

# SWD Review

2007-08 & 2008-09



## Foreword

Driven by the corporate mission to build a caring community with self-sufficiency, dignity, harmony and happiness, the Social Welfare Department (SWD), supported by a team of vigorous and devoted staff, has been striving to pursue excellence in welfare endeavours.

Growing with the fast-changing society, SWD has been developing beyond merely rendering quality care and support services to meet welfare needs and remedy exhibited problems, to adopting increasingly proactive approach in reaching out to individuals in the community with hidden needs, publicising core family values, diversifying/re-engineering conventional service mode to better meet service gaps, mobilising community partners and corporations in achieving service synergy, etc. Over the last two financial years, in close partnership with our non-governmental organisations (NGOs), while sustaining the corner-stone service commitments, we have introduced various new initiatives in a wide spectrum of service areas. I would like to highlight a few below.

To rejuvenate the emphasis on family values, SWD injected considerable inputs to promote family harmony through publicity campaigns, education programmes and outreaching services. We have strengthened manpower and resource set-up in related service units, crisis centres and child care support projects to step up support to families-in-need. To further strengthen family as a fundamental unit in the community, we initiated a series of supportive measures for victims and perpetrators of domestic violence of various natures. To echo citizens' tangible needs arising from the emergence of financial tsunami since late 2008, we implemented short-term food assistance projects and introduced counselling hotlines to tide over the wearisome situation.

To further assist Comprehensive Social Security Assistance (CSSA) recipients with working capacity to move towards self-reliance through engagement in work, we successfully commissioned NGOs to operate the Integrated Employment Assistance Scheme in 2008 and to launch the Enhanced New Dawn Project tailor-designed for single parents with their youngest child commencing adolescence.

While upholding our elderly care policy underpinned by the guiding principle of "ageing in the community", the 2008-09 Budget has earmarked considerable resources to help improve home environment of elders living in dilapidated housing conditions. To beef up good quality care for our elders in the community, district-based carer training programmes blossomed in 2007 and were extended to cover all the districts across the territory in 2009.

Taking steps to integrate persons with disabilities to the community and strengthen the caring capacity of their carers, we re-engineered conventional service mode to form one-stop district support centres for persons with disabilities with the provisions of additional resources. Extra effort on the provision of welfare support to mental health care was evidenced by SWD's inputs in the Community Mental Health Intervention Project launched in 2007 and the opening of the first Integrated Community Care Centre for Mental Wellness in 2009.

To alleviate generational poverty, the Government targeted its efforts in supporting children and youth in the society. A \$300 million Child Development Fund was established in 2008 to enrich the longer-term development of children from a disadvantaged background. Besides, additional resources were pooled to create time-limited temporary job posts for young people to gain working experience and pave way for their open employment.



## SWD Review 2007-08 & 2008-09

### Foreword



In 2008, through the Lump Sum Grant (LSG) Independent Review Committee, SWD thoroughly examined the effectiveness of the LSG Subvention System in providing funding support to our NGO counterparts. The merits of LSG Subvention System were confirmed and areas for enhancement were identified for further improvement.

Through the \$200 million Partnership Fund for the Disadvantaged, we actualised tripartite partnership among the Government, business sector and the third (not-for-profit) sector as well as cross-sectoral collaboration. We were moved by the heightened corporate social responsibility demonstrated in business corporation's partnering with community organisations to implement welfare projects for the underprivileged.

At district level, we have enhanced the district welfare planning and coordination mechanism to enhance cross-sectoral, cross-professional and cross-departmental collaboration to pool together resources and concerted efforts in meeting the welfare needs of the community.

SWD celebrated its 50th Anniversary in the year 2008. The past five decades have marked the impressive achievements and sophisticated development in the welfare front. I am very glad to assume this challenging post as the Director of Social Welfare when SWD enters the sixth decade. I look forward to working closely with SWD colleagues and collaborating with the welfare sector and community partners to build a caring society in the years ahead.

**NIP Tak-kuen, Patrick**  
**Director of Social Welfare**  
**October 2009**



## SWD Review 2007-08 & 2008-09

### An Overview



#### MISSION

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

The endeavours of SWD are along the following guiding principles:

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

#### STRATEGIC OBJECTIVES

The SWD is dedicated to:

- caring for the elderly, sick and underprivileged
- ensuring provision of a safety net to the needy while encouraging and assisting those with ability to work to become self-reliant
- preserving and strengthening family solidarity and nurturing harmonious interpersonal relationships amongst family members
- mobilising community resources and promoting volunteerism to foster mutual care and support in the community
- developing social capital and encouraging partnerships among segments of the community on the basis of shared responsibilities for the social development of Hong Kong

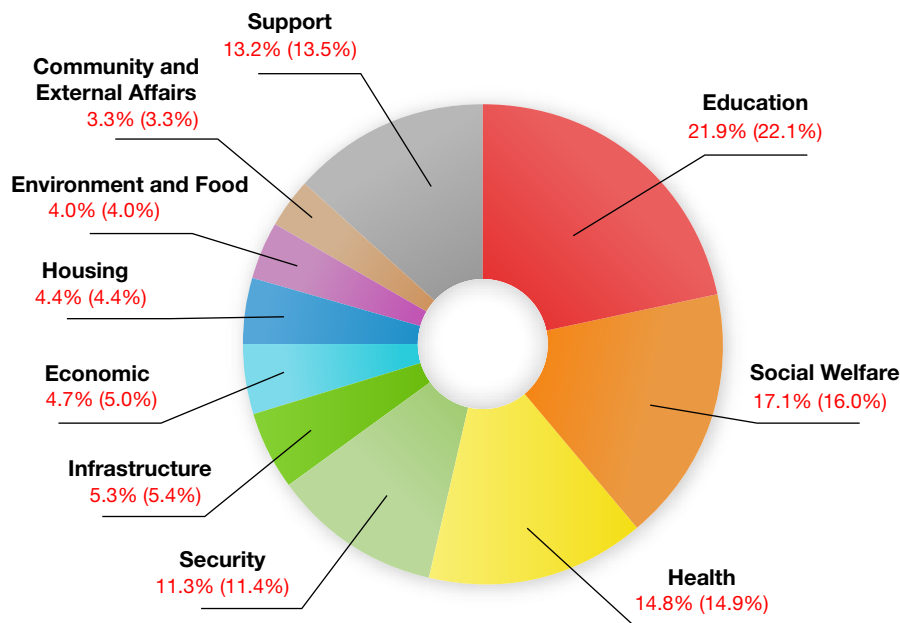
SWD Review 2007-08 & 2008-09

An Overview

WELFARE EXPENDITURE

In the 2008-09 Revised Estimate, the total recurrent public expenditure on social welfare <sup>Note 1</sup> reached \$39.2 billion, taking up 17.1% of the total recurrent public expenditure and ranked the second amongst various policy areas.

2008-09 Recurrent Public Expenditure by Policy Area Group



Total Recurrent Public Expenditure:  
2008-09 Revised Estimate \$229.4 billion  
2007-08 Actual \$212.1 billion

( ) represents percentage for 2007-08

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

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An Overview

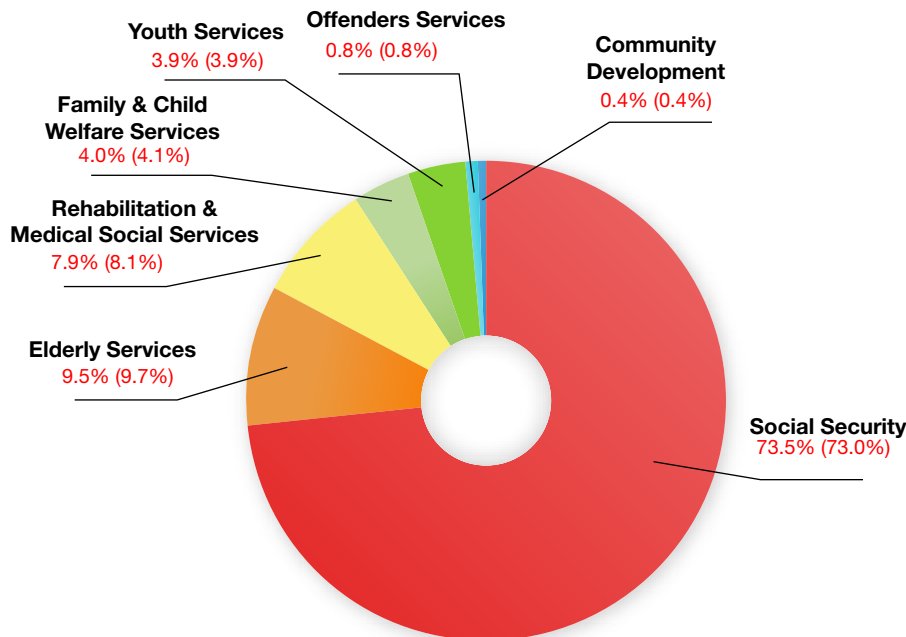
**TOTAL EXPENDITURE OF SOCIAL WELFARE DEPARTMENT AND LOTTERIES FUND EXPENDITURE**

In 2007-08, the total actual expenditure of SWD was \$34.0 billion. Of the \$34.0 billion, \$24.2 billion (71%) was for financial assistance payments, \$6.9 billion (20%) was for recurrent subventions to non-governmental organisations (NGOs), and the remaining balance of \$2.9 billion (9%) was for departmental expenditure which included \$0.6 billion for hire of services.

In 2008-09, the total estimated expenditure of SWD was \$39.2 billion. Of the \$39.2 billion, \$28.1 billion (72%) was for financial assistance payments, \$8.1 billion (21%) was for recurrent subventions to NGOs, and the remaining balance of \$3.0 billion (7%) was for departmental expenditure which included \$0.6 billion for hire of services.

Analysed by programme, elderly services took up the largest share amongst the various welfare services, excluding social security, in both 2007-08 and 2008-09.

**2008-09 Allocation of Provision by Programme**



( ) represents percentage for 2007-08

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 2007-08 and 2008-09, payments from the LF were \$0.8 billion and \$0.6 billion respectively.

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## Major Initiatives

### **EMPLOYMENT ASSISTANCE SERVICES FOR THE EMPLOYABLE COMPREHENSIVE SOCIAL SECURITY ASSISTANCE RECIPIENTS**

Working is the best way for employable persons to move towards self-reliance. In 2007-08 and 2008-09, under the Support for Self-reliance Scheme, the Social Welfare Department (SWD) continued to provide tailor-made employment assistance services to employable Comprehensive Social Security Assistance (CSSA) recipients, assisting them to move from receiving welfare to being self-reliant. Following the completion of the Intensive Employment Assistance Projects, SWD commissioned non-governmental organisations (NGOs) to operate the Integrated Employment Assistance Scheme in October 2008 to provide the employable CSSA recipients with ordinary and intensive employment assistance services. In October 2007, SWD commissioned NGOs to operate the Enhanced New Dawn Project which was an employment assistance programme specially designed to help single parents and child carers on CSSA whose youngest child was aged 12 to 14.

### **STRENGTHENED SERVICES AND SUPPORT FOR VICTIMS OF DOMESTIC VIOLENCE**

#### **Enhanced Collaboration with the Police**

At the case level, various measures including referral mechanism and acknowledgement system have been introduced to facilitate effective liaison and management of serious domestic violence cases between social workers and the designated domestic violence units (DV units) of the Police. To further enhance the collaboration between the Police and service units and to facilitate the Police to seek urgent professional advice and/or immediate social work support in handling urgent and high-risk family violence cases, the 24-hour Direct Referral Line for the Police has been set up continuously in 2007-09. In case of need, social workers will perform outreaching duties with the Police to handle crisis situations.

#### **Expansion of Family and Child Protective Services Units**

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 FCPSUs has been expanded from eight to eleven since September 2007.



## SWD Review 2007-08 & 2008-09

# Major Initiatives

## REFUGE AND CRISIS CENTRES

### Refuge Centres for Women

The four refuge centres for women provides temporary accommodation service for women with or without children who are having serious personal or family problems or in danger of domestic violence. To further strengthen the support services to victims of family violence, additional resources have been provided to enhance the services and increase the capacity of the centres from 162 in 2005 to 220 in January 2009.

### Family Crisis Support Centre

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 117% and 113% respectively in 2007-08 and 2008-09. By the end of March 2009, more than 92% of the service users have indicated positive response in overcoming the immediate crisis upon leaving the FCSC.

### Multi-purpose Crisis Intervention and Support Centre

The CEASE Crisis Centre (the Centre), operated by the Tung Wah Group of Hospitals, commenced operation in March 2007. It 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, in May 2008, the Centre started providing short-term accommodation of 80 places for victims who are temporarily not suitable to return home or individuals or families in crisis.

### Suicide Crisis Intervention Centre

The Suicide Crisis Intervention Centre (SCIC) continued to be operated by an NGO, namely The Samaritan Befrienders Hong Kong (SBHK), to provide 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 cooperates with SBHK's Life Education Centre and Hotline Centre and other related organisations to render other support services to persons affected by suicidal behaviour (including family members and friends). The SCIC has been actively combating the problem of suicide through the provision of preventive education, hotline for brief counselling and crisis intervention. SCIC handled 1 304 new/reactivated cases in each year of 2007-08 and 2008-09.





## SWD Review 2007-08 & 2008-09

### Major Initiatives

#### SERVICES FOR BATTERERS

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)' has been launched by SWD and an NGO since January 2006 in order to identify effective treatment modalities for batterers. The Pilot Project was completed in March 2009. Specialised treatment was provided to a total of 267 batterers in 33 groups. The BIP has proved effective in helping abusers change their behaviour. SWD will further develop suitable treatment models to cater for different types of abusers, their spouses or partners and their children.

Separately, under the Domestic Violence (Amendment) Ordinance 2008, the SWD has launched a new Anti-violence Programme (AVP) which seeks to change the abusers' attitude and behaviour. The AVP, psycho-education in nature, is suitable for different types of abusers. NGOs have been engaged in delivering the programme.

#### CHILD FATALITY REVIEW

The two-year Pilot Project on Child Fatality Review (the Project) was launched in February 2008. Through reviewing child death cases, the Project aims to identify patterns, trends and formulate prevention strategies. It will also promote inter-sector collaboration and multi-disciplinary cooperation in the prevention of child death. Under the Project, an independent and non-statutory Review Panel with members appointed by the Director of Social Welfare is responsible for conducting review. All child death cases of children aged under 18 occurring on or after 1 January 2006 that have been reported to the Coroners are within the scope of the review. The review findings, recommendations and relevant responses from the concerned bodies or organisations will be presented in a report to be published by the Review Panel. An evaluation will be conducted at the end of the two-year pilot period to determine how the review mechanism might be improved.

#### ENHANCED HOTLINE SERVICES

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.

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## Major Initiatives

### SHORT-TERM FOOD ASSISTANCE

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 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. Up to 31 March 2009, a total of 5 146 persons have received food assistance from the service projects.

### NEIGHBOURHOOD SUPPORT CHILD CARE PROJECT

In 2008-09, the Administration launched the pilot Neighbourhood Support Child Care Project (NSCCP) for a period of three years. The NSCCP aims to provide parents in need with more flexible child care services in addition to the regular ones and at the same time promote community participation and mutual assistance in the neighbourhood. It has two service components: (i) home-based child care service for children aged below six, and (ii) centre-based care group for children aged three to below six. The operating hours of the two services under the NSCCP are flexible, covering the evenings, some weekends and some public holidays. Fee subsidy is available for families with financial and social needs. With its full launching in March 2009, there are 11 NSCCPs, one in each administrative district of SWD. Together, they provide at least 286 home-based child care places and 154 centre-based care group places.

### SUPPORT TO DISADVANTAGED CHILDREN AND YOUTH

#### Child Development Fund

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 a disadvantaged background. SWD has been entrusted with the operational responsibility of CDF. It is targeted to benefit about a total number of 13 600 children.

The first batch of seven pioneer projects were operated by NGOs and launched in late 2008. They have recruited 750 children from seven regions/districts viz. Hong Kong Island, Kowloon East, Kowloon West, New Territories East, New Territories West, Tin Shui Wai and Tung Chung. The Government commissioned a consultancy team to conduct an evaluation of the pioneer projects, and take into account the results of the evaluation in deciding how the CDF can be further developed into a longer-term model to promote the personal development of children from a disadvantaged background.

#### Support Service to Youth Employment

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.



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## Major Initiatives

### HOME ENVIRONMENT IMPROVEMENT SCHEME FOR THE ELDERLY

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 Elderly 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 minor home maintenance and improvement services as well as purchase essential household items for eligible elders based on home environment assessment results.

### DISTRICT-BASED SCHEME ON CARER TRAINING

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 elderly carers. The Scheme was extended to cover all districts in the territory in March 2009.

### ENROLLED NURSE TRAINING PROGRAMME FOR THE WELFARE SECTOR

To alleviate the shortage of nurses in the welfare sector, SWD has launched the Enrolled Nurse (General)/Enrolled Nurse (Psychiatric) Training Programme for the Welfare Sector since 2006. The first and second batches of training programmes were completed in April and October 2008 respectively with a total of 203 graduates, including 148 Enrolled Nurse (General) graduates and 55 Enrolled Nurse (Psychiatric) graduates. Furthermore, the third and fourth batches of the training programmes were commenced in December 2007 and October 2008 respectively with a total provision of 270 training places.

### DISTRICT SUPPORT CENTRE FOR PERSONS WITH DISABILITIES

With an annual recurrent new provision of \$34.7 million, the Home-based Training and Support Service was re-engineered in January 2009 to form into sixteen District Support Centres for Persons with Disabilities (DSCs/PWD) to provide one-stop community support services for persons with disabilities (PWD) and their family members/carers. Through adopting a district-based approach, DSC/PWD facilitates the community integration of PWDs and strengthens the caring capacity of their family members/carers as well as relieves their stress.



## SWD Review 2007-08 & 2008-09

### Major Initiatives

#### **PARTNERSHIP FUND FOR THE DISADVANTAGED**

The \$200 million Partnership Fund for the Disadvantaged (the Fund) has been established since 2005 to promote the development of the tripartite partnership. The Fund aims to provide incentives to the welfare sector to expand their network in seeking and securing corporate participation in helping the disadvantaged, and encourage the business sector to take up more social responsibility in helping to create a cohesive, harmonious and caring society. The Government provides matching grants to donations made by business organisations to support welfare NGOs providing social welfare projects.

Since March 2005, four rounds of application have been launched. SWD has promoted the Fund to NGOs and business corporations through kick-off ceremony, sharing cum briefing sessions, website, newsletter and press conferences, etc. Up to March 2009, matching grants of over \$69 million have been allocated to 81 NGOs for carrying out 187 welfare projects for the disadvantaged, with the cash and/or in-kind donations from 350 business partners. Altogether, over 600 000 disadvantaged persons were benefited.

#### **INDEPENDENT REVIEW ON THE LUMP SUM GRANT SUBVENTION SYSTEM (LSGSS)**

The LSGSS has been implemented since January 2001. In late 2007, the Lump Sum Grant Steering Committee considered it worth to conduct a comprehensive review on the LSGSS. Accordingly, the Administration appointed the Lump Sum Grant Independent Review Committee (LSGIRC) to conduct a review on this funding system in January 2008. The LSGIRC completed the independent review in December 2008.

After analysing the views collected, including written submissions and meetings with stakeholder groups, the LSGIRC completed the review in December 2008 and considered that the principles of LSGSS, such as flexible deployment of resources, streamlining administrative processes as well as enhanced accountability and corporate governance, are sound. The system is worth retaining and efforts should be made to improve it. The Administration is taking follow-up actions to enhance the system and implement all the recommendations.



## SWD Review 2007-08 & 2008-09

# Social Security



### OBJECTIVES

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

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 (SFS) Scheme

The SFS 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:

- Active Employment Assistance Programme and Integrated Employment Assistance Scheme - through the provision of personalised employment assistance services provided by SWD staff and non-governmental organisations (NGOs) commissioned by SWD to help the unemployed and low-earning recipients find full-time paid job.
- 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.
- 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

### HIGHLIGHTS OF THE PERIOD

#### Targeted employment assistance for various employable CSSA recipients

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 2007-08 and 2008-09, SWD implemented one trial Enhanced Community Work Project incorporated with training elements to enhance the employability of participants. 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 (My STEP) which provided motivational training and intensive employment assistance services to the participants. In October 2007, the Enhanced 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. In October 2008, SWD commissioned NGOs to operate 60 projects under the Integrated Employment Assistance Scheme to provide ordinary and intensive employment assistance services to able-bodied unemployed recipients and help them secure full-time paid employment.

#### New arrangements for disregarded earnings under CSSA Scheme

To encourage CSSA recipients to rejoin the labour force and to become self-reliant, SWD has relaxed the arrangements for disregarded earnings since 1 December 2007 by raising the prescribed limit of the monthly disregarded earnings from \$600 to \$800 and relaxing the criteria for allowing CSSA recipients to be eligible for disregarded earnings from not less than three months on CSSA to not less than two months.

#### Provision of additional one-off assistance to social security recipients

To share the fruits of economic prosperity with and to ease inflationary pressure on the social security recipients, SWD 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 in May 2007. In June and September 2008, SWD also provided one additional month of standard rate of CSSA payment for CSSA recipients, one additional month of allowance for Disability Allowance recipients, and a one-off grant of \$3,000 and two additional months of allowance for Old Age Allowance recipients.

#### Transport supplement for persons with severe disability

With effect from 1 July 2008, a monthly transport supplement has been provided to CSSA and Disability Allowance (DA) recipients aged between 12 and 64 with severe disability to encourage their participation in out-of-home activities and facilitate their integration into society.

#### Raising the level of Old Age Allowance under SSA Scheme

With effect from 1 January 2009, the monthly rates for Normal Old Age Allowance and Higher Old Age Allowance under SSA Scheme have been increased from \$625 and \$705 respectively to \$1,000 with the aim to provide more assistance to elders to meet their needs.

#### Fraud Prevention and Risk Management

SWD continues its efforts to prevent and combat fraud and abuse against social security welfares. Since the year of 2007-08, alongside the implementation of Transport Support Scheme and Pre-primary Education Voucher Scheme, data matching conducted with the Labour Department and the Education Bureau has been strengthened, aiming to prevent duplicate claim of public resources.

