



SWD Review

2009 -10 & 2010 -11





Social Welfare Department Review 2009-10 & 2010-11

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FOREWORD



Entering into the second decade in the 21st century, Hong Kong has seen rapid societal and economic changes. Our population has grown to over seven millions with the number of senior citizens increased by 27% within the decade while the average domestic household size decreased from 3.1 in 2001 to 2.9 in 2011. Births and inflow of One-way Permit Holders are important constituents of the overall population increase, but with about 45% of the births born to Mainland Women in 2011. Divorce has increased for about 35% in the recent decade, resulting in a considerable number of single-parent families in the community. Our economy

has developed into a knowledge-based one with rapid changes in information and communication technologies and demand for low-skilled or manual labour has rapidly decreased, resulting in decrease of income of most families whose breadwinners are low-skilled or manual labourers and widened income disparity in the community. To meet the societal and economic challenges, the total recurrent government expenditure on social welfare has increased by 41% over the past decade from \$27 billion in 2000-01 to \$38 billion in 2010-11. For years, government spending on social welfare has grown continuously. In 2010-11, the government's spending on social welfare ranked the second amongst various government expenditures signaling the importance our government has accorded to social welfare. At the same time, we continue to join hands with the welfare sector as well as the business community and uphold our determination and commitment in building a caring society.

I am pleased to share with you some of our notable achievements in the past two years.

We concluded district-based pilot projects, including Neighbourhood Support Child Care Project, Integrated Community Centre for Mental Wellness and Carer Training, launched to timely meet the needs of people in the locality. With proven effectiveness, these projects have been regularised and extended throughout the territory.

We introduced innovative mode of service delivery to address the changing help-seeking behavior arising from development in the information and communication technology by subventing a new web-management service to reach out to internet users with suicidal ideation and promote positive life attitudes.





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We deliberated on how best to provide support to the vulnerable and disadvantaged groups. On the social security side, apart from providing a safety net, we continued to encourage self-reliance through various employment assistance programmes. During the difficult time brought about by the global financial crisis, we provided additional one-off financial assistance. On the service side, we launched the Victim Support Programme to victims of family violence, the Short-term Food Assistance Service Project, the pilot schemes on Home Care Services for the Frail Elders on the waiting list for nursing home services and Home Care Service for Persons with Severe Disabilities, a pilot scheme to provide residential care homes for the elderly with subsidised visiting pharmacist services, the pilot Bought Place Scheme for private residential care homes for persons with disabilities and the pilot project on Enhanced Probation Service, etc.

We continued to promote multi-partite partnership through the Partnership Fund for the Disadvantaged and the Child Development Fund. We encouraged volunteerism in different sectors that covered all walks of life and the achievements in promoting corporate social responsibility were spectacular. We collaborated with the Radio Television Hong Kong and produced a docu-drama series to arouse public awareness and concern on issues of domestic violence and encourage needy people to seek early assistance.

At the district level, our District Social Welfare Officers continued to act as focal points in their respective districts with strengthened partnership with District Councils, local communities, local organisations, subvented and non-subvented welfare non-governmental organisations, government departments and other stakeholders including the business sector, etc. They played a pivotal and important role in developing social capital and mobilised local and community resources to timely meet their distinctive district needs. The solidarity and self-initiated mutual help during the tragic incidents of the collapse of an old tenement at Ma Tau Wai Road, the fire at Fa Yuen Street and the flood in Tai Po all demonstrated seamless collaboration amongst government, non-governmental and community organisations. Efforts to address the multi-faceted and multi-cultural needs of different minority groups to foster social cohesion were also evident in our district work.

Against the global economy and local social scene, we acknowledge that we will be facing tremendous challenges ahead with increasingly complex social issues and rising public demands for quality social welfare services against limited resources. Yet, with the solid foundation that had been laid over the years and the joint effort of all, we are confident that we shall be able to embrace the challenges ahead and continue to improve people's well-being and livelihood through service consolidation and enhancement.

NIP Tak-kuen, Patrick, JP
Director of Social Welfare





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An Overview

CHAPTER 1



MISSION

1.1 The Social Welfare Department (SWD) is committed to building a caring community with self-sufficiency, dignity, harmony and happiness for people of Hong Kong.

GUIDING PRINCIPLES

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

- (a) to provide the disadvantaged groups who are unable to attain self-subsistence with a safety net
- (b) to cherish the family as a core value of social harmony and fundamental to the stability and prosperity of our society
- (c) to assist the poor and the unemployed with an emphasis on enhancing, not impeding, their will to be self-reliant
- (d) to foster a caring culture in the society and encourage those with sufficient means to show concern for the community

STRATEGIC OBJECTIVES

1.3 The SWD is dedicated to:

- (a) caring for the elderly, sick and underprivileged
- (b) ensuring provision of a safety net to the needy while encouraging and assisting those with ability to work to become self-reliant
- (c) preserving and strengthening family solidarity and nurturing harmonious interpersonal relationships amongst family members
- (d) mobilising community resources and promoting volunteerism to foster mutual care and support in the community





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An Overview CHAPTER 1

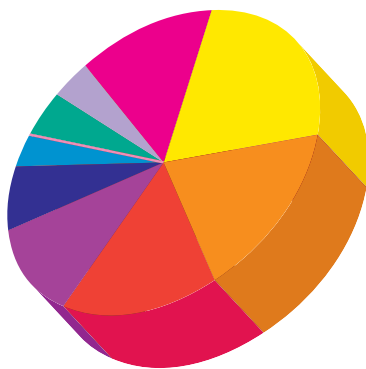


- (e) developing social capital and encouraging partnerships among segments of the community on the basis of shared responsibilities for the social development of Hong Kong

WELFARE EXPENDITURE

1.4 In the 2010-11, the total actual recurrent government expenditure on social welfare^{Note 1} reached \$37.6 billion, taking up 16.8% of the total recurrent government expenditure and ranked the second amongst various policy areas as shown in **Chart 1** below.

Chart 1: 2010-11 Recurrent Government Expenditure by Policy Area Group



Total Recurrent Government Expenditure:
2010-11 Actual \$223.2 billion
2009-10 Actual \$221.2 billion

● Education	22.9%	(23.0%)
● Social Welfare	16.8%	(17.8%)
● Health	16.5%	(16.0%)
● Security	12.3%	(12.1%)
● Infrastructure	6.8%	(6.8%)
● Economic	3.3%	(3.4%)
● Housing	0.1%	(0.1%)
● Environment and Food	4.3%	(4.4%)
● Community and External Affairs	3.6%	(3.5%)
● Support	13.4%	(12.9%)

() represents percentage for 2009-10

Note 1 (a) 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 Labour and Welfare Bureau.

(b) To give a better picture of the long term trend of recurrent expenditure on social welfare, one-off additional payments to recipients under Comprehensive Social Security Assistance and Social Security Allowance Schemes have been provided for under non-recurrent expenditure since 2010-11.





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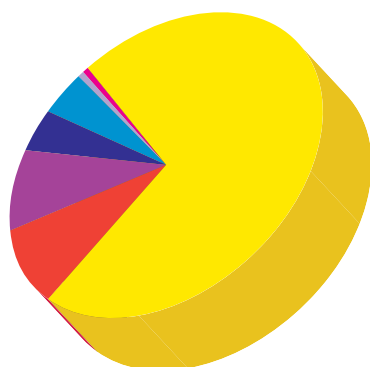
CHAPTER 1



TOTAL EXPENDITURE OF SOCIAL WELFARE DEPARTMENT AND LOTTERIES FUND EXPENDITURE

- 1.5 In 2009-10, the total actual expenditure of SWD was \$39.5 billion. Of the \$39.5 billion, \$28.0 billion (71%) was for financial assistance payments ^{Note 2}, \$8.3 billion (21%) was for recurrent subventions to non-governmental organisations (NGOs), \$0.7 billion (2%) was for hire of services, and the remaining balance of \$2.5 billion (6%) was for departmental expenditure.
- 1.6 In 2010-11, the total actual expenditure of SWD was \$39.4 billion. Of the \$39.4 billion, \$27.6 billion (70%) was for financial assistance payments ^{Note 2}, \$8.6 billion (22%) was for recurrent subventions to NGOs, \$0.8 billion (2%) was for hire of services, and the remaining balance of \$2.4 billion (6%) was for departmental expenditure.
- 1.7 Analysed by programme as shown in **Chart 2** below, elderly services took up the largest share amongst the various welfare services, excluding social security, in both 2009-10 and 2010-11.
- 1.8 Established with income from the Mark Six Lottery, investment income and auctions of vehicle registration numbers to finance the development of social welfare services, the Lotteries Fund (LF) is a major source of capital funding for NGOs. In 2009-10 and 2010-11, payments from the LF were \$0.7 billion and \$0.9 billion respectively.

Chart 2: SWD - 2010-11 Actual Expenditure by Programme



● Social Security	72.0%	(72.6%)
● Services for Elders	10.1%	(9.9%)
● Rehabilitation & Medical Social Services	8.5%	(8.2%)
● Family & Child Welfare	4.4%	(4.3%)
● Young People	3.9%	(3.9%)
● Services for Offenders	0.7%	(0.7%)
● Community Development	0.4%	(0.4%)

() represents percentage for 2009-10

Note 2 The financial assistance payments have included \$1.7 billion for one-off additional payments to recipients under Comprehensive Social Security Assistance and Social Security Allowance Schemes in each of the years of 2009-10 and 2010-11.



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Major Achievements

CHAPTER 2



2.1 In 2009-10 and 2010-11, the Social Welfare Department has launched various new initiatives or enhanced existing welfare services under different programme areas to help the needy individuals and families in the community.

2.2 SOCIAL SECURITY

- (a) Relaxed the limit of absence from Hong Kong for the Old Age Allowance and Disability Allowance to 305 days a year, thus enabling elderly and disabled recipients to receive a full-year allowance as long as they have resided in Hong Kong for 60 days a year.
- (b) Provided additional one-off assistance to Comprehensive Social Security Assistance (CSSA) recipients and recipients of the Disability Allowance and Old Age Allowance.

2.3 FAMILY AND CHILD WELFARE

- (a) Launched the Victim Support Programme for Victims of Family Violence to provide victims of domestic violence with emotional support and relevant information on legal proceedings and community services.
- (b) Set up the fifth refuge centre for women and strengthened the support services provided by the existing four refuge centres for women.
- (c) Increased manpower in Family and Child Protective Services Units.
- (d) Completed the Pilot Project on Child Fatality Review and its evaluation.
- (e) Enhanced the SWD Hotline for operation on a 24-hour basis with commencement of service of an NGO-operated Hotline and Outreaching Service Team.
- (f) Launched the operation of five short-term food assistance service projects run by NGOs.
- (g) Completed the pilot Neighbourhood Support Child Care Project and its evaluation.

2.4 ELDERLY

- (a) Launched a pilot scheme on home care services for the frail elders who were on the waiting list for nursing home places to provide them with new package of intensive and tailor-made home care services.





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Major Achievements

CHAPTER 2



- (b) Launched a pilot scheme to provide residential care homes for the elderly with subsidised visiting pharmacist services to enhance the knowledge and capability of staff in drug management.
- (c) Extended the District-based Scheme on Carer Training to all District Elderly Community Centres and Neighbourhood Elderly Centres.
- (d) Continued to implement the Home Environment Improvement Scheme for the Elderly to assist the elders who are in lack of financial means and family support to improve their dilapidated homes.
- (e) Provided additional residential care places.
- (f) Increased subsidised community care places.
- (g) Provided or increased supplements for subsidised residential care homes and day care centres for the elderly to render more targeted services to the frail and demented elders.
- (h) Continued to implement the Enrolled Nurse Training Programme for the Welfare Sector.

2.5 REHABILITATION

- (a) Implemented a pilot scheme on Home Care Service for Persons with Severe Disabilities in Tuen Mun and Kwun Tong districts.
- (b) Introduced a pilot Bought Place Scheme for Private Residential Care Homes for Persons with Disabilities.
- (c) Introduced the Residential Care Homes (Persons with Disabilities) Bill into the Legislative Council to set up a licensing scheme to ensure the services of residential care homes for persons with disabilities meet the statutory standards.
- (d) Revamped the community mental health support services and set up Integrated Community Centre for Mental Wellness (ICCMW) in all districts and enhanced their services for persons with severe mental illness, including strengthening of manpower of ICCMW to handle more cases.
- (e) Increased subvented residential care places, provided additional places for day training and vocational rehabilitation services to increase employability of persons with disabilities, provided additional places for pre-school rehabilitation services for children with disabilities, including autistic children.





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Major Achievements

CHAPTER 2



- (f) Strengthened physiotherapy, nursing care and other support services in subvented residential care homes for the mentally handicapped in light of the ageing profile of residents.
- (g) Strengthened the medical social services to dovetail with the services of the Hospital Authority.

2.6 YOUTH AND CORRECTIONS

- (a) Injected additional resources to further enhance the manpower of District Youth Outreaching Social Work Teams.
- (b) Launched a pilot project on Enhanced Probation Service at the probation offices serving Kowloon City Magistrates' Courts and Kwun Tong Magistrates' Courts.
- (c) Established four Counselling Centres for Psychotropic Substance Abusers (CCPSAs) with on-site medical support service.
- (d) Allocated additional resources in all CCPSAs to launch on-site medical support services.





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Social Security

CHAPTER 3



OBJECTIVES

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

SERVICE PROVISION

3.2 This objective is achieved through a non-contributory social security system administered by the Social Welfare Department (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 or Fujian Province in Mainland China. In addition, the Social Security Appeal Board, an independent body, handles appeals against SWD's decisions on social security issues.

Support for Self-reliance Scheme

3.3 The Support for Self-reliance Scheme aims at encouraging and assisting employable CSSA recipients to take up paid employment and become self-reliant. The Scheme consists of three main components:

- (a) Active Employment Assistance Programme : through the provision of personalised employment assistance services provided by non-governmental organisations (NGOs) commissioned by SWD to help the unemployed recipients find full-time paid job.
- (b) Community Work Programme : arrangement of unpaid community work to help the unemployed recipients build up their self-esteem and work habit, and prepare them for rejoining the workforce in future.
- (c) Disregarded earnings : provision of an incentive, by disregarding part of their income, to encourage recipients to undertake paid employment while on CSSA.





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Social Security

CHAPTER 3



HIGHLIGHTS OF THE PERIOD

Targeted employment assistance for various employable CSSA recipients

3.4 To promote the concept of 'from welfare to work', SWD continued to strengthen employment assistance services for various groups of employable CSSA recipients to help them return to the workforce. In 2009-10 and 2010-11, SWD continued to commission NGOs to operate 60 projects under the Integrated Employment Assistance Scheme to provide ordinary and intensive employment assistance services to able-bodied unemployed CSSA recipients and help them secure full-time paid employment. To assist long-term CSSA unemployed youth aged between 15 and 29 to find full-time employment or return to mainstream schooling, SWD implemented the Special Training and Enhancement Programme which provided motivational training and intensive employment assistance services to the participants. In April 2010, the new phase of the New Dawn Project was launched to help CSSA single parents and child carers enhance their capacity for self-help and integration into the community through engagement in work as early as possible.

Provision of subsidy for Internet access charges

3.5 To reduce the financial burden of the low-income families in meeting the Internet access charges for e-learning of their children at home, SWD has assisted in providing a household-based cash subsidy for Internet access charges to CSSA families with child(ren) studying at full-time primary or secondary school in receipt of the flat-rate grant for school-related expenses starting from the 2010-11 school year. The full subsidy rate for the school year of 2010-11 is \$1,300.

Provision of additional one-off assistance to social security recipients

3.6 To ease the pressure on social security recipients during the difficult time brought about by the global financial crisis, SWD provided one additional month of standard rate of CSSA payment for CSSA recipients and one additional month of allowance for Disability Allowance and Old Age Allowance recipients in August 2009. In June 2010, SWD also provided one additional month of standard rate of CSSA payment for CSSA recipients and one additional month of allowance for Disability Allowance recipients and Old Age Allowance recipients with the aim to alleviate the burden of social security recipients who have not yet benefited from the economic recovery.





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Social Security

CHAPTER 3



Relaxation of the annual permissible limit of absence under Social Security Allowance Scheme

3.7 To take into account the wishes of some elder recipients to spend more time to travel or visit their friends and relatives outside Hong Kong without affecting their payment, the annual permissible limit of absence from Hong Kong for recipients of the Old Age Allowance and Disability Allowance under the SSA Scheme has been relaxed from 240 days to 305 days, and correspondingly the minimum residence period in Hong Kong for entitlement to permissible limit of absence has been reduced from 90 days to 60 days in each payment year since 1 February 2011. If the recipient has resided in Hong Kong for not less than 60 days in the year, he will be eligible for full-year allowance.

Fraud Prevention

3.8 SWD continues its efforts to prevent and combat fraud and abuse against social security welfares. Aiming to prevent duplicate claim of public resources, the data matching with Education Bureau has been strengthened for the provision of CSSA for students in boarding placement of its special schools since 2010-11.

STATISTICS

CSSA Scheme

3.9 As at 31 March 2010, there were 287 822 CSSA cases providing assistance to 479 167 people. The number of CSSA cases and recipients were 282 732 and 462 564 respectively as at 31 March 2011. The number of low earnings, unemployment and single parent cases decreases in the past two years whereas slight increases were noted in the number of old age, permanent disability and ill health cases registered during the same period. Analysis of distribution of CSSA cases by nature of cases as at 31 March 2010 and 31 March 2011 respectively is shown in **Chart 3** below:





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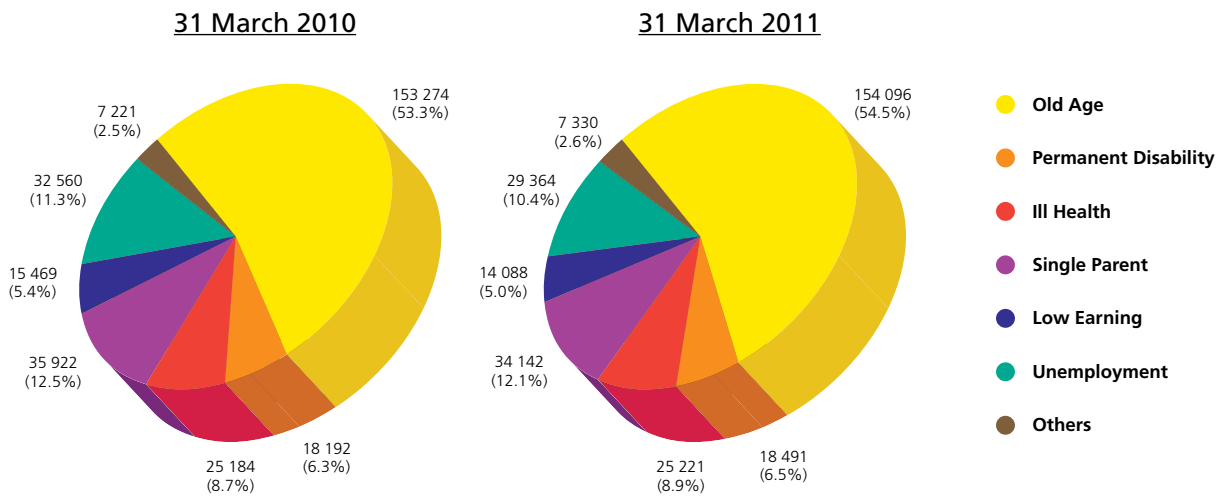
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CHAPTER 3

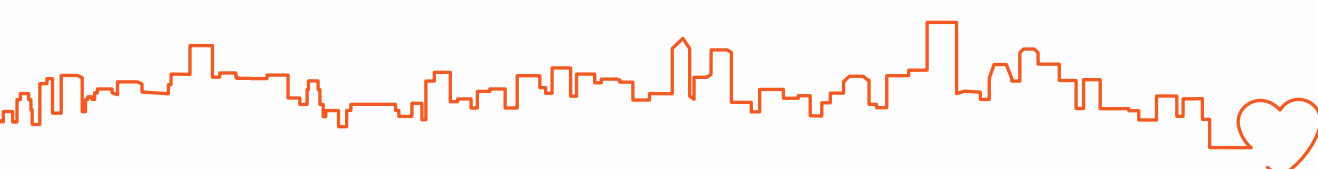
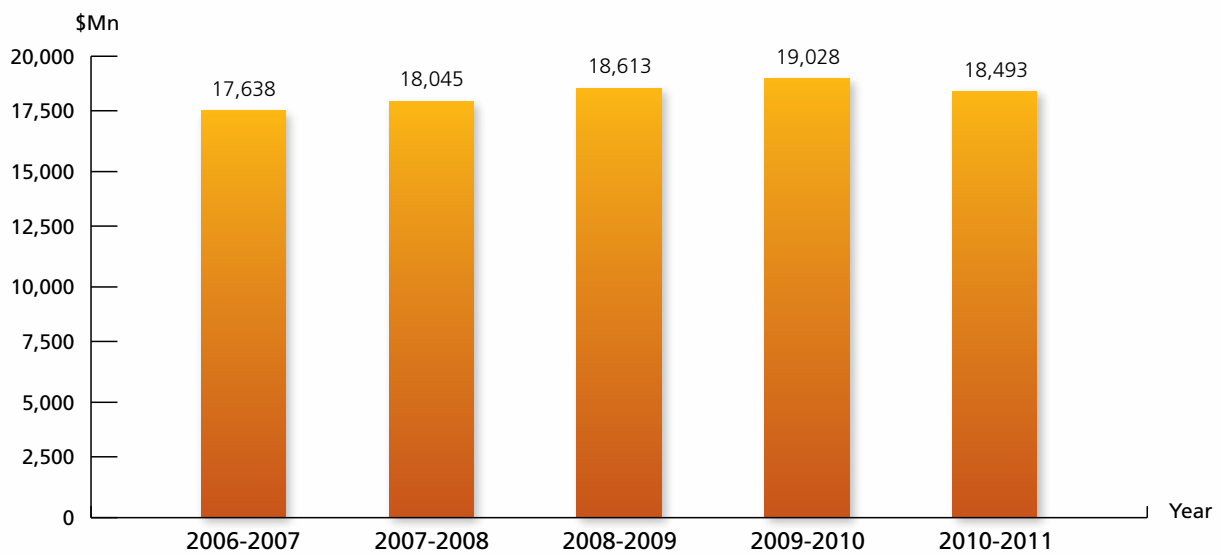


Chart 3: Distribution of CSSA Cases by Nature of Cases



3.10 A total of \$18,493 million was paid out under the CSSA Scheme in 2010-11. The total expenditure for the years 2006-07 to 2010-11 is shown in **Chart 4** below:

Chart 4 : Total Expenditure Under the CSSA Scheme for 2006-07 to 2010-11





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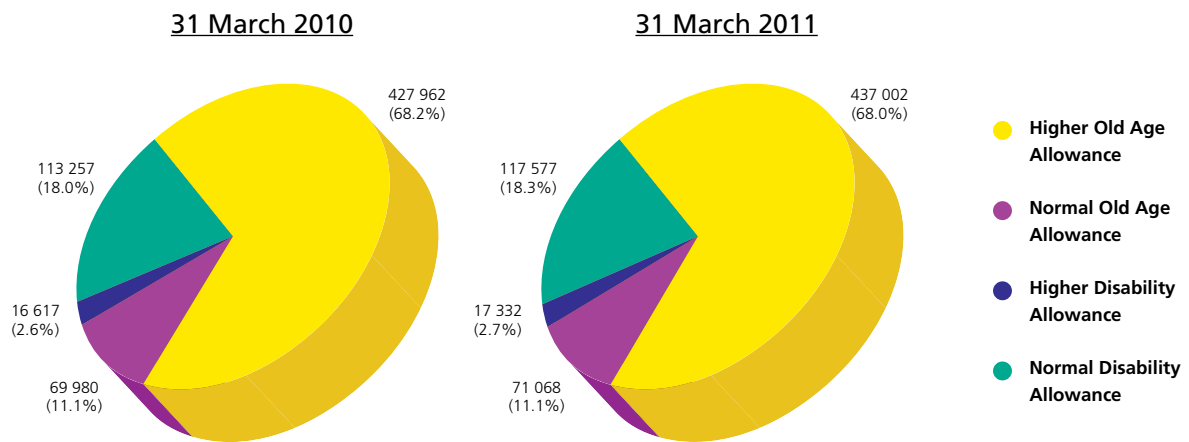
Social Security CHAPTER 3



SSA Scheme

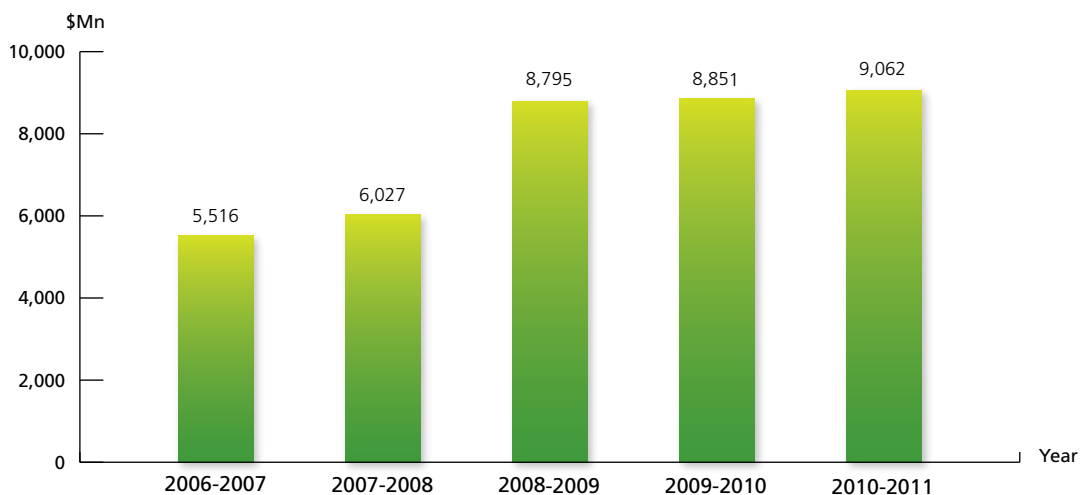
3.11 As at 31 March 2010 and 2011, the numbers of SSA cases were 627 816 and 642 979 respectively. A breakdown of these cases by nature of cases is shown in **Chart 5** below:

