. Apart from rendering direct services and conducting public education programmes, the two NGOs have produced reference materials to facilitate frontline workers in prevention and handling of elder abuse cases. On the other hand, Hong Kong Christian Service has also completed its two-year 'Project on Elder Abuse Research and Protocol' launched in February 2002. Under this project, a research on the phenomenon of elder abuse in Hong Kong was conducted. The project team also assisted to develop the 'Procedural Guidelines for Handling Elder Abuse Cases' and set up a computerized information system for capturing information on elder abuse cases.

Multi-disciplinary Collaboration

- 'Procedural Guidelines for Handling Elder Abuse Cases' has been developed and put into practice since March 2004.
- The revised multi-disciplinary guidelines 'Procedural Guidelines on Handling Battered Spouse Cases' has been implemented since May 2004.
- A task group comprising representatives from related government bureaux and departments, NGOs and Hospital Authority was set up in 2004 to review the 'Procedures for Handling Child Abuse Cases - Revised 1998'.
- SWD has developed a website on victim support services to promote the services available for the victims of spouse battering, child abuse and sexual violence as well as facilitating access to relevant information by concerned departments, agencies and individuals. The website has been in operation since mid-2003.

Information System and Research

- To improve the understanding of family violence and identify the future direction of prevention and intervention strategies, Lotteries Fund grants were provided to conduct two studies, i.e. the study on homicide-suicide, and the study on child abuse and spouse battering in November 2002 and April 2003 respectively.
- The Child Protection Registry was enhanced in 2003 such that more specific information on child abuse cases (e.g. contributing factors of the child abuse incidents) can be collected.
- The Central Information System on Battered Spouse Cases has been expanded to include information on sexual abuse cases and more data on battered spouse cases (e.g. occupation of the victims and batterers) since 2003.
- The Central Information System on Elder Abuse Cases has started operation since March 2004 to capture data of elder abuse cases.

Child Welfare Services



OBJECTIVES

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

SERVICES AND STATISTICS

Adoption Service			
No. of Units		No. of adoption applications processed	
		2003-04	2004-05
SWD	2	283 (Local adoption applications)	268 (Local adoption applications)
NGO	2	57 (Overseas adoption applications)	86 (Overseas adoption applications)

Residential Child Care Services						
	Number of Centres		Number of Places		Average Enrolment Rate	
	2003 - 04	2004 - 05	2003 - 04	2004 - 05	2003 - 04	2004 - 05
Foster Care Service	6	8	745	795	89.8%	89.8%
Children's Home	5	5	367	367	91.6%	95%
Small Group Home	119	117	952	936	93.5%	94.6%
Boys' Hostel	1	1	15	15	87%	93.1%
Girls' Hostel	3	3	65	65	80%	89.7%
Boys' Homes with School on Site	4	4	421	421	89.7%	88.3%
Boys' Homes without School on Site	3	3	195	195	85.4%	91.7%
Girls' Homes with School on Site	2	2	188	188	73.1%	83.7%
Girls' Homes without School on Site	1	1	30	30	81.9%	83.9%
SWD Residential Units	1	0*	80	0*	17.5%	0*

* Chuk Yuen Children's Reception Centre was closed on 15 July 2003 with its service hived off to a non-governmental organisation

Child Care Centre Services						
	Number of Centres		Number of Places		Average Enrolment Rate	
	2003 - 04	2004 - 05	2003 - 04	2004 - 05	2003 - 04	2004 - 05
Aided Day Nursery	257	256	28 973	28 781	83%	82%
Aided Day Creche	14	13	952	944	84%	87%
Occasional Child Care Service	222	219	717	708	47%	65%
Extended Hours Service	108	107	1 518	1 504	56%	64%
Mutual Help Child Care Centre	13 (SWD) 18 (NGO)	5 (SWD) 21(NGO)	434	364	Not applicable	Not applicable



HIGHLIGHTS OF THE PERIOD

Adoption

The Adoption (Amendment) Bill was endorsed by the Legislative Council on 9 July 2004 and the Adoption (Amendment) Ordinance was gazetted on 23 July 2004. Preparation of subsidiary legislation and the administrative procedures on child adoption under the amended Adoption Ordinance was under-way. SWD was revising the administrative accreditation system for Intercountry Adoption with a view to extending the system to local adoption. SWD was also drafting a revised Manual of Procedures for Adoption Service, having regard to the legislative changes.

Re-engineering of Residential Child Care Services

With a view to re-distributing the provision of different types of residential child care services to meet the changing needs of disadvantaged children and optimising the use of resources, SWD, in collaboration with non-governmental organisations, put forward the following service rationalisation/re-engineering plans:

- The Chuk Yuen Children's Reception Centre (CYCRC) was closed on 15 July 2003 with its service hived off to a non-governmental organisation through a package of in-situ expansion and emergency foster care places. Ma Tau Wai Girls' Home took over CYCRC's function of 'Place of Detention' for illegal immigrant children upon its closure;
- Foster care service, which is a more flexible and family-like child care option for children, has been and will be further developed through re-engineering of the existing residential child care service and injection of new resources. On top of the 60 additional foster care places and 15 additional emergency foster care places introduced in 2003-04, another 50 foster care places were provided in 2004-05 through service re-engineering, which included reduction of 25 places in a residential nursery and conversion of two small group homes into foster care places. More such re-engineering plans will be introduced in the years to come; and
- A two-year pilot project on day foster care service operated by NGO was implemented in April 2003 to provide not less than 10 day foster care places in Tuen Mun for children of working parents or from families with social needs.



Rationalisation of Day Child Care Services

SWD has stepped up measures on rationalisation of child care services in response to the declining child population and the changing demand of parents on the service delivery model of day nurseries (DNs) and day creches (DCs), which included:

- closure of DN and DCs or reduction of their capacities in low demand areas;
- using new DN premises for re-provisioning the under-utilised child care centres;
- review of the Extended Hours Service and Occasional Child Care Service with an aim to adjusting the provision and serving hours in the under-utilised centres to achieve optimal use of resources; and
- development of more flexible types of alternative day child care services such as supervised child-minding service and day foster care service.

Harmonisation of Pre-primary Services

The Working Party on Harmonisation of Pre-primary Services, with representatives from the Health, Welfare and Food Bureau, the Education and Manpower Bureau (EMB) and SWD, reported the latest progress of harmonisation to the Legislative Council Panel on Education, Social Welfare Advisory Committee and Education Commission in February and March 2005. A special team staffed by EMB and SWD has been working on the implementation details, including amending the Child Care Services Ordinance, unifying financial assistance schemes to service providers and parents, setting up a Joint Office to provide one-stop service and organising briefings to the sectors with a view to achieving harmonisation of pre-primary services in the 2005-06 school year.

Services for Elders



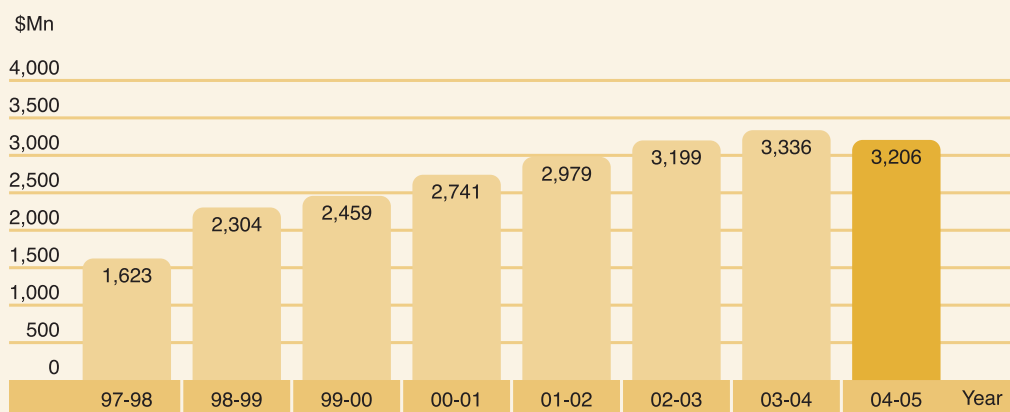
OBJECTIVE

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

GOVERNMENT COMMITMENT

'Care for Elders' is one of the Chief Executive's strategic policy objectives since the setting up of the HKSAR Government. This was reflected in the increase in recurrent expenditure on welfare services for elders from \$1,623 million in 1997-98 to \$3,206 million in 2004-05. While existing services have been increased in terms of both quantity and quality, new services were also pioneered to meet the holistic care needs of the elders.

Annual Recurrent Expenditure of Social Welfare Services for the Elders



Remarks

The above reflects only expenditure under SWD on direct services for elders ranging from home and community care to residential care. Welfare expenditure on the elders also includes old age allowance, disability allowance and CSSA provided under the social security system.

In the 2005 Policy Agenda, the Government committed to converting subvented residential places into long term care places for frail elders to meet the growing care needs for elders. The Government will continue its commitment to promoting active and healthy ageing, and the initiative to developing a Fee Assistance Scheme for residential care for frail elders to allow them more choices and flexibility in using residential care services.



HIGHLIGHTS OF THE PERIOD

Community Support Services for Elders

In light of the increase in the proportion of elders aged 65 and above, we have moved towards a more holistic and comprehensive promotion of active and healthy ageing through a series of public education and publicity programmes. Besides, to meet elders' preference to age at home and to support their families in taking care of them, SWD has implemented numerous initiatives to enable more frail and cognitively impaired elders 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

Upon the re-engineering of community support services in April 2003 that aims to eliminate service duplication and provide a more responsive service infrastructure to address the changing needs of elders, all Multi-service Centres for the Elderly (M/Es) and more than half of the Social Centres for the Elderly (S/Es) were upgraded to District Elderly Community Centres (DECCs) and Neighbourhood Elderly Centres (NECs) respectively. Besides, all Home Care and Meal Teams and 138 Home Help Teams were rationalised into Integrated Home Care Services Teams (IHCSTs) to enhance their capability to take care of frail and disabled elders in an integrated and holistic manner. Whilst the exercise has laid a very solid infrastructure for supporting elders living in the community, the integrated home care services (frail cases) were further extended to people with severe physical handicap to assist them to live in the community through a comprehensive package of care services, including personal and nursing care and rehabilitation exercises in August 2004.

Day Care Services

Based on the recommendations of an evaluation study conducted from November 1999 to March 2002 on the effectiveness of dementia care services, the function and caring capability of existing Day Care Centres for the Elderly (D/Es) were enhanced through in-situ expansion of 220 additional D/E places from April 2003 to meet the special care needs of frail and demented elders. With a view to providing integrated and holistic care to the elders, day care places will be attached to residential care homes for the elderly (RCHes) as far as possible, in particular purpose-built contract RCHes under the premises-led programme.

Enhanced Home and Community Care Services (EHCCS)

EHCCS has been provided in 18 District Council districts since April 2001 delivering a wide range of care and support services to enable elders who have been assessed under the Standardised Care Need Assessment Mechanism for Elderly Services to have moderate impairment level or above to continue to live at home and to maintain their maximum level of functioning. The existing service contracts will expire on 31 March 2005 and will be extended for six more months till 30 September 2005. Afterwards, new contracts will be awarded through competitive bidding.

'Opportunities for the Elderly Project'

Under the Project, subsidies were provided to welfare agencies, district organisations, schools, volunteer groups and residents' associations to organise a wide range of programmes and activities, such as promoting life-long learning, community participation and intergenerational solidarity and volunteerism, etc. to promote a sense of worthiness among elders and to instill a spirit of care for elders in the community. A total of 566 projects were launched in 2003-04 and 2004-05 by various community organisations benefiting over 253 000 head count of elders.



Residential Care Services for Elders

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

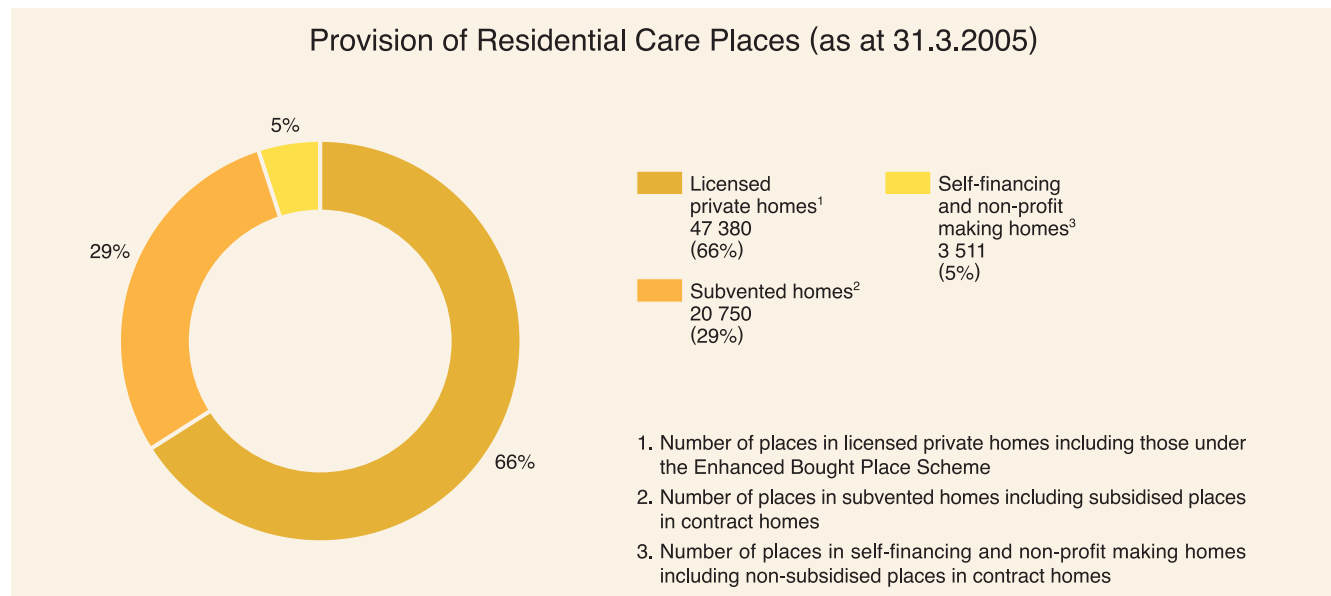
Service Improvement Measures of Residential Care Homes for the Elderly

The Residential Care Homes (Elderly Persons) Ordinance provides for the control and monitoring of residential care homes for the elderly (RCHEs) through a licensing scheme. SWD has taken a number of service improvement measures to further upgrade the service quality of RCHEs, in particular that of private homes. These initiatives include:

- the implementation of an enhanced computer system on RCHEs in September 2003 so as to monitor the work procedures and assessment findings for licence application/renewal and complaint investigations;
- the designation of Infection Control Officer by each RCHE in November 2003 to coordinate matters related to the prevention and handling of infectious diseases in RCHEs;
- the introduction of a one-off subsidy scheme from Lotteries Fund grant in November 2003 for RCHEs to carry out physical works to improve their infection control facilities;
- the organisation of joint visits with Visiting Health Teams of Department of Health since mid-2003 to assess the infection control capability and training needs of RCHEs;
- the inclusion of Elderly Care Services in the 'Skills Upgrading Scheme' launched by the Education and Manpower Bureau in the end of 2003 with 149 training classes under 14 modules commencing in April 2004 for RCHE staff;
- the review of the Code of Practice for Residential Care Homes (Elderly Persons) since 2004 to further upgrade the service quality of RCHEs through the setting up of a Working Group in early 2005 for wide consultation; and
- support for the implementation of a pilot programme on the development and establishment of an accreditation system for residential care services in Hong Kong.

Provision of Residential Care Places

As at the end of March 2005, there were a total of 71 641 residential care places for elders of varying care needs in Hong Kong. Government subsidised places were provided through subvented RCHEs, purchase of places from the private sector under the Enhanced Bought Place Scheme and contract homes. The number of subsidised places has increased from 25 854 at the end of March 2002 to 26 985 at the end of March 2005.



Continuum of Care

To achieve the policy of 'continuum of care' in RCHEs, self-care hostel and home for the aged places will gradually be converted into care and attention (C&A) places so that elder residents may age in their familiar environment even though their frailty has reached nursing home level. SWD has been working on possible ways to take forward the provision of infirmary care service in a non-hospital setting. Besides, to enable RCHEs to continue to take care of frail elders suffering from dementia or waiting for placement in infirmaries, Dementia Supplement were provided for subvented RCHEs whereas Infirmary Care Supplement were provided for subvented RCHEs and subsidised service of private RCHEs participating in the Enhanced Bought Place Scheme.



Conversion of Self-care Hostel and Home for the Aged Places into Long Term Care Services

It is Government's policy that residential care services should concentrate on looking after elders with care needs. Elders' housing needs should be met through the housing programme, and their social and psychological needs through community support services. In line with the policy of phasing out self-care hostel and home for the aged places gradually, SWD has since 1 January 2003 ceased to accept new applications for waitlisting for admission to self-care hostels and homes for the aged. The next step is to convert self-care hostel and home for the aged places into care and attention places providing continuum of care while the places in self-care hostels and homes for the aged are being phased out. During the period from May 2004 to September 2004, a task group comprising experienced service operators from relevant non-governmental organisations, an academic on elderly services and a representative from The Hong Kong Council of Social Service was convened to work out implementation details of the conversion. Briefings on the conversion exercise were also conducted to enable the sector to get well prepared for the change.