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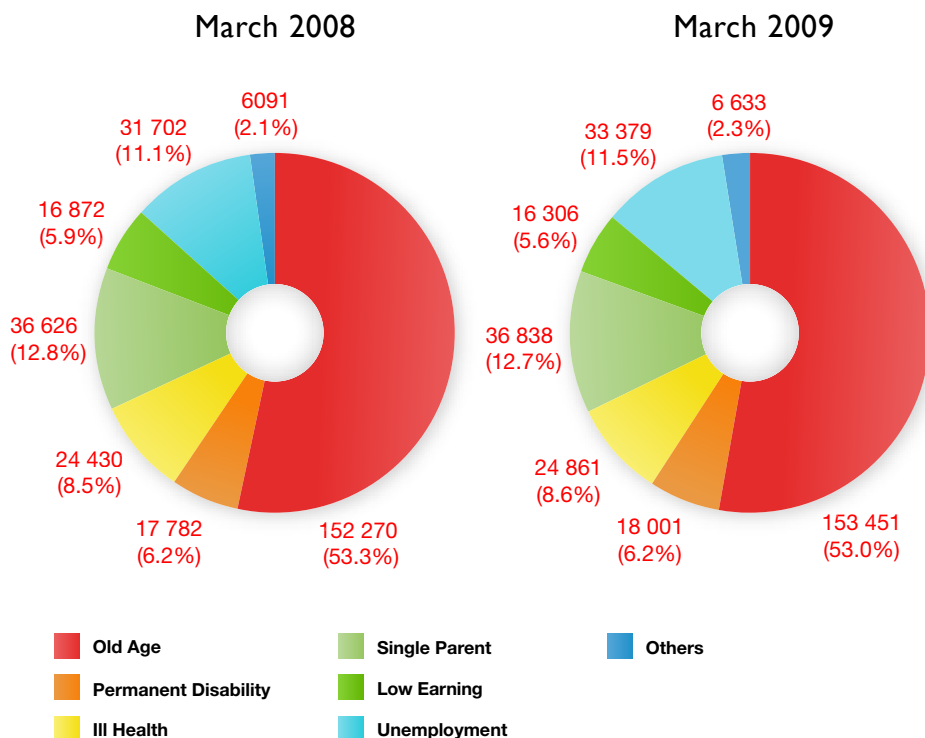
Social Security

STATISTICS

CSSA Scheme

As at the end of March 2008, there were 285 773 CSSA cases providing assistance to 490 243 people. The number of CSSA cases and recipients became 289 469 and 478 562 respectively as at the end of March 2009. The number of low earnings cases registered decreased in the past two years whereas a slight increase was noted in the number of unemployment, single parent and old age cases registered during the same period. Analysis of these 285 773 and 289 469 cases as at March 2008 and 2009 respectively by nature is as follows:

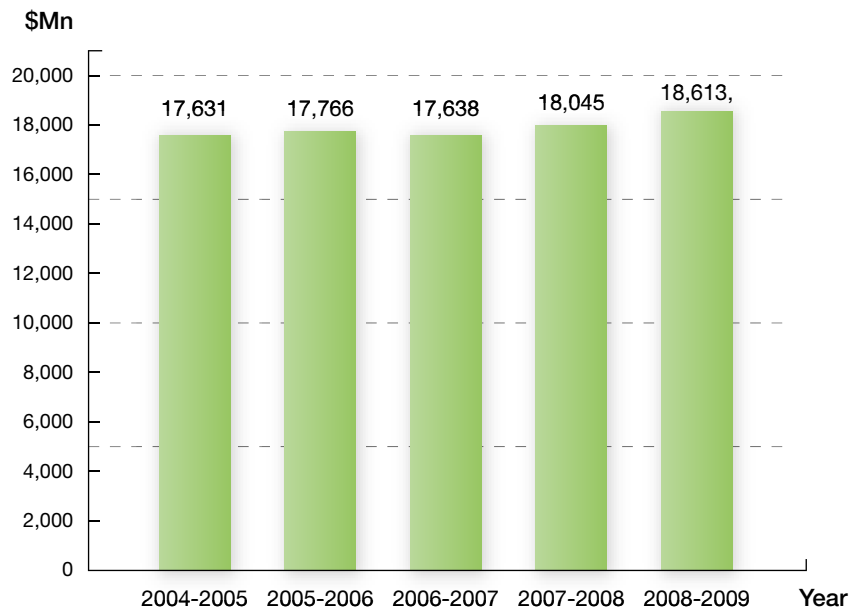
% Distribution by Nature of Cases



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A total of \$18,613 million was paid out under the CSSA Scheme during 2008-09. The total expenditure for the years 2004-05 to 2008-09 is as follows:





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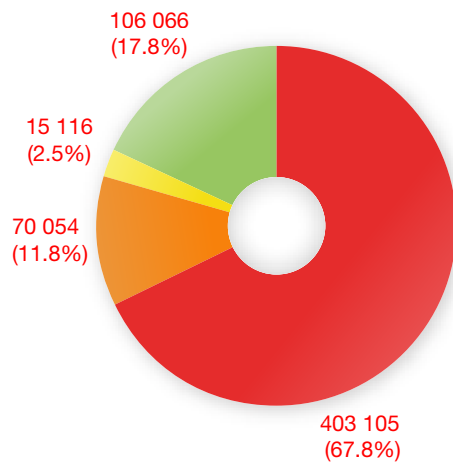
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SSA Scheme

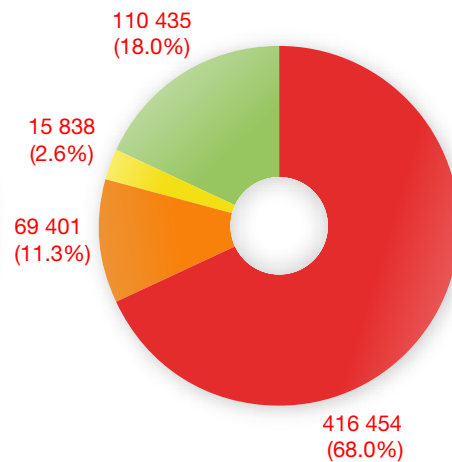
As at the end of March 2008 and 2009, the numbers of SSA cases were 594 341 and 612 128 respectively. A breakdown of these cases is as follows:

% Distribution by Nature of Cases

March 2008



March 2009

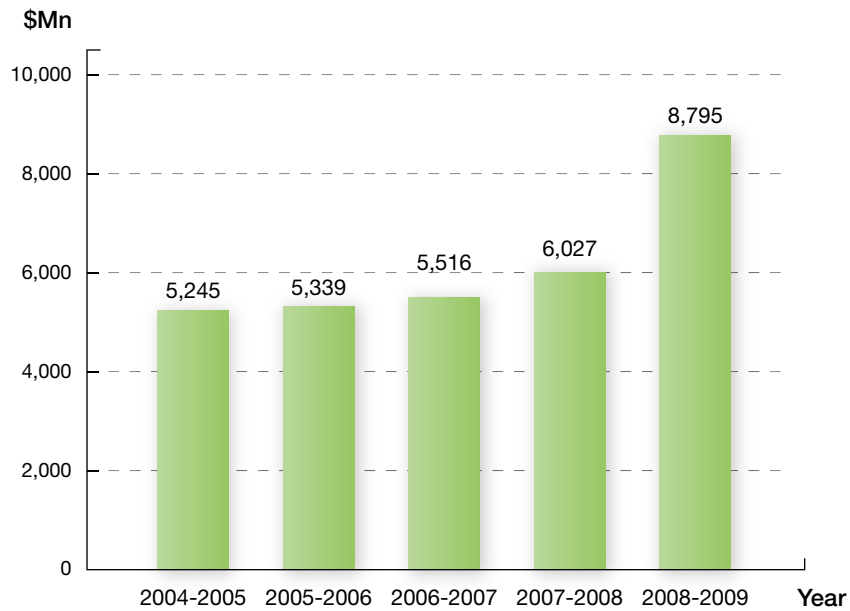


■ Higher Old Age Allowance    ■ Higher Disability Allowance  
■ Normal Old Age Allowance    ■ Normal Disability Allowance

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A total of \$8,795 million was paid out under the SSA Scheme during 2008-09. The total expenditure for the years 2004-05 to 2008-09 is as follows:

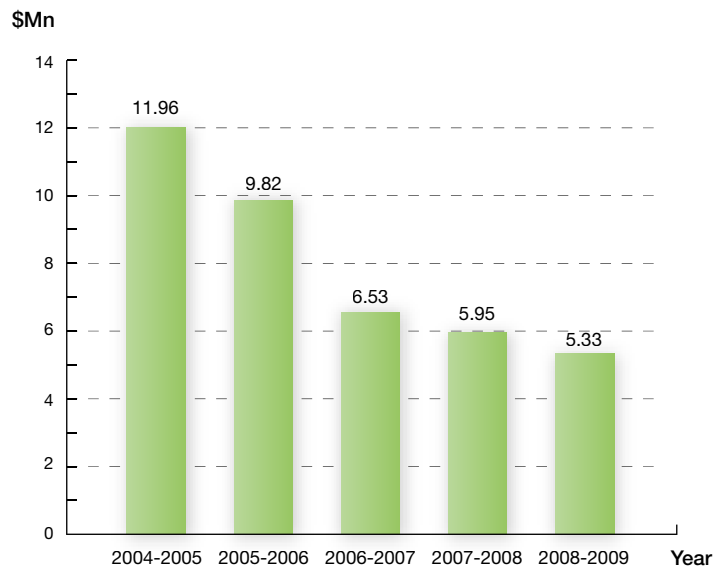


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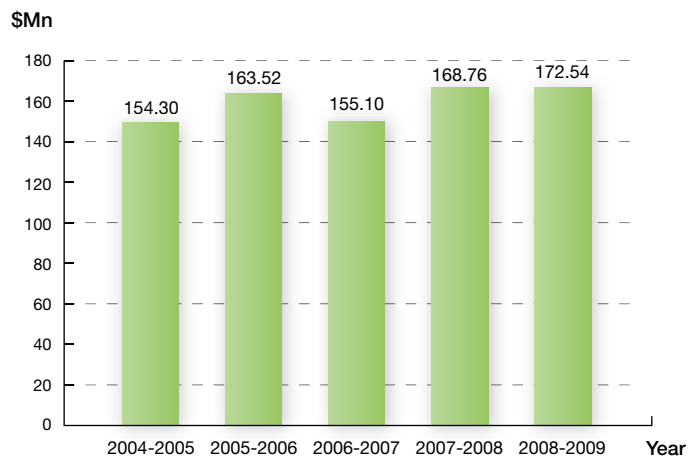
**CLEIC Scheme**

During 2008-09, a total of \$5.33 million was paid out under the CLEIC Scheme to 424 cases. The total expenditure for the years 2004-05 to 2008-09 is as follows:



**TAVA Scheme**

During 2008-09, a total of \$172.54 million was paid out under the TAVA Scheme to 14 267 cases. The total expenditure for the years 2004-05 to 2008-09 is as follows:



**Social Security Appeal Board (SSAB)**

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

During 2008-09, SSAB ruled on 328 appeals, including 70 CSSA cases, 257 SSA cases and one TAVA case. The Board confirmed the decisions of SWD in 199 cases (61%) and varied its decisions in 129 cases (39%).



## SWD Review 2007-08 & 2008-09

# Family Services



### OBJECTIVES

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

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

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

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Family Services

SERVICE PROVISION AND STATISTICS UNDER THE THREE-PRONGED APPROACH

| Primary Level   |  |  |
|---|--|--|
|   | 2007-08  | 2008-09  |
| Publicity Campaign on 'Strengthening Families and Combating Violence' | <ul style="list-style-type: none"> <li>Event on 'Media Participation'- Première of Invitation Video Production by Tertiary Institutes with 484 participants</li> <li>6 feature articles published in Headline Daily from 19 July 2007 to 26 July 2007</li> <li>Seminar on sharing of District Good Practice in Combating Domestic Violence with 259 participants</li> <li>2 versions of Radio API</li> <li>A new TV API on Neighbourhood Watch</li> <li>Display of 457 roadside boards in all electoral districts in Hong Kong</li> <li>Production of over 139 000 publicity materials</li> <li>In addition to TV channels, advertisement on Roadshow, HK Cable News Express, MTR, bus shelter, East Rail, West Rail and Ma On Shan Rail and other mass media</li> <li>977 district programmes attended by 102 391 participants</li> </ul> | <ul style="list-style-type: none"> <li>Display of 434 roadside boards in all districts in Hong Kong</li> <li>Production of over 80 000 publicity materials</li> <li>A version Radio API</li> <li>Advertisement on TV channels, hospitals, Link Shopping Centres, buses, HK Cable News Express, MTRC Rails, Headline Daily, bus shelter and other mass media</li> <li>1 167 district programmes attended by 104 828 participants</li> </ul> |
| Family Life Education (FLE)   | 22 social workers<br><ul style="list-style-type: none"> <li>1 403 programmes</li> <li>58 230 participants</li> </ul>   | 22 social workers<br><ul style="list-style-type: none"> <li>1 381 programmes</li> <li>80 401 participants</li> </ul>   |
| Departmental Hotline  | <ul style="list-style-type: none"> <li>226 714 calls received</li> </ul>   | <ul style="list-style-type: none"> <li>209 239 calls received</li> </ul>   |
| Family Support Networking Teams (FSNTs)                               | <ul style="list-style-type: none"> <li>7 teams</li> </ul>  | <ul style="list-style-type: none"> <li>7 teams</li> </ul>  |



## SWD Review 2007-08 & 2008-09

### Family Services



| Secondary Level   |   |   |
|---|---|---|
|   | 2007-08   | 2008-09   |
| Integrated Family Service Centres (IFSCs)/ Integrated Services Centres (ISCs) | 61 IFSCs & 2 ISCs<br>■ 84 858 cases served<br>■ 9 222 groups and programmes organised | 61 IFSCs & 2 ISCs<br>■ 88 861 cases served<br>■ 8 983 groups and programmes organised |
| Family Aide Service   | 44 family aide workers<br>■ 3 162 cases served  | 44 family aide workers<br>■ 3 081 cases served  |

SWD Review 2007-08 & 2008-09

Family Services

| Tertiary Level  |   |  |
|---|---|--|
|   | 2007-08   | 2008-09  |
| <b>Family Crisis Support Centre</b>                         | 1 centre<br>■ 26 729 calls received<br>■ 807 persons/families in crisis served  | 1 centre<br>■ 26 114 calls received<br>■ 753 persons/families in crisis served   |
| <b>Multi-purpose Crisis Intervention and Support Centre</b> | 1 centre<br>■ 13 192 calls received<br>■ 95 cases handled   | 1 centre<br>■ 17 317 calls received<br>■ 76 cases handled  |
| <b>Suicide Crisis Intervention Centre</b>                   | 1 centre<br>■ 1 304 cases handled   | 1 centre<br>■ 1 304 cases handled  |
| <b>Refuge Centres for Women</b>                             | 4 centres<br>■ 86.7% average utilisation rate<br>■ 853 cases served   | 4 centres<br>■ 83.8% average utilisation rate<br>■ 828 cases served  |
| <b>Family and Child Protective Services Units (FCPSUs)</b>  | 11 units<br>■ 10 395 families served<br>■ 574 joint investigations with police<br>■ 1 655 social enquiry reports          | 11 units<br>■ 10 272 families served<br>■ 877 joint investigations with police<br>■ 1 611 social enquiry reports   |
| <b>Prevention and Handling of Elder Abuse</b>               | ■ 1 training course on working with elder abuse cases with a conciliation approach for 56 frontline staff of SWD and NGOs | ■ 1 training course on elder abuse for 120 frontline staff of SWD and NGOs<br>■ 1 training course on understanding legal issues on elder abuse cases for 153 frontline staff of SWD and NGOs |
| <b>Integrated Services Team for Street Sleepers</b>         | 3 teams<br>■ 115 cases assisted to live off street<br>■ 51 cases matched with jobs  | 3 teams<br>■ 151 cases assisted to live off street<br>■ 59 cases matched with jobs   |

SWD Review 2007-08 & 2008-09

## Family Services

### HIGHLIGHTS OF THE PERIOD

#### Publicity and Community Education

##### *Publicity Campaign on 'Strengthening Families and Combating Violence'*

SWD continued to launch the Publicity Campaign on 'Strengthening Families and Combating Violence' in 2007-09. The core message was to promote public awareness of the importance of family solidarity and prevention of family violence, and to encourage early help-seeking. Under this Campaign, a variety of territory-wide and district-based programmes was organised to echo the themes of prevention of child abuse, spouse battering, elder abuse, sexual violence and suicide. The importance of cross-professional, cross-sectoral and cross-departmental collaboration in combating domestic violence was also highlighted.

The campaign programme included distribution of publicity materials (e.g. DVDs on Event on 'Media Participation'- Première of Invitation Video Production by Tertiary Institutes and suicide prevention leaflet, etc.), production of radio programmes and TV API, display of posters and roadside boards, launching of centralised/ territory-wide activities (e.g. Event on 'Media Participation'- Première of Invitation Video Production by Tertiary Institutes and Seminar on sharing of District Good Practice in Combating Domestic Violence etc.) and district programmes (e.g. seminars and exhibitions, etc.).

#### Other Supportive Services

##### *Services for Street Sleepers*

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*

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 2007-08 and 2008-09, 1 826 and 2 391 cases were recommended by SWD to Housing Department for CR respectively.



## SWD Review 2007-08 & 2008-09

### Family Services

#### **Charitable Trust Funds**

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 2007-08 and 2008-09, 1 949 payments (amounted to \$6.18 million) and 2 253 payments (amounted to \$7.26 million) were made to needy individuals or families respectively.

#### **Prevention and Handling of Elder Abuse**

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, empowerment of elders as part of our preventive strategies will continue to be our major focus in view of the cultural background of the society. 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 on Domestic Violence**

In 2007-09, 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 170 training courses conducted at the central level, relevant training was arranged at the district level to meet individual district needs.

#### **Information System and Research**

To improve the understanding of family violence and identify the future direction of prevention and intervention strategies, the University of Hong Kong was commissioned to conduct the Study on Child Abuse and Spouse Battering, which was completed in June 2007. Under this Study, risk assessment tools were developed for the use of the trained professionals.

SWD Review 2007-08 & 2008-09

Child Welfare Services

**OBJECTIVES**

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**

| No. of Units                       |   | Adoption Service                           |  |
|------------------------------------|---|--|--|
|                                    |   | No. of new adoption applications processed |  |
|                                    |   | 2007-08                                    | 2008-09                                |
| Social Welfare Department (SWD)    | 2 | 156<br>(Local adoption applications)       | 150<br>(Local adoption applications)   |
| Non-governmental Organisations NGO | 3 | 30<br>(Overseas adoption applications)     | 26<br>(Overseas adoption applications) |

SWD Review 2007-08 & 2008-09

Child Welfare Services

| Residential Child Care Services     |                   |         |                  |         |                        |         |
|-------------------------------------|-------------------|---------|------------------|---------|------------------------|---------|
|                                     | Number of Centres |         | Number of Places |         | Average Enrolment Rate |         |
|                                     | 2007-08           | 2008-09 | 2007-08          | 2008-09 | 2007-08                | 2008-09 |
| Foster Care Service                 | Not applicable    |         | 950              | 950     | 93 %                   | 91.6%   |
| Children's Home                     | 5                 | 5       | 391              | 403     | 93.6 %                 | 93%     |
| Small Group Home                    | 108               | 108     | 864              | 864     | 93.5 %                 | 93%     |
| Boys' Hostel                        | 1                 | 1       | 15               | 15      | 89.3 %                 | 90.5 %  |
| Girls' Hostel                       | 3                 | 3       | 65               | 65      | 92 %                   | 91.6%   |
| Boys' Homes with School on Site     | 4                 | 4       | 429              | 457     | 90.4%                  | 87.6%   |
| Boys' Homes without School on Site  | 3                 | 3       | 195              | 195     | 88.3%                  | 88.6%   |
| Girls' Homes with School on Site    | 2                 | 2       | 188              | 200     | 91.2%                  | 84.1%   |
| Girls' Homes without School on Site | 1                 | 1       | 30               | 30      | 86.7%                  | 85.1%   |

SWD Review 2007-08 & 2008-09

Child Welfare Services

| Child Care Centre Services             |                   |             |                  |         |                  |         |
|--|-------------------|-------------|------------------|---------|------------------|---------|
|  | Number of Centres |             | Number of Places |         | Utilisation Rate |         |
|  | 2007-08           | 2008-09     | 2007-08          | 2008-09 | 2007-08          | 2008-09 |
| Standalone Child Care Centre<br>(Note) | 12                | 12          | 666              | 682     | 95%              | 97%     |
| Occasional Child Care Service          | 220 (units)       | 219 (units) | 548              | 547     | 70%              | 56%     |
| Extended Hours Service                 | 104               | 104         | 1 244            | 1 244   | 88%              | 85%     |
| Mutual Help Child Care Centre          | 22                | 23          | 305              | 314     | 7.8%             | 8.4%    |

Note: Child care services for children aged below three are also available in kindergarten-cum-child care centres under the administration of the Education Bureau. As at September 2008, there were about 22 800 places, with a utilisation rate of 56.7%.

SWD Review 2007-08 & 2008-09

## Child Welfare Services

### HIGHLIGHTS OF THE PERIOD

#### Adoption

In accordance with the provision of the Adoption Ordinance, Chapter 290, Po Leung Kuk was accredited on 1 December 2007 to provide intercountry adoption service. Together with the other two formerly accredited bodies, namely, the International Social Service Hong Kong Branch and the Mother's Choice, Po Leung Kuk was the third organisation authorised to make arrangements and proceed with placements of intercountry adoption for infants in Hong Kong.

In pursuant to the provision of the Adoption Ordinance, starting from August 2008, SWD has also extended invitation to accept applications made by any body of persons/ NGOs to become accredited bodies for providing local adoption service.

#### Development of Emergency Child Care Services

In protecting vulnerable children, including victims of child abuse, those coming from broken families or facing sudden family crisis, SWD enhanced the overall provision of emergency child care services. The total provision of Children's Reception Centre was increased from 75 places in 2007-08 to 95 places in 2008-09.

#### Day Child Care Services

To assist families who cannot take care of their children temporarily because of work or other reasons, SWD continues to strengthen the provision of flexible child care services in the community.

##### *Day Small Group Home and Day Foster Care Service*

Additional resources have been allocated with effect from 2007-08 to launch a new day small group home service and a new day foster care service.

- NGOs have been subvented to offer 15 day small group home places since December 2007. The service target is mainly kindergarteners and primary school students. Longer hours of service, till 10:00 p.m. if so required, is also provided.
- NGOs have been subvented to offer 40 day foster care places since October 2007, and then 10 additional places from July 2008 onwards. The service aims at helping families with social needs to solve their child care problems. The service is primarily for children of younger age from new born to under 10.