Chart 5: Distribution of SSA Cases by Nature of Cases



3.12 A total of \$9,062 million was paid out under the SSA Scheme in 2010-11. The total expenditure for the years 2006-07 to 2010-11 is shown in **Chart 6** below:

Chart 6 : Total Expenditure under SSSA Scheme for 2006-07 to 2010-11





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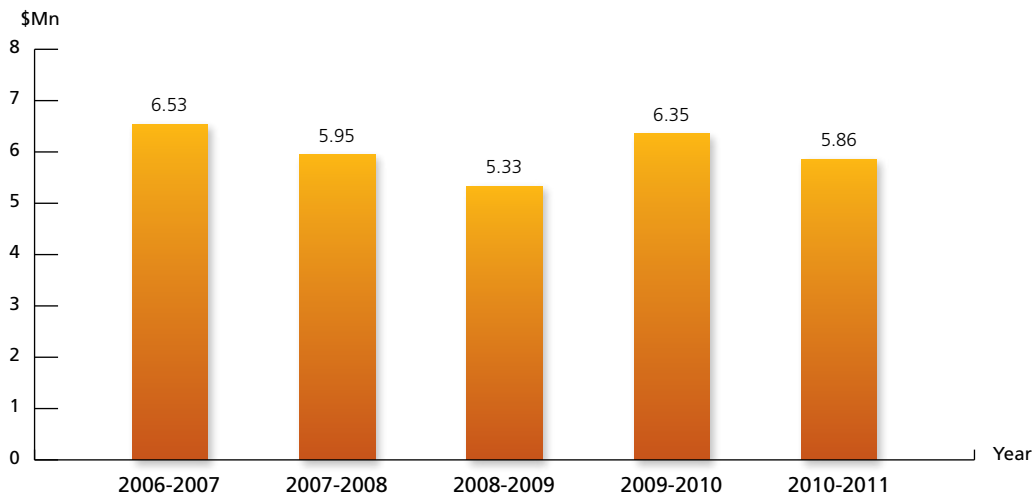
CHAPTER 3



CLEIC Scheme

3.13 In 2010-11, a total of \$5.86 million was paid out under the CLEIC Scheme to 426 cases. The total expenditure for the years 2006-07 to 2010-11 is shown in **Chart 7** below:

Chart 7 : Total Expenditure under CLEIC Scheme for 2006-07 to 2010-11





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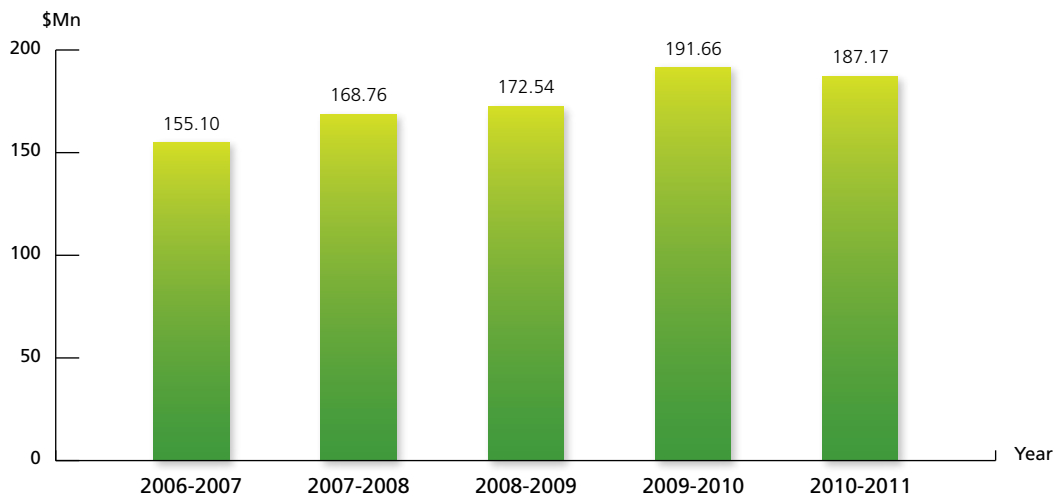
CHAPTER 3



TAVA Scheme

3.14 In 2010-11, a total of \$187.17 million was paid out under the TAVA Scheme to 13 888 cases. The total expenditure for the years 2006-07 to 2010-11 is shown in **Chart 8** below:

Chart 8 : Total Expenditure under TAVA Scheme for 2006-07 to 2010-11



Social Security Appeal Board

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

3.16 In 2010-11, SSAB ruled on 356 appeals, including 117 CSSA cases and 239 SSA cases. The Board confirmed the decisions of SWD in 233 cases (65%) and varied its decisions in 123 cases (35%).





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Family Services

CHAPTER 4



OBJECTIVES

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

APPROACH

4.2 The Social Welfare Department (SWD) adopts a three-pronged approach to provide a continuum of services to support families, namely:

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

SERVICE PROVISION AND STATISTICS UNDER THE THREE-PRONGED APPROACH

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





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Family Services CHAPTER 4



PRIMARY LEVEL		
	2009-10	2010-11
Publicity Campaign on “Strengthening Families and Combating Violence”	<ul style="list-style-type: none"> • A new TV API on the theme of “Positive Thinking” with the slogan of “There are always More Solutions than Problems” • Advertisement and broadcasting of new TV APIs at various mass transportation platforms, shopping malls of public housing estates and other mass media • 1 398 district programmes attended by 117 924 participants 	<ul style="list-style-type: none"> • In collaboration with RTHK to produce a series of docu-drama to promote the messages of family cohesion and combating violence • Advertisement and broadcasting of new TV APIs at various mass transportation platforms, shopping malls of public housing estates, and other mass media • 1 553 district programmes attended by 106 032 participants
Family Life Education (FLE)	22 social workers <ul style="list-style-type: none"> • 1 208 programmes • 71 187 participants 	22 social workers <ul style="list-style-type: none"> • 1 355.5 programmes • 194 903 participants
Departmental Hotline	<ul style="list-style-type: none"> • 176 267 calls received 	<ul style="list-style-type: none"> • 182 845 calls received
Family Support Networking Teams (FSNTs)	7 teams	7 teams
SECONDARY LEVEL		
Integrated Family Service Centres (IFSCs)/ Integrated Services Centres (ISCs)	61 IFSCs & 2 ISCs <ul style="list-style-type: none"> • 91 988 cases served • 9 361 groups and programmes organised 	61 IFSCs & 2 ISCs <ul style="list-style-type: none"> • 90 869 cases served • 9 662 groups and programmes organised
Family Aide Service	44 family aide workers <ul style="list-style-type: none"> • 2 739 cases served 	44 family aide workers <ul style="list-style-type: none"> • 2 382 cases served





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Family Services

CHAPTER 4



TERTIARY LEVEL		
Family Crisis Support Centre	1 centre • 22 731 calls received • 1 004 persons/families in crisis served	1 centre • 22 402 calls received • 779 persons/families in crisis served
Multi-purpose Crisis Intervention and Support Centre	1 centre • 18 302 calls received • 85 cases handled	1 centre • 23 329 calls received • 116 cases handled
Suicide Crisis Intervention Centre	1 centre • 1 302 cases handled	1 centre • 1 328 cases handled
Refuge Centres for Women	5 centres • 80.6% average utilisation rate • 774 cases served	5 centres • 86.8% average utilisation rate • 722 cases served
Family and Child Protective Services Units (FCPSUs)	11 units • 9 996 cases served • 792 joint investigations on suspected child abuse cases with police	11 units • 9 214 cases served • 687 joint investigations on suspected child abuse cases with police
Victim Support Programme for Victims of Family Violence	Not applicable	1 centre • 405 service users served
Prevention and Handling of Elder Abuse	• 1 workshop for 39 social workers and nurses • 1 training course for 153 staff of SWD and non-governmental organisations (NGOs)	• 2 identical training courses for 111 professional staff of SWD, NGOs and private residential care homes for the elderly • 2 identical training courses for 114 care staff and health workers from same settings above • 1 training course for 147 staff of SWD, NGOs and Police
Integrated Services Team for Street Sleepers	3 teams • 190 cases assisted to live off street • 79 cases matched with jobs	3 teams • 168 cases assisted to live off street • 61 cases matched with jobs





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Family Services

CHAPTER 4



HIGHLIGHTS OF THE PERIOD

Strengthened Services and Support for Victims of Domestic Violence

Victim Support Programme for Victims of Family Violence

4.4 SWD launched the Victims Support Programme for Victims of Family Violence (VSP) in June 2010. The Programme, run by Po Leung Kuk with funding provided by SWD, aims to enhance support services to victims of domestic violence, including those undergoing the judicial process. Through the VSP, the victims will be provided with information on the legal proceedings and community support services (such as legal aid service, accommodation, medical treatment and child care support, etc.). They will also be provided with emotional support and company while going through the judicial process to alleviate their fear and sense of helplessness. Through close collaboration with case workers, the VSP empowers and assists the victims to resume normal life as early as possible.

Increased Manpower in Family and Child Protective Services Units

4.5 To meet the increasing service demand and further strengthen the support service to victims of family violence and family in crisis, additional manpower has been provided to the Family and Child Protective Services Units (FCPSUs) through deployment of existing resources and additional resources. The number of social workers in FCPSUs has been increased from 156 in 2008-09 to 168 in 2010-11.

Refuge Centres for Women

4.6 The refuge centres for women provide temporary accommodation service for women with or without children who are having serious personal or family problems or in danger of domestic violence. Apart from strengthening the support services provided by the four refuge centres for women, SWD added the fifth refuge centre in December 2009, thus increasing the total number of places from 162 in 2005 to 260 in 2009.





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Family Crisis Support Centre

4.7 The Family Crisis Support Centre (FCSC) operated by Caritas – Hong Kong provides an integrated package of services to individuals or families in crisis. The occupancy rate for the temporary accommodation service was 101% and 131% respectively in 2009-10 and 2010-11. As at 31 March 2011, more than 94% of the service users have indicated positive response in overcoming the immediate crisis upon leaving the FCSC.

Multi-purpose Crisis Intervention and Support Centre

4.8 The CEASE Crisis Centre (the Centre), operated by the Tung Wah Group of Hospitals, aims to provide comprehensive support to victims of sexual violence and individuals or families facing domestic violence or in crisis, and to link them with appropriate health care and social services units as soon as possible for necessary protection and services. Services provided include a 24-hour hotline and crisis intervention/immediate outreaching service for victims of sexual violence and elder abuse after office hours of SWD. Besides, the Centre provides short-term accommodation for victims who are temporarily not suitable to return home or individuals/families in crisis.

Suicide Crisis Intervention Centre

4.9 The Suicide Crisis Intervention Centre (SCIC), operated by The Samaritan Befrienders Hong Kong (SBHK), provides round-the-clock outreaching, crisis intervention/intensive counselling to persons in crisis situation and at high/moderate suicidal risks. Apart from the core crisis intervention service, the SCIC also co-operates with SBHK's Life Education Centre and Hotline Centre and other related organisations to render support services to persons affected by suicidal behaviour (including family members and friends). Besides, the SCIC has been actively combating the problem of suicide through the provision of preventive education, hotline for brief counselling and crisis intervention. In response to service demands of suicide survivors and for cyber services, starting from November 2009, SBHK has received additional annual resources to implement designated services to survivors including reaching-out service, continual short-term intensive counseling service for 6-month period and volunteer training group service; and cyber services of regular blog search for early identification of those with suicidal tendency, and managing/updating the blog of the SCIC to convey meaningful and positive life attitude. Also, to provide channel for those internet users who are less ready to seek help proactively but are active to share through internet, the SBHK received further additional





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allocation from April 2010, on a three-year basis to implement the “web-engagement service”. In the first phase, forum, email-box and chat-room will be set up to reach out to internet users with suicidal ideation and for them to ventilate their emotion and get emotional support. In the second phase, case stories and videos will be collected and produced to promote positive life attitude while internet resource corner will be established to provide related social service to the users.

Services for Batterers

- 4.10 In reducing the risk of domestic violence, it is necessary to break the cycle of violence. Services for batterers have been another important work focus of SWD. Apart from individual counselling and treatment, a two-year “Pilot Project on Batterer Intervention Programme (BIP)” launched by the SWD was completed in 2008 and proven to be effective in helping the abusers change their abusive behaviour. In 2009, an outcome study on the pilot project showed that the programme effects were sustained after a one-year period. After completion of the pilot project, BIP has become an integrated component of the counselling service for batterers provided by the 11 Family and Child Protective Services Units of the SWD throughout the territory. In 2009-10 and 2010-11, a total of 173 batterers participated in BIP. SWD will further develop other treatment modalities such as BIP for women.
- 4.11 Separately, under the Domestic Violence (Amendment) Ordinance 2009, SWD has launched a new Anti-violence Programme (AVP) which seeks to change the abusers’ attitude and behaviour. The Ordinance was amended as Domestic and Cohabitation Relationships Violence Ordinance, Cap. 189, in January 2010 to extend its scope to cover same-sex cohabitants. The AVP, psycho-education in nature, is suitable for different types of abusers. NGOs have been engaged in delivering the programme.

Prevention and Handling of Elder Abuse

- 4.12 The Working Group on Elder Abuse, set up in 2001, has been focusing on developing and updating the Procedural Guidelines for Handling Elder Abuse Cases as well as enhancing community awareness of abused cases including the awareness of frontline personnel of concerned disciplines. With the service infrastructure established, the work focus has evolved from a remedial-oriented approach to a more preventive approach such as identifying risk factors of elder abuse cases and formulating preventive measures. In order to sustain the momentum in public education,





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and in view of the cultural background of the society, empowerment of elders as part of our preventive strategies will continue to be our major focus. Furthermore, attention will be placed on identifying high risk groups for more targeted intervention. Meanwhile, SWD will refine the Procedural Guidelines where necessary.

Training Programme Relevant to Domestic Violence

4.13 In 2009-11, SWD continued to provide training on core themes of domestic violence including child abuse, battered spouse, elder abuse and sexual violence, etc. Apart from about 120 training courses conducted at the central level, relevant training was arranged at the district level to meet individual district needs.

Publicity and Community Education

Publicity Campaign on “Strengthening Families and Combating Violence”

4.14 To enhance the public awareness of the importance of family solidarity and to encourage early help seeking for prevention of domestic violence and family tragedy, SWD continued to launch the Publicity Campaign on “Strengthening Families and Combating Violence” in 2009-10. The main theme of “Positive Thinking” with the slogan of “There are always More Solutions than Problems” (辦法總比困難多) was adopted in 2009-10. Through different publicity programmes and means, including advertisement at mass transportation platforms, display of messages in Yahoo for promotion of positive thinking, production of roadside boards and TV APIs, and broadcasting of new TV APIs in shopping malls of public housing estates, the messages of strengthening family and individual resilience so as to prevent violent behaviours have been further publicised to people of all social strata. In 2010-11, SWD worked in collaboration with RTHK to produce a series of docu-drama to arouse public awareness and concern about the issues in relation to child abuse, spouse/cohabitant battering, elder abuse, sexual violence and suicide, and to encourage needy person to seek early assistance.

Other Supportive Services

Child Fatality Review

4.15 The Pilot Project on Child Fatality Review (the Project) was launched in February 2008 with all reviews and reports completed in February 2011. Through reviewing 209 child death cases aged under 18 and occurring in the years





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2006 and 2007, the Project aims to identify patterns and trends of child death cases, formulate prevention strategies and promote inter-sector collaboration and multi-disciplinary cooperation to prevent child deaths. Under the Project, an independent and non-statutory Review Panel with members appointed by the Director of Social Welfare is responsible for conducting review. The review findings, recommendations and relevant responses from the concerned bodies or organisations have been presented in two reports published by the Review Panel in 2010 and 2011. As the evaluation of the Project confirms the value of the review, SWD will set up a standing child fatality review mechanism.

Enhanced Hotline Services

4.16 SWD started procuring the service of the 1823 Call Centre in February 2008 to handle enquiries relating to social security matters so that social workers of the SWD Hotline, 2343 2255, could be more readily available to handle calls requiring counselling. Moreover, upon the commencement of service of the NGO-operated Hotline and Outreaching Service Team (HOST) in October 2008, the SWD Hotline started operating on a 24-hour basis with SWD's social workers handling calls during normal office hours, while calls received outside normal office hours are handled by social workers of HOST. HOST also provides outreaching service to specific groups of needy persons in case of emergency warranting immediate intervention by social workers. In 2010-11, 1823 Call Centre has handled 11 867 calls, while social workers of SWD Hotline has handled 41 172 calls with 8 618 calls requiring counselling service whereas social workers of HOST has handled 14 695 calls with 12 580 calls requiring counselling service.

Short-term Food Assistance

4.17 Five short-term food assistance service projects run by NGOs started operation in February 2009 to provide a maximum of six-week food assistance to individuals/families who have difficulties coping with their daily food expenditure. A minimum of 50 000 persons are expected to benefit from the initiative. The target service users are broadly categorised into two groups: (i) individuals or families who have proven difficulties coping with daily food expenditure, including those among the unemployed, low-income earners, new arrivals, street sleepers, as well as individuals or families encountering sudden change and facing immediate financial hardship, etc.; and (ii) individuals or families who have not benefited from any of the relief measures implemented or announced by the Government in 2008. The operating NGOs assess the eligibility and needs of target service users as well as the level and type





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of assistance to be provided so as to ensure that the food provided is proper and adequate to meet the basic needs of the service users. As at 31 March 2011, a total of 48 523 persons have received food assistance from the service projects. The \$100 million originally allocated for the five Projects is estimated to be able to support the running of the Projects until 2013. Yet we recognise that the rise in food cost has an impact on the livelihood of the Projects' target beneficiaries and have hence reserved an additional \$100 million for the continuation of the Projects.

Services for Street Sleepers

4.18 The three SWD-subsented NGO-operated Integrated Services Teams for Street Sleepers provide a range of integrated services to help street sleepers give up street sleeping and re-integrate into the community. Services provided include counselling, after care service, outreaching visits, group activities, emergency placement/short-term hostel placement, employment guidance, personal care, emergency financial assistance as well as service referrals.

Compassionate Rehousing

4.19 Compassionate Rehousing (CR) is a form of housing assistance provided for individuals and families who have genuine and imminent housing problem which cannot be solved by themselves. In 2009-10 and 2010-11, 2 529 and 2 710 cases were recommended by SWD to Housing Department for CR respectively.

Charitable Trust Funds

4.20 SWD administers four charitable 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 of the funds is to provide one-off and short-term financial assistance to individuals and families to overcome their temporary financial hardship due to special and emergency situations. In 2009-10 and 2010-11, 2 680 payments (amounted to \$9.02 million) and 2 502 payments (amounted to \$9.15 million) were made to needy individuals or families respectively.



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OBJECTIVES

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

SERVICE PROVISION AND STATISTICS

5.2 The service provision and statistics are as follows:

Adoption Service			
No. of Units		No. of new adoption applications processed	
		2009-10	2010-11
Social Welfare Department (SWD)	2	121 (Local adoption applications)	138 (Local adoption applications)
Non-governmental Organisations (NGO)	3	0 (Local adoption applications)	26 (Local adoption applications)
		24 (Overseas adoption applications)	18 (Overseas adoption applications)

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Residential Child Care Services

	Number of Centres		Number of Places		Average Enrolment Rate	
	2009-10	2010-11	2009-10	2010-11	2009-10	2010-2011
Foster Care Service	Not applicable		970	970	93.1%	91.4%
Children's Home	5	5	403	403	92.8%	89.5%
Small Group Home	108	108	864	864	93.8%	93.9%
Boys' Hostel	1	1	15	15	94.97%	97.4%
Girls' Hostel	3	3	65	65	90.63%	86.8%
Boys' Homes with School for Social Development on Site	4	4	457	457	91.71%	87.9%
Boys' Homes	3	3	195	195	89.81%	86.8%
Girls' Homes with School for Social Development on Site	2	2	200	200	86.06%	84.3%
Girls' Homes	1	1	30	30	79.95%	85.7%



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Day Child Care Services						
	Number of Centres		Number of Places		Utilisation Rate	
	2009-10	2010-11	2009-10	2010-11	2009-10	2010-11
Standalone Child Care Centre ^{Note 1}	12	12	690	690	98%	98%
Occasional Child Care Service	217 (units)	217 (units)	545	545	49%	59%
Extended Hours Service	103	103	1 230	1 230	77%	80%
Mutual Help Child Care Centre	23	22 ^{Note 2}	314	300 ^{Note 2}	8%	8%

Note 1 Apart from the standalone child care centres under subvention of SWD, child care services for children aged below three are also available in kindergarten-cum-child care centres under the administration of the Joint Office for Pre-primary Services, Education Bureau. As at September 2010, there were about 21 500 child care centre places. Additionally, private standalone child care centres provided about 2 300 places as at 31 March 2011.

Note 2 A mutual help child care centre with 14 places was closed in February 2011.



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HIGHLIGHTS OF THE PERIOD

Adoption

5.3 In pursuant to the provision of the Adoption Ordinance, Cap. 290, SWD has extended invitation to accept applications made by any body of persons/NGOs to become accredited bodies for providing local adoption service. On 1 January 2010, International Social Service Hong Kong Branch, Mother's Choice Limited and Po Leung Kuk were accredited to provide local adoption service. They have processed a total of 26 local adoption applications in 2010-11. These three NGOs, which were also accredited earlier to make arrangements and proceed with placements of inter-country adoption for infants in Hong Kong, have processed a total of 42 overseas adoption applications in 2009-10 and 2010-11.

Neighbourhood Support Child Care Project

- 5.4 To assist families who cannot take care of their children temporarily because of work or other social reasons, SWD continues to strengthen the provision of flexible child care services and the spirit of mutual help at the neighbourhood level in the community. Under the three-year pilot Neighbourhood Support Child Care Project (NSCCP) first launched in 2008-09, there was one project in each of the 11 SWD districts providing a minimum of 440 child care places with 286 home-based child care places and 154 centre-based care group places. In 2009-10 and 2010-11, the average total number of children served by the 11 projects per month was 453 and 576 respectively.
- 5.5 Considering that the NSCCP has achieved its objectives of providing flexible child care services and fostering mutual help in the neighbourhood, SWD will regularise it and extend its coverage to all 18 districts to benefit more targeted in-need families in 2011-12. The regularised and extended NSCCP projects will then be provided on an on-going basis with recurrent and additional resources secured and on increasing capacity with at least 720 child care places comprising 468 home-based child care places and 252 centre-based care group places.



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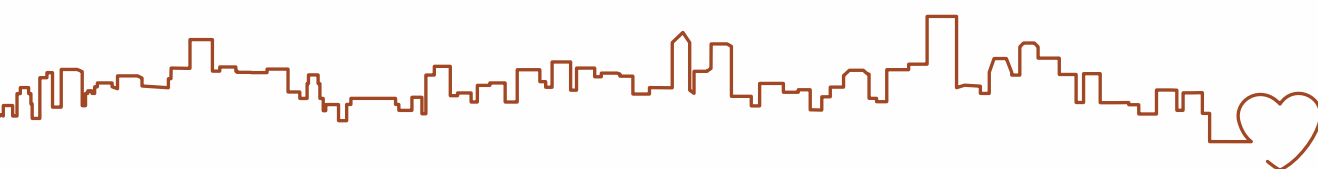
OBJECTIVES

6.1 The Clinical Psychologists of the Social Welfare Department (SWD) diagnose and treat psychological or psychiatric problems presented by clients to help the latter to ameliorate their symptoms and restore their functioning. The Clinical Psychologists also provide clinical consultation and training to allied professionals and public education on mental health.

SERVICE PROVISION

6.2 As at 31 March 2011, there were 58 Clinical Psychologists in SWD. They are stationed in five Clinical Psychology Units serving the whole territory. They receive referrals mainly from the Integrated Family Service Centres and the Family and Child Protective Services Units. Referrals were also received from the Probation Offices and the Medical Social Services Units. Through the Central Psychological Support Services, Clinical Psychologists also provide clinical case consultation, staff and parent trainings for pre-school centres as well as adult rehabilitation units operated by non-governmental organisations.

6.3 Children and adolescents formed the main client group served by the Clinical Psychologists. They were often victims of physical or sexual violence, cases for custody evaluation, or individuals presenting behavioural or emotional problems which were psychological in origin. Adults were seen for a variety of reasons ranging from mood disorders, chronic difficulties in interpersonal relationships, adjustment problems, sexual deviations, and various forms of offences against the law. Some others might be perpetrators or victims in cases of domestic violence. The breakdown of referrals by age for 2009-10 and 2010-11 is shown in **Charts 9** and **10** below:





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Chart 9: Breakdown of Referrals by Age (2009-10)

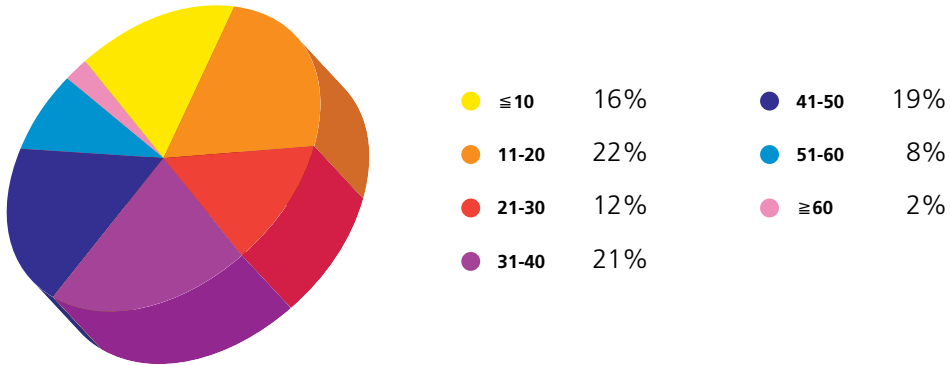
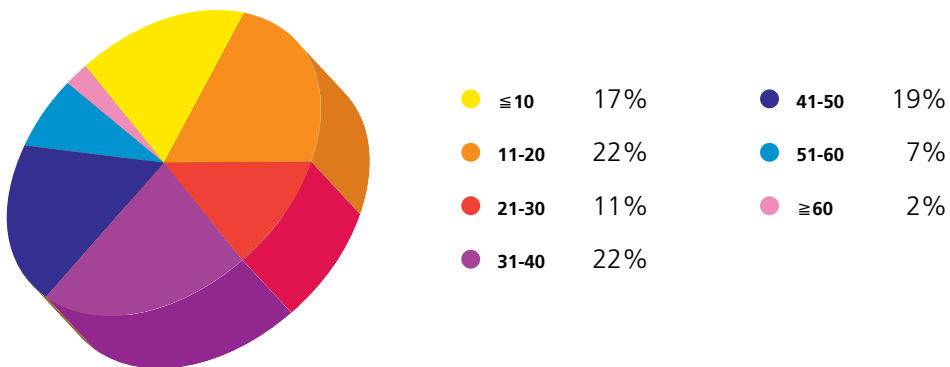


Chart 10: Breakdown of Referrals by Age (2010-11)



6.4 In 2009-10, the Clinical Psychologists conducted 2 707 psychological or intellectual assessments and 20 662 treatment sessions, serving a total of 3 258 new cases. For 2010-11, 2 557 assessments and 22 542 treatment sessions were conducted, serving a total of 2 922 new cases.