Implementation of Central Waiting List

The Central Waiting List for subsidised long term care services was brought into implementation on 28 November 2003. Underpinning the Central Waiting List is a centralised registration system whereby the Standardised Care Need Assessment Management Offices serve as focal points of contact for elders to register their needs and make applications for subsidised long term care services under the welfare system which are matched in accordance with elders' care needs as ascertained by the standardised care need assessment tool. Following the implementation of the Central Waiting List, elders no longer need to waitlist in different queues for different types of community and residential services. As at the end of March 2005, there were 21 595 elders on the central waiting list applying for subsidised long term care services.

Contract Management

Since 2001, competitive bidding has been adopted for selecting appropriate operators to operate residential care services for elders in government premises. The bidding of services is based on quality and volume and is open to NGOs and private sector organisations. Contracts for five RCHEs and two RCHEs cum Day Care Unit (DCU) have been awarded so far, achieving recurrent savings for subsidised residential care places in the region of 39%. Moreover, a total of 355 non-subsidised places have been provided in these seven homes charging reasonable fees ranging from \$4,200 a month for a 6-place room to \$13,500 a month for a single room.

The performance of services under contracts has been monitored closely by the Contract Management Section. This includes:

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

SERVICES AND STATISTICS

Community Support Services for Elders	No. of centres/ teams (places) [as at the end of March 2005]
District Elderly Community Centres	40 centres
Neighbourhood Elderly Centres	114 centres
Social Centres for the Elderly	60 centres
Day Care Centres for the Elderly	50 centres (1 955 places)
Home Help Service	1 team
Enhanced Home and Community Care Services	18 teams (2 189 places)

Residential Care Services for Elders	No. of homes (No. of subsidised places) [as at the end of March 2005]
Subvented Residential Care Homes for Elders	123 homes (20 146 places)
Subvented Nursing Homes	6 homes (1 574 places)
Contract Residential Care Homes for Elders	7 homes (604 places)
Private Homes Participating in Enhanced Bought Place Scheme	121 homes (6 235 places)

Services for Young People



OBJECTIVES

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



SERVICE PROVISION

- 132 Integrated Children and Youth Services Centres (ICYSC)
- 30 Children and Youth Centres (CYC)
- 484 School Social Worker Units (SSWU)
- 16 Outreaching Social Work Teams (OSWT)
- 830 full fee waiving places under After School Care Programme (ASCP)
- 5 teams of Community Support Service Scheme (CSSS)

HIGHLIGHTS OF THE PERIOD

Extension of Temporary Posts

To tackle the high-rising unemployment rate among young people with junior secondary education and little or no work experience, SWD succeeded in getting resources to extend the existing temporary posts in 2003-04 and 2004-05. These included 1 249 programme assistants (created in April 2001 to help social workers in the organisation of activities for the disabled, elderly, family and youth) and 150 peer counselors (created in January 2002 to help social workers in providing assistance to Form 3 school-leavers).

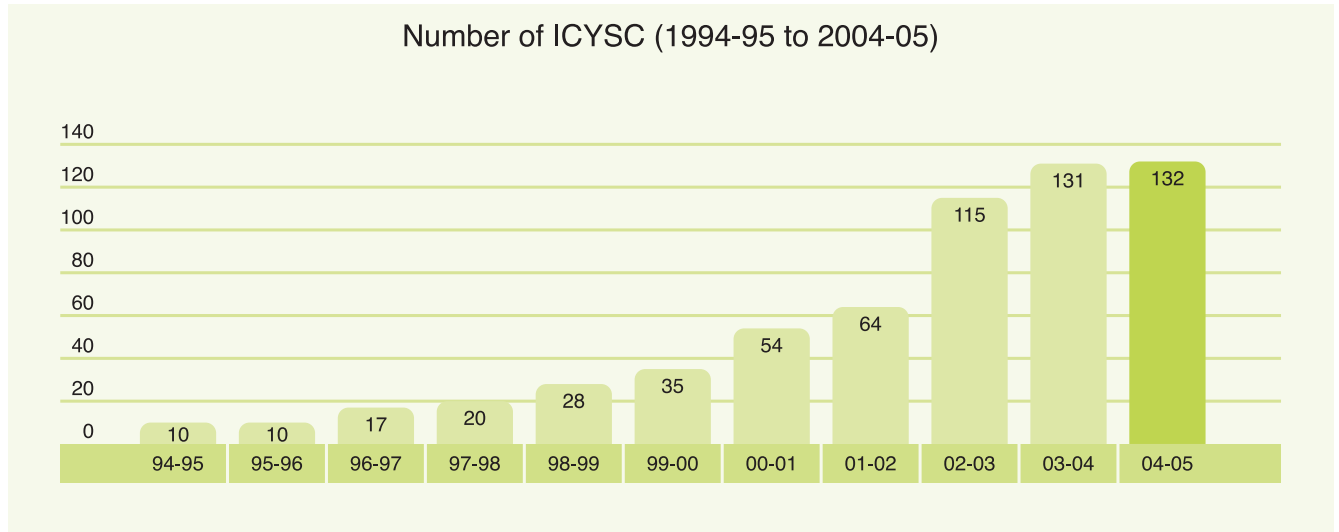
Moreover, in response to the need to adopt enhanced employment measures to further relieve impact of the Severe Acute Respiratory Syndrome (SARS), SWD implemented a Community Care Project in August 2003 which created 2 000 temporary jobs of youth ambassadors to promote environmental and personal hygiene among the elderly and other community members. The posts for these 2 000 youth ambassadors were also extended in 2004-05.

Through collaboration with NGOs and community organisations, SWD's creation and extension of above temporary posts not only created jobs for the unemployed youth and improved their employability in the open labour market but also helped foster social cohesion and community building.

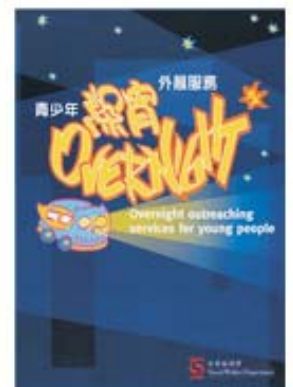


Integrated Children & Youth Services Centre

Integrated Children & Youth Services Centres (ICYSCs) aim at providing one-stop centre-based, school social work and outreaching services for young people by a team of social workers under the management of one supervisor in a holistic manner. To cater for the needs of contemporary youth, SWD has been helping NGOs to form new ICYSCs either through injection of new resources and/or pooling of existing resources. As a result, the total number of ICYSCs has been increasing in the past years and as at the end of March 2005, there were 132 ICYSCs throughout the territory.



With service integration achieved through formation of ICYSCs, it was considered equally important and timely to upgrade and modernise the hardware of the centres to attract and meet the changing needs of contemporary youth. The Hong Kong Jockey Club Charities Trust and the Lotteries Fund have earmarked total funds amounting to \$400 million for modernising up to 80 ICYSCs by three batches over a period of five years starting from 2002-03. Fund has been approved for a total of 64 ICYSCs in the first and second batch in 2003 and 2004. Application for the remaining 12 quotas is to be invited in the third batch in 2005.



Services for Youth at Risk

Committee on Services for Youth at Risk

The Committee on Services for Youth at Risk, set up in 1993, is a multi-disciplinary forum chaired by the Director of Social Welfare to examine current youth issues and recommend measures to address the changing and multi-farious needs of young people. To keep the Committee's work up-to-date, the Committee's membership and terms of reference were revamped in March 2005. Youth representatives would also be considered to be introduced into the Committee in 2005-06 to further enhance the representation of the Committee with youth voice.

Family Conference

To enhance support for young offenders, SWD, together with the Hong Kong Police Force, has introduced the pilot scheme of Family Conference (FC) for children / juveniles aged between 10 and below 18 and cautioned under the Police Superintendent's Discretion Scheme (PSDS) since October 2003. The objectives of FC are to bring together the cautioned juveniles and their family members as well as relevant professionals at an early stage to assess the needs of the juveniles and to draw up follow-up plans to address their needs.

Overnight Outreaching Services for Young Night Drifters

SWD conducted a review on the overnight outreaching services for young night drifters (YNDs) in October 2003. The result of which was reported to the Committee on Services for Youth at Risk in April 2004. The multi-faceted roles and wide-ranging services provided by the overnight outreaching teams in addressing the various needs of YNDs were well received by the parents and stakeholders concerned. The 18 ICYSCs providing overnight outreaching services for the YNDs, in consultation with SWD, had jointly launched the 'Overnight Outreaching Talent Show 2004' at Kowloon Park in October 2004 with a view to promoting a positive image of the YNDs to the general public. To further strengthen the manpower of the service to address the changing needs of YNDs, additional resources would be allocated to the 18 ICYSCs with extended services for YNDs starting from August 2005.

Services for People with Disabilities



OBJECTIVES

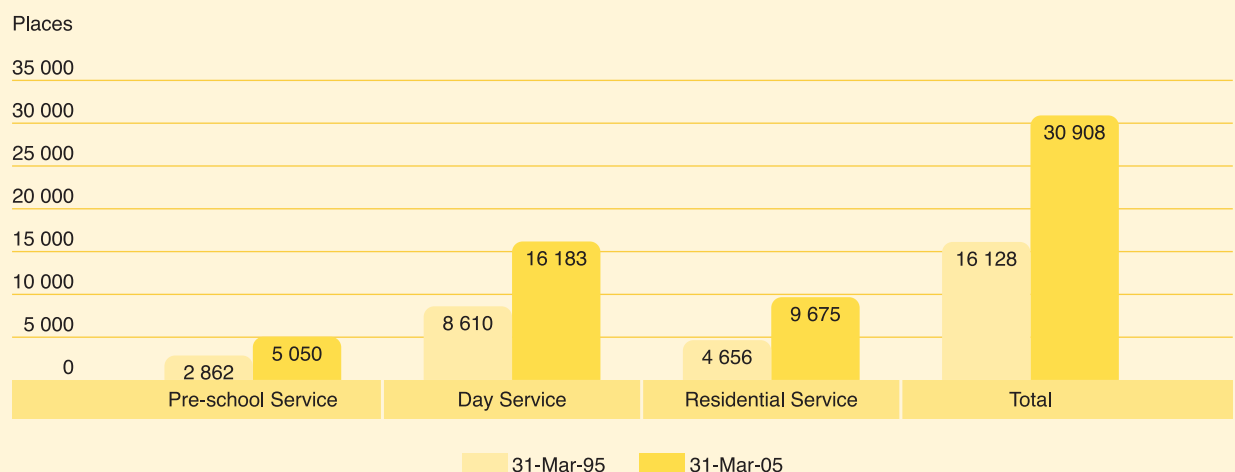
Rehabilitation services for people with disabilities aim to assist them to be full members of the community by developing their physical, mental and social capabilities to the fullest possible extent and by promoting their integration into the community.

SERVICES

To achieve the above aims, SWD, directly or through subvention to NGOs, provides a full range of social rehabilitation services for people with disabilities. At the end of March 2005, there were 5 050 pre-school places, 16 183 day places and 9 669 residential places.

	Places
Pre-school Services	
Early Education and Training Centre	1 924
Special Child Care Centre	1 344
Integrated Programme in Child Care Centre	1 782
<i>Sub-total</i>	<i>5 050</i>
Day Services	
Training and Activity Centre	230
Day Activity Centre	3 991
Sheltered Workshop	5 103
Supported Employment	1 655
Integrated Vocational Rehabilitation Services Centre	2 889
Integrated Vocational Training Centre	453
On the Job Training Programme for People with Disabilities	360
Home-based Training and Support	1 502
<i>Sub-total</i>	<i>16 183</i>
Residential Services	
Residential Special Child Care Centre	102
Long Stay Care Home	1 005
Halfway House	1 429
Hostel for Moderately Mentally Handicapped Persons	1 898
Hostel for Severely Mentally Handicapped Persons	2 695
Care and Attention Home for Severely Disabled Persons	665
Hostel for Severely Physically Handicapped Persons	461
Home for the Aged Blind	174
Care and Attention Home for the Aged Blind	725
Supported Hostel	279
Small Group Home for Mildly Handicapped Children	72
Hostel for Integrated Vocational Training Centre	170
<i>Sub-total</i>	<i>9 675</i>
Grand Total	30 908

Achievement of Rehabilitation Services (from 31 March 1995 to 31 March 2005)





HIGHLIGHTS OF THE PERIOD

New Provision of Facilities

To meet the demand for services, 2 059 new places were added in 2003-04 and 2004-05 including 285 places for pre-school services, 1 273 places for day services and 501 places for residential services.

Rehabilitation Complexes

The Caritas Jockey Club Lai King Rehabilitation Centre, situated in Lai King Headland, commenced its service in June 2004 to provide rehabilitation services in an integrated manner. The Centre took over the 400 Long Stay Care Home places of the temporary Hospital Authority Care Home at Lai Chi Kok Hospital and provided 105 additional residential places for ex-mentally ill persons and 120 Integrated Vocational Rehabilitation Services Centre (IVRSC) places for people with disabilities. Another new rehabilitation complex at Tuen Mun namely the Providence Garden for Rehabilitation to be operated by Hong Kong Sheng Kung Hui Welfare Council will come into operation in around September 2005. This new complex provides a range of day and residential services for mentally handicapped and ex-mentally ill persons with a total capacity of 952 which helps to meet the various needs of people with disability.



Promoting Service Integration

Formation of Integrated Vocational Rehabilitation Services Centres

To better meet the vocational needs of people with disabilities and achieve cost-effectiveness in service delivery, SWD invited NGOs in 2003 to re-engineer their existing vocational rehabilitation services to form Integrated Vocational Rehabilitation Services Centres (IVRSCs). Seventeen IVRSCs with a total of 2 889 places have been set up since April 2004.

Re-engineering of Two NGO Skills Centres

The control of subventions for two NGO skills centres, i.e. Caritas Lok Mo Skills Centre and Hong Chi Pinehill Advanced Training Centre, were transferred from the Secretary for Health, Welfare and Food to SWD from April 2003. Subsequent to the transfer, the two centres were renamed as Integrated Vocational Training Centres (IVTCs) and re-engineered to provide people with disabilities with comprehensive vocational rehabilitation training programmes to equip them for their advancement to open employment, develop their potentials and enable them to integrate into the community. A series of tailor-made training programmes including vocational training, sheltered work, supported employment, job attachment and retraining, etc. are delivered in the two IVTCs.

Standardised Assessment Mechanism for Residential Services for People with Disabilities

The Standardised Assessment Mechanism for Residential Services for People with Disabilities has been implemented since January 2005 to ascertain the residential service needs of the people with disabilities and match them with appropriate services. Under this Mechanism, the residential service needs of the mentally/physically handicapped persons were assessed by using the Standardised Assessment Tool for Residential Services for People with Disabilities developed by a Task Group comprising multi-disciplinary professionals and parent representatives. With this Mechanism in place, finite resources could be targeted for those mentally/physically handicapped persons with genuine need of residential services. SWD have organised several briefing and consultation sessions for the parents' associations and social workers from NGO service units and special schools. As at end January 2005, 1 160 social workers from SWD and NGO service units and special schools have been trained to conduct the assessment.

Residential Respite Service for Disabled Adults

In August 2004, the provision of respite service was expanded to 174 places in 83 subvented Residential Care Homes for the Disabled. It aims to provide family members or carers of people with disabilities a short break so that they may attend to their personal business such as undergoing a medical operation or taking a vacation tour. It also serves to make life less stressful and more stimulating for them.

Self-financing Hostels

With the support from Lotteries Fund, ex-staff and ex-doctors' quarters at Castle Peak Hospital in Tuen Mun were refurbished and reallocated to NGOs to provide hostel facilities for people with disability on a self-financing basis. In addition, two self-financing hostels operating by NGOs have been set up in Ko Shing Street, Sheung Wan and Wo Che Estate, Shatin. These self-financing hostels helped provide alternative residential services to meet temporary and permanent housing needs of people with disability and release subvented hostel places for the more needy persons with disability through the provision of extra residential places. All these hostels have provided a total of about 200 residential places.