##### *Mutual Help Child Care Centres*

The service provision of mutual help child care centres (MHCCCs) has also been strengthened. Under the Subsidy Scheme for MHCCC launched in January 2008, the service hours of MHCCCs were extended to evenings, weekends and public holidays by offering financial incentives to the operators.



SWD Review 2007-08 & 2008-09

## Clinical Psychological Services



### OBJECTIVES

Through assessment and treatment services, the Clinical Psychologists of the Social Welfare Department (SWD) diagnose and treat psychological problems presented by their clients, ameliorate symptoms of mental illnesses and restore the functioning of individuals and families. In addition to assessment and treatment services, the Clinical Psychologists also provide clinical consultation and training to allied professionals and public education on mental health.

### SERVICE PROVISION

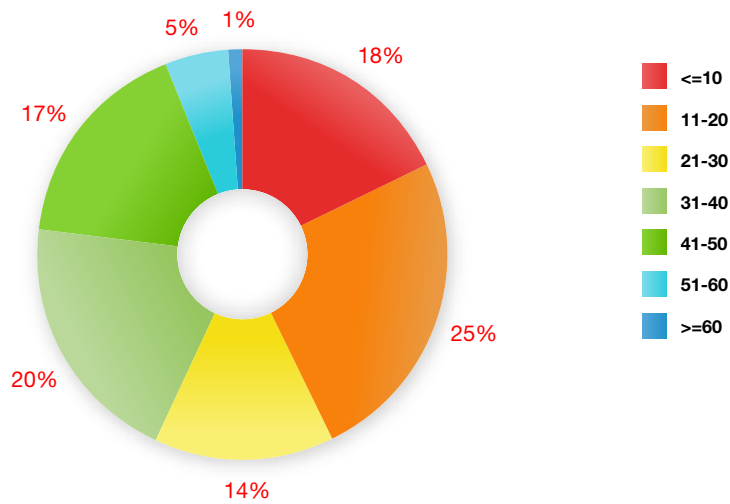
As at 31 March 2009, SWD had 55 Clinical Psychologists stationing in five Clinical Psychology Units serving the whole territory. They receive referrals mainly from the Integrated Family Service Centres (IFSCs) and the Family and Child Protective Services Units (FCPSUs). Referrals were also received from the Probation Offices and the Medical and Social Services Units. Through the Central Psychological Support Services (CPSS), 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 (NGOs).

As shown in the graph below, a majority of the clientele served by the Clinical Psychologists was in the child and adolescent group. They were often victims of physical or sexual violence, cases for custodial 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.

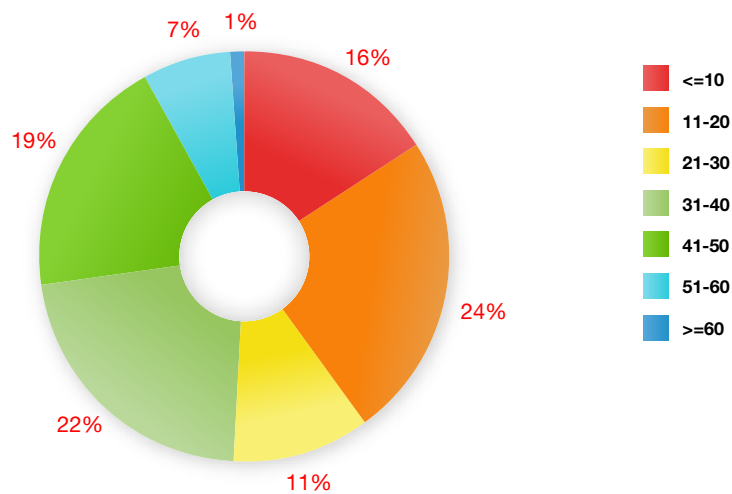
SWD Review 2007-08 & 2008-09

# Clinical Psychological Services

Breakdown of Referrals by Age (2007-08)



Breakdown of Referrals by Age (2008-09)



In 2007-08, the Clinical Psychologists conducted 2 367 assessments and 14 210 treatment sessions, serving a total of 1 121 new cases. For 2008-09, 2 376 assessments and 14 254 treatment sessions were conducted, serving a total of 1 054 new cases.

## Clinical Psychological Services

### HIGHLIGHTS OF THE PERIOD

#### Central Psychological Support Services (CPSS)

The following tables show the service figures for the Central Psychological Support Services (CPSS) for rehabilitation units in 2007-08 and 2008-09 respectively:-

| CPSS(Adult ) Summary Statistics  | 2007-08 | 2008-09 |
|----------------------------------|---------|---------|
| No. of Centres Served            | 76.5    | 79.5    |
| No. of Cases Served              | 433     | 450     |
| No. of Clinical Visits           | 812.5   | 761.5   |
| No. of Clinical Consultation     | 1478    | 1565    |
| No. of Training (for Workers)    | 24      | 33      |
| No. of Parent Education Sessions | 8       | 6       |

| CPSS (Pre-school) Summary Statistics | 2007-08 | 2008-09 |
|--------------------------------------|---------|---------|
| No. of Centres Served                | 229     | 230     |
| No. of Cases Served (New Cases)      | 288     | 338     |
| No. of Clinical Visits               | 959     | 1223    |
| No. of Clinical Consultation         | 574     | 710     |
| No. of Training (for Workers)        | 104     | 90      |
| No. of Parent Education Sessions     | 286     | 370     |

Recognising the difficulties faced by frontline social workers in rehabilitation field, Clinical Psychologists of the CPSS produced a comprehensive training kit on sex education which was distributed for free to rehabilitation units in 2007. The kit was the first of its kind in Hong Kong and it was a great help to social workers teaching mentally handicapped adults of sex education. In 2008, a representative of the Clinical Psychological Service Branch attended an international conference on mental handicap services in Taiwan and introduced the training kit and distributed DVD copies to the participants. The kit was very well received by experts in the field. A sharing session with the local educational and clinical psychologists on the use of the kit was also held in 2008 and the feedback from local professionals was very positive.

#### Crisis Intervention

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 2007-2009, they handled 18 critical incidents and provided various forms of crisis intervention to those affected.



## Clinical Psychological Services

### Specialisation

To continuously improve the quality of work, the Clinical Psychologists of SWD are all moving towards specialisation. They conducted various work related researches to standardise tests for local use, to examine the outcome of their work and to develop new protocols for individual and group treatment.

In the last three years, a group of Clinical Psychologists were dedicated to the development of Batterer Intervention Programmes (BIP) for perpetrators in cases of domestic violence. In 2008, the interim report on the BIP Project was released. The newly developed BIP was found to be a useful tool in combating domestic violence. Corresponding training and briefing on the use of the BIP was provided to allied professionals and a working group on the future development of BIPs was set up in SWD to continue to study and promote the use of group intervention for different types of batterers.

A project on the standardisation of the Hong Kong Wechsler Adult Intelligence Scale 4<sup>th</sup> Edition was launched in 2008. When completed, the project will yield the first locally validated and normed adult intelligence scale for psychologists to use in Hong Kong.

In addition, many colleagues were pursuing further post-qualification training to enhance their professional knowledge and clinical expertise.

### Public Education

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. Some colleagues pioneered the work on Positive Psychology. Others conducted talks and training in stress management.

In 2007-09, 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.

|   | 2007-08 | 2008-09 |
|---|---------|---------|
| 1. No. of publications (books, pamphlets)   | 6       | 8       |
| 2. No. of talks/training (for the general public as well as for allied professionals) | 65      | 70      |
| 3. Media Enquiries (Operation Silver Lining)  | 62      | 45      |

Through the provision of timely psychological intervention, the Clinical Psychologists of SWD have rendered and will continue to provide support to allied professionals and the general community to help them go through crises in their lives or in the society.

### Staff Care and Support

The mental well-being of service providers is the key factor in maintaining an efficient and professional helping service. In face of the ever increasing complexity of problems that SWD colleagues have to deal with in recent years, it is important to give them ample support in carrying out their duties. Therefore, apart from providing service to the public, Clinical Psychologists of SWD also seek to help themselves and other colleagues. Working with the Human Resource Management Branch, the Clinical Psychologists launched a series of stress reduction programmes for all staff of SWD.

A Masterful Person Series was held aiming to elevate the capabilities of colleagues in areas like health, philosophy of life, finance management, conflict resolution and personal sensitivity. The series have proved to be one of the most popular programmes offered. In addition, individual as well as group interventions were offered to colleagues who are in need of assistance.

SWD Review 2007-08 & 2008-09

## Services for Elders

### OBJECTIVES

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

| Community Support Services for Elders     | No. of Centres/<br>Teams (No. of<br>Places)<br>[as at the end of<br>March 2008] | No. of Centres/<br>Teams (No. of<br>Places)<br>[as at the end of<br>March 2009] |
|---|---|---|
| District Elderly Community Centres        | 41 centres  | 41 centres  |
| Neighbourhood Elderly Centres             | 115 centres   | 115 centres   |
| Social Centres for Elders                 | 57 centres  | 57 centres  |
| Day Care Centres/Units for the Elderly    | 54 centres<br>(2 055 places)  | 58 centres<br>(2 234 places)  |
| Integrated Home Care Services             | 60 teams  | 60 teams  |
| Home Help Service                         | 1 team  | 1 team  |
| Enhanced Home and Community Care Services | 18 teams<br>(2 656 places)  | 24 teams<br>(3 466 places)  |

| Residential Care Services for Elders                        | No. of Homes<br>(No. of Subsidised<br>Places)<br>[as at the end of March<br>2008] | No. of Homes<br>(No. of Subsidised<br>Places)<br>[as at the end of March<br>2009] |
|---|---|---|
| Subvented Residential Care Homes for Elders                 | 123 homes<br>(16 692 places)  | 123 homes<br>(16 194 places)  |
| Subvented Nursing Homes                                     | 6 homes<br>(1 574 places)   | 6 homes<br>(1 574 places)   |
| Contract Residential Care Homes for Elders                  | 12 homes<br>(957 places)  | 14 homes<br>(1 064 places)  |
| Private Homes Participating in Enhanced Bought Place Scheme | 129 homes<br>(6 636 places)   | 129 homes<br>(6 621 places)   |

SWD Review 2007-08 & 2008-09

## Services for Elders

### HIGHLIGHTS OF THE PERIOD

#### COMMUNITY CARE AND SUPPORT SERVICES FOR ELDERLY

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.

##### *Community Support Services*

###### **Services Enhancement for District Elderly Community Centre (DECCs) and Neighbourhood Elderly Centres (NECs)**

Additional recurrent resources of \$41.8 million was allocated to 156 DECCs and NECs in 2007-08 to enhance their outreaching programmes to hidden and vulnerable elders and to provide supportive services to them. Furthermore, to cope with increasing workload arising from the new initiatives, another additional recurrent funding of \$18 million was provided for 41 DECCs to recruit more staff to strengthen their counselling and referral services.

###### **Day Care Services**

In 2008-09, additional 179 day care places were provided in the districts with high demand for the day care service. As at the end of March 2009, there were 58 Day Care Centres or Day Care Units for the Elderly (D/Es or DCUs) providing a total of 2 234 day care places. About 2 895 elders, including full time and part-time users, were receiving day care services in these centres and units.

###### **Home-based Services**

Service volume of Enhanced Home and Community Care Services (EHCCS) was increased to 2 656 in the 18 EHCCS Teams in 2007-08. With the setting up of six additional EHCCS Teams in 2008-09, the total service volume was further increased to 3 466. EHCCS continue 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, additional resources have been allocated to the 60 Integrated Home Care Services Teams to expand the service capacity of ordinary cases since January 2007.

###### **'Opportunities for the Elderly Project'**

Under the Project, subsidies were provided to welfare agencies, district organisations, schools, volunteer groups and residents' associations to organise a wide range of programmes and activities, such as promoting life-long learning, community participation, intergenerational solidarity and volunteerism, etc. to promote a sense of worthiness among elders and to instill a spirit of care for elders in the community. A total of 554 projects were launched in 2007-08 and 2008-09 by various community organisations benefiting over 226 000 head count of elders.

SWD Review 2007-08 & 2008-09

## Services for Elders

### RESIDENTIAL CARE SERVICES FOR ELDERLY

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

The Residential Care Homes (Elderly Persons) Ordinance 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:

- The Code of Practice for Residential Care Homes (Elderly Persons) was revised in October 2005 with full implementation in January 2006 to further raise the service quality of RCHEs.
- The Health Worker Training Course was re-vamped in April 2006 to dovetail with the changes in the new Code of Practice. The course content, training hour and entrance qualification of Health Worker trainees were strengthened so as to train up more competent Health Workers for the sector and as one of the means to raise the health care standard of RCHEs.
- To further enhance the drug management capacity of RCHEs, an Operational Manual on Drug Management in RCHEs 2007 was produced through the joint efforts of the Department of Health (DH), Hospital Authority (HA) and SWD. Mass briefings were organised in February and March 2007 to brief the sector of the Guide and drug knowledge in order to enhance their drug management skill. SWD and DH further organised three advanced training courses on drug management in RCHEs in 2008 to consolidate the knowledge and skills of RCHE staff in respect of drug management. SWD and DH will organise four workshops in 2009 to provide training for new and re-employed RCHE staff, and drug management is one of the major training items.
- Guidelines on home management and health care services were issued to RCHEs from time to time to facilitate them to enhance their service quality.



## SWD Review 2007-08 & 2008-09

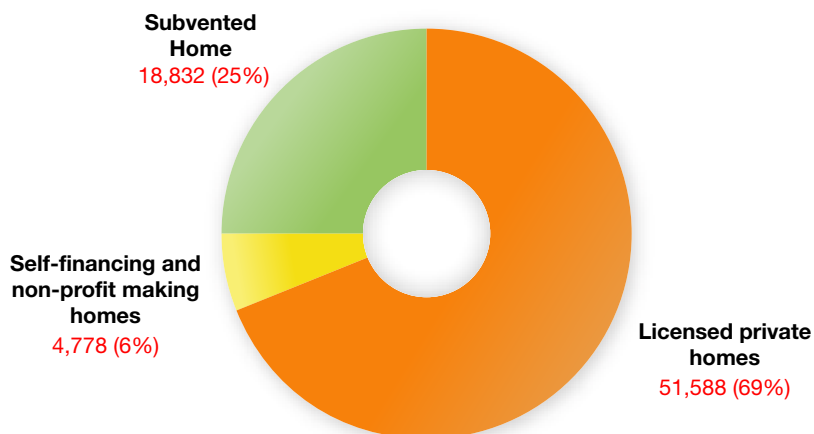
### Services for Elders



#### Provision of Residential Care Places

As at the end of March 2009, there were a total of 75 198 residential care places for elders with varying care needs in Hong Kong. Government subsidised places were provided through subvented RCHes, purchase of places from the private sector under the Enhanced Bought Place Scheme and contract homes. With the gradual transformation of self-care hostel and home-for-the-aged places into care-and-attention places to provide a continuum of care, the number of subsidised residential care places for the elderly has been adjusted from 26 051 at the end of March 2007 to 25 453 at the end of March 2009.

#### Provision of Residential Care Places (as at 31.3.2009)



- 1: Number of places in subvented homes including subsidised places in contract homes
- 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

## Services for Elders

### Continuum of Care

To achieve the policy of 'continuum of care' in RCHEs, contract homes are providing continual care for elder residents with impairment deteriorating from the moderate level to the severe level. Starting from 2005-06, self-care hostel and home-for-the-aged places have gradually been converted into care-and-attention places to provide a continuum of care so that elder residents may age in their familiar environment even though their frailty has reached nursing home level. Besides, to enable RCHEs to continue to take care of frail elders suffering from dementia or waiting for infirmary placement, Dementia Supplement was provided for subvented RCHEs and Infirmary Care Supplement was provided for subvented RCHEs and subsidised service of private RCHEs participating in the Enhanced Bought Place Scheme.

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

In 2005-06, SWD kick-started the programme of converting self-care hostel and home-for-the-aged places which have no long-term care element and some of the existing care-and-attention places not providing continuum of care into long-term care places to provide a continuum of care up to nursing level for frail elders. The conversion programme is applicable to 75 subvented RCHEs and is implemented by phase based on a vacancy-led approach. It involves about 10 700 subvented residential care places including 7 400 self-care hostel and home-for-the-aged places and 3 300 care-and-attention places without continuum of care element. As at the end of March 2009, a total of 63 subvented RCHEs started to implement their conversion programme.

### Enrolled Nurse Training Programme for the Welfare Sector

SWD, with the assistance of HA, launched four classes of a two-year, full-time Enrolled Nurse (General)/Enrolled Nurse (Psychiatric) training programme for the welfare sector from March 2006 to October 2008 to address the nursing shortage in the sector, in particular elderly services and rehabilitation services. A total of 490 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.

### Contract Management

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 volume and is open to non-governmental organisations and organisations from the private sector. As at March 2009, there were totally 14 contract RCHEs, six of which also contained Day Care Units, providing a total of 1 064 subsidised residential care places and 129 subsidised day care places. Moreover, there were also 929 non-subsidised residential care places in these 14 homes charging reasonable fees ranging from \$4,600 a month for a six-person room to \$18,900 a month for a two-person room.

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

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

## Services for Persons with Disabilities

### OBJECTIVES

Rehabilitation services aim at assisting persons with disabilities (PWD) 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

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 PWD. At the end of March 2009, there were 5 590 pre-school places, 16 311 day places and 11 002 residential places.

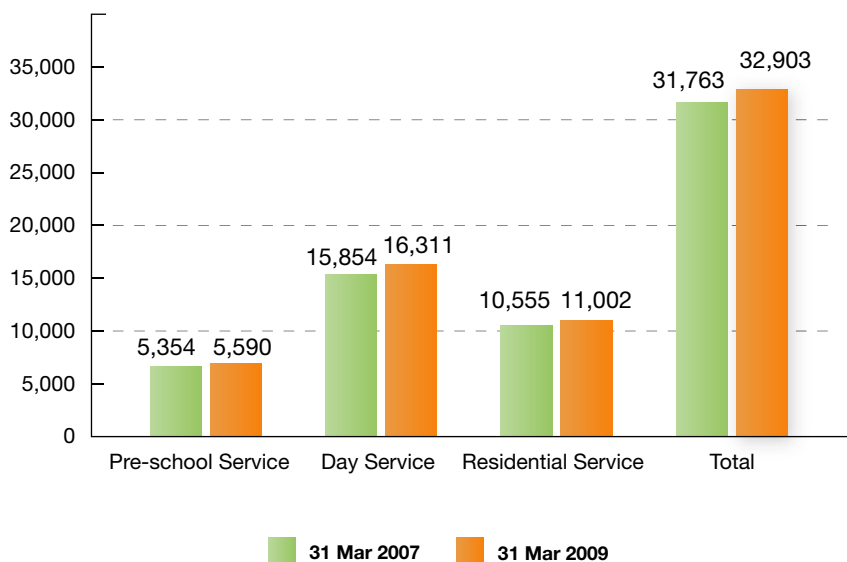
|   | Places        |
|---|---------------|
| <b>Pre-school Services</b>  |               |
| Early Education and Training Centre   | 2 186         |
| Special Child Care Centre   | 1 544         |
| Integrated Programme in Kindergarten-cum-Child Care Centre                  | 1 860         |
| <i>Sub-total</i>  | <i>5 590</i>  |
| <b>Day Services</b>   |               |
| Training and Activity Centre  | 230           |
| Day Activity Centre   | 4 442         |
| Sheltered Workshop  | 5 113         |
| Supported Employment  | 1 655         |
| Integrated Vocational Rehabilitation Services Centre                        | 3 675         |
| Integrated Vocational Training Centre                                       | 453           |
| On the Job Training Programme for People with Disabilities                  | 432           |
| Sunnyway - On the Job Training Programme for Young People with Disabilities | 311           |
| <i>Sub-total</i>  | <i>16 311</i> |

SWD Review 2007-08 & 2008-09

Services for Persons with Disabilities

| Residential Services                                  |               |
|---|---------------|
| Residential Special Child Care Centre                 | 110           |
| Long Stay Care Home                                   | 1 407         |
| Halfway House   | 1 509         |
| Hostel for Moderately Mentally Handicapped Persons    | 2 178         |
| Hostel for Severely Mentally Handicapped Persons      | 3 012         |
| Care and Attention Home for Severely Disabled Persons | 807           |
| Hostel for Severely Physically Handicapped Persons    | 528           |
| Care and Attention Home for the Aged Blind            | 825           |
| Supported Hostel                                      | 400           |
| Small Group Home for Mildly Handicapped Children      | 56            |
| Hostel for Integrated Vocational Training Centre      | 170           |
| <b>Sub-total</b>                                      | <b>11 002</b> |
| <b>Grand Total</b>                                    | <b>32 903</b> |

Achievement of Rehabilitation Services (from 31 March 2007 to 31 March 2009)





SWD Review 2007-08 & 2008-09

## Services for Persons with Disabilities

### HIGHLIGHTS OF THE PERIOD

#### **New Provisions of Facilities and Initiatives**

To meet the demand for services, 1 140 new places were added in 2007-08 and 2008-09 including 236 places for pre-school services, 457 places for day services and 447 places for residential services.

#### ***District Support Centre for Persons with Disabilities***

To strengthen the support to PWDs 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. Through a district-based approach, DSC/PWD provides one-stop community support services for PWDs and their family members/carers. It aims at enhancing the domestic living and community living skills for PWDs so as to facilitate their integration into the community through the provision of a range of community support services. It also provides training and support services to the family members/carers of PWDs so as to strengthen their caring capacity and to relieve their stress.

#### ***Community Mental Health Intervention Project***

The Community Mental Health Intervention Project was launched in October 2007. Its objective is to provide specialised social work intervention to assist persons aged 15 or above living in the community with suspected mental health problems and their family members to deal with problems arising from their poor mental health conditions. In 2007-09, a total of 1 223 persons were served while 16 215 home visits, 96 supportive/developmental groups and 197 educational programmes were conducted.

#### ***Integrated Community Centre for Mental Wellness***

The Integrated Community Centre for Mental Wellness (the Centre) at Tin Shui Wai (TSW) is the first integrated centre providing one-stop community support and social rehabilitation services for the residents, discharged mental patients, persons with suspected mental health problems and their families/carers living in TSW. Having commenced service in March 2009, the Centre is expected to serve 450 target clients as well as 1 200 family members/carers living in TSW.