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HIGHLIGHTS OF THE PERIOD

Central Psychological Support Services

6.5 The following tables show the service figures for the Central Psychological Support Services (CPSS) for rehabilitation units in 2009-10 and 2010-11 respectively:

CPSS (Adult) Summary Statistics	2009-10	2010-11
No. of Centres Served	94	79
No. of Cases Served	444	557
No. of Clinical Visits	677	699
No. of Clinical Consultation	1 672	1 585
No. of Service Consultation	21	78
No. of Training (for Workers)	21	25
No. of Parent Education Sessions	10	3

CPSS (Pre-school) Summary Statistics	2009-10	2010-11
No. of Centres Served	230	228
No. of Cases Served (New Cases)	361	397
No. of Clinical Visits	1 237	1 308
No. of Clinical Consultation	683	848
No. of Service Consultation	144	115
No. of Training (for Workers)	81	83
No. of Parent Education Sessions	418	372



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

Crisis Intervention

6.7 Apart from rendering direct clinical services, the Clinical Psychologists of SWD are also the largest group of mental health professionals involved in providing psychological support to the community after natural or man-made disasters. In the 2010 Manila hostage incident, two Clinical Psychologists were deployed to Manila to provide on-site assistance to the victims and their families.

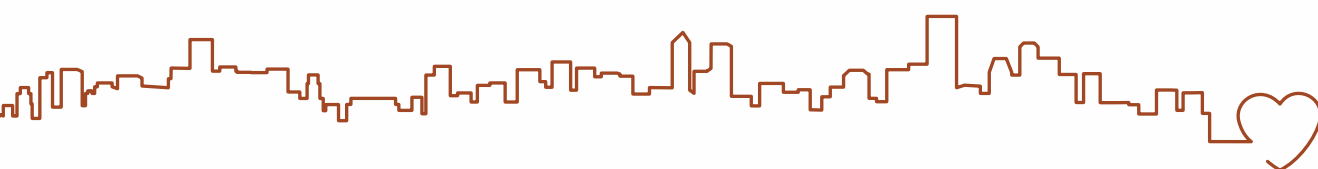
Specialisation

6.8 To achieve specialisation, a Train-the-Specialist/Mentor scheme was launched in 2010 with the aim of developing trainers in treatment or assessment. Working groups were also set up to develop treatment packages that were tailor-made to the unique clientele of the SWD.

Public Education

6.9 In spite of their heavy involvement in direct services, the Clinical Psychologists of SWD have been very active in preventive work through giving talks or conducting training on the subject of mental health.

6.10 In 2010-11, through Operation Silver Lining, many Clinical Psychologists answered media questions on mental health issues. They also published various books and pamphlets for public education on mental health.



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

Public Education Summary Statistics	2009-10	2010-11
No. of publications (books, pamphlets)	4	10
No. of talks/training (for the general public as well as for allied professionals)	114	103
Media enquiries (Operation Silver Lining)	23	35

Staff Care and Support

6.12 In face of the ever increasing workload and stress by fellow staff of the SWD, the Clinical Psychologists provide support to them through conducting various stress management training and provision of counselling services to staff in need.



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Services for Elders

CHAPTER 7

OBJECTIVES

7.1 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 services will be the last resort to look after frail elders who require intensive personal and nursing care.

SERVICE PROVISION AND STATISTICS

7.2 The service provision and statistics are as follows:

Community Support Services for Elders	No. of Centres / Teams (No. of Places) [as at 31 March 2010]	No. of Centres / Teams (No. of Places) [as at 31 March 2011]
District Elderly Community Centres	41 centres	41 centres
Neighbourhood Elderly Centres	117 centres	117 centres
Social Centres for Elders	53 centres	53 centres
Day Care Centres/Units for the Elderly	59 centres (2 314 places)	59 centres (2 330 places)
Integrated Home Care Services	60 teams	60 teams
Home Help Service	1 team	1 team
Enhanced Home and Community Care Services	24 teams (3 579 places)	24 teams (3 579 places)





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Residential Care Services for Elders	No. of Homes (No. of Subsidised Places) [as at 31 March 2010]	No. of Homes (No. of Subsidised Places) [as at 31 March 2011]
Subvented Residential Care Homes for Elders	123 homes (15 811 places)	123 homes (15 742 places)
Subvented Nursing Homes	6 homes (1 574 places)	6 homes (1 574 places)
Contract Homes	16 homes (1 218 places)	16 homes (1 218 places)
Self-financing Homes Participating in Nursing Home Place Purchase Scheme	Not Applicable	4 homes (124 places)
Private Homes Participating in Enhanced Bought Place Scheme	131 homes (6 643 places)	140 homes (7 176 places)

HIGHLIGHTS OF THE PERIOD

COMMUNITY CARE AND SUPPORT SERVICES FOR ELDERLY

7.3 Anticipating the challenges brought about by the ageing population, the Social Welfare Department (SWD) has adopted 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.





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Services for Elders

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Community Support Services

Home Environment Improvement Scheme for the Elder

7.4 To improve the quality of life of needy elders, a one-off funding of \$200 million was earmarked in the 2008-09 Budget to implement the Home Environment Improvement Scheme for the Elders for the subsequent five years. Its objective is to assist elders who lack financial means and family support to improve their dilapidated homes with poor fittings. District Elderly Community Centres are the delivery agencies to arrange for minor home maintenance and improvement services as well as purchasing essential household items for eligible elders based on home environment assessment results. As at 31 March 2011, over 18 000 households have been arranged for minor home maintenance and improvement services and/or provided with essential household items under this Scheme.

District-based Scheme on Carer Training

7.5 The Elderly Commission, the Labour and Welfare Bureau and SWD launched the “District-based Trial Scheme on Carer Training” (Trial Scheme) in October 2007. This was to subsidise District Elderly Community Centres to partner with community organisations in their districts to organise carer training programme and implement carer services. Depending on the situation of individual district, the centres concerned would engage those who have completed the training programme as carer-helpers to provide short-term relief to the carers of the elders. The Scheme was extended to territory-wide in 2009 and Neighbourhood Elderly Centres in 2010 respectively. Over 7 800 carers have been trained up under this Scheme as at 31 March 2011.

Pilot scheme on home care services for frail elders

7.6 In line with the policy of “supporting ageing in the community as the core, institutional care as back-up” in the 2010-11 Budget, the Government has earmarked \$55 million under the Lotteries Fund to implement the Pilot Scheme on Home Care Services for Frail Elders in Kowloon. The Pilot Scheme aims at supporting frail elders to continue staying at home through the provision of a new package of intensive and tailor-made home care services for elders, so as to better meet their individual needs and enable them to continue living in the community for as long as possible. The Pilot Scheme will serve at least 510 cases over the three-year pilot period.





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Services for Elders

CHAPTER 7



Services Enhancement for District Elderly Community Centre and Neighbourhood Elderly Centres

7.7 Since the implementation of service enhancement of outreaching programmes in 2007-08, over 14 900 hidden and vulnerable elders have been identified. About 7 000 active cases are being followed-up by the elderly centres.

Day Care Services

7.8 The SWD has continued to increase the provision of day care service in the districts with high demand. As at 31 March 2011, there were 59 Day Care Centres/Units for the Elderly (DEs/DCU) providing a total of 2 330 day care places, with an increase of 96 places as compared with that as at 31 March 2009. A total of 3 114 elders, including full time and part-time users, were receiving day care services in these DEs/DCUs.

Home-based Services

7.9 In 2009-10, service volume of Enhanced Home and Community Care Services (EHCCS) was increased by 113 places. As at 31 March 2011, 24 EHCCS Teams are providing a total of 3 579 places. EHCCS continues to deliver 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 or severe level of impairment level to continue to live at home and to maintain their maximum level of functioning. Besides, 60 Integrated Home Care Services Teams served a total of 29 665 cases, including ordinary and frail cases, in 2010-11.

Opportunities for the Elderly Project

7.10 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, inter-generational 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 518 projects were launched in 2009-10 and 2010-11 by various community organisations benefiting over 182 500 head count of elders.





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CHAPTER 7



RESIDENTIAL CARE SERVICES FOR ELDERLY

7.11 While the majority of our elders are healthy, some have varying levels of impairment and cannot be adequately taken care of at home. These frail elders are in need of residential care so that they can achieve the optimal level of independence and social participation through nursing and personal care and social activities. In order to target resources at elders with genuine care needs and to enhance their quality of life whilst staying in residential care homes for the elderly (RCHEs), SWD has implemented a number of service initiatives and has buttressed the service quality monitoring.

Service Improvement Measures of Residential Care Homes for the Elderly

7.12 The Residential Care Homes (Elderly Persons) Ordinance, Cap. 459, provides for the control and monitoring of RCHEs through a licensing scheme managed by SWD. SWD has taken a number of service improvement measures to further upgrade the service quality of RCHEs. These initiatives include:

- (a) The Administration has implemented a three-year Pilot Scheme on Visiting Pharmacist Services since June 2010 to provide and subsidise registered pharmacist to strengthen the drug management capability of RCHEs.
- (b) SWD and Department of Health organised eight workshops in 2009 and 2010 to provide training for RCHE staff, and drug management was one of the major training items.
- (c) Guidelines on home management and health care services were issued to RCHEs from time to time to facilitate them to enhance their service quality.

Provision of Residential Care Places

7.13 As at 31 March 2011, there were a total of 76 789 residential care places for elders with varying care needs in Hong Kong. Government subsidised places were provided through subvented RCHEs, contract homes, purchase of places from the private sector under the Enhanced Bought Place Scheme and from the self-financing sector under





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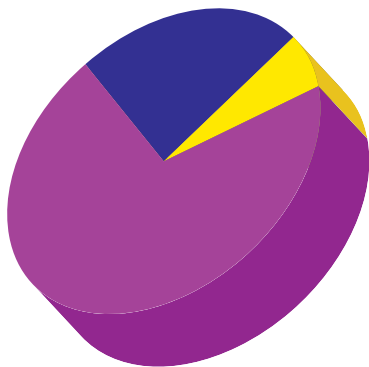
Services for Elders

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the Nursing Home Place Purchase Scheme. At the same time, self-care hostel and home-for-the-aged places were gradually transformed into care-and-attention places to provide a continuum of care to meet the care needs of the elders. The number of subsidised residential care places for the elderly has been increased from 25 453 as at 31 March 2009 to 25 834 as at 31 March 2011. **Chart 11** below shows the provision of residential care places as at 31 March 2011.

Chart 11: Provision of Residential Care Places (as at 31 March 2011)



● Subvented Home ¹	18 658	(24%)
● Self-financing and non-profit making homes ²	5 214	(7%)
● Licensed private homes ³	52 917	(69%)

1: Number of places in subvented homes including subsidised places in contract homes and self-financing homes participating in the Nursing Home Place Purchase Scheme

2: Number of places in self-financing and non-profit making homes including non-subsidised places in contract homes

3: Number of places in licensed private homes including those under the Enhanced Bought Place Scheme

Enrolled Nurse Training Programme for the Welfare Sector

7.14 SWD, with the assistance of Hospital Authority, launched another four classes of a two-year, full-time Enrolled Nurse (General)/Enrolled Nurse (Psychiatric) training programme for the welfare sector from December 2009 to February 2011 to address the nursing shortage in the sector, in particular elderly services and rehabilitation services. A total of eight classes with 930 Enrolled Nurse training places were provided, with priority accorded to individuals currently working in the sector. Tuition fees were fully subsidised by SWD, and graduates would have to work in the welfare sector for at least two years after graduation.





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CHAPTER 7



Contract Management

7.15 We continue to adopt competitive bidding for selecting suitable operators to provide residential care services for elders in purpose-built RCHE premises. The bidding of services is based on quality and service volume and is open to non-governmental organisations and organisations from the private sector. As at 31 March 2011, there were totally 18 RCHEs being awarded contracts. Out of the 16 contract homes having commenced services, seven of them also contained Day Care Units, providing a total of 1 218 subsidised residential care places and 149 subsidised day care places. Moreover, there were 1 015 non-subsidised residential care places in these 16 homes charging reasonable fees ranging from \$4,600 a month for a six-person room to \$19,400 a month for a two-person room.

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

This includes:

- (a) regular audits of service statistics and information;
- (b) regular service reviews;
- (c) unannounced spot checks; and
- (d) complaints investigation.





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Services for Persons with Disabilities

CHAPTER 8



OBJECTIVES

8.1 Rehabilitation services aim at assisting persons with disabilities to become full members of the community by developing their physical, mental and social capabilities to the fullest possible extent and by promoting their integration into the community.

SERVICE PROVISION

8.2 To achieve the above aims, the Social Welfare Department (SWD), directly or through subvention to non-governmental organisations (NGOs), provides a full range of social rehabilitation services for persons with disabilities. At the end of March 2011, there were 5 884 pre-school places, 16 629 day places and 11 722 residential places. The breakdown of service places as at 31 March 2011 is shown in the table below while the number of rehabilitation service places as at 31 March 2009 and 31 March 2011 is shown in **Chart 12**.

	Places
Pre-school Services	
Early Education and Training Centre	2 378
Special Child Care Centre	1 646
Integrated Programme in Kindergarten-cum-Child Care Centre	1 860
Sub-total	5 884
Day Services	
Day Activity Centre	4 632
Sheltered Workshop	5 133
Supported Employment	1 645
Integrated Vocational Rehabilitation Services Centre	4 023
Integrated Vocational Training Centre (Day Service)	453
On the Job Training Programme for People with Disabilities	432
Sunnyway – On the Job Training Programme for Young People with Disabilities	311
Sub-total	16 629





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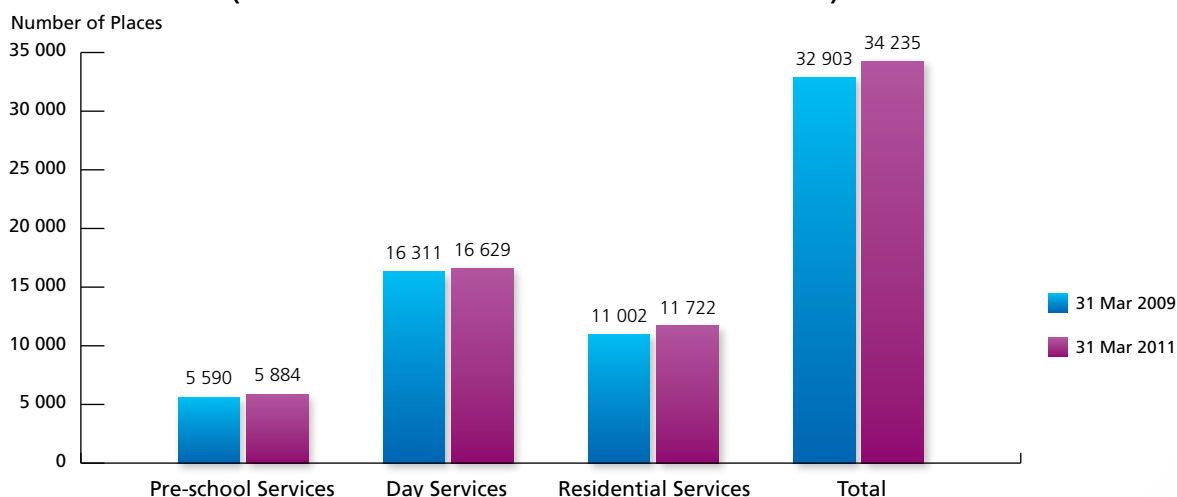
Services for Persons with Disabilities

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Residential Services	
Residential Special Child Care Centre	110
Long Stay Care Home	1 507
Halfway House	1 509
Hostel for Moderately Mentally Handicapped Persons	2 269
Hostel for Severely Mentally Handicapped Persons	3 193
Care and Attention Home for Severely Disabled Persons	908
Hostel for Severely Physically Handicapped Persons	573
Care and Attention Home for the Aged Blind	825
Supported Hostel	554
Small Group Home for Mildly Handicapped Children	64
Integrated Vocational Training Centre (Residential Service)	170
Pilot Bought Place Scheme for Private Residential Care Homes for Persons with Disabilities	40
Sub-total	11 722
Grand Total	34 235

Chart 12 : Number of Rehabilitation Service Places
(as at 31 March 2009 and 31 March 2011)





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Services for Persons with Disabilities

CHAPTER 8



HIGHLIGHTS OF THE PERIOD

New Provisions of Facilities and Initiatives

8.3 To meet the demand for services, 1 332 new places were added in 2009-10 and 2010-11 including 294 places for pre-school services, 318 places for day services and 720 places for residential services.

District Support Centre for Persons with Disabilities

8.4 To strengthen the support to persons with disabilities and their families who are living in the community, SWD has set up 16 District Support Centres for Persons with Disabilities (DSCs/PWD) in January 2009 through re-engineering of home-based training and support service. As at 31 March 2011, two DSCs commenced centre service at their permanent accommodation. SWD has secured premises for nine DSCs which are at different stages of preparation such as conducting local consultation, applying for change of land use, seeking support from the Lotteries Fund, conducting fitting-out works, etc. SWD has also identified premises for four DSCs at new development projects. SWD will closely monitor progress and continue to identify suitable premises for the remaining DSC.

Pilot Scheme on Home Care Service for Persons with Severe Disabilities

8.5 Given the conditions of persons with severe physical and/or intellectual disabilities and the level and intensity of care they require, SWD is mindful of their special caring needs and the immense pressure faced by their family members in caring for them at home. To strengthen the support for this vulnerable group, SWD has secured funding under the Lotteries Fund to implement a three-year Pilot Scheme on Home Care Service for Persons with Severe Disabilities (the Scheme). The Scheme provides those who are living in the community and on the waiting lists for subvented residential care services with a package of home-based services to meet their care, nursing and rehabilitation training needs. The Scheme was launched in Tuen Mun and Kwun Tong Districts in March 2011.

Integrated Community Centre for Mental Wellness

8.6 In October 2010, SWD revamped the existing community mental health support services to set up Integrated Community Centres for Mental Wellness (ICCMW) in the territory through 24 service points. ICCMW aims at providing one-stop, district-based and accessible community support and social rehabilitation services ranging





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from early prevention to risk management for discharged mental patients, persons with suspected mental health problems, their families/carers and residents living in the serving district.

Enhancement of Services

Integrated Rehabilitation Services Centres

8.7 To meet the need for one-stop and integrated rehabilitation services for persons with disabilities in 2009-10 and 2010-11, SWD has increased provision of two Integrated Rehabilitation Services Centres which comprises integrated day and residential care services for persons of varying levels of mental handicap.

Promoting Self-reliance

Vocational Rehabilitation Service

8.8 In summary, the provisions to promote self-reliance for persons with disabilities through vocational rehabilitation services include:

- (a) 11 997 places in Sheltered Workshop, Supported Employment, Integrated Vocational Rehabilitation Services Centre, Integrated Vocational Training Centre, On the Job Training Programme for People with Disabilities, and Sunnyway – On the Job Training Programme for Young People with Disabilities were provided for persons with disabilities as at 31 March 2011.
- (b) The “Enhancing Employment of People with Disabilities through Small Enterprise” Project (3E’s Project) aims at enhancing the employment of persons with disabilities through direct creation of jobs, providing seed money to NGOs to create small businesses with the condition of employing no less than 50% of persons with disabilities in the total number of persons on the pay-roll. As at 31 March 2011, 66 businesses such as cleaning, bakery, eco-tourism, catering, car beauty, mobile massage, retail shops, vegetable supply and processing, traveling agency, etc. were set up through the support of the 3E’s Project, creating over 700 employment opportunities, including more than 520 for persons with disabilities. The breakdown is shown in

Chart 13 below:





SWD Review

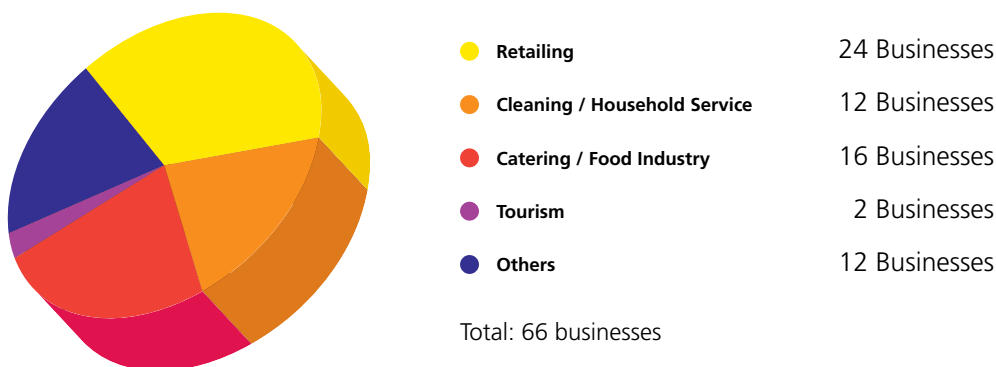
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Chart 13: The Breakdown of Businesses Set Up Under 3E's Project



Marketing Consultancy Office (Rehabilitation)

8.9 The objective of Marketing Consultancy Office (Rehabilitation) [MCO(R)] is to enhance employment and training opportunities for persons with disabilities through innovative, effective and efficient business development and marketing approaches. Services of the MCO(R) include assisting NGOs in the setting up of social enterprises and small businesses under the 3E's Project, promoting the products produced and services provided by persons with disabilities through the brand of SEPD (a registered trademark standing for "Support Employment of People with Disabilities") and strengthening NGOs' cooperation with the government and private sectors.

Continuing Community Support

Support to Persons with Disabilities Living in the Community

8.10 SWD has implemented a new package of three-year community-based support projects since January 2009. It aims at strengthening the caring capability of the carers to relieve their caring burden as well as improving the quality of living for persons with disabilities and their families. Projects funded under this package include home care service, home-based rehabilitation training service, personal development programme, specialised programmes for persons with autism and mentally handicapped persons with challenging behavior, support scheme for newly blind persons and on-the-job support service for disabled persons and their families.





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Funding Support to Self-help Organisations

8.11 Funding support in an annual sum was provided to a total of 56 self-help organisations of persons with disabilities or their parents groups in 2010-12 to help the development of self-help organisations and to enhance the promotion of self-help spirit among persons with disabilities and their carers.

Licensing Scheme for Private Residential Care Homes for Persons with Disabilities

8.12 To prepare for the introduction of a licensing scheme to regulate the operation of residential care homes for persons with disabilities (RCHDs) in order to ensure that a reasonable standard of service is provided to residents of RCHDs, SWD set up the Registration Office of Private Residential Care Homes for Persons with Disabilities (the Registration Office) in September 2006. A Voluntary Registration Scheme (VRS) for private RCHDs has been implemented as an interim measure to encourage private RCHD operators to enhance their service quality. The Registration Office conducts regular visits to private RCHDs registered under VRS. Information on private RCHDs meeting the requirements in general management, fire safety, building safety and health care is uploaded to the SWD homepage for public viewing. As at 31 March 2011, eight private RCHDs have successfully joined the VRS.

8.13 The Government introduced the Residential Care Homes (Persons with Disabilities) Bill (the Bill) into the Legislative Council on 30 June 2010 to implement a statutory licensing scheme for all RCHDs in order to regulate their operation.

8.14 In tandem with the proposed licensing scheme, the SWD launched the four-year pilot Bought Place Scheme (BPS) in October 2010 which aims at encouraging private RCHDs to upgrade their service standards, increasing the supply of subsidised residential care places, thereby shortening the waiting time for subsidised residential service; and helping the market develop residential care homes of different types. The Government will also implement a Financial Assistance Scheme after enactment of the Bill to provide subsidies for private RCHDs to carry out improvement works in compliance with the licensing requirements in building and fire safety.





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Services for Persons with Disabilities

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Information Technology for Persons with Disabilities in Need

Central Fund for Personal Computers

8.15 The Central Fund for Personal Computers was set up in 1997 to assist eligible persons with disabilities to acquire computer facilities for self-employment or receiving supported employment at home. As at 31 March 2011, the Fund has granted a total of \$4.12 million to 323 applicants.

Jockey Club IT Scheme for People with Visual Impairment

8.16 The Jockey Club IT Scheme for People with Visual Impairment was set up under the auspices of the Hong Kong Jockey Club Charitable Trust in October 2005. The Scheme aims at supporting organisations to acquire high-performance Chinese screen readers and Braille displays for installation at communal access points to facilitate the access of persons with visual impairment (PVI) to IT, and to subsidise individual PVI with genuine financial difficulty to acquire these computer assistive devices for the purpose of studies or employment. As at 31 March 2011, 28 organisational applications and 124 individual applications were supported with \$4.03 million committed.