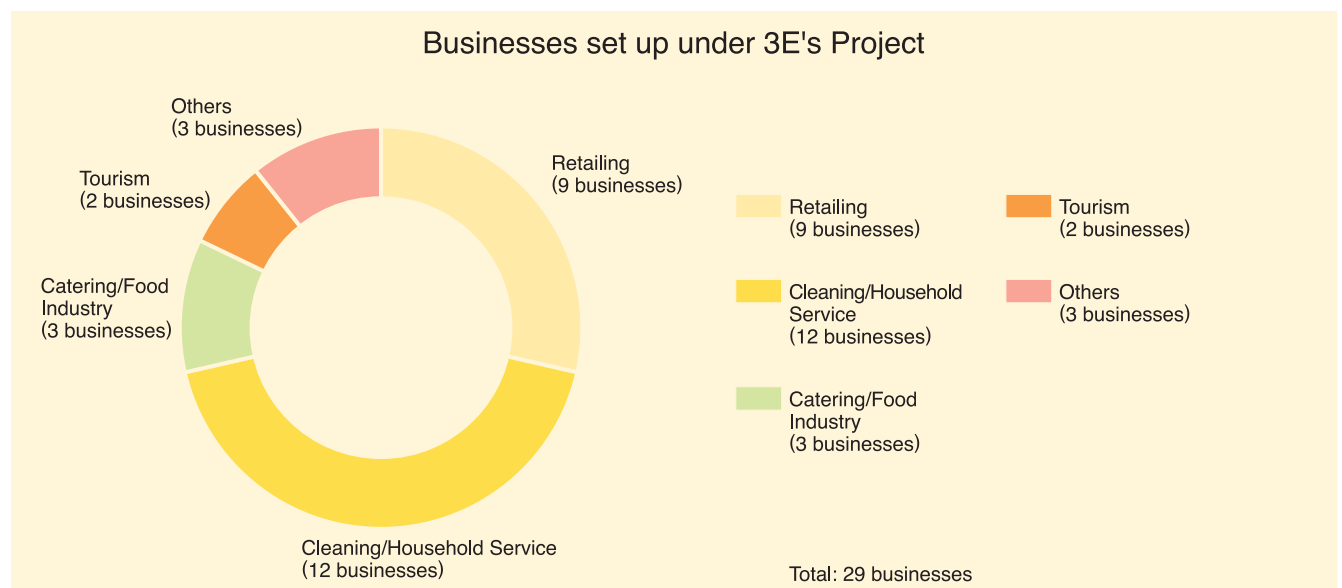


Promoting Self-reliance

Vocational rehabilitation service

Provisions to promote self-reliance for people with disabilities through vocational rehabilitation services include:

- 10 460 places in Sheltered Workshop, Supported Employment, Integrated Vocational Rehabilitation Services Centre, Integrated Vocational Training Centre and On the Job Training Programme for People with Disabilities (OJT Programme) as at March 2005.
- Under the proactive and intensive training approach of the OJT Programme, 902 disabled participants have secured open employment with average earnings of \$3 900 a month from 2003 to 2005.
- The 'Enhancing Employment of People with Disabilities through Small Enterprise' Project (3 E's Project) aims to enhance the employment of people with disabilities through direct creation of jobs. The Project provides seed money to NGOs to create small businesses with the condition of employing no less than 60% of the total number of persons on the pay-roll who are people with disabilities. As at March 2005, 29 businesses such as cleaning, catering, car beauty, mobile massage, retail shops, vegetable supply and processing, household service, traveling agency, etc. were set up through the support of the Project, creating 380 employment opportunities including 280 for people with disabilities.





Marketing Consultancy Office (Rehabilitation)[MCO(R)]

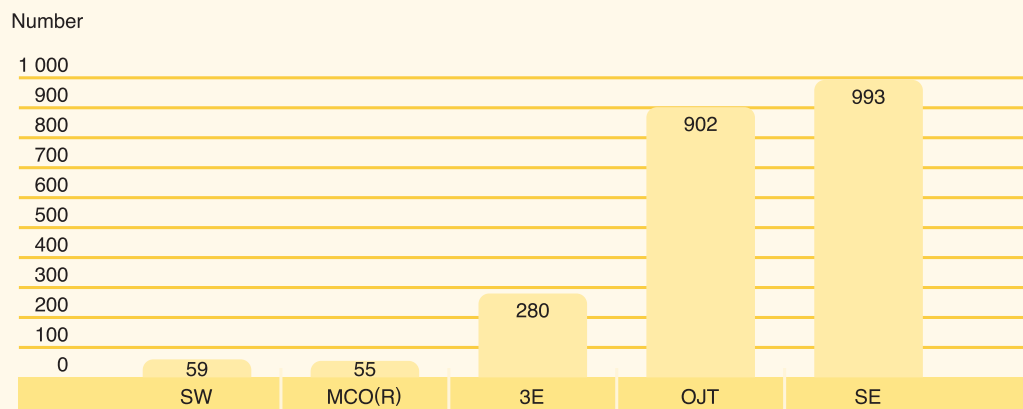
MCO(R), staffed by personnel with business and marketing background, promotes the marketing and business direction of products and services provided by the sheltered workshops, supported employment units and other vocational rehabilitation service units through proactive strategies. To achieve the purpose, the office promotes and develops tripartite relationship with private and public organisations. It also oversees the formation and development of the social enterprise projects funded under the 3 E's Project. In 2003-05, over 838 job orders and 31 tender contacts amounting to \$22 million for the sheltered employment services have been secured. Fifty-five full time and part-time jobs have been created for people with disabilities. MCO(R) has been successful in negotiation and attainment of free advertising, poster, newspaper and magazine spaces up to \$3.2 million during April 2003 to February 2005. In this connection, the corporate image of SWD and NGOs have been upgraded while the public's awareness of the abilities of disabled people also increased after the effort in nine TV interviews, 75 newspaper interviews and 63 marketing programmes.

MCO(R) operates two 'Support the Employment of People with Disabilities' (SEPD) handicraft shops promoting the arts and crafts made by people with disabilities and provides retail management training to disabled trainees. In 2003-05, the total sales of the two SEPDs and promotional sales events amounted to \$2.8 million.

Open Employment of People with Disabilities

A total of 2 289 people with disabilities (PWDs) secured open employment through Sheltered Workshops (SW), Supported Employment service (SE), OJT Programme, 3 E's Project and MCO(R) in 2003-05.

Number of PWDs with open employment





Continuing Community Support

Support to the Severely Disabled

To further strengthen the support to people with severe disability in the community, SWD have implemented a series of new initiatives in 2003-05. Major new initiatives include:

- Care and Attention Allowance (up to a maximum of \$4,296 per month or more in exceptional cases) for eligible tetraplegic patients from September 2004 to hire a full-time or part-time carer to relieve and assist the family in providing personal care to tetraplegic patient;
- Enhanced Care and Attention Allowance for eligible tetraplegic patients from 1 November 2004 to provide a monthly special addition of \$1,115 on top of the recognised expenditure required for hiring a carer;
- Integrated Home Care Service (IHCS) extended to the severely disabled persons in August 2004 to provide holistic care and support services according to their individual needs, ranging from meals, home-making, escort to personal care and nursing care; and
- Yan Chai Tetraplegic Fund (over \$8 millions) set up in September 2004 by Yan Chai Hospital Board of Directors to provide financial assistance to low income tetraplegic patients to support their living in the community, improving their quality of living.

Support to the People with Disabilities Living in the Community

The seven new and innovative community-based projects, launched in 2001, continued to fill the service gaps and meeting ad hoc and immediate needs, e.g. holiday care service, extended care service, day care service for severely disabled persons, home respite, junior gateway, etc. In 2003-05, they served a total of 622 396 hours for 9 256 beneficiaries.

The Community Mental Health Link provides additional care and support to ex-mentally ill persons and their families in the community, including outreaching visits, networking to local resources, tangible services, etc. Its achievements of services in 2003-05 were:

- 10 652 persons served
- 2 173 membership card issued
- 13 907 outreaching visits conducted
- 12 050 counselling hours offered

Funding support was provided to a total of 50 self-help groups in 2003-05 to enhance the promotion of self-help spirit among the people with disabilities.



Strengthening IT Awareness and Training

IT Awareness and Training Programmes

On the \$30 million Lotteries Fund grant secured in mid-2001 for promoting access to and training in computer for people with disabilities, the progress for 2003-05 included:

- a total of 15 945 training places to people with disabilities;
- a total of 758 training places in the train-the-trainer programmes;
- enhancement to the portal website 'CyberAble.net' in August 2004 to render it more user-friendly, facilitating the promotion of NGOs' activities to people with disabilities;
- launching of 230 training places for people with autistic spectrum disorders and 150 train-the-trainer places for concerned carers from November 2004; and
- launching of 270 training places for people with severe disabilities and 30 train-the-trainer places for concerned carers from February 2005.

Central Fund for Personal Computer

The Central Fund for Personal Computers was set up in 1997 to assist eligible people with disabilities to acquire computer facilities for the purpose of income-generating work. By the end of March 2005, the Fund has granted a total of \$2.9 million to 206 applicants.

Pursuing for Excellence

Hong Kong Paralympians Fund

The Hong Kong Paralympians Fund aims to foster the development of sports for the disabled and to support their pursuit of sporting excellence in international events. On the Management Committee's advice, a total of \$1.279 million was granted to the Sports Aid for the Disabled Fund in 2003-04 and 2004-05 to meet its deficit. To support the development of target sports, \$1.769 million was also approved in 2003-04 and 2004-05. These sports included boccia, swimming, table-tennis, track & field and judo. Furthermore, a total of 100 athletes with disabilities received subsistence grants amounted to \$2.06 million in 2003-04 and 2004-05. The funding has supported the sports associations and individual athletes in their training for international competitions, in particular the INAS-FID Global Games and Paralympic Games held in 2004. A total of 45 medals including 18 Gold, 19 Silver and eight Bronze were won by Hong Kong's athletes with disabilities.

Rhythm of Life - Musical Performance of People with Disabilities

A concert 'Rhythm of Life - Musical Performance of People with Disabilities' at Tsuen Wan Town Hall was organised in March 2005 to present the music talent of people with disabilities, to share their joys in music and to let the public have a chance to get in touch with the delightfulness of music performed by people with disabilities. There were 19 individual/groups musical performance, including violin concerto, piano solo, African drums, guitar solo, harmonicon group, Chinese instrumental, choir, etc. An audience of around 1 000 people enjoyed the Concert and the feedback was very positive and encouraging.

Other Services





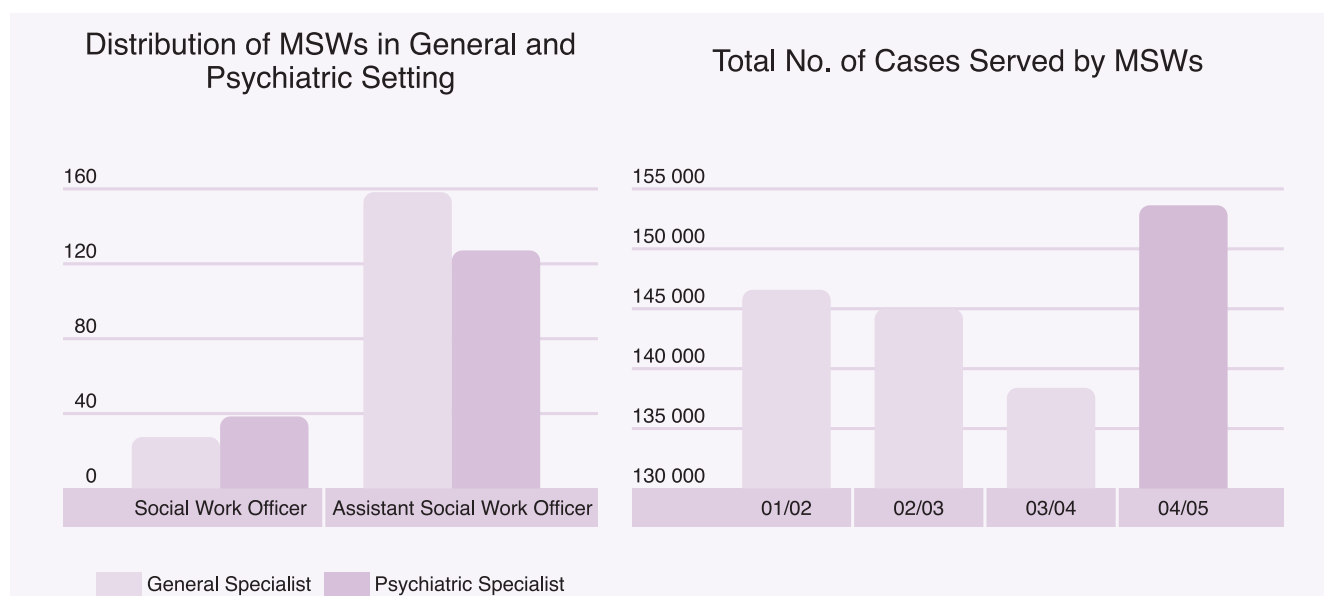
MEDICAL SOCIAL SERVICES

OBJECTIVE

Medical Social Workers (MSWs) are stationed in hospitals and clinics to provide timely psycho-social intervention to patients and their families and help them cope with or solve problems arising from illness, trauma or disability. As a member of the clinical team, MSWs play an important role in linking up the medical and social services to facilitate patients' recovery and rehabilitation in the community.

SERVICE PROVISION

As at end March 2005, SWD has an establishment of 349 MSWs and served around 150 000 cases in a year.



HIGHLIGHTS OF THE PERIOD

Extended Hours Service

To enhance the accessibility and convenience of patients and their families to approach MSWs for timely assistance, with effect from 1 April 2003, the service hours of the medical social services units at six major acute hospitals has been extended to 8:00pm (Monday to Friday) and 3:00pm (Saturday). These six major acute hospitals were:

- Queen Mary Hospital
- Queen Elizabeth Hospital
- Prince of Wales Hospital

- Pamela Youde Nethersole Eastern Hospital
- Princess Margaret Hospital
- Tuen Mun Hospital

The extended hours service also facilitated early identification of the patients in need of welfare services.

Support and Assistance for Tetraplegic Patients living in the Community

To recognise the wish of the tetraplegic patients and their carers to live and integrate into the community as far as possible, SWD has undertaken to improve the community care, support services and financial assistance to them. MSWs rendered counseling and support services to tetraplegic patients and their families, connecting them to the new service provision, assisting them to achieve their rehabilitation plan through the enhanced financial and community support services. To address the housing need, special consideration has been given to their Compassionate Rehousing applications on their needs for extra space for accommodating the carers and rehabilitation equipments.

Enhanced Medical Fee Waiver Mechanism

To ensure that no one will be denied adequate medical care due to lack of means, an enhanced waiving mechanism was implemented in April 2003 to provide effective protection from undue financial burden to the three vulnerable groups in the community, i.e., the low income group, chronically ill patients and elderly patients. MSWs would assess the application for waiving with due consideration given to the financial, social and medical condition of the applicants on a household basis.

The major improvement of the enhanced fee medical waiver mechanism are:

- provision of a set of objective and transparent criteria to assess the eligibility;
- provision of a period waiver up to 12 months for needy elders and chronically ill patients; and
- provision for using the waiver to other medical institutions that provides the same service.

An IT programme, namely the e-Waiving System was rolled out by Hospital Authority at Medical Social Services Units in March 2004 to speed up the process of waiving assessment.

Developing Professionalism and Expertise

Development of Professionalism

To enable the newly posted MSWs to acquire the specialised knowledge and skills to carry out their role and core functions, in collaboration with Staff Development and Training Section, Work-Based Orientation Checklists for both general and psychiatric specialists have been developed since late 2003.

Service Protocol

To promote standardisation in practice and develop good practice guidelines, service protocols for specific diseases groups or patients in vulnerable situation have been developed. They include:

- handling of suicide cases
- stroke care
- chronic renal failure
- hospice care

- unwed/drug-addict mother and her baby
- conditional discharge cases
- services for SARS patients and their families

Way Forward

The mode of Medical Social Services will be kept under continuous review and evolution to enable MSWs to deliver their services that could meet the changing needs of the society and match up the shift in the mode of medical care which is towards community care and ambulatory care. MSWs are committed to provide quality service in prompt, responsive, compassionate and proactive manner.