#### ***Transitional Care and Support Centre for Tetraplegic Patients***

A Transitional Care and Support Centre for Tetraplegic Patients (TCSC), with a donation of \$50 million from the Hong Kong Jockey Club Charities Trust to finance the fitting-out and recurrent costs for five years, started to commence service in March 2008. The TCSC aims at improving the conditions of the discharged tetraplegic patients in the physical, cognitive, communicative, behavioural, psychological and social aspects. It will also provide day training, residential respite services and carer's training and support services.



## SWD Review 2007-08 & 2008-09

# Services for Persons with Disabilities



### Enhancement of Services

#### ***Integrated Rehabilitation Services Centres***

To meet the need for one-stop and integrated rehabilitation services for PWD, SWD has since 2005-06, launched the Integrated Rehabilitation Services Centres (IRSCs) which comprises integrated day and residential care services for persons of varying levels of mental handicap. Currently, there are five IRSCs located in the territory to serve PWD.

#### ***Community Rehabilitation Day Centre***

Since 2006, SWD started to set up Community Rehabilitation Day Centre (CRDC) and currently, there are four CRDCs to strengthen support to discharged patients with neurological and physical impairments. CRDC aims at enhancing their physical functioning and/or their application of self-care abilities as well as domestic and community living skills so as to facilitate their integration into the community.

### Promoting Self-reliance

#### ***Vocational rehabilitation service***

The Sunnyway - On the Job Programme for Young People with Disabilities (Sunnyway) launched in October 2005 provides intensive vocational and employment services to young people aged between 15 and 25 with disabilities or early signs of mental illness. The trainees are provided with a series of employment-related services including individual counselling, 180-hour employment training, job matching, job attachment, job trial and post-placement service, so as to strengthen their capabilities in sustaining open employment.

There is also a special job attachment scheme in government bureaux/ departments implemented since February 2006. Trainees of the Sunnyway programme would acquire work habits and gain employment skills in a government work environment. In 2007-09, a total of 68 trainees benefited from this job attachment scheme.

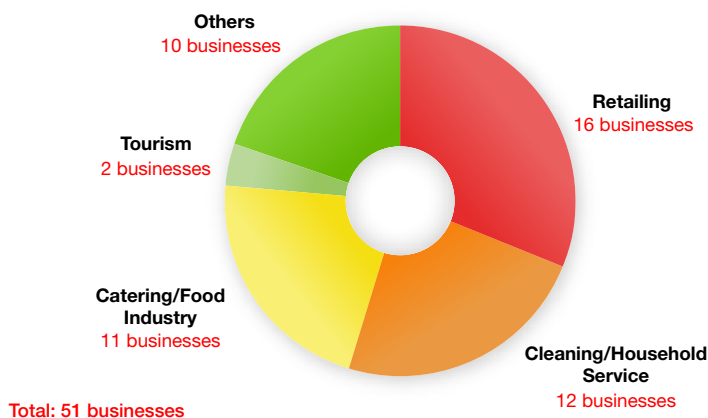
In summary, the provisions to promote self-reliance for PWD through vocational rehabilitation services include:

- 11 639 places in Sheltered Workshop (SW), Supported Employment (SE), Integrated Vocational Rehabilitation Services Centre (IVRSC), Integrated Vocational Training Centre (IVTC), On the Job Training Programme for People with Disabilities (OJT), and Sunnyway - On the Job Training Programme for Young People with Disabilities (Sunnyway) as at March 2009.
- The 'Enhancing Employment of People with Disabilities through Small Enterprise' Project (3E's Project), which is aimed at enhancing the employment of PWD through direct creation of jobs, providing seed money to NGOs to create small businesses with the condition of employing no less than 50% of PWD in the total number of persons on the pay-roll. As at March 2009, 51 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 602 employment opportunities, including 436 for PWD.

SWD Review 2007-08 & 2008-09

# Services for Persons with Disabilities

Businesses set up under 3E's Project



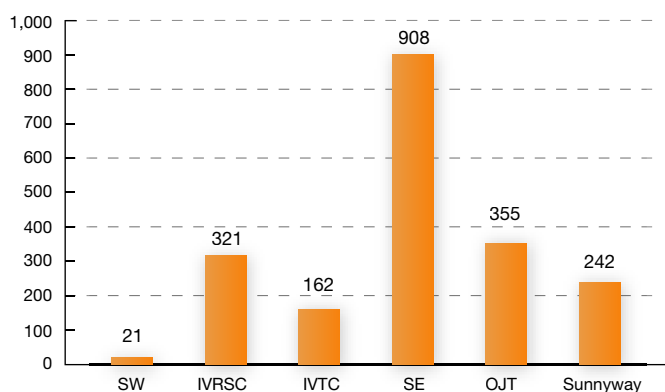
### Marketing Consultancy Office (Rehabilitation) [MCO(R)]

The objective of MCO(R) is to enhance employment and training opportunities for PWDs through innovative, effective and efficient business development and marketing approaches. Services of the MCO(R) include assisting NGOs in the setting up of social firms and small businesses under the 3E's Project, promoting the products produced and services provided by PWDs 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.

### Open Employment of Persons with Disabilities

A total of 2 009 PWD secured open employment for 6 months or above through SW, IVRSC, IVTC, SE, OJT and Sunnyway in 2007-09.

Number of PWD with open employment in 2007-09



SWD Review 2007-08 & 2008-09

## Services for Persons with Disabilities

### Continuing Community Support

#### ***Support to Persons with Disabilities Living in the Community***

SWD has implemented a new package of three-year community-based support projects since January 2009. It is aimed at strengthening the caring capability of the carers to relieve their caring burden as well as improving the quality of living for PWD 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 support service for on-the-job disabled persons and their families.

The Community Mental Health Link provides additional care and support to ex-mentally ill persons and their families in the community, including outreaching visits, networking to local resources, tangible services, etc. Major achievements of this service in 2007-09 included serving a total of 11 530 persons with 15 093 outreaching visits and 9 534 counselling hours.

The Community Mental Health Care commenced service in October 2005. It aims at providing continuous support to mental patients discharged from psychiatric hospitals and halfway houses so as to help them sustain their independent living in the community. Vocational rehabilitation services are also provided to residents idling at halfway houses in order to develop and maintain their social and economic functioning. Major achievements of this service in 2007-09 included serving a total of 3 137 persons with 36 273 home visits and 2 692 activities.

The Community Rehabilitation Day Services were launched in October 2006. It aims at providing outreaching occupational therapy training services to ex-mentally ill persons living in the community in order to help them better re-integrate into the community. In 2007-09, a total of 1 206 persons were served and 21 213 assessments and training sessions were conducted.

#### ***Funding Support to Self-help Organisations***

Funding support in an annual sum of \$8.4 million was provided to a total of 57 self-help organisations of PWD or their parents groups in 2008-10 to help the development of self-help organisations and to enhance the promotion of self-help spirit among PWD and their carers.

#### ***Registration Office of Private Residential Care Homes for Persons with Disabilities***

The Registration Office of Private Residential Care Homes for Persons with Disabilities (the Registration Office) was set up in September 2006 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. In preparation for the licensing scheme, SWD implemented a Voluntary Registration Scheme (VRS) for private RCHDs 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 March 2009, seven private RCHDs have successfully joined the VRS.

In tandem, SWD has been working on a new Code of Practice (Code) for RCHDs which will set out the requirements for compliance by RCHDs and will form part of the future statutory licensing mechanism. To this end, SWD set up a Working Group on RCHDs to review the existing Code and organised eight consultation sessions to gauge the views of parent groups, the rehabilitation sector and stakeholders. Following the consultations, SWD reported to the Legislative Council (LegCo) Panel on Welfare Services in early 2009 on the progress of the implementation of the licensing scheme, with a view to introducing the Bill into LegCo within the 2009-10 legislative session.



SWD Review 2007-08 & 2008-09

## Services for Persons with Disabilities



### IT for Persons with Disabilities in Need

#### *Central Fund for Personal Computers*

The Central Fund for Personal Computers was set up in 1997 to assist eligible PWD to acquire computer facilities for the purpose of income-generating work. By the end of March 2009, the Fund has granted a total of \$4.2 million to 313 applicants.

#### *Jockey Club IT Scheme for People with Visual Impairment*

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. By the end of March 2009, 26 organisational applications and 117 individual applications were supported with \$3.8 million committed.

### Pursuing for Excellence

#### *Hong Kong Paralympians Fund*

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 2007-09, a total of \$7.71 million was allocated. Of the \$7.71 million, \$4.13 million was allocated to the sports organisations for supporting their development of target sports, which included boccia, junior squad, riding, swimming, table-tennis, track & field, rowing, and gymnastic; \$3.48 million to the athletes with disabilities for their pursuing of sporting excellence; and \$0.1 million to the retired athletes with disabilities to assist them in their job attachment in a sports related field or other suitable employment or vocational training.

SWD Review 2007-08 & 2008-09

## Medical Social Services

### OBJECTIVES

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

As at March 2009, the Social Welfare Department (SWD) had an establishment of 381 MSWs. In 2008-09, the MSWs served around 176 000 cases.

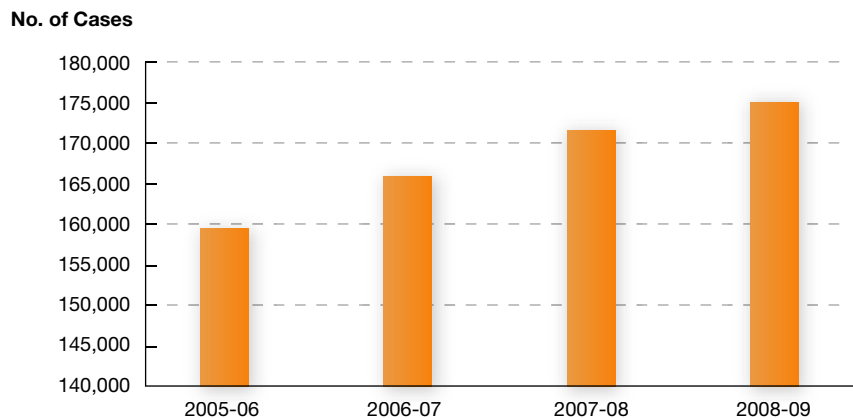
#### Distribution of MSWs in General and Psychiatric Setting



SWD Review 2007-08 & 2008-09

Medical Social Services

Total No. of Cases Served by MSWs



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.

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

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



SWD Review 2007-08 & 2008-09

## Medical Social Services



### HIGHLIGHTS OF THE PERIOD

#### Implementation of Community Mental Health Intervention Project (CoMHIP)

To support the implementation of CoMHIP launched in October 2007, six additional psychiatric MSW posts have been created in concerned MSSUs to provide social work support to the Community Psychiatric Teams (CPTs) of the Hospital Authority in serving referrals from CoMHIP operators. CoMHIP aims to provide early and intensive outreach social work intervention to assist persons aged 15 or above with suspected mental health problems. CoMHIP would also refer hard core cases to the CPTs for medical assessment and treatment.

#### Enhancement of Psychiatric Medical Social Services in Substance Abuse Clinics of Hospital Authority

Additional manpower of psychiatric medical social workers (MSWs) for four MSSUs, namely, MSSU of West Kowloon Psychiatric Centre, Castle Peak Hospital, Yung Fung Shee Memorial Clinic (sub-office at United Christian Hospital), and Prince of Wales Hospital (Psychiatric Unit) has been provided since October 2008 to render more intensive and comprehensive services to patients of Substance Abuse Clinics and their family members. The objective of the provision of these additional MSWs is to identify and engage young people involved in psychotropic substance abuse problems at an earlier stage. Apart from casework services, support services including psychosocial education for patients and their carers, group services and life skills/resilience enhancement programme, etc. have also been provided to the target service recipients.





SWD Review 2007-08 & 2008-09

## Services for Young People



### OBJECTIVES

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

### SERVICE PROVISION

- 136 Integrated Children and Youth Services Centres (ICYSCs)
- 25 Children and Youth Centres (CYCs)
- 486 School Social Work Units (SSWUs)
- 16 District Youth Outreaching Social Work Teams (YOTs)
- 5 teams of Community Support Service Scheme (CSSS)
- 1 Hotline Service for Youth-at-risk
- 1 540 full fee waiving places under After School Care Programme (ASCP)

(The above figures are as at end of March 2009)

## Services for Young People

### HIGHLIGHTS OF THE PERIOD

#### Extension of Temporary Posts

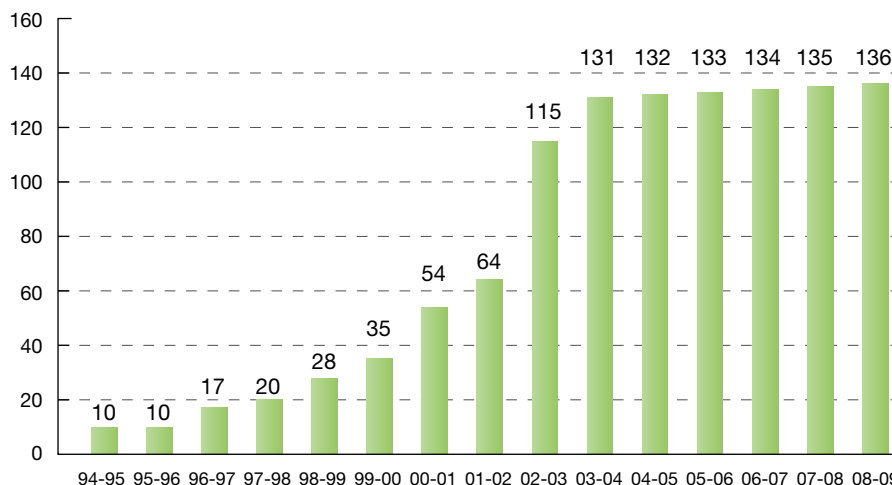
To tackle the high-rising unemployment rate among young people of junior secondary education level with little or no work experience, the Social Welfare Department (SWD) succeeded in getting resources to regularise/extend the existing temporary posts in 2007-08. These included regularising 1 100 programme assistant posts (created in April 2001 to help social workers in the organisation with activities for the disabled, elderly, family and youth) and extending 150 peer counsellor posts (created in January 2002 to help social workers in providing assistance to Form 3 school-leavers) and 2 000 youth ambassador posts (created in August 2003 to promote environmental and personal hygiene among the elderly and other community members) for one year.

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

#### Modernisation Programme of Integrated Children & Youth Services Centres

Integrated Children & Youth Services Centres (ICYSCs) aim at providing one-stop centre-based, school social work and outreach services for young people by a team of social workers under the management of one supervisor in a holistic manner. To cater for the needs of contemporary youth, SWD has been helping NGOs to form new ICYSCs either through injection of new resources and/or pooling of existing resources. As a result, the total number of ICYSCs was increasing in the past years and as at the end of March 2009, there were 136 ICYSCs throughout the territory.

Number of ICYSCs 1994-95 to 2008-09





## SWD Review 2007-08 & 2008-09

### Services for Young People



With service integration achieved through formation of ICYSCs, it was considered equally important and timely to upgrade and modernise the hardware of the centres to attract and meet the changing needs of contemporary youth. The Hong Kong Jockey Club Charities Trust and the Lotteries Fund have earmarked \$400 million on dollar-to-dollar basis for modernising 82 ICYSCs in four batches over a period of six years starting from 2002-03. Up to March 2009, 80 ICYSCs completed the modernisation works.

#### Enhancement of Community Support Service Scheme

To tackle the youth drug abuse problem, an additional recurrent provision of \$2.35 million was allocated in 2008-09 to enhance the manpower of five NGO-run Community Support Service Scheme Teams. The service was strengthened with additional social workers and other resources to facilitate early identification of youth prone to drug abuse and timely referral of them for appropriate drug treatment and rehabilitation services.

#### District Support Scheme for Children and Youth Development

With effect from 2005-06, SWD has been provided with an annual recurrent new 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. 40% of the new 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. The Scheme has been implemented since September 2005 with a total of 20 588 and 26 741 beneficiaries in 2007-08 and 2008-09 respectively.

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

The SWD provides annual recurrent funding of \$15 million 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.



## SWD Review 2007-08 & 2008-09

# Services for Young People



### Committee on Services for Youth at Risk

The Committee on Services for Youth at Risk, set up in 1993, is a multi-disciplinary forum chaired by the Director of Social Welfare to examine current youth issues and recommend measures to address the changing and multi-farious needs of young people. To keep the Committee's work up-to-date, the Committee's membership and terms of reference were revamped in March 2005. To further enhance the representation of the Committee, a youth representative has been appointed as a member of the Committee since March 2007.

### Family Conference

In August 2005, SWD, together with the Hong Kong Police Force, reviewed the scheme of Family Conference (FC) for children/juveniles aged between 10 and below 18 and cautioned under the Police Superintendent's Discretion Scheme in order to enhance support for young offenders and to streamline the operational steps. The objectives of FC are to bring together the cautioned juveniles and their family members as well as relevant professionals at an early stage to assess the needs of the juveniles and to draw up follow-up plans to address their needs.

### District Youth Outreaching Social Work Teams

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 Work Teams (YOT) 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 of \$4.10 million was injected in 2008-09 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.

### Overnight Outreaching Services for Young Night Drifters

Following the review on the overnight outreaching services for young night drifters (YNDs) in October 2003, the multi-faceted roles and wide-ranging services provided by the overnight outreaching teams in addressing the various needs of YNDs were agreed among stakeholders concerned. To address the changing needs of YNDs, additional annual recurrent resources of \$13.6 million had been injected since August 2005 so that manpower of each of the 18 designated ICYSCs was strengthened with an additional two to three social workers. Furthermore, new recurrent resources of \$5.8 million was injected in 2008-09 to enhance the staff provision of 18 designated ICYSCs providing overnight outreaching services for YNDs in order to provide effective prevention, early identification and timely intervention to at-risk youths being vulnerable or exposed to drug abuse.



## SWD Review 2007-08 & 2008-09

# Services for Offenders



### OBJECTIVES

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

- 12 Probation Offices
- 1 Community Service Orders Office
- 2 Community Support Service Centres
- 5 Social Service Centres for Ex-offenders
- 6 Hostels for Ex-offenders
- 1 Correctional/Residential Home
- Young Offender Assessment Panel
- Post-Release Supervision of Prisoners Scheme

(The above figures are as at end of March 2009)

SWD Review 2007-08 & 2008-09

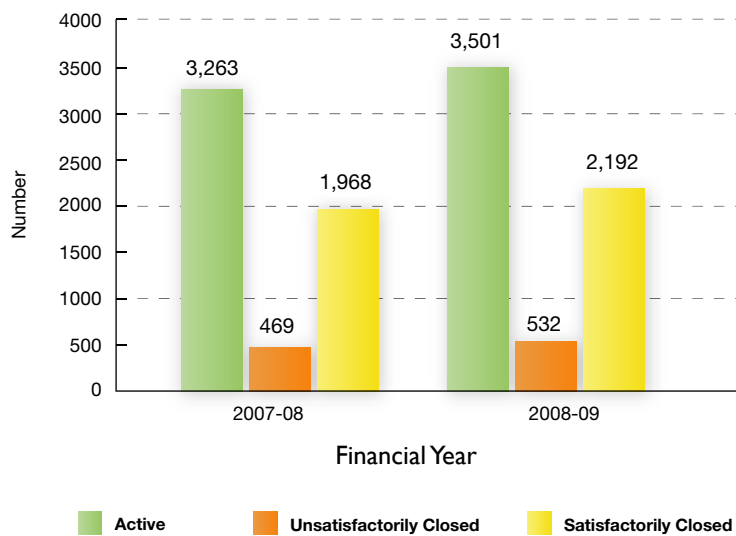
Services for Offenders

**COMMUNITY-BASED REHABILITATION SERVICES**

Community-based rehabilitation services include Probation Service, Community Service Orders (CSO) Scheme and Community Support Service Scheme (CSSS). The number of supervision cases served under Probation Service and CSO Scheme as well as the number of membership of CSSS for 2007-08 and 2008-09 are as follows:

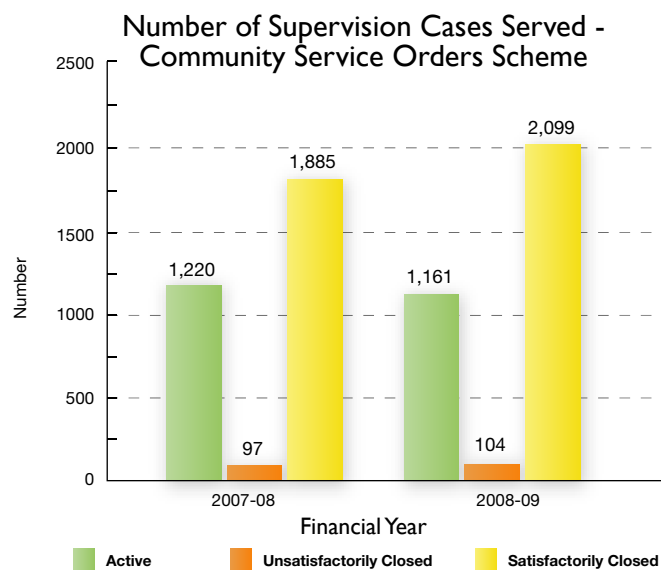
**Probation Service**

Number of Supervision Cases Served - Probation Service



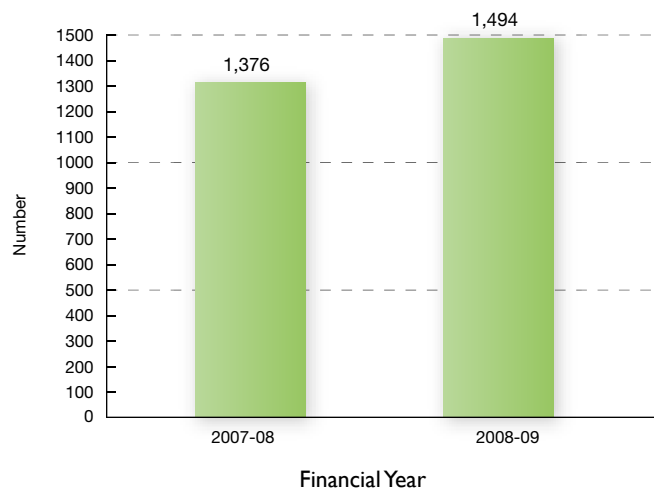
## Services for Offenders

### Community Service Orders Scheme



### Community Support Service Scheme

#### Number of Membership - Community Support Service Scheme



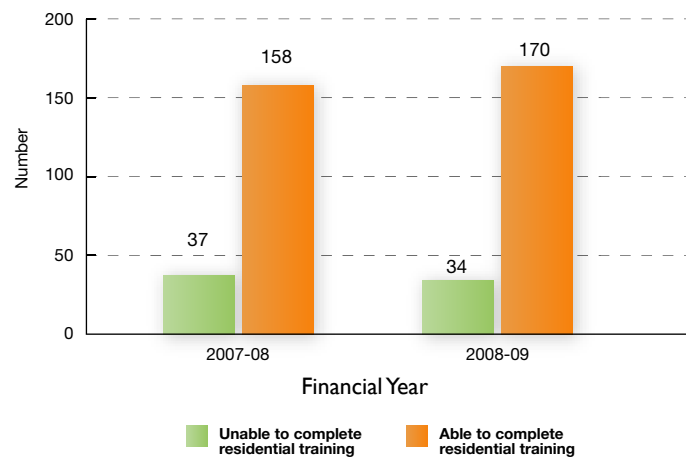
## Services for Offenders

### CORRECTIONAL/RESIDENTIAL HOME

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 of place of refuge/remand home/place of detention for 2007-08 and 2008-09 are 3 572 and 3 915 respectively. The number of discharged cases for the approved institution (probation home) and reformatory school for 2007-08 and 2008-09 are as follows:

#### Approved Institution (Probation Home) and Reformatory School

Number of Discharged Cases –  
Approved Institution (Probation Home) and Reformatory School





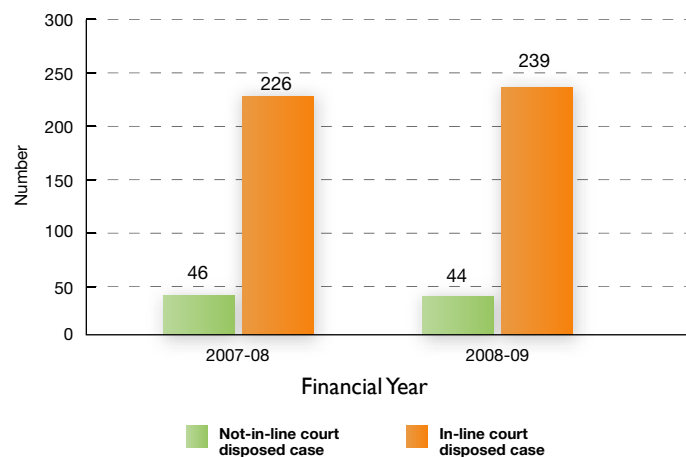
## Services for Offenders

### JOINT VENTURE WITH THE CORRECTIONAL SERVICES DEPARTMENT (CSD)

The two services operated in joint venture with the Correctional Services Department (CSD) for young offenders and adult discharged prisoners are the Young Offender Assessment Panel and the Post-Release Supervision of Prisoners Scheme respectively.