Pursuing for Excellence

Hong Kong Paralympians Fund

8.17 The Hong Kong Paralympians Fund (HKPF) aims at fostering the development of sports for athletes with disabilities and to support their pursuit of sporting excellence in international events. In 2009-11, a total of \$7.86 million was approved for allocation. Of the \$7.86 million, \$4.43 million was allocated to the sports organisations for supporting their development of target sports, which included swimming, athletics, table-tennis, rowing, gymnastic, skating, junior squad, badminton, boccia, judo for blind persons, shooting, wheelchair fencing and riding; \$3.43 million to the athletes with disabilities for their pursuing of sporting excellence.





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Medical Social Services

CHAPTER 9



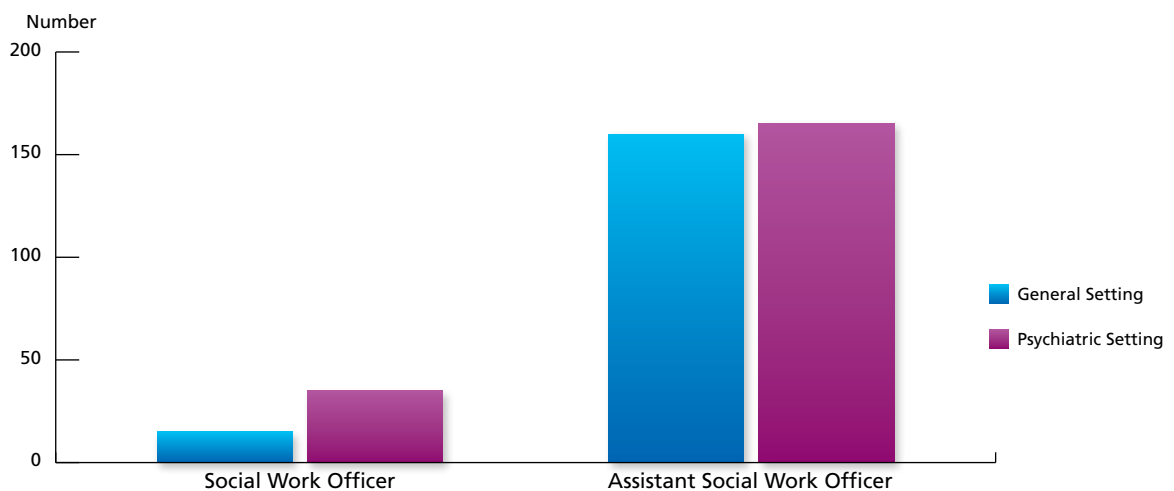
OBJECTIVES

9.1 Medical Social Workers (MSWs) station at 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

9.2 As at 31 March 2011, the Social Welfare Department (SWD) had an establishment of 400 MSWs. In 2010-11, the MSWs served around 179 000 cases. The distribution of MSWs in general and psychiatric settings is shown in **Chart 14** whereas the total number of cases served by MSWs for the years 2007-08 to 2010-11 is in **Chart 15** below:

Chart 14 : Distribution of MSWs in General and Psychiatric Settings





SWD Review

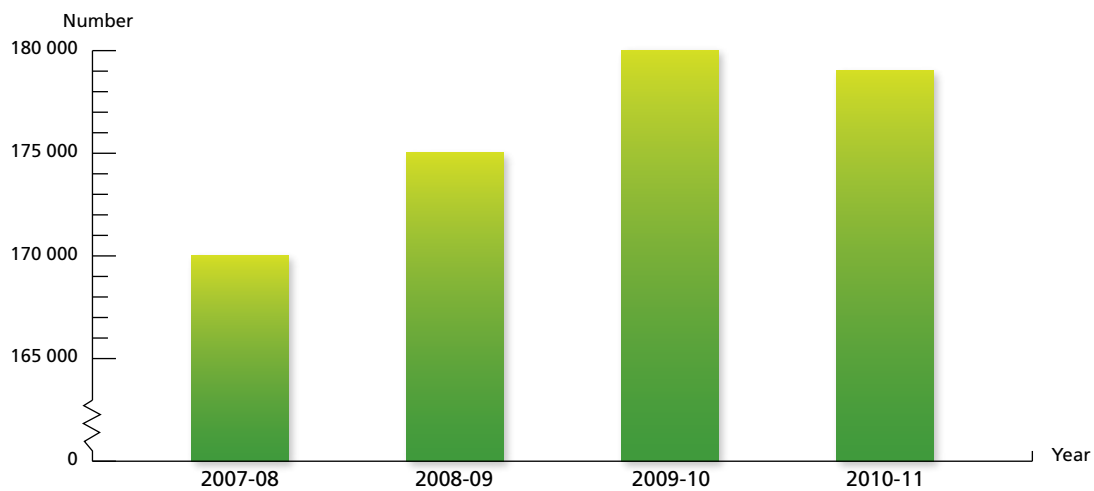
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Medical Social Services

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Chart 15 : Total Number of Cases Served by MSWs



9.3 There are 33 Medical Social Services Units (MSSUs) managed by SWD in various hospitals/clinics. These MSSUs can be broadly classified into psychiatric and general settings. MSWs in the psychiatric setting station at psychiatric hospitals and outpatient clinics while those in the general setting station at general hospitals and specialist outpatient clinics. In general, MSWs provide counselling services to needy patients and their families and to collaborate closely with medical and allied health professionals through case conferences, meetings, ward rounds and social reports, etc. in formulating and implementing treatment/discharge/rehabilitation plans for patients. MSWs may also be involved in community health care by organising public education and mass programmes related to health issues.

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

- (a) Psycho-geriatric Teams
- (b) Community Geriatric Assessment Teams
- (c) Community Psychiatric Teams
- (d) Early Assessment Service for Young People with Psychosis





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Medical Social Services

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(e) Elderly Suicide Prevention Programme

(f) Extended-care Patients Intensive Treatment, Early Diversion and Rehabilitation Stepping-stone

HIGHLIGHTS OF THE PERIOD

Enhancement of Medical Fee Waiving Mechanism

9.5 With an aim to streamline the processing of the medical fee waiving application, and to facilitate registered social workers of SWD in processing the application through accessible means, SWD has implemented the enhanced mechanism in MSSUs attached to hospitals and clinics of the Hospital Authority/Department of Health, Family and Child Protective Services Unit and will extend the mechanism to Integrated Family Service Centres of SWD in June 2011 for achieving consistency in service delivery and quality management.

Strengthening of Psychiatric Medical Social Services

9.6 To dovetail with the various initiatives launched by the Hospital Authority to enhance the community support services for mental patients thereby facilitating their recovery and re-integration into the community, SWD has strengthened the manpower in psychiatric medical social services to provide enhanced support to discharged mental patients and their family members/carers. The number of medical social workers will be increased to a total of 243 in 2011-12.





SWD Review

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Services for Young People

CHAPTER 10

OBJECTIVES

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

SERVICE PROVISION

10.2 The service provision as at 31 March 2011 is as follows:

- (a) 137 Integrated Children and Youth Services Centres
- (b) 24 Children and Youth Centres
- (c) 482 School Social Work Units
- (d) 16 District Youth Outreaching Social Work Teams
- (e) 5 teams of Community Support Service Scheme
- (f) 1 Hotline Service for Youth-at-risk
- (g) 1 540 full fee waiving places under After School Care Programme

HIGHLIGHTS OF THE PERIOD

Modernisation Package of Integrated Children & Youth Services Centres

10.3 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 at 31 March 2011, there were 137 ICYSCs.





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Services for Young People

CHAPTER 10



10.4 With service integration achieved through formation of ICYSCs, the hardware of the centres has been upgraded and modernised to attract and meet the changing needs of contemporary youth. Apart from the 82 ICYSCs modernised under the joint grants of the Hong Kong Jockey Club Charities Trust and the Lotteries Fund (LF) from 2002-09, another 74 youth service units (comprising 49 ICYSCs/Children and Youth Centres/Youth Centres/Children Centres, 14 District Youth Outreaching Social Work Teams and 11 Community Centres) were provided with funding to upgrade their premises and facilities from 2009-11 under a Modernisation Package funded by the LF.

District Support Scheme for Children and Youth Development

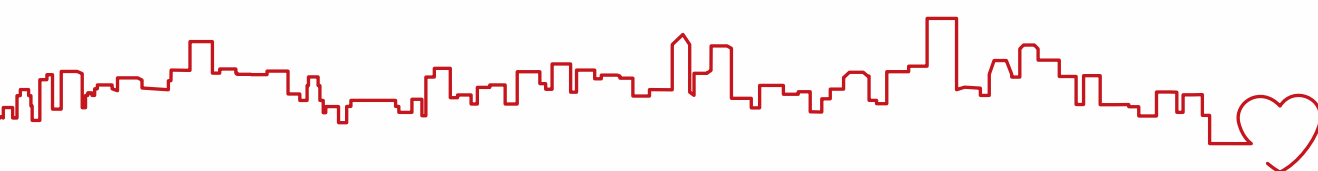
10.5 With effect from 2005-06, SWD has been provided with an annual recurrent provision of \$15 million for implementing the District Support Scheme for Children and Youth Development (the Scheme) through District Social Welfare Offices. The Scheme aims to address the developmental needs, which cannot be covered by other funds, subsidies or the mainstream education systems, of children and youth aged 24 or below in disadvantaged circumstances in the districts. About 40% of the resources were allocated on project basis to cover programme expenses and the remaining 60% were distributed as direct cash assistance to deprived children and youth on individual item expenses to meet their developmental needs. There were a total of 27 353 and 29 961 beneficiaries in 2009-10 and 2010-11 respectively.

Provision of Full Fee Waiving or Half Fee Reduction Subsidies Scheme under After School Care Programme

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

District Youth Outreaching Social Work Teams

10.7 Following extensive consultation with the welfare sector and frontline workers on how best to address the needs of high-risk youth and tackle issues of juvenile gang problems, SWD set up 16 District Youth Outreaching Social





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Services for Young People

CHAPTER 10

Work Teams (YOTs) in September 2002 by restructuring the former outreaching social work teams. In view of the increasing number of young drug abusers and the growing prevalence of psychotropic substance abuse, new recurrent resources was injected in 2010-11 to enhance the staff provision of 16 YOTs in order to provide early identification and engagement of at-risk youths, in particular young drug abusers.

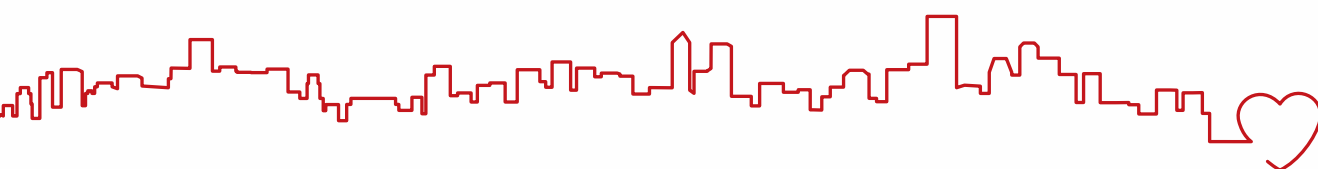
Child Development Fund

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

10.9 The first two batches of a total of 22 CDF projects were smoothly rolled out in December 2008 and June 2010 respectively, benefiting a total of 2 270 children aged between 10 and 16. More projects will come on stream to meet the target of benefiting a total of 13 600 children. A consultancy team has been commissioned to evaluate the first batch of seven pioneer projects and make recommendations on ways to develop the CDF further into a longer-term model to promote child development in Hong Kong.

Support Service to Youth Employment

10.10 Pursuant to the 2007-08 Policy Address, the Government has allocated additional resources to SWD for three years to create 3 000 time-limited Programme Worker (PW) posts from 2008-09 to 2010-11 for the purpose of helping needy young people aged between 15 and 29 to gain working experience so that they could be better equipped for open employment in the labour market. All these PW posts were allocated to subvented welfare NGOs in April 2008 for assisting social workers to deliver service-related programmes. These 3 000 temporary posts have been extended for one year to March 2012 so as to assist young people in joining the open labour market.





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Services for Offenders

CHAPTER 11



OBJECTIVES

11.1 The overall objective of services for offenders under the Social Welfare Department (SWD) is to give effect to the directions of the courts on the treatment of offenders by social work approaches through community-based and residential services with a view to re-integrating offenders into the community.

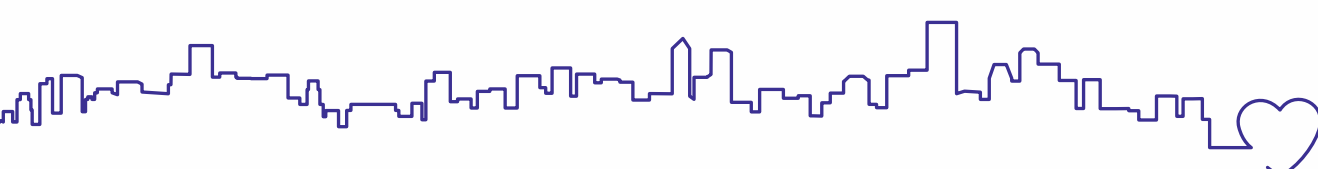
SERVICE PROVISION

11.2 The service provision as at 31 March 2011 is as follows:

- (a) 12 Probation Offices
- (b) 1 Community Service Orders Office
- (c) 2 Community Support Service Centres
- (d) 5 Social Service Centres for Ex-offenders
- (e) 6 Hostels for Ex-offenders
- (f) 1 Correctional/Residential Home
- (g) 1 Young Offender Assessment Panel
- (h) 1 Post-Release Supervision of Prisoners Scheme

COMMUNITY-BASED REHABILITATION SERVICES

11.3 Community-based rehabilitation services include Probation Service, Community Service Orders (CSO) Scheme and Community Support Service Scheme (CSSS). The number of supervision cases served under Probation Service and CSO Scheme as well as the number of membership of CSSS for 2009-10 and 2010-11 are shown in **Charts 16 to 18** respectively as follows:





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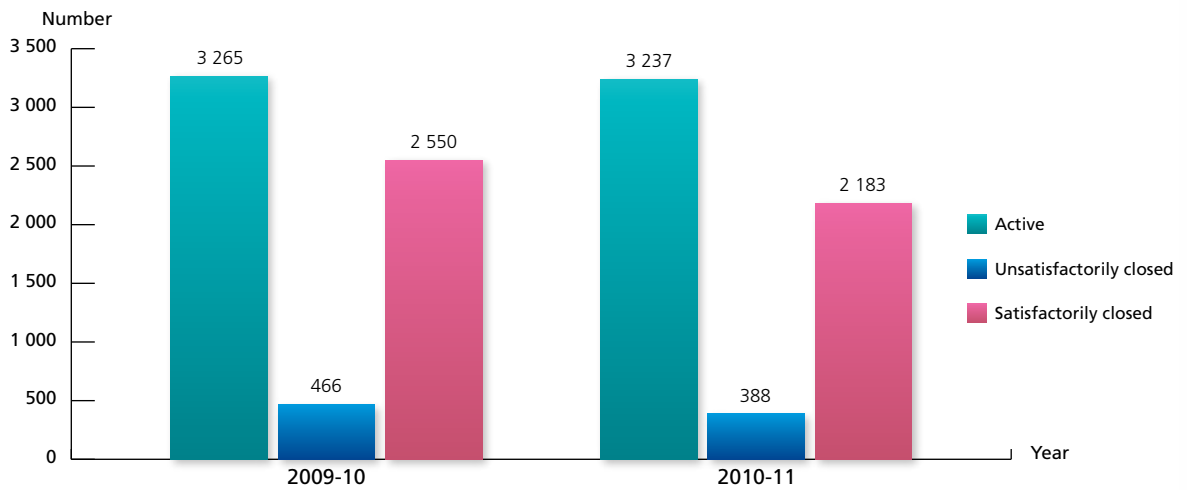
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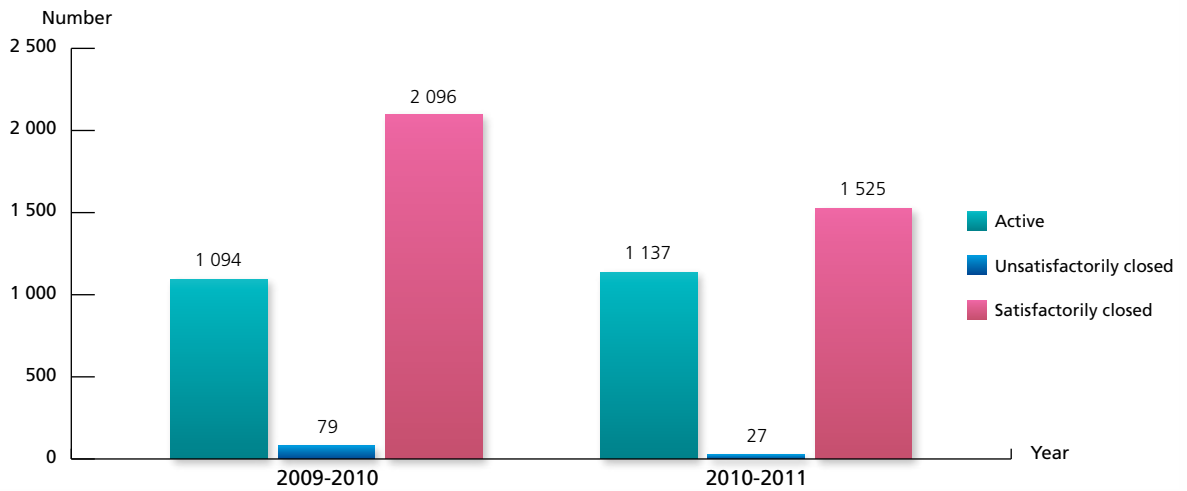
Probation Service

Chart 16 : Number of Supervision Cases Served



Community Service Orders Scheme

Chart 17 : Number of Supervision Cases Served





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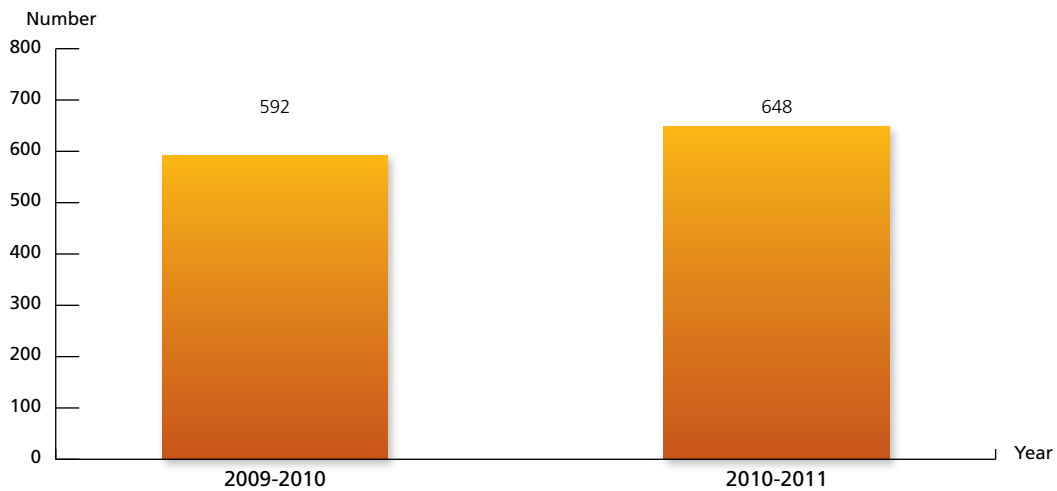
Services for Offenders

CHAPTER 11



Community Support Service Scheme

Chart 18 : Number of Membership



Pilot Project on Enhanced Probation Service

11.4 Upon recommendation of the Task Force on Youth Drug Abuse in its report promulgated in November 2008, a two-year Pilot Project on Enhanced Probation Service (the Project) has been implemented since October 2009 at the two probation offices serving Kowloon City Magistrates' Courts and Kwun Tong Magistrates' Courts to provide more focused, structured and intensive treatment programmes for young offenders aged below 21 and convicted of drug-related offences pursuant to the Probation of Offenders Ordinance, Cap. 298. As at 31 March 2011, 307 social enquiry cases were referred by the two magistrates' courts, among which 160 offenders aged below 21 and convicted of drug-related offences were put on probation supervision under the Project. An evaluation on the Project will be held by late 2011-12 to assess the effectiveness of the Project and recommend the way forward.





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Services for Offenders

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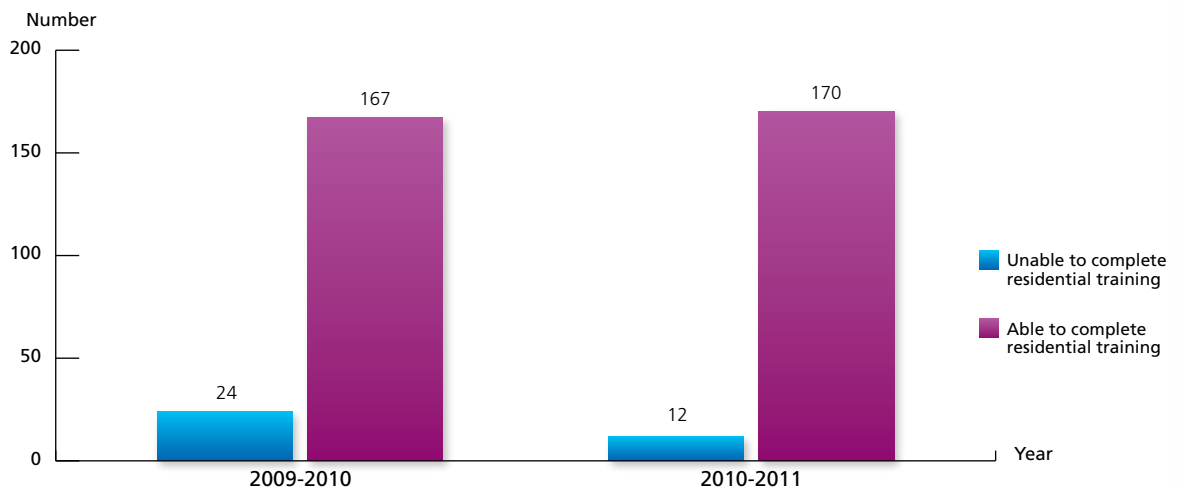


CORRECTIONAL/RESIDENTIAL HOME

11.5 SWD provides residential service and rehabilitation training for juvenile offenders and children in need of care or protection in a purpose-built training complex, the Tuen Mun Children and Juvenile Home, with a capacity of 388. It serves the statutory functions of a place of refuge, a remand home, a place of detention, an approved institution (probation home) and a reformatory school. The number of admissions to place of refuge/remand home/place of detention for 2009-10 and 2010-11 are 3 066 and 2 766 respectively. The number of discharged cases for the approved institution (probation home) and reformatory school for 2009-10 and 2010-11 is shown in **Chart 19** as follows:

Approved Institution (Probation Home) and Reformatory School

Chart 19 : Number of Discharged Cases



JOINT VENTURE WITH THE CORRECTIONAL SERVICES DEPARTMENT

11.6 The two services operated in joint venture with the Correctional Services Department for young offenders and adult discharged prisoners are the Young Offender Assessment Panel and the Post-Release Supervision of Prisoners Scheme respectively. The number of cases served by the two services are shown in **Chart 20** and **21** respectively as follows:





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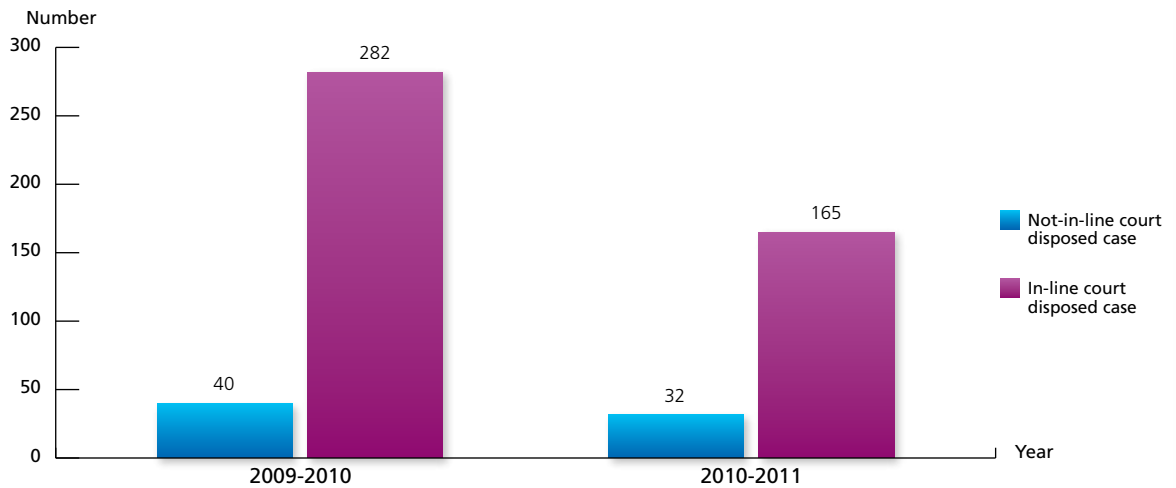
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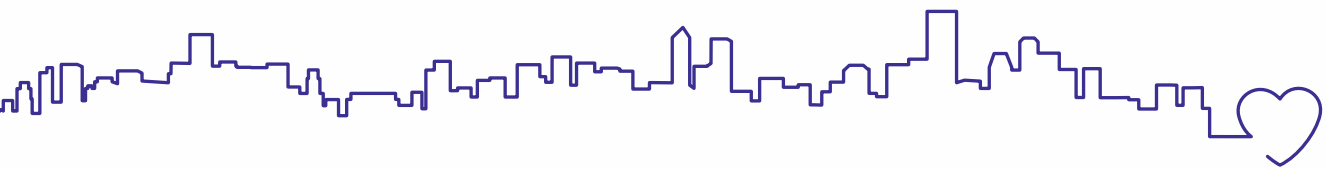
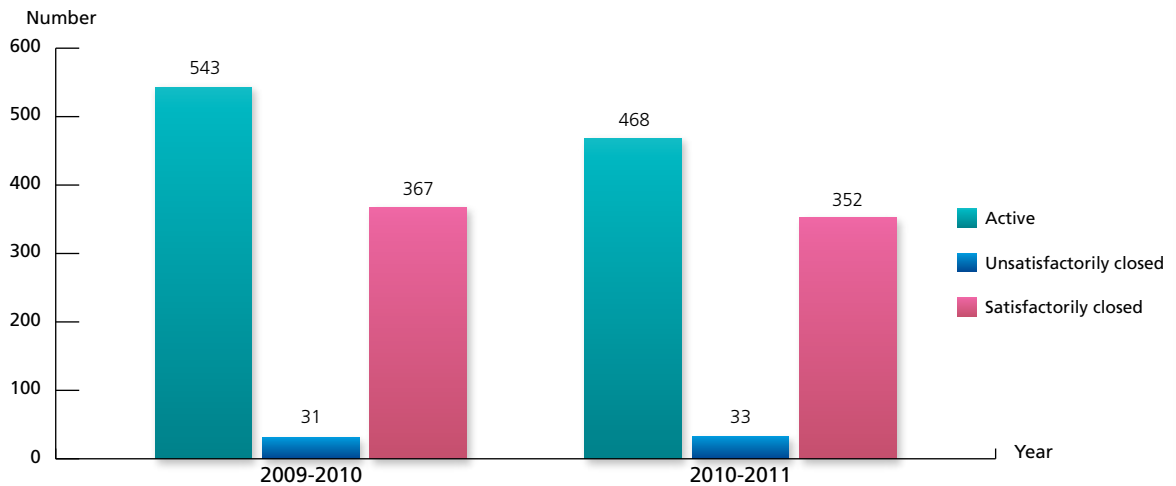
Young Offender Assessment Panel

Chart 20 : Number of Cases Served



Post-Release Supervision of Prisoners Scheme

Chart 21 : Number of Supervision Cases Served





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Services for Drug Abusers

CHAPTER 12



OBJECTIVES

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

SERVICE PROVISION

12.2 The service provision as at 31 March 2011 is as follows:

- (a) 14 Drug Treatment and Rehabilitation Centres
- (b) 11 Counselling Centres for Psychotropic Substance Abusers
- (c) 2 Centres for Drug Abusers, Ex-drug Abusers and their Family Members

HIGHLIGHTS OF THE PERIOD

Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance, Cap. 566

12.3 The Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance, Cap. 566, aims 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 which existed before the commencement of the Ordinance, i.e. 1 April 2002). In 2009-10 and 2010-11, the Social Welfare Department issued or renewed licences/certificates of exemption to 40 government-subsided or self-financing and non-profit-making treatment centres according to the aforesaid Ordinance with the distribution as shown in **Chart 22** below.