SERVICES FOR OFFENDERS

OBJECTIVE

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

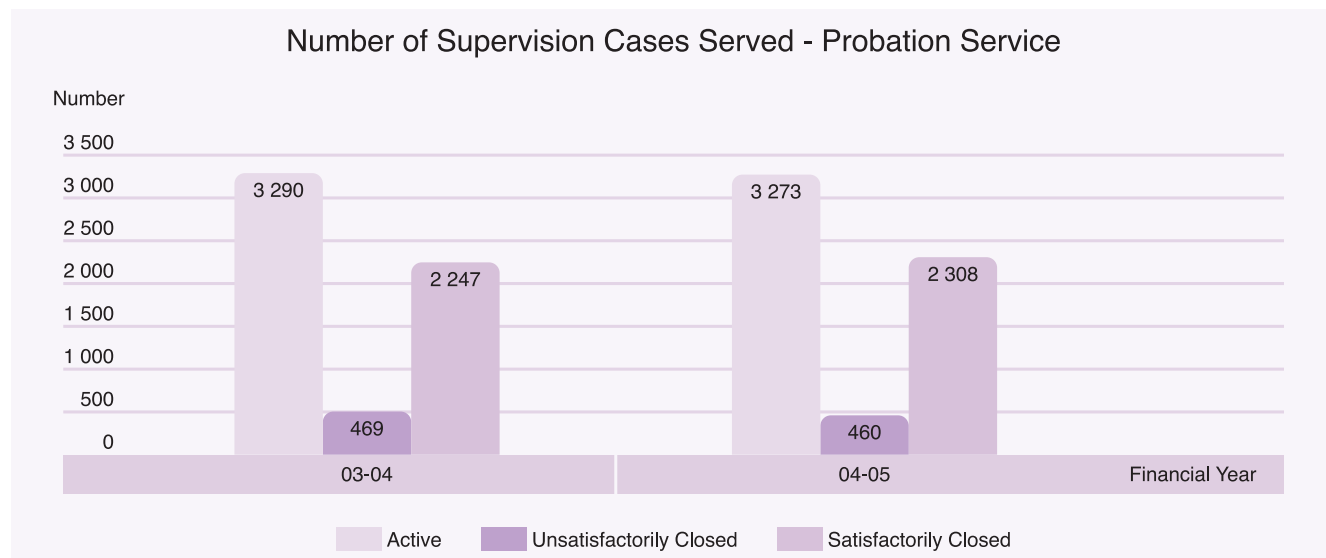
SERVICE PROVISION

- 13 Probation Offices
- 1 Community Service Orders Office
- 1 team of Community Support Service Scheme
- 4 Social Service Centres for Ex-offenders
- 6 Hostels for Ex-offenders
- 3 Remand Homes / Places of Refuge
- 3 Correctional Homes

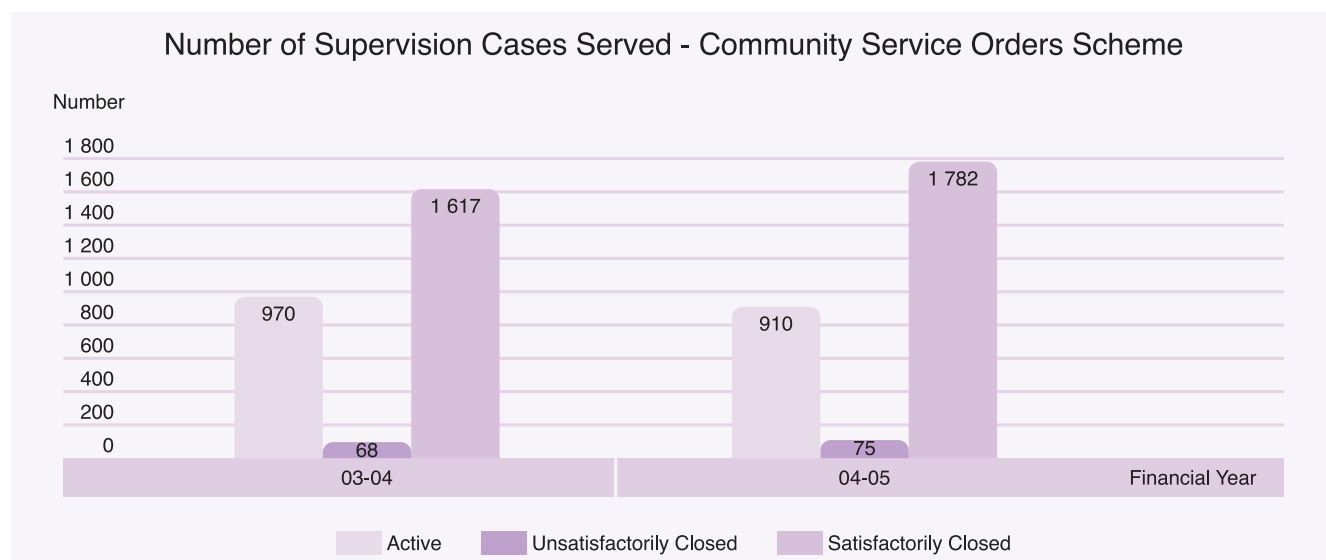
COMMUNITY-BASED REHABILITATION SERVICES

Community-based rehabilitation services include probation service, Community Service Orders (CSO) Scheme and Community Support Service Scheme (CSSS). The number of supervision cases served in probation service and CSO Scheme as well as the number of membership of CSSS for the financial year 2003-04 and 2004-05 were as follows:

Probation Service



Community Service Orders Scheme



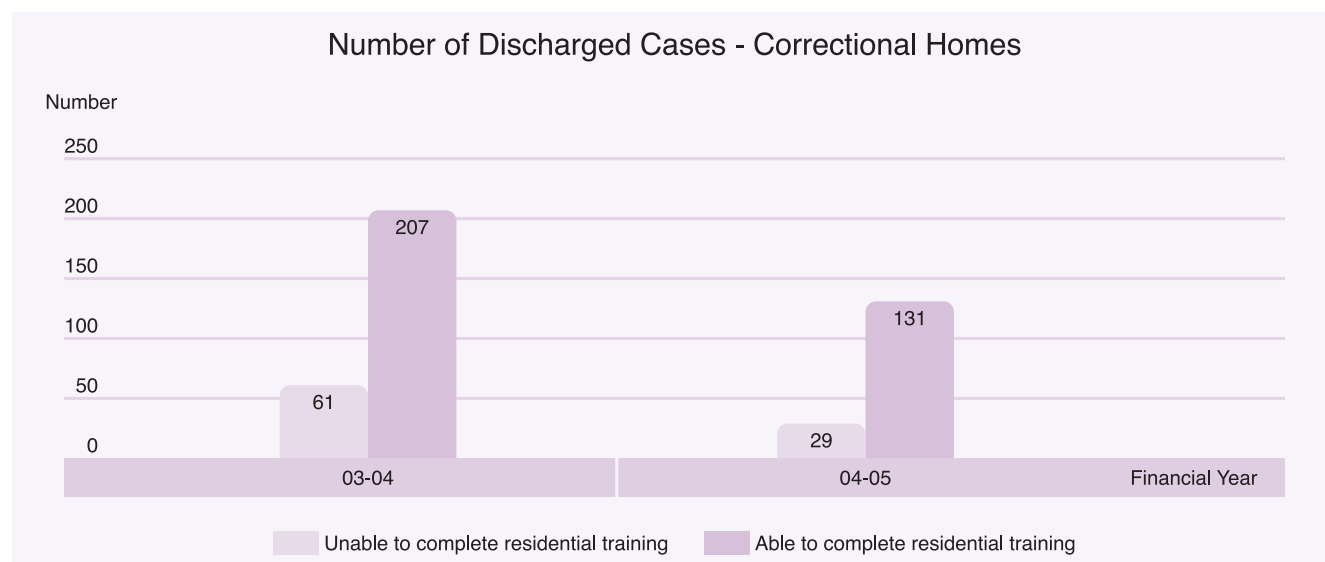
Community Support Service Scheme



REMAND FACILITIES AND RESIDENTIAL TRAINING

In 2003-04, SWD operated three remand homes/places of refuge and four correctional homes including two approved institutions, one probation hostel and one reformatory school with a total capacity of 440 residential places for children and juveniles in need of temporary custody or young offenders requiring residential training. In 2004-05, the probation hostel was closed and the total capacity was reduced to 380. The number of admissions into the remand homes/places of refuge were 2 905 and 2 679 for 2003-04 and 2004-05 respectively. The number of discharged cases for the probation homes, probation hostel and reformatory school for 2003-04 and 2004-05 were as follows:

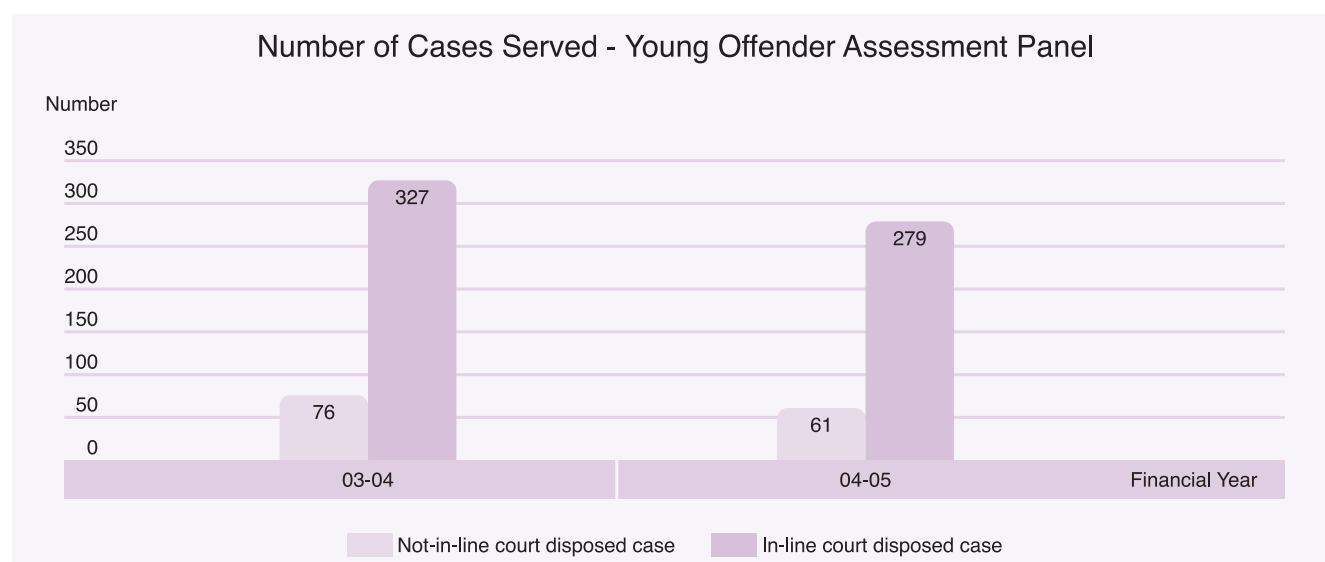
Correctional Homes for Young Offenders



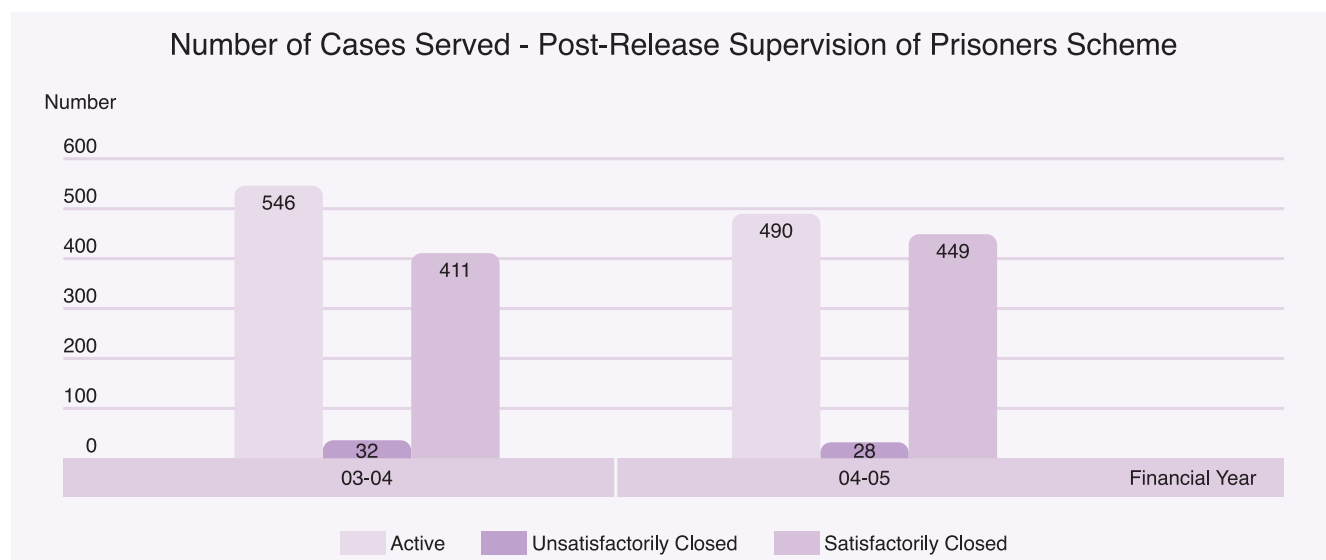
JOINT VENTURE WITH THE CORRECTIONAL SERVICES DEPARTMENT (CRS)

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

Young Offender Assessment Panel



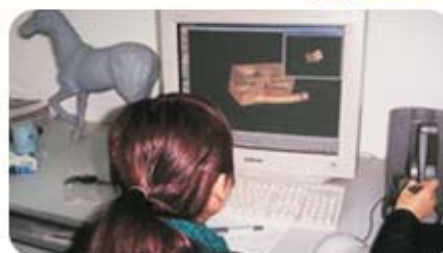
Post-Release Supervision of Prisoners Scheme



HIGHLIGHTS OF THE PERIOD

To cater for changes in operational needs and service demand arising from the merger of North Kowloon Magistrates' Courts with Kowloon City Magistrates' Courts on 3 January 2005, the four probation offices in Kowloon were reorganised into three.

In 2004-05, SWD hived off the probation hostel service to an identified NGO providing employment training package to better meet the changing needs of young male probationers who require residential training cum employment support service. On the other hand, in 2003, SWD secured government funding for the construction of a purpose-built residential training complex for juveniles in the site of an ex-boys' home in Tuen Mun to co-locate the existing six correctional homes. The construction work started in 2004 and it is targeted for completion in 2006. With a well-designed complex with modern facilities, the co-location project aims to enhance service quality and utilisation of resources.



SERVICES FOR DRUG ABUSERS

OBJECTIVE

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

SERVICE PROVISION

- 15 Drug Treatment and Rehabilitation Centres
- 2 Social Clubs for Drug Abusers and Ex-drug Abusers
- 5 Counselling Centres for Psychotropic Substance Abusers

HIGHLIGHTS OF THE PERIOD

The Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance is aimed at ensuring that drug dependent persons will receive services in a properly managed and physically secure environment. Under this Ordinance, all treatment centres are regulated by licences or certificates of exemption (the latter is only applicable to treatment centres existing before the commencement of the Ordinance, i.e. before 1 April 2002). By the end of March 2005, SWD has issued or renewed six licences and 36 certificates of exemption to 42 government-subsidised or self-financing and non-profit-making treatment centres.

COMMUNITY DEVELOPMENT

OBJECTIVE

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

SERVICE PROVISION

- 20 Family Support and Resource Centres (all are pooled to form IFSC in 2004-05)
- 22 Family Support Networking Teams (15 of which pooled to form IFSC in 2004-05)
- 13 Community Centres
- 21 Neighbourhood Level Community Development Projects
- 1 Care and Support Networking Team

HIGHLIGHTS OF THE PERIOD

Family Support and Resource Centres (FSRCs) aim to provide programmes for meeting individual/family welfare needs, developing personal growth, interpersonal relationships, mutual support network, sense of community responsibility and leadership potential. Family Support Networking Teams (FSNTs) are to provide outreaching and networking services to vulnerable families for early identification of problems and timely intervention.

In response to the development of family services towards the model of Integrated Family Service Centre (IFSC), resources of the 20 FSRCs and 15 FSNTs have been pooled to form IFSCs by phase within the year of 2004-05.

Care and Support Networking Team is a three-year project started since July 2003 with an objective to assist mainly the ex-offenders, ex-mentally ill persons and street sleepers in West Kowloon to reintegrate into the community through provision of outreaching, casework, group work and supportive services.



VOLUNTEERISM

Promotion of Volunteer Service

SWD has been actively promoting volunteer service to Hong Kong people from all walks of life since 1998 to foster a spirit of participation and dedication so as to contribute in building up a caring and harmonious community. On top of launching a new series of Announcement of Public Interests on volunteer service, a series of strategic promotional programmes, including 'Origami Action - Colouring the Life', 'Caring for Our Community - Starting from Serving the Elders' and 'Annual Volunteer Award Presentation' were organised throughout 2003 and 2004. In addition, significant achievements were witnessed in the following areas:

Corporate Volunteering

To mobilise and assist corporations to join volunteering, we have offered a wide range of support service, including three 'Seminars on Corporate Volunteering', consultancy service and a mentor scheme. Corporate volunteering has become an important way for corporations to demonstrate their corporate social responsibility, and contributed to the development of social capital and the tri-partite partnership among the private sector, the third sector and the Government.

Student and Youth Volunteering

The 'Hong Kong Outstanding Youth Volunteers Scheme' was held to recognise the contribution of youth volunteers. To widen their exposure on volunteer service, 46 outstanding youth volunteers selected in 2003 and 2004 were offered chance to visit mainland cities for volunteer service exchange. In 2004, they formed their own self-programming group, namely the Hong Kong Outstanding Youth Volunteers' Association to assist in promoting youth volunteering.

'Campaign Evergreen 2003'

To capitalise on the community spirit displayed during SARS crisis, a programme series on 'Campaign Evergreen 2003' was launched to sustain the valuable volunteering spirit to spread care and concern to those facing adversity and add impetus to the rebuilding of Hong Kong, including scarf knitting, essay writing, photograph taking and innovative corporate volunteer project competition. More than 1 000 service units formed service alliance to adopt the spirit of 'Campaign Evergreen' in service planning and implementation.

Achievement

By 31 March 2005, 474 088 individuals and 1 270 organisations have registered to join volunteer service and delivered over 10 million hours of volunteer service a year.

Support Services



HUMAN RESOURCES MANAGEMENT

With a workforce of 4 946 staff of which 3 842 in 31 grades are departmental staff (around 1 847 in social work stream and 1 228 in social security stream), SWD is committed to adopting a proactive and integrated approach to manage human resources effectively and building a professional, dedicated and satisfying workforce.