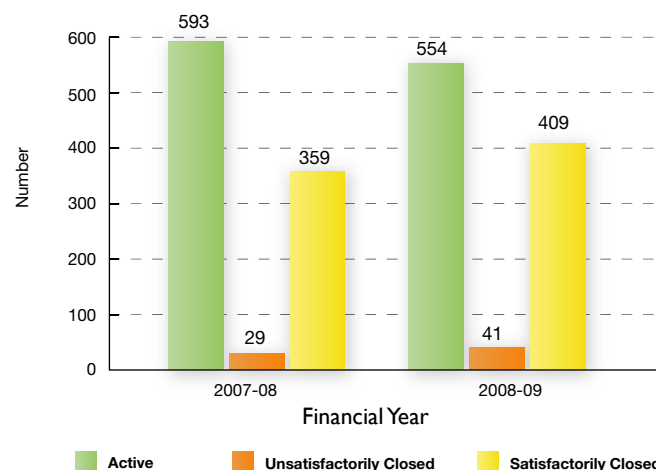
#### Young Offender Assessment Panel

Number of Cases Served - Young Offender Assessment Panel



#### Post-Release Supervision of Prisoners Scheme

Number of Supervision Cases Served - Post-Release Supervision of Prisoners Scheme





SWD Review 2007-08 & 2008-09

## Services for Drug Abusers

### OBJECTIVES

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

- 14 Drug Treatment and Rehabilitation Centres
- 2 Centres for Drug Abusers, Ex-drug Abusers and their Family Members
- 7 Counselling Centres for Psychotropic Substance Abusers

(The above figures are as at end of March 2009)

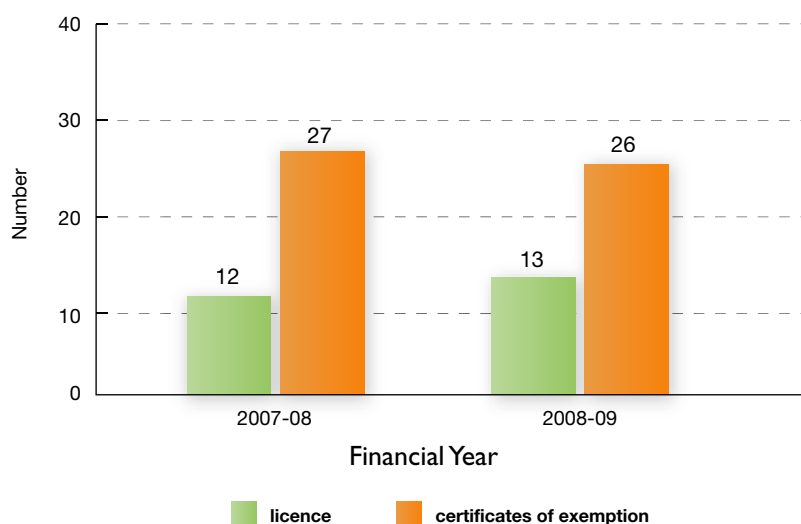
## Services for Drug Abusers

### HIGHLIGHTS OF THE PERIOD

#### Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance

The Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance 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 only applicable to treatment centres existing before the commencement of the Ordinance, i.e. before 1 April 2002). In the financial years of 2007-08 and 2008-09, SWD issued or renewed licences/certificates of exemption to 39 government-subservent or self-financing and non-profit-making treatment centres according to the aforesaid Ordinance with the distribution as follows:

No. of licences and certificates of exemption issued



#### Counselling Centres for Psychotropic Substance Abusers

The Counselling Centres for Psychotropic Substance Abusers (CCPSAs) aim at providing counselling and assistance to occasional/habitual psychotropic substance abusers and young people who are at risk with a view to assisting them to abstain from using psychotropic substance. To tackle the problem of increasing young psychotropic substance abusers, five CCPSAs as specialised teams were provided with an additional allocation of \$3.7 million per annum with effect from April 2007 for three years. Each CCPSA was strengthened with an additional provision of three social workers and programme expenses for enhancing the outreaching services for young psychotropic substance abusers and the collaboration with stakeholders concerned in the identification and intervention process. In 2008-09, two new CCPSAs were set up making up a total of seven CCPSAs to meet the increasing service demand.



## SWD Review 2007-08 & 2008-09

# Community Development



### OBJECTIVES

The Social Welfare Department (SWD)'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 Community Centres
- 18 Neighbourhood Level Community Development Projects
- 1 Care and Support Networking Team

(The above figures are as at end of March 2009)

### HIGHLIGHTS OF THE PERIOD

#### Care and Support Networking Team

Care and Support Networking Team (CSNT) 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 reintegrate them into the community through provision of outreaching, casework, group work and supportive services. Upon service review in 2006, CSNT was approved to continue operation till June 2009.

SWD Review 2007-08 & 2008-09

## Volunteering

### PROMOTION OF VOLUNTEER SERVICE

The Social Welfare Department (SWD) has been actively promoting volunteer service since 1998 to foster a spirit of participation and dedication for building up a caring and harmonious community. On top of launching a new series of thematic poster and the promotional video on family volunteering, a series of promotional programmes, including 'Volunteer Movement 10<sup>th</sup> Anniversary Programmes' and 'Hong Kong Volunteer Award Presentation Ceremony', were organised throughout these two years. In addition, significant achievements were attained in the following areas:

#### Corporate Volunteering

SWD has offered a wide range of support services, including seminars on corporate volunteering, corporate volunteer training courses, consultancy service and a mentor scheme for the newly formed corporate volunteer teams. To encourage more corporations to join volunteering, SWD organised 'Best Corporate Volunteer Service Project Competition' in 2007-08, with very positive response.

#### Student and Youth Volunteering

The 'Hong Kong Outstanding Youth Volunteers Scheme' has been held annually since 2000 to recognise the contribution of youth volunteers. To widen their exposure, 40 outstanding youth volunteers selected in 2007-08 and 2008-09 were arranged to visit Guangdong and Shanghai for exchange and serve the community as volunteer ambassadors. Besides, the 'V-are-one Youth Community Service Project' was organised in 2007 and 2008 to encourage youth volunteers to serve the community.

#### Volunteering in Community Organisations

In the past two years, SWD organised the 'Caring for Our Community' programme twice to encourage residents in housing estates to join volunteering while 100 resident volunteer teams were formed. They well demonstrated mutual help spirit in serving the needy groups in the community.

#### Achievement

By 31 March 2008, 679 282 individuals and 1 777 organisations have registered to join volunteer service and they delivered over 19 million hours of volunteer service in 2007.

By 31 March 2009, 804 967 individuals and 1 903 organisations have registered to join volunteer service and they delivered over 20 million hours of volunteer service in 2008.



## SWD Review 2007-08 & 2008-09

# Other Support

## SUBVENTIONS

### Lump Sum Grant Subventions

The Lump Sum Grant (LSG) subvention system, which aims to improve the delivery of welfare services through greater flexibility in resources deployment, has been implemented since 1 January 2001. By the end of 2008-09, 162 NGOs have switched to this new funding mode, accounting for about 99% of the total subventions. The Social Welfare Department (SWD) provides a one-stop service together with advice, guidance and support to non-governmental organisations (NGOs) in issues relating to performance monitoring and subventions matters.

### Service Performance Monitoring System

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

- encourage service operators to take greater accountability for the performance of their service units under corporate governance
- enable early detection and intervention of problem performance under risk management
- achieve cost-effectiveness in service performance monitoring for the provision of high quality welfare services

The SPMS includes:

- submission of self-assessment report on Essential Service Requirements, Service Quality Standards, Output and Outcome Standards
- submission of variance report on the performance of Output Standards and Outcome Standards by service operators
- conducting review visits and on-site assessment for selected service units to assess their implementation of the above by SWD

### Charitable Fund-raising

Under Section 88 of the Inland Revenue Ordinance, the Inland Revenue Department grants tax exemption to charitable institutions or trusts of a public character. The Director of Social Welfare issues Permits under Section 4(17)(i) of the Summary Offences Ordinance for any collection of money or sale or exchange for donation of badges, tokens or similar articles for charitable purposes in public places while the Secretary for Home Affairs issues Permits for fund-raising activities of other purposes under Section 4(17)(ii), and the Commissioner for Television and Entertainment Licensing issues licences under the Gambling Ordinance for the conduct and sale of lotteries.

To improve the transparency and accountability of charitable fund-raising activities, SWD promulgated the "Reference Guide on Best Practices for Charitable Fund-raising Activities" (the Guide) in November 2004 after consulting the public and the Charities, and on the advice of the Legislative Council Panel on Welfare Services, the Social Welfare Advisory Committee and the Lotteries Fund Advisory Committee. The Guide covered best practices in the areas on Donors' Right, Fund-raising Practices and Financial Accountability. Charities are encouraged to adopt these best practices voluntarily for their fund-raising activities. The public is also encouraged to use the Guide as a reference against which the performance of a Charity in fund-raising can be measured.



## SWD Review 2007-08 & 2008-09

# Other Support

## INFORMATION TECHNOLOGY (IT)

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

## HIGHLIGHTS OF THE PERIOD

### Use of Portable Electronic Storage Devices

To strengthen information security, SWD has reviewed and revised its policies and guidelines on information security, with emphasis on protection against possible loss of classified data, including personal data, arising from the use of portable electronic storage devices. USB flash memory sticks with built-in encryption capability have been provided, under proper authorisation, to staff in case there is genuine operational need for them to store restricted or personal data onto a portable electronic storage device.

### Implementation of the Client Information System

The Client Information System (CIS) is a significant IT initiative under ISS Phase II of SWD. It will provide a workflow-based database which collects and shares client and case data across SWD for operational, management and planning purposes. The CIS project is under development and targeted to complete in 2010-11.

### IT Strategy for the Social Welfare Sector

- The Joint Committee on Information Technology for the Social Welfare Sector (JCIT) chaired by the Director of Social Welfare endorsed the revised IT Strategy for the Social Welfare Sector in October 2004. The revised IT Strategy sets out the framework for deploying IT to underpin corporate governance and business development of NGOs and encourages sharing of IT knowledge, experience and applications.
- JCIT has considered, in accordance with the IT Strategy, IT initiatives under the Business Improvement Project Scheme for NGOs and made recommendations for funding. Based on its recommendations, a total of \$5.4 million were approved by the Lotteries Fund Advisory Committee in 2007-09 for four IT projects covering human resource management and service delivery. The implementation of the Three Batches of the Core Application Development Project on Human Resource Management and Financial Management for 26 NGOs with 43 systems funded by Lotteries Fund was completed in January 2009.

## HUMAN RESOURCES MANAGEMENT

With a workforce of 5 032 staff of which 4 008 in 30 grades are departmental staff (around 2 000 in social work stream and 1 400 in social security stream), SWD is committed to adopting a proactive and integrated approach to manage human resources effectively and building a professional, dedicated and satisfying workforce.

The mission of the Human Resources Management (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.

## Other Support

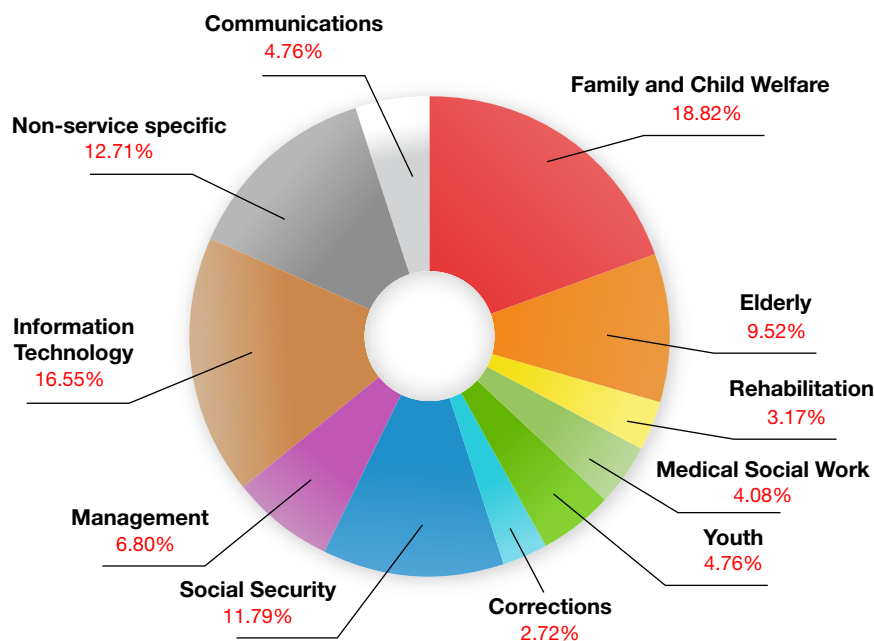
### Grade Management Section (GMS)

The GMS aims to develop a more focused, systematic and integrated approach for the management of Departmental and Common Grades as well as Model Scale I staff in terms of career development and training, performance management, posting and transfer, recruitment and promotion, and manpower planning. The departmental posting policy and mechanism has been in place since May 2002 and was last revised in November 2007. The posting mechanism and work categories for the Departmental, Common and Model Scale I grades staff have been reviewed with a view to meeting the operational needs and new mode of service delivery of SWD. To facilitate the smooth transfer of staff in and out of the Tuen Mun Children and Juvenile Home, a review on the swapping mechanism for the Social Work Assistant Grade was launched in 2008-09 and will be completed by mid 2009-10. To enhance the communication with and show concern to the grade members in their work settings as well as to listen to their views and concerns, the GMS conducted a total of 85 and 58 goodwill visits to service units in the districts and headquarters and 458 and 578 career interviews with grade members in 2007-08 and 2008-09 respectively.

### Staff Development and Training Section (SDTS)

The SDTS, comprising the HRM Development Unit, the Training Unit and the Training Administration Unit, is responsible for the formulation and implementation of the annual training and development plan and other HRM initiatives to enhance business efficiency and career development of staff members. SDTS organised and coordinated 630 programmes for about 12 300 participants from SWD, other government departments and NGOs in 2007-08 and 670 programmes for about 14 600 participants in 2008-09. The analyses are shown at Tables 1 to 4 below.

Table I - Analysis of training programmes 2007-08





## Other Support

Table 2 - Analysis of training programmes 2008-09

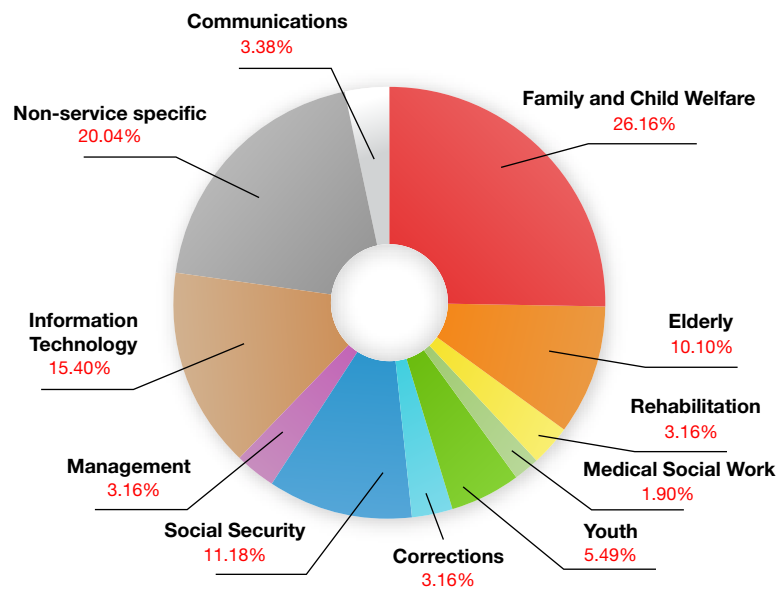
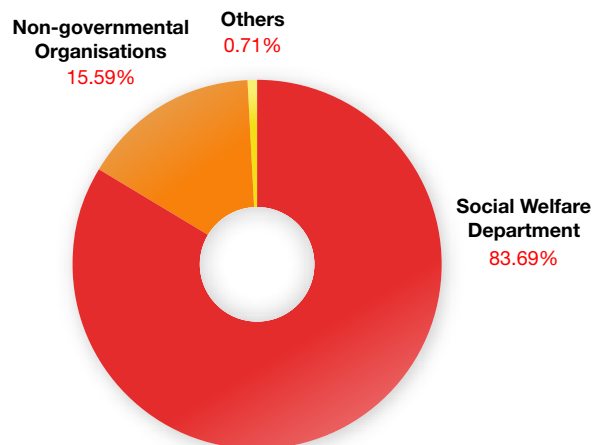
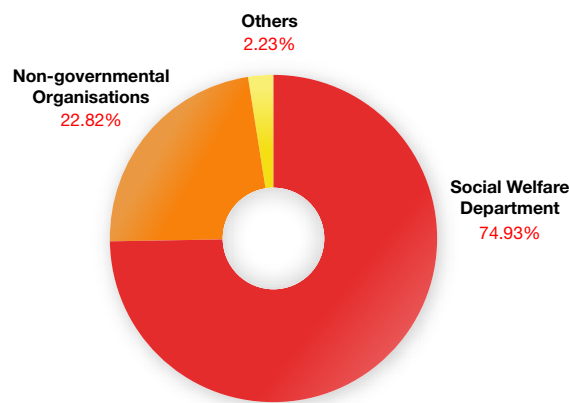


Table 3 - Analysis of trainees 2007-08



## Other Support

Table 4 - Analysis of trainees 2008-09



Strengthening training on handling domestic violence and crises for SWD staff and related disciplines of both the Government and NGOs remained a priority in 2007-08 and 2008-09. The number of training programmes, including the handling of child abuse, spouse battering, elder abuse, sexual violence, suicide and family crises, went up from 45 in 2007-08 to 62 in 2008-09 with the increase of participants from 1 500 SWD staff and 800 personnel from NGOs and other government departments to over 2 000 SWD staff and 1 400 personnel from other sectors respectively. On top of basic training, advanced programmes with focus on risk assessment and intervention, clinical skills, post-trauma care for victims and treatment for batterers were conducted specifically for building up expertise of frontline practitioners in face of the growing complexity of the violence cases.

A Knowledge Management (KM) system was developed and rolled out in November 2007 for the specialised service of Family and Child Protective Services Units (FCPSUs). The system including five KM strategies, namely Work-based Orientation Checklist (WBOC), Clinical Reference on Handling Battered Spouse Cases, Community of Practice, Topical Sharing and Portal, provided officers in FCPSUs and SWD as a whole with a mechanism and tools to capture, retain and share the knowledge, experience and wisdom generated through practice. It not only helped orientate and enable caseworkers newly posted to FCPSUs to take up the job responsibilities within a short time frame, but also supported our caseworkers to meet the pressing demand for enhancing service quality as well as professional development.

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 2007-08 and 2008-09 with a view to enhancing their job competency in meeting work challenges. In 2008-09, a total of 56 training programmes were organised for over 1,800 social security staff. Among them, 22 training programmes were arranged 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.

To facilitate staff's orientation to new posts as well as supervisor's coaching of new staff, SWD continued to develop WBOC in 2007-08 and 2008-09. The WBOC integrates learning with work and serves as a learning guide for staff newly posted to a service setting to map out their individual learning paths for acquiring the essential skills and knowledge of their new responsibilities. In 2007-08 and 2008-09, WBOC was developed for staff of the Central Office for Volunteer Service and Social Security Assistants working in the Social Security Field Units.

Launched in March 2003, the e-learning portal provides more than 170 learning resources/reference materials to facilitate the development of a continuous learning and sharing culture within SWD. Social workers of NGOs/Hospital Authority have also been given access to this learning system since 2005-06. To reduce staff release problem for classroom training, a blended learning solution approach, i.e. a mixed mode of e-learning courses and classroom training in course design, continued to be pursued by SDTC in 2007-08 and 2008-09.