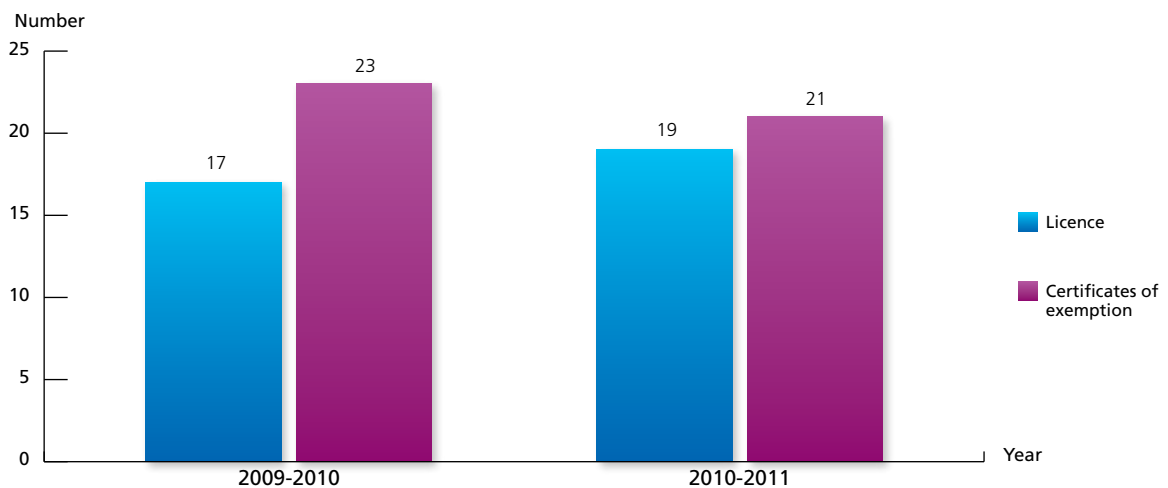


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Services for Drug Abusers

CHAPTER 12

Chart 22 : No. of Licences and Certificates of Exemption Issued



Counselling Centres for Psychotropic Substance Abusers

12.4 The Counselling Centres for Psychotropic Substance Abusers (CCPSAs) aim at providing counselling and assistance to habitual/occasional/potential psychotropic substance abusers and young people who are at risk with a view to assisting them to abstain from using psychotropic substance and develop a healthy lifestyle. To help early identification of psychotropic substance abusers and motivate them to seek early rehabilitation services, all the CCPSAs have been allocated additional recurrent resources to launch on-site medical support service since October 2009. This comprises one Registered Nurse (Psychiatric) on site and resources for procurement of medical support services from the community ranging from body checks, drug tests and motivational interviews to drug related consultation. To address the upsurge in youth drug abuse, four new CCPSAs with on-site medical support service have been set up since October 2010, making a total of 11 CCPSAs over the territory to tie in with the administrative districts of the SWD. The enhanced services strengthen district-based anti-drug collaboration amongst various stakeholders.





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Community Development

CHAPTER 13



OBJECTIVES

13.1 The Social Welfare Department's work in community development targets 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

13.2 The service provision as at 31 March 2011 is as follows:

- (a) 13 Community Centres
- (b) 17 Neighbourhood Level Community Development Projects
- (c) 1 Care and Support Networking Team

HIGHLIGHTS OF THE PERIOD

Care and Support Networking Team

13.3 Care and Support Networking Team is a time-limited project first started in July 2003 aiming at assisting mainly the ex-offenders, ex-mentally ill persons and street sleepers in West Kowloon to re-integrate into the community through provision of outreaching, casework, group work and supportive services. Upon service review in 2009, the Team was approved to continue operation till June 2012.





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Volunteerism and Building of Social Capital

CHAPTER 14



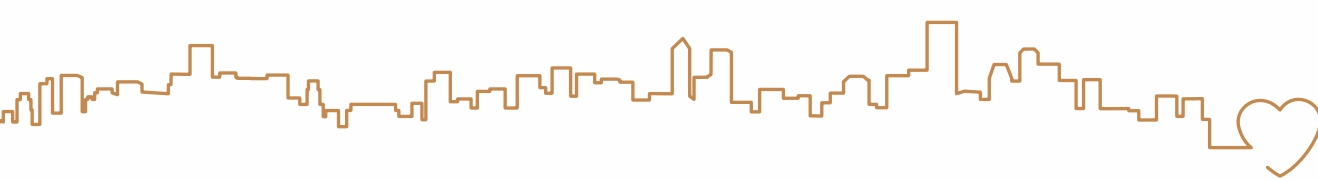
PROMOTION OF VOLUNTEER SERVICE

14.1 The Social Welfare Department (SWD) launched the Volunteer Movement in 1998 and has since been actively promoting volunteer service to foster a spirit of participation and dedication for building a caring and harmonious community. The theme “One Family One Heart” has been adopted for the Volunteer Movement from 2009 onward. Besides launching a new series of thematic poster and video with the theme “One Family One Heart”, a series of promotional programmes, including the annual highlight, “Hong Kong Volunteer Award Presentation Ceremony”, officiated by Volunteer-in-chief/wife of the Chief Executive, were also organised in these two years.

14.2 To enhance the promotion through internet, the revamped Volunteer Movement Website (www.volunteering-hk.org) with enhanced functions was launched in August 2010. The Director of Social Welfare also set up a Facebook Group (社署署長呼籲支持義工運動) in September 2010 to enhance the publicity of the Volunteer Movement and facilitate exchange among volunteers. In addition, significant achievements were attained in the following areas:

Corporate Volunteering

14.3 SWD has offered a wide range of support services, such as publishing bi-annual newsletters on corporate volunteering, seminars on corporate volunteering, corporate volunteer training courses, consultation services and mentor scheme for the newly formed corporate volunteer teams. SWD also organises the “Best Corporate Volunteer Service Project Competition” regularly, so as to encourage corporate sector to actualise corporate social responsibilities through volunteering.





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Student and Youth Volunteering

14.4 The “Hong Kong Outstanding Youth Volunteers Scheme” has been held annually since 2000 to award the contribution of Hong Kong’s outstanding youth volunteers. To widen their exposure, 39 outstanding youth volunteers selected in 2009-10 and 2010-11 were arranged to visit Singapore and Sichuan respectively for exchange as volunteer ambassadors. SWD also provided practical support to the Hong Kong Outstanding Youth Volunteers’ Association for strengthening their role in promoting volunteerism among the student and youths. Seminars and award presentation ceremony for student and youths were conducted annually to foster whole-person development through volunteering.

Volunteering in Community Organisations

14.5 SWD organised a two-year campaign, “Caring for Our Community” which successfully mobilised residents in public/private housing estates to join volunteering. Around 120 resident volunteer teams (RVTs) were formed and committed to serve the needy at neighborhood and local levels. Some of the RVTs also joined the “Most Caring Service Project” competition held in 2009-10 to initiate tailor-made volunteering service projects in their communities. The annual “Hong Kong Citizen Hong Kong Heart” Volunteer Ambassador Program attracted over 300 volunteer teams to make nearly 40 000 “Do-It-Yourself” items as gifts for the needy or deprived groups every year.

Achievement of Volunteer Movement

14.6 As at 31 March 2010, 889 435 individuals and 2 020 organisations have registered to join volunteer service and they delivered over 21 million hours of volunteer service in 2009.

14.7 As at 31 March 2011, 936 709 individuals and 2 155 organisations have registered to join volunteer service and they delivered nearly 22 million hours of volunteer service in 2010.





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PARTNERSHIP FUND FOR THE DISADVANTAGED

14.8 The \$200 million Partnership Fund for the Disadvantaged (the Fund) was established in 2005 to promote the development of tripartite partnership among the welfare sector, the business community and the Government to help the disadvantaged. 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 corporate social responsibility in helping to create a cohesive, inclusive and caring society. The Government provides matching grants to donations in cash or/and in kind made by business corporations to support welfare non-governmental organisations (NGOs) in running social welfare projects. In May 2010, the Finance Committee of Legislative Council endorsed an injection of \$200 million into the Fund to encourage further cross-sector collaboration to help the disadvantaged.

14.9 Since March 2005, six rounds of application have been launched. SWD has promoted the Fund to welfare NGOs and business corporations through kick-off ceremony, sharing cum briefing sessions, website, newsletter and press conferences, etc. As at 31 March 2011, matching grant of over \$144 million has been allocated to 113 NGOs for carrying out 355 welfare projects for the disadvantaged, with the cash and/or in-kind donations from 598 business partners. Altogether, over 800 000 disadvantaged persons were benefited.





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SUBVENTIONS

Lump Sum Grant Subventions

- 15.1 The Lump Sum Grant Subvention System (LSGSS), which aims to improve the delivery of welfare services through greater flexibility in resources deployment, has been implemented since 1 January 2001. As at 31 March 2011, 164 NGOs are funded under LSGSS, accounting for about 99% of the total subventions. The Social Welfare Department (SWD) provides a one-stop service with advice, guidance and support to non-governmental organisations (NGOs) in issues relating to performance monitoring and subventions matters.
- 15.2 In early 2008, the Government appointed the Lump Sum Grant Independent Review Committee (IRC) to assess the overall effectiveness of the LSGSS. Having analysed the views collected, the IRC considered that the principles of the LSGSS are sound and the system is worth retaining. The Government accepted all the 36 recommendations made by the IRC for improving the LSGSS and has implemented or taken forward all the recommendations.
- 15.3 The Lump Sum Grant Independent Complaints Handling Committee handles Lump Sum Grant related complaints that cannot be dealt with satisfactorily by NGOs.

Service Performance Monitoring System

- 15.4 The Service Performance Monitoring System (SPMS) of SWD aims to:
- (a) encourage service operators to take greater accountability for the performance of their service units under corporate governance
 - (b) enable early detection and intervention of problem performance under risk management
 - (c) achieve cost-effectiveness in service performance monitoring for the provision of high quality welfare services





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15.5 The SPMS includes:

- (a) submission of self-assessment reports on Essential Service Requirements, Service Quality Standards, Output Standards and Outcome Standards by service operators
- (b) submission of variance reports on the performance of Output Standards and Outcome Standards by service operators
- (c) conducting review/surprise visits and on-site assessment for selected service units to assess their implementation of the above by SWD

Best Practice Manual

15.6 The IRC recommended in its Review Report in December 2008 that a Best Practice Manual (BPM) for NGOs on various management issues such as human resource policies, the level of reserves and their gainful deployment, corporate governance and accountability, etc., should be developed by the welfare sector, with professional input from management experts if necessary; and the Lump Sum Grant Steering Committee (LSGSC) should work with the sector in drawing up this manual. In late 2010, SWD commissioned a consultancy study for the production of the BPM. Upon completion of the field study, the consultant will consult the sector and draft the report for the LSGSC's consideration. If all goes well, the consultancy study is expected to be completed by late 2012.

Social Welfare Development Fund

15.7 The IRC also recommended in its Review Report to set up a \$1 billion Social Welfare Development Fund (SWDF) to support 171 subvented NGOs in carrying out training and professional development programmes, business system upgrading projects and service delivery enhancement studies. With the support of the Lotteries Fund Advisory Committee, SWD launched the SWDF in January 2010 for implementation by three three-year phases for nine years in total from 2010-11 to 2018-19. As at 31 March 2011, about \$242 million was approved for 136 NGOs to operate IT-related and non-IT-related projects.





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Charitable Fund-raising

- 15.8 Under Section 88 of the Inland Revenue Ordinance, Cap. 112, the Inland Revenue Department grants tax exemption to charitable institutions or trusts of a public character. The Director of Social Welfare issues Permits under Section 4(17)(i) of the Summary Offences Ordinance, Cap. 228, for any collection of money or sale or exchange for donation of badges, tokens or similar articles for charitable purposes in public places while the Secretary for Home Affairs issues Permits for fund-raising activities of other purposes under Section 4(17)(ii) of the same Ordinance, and the Commissioner for Television and Entertainment Licensing issues licences under the Gambling Ordinance, Cap.148, for the conduct and sale of lotteries. In 2009-10 and 2010-11, a total of 1 478 Permits were issued by the Director of Social Welfare, including Permits for flag days.
- 15.9 To improve the transparency and accountability of charitable fund-raising activities, SWD has promulgated the “Reference Guide on Best Practices for Charitable Fund-raising Activities” (the Guide), which covers 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.

INFORMATION TECHNOLOGY

- 15.10 The Information Systems and Technology Branch (ISTB) provides information technology (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 NGOs in the social welfare sector.

Implementation of the Client Information System

- 15.11 The Client Information System (CIS) is a significant IT initiative under ISS Phase II of SWD. It provides a workflow-based database which collects as well as shares client and case data across SWD for the Department’s operational, management and planning purposes. The CIS was successfully rolled out in June 2010 for operation.





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IT Strategy for the Social Welfare Sector

- 15.12 The IT Strategy for the Social Welfare Sector (IT Strategy) was formulated in 2001 and revised in 2004. To map out the strategic direction for the IT development in the Sector, the Joint Committee on Information Technology for the Social Welfare Sector (JCIT), chaired by the Director of Social Welfare, has endorsed to conduct a review on the IT Strategy by a consultancy firm, which is to be commenced in late 2011 and be completed in 12 months.
- 15.13 The JCIT has, in accordance with the IT Strategy, IT initiatives under the Business Improvement Project (BIP) Scheme for NGOs, made recommendations to the Lotteries Fund Advisory Committee (LFAC) in 2009-10 for four IT projects covering human resources management, financial management and service delivery. A total of \$2.99 million was approved. The BIP Scheme has been subsumed under the SWDF since its implementation in 2010.
- 15.14 According to the criteria of the SWDF, the JCIT has made recommendations to LFAC in 2010-11 for 111 NGOs' applications to operate 223 IT-related projects covering human resources management, financial management, membership system, website as well as various service delivery and capacity enhancement initiatives. A total of \$78 million was approved.

HUMAN RESOURCES MANAGEMENT

- 15.15 With a workforce of 5 133 staff as at 31 March 2011, of which 4 090 in 30 grades are departmental/common staff (2 037 in social work stream and 1 446 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.
- 15.16 The mission of the Human Resources Management (HRM) Branch is to initiate and co-ordinate efforts in building a highly committed, competent, versatile and skilled workforce to meet the business objectives of SWD and the new challenges and demands in the coming years. Underpinned by the Grade Management Section and the Staff Development and Training Section, the HRM Branch is tasked to map out the overall strategy for HRM development in SWD and 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.





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Grade Management Section

15.17 The Grade Management Section (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 manpower planning, career development and training, recruitment, posting, performance management and promotion. The departmental posting policy and mechanism has been in place since May 2002. It was last revised in November 2009 to incorporate changes of the swapping mechanism for the transfer of Social Work Assistant (SWA) grade staff in and out of the Tuen Mun Children and Juvenile Home. The posting mechanisms for SWA, Social Security Assistant and Welfare Worker grades will be reviewed in 2011 with a view to further enhancing their operation. To better understand the concerns of staff members in their work settings as well as to listen to their views and comments, the GMS conducted 71 and 73 goodwill visits to different units in districts/headquarters and arranged 765 and 751 career interviews in 2009-10 and 2010-11 respectively.

Staff Development and Training Section

15.18 The Staff Development and Training Section (SDTS), comprising the HRM Development Unit, the Training Unit and the Training Administration Unit, is responsible for the formulation and implementation of the annual training and development plan and other HRM initiatives to enhance business efficiency and career development of staff members. A total of 675 programmes were organised and co-ordinated for about 15 900 participants from SWD, other government departments and NGOs in 2009-10 and 660 programmes for about 15 000 participants in 2010-11. The details are shown in **Charts 23 to 26** below.





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Chart 23: Analysis of Training Programmes 2009-10

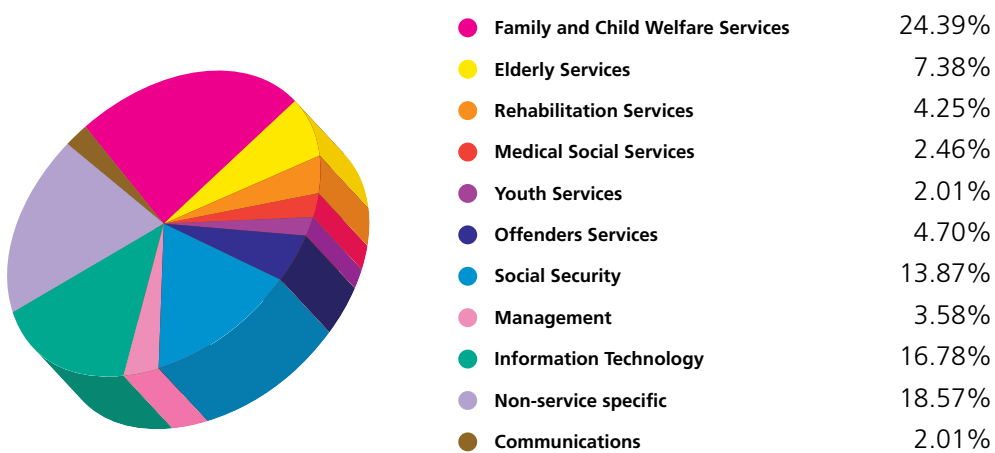
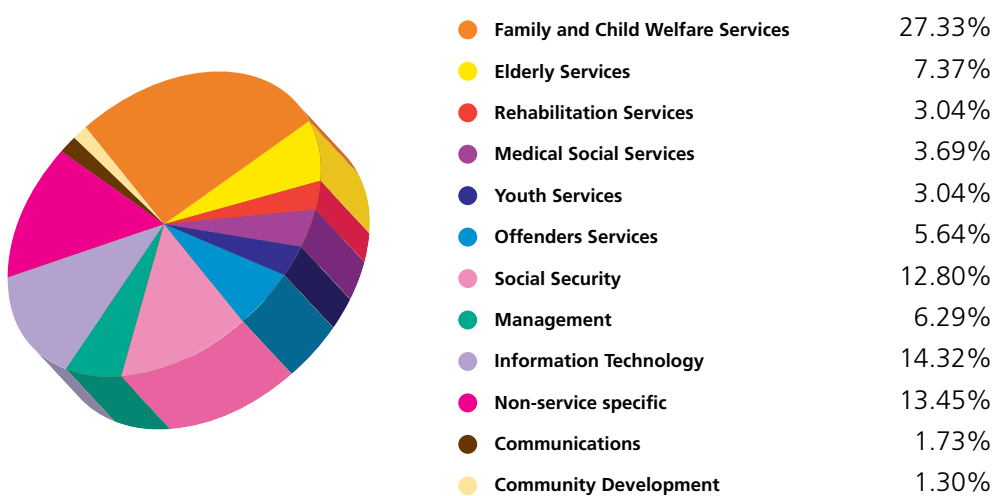


Chart 24: Analysis of Training Programmes 2010-11





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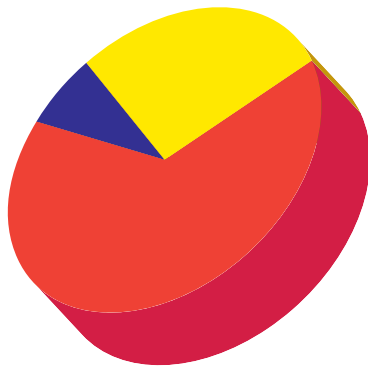
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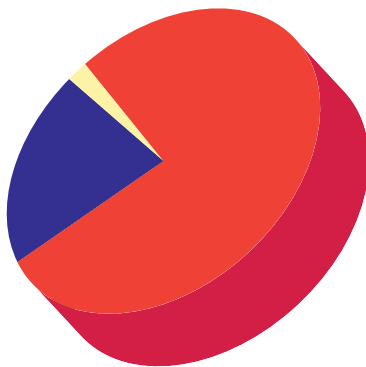
Chart 25: Analysis of Trainees 2009-10



● Social Welfare Department	78.38%
● Non-governmental Organisations	19.56%
● Others	2.05%

Note: Owing to rounding, percentages may not add up to 100.

Chart 26: Analysis of Trainees 2010-11



● Social Welfare Department	77.63%
● Non-governmental Organisations	20.45%
● Others	1.92%





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- 15.19 Training on handling family violence and crises for SWD staff and related disciplines in the Government and NGOs was still a priority in 2009-10 and 2010-11. A total of 68 training programmes on handling of child abuse, spouse battering, elder abuse, sexual violence, suicide and family crises were organised in 2009-10 for 2 600 SWD staff and 1 200 participants from NGOs, Hospital Authority and other government departments and 69 training programmes were conducted in 2010-11 for 2 500 SWD staff and 1 200 participants from NGOs and other sectors. On top of basic training, advanced programmes with focus on risk assessment, crisis intervention, treatment and clinical skills, and post-trauma care for victims were conducted specifically for building up expertise of frontline practitioners in face of the growing complexity of cases.
- 15.20 To enhance closer links with the Mainland, apart from receiving visiting tours from the Mainland, STDS has organised two study tours to Beijing and Shenzhen for 65 middle managers and social work staff in 2009-10. In 2010-11, another two study tours were organised for 70 social work and social security staff to Shanghai and Shenzhen. During the year, a one-month attachment programme in the Department was arranged for four Mainland officials.
- 15.21 To facilitate our new recruits in understanding the Department's core values and integrating into respective service units, specific orientation programmes for different grades were developed with topics ranging from professional knowledge to staff conduct. Eight such enhanced programmes were conducted in 2010-11 for 262 new appointees from different grades.
- 15.22 With a view to equipping the middle managers with necessary administrative and managerial knowledge and skills in meeting the challenges ahead, a tailor-made management development programme has been conducted for Social Work Officers and Senior Social Security Officers since 2010-11. Advanced management and leadership training were also arranged for senior staff members.
- 15.23 SDTS also delivered a series of training programmes covering areas in relation to professional, management and legal knowledge as well as customer services and communication skills for staff working in social security work settings in 2009-10 and 2010-11 with a view to enhancing their job competency in meeting work challenges. A total of 63 and 59 training programmes were organised for over 1 800 social security staff in 2009-10 and 2010-11





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respectively. Among them, around 23 training programmes were arranged each year with a training focus to equip and enhance staff's knowledge and skills on social investigation and verification for proper management of social security applications.

15.24 In order to enhance the effectiveness of performance management of Social Work Assistant grade staff, a competency-based performance appraisal system (CPAS) in respect of the grade has been developed and implemented starting from the 2009-10 reporting cycle. At present, five departmental grades have their own CPAS, including Clinical Psychologist, Social Work Officer, Social Work Assistant, Social Security Officer and Social Security Assistant. With this initiative put in place, the SDTS took the opportunity to launch a training and development (T&D) roadmap for Social Work Assistant grade staff in February 2011. The roadmap will provide grade members with a systematic mechanism for identifying suitable T&D focus and possible training opportunities so as to build up their core competencies along their career path.

SWD RECREATION CLUB AND STAFF VOLUNTEER SERVICE

15.25 In 2009-10 and 2010-11, the SWD Recreation Club organised a variety of recreational activities, staff volunteer service and major staff activity for SWD staff and their families, with a view to enabling them to relax in leisure time and to relieve their work pressure.