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

Grade Management Section (GMS)

The GMS aims to develop a more focused, systematic and integrated approach for the management of Departmental and Common Grades as well as Model Scale I staff in terms of career development and training, performance management, posting and transfer, recruitment and promotion, and manpower planning. A review of the departmental posting policy and mechanism, which has been in place since May 2002, was conducted between January and July 2004, with a view to enhancing their effectiveness and practicability to better meet the operational needs of SWD. Having consulted all staff associations concerned and taking account of views from grade members collected through goodwill visits, career interviews and a questionnaire survey, revisions to the departmental posting policy and mechanism as well as posting guides for individual grades and ranks were promulgated in August 2004 to provide direction on posting and transfer arrangements for Departmental Grades. To enhance the communication with and show concern to the grade members in their work settings as well as to listen to their views and concerns, the GMS conducted a total of 166 and 161 goodwill visits to service units in the districts and headquarters in 2003-04 and 2004-05 respectively.

With the objective of retaining professional knowledge and skills in specific services to meet new demands and challenges ahead, the GMS, in collaboration with the Family and Child Welfare Branch and with the full support of colleagues, set up in May 2003 the specialised pool for the family and child protective (FCP) services, comprising a total of nine members - one Senior Social Work Officer and eight Social Work Officers who have had at least three years' experience in the respective services and/or have received specialised training in these areas. In 2004-05, members of the pool have participated in conducting training courses on FCP services, assisted in reviewing the induction kit and the assessment kit for the child custody services, and shared their knowledge and experiences on handling FCP cases through the discussion forum on the e-Learning Centre (eLC).



Staff Development and Training Section (SDTS)

The SDTS, comprising the HRM Development Unit, the Training Unit and the Training Administration Unit, is responsible for the formulation and implementation of the annual training and development plan and other HRM initiatives to enhance business efficiency and career development of staff members. The SDTS organised and coordinated 455 programmes for 12 606 participants from SWD, other government departments and NGOs in 2003-04 and 720 programmes for 16 192 participants in 2004-05. The analyses are shown at Tables 1 to 4.

In 2003-04, the SDTS organised three seminars on 'Handling Workplace Violence for SWD Staff' with a view to equipping the participants with the knowledge and skills in preventing and handling customers' violence in workplace. Speakers from the Clinical Psychological Service Branch and the Crime Prevention Bureau of the Hong Kong Police Force have been invited to advise the participants, a total of 700 from various ranks and grades, on the ways and means to prevent workplace violence and take care of the psychological condition of staff affected by violent behaviour.

Table 1: Analysis of Training Programmes 2003-04

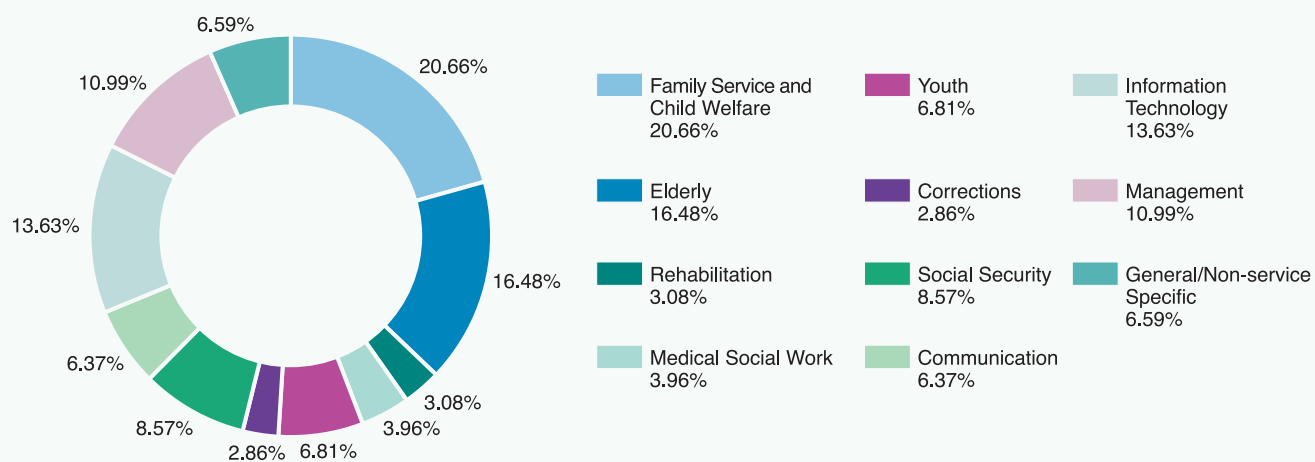


Table 2: Analysis of Training Programmes 2004-05

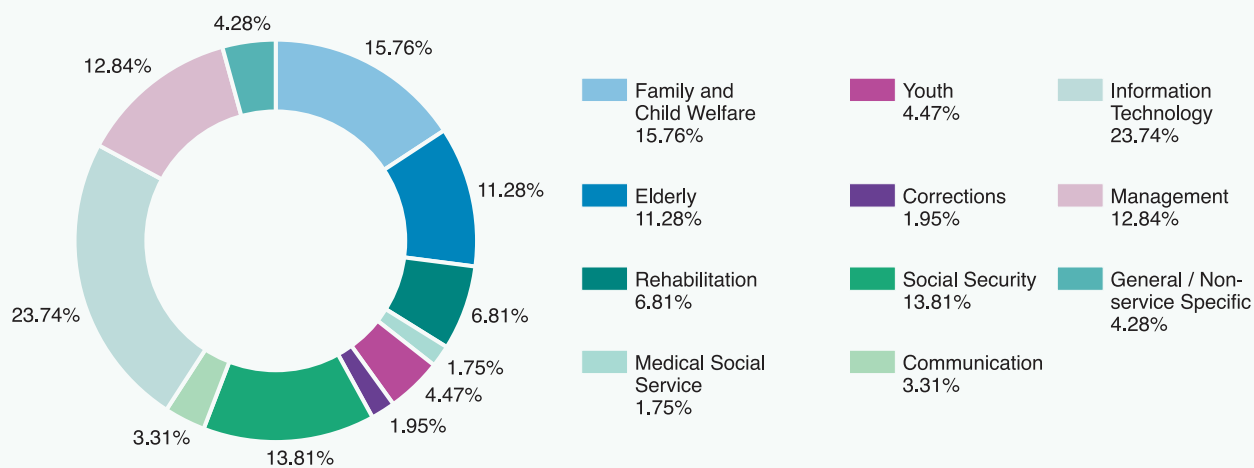


Table 3: Analysis of Trainees 2003-04

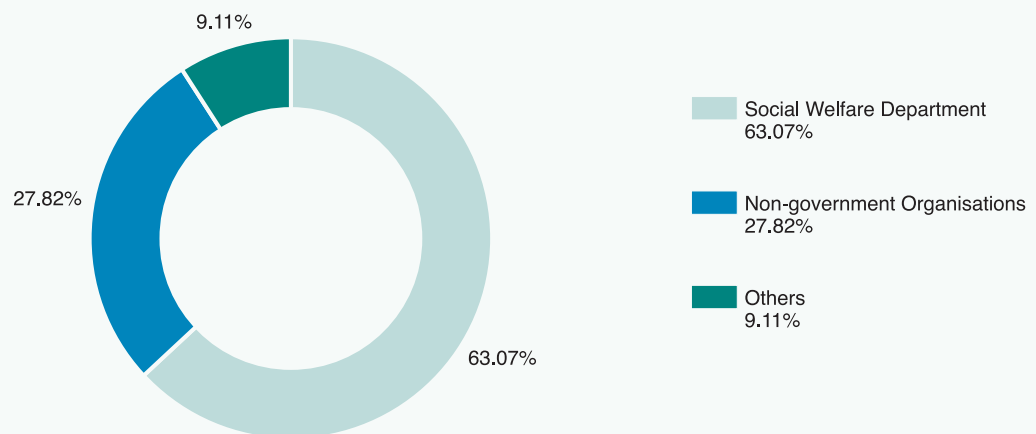
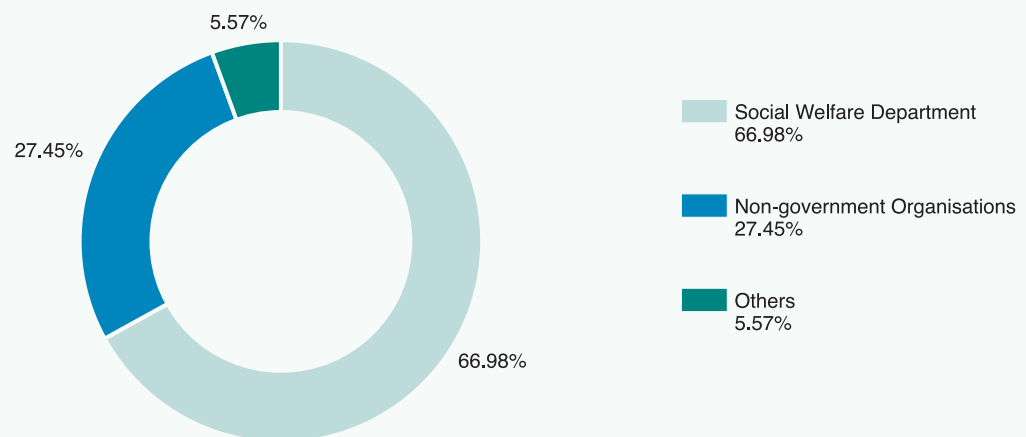


Table 4: Analysis of Trainees 2004-05



In 2004-05, the 'Work-life Balance' programme was launched to promote the message of a balanced life, using a blended approach of programme design to merge both classroom training and on-line learning with a view to sustaining and reinforcing the learning impact. Two classroom sessions with a total of 75 staff were completed in December 2004 and the e-courseware was launched in the eLC in March 2005. On occupational health and safety, the SDTS has organised a total of 17 Breakaway Techniques Workshops for 482 staff to equip them with the practical handling skills when facing incidences of violence at work.

To facilitate staff's orientation to new posts as well as supervisor's coaching of new staff, the Work-based Orientation Checklist (WBOC) was developed in 2004. The WBOC integrates learning with work and serves as a learning guide for staff newly posted to a service setting to map out their individual learning paths for acquiring the essential skills and knowledge of their new responsibilities. This initiative has been implemented in the Medical Social Service Units (Psychiatric) and the GMS and will be extended to the Integrated Family Service Centres and the general Medical Social Service settings under the current HRM Plan.

The eLC which has been launched since March 2003 contained more than 120 learning resources/reference materials accessible to every member of SWD. It continues to perform the role of promoting a continuous learning and sharing culture within SWD. To reduce staff release problem for classroom training, the blended learning solution approach i.e. a mixed mode of e-learning courses and classroom training in course design, has been pursued since 2004.



SWD RECREATION CLUB AND STAFF VOLUNTEER SERVICE

In 2003-04 and 2004-05, the SWD Recreation Club organised a variety of recreational activities, staff volunteer service and major staff activities 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

- Two excursions, i.e., the observation of Chinese white dolphins and a trip to Hoi Ha, Sai Kung, have been organised.
- There were 15 interest classes and 4 interest groups, such as the Chorus, the Chinese Orchestra Group, the Basketball Team and the Football Team.

Staff Volunteer Service

- To continue promoting the mission of 'building a more caring community', SWD has always been promoting volunteerism amongst its staff. As at the end of March 2005, there were 805 volunteers in the Staff Volunteer Team, including 470 staff members and 335 family members;
- The Staff Volunteer Team actively participated in Project "Angels' Act" by paying regular concern visits and arranging outdoor activities for DSW wards under institutional care, with a view to enabling the latter to enjoy the sweetness and pleasure of family life during the holidays; and
- The Staff Volunteer Team also actively took part in other volunteer activities, such as the 'Walking for a Green and Healthy Hong Kong' Green Trail Walk activities, the 'Origami Action - Colouring the Life' for the World Environment Day 2004 in June 2004 as well as the Kick-off Ceremony of the 'Every Step Counts' Social Inclusion Campaign in December 2004.

Major Staff Activities

- Charity Concert for DSW Wards, a major charitable fund-raising activity for DSW wards, was organised by Staff Recreation Club at the Concert Hall of the Hong Kong City Hall in the evening of 14 September 2003. It was attended by an audience of 1 100 and over HK\$500,000 was raised.
- About 180 SWD staff members attended the banquet celebrating the 55th National Day of the People's Republic of China, organised by the social welfare agencies in Hong Kong, held at the Ocean Palace Restaurant in Tsim Sha Tsui on 25 September 2004.
- To commend the DSW wards for their improvement and outstanding achievement in their conduct, study and other areas showing their potentials, and to express gratitude to the staff volunteers of Project "Angels' Act" for their care and love towards the DSW wards, the Award Presentation Ceremony for the DSW wards with Best Achievement / Improvement and the Staff Volunteers of Project "Angels' Act" was held at the Community Hall of Sai Ying Pun Community Complex in the afternoon of 4 December 2004. Over 300 award receivers and guests were present at the ceremony and it was such an unforgettable and happy occasion.



INFORMATION TECHNOLOGY (IT)

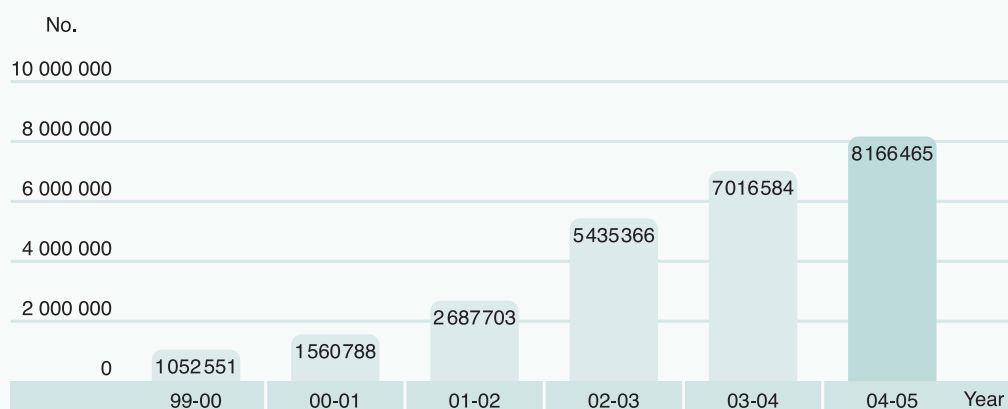
The Information Systems and Technology Branch (ISTB) provides IT support and advice to meet SWD's business needs and implements SWD's Information Systems Strategy (ISS). It also promotes the use of IT to bring about more effective organisation management and service delivery among non-governmental organisations (NGOs) in the social welfare sector. The Branch is manned by a mix of Departmental staff and contract IT staff.

HIGHLIGHTS OF THE PERIOD

Implementation of E-Government Strategies

- A Departmental Intranet was rolled out in February 2004. About 900 staff could access to the Intranet to exchange useful information and share good practices. The average number of hit counts to the main portal is about 5 200 per month. The Intranet would be extended to all staff in SWD by end of April 2005.
- The Departmental Portal Programme was launched in June 2004 to enable the internal business among bureaux and departments and underpin the Government to Employees (G2E) applications such as the ePayroll System and Electronic Leave Application and Processing System.
- The number of members of the public using the Electronic Services Delivery (ESD) scheme to register with volunteer services, apply and participate in the senior citizen card scheme, as well as making enquiry on approved fund raising activities has gradually increased since SWD joined the scheme in 2000.
- The following charts show the number of hit counts to all pages of SWD's homepage. An increasing trend was spotted.

No. of hit counts on all pages



Implementation of Phase II of SWD's ISS

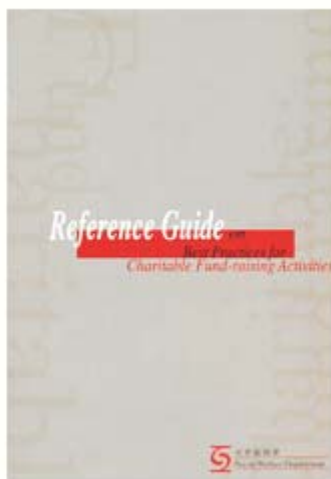
- The Technical Infrastructure (TI) and Client Information System (CIS) are significant information technology (IT) initiatives under ISS Phase II of SWD. The TI includes a corporate-wide network to support deployment of IT applications and joined-up initiatives. The CIS will provide a workflow-based database which collects and shares client and case data across SWD for operational, management and planning purposes. Both TI and CIS projects were kicked off in June 2004 and targeted for completion in 2005-06.
- By the end of March 2005, the TI project was nearly completed. A total of 2 890 new or upgraded personal computers were connected to the newly established Departmental network. The new IT environment substantially enhances SWD's internal and external communication and the capability to deploy IT applications. The CIS project also proceeded smoothly and was in the stage of system development by the end of March 2005. A series of staff communication and training activities have been conducted to prepare the staff for wider use of IT in their day to day work arising from both TI and CIS projects.



IT STRATEGY FOR THE SOCIAL WELFARE SECTOR

- The Joint Committee on Information Technology for the Social Welfare Sector (JCIT) chaired by the Director of Social Welfare endorsed the revised IT Strategy for the Social Welfare Sector in October 2004. The revised IT strategy set out the framework for deploying IT to underpin corporate governance and business development of NGOs and encourages sharing of IT knowledge, experience and applications.

- JCIT has considered, in accordance with the IT Strategy, IT initiatives under the Business Improvement Project Scheme for NGOs and made recommendations for funding. Based on its recommendations, a total of \$14 million were approved by the Lotteries Fund Advisory Committee in 2003-05 for nine IT projects covering human resource management, financial management, office administration and service delivery.
- On 5 March 2004, a Sector-wide Seminar on Promoting the Use of IT in the Social Welfare Sector was held with demonstration of a few IT projects funded by the Lotteries Fund. About 400 participants attended the seminar.