## SWD Review 2007-08 & 2008-09

# Other Support

### SWD RECREATION CLUB AND STAFF VOLUNTEER SERVICE

In 2007-08 and 2008-09, 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

- Sponsorship in supporting district's sport/recreational activities, e.g. the BBQ cum Golf Fun Day, the Horse-riding cum BBQ Fun Day, the hiking in Ma On Shan/Ngong Ping, an outing to Kadoorie Farm and Botanic Garden and badminton/basketball activities, was provided.
- Sponsorship in supporting staff to join competition events, e.g. Dragon Boat Racing Competition, Ma On Shan Cup 8K in 2008 and Standard Chartered Hong Kong Marathon 2009, was provided.
- 33 interest classes, such as Yoga class, Tai Chi class, Chinese Calligraphy class, Cooking class, Line Dance class and four interest groups, namely the Chorus, the Chinese Orchestra Group, the Basketball Team and the Football Team, were organised.

#### Staff Volunteer Service

- To continue promoting the mission of 'building a more caring community', SWD has always been promoting volunteerism amongst its staff. The Staff Volunteer Team actively took part in volunteer activities, such as the 'Civil Service Volunteer Action' Launching Ceremony cum Tree Planting Day in May 2007 and the 'Sharing Moon Cakes with Singleton Elderly' in September 2007.
- The Staff Volunteer Team participated in the Project 'Angels' Act' by paying regular concern visits and arranging outdoor activities for wards of the Director of Social Welfare (DSW) under institutional care, with a view to enabling the latter to enjoy the sweetness and pleasure of family life during holidays. As at the end of March 2009, 120 volunteers including staff and family members formed 35 teams to serve 35 DSW wards in the Project.
- 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 for the years of 2008 and 2009.

#### Major Staff Activity

A banquet celebrating the 50<sup>th</sup> Anniversary of the Social Welfare Department was held in November 2008. Over 860 SWD staff members and guests joined the dinner and shared the joy together.



SWD Review 2007-08 & 2008-09

## District Highlights

Central Western, Southern and Islands District

Eastern and Wan Chai District

Kwun Tong District

Wong Tai Sin and Sai Kung District

Kowloon City and Yau Tsim Mong District

Shum Shui Po District

Sha Tin District

Tai Po and North District

Yuen Long District

Tsuen Wan and Kwai Tsing District

Tuen Mun District



SWD Review 2007-08 & 2008-09

## District Highlights

### CENTRAL WESTERN, SOUTHERN AND ISLANDS DISTRICT

#### Districts Merger and District Welfare Planning Mechanism

The then 'Central Western and Islands District Social Welfare Office' and the then 'Southern District Social Welfare Office' were merged as the 'Central Western, Southern and Islands District Social Welfare Office' (CW/S/IDSWO) in September 2007. A district welfare planning and coordinating committee was formed in January 2008 to enhance multifaceted cooperation among organisations in the district and formulate district-based welfare plan. In March 2008, the CW/S/IDSWO organised a district forum cum collaboration project exhibition with the theme on 'Cherishing our Family and Building up a Harmonised Community' to promote cross-sector collaboration and sharing.

#### 'Strengthening Family and Combating Violence'

The CW/S/IDSWO launched a series of thematic activities on 'strengthening family and combating violence' jointly with service units in the district to promote the message on family harmony and prevention of domestic violence. The activities included innovative drawings and short essays competitions. Apart from that, the CW/S/IDSWO also organised a thematic seminar on 17 January 2009 on combating domestic violence. A total of 240 citizens in the district attended the seminar. The awarded drawings were produced as bookmarks for distribution and displayed on bus body for publicity.

#### Tai O Community Support Project

The residents of Tai O, Lantau Island, encountered severe rainstorm and flooding in June and September 2008 respectively. The CW/S/IDSWO, the Emergency Relief Unit of the Social Welfare Department (SWD) and non-governmental organisations (NGOs) participated in the emergency relief work in Tai O with government departments concerned. After disasters, the Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre organised a 'Love · Tai ~ Concern Remote Families Project' jointly with the Hong Kong International Airport, Cathy Pacific and China Light & Power Hong Kong Limited from July to November 2008 for the purpose of strengthening community support. The project successfully engaged more than 50 volunteers, conducted 17 concern visits to more than 250 elders and families, and organised 16 tea gatherings at remote villages. The feedback from local residents and volunteers was very encouraging. A 'Good Person Good Story Recognition Ceremony' was held on 29 November 2008 at Tai O Rural Committee to show the spirit of neighbourhood care and support in Tai O.

SWD Review 2007-08 & 2008-09

## District Highlights

### EASTERN AND WAN CHAI DISTRICT

#### Eastern & Wan Chai District Carers' Award Presentation Dinner cum Talk on Dementia

Through the joint venture of the Eastern and Wan Chai District Coordinating Committee on Elderly Services and the Lions Club of Harbour View, the 'Eastern & Wan Chai District Carers' Award Presentation Dinner cum Talk on Dementia' was held on 27 February 2009 night. It aimed at recognising the contribution of the carers and heightening the public's concern towards demented elderly in the district. There were around 500 participants joining the function, half of whom were carers. Overall speaking, the participants deemed the event very meaningful.

#### Eastern & Wan Chai Volunteer Award Presentation 2009

The 'Eastern and Wan Chai Volunteer Award Presentation 2009 cum Volunteer & E-Project Competition Award Presentation' was held on 10 January 2009. More than 300 volunteers from 52 NGOs, government departments, corporations and local organisations were awarded with golden, silver or bronze medals according to their volunteer service hours and contributions in 2008.

Eight winners of the 'Volunteer & E-Project Competition' shared their valuable volunteer experience with the participants. The sharing of their respective winning projects plus the gimmick of the ceremony has built up a climax for this programme. The slogan plus the swinging of little hand drums by all the participants rendered this afternoon programme a memorable and meaningful time for all.

#### Inclusive Art Exhibition 2008

The Eastern and Wan Chai District Co-ordinating Committee on Rehabilitation Service, with concerted effort of the persons with disabilities (PWD), the ethnic minorities and the elders, held a three-day 'Inclusive Art Exhibition 2008' at Hong Kong Central Library from 24 to 26 October 2008 to show to the public the art talent of PWD/the ethnic minorities/the elders and promote social inclusion, mutual caring and concern in the community. The Exhibition kicked off on 24 October 2008 with an opening ceremony cum art performance in which the disabled artists Ms Liu Tung-mui and Ms Lo Pui-yung on-the-spot demonstrated their painting skills while PWD, Nepalese and elders performed African drumming, martial art and singing. Throughout the three days' programme, PWD/ethnic minorities/elders totally conducted six workshops under the theme of 'Acceptance, Care, Support' and shared with the public 156 pieces of their art productions. The activities of the Exhibition had attracted around 3 000 attendance. It successfully drew the public's attention to the art talent and creativity of PWD/ethnic minorities/elders and promoted social inclusion and harmony.

SWD Review 2007-08 & 2008-09

## District Highlights

### KWUN TONG DISTRICT

#### Enhancing Family Harmony and Promoting Community Integration

With a view to strengthening and extending community network to support needy families and vulnerable groups, nurturing and promoting family harmony and community integration, the Kwun Tong District Social Welfare Office (KTDSWO) put forth and implemented various district programmes, service projects and initiatives under the collaborative efforts of related service units in the district. In the years 2007-09, a series of programmes and projects tailor-made to meet the needs of specific target groups was developed and implemented under the joint efforts of the Kwun Tong District Coordinating Committees and Local Committee as well as community partners. These programmes helped to promote 'healthy family and community harmony' and 'care and respect for the elderly', to enhance 'inter-generation relationship' and 'neighbourhood support network' and to advocate 'concern and appreciation to the disabled towards community integration'.

Building on local support and network, the KTDSWO spearheaded two district programmes in 2007 and 2008 to promote family harmony and community integration which received favourable remarks from local stakeholders. To combat domestic violence, the KTDSWO also carried out publicity and community education through the mounting of mega wall banners with slogans to promote the importance of family care and concern, at strategic and eye-catching locations in Kwun Tong so as to foster a wider community impact.

#### Community Networking Project on Redevelopment of Lower Ngau Tau Kok Estate

Following the announcement of the Housing Department about the redevelopment of Lower Ngau Tau Kok (Phase II) Estate, the KTDSWO kick-started a community networking project, namely 'Community Networking Project on Redevelopment of Lower Ngau Tau Kok Estate' (the Project), in collaboration with related government departments and community organisations, and set up a Coordinating Committee in September 2007 to steer the Project implementation. The Project provides a platform to enhance cross-sector and cross-service collaboration through coordinated strategies for early identification of needy families (e.g. elders living alone, single parent families and families with new arrivals or disabled family members), and through mobilising volunteers to tackle the predicaments encountered by the needy families and facilitate their re-establishment of support network and early integration into the new community. Funded by the Kwun Tong District Council, the Project, in 2007-08 and 2008-09, recruited, trained and mobilised over 250 volunteers from different sectors to proactively carry out massive publicity programmes, activities and concern visits. About 1 100 needy households out of a total of about 3 700 were identified and provided with concrete support and assistance in housing unit selection through balloting and related matters in face of the impending redevelopment. To tie in with the re-development progress, the Project would continue to provide necessary support for needy households over home removal and re-establishment of support network in the new neighbourhood in the months ahead.

#### Reprovisioning and Service Enhancement of Integrated Family Service Centres

Alongside with the development of Integrated Family Service Centres (IFSCs), both hardware and software of IFSCs in Kwun Tong have been strengthened and enhanced with a view to facilitating their delivery of a continuum of preventive, supportive and remedial services. Among others, two IFSCs of the KTDSWO, viz. Kai Ping IFSC and Kwun Tong IFSC, were reprovisioned to location within their catchment areas in August and September of 2008 respectively. A Joint Opening Ceremony for these two reprovisioned IFSCs was held on 22 November 2008. With their better accessibility and enhanced physical setting in terms of size, facilities, etc., both IFSCs could enhance their delivery of one-stop services to the needy with support from the community partners. After their reprovisioning, a sharp increase of about 50% in the drop-in rate of these two IFSCs has been noted, which marks a significant step forward in serving the community. Building on the above enhancement, the KTDSWO has taken forward a number of district initiatives to build and extend the community network as well as strengthen support for families taking on board IFSCs as a solid base and an effective platform for sustained development and for addressing the needs of individuals and families living in different localities of the district.

SWD Review 2007-08 & 2008-09

## District Highlights

### WONG TAI SIN AND SAI KUNG DISTRICT

#### Enhancing Community Support, Promoting Family Harmony

Enhancing Community Support, Promoting Family Harmony and Preventing Domestic Violence were the main work objectives of the Wong Tai Sin and Sai Kung District Social Welfare Office (WTS/SKDSWO). Apart from continuous community education and encouraging collaboration of stakeholders within proximity, appropriate assistance was provided to families in need through the existing network of integrated family services, family support programmes and neighborhood support projects. For the past two years, community partners under the platform of the District Coordinating Committee on Family and Child Welfare Services were involved to launch a series of programmes echoing the theme of 'Strengthening Families and Combating Violence' to promote positive messages on 'Family Harmony', 'Neighborhood Support in Fostering Harmony' and 'Do Not Leave Children Unattended'. Training of front line social workers and related professionals was strengthened by organising a number of sharing sessions and a large-scale seminar to enhance their understanding on the proper handling procedures on suspected child abuse cases, especially on early identification of high risk cases for intervention.

#### The 'Happy Living Community Campaign'

To further promote the concept of mental health in a positive way, the WTS/SKDSWO continued to launch the 'Happy Living Community Campaign', via the platform of its six District Coordinating Committees. Through the joint efforts of different professionals, including social workers, clinical psychologists, doctors, nurses, headmasters, teachers and district council members, etc., various activities such as publicity, training, echo projects, seminars, etc. were implemented. In the past two years, a total of more than 300 'happiness coaches' were trained and they launched 38 echo projects in the district. Participating organisations included social welfare organisations, self-help groups, kindergartens, primary and secondary schools.



SWD Review 2007-08 & 2008-09

## District Highlights

### KOWLOON CITY AND YAU TSIM MONG DISTRICT

#### New Platform for Service Promotion

With the concerted efforts of Kowloon City and Yau Tsim Mong District Social Welfare Office (KC/YTMDSWO) and other government departments concerned to clear the black spot of street sleeping at Tsim Sha Tsui Star Ferry Pier in mid 2007, a kiosk operated in the mode of social enterprise was set up for trial run and a platform for promotion of welfare service was developed at this appealing location. Up to March 2009, 133 promotion activities were conducted by 34 welfare organisations during weekends and Sundays on a variety of themes, namely family harmony, creative arts by youth, mental health, social inclusion of the disabled, racial harmony, and promotion of volunteer service and sense of worthiness among the elders. The effect of this new promotion platform was very encouraging.

The KC/YTMDSWO and the police also developed collaboration on publicity of crime prevention by reaching out to the public. KC/YTMDSWO co-ordinated welfare service units to set up mobile promotional counter with the police on streets with high pedestrian flow and distribute publicity materials on issues such as combating domestic violence, staying away from drugs and beware of deception. The public was also reminded to seek help at early stage.

#### New Area of Volunteer Service

In addition to close cooperation with volunteer groups from different sectors, the KC/YTMDSWO has actively worked with religious organisations and nine self-financing neighborhood centres which came into operation in recent years to develop the network of long-term volunteer service in the district. With the abundant expertise of volunteers from various professions in this pool, thematic volunteer service projects such as medical and nursing care, performing arts and information technology were launched to reach out to the target groups. The KC/YTMDSWO published a Chinese book, namely, 《「義軍」崛起》(The meaning in English is the rising army of volunteers.) at the end of 2008 to share the experience and collaboration process with the religious organisations at district level.

Promotion of volunteer service rendered by service users was another focus of the KC/YTMDSWO over the years. Through the special effort of our service units, service users including young people under the supervision of the Director of Social Welfare, singleton elders and single parents were encouraged to join volunteer service to widen their exposure as well as to provide peer support to the needy by sharing their personal experience.

#### New Move in Service Collaboration

Over the past two years, the KC/YTMDSWO continued to strengthen the cooperation amongst welfare service units of each sub-area in the district. In 2008, a team building workshop was organised to facilitate unit-heads and core front-line workers in the same sub-area to develop in-depth understanding and mutual trust among themselves for their future collaboration.

On the foundation of 'sub-area-based' cooperation, the KC/YTMDSWO strategically made use of the collaborated force among service units in each sub-area to carry out a variety of community care projects for the underprivileged through annual programme or on special occasions such as 10<sup>th</sup> Anniversary of the Establishment of HKSAR and 2008 Olympic Games. With their established collaboration experience, service units in the same sub-areas also joined hands in bidding various pilot projects to support their serving areas. Among others, 'Carer Training Program' and 14 'Neighbourhood Active Ageing Pilot Projects' were most impressive. These proactive projects, with the focus of training up more carers, enlisting neighbourhood support to the hidden elders and strengthening the preventive work on elder abuse and suicide, would surely further consolidate the support network for the residents in each sub-area.

SWD Review 2007-08 & 2008-09

## District Highlights

### SHAM SHUI PO DISTRICT

#### 'Enhancing Capacity • Embracing Challenge'

With 'Enhancing Capacity • Embracing Challenge' as the work objective in 2007-08 and 2008-09, the Sham Shui Po District Social Welfare Office (SSPDSWO) mobilised community resources, developed local support network and promoted mutual care at neighbourhood level to effectively strengthen and support families.

#### So Uk Estate Redevelopment Project

In light of So Uk Estate Redevelopment Project, the SSPDSWO lined up Salvation Army So Uk Estate Community Service Team with the Integrated Family Service Centres, District Elderly Community Centres, Neighbourhood Elderly Centres, Integrated Home Care Service Team as well as Build Homes with Hearts Sun Hung Kai Properties Volunteer Team to enhance communication and foster collaboration in providing supportive services for the residents of So Uk Estate affected by the redevelopment scheme. Subsequently, Caritas Cheng Shing Fung District Elderly Centre (Sham Shui Po) was successfully engaged to collaborate with Build Homes with Hearts Sun Hung Kai Properties Volunteer Team to co-organise a community support project for the elders newly moved to Un Chau Estate from the So Uk Estate to facilitate their adjustment to new living environment, familiarise them with the community and minimise their sense of remoteness.

#### "Happy Garden" After School Care Project

To address the child care need of low income families in the district, in particular those working parents with long and irregular working hours, the SSPDSWO, in collaboration 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, initiated a more flexible 'Happy Garden' After-School Care Project. The programme provided after school care service for 30 pupils from 5 to 9 p.m. Monday through Friday and in long school holidays. Community stakeholders were satisfied that the project has met the caring needs of low income families with working parents.

#### Sham Shui Po Service Expo - Road to Happiness!

The SSPDSWO organised a 'Sham Shui Po Service Expo - Road to Happiness!' (Service Expo) on 2 November 2008 to promote the thematic messages of 'Stop Domestic Violence', 'Support to Family', 'Towards Self-Reliance' as well as 'Neighbourliness and Social Integration'. Through social service exhibition, activity-based corner, stage performance and sharing by celebrity guests, the Service Expo aimed at raising the awareness of local residents towards the provision of various social welfare services so as to facilitate them to seek appropriate and timely assistance, if necessary. With the participation of 30 NGOs, government departments, residents' organisations and volunteer groups, the Service Expo fostered cross-service, cross-sector and inter-departmental collaboration in promoting community cohesiveness, combating domestic violence, establishing a harmonious and family-friendly community as well as supportive neighbourhood. Around 2 200 general public attended the Service Expo and the atmosphere was fine on the event day. Over 90% of the participants expressed that they had increased their understanding on social welfare services in the district, showed support to the thematic messages and were satisfied with the mode of activities.

SWD Review 2007-08 & 2008-09

## District Highlights

### SHA TIN DISTRICT

#### 'Green Ribbon: Care and Share' in Sha Tin

The Sha Tin District Social Welfare Office has launched the 'Green Ribbon: Care and Share' Campaign from 2008 to 2010. It aims at promoting mutual help and support at the neighbourhood and strengthening resilience of individuals and families. Through the concerted efforts of the five Sha Tin District Coordinating Committees on Welfare Services, series of programs, including 'Project on Family Concern', 'Project on Neighbourhood Concern for the Frail Old', 'Project on Young Old - Learn & Share', 'Project on Sha Tin Youth Community Ambassador', and 'Project on Mentally-ill Person - Building up Happy Families', are launched to convey the above message and build up support network in the community. About 800 volunteers of different age groups from over 40 local groups or agencies were recruited to form the 'Green Ribbon Ambassadors Team'. The ambassadors pay concern visits to the needy families, hidden or frail elders, ex-mental patients and their carers to further promote the spirit of the Campaign - 'Green Ribbon - Neighbourhood Support, Mutual Help and Care, Treasure of Life and Resilience Empowerment' in the community.

#### Public Education on Prevention of Domestic Violence - Teaching Kit on Prevention of Spouse Battering

The Sha Tin District Coordinating Committee on Family and Child Welfare Services, in joint hands with the Sha Tin District Council, published a teaching kit on prevention of spouse battering in 2008. With the consolidated experience and input from a wide spectrum of professionals, including frontline social workers, clinical psychologist, headmaster, school counselling master and district councillor, the content of the teaching kit was comprehensive and informative. To widely promote public education on combating domestic violence, especially among the youth, the Committee organised various briefing sessions and seminars to introduce the teaching kit to headmasters and teachers as well as social workers of Integrated Children and Youth Services Centres. They were encouraged to apply the teaching kit materials in their schools and centre activities so as to help the youth cultivate values on family and marriage and to promote family harmony in the community.

#### District Work on the Healthy Development of Youth and Prevention of Drug Abuse

The Sha Tin District Coordinating Committee on Youth Services launched a series of work programmes from 2007 to 2009 to promote the healthy development of youth and prevention of youth psychotropic substance abuse. The programmes provided platforms for people coming from different sectors, including social workers, teaching staff, public officers from Hong Kong Police Force and relevant government departments, medical officers and district councillors, to discuss the district work plan and direction on the prevention of youth psychotropic substance abuse. In order to enhance the understanding of the youth, parents and community stakeholders on the adverse effects of drug abuse and heighten their awareness on the prevention of psychotropic substance abuse, the Committee has organised seminars on Mental Health and Prevention of Drug Abuse, visit to The Hong Kong Jockey Club Drug InfoCentre, 'Green Ribbon - Project on Sha Tin Youth Community Ambassador', 'Acting out vitality - Seminar on Prevention of Youth Psychotropic Substance Abuse', and 'Green Ribbon - Youth Variety Show cum Award Presentation of Sha Tin Youth Community Ambassador'. Through these programmes, the message of healthy youth development and prevention of youth psychotropic substance abuse has been widely spread in the community.

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## District Highlights

### TAI PO AND NORTH DISTRICT

#### Services for Ching Ho Estate of Sheung Shui

Ching Ho Estate, populated with 7 162 households (estimated population of 22 000), is the largest public housing estate newly completed in North District. The Estate is geographically detached from the town centre and lacks community facilities. The Tai Po and North District Social Welfare Office (TP/NDSWO) collaborated with the Police, Housing Department and NGOs to form a liaison group in providing social services to the residents through collaborative effort. In 2006, 2008 and 2009, 'Anti Domestic Violence Campaign', 'Social Service Day' and 'Social Service Week' were organised respectively by the liaison group. These programmes promoted the messages of anti-violence, family harmony and community integration. An extended meeting of the liaison group was held on 21 April 2009 in which district councillors, representatives of mutual aid committee, principals of adjacent secondary and primary schools, etc. were invited to give views on residents' needs and future service demand.

#### Strengthened the Prevention and Handling of Family Violence

To strengthen the support and provide specialised services to the families involving child abuse, spouse battering and child custody problem, the Family and Child Protective Services Unit (Tai Po and North) [FCPSU(TP/N)] was set up in September 2007. Besides providing casework service, FCPSU(TP/N) also implemented the 'Family Support Programme' in which victims of family violence were encouraged to participate in the support groups and volunteer training. Through serving other victims of family violence and promoting the message against family violence, their resilience towards hardship was enhanced with the aim of 'Helping People Help Themselves' achieved. Moreover, drawing the experience of the 'Batterer Intervention Programme'(BIP), FCPSU(TP/N) also organised a men's group (「家暴不再」男士成長小組) in 2008, which aimed at helping the male batterers learn to solve problems by adopting non-violence means. As regards the strategy on preventing family violence, the Tai Po and North District Coordinating Committee on Family and Child Welfare Services continuously adopted a cross-sectoral and multi-disciplinary approach in implementing related activities, including the 'Anti Domestic Violence Publicity in Tai Po and North District' 「驅"暴"行動」 jointly organised by the police and various service units in the district from May to December 2008. A series of road-shows and enquiry services covering 12 public housing estates was conducted to promote the message of preventing family violence. Besides, an evening camp targeting at the couples prone to family crisis was organised in June 2008 to encourage them to adopt positive and peaceful conflict-resolution.