Recreational Activities

15.26 Recreational activities were arranged as follows:

- (a) Sponsorship was provided in supporting district's sports/recreational activities, e.g. trips to "Ap Chau, Kut O and Tung Ping Chau", "Geological Park and Grass Island", "Po Toi O", "Sham Tseng", "Po Pin Chau and Yim Tin Tsai" and badminton/basketball activities.
- (b) Sponsorship was provided in supporting staff to join competition events, e.g. Dragon Boat Racing Competition, Ma On Shan Cup 8K race, Standard Chartered Hong Kong Marathon 2010, Social Work Cup 7-a-side Football Competition, Social Work Cup Basketball Competition and Corporate Games Basketball Competition.





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- (c) A total of 25 interest classes, such as Yoga, Pipa, Chinese Calligraphy, Line Dance and four interest groups, namely the SWD Choir, the Running Team, the Basketball Team and the Football Team, were organised.

Staff Volunteer Service

15.27 Staff volunteer service was arranged as follows:

- (a) The Staff Volunteer Team participated in the Project “Angels’ Action” by paying regular concern visits and arranging outdoor activities for Director of Social Welfare (DSW) wards under out-of-home care, with a view to enabling the latter to have a taste of tender and joyful family life during holidays. As at 31 March 2011, there were 147 volunteers including staff and family members in the Project, forming 46 teams to serve 47 DSW wards.
- (b) To commend the DSW wards for their improvement and outstanding achievement in their conduct, study and other areas showing their potentials, the Award Presentation Ceremony for the DSW wards with Best Achievement/Improvement sponsored by Tung Wah Group of Hospitals was organised in 2010 and 2011.

Major Staff Activities

15.28 Two major staff activities, namely the “SWD Staff Games Day 2009” and the “Badminton Competition 2010-11”, aimed at fostering a sense of belonging and promoting team building among service branches and districts were organised by the SWD Recreation Club on 14 November 2009 and from November 2010 to January 2011. Each function was participated by over 200 SWD staff members who shared the joy together.





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CENTRAL WESTERN, SOUTHERN AND ISLANDS DISTRICT

Recognition Ceremony for Carer of Persons with Disabilities cum the Expo for Social Enterprises by Subvented Rehabilitation Agencies

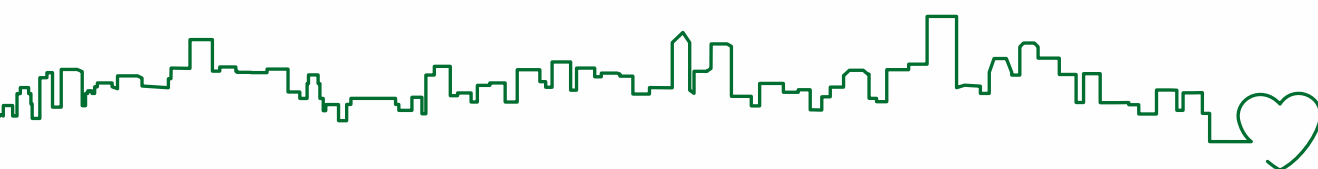
16.1 To arouse the public awareness on the contribution of the carers of persons with disabilities and facilitate persons with disabilities to integrate into the community, the Central Western, Southern and Islands District Social Welfare Office (CW/S/IDSWO) conducted the captioned events on 31 January 2010 and 16 January 2011 at Sheung Wan Holiday Walk. The recognition ceremony was held to honour the carers of persons with disabilities. There was also an exhibition and fun fair to display and sell the products made by persons with disabilities. Seven Social Enterprises run by subvented non-governmental organisations (NGOs) operating rehabilitation services were invited to participate. The aim of the Expo was to let the public have a better understanding of the ability of the persons with disabilities and enhance social acceptance. Over 2 000 participants attended each event.

Welfare Service Co-ordination in Islands District

16.2 The population of the Islands District scatters in different localities on different Islands and some of which are remote and isolated. Service needs at different localities are different. In view of this distinguished characteristic, the CW/S/IDSWO has set up Locality Meetings for Lantau, Cheung Chau, Peng Chau and Lamma Island respectively. The format of locality meeting has been further extended in view of the fast growing welfare service development in Tung Chung. A Task Group on Tung Chung Service Co-ordination was set up in June 2010 where 17 NGOs and the departmental service units, which are providing a wide spectrum of different social services to Tung Chung residents, join together under the co-ordination of the CW/S/IDSWO. It serves as an effective platform for co-ordinating with NGOs in the district in respect of delivery of services in meeting the changing and multifarious welfare needs of the local community, sharing of community resources as well as better collaboration among services.

District Collaboration Projects

16.3 To promote the services and enhance the collaboration among Social Welfare Department (SWD) and the NGOs, the CW/S/IDSWO continuously funded the District Collaboration Projects. There were 32 projects in 2009-10 and





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41 projects in 2010-11. The objectives of the projects include promoting voluntary services, advocating community care, enhancing resilience, developing harmonious families, concerning the youth development, promoting care for the elderly, facilitating the community/neighbourhood networking, caring for the ex-mentally-ill persons in the community and enhancing social cohesiveness. To recognise their remarkable collaboration work, there were four awards for outstanding district projects, six awards for best strategic projects and one award for most creative project in 2009 and 2010. A vetting committee was also formed to vet the applications, approve the funding and appraise the awards. Two prize-giving ceremonies cum sharing sessions were held on 13 April 2010 and to be held on 4 May 2011 respectively.

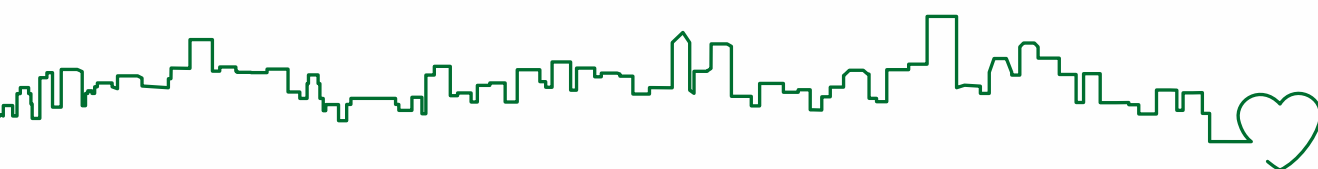
EASTERN AND WAN CHAI DISTRICT

District Campaign in Echo with Financial Tsunami

16.4 The Eastern and Wan Chai District Social Welfare Office (E/WDSWO), in joint hands with the Eastern and Wan Chai District Councils and various non-governmental organisation units, organised a series of programme in response to the impact brought by the financial tsunami. It aimed at enhancing the skills of the people living in Eastern and Wan Chai District in handling stress and actively facing the adverse situation. The series of programme included a seminar on “Financial Crisis and Positive Psychology” in May 2009 for district leaders, schools and social workers, a programme of “Happy Face Canvases Drawing” and “Talk on Financial Tsunami” in July for the public, e-mails messages promoting the message of love and positive living, and publicity package such as posters, banners and door hangers, etc.

Carnival of Orange Ribbon Movement: Boundless

16.5 In collaboration with 37 units including Government departments, welfare sector, schools, medical and paramedical professionals and religious bodies in the District, the E/WDSWO organised the above Carnival on 23 January 2011. It is an event of social integration for South Asian and Chinese families and attracted over 650 participants. Through a wide spectrum of activities including cultural performance, health/eye-sight check, game stalls, delivery of gift and food and information on community and welfare services, the event brought joy to the participants and enhanced the ethnic minorities’ knowledge on community and welfare services in Hong Kong as





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well as their readiness to seek help if they encountered family problems. The Opening Ceremony was officiated by the Consul General of The Philippines, Nepal and India together with the leaders of two District Councils. The participating agencies and attendees enjoyed the programmes enthusiastically and gave a very positive feedback towards the Carnival.

Eastern/Wan Chai District— Level Up! Modernisation of Service Centre for Young People 2010-11

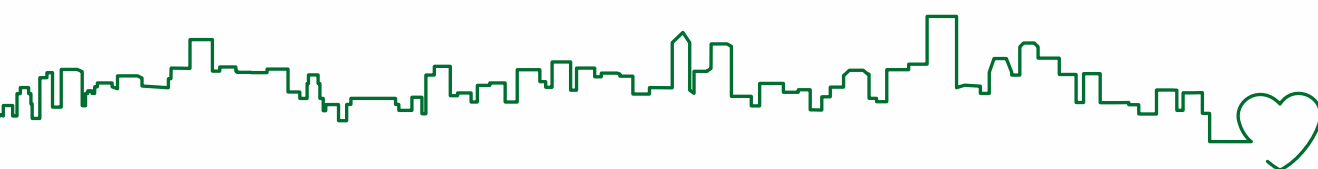
16.6 Through the joint venture of the Eastern/Wan Chai District Co-ordinating Committee on Services for Young People and 17 service centres for young people in the District, the following promotional activities were launched from December 2010 to February 2011 to echo and celebrate the completion of modernisation projects of these 17 centres:

- (a) Four episodes introducing the modernisation projects, activities and programmes of these service centres were produced by the Hong Kong Broadband Network Ltd. and broadcasted at i-Cable TV in December 2010 and January 2011. Besides, the films were uploaded in internet for free viewing.
- (b) A song and a series of snap shots of these service centres were produced by local youth and uploaded onto the internet on 21 February 2011 for free viewing.
- (c) A total of 6 000 notebooks celebrating and highlighting the modernisation projects were produced and distributed to the stakeholders in the District.

KWUN TONG DISTRICT

Enhancement of the Departmental Hotline Service

16.7 The Social Welfare Department (SWD) had commissioned the Hong Kong Telecommunications Limited (PCCW) to enhance the telephone system of the Departmental Hotline Service Unit and the enhancement was in place in November 2010. To better serve the community, the system adopts call routing processing that distribute the incoming calls to social workers based on their skill profile and length of the waiting time of the calls. In other words, calls requiring social worker's immediate intervention will be answered by designated social worker





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with more experience. The system can also put the waiting callers into queue and alert social workers and the callers of the situation. To strengthen the supervision and speed up the responding time, the enhanced system also allows the supervisor to monitor the situation and to take over the call when necessary so as to ensure the efficiency and effectiveness of the service.

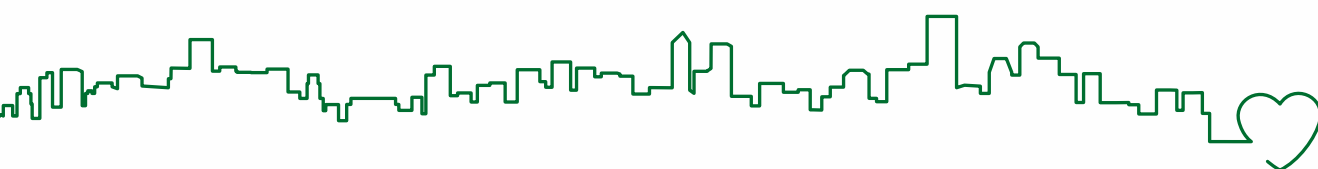
Multi-disciplinary Projects in Medical Social Services

16.8 Under the joint efforts of Medical Social Services Unit of Yung Fung Shee Memorial Centre (MSSU/YFSMC) of SWD, Kwun Tong Community Geriatric Assessment Team and Yung Fung Shee Geriatric Day Hospital of United Christian Hospital (UCH) of Hospital Authority (HA), three-day Respite Programmes were held in 2009 and 2010 respectively. Through the multi-disciplinary input of geriatricians, nurses, physiotherapists, occupational therapists, medical social workers and volunteers, a wide range of programmes and groups including recreational outdoor activities, sensory training, educational health talks, stress management group, sharing and recognition event were provided for 30 frail elders and their families each year. These programmes not only brought social and recreational opportunities for frail elders, relieved the stress of caregivers, and enhanced family cohesion, but also promoted the messages of respecting and caring for the elders.

16.9 MSSU/YFSMC and Kowloon East Substance Abuse Clinic of UCH of HA adopt the multidisciplinary team approach to treat and rehabilitate drug abusers of Kowloon East district. The team comprises psychiatrist, clinical psychologist, nurses, occupational therapist and medical social worker. The team also works for the enhancement of collaboration with Counselling Centres for Psychotropic Substance Abusers operated by non-governmental organisations (NGOs) and other anti-drug service units. Support services including parent education and group activities were stepped up.

Co-ordinating District Efforts for Building a Caring Community

16.10 In 2009-11, continuous district efforts were made to promote harmonious family relationships, neighbourhood support, social consciousness and community integration with a view to helping prevent family crises and other social problems. A series of district joint programmes were organised by the Kwun Tong District Coordinating Committees and Local Committee for family service, elderly services, rehabilitation services and youth services.





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Through the joint efforts of the Kwun Tong District Social Welfare Office and community partners including Kwung Tong District Council, NGOs, private enterprises, religious bodies, schools, other government departments and local organisations, mutual care and community spirit in Kwun Tong were promoted. The series of programmes were targeted in four areas : (i) to strengthen family relationships through promoting positive psychology to individuals and families; (ii) to foster positive development of personality and a sense of civic responsibility for youths; (iii) to enhance neighbourhood support for elders and their carers and understanding of dementia; and (iv) to promote community integration and barrier-free community for persons with disabilities.

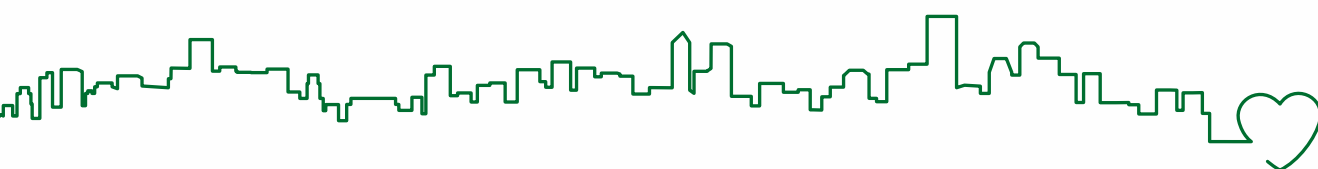
WONG TAI SIN AND SAI KUNG DISTRICT

Establish and Consolidate Community Network

16.11 The Wong Tai Sin and Sai Kung District Social Welfare Office (WTS/SKDSWO) coordinated with different organisations in the district to implement public education activities over the past two years with a view to strengthening the role of the family and echoing the messages of harmony in the family and community. “Caring Home Together – Community as our Family Project 2009” in Wong Tai Sin district and “Peace Begins at Home Project” in Sai Kung district were launched to enhance the resilience of the community. Echoing the Department’s “Publicity Campaign on Strengthening Families and Combating Violence”, the WTS/SKDSWO mobilised organisations in the district to implement activities to bring out the messages of treasuring one’s life and family. Alongside the Government’s anti-drug campaign, WTS/SKDSWO supported “Fresh Express” in Wong Tai Sin district and “Healthy Living Plus” in Sai Kung district, series of cross-sectoral, cross-professional and cross-departmental programmes were launched to enhance youth’s understanding on drugs and heighten their awareness on the prevention of drug abuse.

Promote Mental Wellness and Integration

16.12 To further promote positive psychology and happy living, the WTS/SKDSWO supported the “Happy Living Campaign 2010”, a programme implemented under the collaborative efforts of different organisations in the district. The WTS/SKDSWO also coordinated elderly service units in the district to put forth the two initiatives of “Pilot Neighbourhood Active Ageing Project – Caring for Elders” and “Pilot Neighbourhood Active Ageing Project





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– Prevention of Elderly Suicide”. Upon revamping of community mental health support services in October 2010, Integrated Community Centres for Mental Wellness were established to provide one-stop community support and social rehabilitation services for the residents, discharged mental patients, persons with suspected mental health problems and their families/carers. Community education activities were also organised in the district to promote the importance of integration of persons with disabilities into the community.

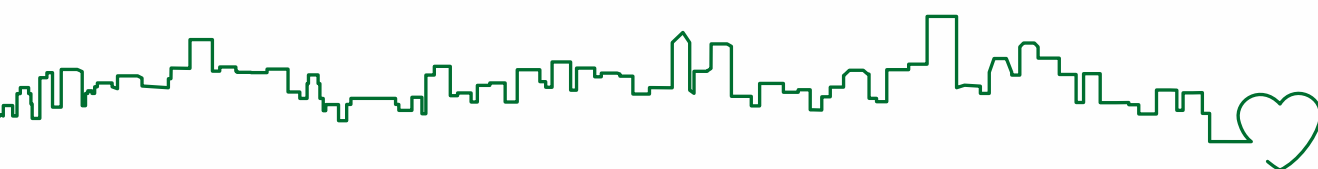
KOWLOON CITY AND YAU TSIM MONG DISTRICT

Strengthening Community Care in the District

16.13 Kowloon City and Yau Tsim Mong District Social Welfare Office (KC/YTMDSWO) continued to adopt the area-based work strategy in mobilising the commitment and cooperation of the mainstream service and the self-financing service centres to achieve the effective and timely delivery of preventive, supportive and remedial services. The number of self-financing social service centres coordinated by KC/YTMDSWO has increased from nine in 2008 to 20 as at 31 March 2011. This helped strengthen the supports and assistances to the vulnerable groups including low income families, singleton elders, ethnic minority groups, new arrivals and homeless people. Apart from joining hands in launching neighbourhood support projects in the areas with old tenement buildings, the mainstream services and self-financing social service centres also took concerted effort in reaching out the disadvantaged groups by means of concern visits and large-scale community programmes. These joint ventures have been very helpful to promote the messages of the key values in the community including “social harmony”, “social inclusion”, “active ageing”, “drug-free living”, “happy family” and “social integration”. The well-established cross-sectoral collaboration network in the district also facilitated the two Integrated Community Centres for Mental Wellness to launch their services in the latter half of 2010. Besides, the annual Sub-district Coordination and Sharing meetings organised by KC/YTMDSWO provided a useful platform for various service units in different sub-districts to enhance communication and develop new collaboration initiatives.

Promoting Caring Culture in the Community

16.14 KC/YTMDSWO consolidated the caring culture in the district at multi-levels. In the promotion of volunteerism, KC/YTMDSWO had produced two videos with four local stories of long-term volunteers and five stories of family





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volunteers to convey the core messages of “care and concern” and “mutual help”. Regarding support to the elderly, KC/YTMDSWO, in collaboration with the Kowloon City Police Station, organised two sharings on care for elders living in institutions in May 2010 and January 2011 respectively. Moreover, an inter-departmental mechanism for exchanging intelligence on missing elders was established by the two departments. KC/YTMDSWO also conducted a mini-survey on volunteer services to elderly institutions to mobilise more volunteer groups to visit elders under residential care in the district, especially the frail ones without support from their families or relatives. Since 2009, KC/YTMDSWO has launched four Oral History Documentary Projects together with the Department of History of the Hong Kong Baptist University, non-governmental organisations (NGOs), local groups, primary and secondary schools. By means of interviews and seminars, the students have chances to look into the development of local welfare services/organisations and cross-departmental and cross-sectoral relief work in emergency incidents. These trial projects helped show the evolution of caring culture in the district and develop sense of belonging amongst the district stakeholders.

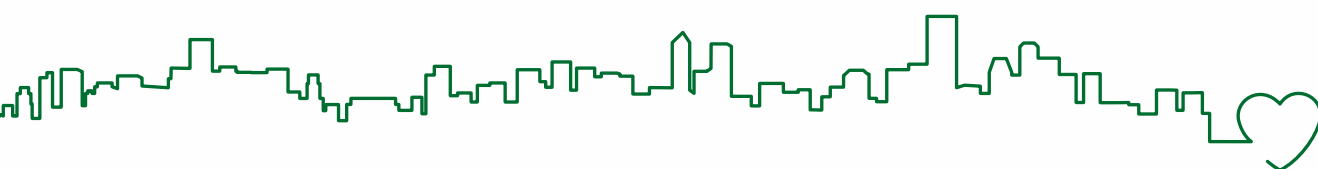
Extending Support Network in the District

16.15 In 2009-11, there were two large-scale emergency incidents in the district, including the collapse of a building at Ma Tau Wai Road, Hung Hom on 29 January 2010 and the fire incident at Fa Yuen Street on 6 December 2010. In the two incidents, KC/YTMDSWO worked very closely with various government departments, NGOs and local groups to provide timely assistances to the victims. Besides, district partners from various sectors extended their spontaneous concerns to the victims by various means. Through the relief work, KC/YTMDSWO had strengthened the partnership with the local stakeholders and expanded the supportive network in the district correspondingly.

SHAM SHUI PO DISTRICT

Sham Shui Po Well Being Movement

16.16 Sham Shui Po District Social Welfare Office (SSPDSWO) together with various government departments, social welfare organisations, schools and local bodies in the district set up the Organising Committee of Sham Shui Po Well Being Movement (the Movement) in June 2009 to promote the sense of well being in the district, basing on





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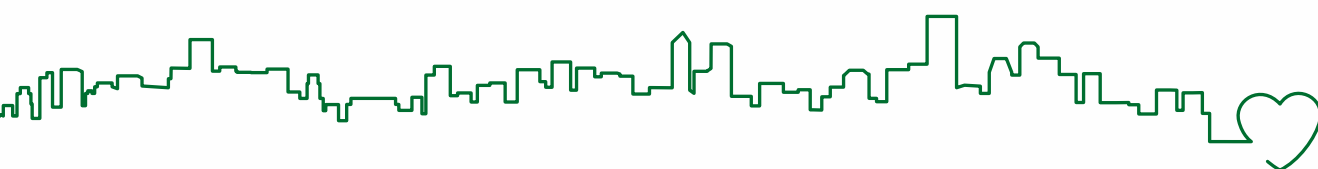
the ideology of positive psychology. “Gratitude” and “Hope”, “Open-mindedness” and “Resilience” were taken as the year theme of the Movement. Apart from providing training on positive psychology to around 300 social workers and teachers, the Movement also subsidised 60 theme-related projects and organised various school competitions every year. On 30 January 2010, a mass programme was held to highlight and convey “Well Being” messages to the residents of Sham Shui Po. Mr. Albert Au, the pop singer, first time sang his specially written theme song for the Movement at the programme. The theme song had been uploaded to YouTube to facilitate public appreciation. To magnify the community impact, the “Sham Shui Po Well Being Day” held on 30 October 2010 had mobilised 1 030 elders, families, youth and persons with disabilities to shape a windmill figure, which symbolised “Well Being” together, with the goodwill to spread the messages of “Well Being” throughout the district. The programme attracted positive comment of the mass media and markedly enhanced the collaboration and cohesiveness of all the participating organisations.

School-based After-School Care and Support Programme

16.17 SSPDSWO in collaboration with Sham Shui Po District Council and local charity organisations initiated two school-based after-school care and support programmes in 2009-11. One of the programmes, namely “Happy Garden” was collaborated with Sham Shui Po District Council, Hong Kong Lutheran Social Service Lutheran Church Hong Kong Synod Martha Boss Lutheran Community Centre and Kowloon Technical School, whereas the other one, “TeenS Group”, was launched with the support of St. James’ Settlement Kindness Centre, Faith Lutheran School and Sham Shui Po Lions Club. The programmes provided after-school care and support service for 60 primary pupils from 5 to 9 p.m. from Monday through Friday and in long school holidays. The programmes not only met the caring needs of school-age children from low income families with working parents but also respond to the children’s needs in academic and personal growth.

2010 Caring Award Presentation Ceremony

16.18 Sham Shui Po District Coordinating Committee on Promotion of Volunteer Service and the Organising Committee of Sham Shui Po Well-being Movement jointly organised “1218 Caring Award Presentation Ceremony” which was held on 18 December 2010. The Ceremony recognised the unconditional contribution of the non-governmental organisation (NGO) partners, caring shops and family volunteers in promoting a loving and caring community in





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Sham Shui Po. A total of 18 caring partners, 21 caring shops and 29 family volunteers were awarded in the event. Among them, Hong Kong Polytechnic University was awarded as one of the caring partners for the “Community Service Learning Programme in Sham Shui Po” jointly organised with SSPDSWO. The programme aimed at encouraging students of Hong Kong Polytechnic University to fully utilise their knowledge to conduct volunteer services in Sham Shui Po district in 2010-11. More than 700 students were recruited to participate in around 30 volunteer projects of 21 NGOs.

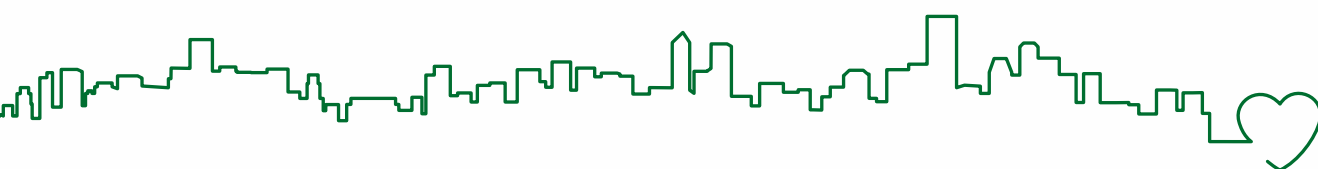
SHA TIN DISTRICT

Project on “Neighbourhood Concern for Frail Elders” in Sha Tin

16.19 The District Coordinating Committee on Elderly Services of Sha Tin District Welfare Office (STDSWO) and Community Outreach Service Team (Sha Tin) of Hospital Authority had jointly launched the Project on “Neighbourhood Concern for the Frail Elders”. The project aimed at promoting neighbourhood support, mutual help and care for the frail elders, especially those discharged from hospital to live in the community. Over 400 elder volunteers had been recruited since 2008 to join the “Green Ribbon Elder Ambassadors Team”. The Campaign on “Caring Estates for the Elders” was also launched for promotion of showing respect and care for elders in the community and a total of 48 public housing estates/private estates had given their support to the campaign. After the Green Ribbon Elder Ambassadors received a series of volunteer training, they paid concern visits to the hidden or frail elders and their carers in the community to further promote the spirit of neighbourhood support, mutual help and care.