SUBVENTIONS

Lump Sum Grant Subventions

The Lump Sum Grant (LSG) subventions system, which aims to improve the delivery of welfare services through greater flexibility in resources deployment, was formally implemented on 1 January 2001. By the end of 2004-05, 162 NGOs have switched to this new funding mode, accounting for about 99% of the total subventions. While the Lump Sum Grant Steering Committee continues to help monitor and render advice on LSG implementation, SWD, after an organisational review, has merged the Service Performance Section, Subventions Liaison Section and Project Planning Section to form a new Subventions Section with effect from 20 September 2004. The merging aimed at providing a one-stop service and enhancing the provision of advice, guidance and support to NGOs in issues relating to performance monitoring and subventions matters.

Service Performance Monitoring System

The Service Performance Monitoring System (SPMS) has been enhanced with effect from April 2003. The enhancement measures include self-assessment of Essential Service Requirements and Service Quality Standards by service operators; self-reporting on variance in the performance of Output Standards; review visits and on-site assessment for selected service units. The enhancement aimed at encouraging service operators to take greater accountability for the performance of their service units under corporate governance, enabling early detection and intervention of problem performance under risk management and reaching cost-effectiveness in service performance monitoring. The system continues to provide a quality assurance system for the social welfare services.

Charitable Fund-raising

Under Section 88 of the Inland Revenue Ordinance, the Inland Revenue Department grants tax exemption to charitable institutions or trusts of a public character. The Director of Social Welfare issues Permits under Section 4(17)(i) of the Summary Offences Ordinance 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) and the Commissioner for Television and Entertainment Licensing issues licences under the Gambling Ordinance for the conduct and sale of lotteries. To improve the transparency and accountability of charitable fund-raising activities, SWD promulgated the "Reference Guide on Best Practices for Charitable Fund-raising Activities" (the Guide) in November 2004 after consulting the public and the Charities, and on the advice of the Legislative Council Panel on Welfare Services, the Social Welfare Advisory Committee and the Lotteries Fund Advisory Committee. The Guide covered best practices in the areas on Donors' Right, Fund-raising Practices and Financial Accountability. Charities are encouraged to adopt these best practices voluntarily for their fund-raising activities. The public is also encouraged to use the Guide as a reference against which the performance of a Charity in fund-raising can be measured.



District Highlights



- Central, Western and Islands District
- Eastern and Wan Chai District
- Southern District
- Kwun Tong District
- Wong Tai Sin and Sai Kung District
- Kowloon City District
- Sham Shui Po District
- Yau Tsim Mong District
- Sha Tin District
- Tai Po and North District
- Yuen Long District
- Tsuen Wan and Kwai Tsing District
- Tuen Mun District

Central, Western and Islands District



Arts Programme for Singleton Elders and Elderly Volunteers Living in Central and Western District

'Arts Programme for Singleton Elders and Elderly Volunteers living in Central and Western District' were organised from 2003 to 2004 with the support from the Elderly Service Committee of the Central and Western District Council. Through paying concern visits to singleton elders, elderly volunteers share their knowledge and skills in arts learning as well as encouraging singleton elders to participate in community activities. The programme contents included arts training classes, visitations to singleton elders and an art fun fair for singleton elders and elderly volunteers.

Central and Western District Elderly Health Project

The Central, Western and Islands District Social Welfare Office (CWIDSWO) in conjunction with the Hong Kong Chiu Chow Merchants Mutual Assistance Society Ltd., Federation of Hong Kong Chiu Chow Community Organisations and 17 elderly day service centres launched a three-year 'Central and Western District Elderly Health Project' from January 2005 to end of 2007. The Project provides concessionary outpatient medical consultation and treatment for 2 500 elders who encounter financial difficulties. The elders would also be invited to join various social programmes on promoting health life, life-long learning and continuous contribution to the society. A kick off ceremony cum 'Elderly Lunch' was held on 20 December 2004.

Cross-sectoral Strategic Welfare Forum

CWIDSWO organised Cross-sectoral Strategic Welfare Forum on 2 March 2005 with over 250 participants coming from District Councils, local leaders, commercial sectors, non-government organisations and local organisations etc.

Eastern and Wan Chai District



Eastern and Wan Chai District Welfare Forum 2005

In line with 'Solidarity to Harmony' as the theme of business plan 2004-06, the Eastern and Wan Chai District Social Welfare Office (E/WDSWO) organised the Welfare Forum 2005 at the Central Library on 19 January 2005. Scholars, managerial professions of international firms and experienced social work supervisors were invited as guest speakers to share topics on future development of services for the elders, volunteerism and integrated family service. A total of 300 representatives from District Councils, business sector, non-governmental organisations, medical profession, schools and other government departments attended the programme and contributed their valuable views on district welfare development.

Eastern and Wan Chai District Welfare Service e-Newsletter

The E/WDSWO has been striving the best in collaborating with the welfare sector and other sectors as well as promoting the tripartite partnership so as to satisfy the diversified needs of people in the district. In order to extend partnership network and enhance effective communication, the Office has issued 'Eastern and Wanchai District Welfare Service e-Newsletter' since September 2004. The contents included: 1. the information of district activities, i.e. seminars, group work, mobile enquiry counters/exhibitions, programmes/competitions, workshops and concern visits; and 2. resource network, i.e. available resources and requests for resources. The information was compiled and then transmitted by e-mail to the partners of the e-Newsletter network. Within half a year, four series of e-Newsletter have been issued and the number of the network partnership has been doubled to 150 partners, including NGOs, other government departments, schools, district councilors and the business sector. The e-Newsletter not only fostered the communication and collaboration among the sectors but also matched the supply and request for community resources and volunteers.

'Harmonious Campus' Drama Show

With a view to promoting friendly environment against bullying behaviour in school campus, Eastern and Wan Chai District Local Committee on Services for Young People organised an educational programme namely 'Harmonious Campus Drama Show' in 2004-05. Drama teams from 10 secondary schools/Integrated Children and Youth Service Centres participated in the drama creation, workshop and rehearsal activities. Over 4 000 students viewed the rehearsals and received the message of 'harmonious campus' in the district. In addition, four outstanding teams performed their creative dramas at the theatre of the City Hall on 19 February 2005. An audience of 300 attended the show and all of them found the programme meaningful and impressive.

Southern District



Locality Collaboration

To build up platforms so as to respond to district welfare needs more effectively, the Southern District Welfare Office has set strengthening networking with local stakeholders and promoting social integration as its key working areas for 2004-06. Very good local feedback was received from the stakeholders, and 21 service units have collaborated to launch two locality collaboration projects, participated by a total of 2 020 residents. The project in Apleichau focused on mental health, while the one at Wah Fu, Wah Kwai and Chi Fu promoted harmonious family relationship. Activities included training classes/workshops, mass sharing session and carnival were organised. Not only have these projects enhanced the residents' understanding on the importance of mental health and harmonious family relationship, as well as the availability of community resources in their locality, they also helped the residents handle their negative emotions aroused by a number of unhappy events in the community during the period, and prevented the occurrence of family tragedies.

Kwun Tong District



Kwun Tong is characterised by a high concentration of new arrivals, elders, single parents and low income families as compared with other districts. Coupled with the unsettled emotions among local residents, particularly those in Amoy Garden and Ngau Tau Kok Estate, brought along by the outbreak of SARS in early 2003, and with a view to better addressing the concern over the welfare needs of these vulnerable groups, the Kwun Tong District Social Welfare Office (KTDSWO) has strategically focused its work objectives on enhancing cross sector collaboration and strengthening support for them. To this end, KTDSWO has focused its business plans to implement the following activities:

Hearts for Kwun Tong People

To take forward the recommendation of the Consultancy Study to Evaluate the Effectiveness of the Enhanced District Social Welfare Office Functions undertaken by the University of Hong Kong, an 18-month pilot project has been launched since July 2004 to set up a district-level welfare council, namely Kwun Tong District Welfare Concourse (the Concourse) with the aim to develop the district welfare plan, review the existing District Coordinating Committee (DCC) mechanisms and tackle district-specific issues through mobilising the collaborative efforts secured at cross-service, cross-sector and cross-department level. While the subject of family violence (the Project) was taken as the priority welfare-related issue by the Concourse, the review of the DCC mechanism was being undertaken. Built-in evaluation of the Concourse and the Project would be conducted to recommend the way forward for SWD.

Enhancement of Support to Families

In order to provide better support to needy families through a continuum of preventive, supportive and counselling services in a more user-friendly and accessible environment, we have re-engineered the family services into six integrated family service centres in Kwun Tong since October 2004. To achieve smooth transformation, a series of briefing sessions to staff and stakeholders have been launched while continuous training and meetings were being arranged so as to provide services of quality to the users.

Journey to Anti-SARS

In response to the SARS's attack at Amoy Gardens and Ngau Tau Kok area in early Spring 2003, KTDSWO has assisted to mount operation, including the Isolation Order and the Evacuation Order with other government departments to tackle the welfare needs of the affected families. In joint hands with other government departments, NGOs and local organisations, a series of concerned visits to the elders, the disabled and the families under Comprehensive Social Security Assistance were also conducted. KTDSWO has also arranged sharing sessions as well as groups for the SARS-affected individuals and families.

Wong Tai Sin and Sai Kung District



Project for Young Night Drifters

Since 2002, the Wong Tai Sin and Sai Kung District Social Welfare Office, Leisure and Cultural Services Department Sai Kung District Leisure Services Office and Hong Kong Federation of Youth Group Sai Kung & Wong Tai Sin District Outreaching Social Work Team have been cooperating to organise the Project for Young Night Drifters (YNDs) at Indoor Recreation Centre (IRC) in Tseung Kwan O. Its objective was to engage YNDs in leisure and developmental activities by providing a safe and comfortable environment at the Indoor Recreation Centre in Tseung Kwan O at late-night. It helped prevent young people at-risk from developing serious behavioral problems. The service targets are YNDs aged under 24 in the district. During the programmes period, the late-night activities were held every alternate Friday, from 11:30pm to 1:30am. The programmes are of a wide variety, including anti-drug workshops, sex education, dancing shows, band shows, ball games, employment related training, etc.

WTS/SK District Welfare Planning Forum cum Joint Exhibition on Best Practices of Welfare Programmes

To promote cooperation among local organisations and different sectors, through integration of services and to encourage mutual support as well as sharing innovative ideas in programme planning with a view to further enhancing service quality, the Planning Forum cum Joint Exhibition on Best Practices of Welfare Programmes was launched on 21 February 2004. Programmes included video-show on updated demographic data, major social indicators, service profiles of WTS/SK districts, key-note speech and interactive forum, and exhibition of the Best Practice Service Projects.

Kowloon City District



Strengthening of Tri-partite Partnership

The Kowloon City District Social Welfare Office (KCDSWO) has provided regular platforms including the Annual Welfare Service Forums and Joint District Co-ordinating Committee Meetings held in 2003 and 2004 for sharing among different sectors and strengthening of tri-partite partnership. Proactive stakeholders such as Hong Kong Kowloon City Industry and Commerce Association, Funeral Business Association, Hung Hom Residents Association and religious groups formulated innovative and practical proposals. With the support of action-oriented mainstream service providers, these proposals were implemented smoothly through cross-sector collaboration to meet the identified welfare needs of the district.

Elder Arts Promotion Ambassadors

A pool of some 120 Elder Arts Promotion Ambassadors was created in Kowloon City District through the territory-wide 'Arts Promotion Programmes of Elders' in 2003. This talented pool continued to increase its size to over 190 Ambassadors in 2004 through the conscious efforts of the District Elderly Community Centres, Neighbourhood Elderly Centres, Social Centres for the Elderly. They have initiated training classes and various volunteer services to schools, hospitals, hostels for the mentally handicapped, social centres for the elderly and private aged homes. To facilitate the continuous growth of this valuable and self-sustained pool of district resources, other than the expansion of their volunteer services to the needy groups, KCDSWO has bridged the exhibition of their masterpieces at Ko Shan Theatre in March 2005 and would further explore other venues for roving exhibition in the district.

Youth Connection

KCDSWO joined hands with Hong Kong Kowloon City Industry and Commerce Association, Lok Sin Tong Benevolent Society, Kowloon, 12 different youth services units, Junior Police Call of Hong Kong Police Force and Leisure and Cultural Services Department to organise the 'Youth Connection' at Carpenter Road Park on 12 consecutive Sundays starting from March 2005. The joint project gathered the support and resources from various sectors in the district to provide a new platform for the young people to show their talents, develop their potential and enhance their capacity in identifying their career interest as well as putting their ideas into practice through the performance shows and creative products stalls.

Sham Shui Po District



'Together We Build a Caring Community'

Adopting the theme of 'Together We Build a Caring Community' as the work focus in 2003-04 and 2004-05, the Sham Shui Po District Social Welfare Office (SSPD SWO) actively promoted the participation of different sectors and different professions in drawing up the strategy for delivering welfare service and providing support for disadvantaged groups in the district.

SSPD SWO organised a seminar on 'Cross-sector Collaboration between the Medical Sector and Elderly Service Agencies in Sham Shui Po District' in April 2004 to enhance collaboration between the welfare and medical sectors in supporting the elders; continued publishing the 'School-based Newsletter on Welfare Service Resources' with a view to promoting cooperation between schools and welfare agencies in providing appropriate support service for students as well as parents; held workshops in October 2004 and January 2005 on how to handle domestic violence cases for non-welfare sector personnel, including district councillors, local church groups, teachers, police officers, colleagues from relevant government departments and so on in order to mobilise people from the community in early identification of and provision of support to families in-need.

In addition, through the cooperation among Family Services Centres, Social Security Field Units and NGOs, SSPD SWO organised service briefings for new Comprehensive Social Security Assistance applicants from June to August 2004. The briefings aimed to provide orientation for new applicants on their obligations under the assistance scheme and encourage them to make good use of community resources to achieve self-reliance.

Yau Tsim Mong District



'We Care Activity - Yau Tsim Mong'

In 2003-04 and 2004-05, the five Yau Tsim Mong District Coordinating Committees/Local Committee worked hand in hand on the theme of 'We Care Activity - Yau Tsim Mong'. With the joint efforts, a series of programmes were implemented to encourage local residents to care for their families and community.

Yaumatei Integrated Family Service Centre

The Yaumatei Integrated Family Service Centre (YMTIFSC), commenced services on 1 June 2004, is one of the earliest integrated family service centres implemented in compliance with the recommendations of the consultancy study. With a view to strengthening its network and collaboration with the other organisations in the district, the YMTIFSC hosted a sharing forum on 8 March 2005. A total of 187 participants from different sectors took part in the function.

Integrated Services for Street Sleepers

From 1 April 2004, SWD subvented the Salvation Army to operate the Integrated Services for Street Sleepers, which provides one-stop service for street sleepers in Yau Tsim Mong District. The number of street sleepers in Yau Tsim Mong District reduced significantly from 128 in April 2004 to 99 in March 2005. The achievement was attributable to the concerted efforts of SWD, the Salvation Army, other government departments and NGOs.

Sha Tin District



The Care and Share Green Ribbon Working Group

During the SARS epidemic in 2003, the Care and Share Green Ribbon Working Group under the Sha Tin District Coordinating Committee on Family and Child Welfare Services organised a series of community rebuilding programmes to brief local residents on: ways to combat SARS; emotional control during the period of mass agitation and the way to rebuild healthy life after the epidemic. Since 2004, the Working Group has initiated a series of programme on life education which targeted at promoting positive attitude and mutual help in the community. To enhance public's understanding of domestic violence and promote caring interpersonal relationship in the community, a mass programme namely 'Ceremony for the Signing of the Pledge to Eliminate Family Violence' was launched in early 2005. One hundred thousand pieces of pledges have been distributed to local residents.

2004-05 Shatin Youth Festival

The Sha Tin District Social Welfare Office, in cooperation with various government departments and local organisations, launched the '2004-05 Shatin Youth Festival' in late 2004. A series of activities aiming at promoting creativity, participation and commitment of youth in Sha Tin were organised during the Festival. More than 30 000 participants attended the Festival. In the Kick-off Ceremony of the Festival, 3 783 participants played tambourines simultaneously for five minutes and 20 seconds along Shing Mun River with an attempt to make a record in the Guinness Book of World Records.

Exploratory Study on the Ten Statements that Older People Like to Hear Most

To promote 'Quality of Healthy Life for the Elders', Sha Tin District Coordinating Committee on Elderly Services commissioned the Chinese University of Hong Kong to conduct an 'Exploratory Study on the Ten Statements that Older People Like to Hear Most'. The Committee also invited a famous comic artist to design Valentine's Day Cards based on the findings of the ten statements elders like to hear most. The programme aimed at encouraging the public to express concerns and care to elders so that mutual support and friendship within the community could be strengthened.