Moreover, to enhance the skills of frontline staff in handling family violence cases, two district seminars were held in March and December 2008 respectively with participation of different professionals. Furthermore, the 'Community Education Project on Family Harmony' was implemented continuously in 2007-09 to promote the message of harmonious family and prevention of family violence.

In 2007-09, the Tai Po and North District Local Committees on Services for Young People organised a series of anti-drug publicity programs with the theme of '3H: Healthy, Harmless and Home' to enhance the community's awareness of anti-drug. On 31 October 2008, the Committee conducted a district anti-drug seminar to strengthen the understanding of parents and professionals working with youth on the trend of drug abuse problem to facilitate early identification and timely intervention. To facilitate cross-sector collaboration of social workers, police and teaching professionals, the TP/NDSWO conducted a multi-disciplinary meeting on youth drug abuse on 2 April 2009, which will be held regularly to examine the youth drug abuse issue and recommend measures to tackle the problem through collaborative effort.

SWD Review 2007-08 & 2008-09

## District Highlights

### YUEN LONG DISTRICT

#### Yuen Long District Community Services Planning Forums

The Yuen Long District Social Welfare Office (YLDSWO) organised the 'Yuen Long District Community Services Planning Forum' jointly with the Home Affairs Department Yuen Long District Office, the Education Bureau, the Housing Department in 2008 and 2009 respectively. Apart from keynote speech, latest district profile and characteristics, and focus of work of the 4 departments/bureau were presented. In 2009, service users and service providers were also invited to share their stories and wishes, to explore the challenges faced by them and their expectations on the community services. All the participants were deeply moved by their hearty sharing.

Over 560 and 600 participants joined the Forum in 2008 and 2009 respectively. Participants came from different sectors including district council, education sector, mutual aid committees, community organisations, religious organisations, social welfare sector, government departments/public sectors, business sector etc. The forums were highly appreciated and supported by the local people. It did not only promote the cross-sector collaboration, but also reached the target of building a caring community in Yuen Long jointly.

#### 'Yuen Long Good Practice'

Despite the negative public perception of the Tin Shui Wai community, different government departments, NGOs and local organisations endeavoured to respond to local welfare needs of Yuen Long. Different initiatives have been implemented to enhance collaboration among district stakeholders. With the aim of increasing public understanding on the district efforts through the mass media, the YLDSWO publicised a book called 'Yuen Long Good Practice'.

Prominent themes of the book are (1) synergy effect through district collaboration work, (2) networking and special projects and (3) positive experience(s) of users in different services. We hope the book would inspire the readers with a new perspective of Yuen Long.

#### Combating Domestic Violence Together

To equip social workers and school discipline working in Yuen Long district with basic knowledge and skills in crisis management and handling domestic violence cases so as to provide proper services to service users for helping them solve their problem and rebuild their family life, the YLDSWO has organised eight times of professional training on handling problems of child abuse, attempting suicide, battered spouse and finance difficulties etc. from 2007 to 2009. Furthermore, the YLDSWO and the Hong Kong Police Force Crime New Territories North Regional Unit also jointly launched a "Building a Harmony Family Fun Day" for the residents living in Tin Shui Wai and Yuen Long in 2008 for increasing residents' awareness on the prevention of domestic violence and building a harmonious community.

SWD Review 2007-08 & 2008-09

## District Highlights

### TSUEN WAN AND KWAI TSING DISTRICT

#### Cheers for the Olympic Game 2008 - Community Integration Project for Persons with Disabilities

To promote integration among abled and disabled persons in the community and to echo the Olympic Game 2008 in Beijing by encouraging abled and disabled persons to do more exercises, Tsuen Wan/Kwai Tsing District Coordinating Committee on Rehabilitation Services together with NGOs organised a series of Olympics-related activities for the public and persons with disability to develop their talents in sports. From June 2008 to January 2009, a series of sports and Olympics-related activities such as ping pong, football, basket ball and sport competition, were organised in the district. At the opening and closing events, the President of the Sports Federation & Olympic Committee of Hong Kong, China, the Vice President of the Hong Kong Paralympic Committee & Sports Association for the Physically Disabled, the Chairman of Kwai Tsing District Council, other famous artists and athletes were invited to promote the message of community integration.

#### Moonlight Project

To work on the night street-wandering-problem of youth-at-risk in Kwai Tsing district, the Tsuen Wan/Kwai Tsing Local Committee on Services for Youth People launched a Moonlight Project in 2007-08 and 2008-09. The Project coordinated the resources and manpower of various departments and organisations, including Leisure and Cultural Services Department, Kwai Tsing Fight Crime Committee, Kwai Tsing District Council, Kwai Tsing Home Affairs Department, Hong Kong Police Force Kwai Tsing Police Community Relations and several NGOs serving youth-at-risks. In the past two years, the Project organised 16 Mid-night Activities, from 11:00pm to 2:00am at Tsing Yi Gymnasium, providing ball games, dancing activities and body-checking programs so as to attract those street wandering youth to stay in a safe environment and lessen their potential to commit crime or other high risk activities. Besides, with a view to encouraging the youth-at-risk to alter their living pattern from night to day, the Project tailor-made a series of training programmes which were all held in the afternoon and/or evening sessions. Those youth were motivated to lessen their night activities and join our 20 training programmes from 2007 to 2009. In addition, talent show with graduation ceremony which provided opportunities for youth-at-risk to demonstrate their talents and potentials were held every year. Local leaders were invited to join and participated in the talent show and graduation ceremony to offer them a chance to have a better understanding of the youth culture and recognise their positive changes.

#### District Welfare Coordination Mechanism — Tsuen Tsing

In November 2007, "District Welfare Coordination Mechanism - Tsuen Tsing" (Welfare Council) was set up in Tsuen Wan and Kwai Tsing District. Its membership includes representatives from NGOs, government departments, schools, private sectors and local leaders while the District Social Welfare Officer is the chairperson. With support of the Welfare Council, a district survey on collaboration among different sectors and services was conducted in early 2008. The local stakeholders' existing mode of collaboration and future strategies were the focuses of the study. As one of the enhancement measures, a 'Tsuen Wan and Kwai Tsing District Welfare Services Directory' was produced and widely distributed in the district. Members of the 'Welfare Council' contributed their valuable views on district welfare development through periodical meetings. Complementary effect and service quality enhancement were achieved.

SWD Review 2007-08 & 2008-09

## District Highlights

### TUEN MUN DISTRICT

#### Appreciating Volunteers and Encouraging Exchange and Development in Volunteerism

The Tuen Mun District Coordinating Committee on Promotion of Volunteer Service organised the major programme 'Tuen Mun District Volunteer Award Presentation Ceremony 2008' in the year 2008-09. With the sponsorship from community leaders and the support of Office of Service-Learning, Lingnan University and the Committee, 16 outstanding volunteers, aged from 16 to 80, were selected for the Tuen Mun District Outstanding Volunteers' Exchange Tour 2008 to visit Zhuhai, Guangdong from 29 to 30 November 2008. All of them shared that the exchange activities had widened their horizon on voluntary work and enhanced their understanding on volunteer service in the Mainland. The volunteers from both places gained valuable insight on the development of volunteer service through their sharing and interactions.

#### Enhancing Professionalism through Joint District Case Conferences

Owing to geographical proximity, Tuen Mun and Yuen Long Districts have numerous chances in collaboration on handling of cases. Tuen Mun District Social Welfare Office (TMDSWO) and Yuen Long District Social Welfare Office (YLDSWO) jointly organised Joint District Case Conferences quarterly for the caseworkers of SWD and NGOs of the two districts. Apart from the presentations of case handling and experience sharing from caseworkers of SWD's service units, Departmental Clinical Psychologist were also invited to enhance professional exchange in case assessment and management in the helping process. Besides, frontline workers from NGOs were also invited to share their experience on specific topics or issues. In 2007-08 and 2008-09, the topics deliberated in the Joint District Case Conferences were Experience Sharing on Handling Crisis, Helping Adolescents Reconstruct Their Life who have been Signed-off by Birth Parents at Adolescence, Case Illustration on Rectifying Problem Behaviour of Juveniles being Detained in Tuen Mun Children and Juvenile Home, and Case Management and Psychological Impact of Teenage Pregnancy.

#### Turning Crisis into Opportunities in the Midst of Financial Tsunami

To enhance the understanding of local professionals and frontline social service workers of the impact of financial tsunami and to provide appropriate services to meet the needs of the community, and to strengthen the participants' resilience towards pressure and negative emotions, the TMDSWO organised a talk on 'Turning Crisis to Opportunities - Understanding the Financial Tsunami' on 19 December 2008. This theme was adopted for the Tuen Mun District Welfare Forum 2009 cum 2008-09 Tuen Mun District Coordinating Committees/Local Committee Joint Meeting on 12 February 2009. In the joint meeting, renowned speakers were invited to share their views of the financial tsunami and its impact on local social services.

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### Appendix I SWD's Directorate (From 1 April 2007 to 31 March 2009)

|   |  |
|---|--|
| Director of Social Welfare  | Mr Stephen FISHER, JP (From 1.7.2007 onwards)  |
| Deputy Director<br>(Administration)   | Miss LAW Tak-yin, Nancy, JP  |
| Deputy Director<br>(Services)   | Mr FUNG Pak-yan, JP  |
| Assistant Director<br>(Elderly)   | Mrs NG MA Kam-han, Kathy   |
| Assistant Director<br>(Finance)   | Mr LEUNG Yiu-fat, Allen, JP  |
| Assistant Director<br>(Family and Child Welfare)  | Mrs MAK CHOW Suk-har, Anna   |
| Assistant Director<br>(Rehabilitation and Medical Social Services)  | Mr SIT Tung (Up to 11.12.2007)<br>Mrs YUEN KWONG Sau-ye, Cecilia (From 12.12.2007 onwards)   |
| Assistant Director<br>(Subventions)   | Miss HON Kit-sheung, Ann   |
| Principal Social Work Officer<br>(Social Security)<br>(From 3.9.2007 to 15.5.2008)/<br>Assistant Director (Social Security)<br>(From 16.5.2008 onwards) | Ms LEUNG Kwai-ling<br><br>(Remarks: On 16.5.2008, SWD created the post of Assistant Director (Social Security) to replace the post of Principal Social Work Officer (Social Security)) |
| Assistant Director<br>(Youth and Corrections)   | Mr CHEUNG Hing-wah   |
| Principal Executive Officer<br>(Human Resource Management)  | Mr HUI Ying-yeung, Davis   |
| Chief Clinical Psychologist   | Mr LAU Kar-cho, Helios   |
| Secretary   | Mrs WONG CHEUK Wai-kuen (Up to 19.10.2008)<br>Ms LAU Wing-han, Winnie (From 20.10.2008 onwards)  |
| District Social Welfare Officer<br>(Central Western & Islands)  | Mrs LEUNG WONG Sau-mei, Alice (Up to 2.9.2007)   |
| District Social Welfare Officer<br>(Southern)   | Mr KOK Che-leung (Up to 2.9.2007)  |





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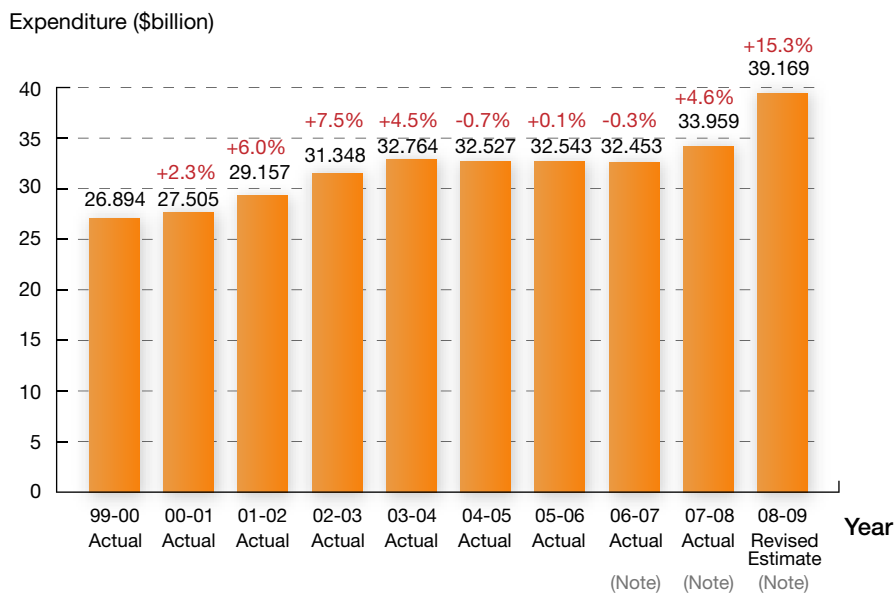
|  |   |
|--|---|
| District Social Welfare Officer<br>(Central Western, Southern & Islands) | Mr KOK Che-leung (From 3.9.2007 onwards)<br><br>(Remarks: From 3.9.2007 onwards, Central Western & Islands District Social Welfare Office and Southern District Social Welfare Office were merged as Central Western, Southern & Islands District Social Welfare Office.) |
| District Social Welfare Officer<br>(Eastern/ Wan Chai)                   | Mrs CHONG SIN Sui-yu, Susan (Up to 4.5.2008)<br>Mrs YUK KWOK Lai-sum, Kitty (From 5.5.2008 onwards)   |
| District Social Welfare Officer<br>(Kwun Tong)                           | Mrs YUEN KWONG Sau-yee, Cecilia (Up to 11.12.2007)<br>Mr LAM Ka-tai, (From 12.12.2007 onwards)  |
| District Social Welfare Officer<br>(Wong Tai Sin/Sai Kung)               | Mr LEE Wing-wai (Up to 6.12.2007)<br>Miss LI Yuen-wah, Cecilla (From 7.12.2007 onwards)   |
| District Social Welfare Officer<br>(Kowloon City/Yau Tsim Mong)          | Mrs LAI FUNG Po-kun, Barbara  |
| District Social Welfare Officer<br>(Sham Shui Po)                        | Mrs YUE LIU Mai-yee, Elaine   |
| District Social Welfare Officer<br>(Sha Tin)                             | Ms WONG Ka-wing, Caran  |
| District Social Welfare Officer<br>(Tai Po/North)                        | Ms LEUNG Kwai-ling (Up to 2.9.2007)<br>Mrs LEUNG WONG Sau-mei, Alice (From 3.9.2007 onwards)  |
| District Social Welfare Officer<br>(Yuen Long)                           | Mrs CHAU LIU Fung-yee, Loretta (Up to 13.10.2008)<br>Mr FU Tsun-hung (From 13.11.2008 onwards)  |
| District Social Welfare Officer<br>(Tsuen Wan/Kwai Tsing)                | Mr NG Ka-him  |
| District Social Welfare Officer<br>(Tuen Mun)                            | Ms LUNG Siu-kit   |
| Principal Social Work Officer<br>(Information Systems and Technology)    | Mr FUNG Man-lok   |

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## Appendix II SWD Expenditure over a Decade

### Total Expenditure of SWD



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

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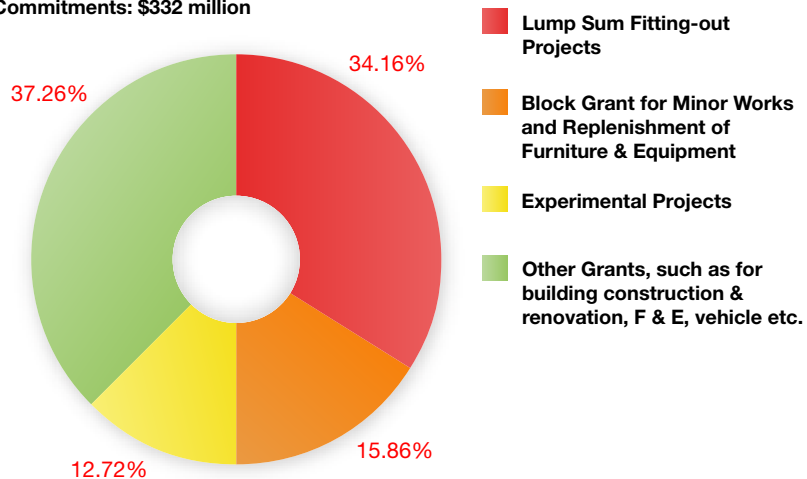
## Appendix III 2007-09 Lotteries Fund Allocations

### 2007-08 Lotteries Fund Allocations

|   | (million) |
|---|-----------|
| Total Net Allocation approved in 07-08 =  | \$332.31  |
| Other Grants, such as for building construction & renovation, F & E, vehicle etc. | \$123.81  |
| Lump Sum Fitting-out Projects   | \$113.52  |
| Block Grant for Minor Works and Replenishment of Furniture & Equipment            | \$52.69   |
| Experimental Projects   | \$42.29   |

### 2007-08 Lotteries Fund Allocations

Total Commitments: \$332 million



SWD Review 2007-08 & 2008-09

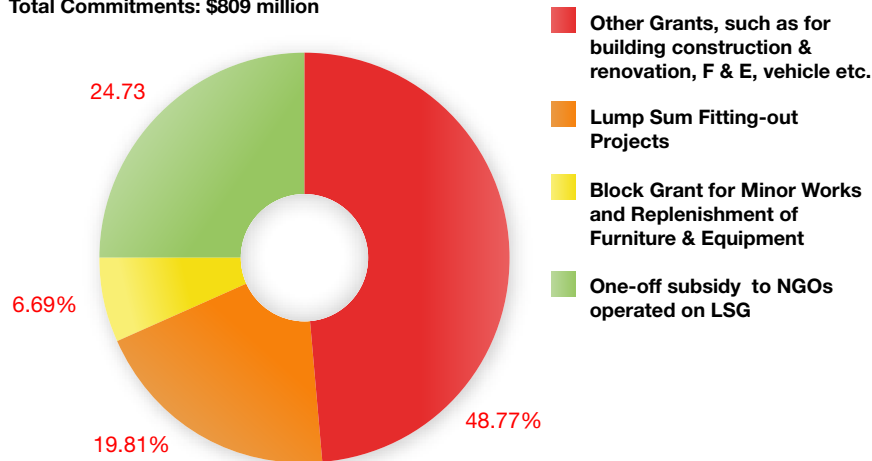
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## 2008-09 Lotteries Fund Allocations

|   | (million) |
|---|-----------|
| Total Net Allocation approved in 08-09 =  | \$808.59  |
| One-off subsidy to NGOs operated on LSG   | \$200.00  |
| Other Grants, such as for building construction & renovation, F & E, vehicle etc. | \$394.34  |
| Lump Sum Fitting-out Projects   | \$160.16  |
| Block Grant for Minor Works and Replenishment of Furniture & Equipment            | \$54.09   |

## 2008-09 Lotteries Fund Allocations

Total Commitments: \$809 million



## Appendices

### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

#### 1. Social Welfare Advisory Committee

|                          |   |
|--------------------------|---|
| <b>Chairperson</b>       | Prof Chan Yuk-shee, BBS, JP                                       |
| <b>Members</b>           | Mr Chan Chung-bun, Bunny, SBS, BBS, JP                            |
|                          | Ms Chan Mei-kit, Maggie   |
|                          | Dr Chan Yuen Tak-fai, Dorothy, BBS                                |
|                          | Dr Chung Chan Lai-foon, Miranda                                   |
|                          | Mr Fong King-sang, Quentin  |
|                          | Mr Hui Chung-shing, Herman, BBS, MH, JP                           |
|                          | Dr Lai Sau-shun, Benjamin, MH                                     |
|                          | Dr Lam Ching-choi, BBS, JP  |
|                          | Ms Lam Shuk-yee, BBS  |
|                          | Mr Law Kin-chung, Christopher                                     |
|                          | Dr Leung Wing-tai   |
|                          | Mr Lo Wing-sang, Vincent, BBS, JP                                 |
|                          | Mr Ma Kam-wah, Timothy  |
|                          | Mrs Mak Tang Pik-yee, Agnes, MH, JP                               |
|                          | Prof Tang Kwong-leung   |
|                          | Mrs Tsien Wong Bik-kwan, Teresa                                   |
|                          | Mr Tung Chi-fat   |
|                          | Dr Wong Chi-ho, Jimmy, BBS, JP                                    |
|                          | Mr Wong Chung-mat, Benedict, MH, JP                               |
|                          | Mr Yeung Tak-wah, Silva, JP                                       |
| Ms Yip Sau-wah, Lisa, JP |   |
| <b>In-attendance</b>     | Secretary for Labour and Welfare or representative                |
|                          | Director of Social Welfare or representative                      |
| <b>Secretary</b>         | Assistant Secretary for Labour and Welfare (Welfare) <sup>3</sup> |

## Appendices

### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

#### 2. Rehabilitation Advisory Committee

|  |   |
|--|---|
| <b>Chairperson</b>                               | Dr Kwok Kin-fun, Joseph, BBS, JP                            |
| <b>Vice-Chairperson</b>                          | Mr Lee Man-chun, Raymond, BBS                               |
| <b>Members</b>                                   | Prof Chan Che-hin, Chetwyn                                  |
|  | Mr Cheung Tak-hai   |
|  | Dr Chung Wai-ling, Margaret                                 |
|  | Mr Hui Chung-shing, Herman, MH, JP                          |
|  | Mr Ip Kwok-chung, BBS, JP                                   |
|  | Dr James Joseph Lam   |
|  | Mr Lee Kar-yiu, Lawrence                                    |
|  | Dr Lee Shu-Wing, Ernest, BBS, JP                            |
|  | Mr Lee Hong-kong, Hansen                                    |
|  | Mrs Leung Wu Kwai-man, Olivia                               |
|  | Mrs Lai Bik-lin, Jackie                                     |
|  | Mr Mok Kim-wing   |
|  | Ms Ng Wai-fun   |
|  | Prof Tang Siu-wa  |
|  | Ms Tsuei Pik-shan, Jane                                     |
|  | Mr Yeung Kwok-ki, Anthony, JP                               |
|  | Chief Executive, Hospital Authority or his representative   |
| Secretary for Education or his representative    |   |
| Director of Health or his representative         |   |
| Director of Social Welfare or his representative |   |
| Deputy Secretary for Labour and Welfare (1)      |   |
| Commissioner for Rehabilitation                  |   |
| <b>Secretary</b>                                 | Assistant Secretary for Labour and Welfare (Rehabilitation) |