Promoting “Family Harmony” and Preventing “Domestic Violence”

16.20 STDSWO endeavoured to promote family harmony through cross-sectoral and inter-service collaboration with service units and organisations in the district and organised community service promotion projects, particularly in the new public housing estates. In 2009-10, the Sha Tin District Coordinating Committee on Family and Child Welfare Service (DCCFCW) launched a series of activities, namely “All Things Good in a Harmonious Family”, to enhance mutual concern within families, promote message on “health, happiness and family harmony” and prevent domestic violence. Public education programmes were organised by means of thematic seminar, roving





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exhibition and mobile service counter. “Family Concern Ambassadors” were mobilised to visit families in need. “Hearty Card Design Competition” was organised and the public was encouraged to deliver the award winning cards to their families for conveying their concern. From 2010-11 onwards, DCCFCW had initiated another series of “Support Family” programme which targeted at promoting the theme of “happy family”. A survey had been conducted to collect views on “components of happy family” from the public. The survey result would be published to promote public awareness of “simple life, wealthy spirit”. The programmes and activities gained the support of at least 30 organisations and attracted over 5 000 participants in the district.

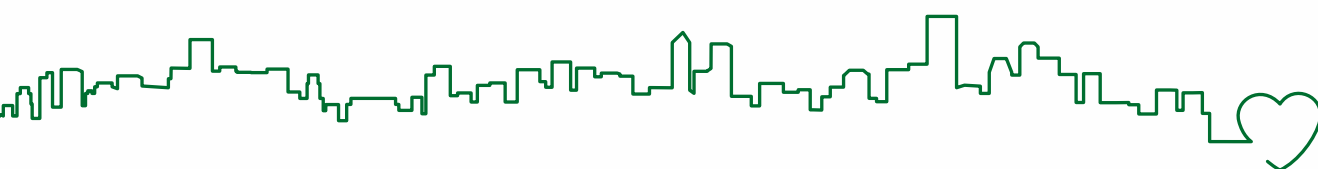
District Work on Prevention of Youth Drug Abuse

16.21 In 2009-11, the STDSWO had coordinated and organised a series of projects for prevention of youth psychotropic substance abuse at district level through cross-sectoral collaboration and other means. The “Sha Tin District - Youth Anti-drug Football Competition” was jointly organised with the District Fight Crime Committee, other government departments, local organisations and youth services units in the district to enhance the awareness of youth towards drug abuse and encourage their participation in healthy activities. Video shooting competition with the theme of “Creating a drug-free school environment” was also organised to promote the messages of anti-drug campaign, in which a film director was invited to provide training for the youth and be the adjudicator of the competition. Besides, the Sha Tin District Coordinating Committee on Youth Services launched projects of different nature such as the “Green Ribbon – Project on Sha Tin Youth Community Ambassador”, “Green Ribbon - Youth Talent Show” and “Green Ribbon – Youth Community Ambassador Award Presentation” to enhance the confidence of the youth and promote positive living with a view to preventing youth drug abuse from various aspects.

TAI PO AND NORTH DISTRICT

Programme of Support for Discharged Elder Patients of NDH

16.22 This programme was a community-medical-social collaboration for the elders discharged from North District Hospital. It was launched by the Medical Social Services Unit/North District Hospital of the Social Welfare Department (SWD), HKYWCA Ellen Li District Elderly Community Centre, and the Health Resource Centre





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of North District Hospital in May 2009 with the sponsorship from North District Council. The main purpose of the programme was to consolidate local resources of elderly services centres and their volunteers to provide immediate support for discharged elder patients who lacked social support, or suffered from chronic obstructive pulmonary disease. The support and care from volunteers helped to enhance the self-care ability of the elders and reduce their frequency of emergency re-admission to hospital and to a certain extent, reduce the pressure on medical facilities. In addition, the care of the volunteers also promoted the spirit of mutual help in the district, and enhanced community harmony. This programme had served more than 120 discharged elders in need in the past two years and was found effective in reducing unplanned hospital re-admission.

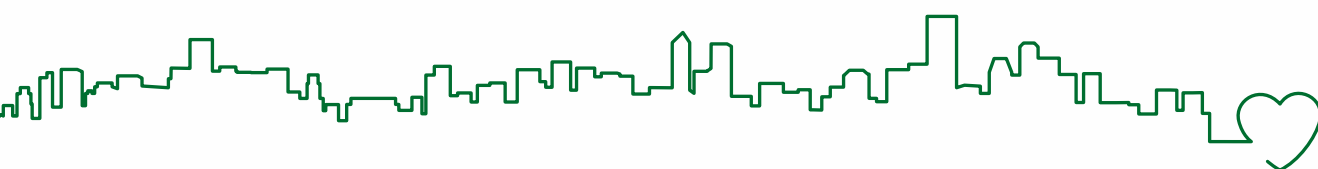
Prevention of Youth Suicide

16.23 Several youth suicide incidents took place in Tin Ping Estate, Sheung Shui from May to September in 2010. The Sheung Shui Integrated Family Service Centre rendered outreaching services to the concerned families and joined hands with local leaders and non-governmental organisations (NGOs) in organising two debriefing sessions for the local residents. Two NGOs were invited with funding support to organise programmes in promotion of positive living and enhancement of the resilience of young people residing in the estate and the vicinity.

16.24 With a view to developing a more effective mechanism in tackling youth suicide problem, SWD had supported the Hong Kong Jockey Club Centre for Suicide Research and Prevention, the University of Hong Kong to secure funding from the Lotteries Fund to launch a three-year project - "Project on Community-based Intervention to Suicide Clusters" in 2011. The Project had chosen Ting Ping Estate, Sheung Shui as the base for research and implementation of the project. If the outcome was favourable, the intervention mode would be recommended for use in other districts.

Emergency Support for Victims of the Severe Flood at Sha Po Chai Village, Tai Po

16.25 Sha Po Chai Village, Tai Po, encountered severe flooding during the black rainstorm on 22 July 2010, with over 200 affected residents. The Tai Po and North District Social Welfare Office (TP/NDSWO) and Emergency Relief Unit of the SWD worked together with government departments concerned in providing emergency relief service for the affected households. TP/NDSWO continued arranging staff to station at the inter-departmental emergency





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support station located at Sha Po Tsai Village and the Emergency Relief Centre at Tai Po Community Centre to provide immediate support for the affected households over a week's period.

- 16.26 To assist the victims in tiding over the crisis and immediate hardship arising from the flood, TP/NDSWO liaised with The Lok Sin Tong Benevolent Society, Kowloon and The Hong Kong Jockey Club Charities Trust for arrangement of Emergency Relief Fund for each affected household. The total amount allocated was \$1.96 million.

YUEN LONG DISTRICT

Yuen Long District Community Services Planning Forum

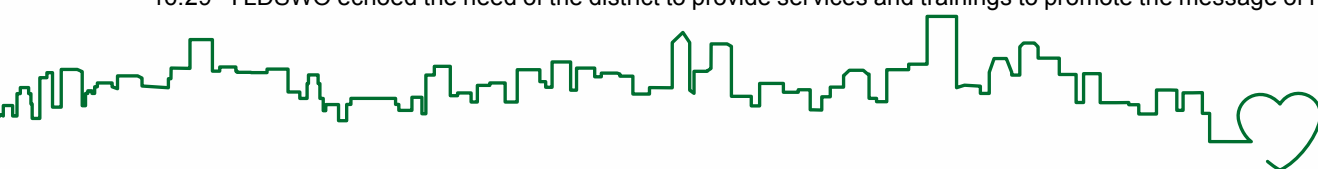
- 16.27 To promote cross-departmental collaboration in Yuen Long district with an aim to build a healthy community, Yuen Long District Social Welfare Office (YLDSWO) organised the “2011 Yuen Long District Community Services Planning Forum – Healthy Community” jointly with the Home Affairs Department Yuen Long District Office, the Hong Kong Police Force Yuen Long Police District, the Education Bureau Yuen Long District School Development Section and the Housing Department Estate Management Division (Yuen Long) on 2 March 2011. Apart from the keynote speech by Prof. Lam Tai-hing, Director of School of Public Health of the University of Hong Kong cum Sir Robert Kotewall Professor in Public Health, representatives of the five Departments presented their work directions in the coming year and collected views from the participants. The opening dancing performance performed jointly by youth and elderly groups signified inter-generational harmony.

Promoting Healthy Life for Youth

- 16.28 To help young people in the district to expand their life experiences and develop positively, YLDSWO jointly with non-governmental organisations implemented two life education programmes, namely “Project Skyhigh – Youth Life Education Through the Game of Golf” and “Power Generation – Basketball Training Project”. Through structured sports training, young people were given a chance to grow up healthily and enhance their self-confidence, self-efficacy, as well as positive living attitude and style.

Strengthening Prevention and Handling of Family Violence

- 16.29 YLDSWO echoed the need of the district to provide services and trainings to promote the message of harmonious





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family and prevention of domestic violence. It launched a series of thematic activities to strengthen cooperation and collaboration among professionals of different departments and organisations to promote family harmony and combat domestic violence. YLDSWO had also launched publicity and community education through putting up giant wall-hung banners with slogans to promote care to family members at eye-catching locations and schools in Yuen Long and Tin Shui Wai area. Besides, seminars, programmes and activities were organised to promote the same message.

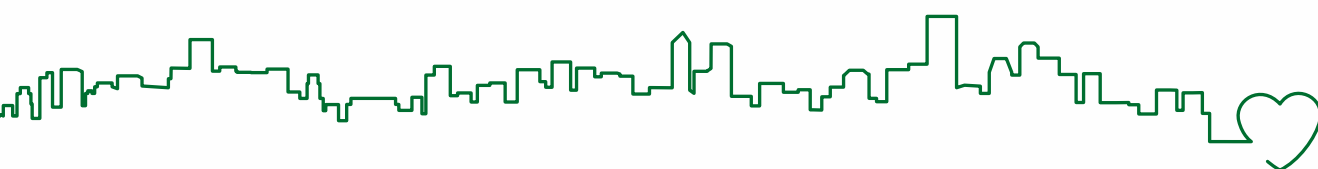
TSUEN WAN AND KWAI TSING DISTRICT

The Alumni Association of the Tsuen Wan/Kwai Tsing University of Volunteers

16.30 The “Tsuen Wan/Kwai Tsing University of Volunteers”, set up under the auspices of Tsuen Wan/Kwai Tsing District Co-ordinating Committee on Promotion of Volunteerism, marked its 10th Anniversary in 2009. Its Alumni Association was established on 27 August 2010, to support the Volunteer Movement to build up a caring community together. The alumnus assisted in training new recruits to enable them to care for the disadvantaged people in the community.

Kwai Shing (East) Estate Support Project

16.31 Arising from a tragic incident occurred in Kwai Shing (East) Estate in May 2010, the local residents had grave concern on people affected by mental illness. Apart from providing emergency assistance to the affected families and emotional support to the local residents, the Tsuen Wan/Kwai Tsing District Social Welfare Office (TW/KwTDSWO), Kwai Chung (West) Integrated Family Service Centre of the Social Welfare Department, non-governmental organisations and Government departments concerned had jointly organised a “Care and Love for Kwai Shing East Estate Project” from September to November 2010 to strengthen mutual support in the Estate and promote mental health. The project successfully engaged more than 140 volunteers to conduct concern visits to more than 70 elders and families. In addition, a carnival and six service exhibitions were organised to help the residents familiarise themselves with the welfare service facilities in the district. The feedback from local residents and volunteers was positive.





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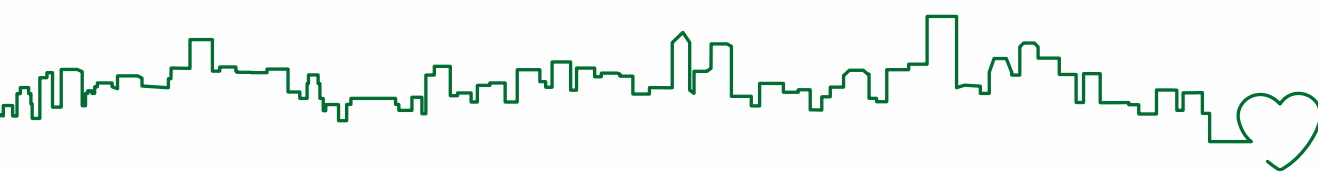
Combating Family Violence

16.32 The TW/KwTDSWO conducted four professional training programmes in 2009-11 to equip professionals in the district with the relevant knowledge and skills in handling domestic violence. These programmes were either co-organised with the Hong Kong Police Force Crime New Territories South Regional Unit or involved school principal as the key speaker to promote multi-disciplinary collaboration in child protection and spouse battering.

TUEN MUN DISTRICT

District Effort on Combating Youth Drug Abuse

16.33 Tuen Mun District Social Welfare Office (TMDSWO), in collaboration with Tuen Mun District Fight Crime Committee, Wofoo Social Enterprises, Home Affairs Department (HAD) Tuen Mun District Office, Hong Kong Police Force (HKPF) Tuen Mun Police District, Lingnan University and local NGOs, had launched the “No Drug No Regret!” project in 2009-11 to promote the healthy development of youth and prevent youth drug abuse. With the support and assistance from social workers, teaching staff, police officers and district councilors, over 200 Anti-drug Ambassadors from all walks of life had paid concern visits to 3 800 households in all 12 public housing estates in the district for promoting anti-drug messages. Subsidies were also allocated to youth Anti-drug Ambassadors who took the initiative to launch programmes/activities on promoting drug-free life in their schools. A series of seminars on the adverse effects of drug abuse were organised for youth, parents and community stakeholders, to enhance their understanding and awareness of the subject. The project successfully conveyed the messages of healthy youth development and prevention of youth drug abuse in the community.





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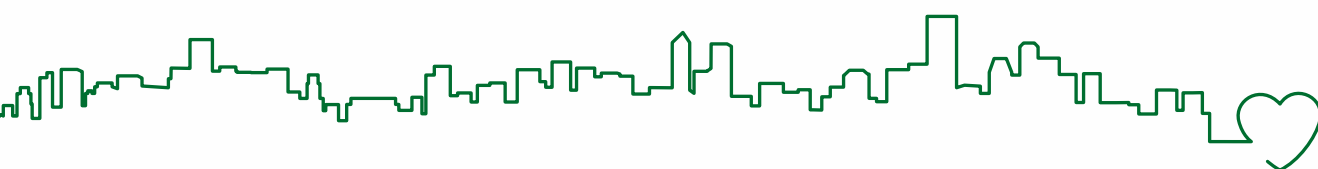


District Work on Promoting Family Harmony

16.34 To echo the central theme of “Love Yourself, Love Your Family”, the TMDSWO implemented the “Good Family College” from October 2010 onwards. The project represented the collaborative efforts of three departmental Integrated Family Service Centres and participating non-governmental organisation (NGO) service units in Tuen Mun District to strengthen family support services for local families. Among others, a series of thematic activities on promoting “positive thinking” and “strengthening family functioning” were launched in 2010-11, with a view to extending community network to support needy families and vulnerable groups, nurturing and enhancing family harmony and community integration. The activities, in forms of parenting talks, family outings, supportive groups, social groups and therapeutic groups for families, received very encouraging comments in the district.

Promoting Community Integration

16.35 In order to facilitate the new arrivals and ethnic minorities to integrate in the community, the Tuen Mun District Coordinating Committee on Family and Child Welfare, together with community partners including HKPF, HAD, NGOs and church bodies, organised a series of community education projects and activities for promotion of social inclusion, mutual caring and concern in the community in 2009-11. The programmes such as “Knowing the Legal System in Hong Kong”, “Talk on Food and Nutrition”, “Sharing Light” and “Community Integration Project - A Happy Encounter” offered opportunities for the new arrivals and the ethnic minorities to show their talents, build up their sense of belongings and support network and develop a better understanding of the cultural differences among different groups in the community.





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APPENDIX I SWD's Directorate (From 1 April 2009 to 31 March 2011)

Director of Social Welfare	Mr Stephen FISHER, SBS, JP (Up to 14.8.2009) Mr NIP Tak-kuen, Patrick, JP (From 15.8.2009 onwards)
Deputy Director (Administration)	Miss LAW Tak-yin, Nancy, JP (Up to 13.5.2009) Mr FUNG Pak-yan, JP (From 14.5.2009 onwards)
Deputy Director (Services)	Mr FUNG Pak-yan, JP (Up to 13.5.2009) Mr CHEUNG Hing-wah, BBS (From 14.5.2009 onwards)
Assistant Director (Elderly)	Mrs NG MA Kam-han, Kathy, JP
Assistant Director (Finance)	Mr LEUNG Yiu-fat, Allen, JP (Up to 31.5.2009) Ms HUI Wai-yee, Wendy (From 1.6.2009 onwards)
Assistant Director (Family and Child Welfare)	Mrs MAK CHOW Suk-har, Anna
Assistant Director (Rehabilitation and Medical Social Services)	Mrs YUEN KWONG Sau-yee, Cecilia
Assistant Director (Subventions)	Miss HON Kit-sheung, Ann (Up to 5.9.2010) Mr LAM Ka-tai (From 6.9.2010 onwards)
Assistant Director (Social Security)	Ms LEUNG Kwai-ling (Up to 31.5.2009) Ms LUNG Siu-kit (From 1.6.2009 onwards)
Assistant Director (Youth and Corrections)	Mr CHEUNG Hing-wah, BBS (Up to 13.5.2009) Mr FUNG Man-lok (From 1.6.2009 onwards)
Principal Executive Officer (Human Resource Management)	Mr HUI Ying-yeung, Davis (Up to 13.4.2009) Mr LEUNG Ho-yin, Pedro (From 14.4.2009 onwards)
Chief Clinical Psychologist	Mr LAU Kar-cho, Helios
Secretary	Ms LAU Wing-han, Winnie





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District Social Welfare Officer (Central Western, Southern & Islands)	Mr KOK Che-leung (Up to 5.9.2010) Ms PANG Kit-ling (From 6.9.2010 onwards)
District Social Welfare Officer (Eastern/Wan Chai)	Mrs YUK KWOK Lai-sum, Kitty
District Social Welfare Officer (Kwun Tong)	Mr LAM Ka-tai (Up to 5.9.2010) Mr NG Ka-him, Peter (From 6.9.2010 onwards)
District Social Welfare Officer (Wong Tai Sin/Sai Kung)	Miss LI Yuen-wah, Cecilla
District Social Welfare Officer (Kowloon City/Yau Tsim Mong)	Mrs LAI FUNG Po-kun, Barbara
District Social Welfare Officer (Sham Shui Po)	Mrs YUE LIU Mai-yee, Elaine (Up to 5.12.2010) Mr FONG Kai-leung (From 6.12.2010 onwards)
District Social Welfare Officer (Sha Tin)	Ms WONG Ka-wing, Caran
District Social Welfare Officer (Tai Po/North)	Mrs LEUNG WONG Sau-mei, Alice (Up to 5.12.2010) Mrs YUE LIU Mai-yee, Elaine (From 6.12.2010 onwards)
District Social Welfare Officer (Yuen Long)	Mr FU Tsun-hung
District Social Welfare Officer (Tsuen Wan/Kwai Tsing)	Mr NG Ka-him, Peter (Up to 5.9.2010) Mr KOK Che-leung (From 6.9.2010 onwards)
District Social Welfare Officer (Tuen Mun)	Ms LUNG Siu-kit (Up to 31.5.2009) Ms LEUNG Kwai-ling (From 1.6.2009 onwards)
Principal Social Work Officer (Information Systems and Technology)	Mr FUNG Man-lok (Up to 31.5.2009) Mr FUNG Man-chung (From 1.6.2009 onwards)

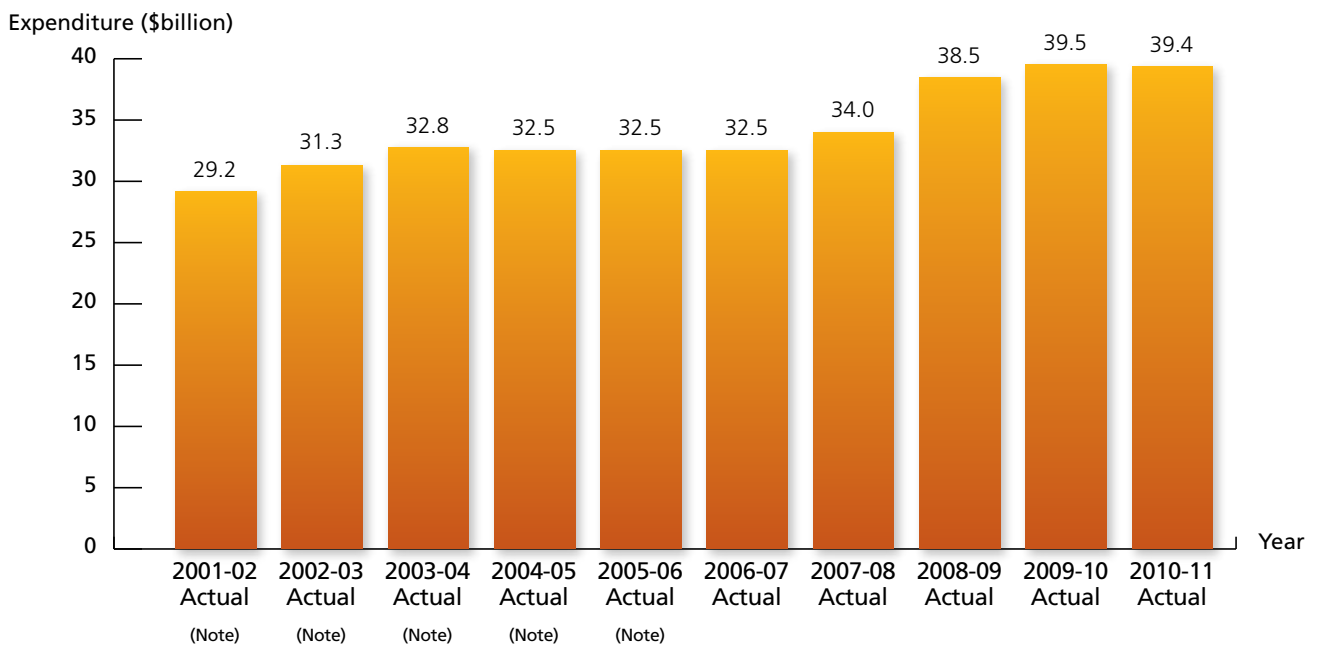




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APPENDIX II SWD Expenditure over a Decade

Total Expenditure of SWD



Note : The figure includes provision relating to harmonisation of pre-primary services.