Tai Po and North District



District Projects on Community Investment and Inclusion Fund

To promote the tripartite partnership between government, the business sector and the third sectors to address the district needs as a whole, the Tai Po and North District Social Welfare Office (TPNDSWO) assisted the Community Investment and Inclusion Fund (CIIF) Secretariat to organise a briefing session at Tai Po District on 12 March 2004 with the attendance of 106 participants coming from NGOs, community groups, professional and business sectors. Twenty-three focus group meetings were conducted with local groups and organisations who had an interest in launching services projects to build social capital. Three service projects were formulated and obtained grants from CIIF for project implementation in Tai Po for three years. Through networking and coordination in the working process, TPNDSWO has facilitated the communication and collaboration, in turn promoting the partnership and social cohesion in addressing the needs in the community.

Promotion of Family Strength and Cohesion by Multi-disciplinary Efforts

Tai Po and North District Coordinating Committee on Family and Child Welfare Services promoted the message of 'Strengthening families with multi-disciplinary efforts'. In late 2004, a famous child storyteller was invited to host 50 story telling sessions at kindergartens and child care centres at Tai Po and North district. At the interactive sessions, the children were encouraged and guided to express themselves and to get to know the importance of harmonious family relationship. With the recorded story telling sessions, a VCD was produced as programme material for free distribution to schools and organisations. To promote family cohesion and resilience for combating violence, 14 district projects on 'Promotion of Family Strength and Cohesion' were organised by Integrated Children and Youth Services Centres from October 2004 to January 2005. At a closing ceremony for the series of community projects held in February 2005, a radio celebrity was invited to share her views and life experience on 'Maintaining Harmonious Family Relationship'. In January 2005, an inter-disciplinary seminar on 'Keeping Family Harmony - from Man's Perspective' was held with the aim of enhancing multi-disciplinary cooperation in combating domestic violence and increasing community awareness of men's needs in the changing society. All the programmes received very positive feedback from the community.

Enhancing Youths' Resilience in Facing Future Challenge

Young people are in need of community support in facing future challenges. With the aim of enhancing the youth's resilience when facing crisis, a Youth Forum 2003 was held at North District Town Hall on 30 November 2003 for young people, social workers and parents. To provide further opportunities for the youth to share their views and feelings by creative means, a 'Youth Talent Show' was held on 22 January 2005 in Tai Po Community Centre. It aimed at providing the youths with opportunities in showing their talents and expressing their views through stage performance like band show, dancing, drama, fancy basketball show and hair dressing. Representatives from the commercial sector were invited to attend the youth programmes. Being impressed by the potential and abilities of the youth, they took an interest in helping the youth to expand their employability.

Yuen Long District



Yuen Long District Outstanding Volunteer Election

In order to promote volunteering and recognise volunteers' contribution, the Yuen Long District Coordinating Committee on Promotion of Volunteer Service launched the Yuen Long District Outstanding Volunteer Election. A total of 48 individuals/groups were being awarded annually and some of them were volunteers from ethnic minorities, commercial companies and government departments. On top of district award presentation, the winners took part in volunteer exchange trips to Guangzhou and Zhongshan in 2004 and 2005 respectively with donation support from district celebrity.

District Collaboration to Build up a Caring Community

To widespread the message of caring community, two joint projects namely 'Building Harmonious Families Together Hearted Action' & 'Building Harmonious Community Project' were co-organised by the Yuen Long District Social Welfare Office (YLDSWO), Yuen Long District Office of Home Affairs Department and Yuen Long District Council in 2004 and 2005. Nearly 900 volunteers were mobilised to conduct over 57 000 home visits to residents of Tin Shui Wai. Besides, roving exhibitions to 14 public housing estates, talks on social service and visits to social service units were organised. Other programmes held included Model Family & Neighbours Election. The Projects have met with favourable response in the community and heightened the residents' awareness of welfare service provision.

Yuen Long District Welfare Services Planning Forum

To better meet the local welfare needs and to facilitate welfare services planning in the district, YLDSWO has organised yearly the district welfare services planning forum since 2003. With a view to preventing domestic violence, strengthening community support network and facilitating cross-sectoral collaboration, the 2005-2007 Yuen Long District Welfare Services Planning Forum was held on 18 February 2005. The forum reported the findings of a series of 11 focus groups meetings previously attended by welfare services users, members from the welfare sector, related officials of government departments, district councillors, local leaders and representatives from the commercial sector. The forum received very favourable responses with a total of 255 participants from different sectors.

Tsuen Wan and Kwai Tsing District



'Starry Night' and 'Moonlight'

Tsuen Wan and Kwai Tsing Youth Local Committees jointly organised two service projects namely 'Starry Night' and 'Moonlight' with the Tsuen Wan and Kwai Tsing Fight Crime Committees, the Leisure and Cultural Services Department, Police Community Relations Officers and non-governmental organisations running youth services from July to December in both 2003-04 and 2004-05. The projects aimed at providing constructive activities and programmes organised by social workers to the young night drifters. The programme venues were provided by the Leisure and Cultural Services Department. A total of over 2 500 young people were attracted.

'Care for Elders During Cold Winter 2004'

Tsuen Wan and Kwai Tsing District Social Welfare Office jointly organised Tsuen Wan and Kwai Tsing District 'Care for Elders During Cold Winter 2004' service projects with the Hong Kong Society for the Aged Tsuen Kwai Tsing Integrated Elderly Service and the Hong Kong SKH Lady Macle hose Centre Dr Lam Chik Suen District Elderly Community Centre in December 2004. Volunteers visited and distributed cold-resistant gifts to a total of 1200 single or frail elders in Tsuen Wan and Kwai Tsing districts well before the activation of cold spells. Two projects were sponsored respectively by the Tsuen Wan Rural Committee and Mr. LAM Kin-ko, District Councillor of Kwai Tsing District Council.

Set up of Integrated Family Service Centres

Tsuen Wan and Kwai Tsing District has set up seven Integrated Family Service Centres with effect from 1 January 2005. Five are operated by SWD and two by NGOs to provide one-stop services including counselling, family support and resources to the needy customers within the district.

Tuen Mun District



'Play-a-long Square'

To provide a platform for young people to show their talents, a 'Play-a-long Square' was set up in a commercial plaza from December 2004 to March 2005. This was initiated by the Tuen Mun Local Committee on Services for Young People in the form of a tri-partite joint venture together with a commercial properties management company and 15 youth services organisations. A total of 17 thematic events were organised. Through performing arts, many young people have had the opportunity to express themselves and their talents.

Cross-sector Collaboration in Strengthening Resilience of Individuals and Families

The Tuen Mun District Social Welfare Office (TMDSWO) continued to promote cross-sector collaboration in strengthening resilience of individuals and families while enhancing mutual support and care at the neighborhood level in striving to revitalise the social capital. On 12 December 2004, a joint annual event of the five District Co-ordinating Committees was launched, at which 2 100 volunteers of different ages and abilities from 100 schools, NGOs, mutual aid committees, social and religious organisations came together in paying concern visits to 6 000 households in public housing estates, to promulgate the message of a harmonious and mutually caring community. Local business operators were also networked in giving out discounts on their goods and services to the residents.

Election of Outstanding Youth Having Overcome Adversities

In collaboration with the Tuen Mun District Council and the Tuen Mun Local Committee on Services for Young People, the TMDSWO organised the 'Election of Outstanding Youth Having Overcome Adversities' from October 2004 to February 2005. Through this campaign, the message of 'Strengthening resilience to face adversity, contribute your best to make a harmonious family & community' was conveyed to the public.

Appendices



- I. SWD Organisation Chart (as at 31 March 2005)
- II. SWD Expenditure over a Decade
- III. Lotteries Fund Allocations (2003-04 & 2004-05)
- IV. Membership of Statutory / Advisory Committees (as at 31 March 2005)
 1. Social Welfare Advisory Committee
 2. Rehabilitation Advisory Committee
 3. Lotteries Fund Advisory Committee
 4. Committee on Child Abuse
 5. Joint Committee on Information Technology for the Social Welfare Sector
 6. Lump Sum Grant Steering Committee
 7. The Steering Committee on Promotion of Volunteer Service
 8. Joint Committee on Social Work Manpower Planning
 9. Advisory Committee on Social Work Training and Manpower Planning (Appointed by the Chief Executive)
 10. Advisory Committee on "Opportunities for the Elderly Project"
 11. Advisory Committee on Enhancing Employment of People with Disabilities
 12. Membership of Traffic Accident Victims Assitance Advisory Committee (Appointed by the Chief Executive)
 13. Social Work Training Fund Committee (Appointed by the Chief Executive)
 14. Membership of Social Security Appeal Board (Appointed by the Chief Executive)
 15. Membership of Criminal and Law Enforcement Injuries Compensation Boards (Appointed by the Chief Executive)
 16. Membership of Emergency Relief Fund Committee (Established under Section 5 of the Emergency Relief Fund Ordinance, Cap.1103)
 17. Working group on Combating Violence
 18. Working group on Elder Abuse
 19. Hong Kong Paralympians Fund Management Committee
 20. Committee on Services for Youth at Risk
 21. Advisory Committee on Partnership Fund for the Disadvantaged

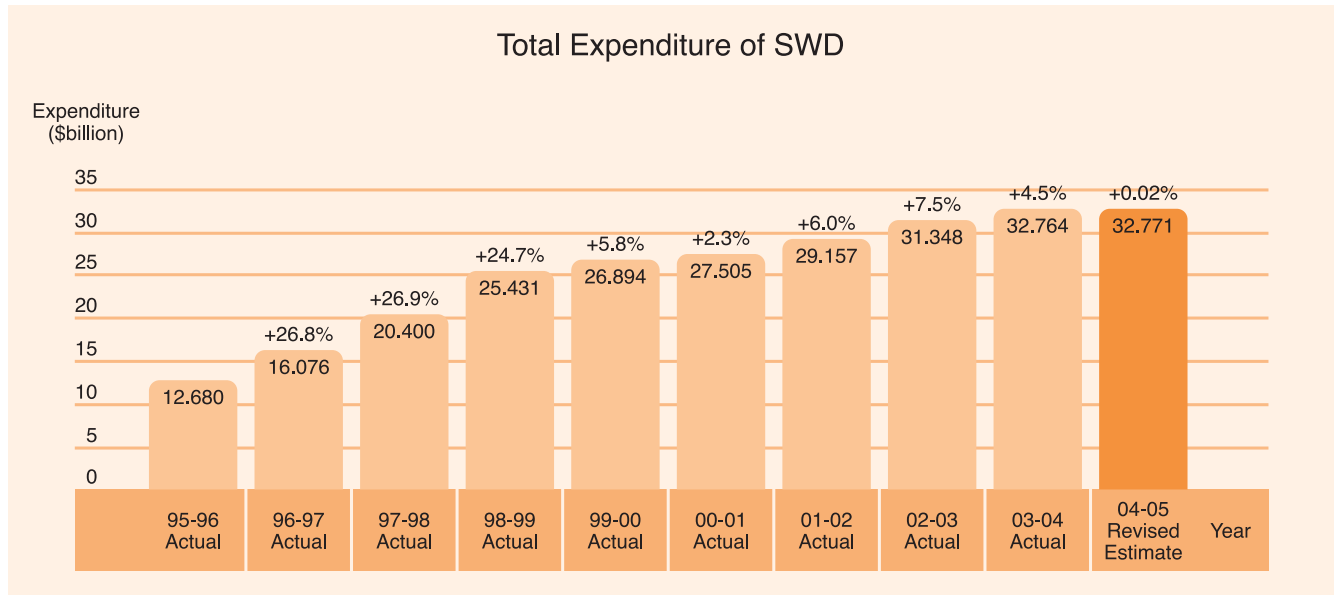
I. SWD Organization Chart (As at 31 March 2005)



District Social Welfare Officers

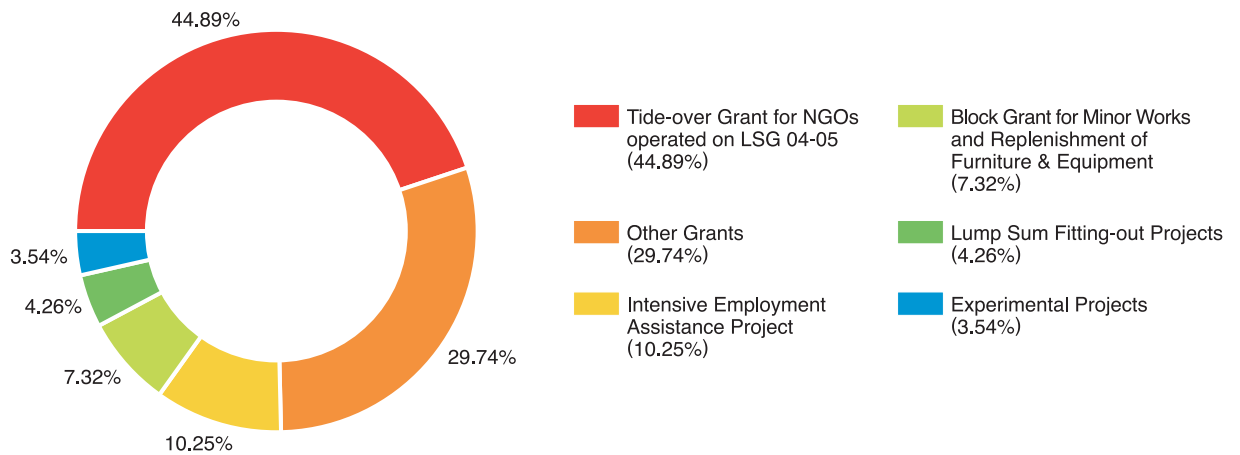
District Social Welfare Officer (Central, Western & Islands)	Mrs Alice LEUNG
District Social Welfare Officer (Eastern/ Wan Chai)	Mrs Susan CHONG
District Social Welfare Officer (Southern)	Mr FUNG Man-lok
District Social Welfare Officer (Kwun Tong)	Mrs Cecilia YUEN
District Social Welfare Officer (Wong Tai Sin/Sai Kung)	Mr LEE Wing-wai
District Social Welfare Officer (Kowloon City)	Mrs LAI FUNG Po-kun, Barbara
District Social Welfare Officer (Sham Shui Po)	Mrs MAK CHOW Suk-har, Anna
District Social Welfare Officer (Yau Tsim Mong)	Mrs HO CHAN Wai-king, Justina
District Social Welfare Officer (Sha Tin)	Ms WONG Ka-wing, Caran
District Social Welfare Officer (Tai Po/North)	Ms LEUNG Kwai-ling
District Social Welfare Officer (Yuen Long)	Mrs CHAU LIU Fung-yee, Loretta
District Social Welfare Officer (Tsuen Wan/Kwai Tsing)	Mr LAM Hei-chung
District Social Welfare Officer (Tuen Mun)	Mr CHAN Wai-ming

II. SWD Expenditure over a Decade

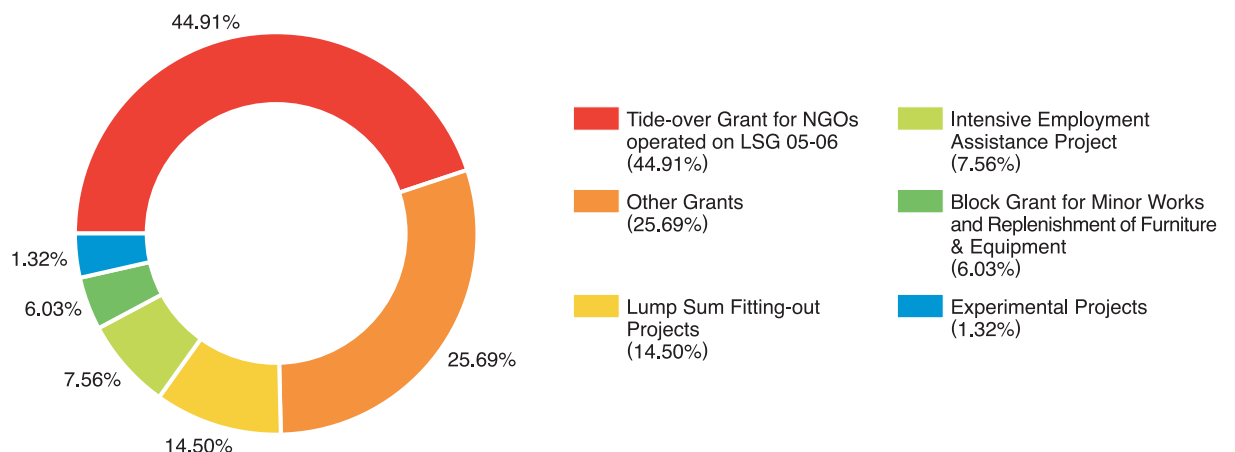


III. Lotteries Fund Allocations (2003-04 & 2004-05)

2003-04 Lotteries Fund Allocations Total Commitments: \$858 million



2004-05 Lotteries Fund Allocations Total Commitments: \$919 million



IV. Membership of Statutory / Advisory Committees (as at 31 March 2005)

1. Social Welfare Advisory Committee

Chairperson	Mr Wong Ying-wai, Wilfred, JP
Members	Mrs Cheung Ang Siew-mei Dr Stephen Chow Chun-kay, BBS, JP Dr Miranda Chung Chan Lai-foon Ms Christine Fang Meng-sang, JP Mr Quentin Fong King-sang Mr Herman Hui Chung-shing, MH Dr Benjamin Lai Sau-shun Mr Keith Lam Hon-keung, OBE, JP Dr Leung Cho-bun Mr Vincent Lo Wing-sang, JP Prof Diana Mak Ping-see Mr Tung Chi-fat Mr Aaron Wan Chi-keung, BBS, JP Ms Marina Wong Yu-pok, JP Mr Silva Yeung Tak-wah, JP Ms Lisa Yip Sau-wah Miss Jessie Yu Sau-chu, MH
In-attendance	Secretary for Health, Welfare and Food or representative Director of Social Welfare or representative
Secretary	Assistant Secretary for Health, Welfare and Food (Welfare) 3