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APPENDIX III 2009-11 Lotteries Fund Allocations

2009-10 Lotteries Fund Allocations (Chart 1)

	(million)
Total Net Allocation approved in 2009-10 =	\$1,306.58
Lump Sum Fitting-out Projects	\$146.57
Block Grant for Minor Works and Replenishment of Furniture and Equipment (F&E)	\$119.85
Other Grants (e.g. for building construction & renovation, purchase of F&E, vehicles etc.)	\$324.78
Experimental Projects	\$3.00
Providing Additional Resources to NGOs for Employing Paramedical Staff or Hiring Paramedical Services	\$278.00
Disbursing Special One-off Block Grant	\$79.52
Modernisation Programme of Youth Service Units and Community Centres	\$324.86
Providing Additional Resources for Small NGOs for Strengthening Administrative and Professional Support	\$30.00

Chart 1: 2009-10 Lotteries Fund Allocations

Total Allocations: \$1,307 million



● Lump Sum Fitting-out Projects	11.22%
● Block Grant for Minor Works and Replenishment of Furniture and Equipment (F&E)	9.17%
● Other Grants (e.g. for building construction & renovation, purchase of F&E, vehicles etc.)	24.86%
● Experimental Projects	0.23%
● Providing Additional Resources to NGOs for Employing Paramedical Staff or Hiring Paramedical Services	21.28%
● Disbursing Special One-off Block Grant	6.09%
● Modernisation Programme of Youth Service Units and Community Centres	24.86%
● Providing Additional Resources for Small NGOs for Strengthening Administrative and Professional Support	2.30%





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APPENDIX III

2010-11 Lotteries Fund Allocations (Chart 2)

	(million)
Total Net Allocation approved in 2010-11 =	\$1,297.79
Lump Sum Fitting-out Projects	\$92.67
Block Grant for Minor Works and Replenishment of Furniture and Equipment (F&E)	\$121.50
Other Grants (e.g. for building construction & renovation, purchase of F&E, vehicles etc.)	\$470.43
Experimental Projects	\$283.19
Phase I of the Social Welfare Development Fund	\$330.00

Chart 2: 2010-11 Lotteries Fund Allocations

Total Allocations: \$1,298 million



● Lump Sum Fitting-out Projects	7.14%
● Block Grant for Minor Works and Replenishment of Furniture and Equipment (F&E)	9.36%
● Other Grants (e.g. for building construction & renovation, purchase of F&E, vehicles etc.)	36.25%
● Experimental Projects	21.82%
● Phase I of the Social Welfare Development Fund	25.43%





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APPENDIX IV Membership of Statutory/Advisory/Independent Committees (as at 31 March 2011)

1. Social Welfare Advisory Committee (Appointed by the Chief Executive)

Chairperson	Prof CHAN Yuk-shee, BBS, JP	
Members	Mr CHAN Chung-bun, Bunny, SBS, JP	
	Ms CHAN Mei-kit, Maggie	
	Ms CHAN Mei-lan, Anna May, MH, JP	
	Dr CHAN YUEN Tak-fai, Dorothy, BBS	
	Mr FONG Man-hung, David, JP	
	Dr IP Yan-ming, JP	
	Dr LAM Ching-choi, BBS, JP	
	Ms LAM Shuk-yee, SBS	
	Mr LAW Kin-chung, Christopher, JP	
	Dr LEUNG Wing-tai	
	Mr MA Kam-wah, Timothy	
	Mrs MAK TANG Pik-yee, Agnes, MH, JP	
	Mr MAN Hung-yee, Joseph	
	Mr SUEN Leung-kwong, Jovy	
	Ms TAO Chee-ying, Theresa, JP	
	Dr TSANG Kit-man, Sandra	
	Mrs TSIEN WONG Bik-kwan, Teresa	
	Dr WONG Chi-ho, Jimmy, BBS, JP	
	Mr WONG Chung-mat, Benedict, MH, JP	
	Mr WONG Yick-kam, Michael	
	Mr YANG Chuen-liang, Charles, BBS, JP	
	In-attendance	Secretary for Labour and Welfare or representative
		Director of Social Welfare or representative
Secretary	Assistant Secretary for Labour and Welfare (Welfare) 1C	





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APPENDIX IV

2. Rehabilitation Advisory Committee (Appointed by the Chief Executive)

Chairperson	Mr HUI Chung-shing, Herman, BBS, MH, JP
Vice-Chairperson	Mr LEE Man-chun, Raymond, BBS, JP
Non-official Members	Prof CHAN Che-hin, Chetwyn
	Miss CHAN Chiu-ling, Ophelia, BBS
	Mr CHAN Kam-yuen
	Dr CHAN Wing-leung, Timothy
	Mr CHEUNG Tak-hai
	Dr LAM James Joseph, JP
	Dr LEE Shu-wing, Ernest, BBS, JP
	Mr LEE Hong-kong, Hansen, MH
	Mr LEE Kar-fai, Philip
	Mr LEE Yuen-tai
	Mr MA Fung-kwok, SBS, JP
	Mrs MA LO Kam-wah, Virginia
	Mr MOK Kim-wing, MH
	Ms NG Fung-ching
	Mr NG Sau-kei, Wilfred, SBS, MH, JP
	Ms NG Wai-fun
	Ms PONG Oi-lan, Scarlett, JP
	Ms SO Lai-chun, MH
	Prof TANG Siu-wa
	Mr TSE Ming-ho, David
	Ms WAN Lai-yau, Deborah, BBS, JP
	Mr YU Bun
	Mrs YUEN CHAN Suk-ye, Helena
Ex-officio Members	Secretary for Education or representative
	Director of Health or representative
	Director of Social Welfare or representative
	Chief Executive, Hospital Authority or representative
	Commissioner for Rehabilitation
Secretary	Assistant Secretary for Labour & Welfare (Rehabilitation)





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APPENDIX IV

3. Elderly Commission (Appointed by the Chief Executive)

Chairperson	Prof CHAN Cheung-ming, Alfred, BBS, JP
Vice-Chairperson	Dr LAM Ching-choi, BBS, JP
Members	Dr WONG Yee-him, John
	Ms FUNG Yuk-kuen, Sylvia
	Dr CHAN Hon-wai, Felix
	Dr CHENG Kam-chung, JP, MH
	Dr CHEUNG Moon-wah
	Dr CHONG Ming-lin, Alice
	Mr MA Ching-hang, Patrick, BBS, JP
	Mr MA Kam-wah, Timothy
	Mr WU Moon-hoi, Marco, SBS
	Mr YAU How-boa, Stephen, BBS, JP, MH
	Ms CHAN Man-ki, Maggie
	Mrs CHAN LUI Ling-yee, Lilian
	Mr SHIE Wai-hung, Henry
	Dr TUNG Sau-ying
	Mr WONG Fan-foung, Jackson, MH
	Mrs WONG WONG Yu-sum, Doris
	Secretary for Food and Health or representative
	Secretary for Labour and Welfare or representative
	Secretary for Transport and Housing/Director of Housing or representative
	Director of Health or representative
Director of Social Welfare or representative	
Chief Executive, Hospital Authority or representative	
Secretary	Principal Assistant Secretary for Labour and Welfare (Welfare) 4





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APPENDIX IV

4. Women's Commission (Appointed by the Chief Executive)

Chairperson	Ms KAO Ching-chi, Sophia, SBS, JP
Vice-Chairperson	Permanent Secretary for Labour and Welfare or representative
Ex-officio Members	Secretary for Constitutional and Mainland Affairs or representative Director of Social Welfare or representative
Non-official Members	Ms AU Pui-yee, Teresa Ms AU YEUNG Po-chun Dr CHEUNG Suk-yee, Polly Ms FONG Man-ying Dr GURUNG, Sharmila Dr HUI Ka-wah, Ronnie, JP Dr KOONG May-kay, Maggie Prof LAM Ching-man (from 15 September 2011) Ms LAM Yuk-chun, MH Mrs LAU KUN Lai-kuen, Stella, JP Mrs LAU M, Ayesha Mr LAW Kin-chung, Christopher, JP Dr LEAHY, Trisha (from 15 September 2011) Ms LEE Lai-ching Mr LEE Luen-fai Dr LEUNG Lai-ching Ms WONG Hang-yee, Sandy Ms WONG Pui-yee, Catherine Mr WONG Yao-wing, Robert Ms YUE Mui-ying, Constance
Secretary	Assistant Secretary for Labour and Welfare (Welfare)2A





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APPENDIX IV

5. Lotteries Fund Advisory Committee

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Non-official Members	Dr CHAN Wah-fat
	Mr CHAN Wai-to
	Mr CHAN Wing-lim, William, JP
	Mrs LI LAU Lai-hing, Joanna
	Mr MAN Hung-ye, Joseph
	Mr PAU Shiu-hung, SBS
	Ms TANG King-yung, Anna, BBS, MH
	Dr YEUNG Hin-chung, John, JP
	Mr YEUNG Yuet-bor
	Ms YUE Mui-ying, Constance
Official Member	Miss KWAN Hiu-yeung, Helen Labour and Welfare Bureau
In-attendance	Mr LAM Ka-tai Social Welfare Department
	Ms WAI Ka-lai, Florence Social Welfare Department
Secretary	Mr WONG Ka-shing Social Welfare Department





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APPENDIX IV

6. Committee on Child Abuse

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Mrs LAU CHAN Suk-chun Labour and Welfare Bureau
	Mrs MAK CHOW Suk-har, Anna Social Welfare Department
	Ms CHEW Po-ling, Linda Social Welfare Department
	Mr LEE Siu-fung, Brian Education Bureau
	Mr FOK Lok-sang Hong Kong Police Force
	Mr CHAN Shui-fu, Andy Home Affairs Department
	Ms WONG Wai-hung, Jessica Information Services Department
	Dr LEUNG Sze-lee, Shirley Department of Health
	Dr CHEUNG Chi-hung, Patrick Hospital Authority
	Dr CHAN Wing-leung, Timothy
	Mrs KWAN HO Shiu-fong, Cecilia
	Mr LAU Kai-tai, Joseph
	Mrs LUI TSANG Sun-kai
	Ms TAM Chi-yun, Michelle
In-attendance	Mr YAM Mun-ho Social Welfare Department
	Mr LAM Bing-chun, Dicky Social Welfare Department
Secretary	Ms CHAU Fung-mui, Wendy Social Welfare Department
Recorder	Ms CHING Oi-ho, Sandy Social Welfare Department





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

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Mr FUNG Pak-yan Social Welfare Department
	Mr FUNG Man-chung Social Welfare Department
	Mrs LEUNG TSANG Po-wan, Paula Labour and Welfare Bureau
	Mr LAM Wai-kiu, Victor Office of the Government Chief Information Officer
	Dr FUNG Yat-chu, John
	Ir LI Wai-lim, William
	Mr MA Chiu-tong, Nigel (up to 4 February 2011)
	Mr MAN Hung-yee, Joseph
	Dr TING Wai-fong
	Prof MENG Mei-ling, Helen
	Ms WONG, Patty
	Dr MOK KWAN Ngan-hing, Edith
In-attendance	Ms MAK Suk-kwan, Lorenza Social Welfare Department
	Mr CHENG Leung-kit, Timothy Social Welfare Department
Secretary	Mr KWONG Chong-ki Social Welfare Department





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APPENDIX IV

8. Lump Sum Grant Steering Committee

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Non-official Members	Ms AU Pui-yee, Teresa
	Mr CHAN Bing-woon, SBS, JP
	Prof CHAN Chi-fai, Andrew, SBS, JP
	Dr CHAN Lai-foon, Miranda
	Ms CHANG Siu-wah
	Mr CHEUNG Chi-wai
	Hon CHEUNG Kwok-che
	Ms FANG Meng-sang, Christine, BBS, JP
	Mr LAI Wing-hoi, Frederick
	Dr LAM Ching-choi, BBS, JP
	Mr LAM Kwok-keung, Kent
	Mrs LEE LAU Chu-lai, Julie, JP
	Mr TSE Ping-kin, Tony
	Mr TUNG Chi-fat, MH
	Mr YANG Chuen-liang, Charles, JP
	Mr YIP Siu-hong, Nelson
Mr YU Chi-ming	
Ex-officio Members	Ms CHAN Ching-yuen, Karyn Labour and Welfare Bureau
	Mr LAM Ka-tai Social Welfare Department
Secretary	Mr TANG Fei-lit, Philip Social Welfare Department





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9. Lump Sum Grant Independent Complaints Handling Committee (Appointed by the Secretary for Labour and Welfare)

Chairperson	Mr HUI Chung-shing, Herman, BBS, MH, JP
Vice-Chairperson	Mr YEN Yuen-ho, Tony, SBS
Members	Dr DAI Lok-kwan, David
	Mr LAI Kam-tong
	Mr LAU Kin-wah, Kevin
	Dr LEE Lai-wan, Maria
	Mr TAI Yiu-wah, Robert, MH
	Ms WONG Yu-pok, Marina, JP
Secretary	Mrs LEE CHUNG Tim-ying, Betty Social Welfare Department





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10. The Steering Committee on Promotion of Volunteer Service

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Miss CHAN Sze-man
	Dr CHAN Wing-leung, Timothy
	Mr HUI Chung-shing, Herman, BBS, MH, JP
	Mr KWAN Chuk-fai, MH
	Mr LEE Chee-wah, Wilfred, MH
	Mr LEE Kam-chung
	Mr NG Chi-wing, Stephen, MH, JP
	Mr SIU Chor-kee, Caecage, MH
	Ms TAO Chee-ying, Theresa, JP
	Mr WONG Yick-kam, Michael
	Mr YIP Wing-shing, MH, JP
	Mr FONG King-sang, Quentin
	Mr TSUI Kai-cheung, Edwin Education Bureau
	Mr CHAN Shui-fu, Andy, JP Home Affairs Department
Mr FUNG Man-lok Social Welfare Department	
Mr FONG Kai-leung Social Welfare Department	
Secretary	Mr CHAN Kon-hang, Tommy Social Welfare Department



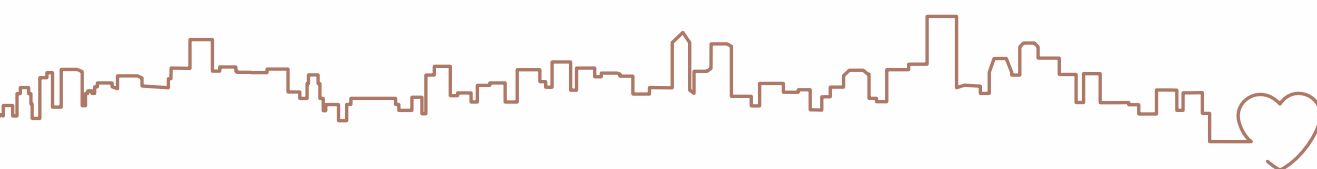


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APPENDIX IV

11. Joint Committee on Social Work Manpower Requirements

Chairperson	Mr LEUNG Ho-yin, Pedro Social Welfare Department
Members	Dr CHAN Kam-tong
	Ms CHEUNG Kam-hung, Rainbow, JP
	Dr LAW Chi-kwong, SBS, JP
	Mr WONG Kam-man, Joseph
	Mrs LEE, Gloria Social Welfare Department
	Ms CHAN Mei-ping, Cecilia Social Welfare Department
Secretary	Ms LAU Suet-wah, Loletta Social Welfare Department





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APPENDIX IV

12. Advisory Committee on Social Work Training and Manpower Planning (Appointed by the Secretary for Labour and Welfare)

Chairperson	Prof LEE Pui-leung, Rance, JP
Members	Dr FUNG Ping-chuen, Philip
	Mr LAI Chi-tong, BBS, MH
	Dr MAK Ki-yan, JP
	Ms NGAI Man-lin, Malina
	Mr WAN Chi-keung, Aaron, BBS, JP
	Miss WAN Lai-yau, Deborah, BBS, JP
	Ms WONG Yu-pok, Marina, JP
	Prof MA Lai-chong, Joyce
	Prof KWAN Yui-huen, Alex
	Dr CHEUNG Siu-kau
	Dr LI Kin-yin, Mark
	Dr SHAE Wan-chaw
	Dr CHANG Sau-han, Joyce, JP
	Dr TSANG Kit-man, Sandra
	Mr WONG Kam-man, Joseph
	Ms CHEUNG Kam-hung, Rainbow, JP
	Ms CHAN Ching-yuen, Karyn Labour and Welfare Bureau
Ms WONG Pui-man, Amy Education Bureau	
Mr LEUNG Ho-yin, Pedro Social Welfare Department	
Secretary	Ms LAU Suet-wah, Loletta Social Welfare Department





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13. Advisory Committee on “Opportunities for the Elderly Project”

Chairperson	Prof CHAN Cheung-ming, Alfred, BBS, JP
Members	Dr WONG May-may MH, JP
	Mr CHUN Hu-hing, Dexter
	Mr LEUNG K. C., Tommy
	Dr LEUNG Man-fuk, Edward
	Mrs WAN AU Wing-suen
	Prof LAM Ching-man
	Mr YIP Pang-wai
	Mrs YUE LIU Mai-yee, Elaine Social Welfare Department
	Mr NGAN Man-por Social Welfare Department
	In-attendance
Secretary	Mr NG Kam-leung Social Welfare Department





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14. Advisory Committee on Enhancing Employment of People with Disabilities

Chairperson	Mr HO Shiu-cheong, Ivan
Members	Mr TAN Chuen-yan, Paul
	Ms WONG Pui-yee, Catherine
	Mr SIU Chor-kee, MH, JP
	Mr YIP Wing-shing, David, MH, JP
	Ms KAN Pui-har, Christina
	Ms CHING Tak-man, Tammy
	Ms PANG Suk-yin, Pandora
	Ms TSE Y. C., Wendy
	Ms CHOW On-lai, Edna
	Mr LAU, Jeremy
	Mr CHEUNG Kin-fai, MH
	Mr SUEN Kwok-tung, Eddie
	Mrs LO CHAN Woon-ching, Eliza
	Ms LAM Sau-ching
	Mrs YUEN KWONG Sau-yee, Cecilia Social Welfare Department
	Secretary





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15. Central Committee on Information Technology for Rehabilitation Services

Chairperson	Mrs YUEN KWONG Sau-ye, Cecilia Social Welfare Department
Members	Dr MOK Ngan-hing, Edith
	Dr WONG Yu-cheung
	Mr CHAN Hiu-ming, Billy
	Dr TAM Wing-cheung, Eric
	Ms WU, Anna
	Mr FUNG Man-chung Social Welfare Department
Secretary	Miss LAW Siu-man Social Welfare Department





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16. Appeal Board for Standardized Assessment for Residential Services for People with Disabilities

Chairperson	Mr TONG Siu-hon, David
Members	Dr FUNG Kwai-yau
	Dr LEE Wing-king
	Dr YEUNG Wai-song
	Ms MUI, Jolene
	Mr SU, Ivan
	Mr WONG, Kenny
	Ms LEUNG Siu-ling, Ivy
	Ms NGAI Mei-yuk, Marion
	Mr LAM Muk-kwan
	Ms CHAN Siu-lai
	Ms CHU, Betty
	Mrs SHIH CHAN Seung-yan, Sonja
Secretary	Ms LAM Wan-cheung Social Welfare Department





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

Chairperson	Mr KWOK Lam-kwong, Larry, BBS, JP
Vice Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Mrs CHAN NGAN Man-ling, Edith
	Ms LAW Suk-kwan, Lilian, JP
	Mr LI Man-bun, Brian David
	Mr POON Wing-fai, Jimmy
	Director of Legal Aid or representative
	Commissioner of Police or representative
Secretary	Mr TSANG Hing-tong Social Welfare Department





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

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Prof LAM Ching-man
	Mr MAN Hung-ye, Joseph
	Mr CHAN Wai-to
	Mr LAM Kam-hung, Jason Labour and Welfare Bureau
Secretary	Miss HUEN Pui-yi, Jody Social Welfare Department



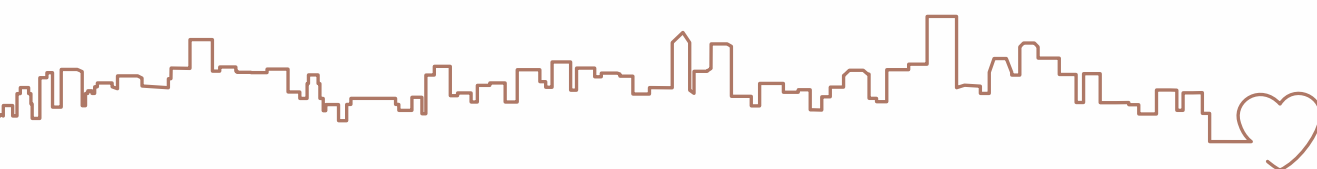


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19. Social Security Appeal Board (Appointed by the Chief Executive)

Chairperson	Mr IP Tin-yau
Members	Dr IP Pui-seung, Shirley
	Mr WAN Kwok-hung, Joseph, CECom
	Ms WONG, Susan
	Dr WONG Sheh-wai
	Mr CHAN Ka-shun, Wilson, JP
	Ms FU Pik-chun
Secretary	Ms LEUNG Yuk-ling, Eunice Social Welfare Department





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

Chairperson	Mr JAT Sew-tong, SC
Members	Mr AU Pak-ching
	Mr CHAN Chi-hung, SC
	Dr CHAN Sai-yin
	Ms CHAN Siu-kuen
	Dr CHAN Won-shing
	Mrs CHENG TANG Ho-kuen, Lina
	Ms CHING Che-man, Susanna
	Mr CHOW Ka-ming, Anderson, SC
	Ms CHUNG Wing-suet, Cynthia
	Dr IP Fu-keung
	Mr KWOK Tung-ming, Eric, SC
	Prof LAM Ching-man
	Ms LAM Moon-hing, Vera
	Mr LAM Wan-ho, Godfrey, SC
	Miss LAU Pui-g, Julia
	Ms LAU Yuk-kuen
	Prof LEUNG Kwok-sui
	Mr LI Shu-yuk, Andrew
	Miss LIU Kam-fung, Iris
	Miss LO Yee-hang, Loretta
	Mr NG Sui-wong, Brian
	Dr SHEN Wan-yiu
	Mr SHIEH Wing-tai, Paul, SC
	Ms TAM Wan-chi, Winnie, SC
	Dr WONG Yee-him, John
	Mr WONG Yuk-lun, Horace, SC
	Mr YANG Chuen-liang, Charles, JP
Ms YUNG Shiu-yin	
Dr YUEN Suk-yee, Helena	
Secretary	Mr TSANG Hing-tong Social Welfare Department





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

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Director of Home Affairs or representative
	Director of Housing or representative
	Ms FUNG Sau-yim
	Mr YEUNG Kwok-leung, Paul
	Miss YUNG Wing-sheung, Amy
Secretary	Mr TSANG Hing-tong Social Welfare Department





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22. Working Group on Combating Violence

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare	
Members	Mrs LAU CHAN Suk-chun, Alison Labour and Welfare Bureau	Ms CHAN, Doreen Legal Aid Department
	Mrs MAK CHOW Suk-har, Anna Social Welfare Department	Ms CHEUNG, Muse Information Services Department
	Mr LAU Kar-cho, Helios Social Welfare Department	Ms TANG Oi-yee, Ivy Home Affairs Department
	Mrs NG KIANG Mei Nei, Millie Security Bureau	Dr YEUNG, Deacons Hospital Authority
	Mr LEUNG Cheuk-yin, David Department of Justice	Dr CHAN Wing-leung, Timothy
	Mr FOK Lok-sang Hong Kong Police Force	Ms LAI Fung-yee, Angie
	Mr LEE Shiu-fung, Brian Education Bureau	Ms LAM Lan-kwan
	Dr HAU Kong-lung Department of Health	Ms NG Kwok-tung, Agnes
	Dr LEUNG, Joana Department of Health	Ms TAO How-wah, Queenie
	Mr KWOK Wai-cheong Housing Department	Ms WONG Sau-yung, Linda
In-attendance	Mr YAM Mun-ho Social Welfare Department	Mr YIU Tze-leung, Ivan
	Miss CHEUNG Sik-mui Social Welfare Department	Mrs YU, Bridget
Secretary	Ms CHAU Fung-mui, Wendy Social Welfare Department	
Recorder	Ms LEE Wai-ling, Joyce Social Welfare Department	





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23. Working Group on Elder Abuse

Chairperson	Mrs MAK CHOW Suk-har, Anna Social Welfare Department
Members	Mrs CHAN CHOY Bo-chun, Polly Labour and Welfare Bureau
	Mr LI Ngo-chuen, Leo Labour and Welfare Bureau
	Prof CHAN Cheung-ming, Alfred, BBS, JP
	Ms CHAN Man-yee, Grace
	Ms YUEN Suet-fan, Marie Hong Kong Police Force
	Dr DAI Siu-kwan, Daisy Hospital Authority
	Dr NG Ping-sum, Sammy Department of Health
	Dr LAM Ching-choi, BBS, JP
	Ms LEE Pui-ling, Alice
	Mr MA Kam-wah, Timothy
	Ms CHOW Tsui, Twiggy
	Ms IP Siu-ming Social Welfare Department
	Mr NG Ka-him, Peter Social Welfare Department
	Mr NGAN Man-po Social Welfare Department
Secretary	Mrs KWONG, Heidi Social Welfare Department
Recorder	Ms CHAN Sau-lai Social Welfare Department





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24. Hong Kong Paralympians Fund Management Committee

Chairperson	Ms NGAI Man-lin, Malina
Trustee	Mr NIP Tak-kuen, Patrick , JP Director of Social Welfare
Members	Miss CHAN Lim-chee, Amy
	Ms CHAN Tan-lui, Danielle
	Prof HA Sau-ching, Amy
	Mr TAI Yan-yun, Nelson
	Mr WONG Tai-wai, Paul
	Prof YAP Keng-hung, Maurice
	Dr YEUNG Sai-mo, Simon
	Mr YEUNG Tak-wah, Silva, JP
	Ms SIU, Margaret Hong Kong Sports Institute
	Mrs TONG, Yolanda Home Affairs Bureau
Mrs YUEN KWONG Sau-yee, Cecilia Social Welfare Department	
In-attendance	Mr CHENG, Aaron Social Welfare Department
Secretary	Ms YIP Wai-ling, Olivia Social Welfare Department





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25. Hong Kong Paralympians Fund Grants Sub-committee

Chairperson	Miss CHAN Lim-chee, Amy
Members	Ms CHAN Tan-lui, Danielle
	Mr CHENG Ka-ho
	Mrs LEUNG LAU Shuk-yin
	Mr LAU Sik
	Miss TSAI Hiu-wai, Sherry
	Mr WONG Tai-wai, Paul
	Dr YEUNG Sai-mo, Simon
	Mrs TONG, Yolanda Home Affairs Bureau
	Mrs YUEN KWONG Sau-yee, Cecilia Social Welfare Department
Secretary	Ms YIP Wai-ling, Olivia Social Welfare Department





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26. Committee on Services for Youth at Risk

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Vice-Chairperson	Mrs WONG YAU Wai-ching, Michelle Deputy Secretary for Education(4)
Members	Mr CHAN Chung-bun, Bunny, SBS, JP
	Ms TAO Chee-ying, Theresa, JP
	Mr LEUNG Wai-kuen, Edward, JP
	Mr LAU Chun-chuen, Karl
	Miss CHAN Sze-man, Anita
	Mr LIU Ah-chuen
	Prof WONG Po-choi, MH
	Ms PONG Oi-lan, Scarlett, JP
	Dr CHAN Wing-leung, Timothy
	Ms CHAN Ching-yuen, Karyn Labour and Welfare Bureau
	Mr LEE Shiu-fung, Brian Education Bureau
	Mrs NG KIANG Mei-nei, Millie Security Bureau
	Ms YU Wing-lun, Kitty Home Affairs Bureau
	Dr MAK Kwok-hang Department of Health
	Mr LI Kin-fai, Kenneth Hong Kong Police Force
	Mr FUNG Man-lok Social Welfare Department
Ms WONG Yin-yee Social Welfare Department	
Secretary	Ms LAM Yuen-ting, Heidi Social Welfare Department





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27. Advisory Committee on Partnership Fund for the Disadvantaged

Advisory Committee

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare	
Members	Ms AU Pui-ye, Teresa	Dr WONG Chung-kwong
	Mr HO Shiu-cheong, Ivan	Mr WONG Ka-ning, Raymond
	Ms HUNG Wing-chee, Anna	Mr WONG Siu-lung, Edward
	Mr LEUNG Wing-yu	Mr YIU Tze-leung, Ivan
	Ms PANG Suk-yin, Pandora	Dr YUNG Wing-ki, Samuel, MH, JP
	Mr TAI Yiu-wah, Robert, MH	Mr FUNG Man-lok Social Welfare Department
	Dr TING Wai-fong	
In-attendance	Miss KWAN Hiu-yeung, Helen Labour and Welfare Bureau	
	Mr CHEUNG Hing-wah Social Welfare Department	
	Mr CHU, Daniel Social Welfare Department	
	Mr WONG Kwok-keung, Lawrence Social Welfare Department	
Secretary	Mr CHAN Ping-cheong, Ashton Social Welfare Department	

Honorary Advisors

Hon CHAN, Bernard, JP
Dr WONG Yau-kar, David
Dr CHOI Koon-sum, Jonathan, BBS, JP
Mr SUN Kai-lit, Cliff, BBS, JP
Mr TING Tit-cheung, David
Mr WU Ting-yuk, Anthony
Mr LAM Tin-fuk, Fred, JP
Ms LAI Wai-ming, Linda, JP