2. Rehabilitation Advisory Committee

Chairperson	Dr Joseph Kwok Kin-fun, JP
Vice-Chairperson	Secretary for Health, Welfare and Food or representative
Members	Miss Chan Sui-ching, Iris Mr Chong Chan-yau Dr Chung Wai-ling, Margaret Ms Fang Meng-sang, Christine Mrs Ho Ko Suet-yiu, Doris, JP Mr Herman Hui Chung-shing, MH Mr Ip Kwok-chung, BBS, JP Dr Ip Yan-ming, JP Mr Lawrence Lee Kar-yiu Mrs Lee Lau Chu-lai, Julie Dr Leung Man-on, Simon Prof Leung Ping-chung, JP Mrs Leung Wu Kwai-man, Olivia Mrs Ma Lai Bik-lin, Jackie Prof Mak Fuk-tat, Arthur Dr Tse Tsun-him Ms Wong Kwai-wan Mr Yeung Ka-sing, JP The Anthony Yeung Kwok-ki Chief Executive, Hospital Authority or representative Secretary for Education and Manpower or representative Director of Health or representative Director of Social Welfare or representative Commissioner for Rehabilitation
Secretary	Assistant Secretary for Health, Welfare and Food (Rehabilitation)

3. Lotteries Fund Advisory Committee

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Non-official Members	Miss Chan Mei-lan, Anna May Mr Ching Cheung-ying Mr Lau King-chiu, Henry Mr Lo Wing-sang, Vincent, JP Mrs Mak Tang Pik-yee, Agnes, JP Mr Suen Leung-kwong Mr Wan Chi-keung, Aaron, BBS, JP Dr Wong Chun-por Miss Wong Siu-ling, Gabriella
Official Member	Mr Cheng Kei, Freely (Health, Welfare and Food Bureau)
Secretary	Mr Wan Shun-leung, Vincent (Social Welfare Department)

4. Committee on Child Abuse

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Miss Dora Fu (Health, Welfare and Food Bureau) Mr Fung Pak-yan (Social Welfare Department) Mr Simon Lau (Information Services Department) Dr Chow Chun-bong (Hospital Authority) Ms Jane Tsuei (Hong Kong Council of Social Service) Mrs Cecilia Kwan (Hong Kong Family Welfare Society) Mrs Lui Tsang Sun-kai (Against Child Abuse) Mrs Lu Chan Ching-chuen (Hong Kong Psychological Society) Ms Ng Suk-fun, Cecilia (Hong Kong Police Force) Mrs Gigi Mansukhani (Education and Manpower Bureau) Mrs Lee Chan Kwan-yee, Louisa (Social Welfare Department) Ms Monica Chen, JP (Home Affairs Department) Dr Leung Sze-lee, Shirley (Department of Health) Mr Cheung Che-kwok (End Child Sexual Abuse Foundation)
In-attendance	Mr Jackey Lo (Hong Kong Council of Social Service) Mrs So Wong Wei-yee (Social Welfare Department) Ms Chan Sau-ming (Social Welfare Department)
Secretary	Ms Lam Wai-yip, Michelle (Social Welfare Department)
Recorder	Ms Wong Wai-han, Ada (Social Welfare Department)

5. Joint Committee on Information Technology for the Social Welfare Sector

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Mrs Agnes Allcock, JP (Social Welfare Department) Mr Sit Tung (Social Welfare Department) Mr Ma Kam-lam, Alex (Office of the Government Chief Information Officer) Ms Leung Wai-kuen, Peggy (Health, Welfare and Food Bureau) Dr Law Chi-kwong, JP (Hong Kong Council of Social Service) Mr Kang Tsi-kit Prof Chan Wing-tai, JP Mr Chong Chan-yau, MBE Mr Leung Wai-fung, Joseph
In-attendance	Mr Kok Che-leung (Social Welfare Department) Mr Li Kam-chiu (Social Welfare Department)
Secretary	Mr Lam Bing-chun (Social Welfare Department)

6. Lump Sum Grant Steering Committee

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Mrs Grace Chan, JP Dr Timothy Chan Ms Fang Meng-sang, Christine, JP Mr Kwan Kin-shing Dr Lam Ching-choi, JP Mrs Julie Lee, JP Mrs Justina Leung, JP Mr Ng Man-sui Mr Ng Shui-lai, JP Mr Ng Yut-ming Mr Yu Chi-ming Miss Ann Hon (Social Welfare Department)
Secretary	Mr Fu Tsun-hung (Social Welfare Department)

7. The Steering Committee on Promotion of Volunteer Service

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Mr Chan Kai-ming Mr Robert Chow Mrs Sophia Dan, JP Ms Christine M S Fang, JP Mr Herman C S Hui, JP Mr J P Lee, OBE, JP Mrs Lo Yan Hau-yee, Lina Miss Winnie J Ng Mr Wong Mau-chung, Maximilian Mr Charles C L Yang, JP Mr K S Yeung, MBE, JP Mr Leung Shiu-keung (Education and Manpower Bureau) Miss Monica Chen, JP (Home Affairs Department) Mr Cheung Hing-wah (Social Welfare Department) Mr Fung Man-lok (Social Welfare Department)
Secretary	Mr Lam Shiu-kau (Social Welfare Department)

8. Joint Committee on Social Work Manpower Planning

Chairperson	Miss Leung Wai-ming (Social Welfare Department)
Members	Dr Chan Kam-tong (Hong Kong Council of Social Service) Miss Cheung Kam-hung, Rainbow (Hong Kong Council of Social Service) Dr Law Chi-kwong, JP (Hong Kong Council of Social Service) Mr Wong Kam-man, Joseph (Hong Kong Council of Social Service) Mr Choi Siu-ming, Simeon (Social Welfare Department) Mr Ng Wing-cheung, Kenneth (Social Welfare Department)
Secretary	Mr Tong Woon-cheong, Arthur (Social Welfare Department)

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

Chairperson	Prof Fan Yiu-kwan, JP
Members	Miss Wong Siu-ling, Gabriella Dr Lai Sau-shun, Benjamin Mr Yuen Kwong-ming, Roger Ms Kao Ching-chi, Sophia, JP Mr Yau How-boa, Stephen, MH, JP Dr Leung Cho-bun, Joe (University of Hong Kong) Prof Tang Kwong-leung (Chinese University of Hong Kong) Dr Chan Kai-fong (Hong Kong Baptist University) Dr Lo Tit-wing (City University of Hong Kong) Dr Wong Chan Pik-yuen (City University of Hong Kong) Prof Yuen Tsang Woon-kay, Angelina, JP (Hong Kong Polytechnic University) Dr Li Ping-wai (Shue Yan College) Mr Wong Kam-man, Joseph (Hong Kong Council of Social Service) Miss Cheung Kam-hung, Rainbow (Hong Kong Social Workers Association Limited) Mr Cheng Kei, Freely (Health, Welfare and Food Bureau) Ms Young Bick-kwan, Irene (Education and Manpower Bureau) Miss Leung Wai-ming (Social Welfare Department)
Secretary	Mr Tong Woon-cheong, Arthur (Social Welfare Department)

10. Advisory Committee on "Opportunities for the Elderly Project"

Chairperson	Mrs Peggy Lam, SBS, JP
Members	Dr Dai Lok-kwan, David Dr Leung Chi-tat, Anthony Dr. Chong Ming-lin, Alice Mr Kwok Lit-tung Mr Leung Wan-kang Mr Lee Wing-wai (Social Welfare Department) Ms Grace Chan (Social Welfare Department)
In-attendance	Mrs Ng Ma Kam-han, Kathy (Social Welfare Department)
Secretary	Ms Ho Kwai-ying, Esther (Social Welfare Department)

11. Advisory Committee on Enhancing Employment of People with Disabilities

Chairperson	Mr Owen Chan Shui-shing
Members	Prof Chetwyn Chan Che-hin Mr So, Aloysius Martin Yirk Yu Prof Sara Ho Suk-ching Mr Wu Kwok-cheung, MH Mr Tong Wong King-lun Mr Johnny Yeung Chi-hung Ms Betty Chu Wai-sum Mrs Lorraine Wong Miu-lan Ms Deborah Wan Lai-yau, JP, BBS Mr Cheung Kin-fai, MH Mrs Julie Lee Lau Chu-lai, BH, JP Mr Chow Cheung-fat, Patrick Mr Kwok Yi-lai Mr Herman Hui Chung-shing, MH, JP Mrs Cecilia Poon Wong I-wen Mr Elton Yeung Mr Alvin Miu Miss Ophelia Chan, Social Welfare Department Mr C H Yuen, Philip, The Hong Kong Council of Social Service
Secretary	Member of Marketing Consultancy Office (Rehabilitation)

12. Membership of Traffic Accident Victims Assistance Advisory Committee (Appointed by the Chief Executive)

Chairperson	Dr Yeung Hin chung, John, JP
Vice-Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Ms Cheung, Jasminia Kristine Ms Kong Lai-wan, Winnie Mr Kwok Lam-kwong, Larry, JP Mr Lee Wai-hung Mr Mak Fai-man, Harry (Legal Aid Department) Ms Chau Ying-yu, Jamie (Hong Kong Police Force)
Secretary	Mrs Tsang Ho Sau-lai, Esther (Social Welfare Department)

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

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Dr Chan Kai-fong Ms Yue Mui-ying Dr Chan Yuk-chung Mrs Jane Cheung (Education and Manpower Bureau)
Secretary	Mr Poon Yat-ming, Patrick (Social Welfare Department)

14. Membership of Social Security Appeal Board (Appointed by the Chief Executive)

Chairperson	Miss Chan Mei-lan, Anna May
Members	Dr Lai Sau-shun, Benjamin Mr Yip Wing-shing, David Dr Cheung Suk-yee, Polly Mr Ng Siu-wing, Ludwig Mr Ip Tin-yau Miss Yu Lai-fan
Clerk to the Board	Mr Chan Wing-hoi (Social Welfare Department)

15. Membership of Criminal and Law Enforcement Injuries Compensation Boards (Appointed by the Chief Executive)

Chairperson	Mr Wong Yan-lung, SC
Members	Ms Chan Ching-fan Mr Chan Ka-yan, Samuel Mr Chan Kin-keung, Anthony, SC Miss Nancy Chan Prof Cheng Chun-yiu, Jack Mr Cheng Huan, SC Dr Cheung Kwong-yu, Hobby Mr Cheung Man-to, Raymond Ms Cheung Mui-seung, Emily Miss Choy Fung-peng, Abril Ms Dana Chu Dr Ip Yan-ming, JP Miss Kung Ching-yee, Athena Mr Kwong Loi-hing, Kevin Dr Lai Sau-shun, Benjamin Ms Lam Kwai-lan Miss Lam Tze-yan Ms Lee Wan-wah, Christina Mr Leong Kah-kit, Alan, SC Ms Liang Sun-yin, Cecilia Mr Liu Kwok-fai, Alvan Prof Luk Dip-kei, Keith Miss Ma Wing-tseung, Anita Dr Mak Ki-yan, JP Miss Sun Lee-ko Miss Tsang Lan-see, Nancy, JP Mr Wong Kwong-chi, David Dr Wong Pak-yuen, Leslie Mr Yip Wing-shing, David, MH
Secretary	Mrs Tsang Ho Sau-lai, Esther (Social Welfare Department)

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

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Director of Home Affairs or representative Director of Housing or representative Ms Kwan Po-jen, Helen Mrs Lee Kan Oi-ha, Gertrude Judy, JP Mr Mark Lin, JP
Secretary	Mrs Tsang Ho Sau-lai, Esther (Social Welfare Department)

17. Working Group on Combating Violence

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Ms Dora Fu (Health, Welfare and Food Bureau) Mr Fung Pak-yan (Social Welfare Department) Ms Winnie Ng (Security Bureau) Mr Patrick Cheung (Department of Justice) Mr Thomas Leung (Department of Justice) Ms Cecilia Ng (Hong Kong Police Force) Dr Beatrice Cheng (Hospital Authority) Dr H K Mong, JP (Department of Health) Mr Joe Poon (Legal Aid Department) Dr Simmy Sum (Department of Health) Mrs Jennifer Yiu (Housing Department) Mr Simon Lau (Information Services Department) Mrs Gigi Mansukhani (Education and Manpower Bureau) Mrs Anne Chan (Home Affairs Department) Ms Irene Ng (Association Concerning Sexual Violence Against Women) Ms Angie Lai (Caritas - Hong Kong) Ms Agnes Ng (Christian Family Service Centre) Ms Margaret Wong (Harmony House) Mrs Bridget Yu (Po Leung Kuk) Ms Liu Ngan-fung (Hong Kong Association for the Survivors of Women Abuse (Kwan Fook)) Ms Jane Tsuei (Hong Kong Council of Social Services)
In-attendance	Mr Helios Lau (Social Welfare Department) Mrs So Wong Wei-yee (Social Welfare Department) Miss Alice Chan (Social Welfare Department)
Secretary	Ms Michelle LAM (Social Welfare Department)

18. Working Group on Elder Abuse

Chairperson	Mr Fung Pak-yan (Social Welfare Department)
Members	Prof Iris Chi, JP (Elderly Commission) Ms K M Ng, Carmen (The Hong Kong Council of Social Service) Mrs Brenda Fung (Health, Welfare and Food Bureau) Mrs K D Williams, Annie (Official Solicitor's Office) Ms Ng Suk-fun, Cecilia (Hong Kong Police Force) Dr Dai Siu-kwan, Daisy (Hospital Authority) Dr Clive Chan (Department of Health) Mr Helios Lau (Social Welfare Department) Mrs So Wong Wei-yee (Social Welfare Department) Mrs Elaine Yue (Social Welfare Department) Mrs Yuk Kwok Lai-sum (Social Welfare Department)
Secretary	Mrs Chang Lam Sook-ye (Social Welfare Department)
Recorder	Mr C H Tsik, Joseph (Social Welfare Department)

19. Hong Kong Paralympians Fund Management Committee

Chairperson	Dr Lena Fung
Trustee	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Dr Chung Pak-kwong (Hong Kong Sports Institute) Mr Benny Cheung, MBE, QGM Mr Chiang Tak-cheung, Silas, MH Mrs Jenny Fung Mr David Ip, BH Mr Kwok Ka-ming, MBE Mr Keith Lam, OBE, JP Mrs Laura Ling, MH Dr Eva Tsai Mr Eddie Poon (Home Affairs Bureau) Miss Ophelia Chan, BBS (Social Welfare Department)
In-attendance	Mr Simon Chan (Social Welfare Department)
Secretary	Ms Yami Tsang (Social Welfare Department)

20. Committee on Services for Youth at Risk

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Vice-Chairperson	Mr Y C Cheng (Deputy Secretary (Education and Manpower) 4)
Members	Dr Choi Yuen-wan, SBS, JP Mr Ying Yu-hing Ms Tao Chee-ying Dr Cheng Chi-ho, Howard Mr Edward Leung Mr Karl Lau Mr Hui Chin-yim, Stephen, MH (Hong Kong Subsidised Secondary Schools Council) Dr Tsang Kit-man, Sandra (Committee on Home-School Co-operation) Dr Tam Wing-kun, BBS, JP (Action Committee Against Narcotics) Ms Jane Tsui (Hong Kong Council of Social Service) Mr Freely Cheng (Health, Welfare and Food Bureau) Mr K S Lee (Education and Manpower Bureau) Ms Winnie Ng (Security Bureau) Ms Esther Leung (Home Affairs Bureau) Dr Mak Kwok-hang (Department of Health) Mr Ma Wai-luk (Hong Kong Police Force) Mr Cheung Hing-wah (Social Welfare Department) Mr Ng Ting-kwong, Allan (Social Welfare Department)
Secretary	Mr Hung Wai-lun (Social Welfare Department)

21. Advisory Committee on Partnership Fund for the Disadvantaged

Advisory Committee

Chairperson	Mr Tang Kwok-wai, Paul, JP (Director of Social Welfare)
Members	Ms Chan Kit-wing, Ellen, MH The Rev Dorothy Lau, JP Mrs Lee Lau Chu-lai, Julie, JP Mr Ma Siu-leung Prof Mok Bong-ho Ms Tao Chee-ying, Theresa Dr Jimmy Wong Chi-ho, BBS Mr Charles Yang, JP Mr Yeung Po-kwan, JP Dr Yue Kwok-to Miss Ann Hon (Social Welfare Department)
Secretary	Mr Fu Tsun-hung (Social Welfare Department)

Honorary Advisors

The Hon. Bernard Chan, JP
Mr Chan Kwok-wai
Mr Ian Fok Chun-wan, JP
Mr Fred Lam, JP
Mr Anthony Nightingale
The Hon. Kenneth W S Ting, SBS, JP
Dr Jose S S Yu, SBS, JP
Mr Philip Yung, JP