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### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

#### 3. Lotteries Fund Advisory Committee

|                             |   |
|-----------------------------|---|
| <b>Chairperson</b>          | Mr Stephen Fisher, JP<br>Director of Social Welfare       |
| <b>Non-official Members</b> | Dr Chan Wah-fat   |
|                             | Mr Chan Wai-to  |
|                             | Mr Chan Wing-lim, William, JP                             |
|                             | Mrs Li Lau Lai-hing, Joanna                               |
|                             | Mr Pau Shiu-hung, SBS                                     |
|                             | Mr Suen Leung-kwong                                       |
|                             | Ms Tang King-yung, Anna, MH                               |
|                             | Dr Yeung Hin-chung, John, JP                              |
|                             | Mr Yeung Yuet-bor   |
| Ms Yue Mui-ying, Constance  |   |
| <b>Official Member</b>      | Miss Vicky Cheung<br>Labour and Welfare Bureau            |
| <b>In-attendance</b>        | Mr Fung Pak-yan, JP<br>Social Welfare Department          |
|                             | Miss Ann Hon<br>Social Welfare Department                 |
|                             | Mrs Ngan Lau Pui-lin, Connie<br>Social Welfare Department |
| <b>Secretary</b>            | Mr Wong Ka-shing<br>Social Welfare Department             |

## Appendices

### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

#### 4. Committee on Child Abuse

|                    |  |
|--------------------|--|
| <b>Chairperson</b> | Mr Stephen Fisher, JP<br>Director of Social Welfare        |
| <b>Members</b>     | Miss Hanny Lam<br>Labour and Welfare Bureau                |
|                    | Mrs Mak Chow Suk-har, Anna<br>Social Welfare Department    |
|                    | Ms Muse Cheung<br>Information Services Department          |
|                    | Dr YU Chak-man, Aaron<br>Hospital Authority                |
|                    | Dr Timothy Chan  |
|                    | Mrs Cecilia Kwan   |
|                    | Mrs Lui Tsang Sun-kai                                      |
|                    | Mrs Lu Chan Ching-chuen                                    |
|                    | Ms Gloria Yu<br>Hong Kong Police Force                     |
|                    | Mr Brian Lee<br>Education Bureau                           |
|                    | Mrs Lee Chan Kwan-yee, Louisa<br>Social Welfare Department |
|                    | Mr Kesson Lee<br>Home Affairs Department                   |
|                    | Dr Leung Sze-lee, Shirley<br>Department of Health          |
| Mrs Katy Lo        |  |





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|                      |  |
|----------------------|--|
| <b>In-attendance</b> | Mr Moses Mui<br>Hong Kong Council of Social Service  |
|                      | Mr Cheung Hing-wah<br>Social Welfare Department      |
|                      | Ms Pang Kit-ling<br>Social Welfare Department        |
|                      | Miss Yip Hau-yu, Hannah<br>Social Welfare Department |
| <b>Secretary</b>     | Ms Chau Fung-mui, Wendy<br>Social Welfare Department |
| <b>Recorder</b>      | Ms Ching Oi-ho, Sandy<br>Social Welfare Department   |

## Appendices

### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

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

|                      |  |
|----------------------|--|
| <b>Chairperson</b>   | Mr Stephen Fisher, JP<br>Director of Social Welfare                          |
| <b>Members</b>       | Miss Law Tak-yin, Nancy, JP<br>Social Welfare Department                     |
|                      | Mr Fung Man-lok<br>Social Welfare Department                                 |
|                      | Mrs Leung Tsang Po-wan, Paula<br>Labour and Welfare Bureau                   |
|                      | Mr Lam Wai-kiu, Victor<br>Office of the Government Chief Information Officer |
|                      | Dr Law Chi-kwong, SBS, JP  |
|                      | Ir. Li Wai-lim, William  |
|                      | Mr Ma Chiu-tong, Nigel   |
|                      | Mr Man Hung-yee, Joseph  |
|                      | Dr Ting Wai-fong   |
|                      | Prof Meng Mei-ling, Helen  |
| Ms Patty Wong        |  |
| Dr Edith Mok         |  |
| <b>In-attendance</b> | Ms Lorensa Mak<br>Social Welfare Department                                  |
|                      | Mr Timothy Cheng<br>Social Welfare Department                                |
| <b>Secretary</b>     | Mr Lam Bing-chun<br>Social Welfare Department                                |

## Appendices

### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

#### 6. Lump Sum Grant Steering Committee

|   |   |
|---|---|
| <b>Chairperson</b>                        | Mr Stephen Fisher, JP<br>Director of Social Welfare |
| <b>Members</b>                            | Mrs Grace Chan, JP                                  |
|   | Dr Miranda CHAN                                     |
|   | Dr Timothy Chan                                     |
|   | Hon Cheung Kwok-che                                 |
|   | Ms Fang Meng-sang, Christine, JP                    |
|   | Mr Kwan Kin-shing                                   |
|   | Dr Lam Ching-choi, JP                               |
|   | Mrs Julie Lee, JP                                   |
|   | Mrs Justina Leung, JP                               |
|   | Mr Ng Man-sui                                       |
|   | Mr Ng Shui-lai, JP                                  |
|   | Mr Cheung Chi-wai                                   |
|   | Mr Ng Yut-ming                                      |
|   | Mr Yu Chi-ming                                      |
| Ms YU Sau-chu, Jessie, MH, JP             |   |
| Miss Ann Hon<br>Social Welfare Department |   |
| <b>In-attendance</b>                      | Ms Irene Young<br>Labour and Welfare Bureau         |
|   | Mr Cheung Hing-wah<br>Social Welfare Department     |
|   | Mr Alex Wong<br>Social Welfare Department           |
| <b>Secretary</b>                          | Ms Lily Ng<br>Social Welfare Department             |

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### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

#### 7. The Steering Committee on Promotion of Volunteer Service

|                    |   |
|--------------------|---|
| <b>Chairperson</b> | Mr Stephen Fisher, JP<br>Director of Social Welfare |
| <b>Members</b>     | Miss Chan Sze-man                                   |
|                    | Dr Timothy Chan                                     |
|                    | Mr Herman C S Hui, MH, JP                           |
|                    | Mr Kwan Chuk-fai, MH                                |
|                    | Mr Lee Chee-wah, Wilfred, MH                        |
|                    | Mr Lee Kam-chung                                    |
|                    | Mr Stephen C W Ng, MH, JP                           |
|                    | Mr Siu Chor-kee, Caecage, MH                        |
|                    | Ms Tao Chee-ying                                    |
|                    | Mr Michael Y K Wong                                 |
|                    | Mr Yip Wing-shing, MH, JP                           |
|                    | Mr Edwin Tsui<br>Education Bureau                   |
|                    | Mr Lee Kei-shum, JP<br>Home Affairs Department      |
|                    | Mr Cheung Hing-wah<br>Social Welfare Department     |
|                    | Mrs Elaine Yue<br>Social Welfare Department         |
| <b>Secretary</b>   | Mr Tommy KH Chan<br>Social Welfare Department       |



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#### 8. Joint Committee on Social Work Manpower Planning

|             |   |
|-------------|---|
| Chairperson | Mr Hui Ying-yeung, Davis<br>Social Welfare Department   |
| Members     | Dr Chan Kam-tong  |
|             | Miss Cheung Kam-hung, Rainbow                           |
|             | Dr Law Chi-kwong, SBS, JP                               |
|             | Mr Wong Kam-man, Joseph                                 |
|             | Mr Wong Yuk-tong<br>Social Welfare Department           |
|             | Mr Ng Wing-cheung, Kenneth<br>Social Welfare Department |
| Secretary   | Ms Lee Suet-mei, Kathy<br>Social Welfare Department     |

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### Appendix IV Membership of Statutory/Advisory Committees (as at 31 March 2009)

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

|   |  |
|---|--|
| <b>Chairperson</b>                                    | Prof Lee Pui-leung, OBE, JP                            |
| <b>Members</b>  | Dr Fung Ping-chuen, Philip                             |
|   | Ms NGAI Man-ling, Malina                               |
|   | Prof Mak Ki-yan, JP                                    |
|   | Mr Wan Chi-keung, Aaron, BBS, JP                       |
|   | Miss Wan Lai-yau, Deborah, BBS, JP                     |
|   | Mr Lai Chi-tong  |
|   | Prof Lam Mong-chow                                     |
|   | Dr Sandra Tsang  |
|   | Dr Li Kin-yin, Mark                                    |
|   | Prof Kwan Yui-huen, Alex                               |
|   | Dr Wong Chan Pik-yuen                                  |
|   | Prof Yuen Tsang Woon-ki, Angelina, BBS, JP             |
|   | Dr Chang Sau-han, Joyce, JP                            |
|   | Mr Wong Kam-man, Joseph                                |
|   | Miss Cheung Kam-hung, Rainbow, JP                      |
|   | Ms Young Bick-kwan, Irene<br>Labour and Welfare Bureau |
| Ms Wong Pui-man<br>Education Bureau                   |  |
| Mr Hui Ying-yeung, Davis<br>Social Welfare Department |  |
| <b>Secretary</b>                                      | Ms Lee Suet-mei, Kathy<br>Social Welfare Department    |



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

|                      |   |
|----------------------|---|
| <b>Chairperson</b>   | Prof Alfred Chan, BBS, JP                             |
| <b>Members</b>       | Dr Dai Lok-kwan, David                                |
|                      | Dr Chong Ming-lin, Alice                              |
|                      | Mr Kwok Lit-tung                                      |
|                      | Dr Wong May-may                                       |
|                      | Mr Chun Hu-hing, Dexter                               |
|                      | Mr Tommy K. C. Leung                                  |
|                      | Mr. Lee Lap-man                                       |
|                      | Mrs Alice Leung<br>Social Welfare Department          |
|                      | Mr Ngan Man-por<br>Social Welfare Department          |
| <b>In-attendance</b> | Mrs Ng Ma Kam-han, Kathy<br>Social Welfare Department |
| <b>Secretary</b>     | Mr Chan Shu-kin<br>Social Welfare Department          |

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#### 11. Advisory Committee on Enhancing Employment of People with Disabilities

|                    |   |
|--------------------|---|
| <b>Chairperson</b> | Mr Elton Yeung                                  |
| <b>Members</b>     | Mr Collon Chan                                  |
|                    | Mr Ivan Ho                                      |
|                    | Mr Alvin Miu                                    |
|                    | Mr. SIU Chor-kee, MH                            |
|                    | Mr Paul TAN Chuen-yan                           |
|                    | Ms Catherine PY WONG                            |
|                    | Mrs Laura YEUNG YUEN Chi-kwan                   |
|                    | Mr David W S YIP, MH, JP                        |
|                    | Ms KAN Pui-har, Christina                       |
|                    | Mr KUO Chun-chuen                               |
|                    | Ms WAN Lai-yau, Deborah, BBS, JP                |
|                    | Mr KWOK Yi-lai                                  |
|                    | Ms WONG Sin Yee, Jade                           |
|                    | Mrs Cecilia YUEN<br>Social Welfare Department   |
| <b>Secretary</b>   | Mr Chan Ping-ching<br>Social Welfare Department |





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#### 12. Central Committee on Information Technology for Rehabilitation Services

|                    |   |
|--------------------|---|
| <b>Chairperson</b> | Mrs Cecilia YUEN<br>Social Welfare Department |
| <b>Members</b>     | Prof Meng Mei Ling, Helen                     |
|                    | Dr Law Chi-kwong, SBS, JP                     |
|                    | Mr Billy Chan                                 |
|                    | Dr Eric Tam                                   |
|                    | Mrs Serena Cheng                              |
| <b>Secretary</b>   | Mr Fung Man Lok<br>Social Welfare Department  |
|                    | Ms Charing Chung<br>Social Welfare Department |



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#### 13. Appeal Board for Standardized Assessment for Residential Services for People with Disabilities

|                    |  |
|--------------------|--|
| <b>Chairperson</b> | Mrs Olivia Leung                                 |
| <b>Members</b>     | Dr Derrick Au                                    |
|                    | Dr Winston Lim                                   |
|                    | Dr Kwok Wai Ming                                 |
|                    | Dr Fan Tak Wing                                  |
|                    | Dr Hung Chi Hong                                 |
|                    | Ms Cheish Chin Fun                               |
|                    | Dr Raymond Chan                                  |
|                    | Ms Rosina Koo                                    |
|                    | Ms Tsang Sou Wah, Elsa                           |
|                    | Mr David Tong                                    |
|                    | Mr Aldous Kwan                                   |
|                    | Miss Kimmy Ho                                    |
|                    | Ms Christina Kan                                 |
|                    | Mr Yeung Tak Wah                                 |
|                    | Mr Yim Yat Keung                                 |
|                    | Ms Chien Man Hung                                |
|                    | Mrs Julie Lee                                    |
| Mrs Goretti Cheuk  |  |
| Ms Chiu Yee Ling   |  |
| Mr Chung Chi Wai   |  |
| <b>Secretary</b>   | Miss Lam Wan Cheung<br>Social Welfare Department |

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

|                         |  |
|-------------------------|--|
| <b>Chairperson</b>      | Mr Kwok Lam-kwong, Larry, BBS, JP                          |
| <b>Vice-Chairperson</b> | Mr Stephen Fisher, JP<br>Director of Social Welfare        |
| <b>Members</b>          | Ms Law Suk-kwan, Lilian                                    |
|                         | Mr Li Man-bun, Brian David                                 |
|                         | Ms Ngan Man-ling, Edith                                    |
|                         | Mr Poon Wing-fai, Jimmy                                    |
|                         | Director of Legal Aid or his representative                |
|                         | Commissioner of Police or his representative               |
| <b>In-attendance</b>    | Miss Nancy Law, JP<br>Social Welfare Department            |
|                         | Ms Leung Kwai-ling<br>Social Welfare Department            |
| <b>Secretary</b>        | Mrs Kan So Po-ling, Christina<br>Social Welfare Department |



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

|             |  |
|-------------|--|
| Chairperson | Mr Stephen Fisher, JP<br>Director of Social Welfare    |
| Members     | Prof Lam Ching-man                                     |
|             | Ms Yue Mui-ying, Constance                             |
|             | Mr Chan Wai-to   |
|             | Miss Siu Ching-yin, Peggy<br>Labour and Welfare Bureau |
| Secretary   | Mr Poon Yat-ming, Patrick<br>Social Welfare Department |



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

|             |  |
|-------------|--|
| Chairperson | Miss Chan Mei-lan, Anna May, MH                        |
| Members     | Mr Ip Tin-yau  |
|             | Miss Yu Lai-fan  |
|             | Dr Ip Pui-seung, Shirley                               |
|             | Mr Wan Kwok-hung, Joseph                               |
|             | Ms WONG Susan  |
|             | Dr WONG Sheh-wai                                       |
| Secretary   | Ms LEUNG Yuk-ling, Eunice<br>Social Welfare Department |



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#### 17. 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                   |
|                           | Ms Cheng Yeuk-wah, Teresa, BBS, SC, JP |
|                           | Ms Chiang Sui-fook, Lilian             |
|                           | Ms Ching Che-man, Susanna              |
|                           | Mr Chow Ka-ming, Anderson, SC          |
|                           | Miss Choy Fung-peng, Abril             |
|                           | Dr Ip Fu-keung                         |
|                           | Dr Ip Yan-ming, JP                     |
|                           | Miss Kung Ching-yee, Athena            |
|                           | Ms Lam Kwai-lan                        |
|                           | Ms Lam Moon-hing, Vera                 |
|                           | Mr Lam Wan-ho, Godfrey, SC             |
|                           | Ms Lau Yuk-kuen                        |
|                           | Ms Elizabeth Law, MH                   |
|                           | Prof Leung Kwok-sui                    |
| Mr Li Shu-yuk, Andrew     |  |
| Ms Liang Sun-yin, Cecilia |  |



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|                  |  |
|------------------|--|
| <b>Members</b>   | Ms Liu Yuk-ling, Elaine                                    |
|                  | Miss Lo Yee-hang, Loretta                                  |
|                  | Dr Mak Ki-yan, JP  |
|                  | Dr Shen Wan-yiu  |
|                  | Mr Shieh Wing-tai, Paul, SC                                |
|                  | Miss Sun Lee-ko  |
|                  | Ms Tam Wan-chi, Winnie, SC                                 |
|                  | Mr Wan Siu-ming, Jason                                     |
|                  | Dr Wong Yee-him, John                                      |
|                  | Mr Wong Yuk-lun, Horace, SC                                |
| Ms Yung Shiu-yin |  |
| <b>Secretary</b> | Mrs Kan So Po-ling, Christina<br>Social Welfare Department |



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#### 18. Emergency Relief Fund Committee

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

|                    |  |
|--------------------|--|
| <b>Chairperson</b> | Mr Stephen Fisher, JP<br>Director of Social Welfare        |
| <b>Members</b>     | Director of Home Affairs or his representative             |
|                    | Director of Housing or his representative                  |
|                    | Ms Kwan Po-jen, Helen                                      |
|                    | Mr Mark Lin, JP  |
| <b>Secretary</b>   | Miss Yung Wing-sheung, Amy                                 |
|                    | Mrs Kan So Po-ling, Christina<br>Social Welfare Department |



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#### 19. Working Group on Combating Violence

|  |   |
|--|---|
| <b>Chairperson</b>                     | Mr Stephen Fisher, JP<br>Director of Social Welfare     |
| <b>Members</b>                         | Miss Hanny Lam<br>Labour and Welfare Bureau             |
|  | Mrs Mak Chow Suk-har, Anna<br>Social Welfare Department |
|  | Mrs Appolonia Liu<br>Security Bureau                    |
|  | Mr Patrick Cheung<br>Department of Justice              |
|  | Mr Thomas Leung<br>Department of Justice                |
|  | Ms Gloria Yu<br>Hong Kong Police Force                  |
|  | Dr Beatrice Cheng<br>Hospital Authority                 |
|  | Dr Hau Kong-lung<br>Department of Health                |
|  | Ms Clara Tam<br>Legal Aid Department                    |
| Dr Joana Leung<br>Department of Health |   |
| Mr Leung Sai-chi<br>Housing Department |   |



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|                      |  |
|----------------------|--|
| <b>Members</b>       | Ms Muse Cheung<br>Information Services Department    |
|                      | Mr Brian Lee<br>Education Bureau                     |
|                      | Mr Eric Kan<br>Home Affairs Department               |
|                      | Ms Linda Wong  |
|                      | Ms Angie Lai   |
|                      | Ms Agnes Ng  |
|                      | Ms Queenie Tao                                       |
|                      | Mrs Bridget Yu                                       |
|                      | Ms Liu Ngan-fung                                     |
| Dr Timothy Chan      |  |
| <b>In-attendance</b> | Mr Helios Lau<br>Social Welfare Department           |
|                      | Mr Cheung Hing-wah<br>Social Welfare Department      |
|                      | Ms Pang Kit-ling<br>Social Welfare Department        |
|                      | Miss Maria LAU<br>Social Welfare Department          |
| <b>Secretary</b>     | Ms CHAU Fung-mui, Wendy<br>Social Welfare Department |

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#### 20. Working Group on Elder Abuse

|   |   |
|---|---|
| <b>Chairperson</b>                          | Mrs Mak Chow Suk-har, Anna<br>Social Welfare Department |
| <b>Members</b>                              | Mr D C Cheung<br>Labour and Welfare Bureau              |
|   | Ms Joyce Cheung<br>Labour and Welfare Bureau            |
|   | Professor Alfred Chan Cheung-ming                       |
|   | Ms Grace Chan   |
|   | Ms Gloria Yu<br>Hong Kong Police Force                  |
|   | Dr Dai Siu-kwan, Daisy<br>Hospital Authority            |
|   | Dr Sammy Ng<br>Department of Health                     |
|   | Dr Lam Ching-choi, JP                                   |
|   | Ms Alice P L Lee  |
|   | Mr Ma Kam-wah   |
|   | Ms Chow Tsui, Twiggy                                    |
|   | Mr Wong-shun<br>Social Welfare Department               |
|   | Mr Lam Ka-tai<br>Social Welfare Department              |
| Mr Ngan Man-po<br>Social Welfare Department |   |
| <b>Secretary</b>                            | Ms Leung Mei-wah<br>Social Welfare Department           |
| <b>Recorder</b>                             | Ms Chan Sau-lai<br>Social Welfare Department            |



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#### 21. Hong Kong Paralympians Fund Management Committee

|   |   |
|---|---|
| <b>Chairperson</b>                            | Ms Malina Ngai                                      |
| <b>Trustee</b>                                | Mr Stephen Fisher, JP<br>Director of Social Welfare |
| <b>Members</b>                                | Miss Amy Chan                                       |
|   | Mrs Jenny Fung                                      |
|   | Mr Tai Yan-yun, Nelson                              |
|   | Dr Eva Tsai   |
|   | Mr Paul Wong  |
|   | Prof Maurice Yap                                    |
|   | Dr Simon Yeung                                      |
|   | Mr Yeung Tak-wah, Silva JP                          |
|   | Ms Margaret Siu<br>Hong Kong Sports Institute       |
|   | Mr Ho Ip-chuen, Wells<br>Home Affairs Bureau        |
| Mrs Cecilia Yuen<br>Social Welfare Department |   |
| <b>In-attendance</b>                          | Ms Karen Wong<br>Social Welfare Department          |
| <b>Secretary</b>                              | Ms Olivia Yip<br>Social Welfare Department          |

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#### 22. Hong Kong Paralympians Fund Grants Sub-committee

|                    |   |
|--------------------|---|
| <b>Chairperson</b> | Miss Amy Chan                                 |
| <b>Members</b>     | Ms Chan Tan-lui                               |
|                    | Mr Hung Chung-yam                             |
|                    | Mrs Leung Lau Shuk-yin                        |
|                    | Miss Cannie Leung                             |
|                    | Mr Tam Wai-yip                                |
|                    | Mr Paul Wong                                  |
|                    | Dr Simon Yeung                                |
|                    | Mr Ho Ip-chuen, Wells<br>Home Affairs Bureau  |
|                    | Mrs Cecilia Yuen<br>Social Welfare Department |
| <b>Secretary</b>   | Ms Olivia Yip<br>Social Welfare Department    |

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#### 23. Committee on Services for Youth at Risk

|  |   |
|--|---|
| <b>Chairperson</b>                               | Mr Stephen Fisher, JP<br>Director of Social Welfare                   |
| <b>Vice-Chairperson</b>                          | Mrs Wong Yau Wai-ching, Michelle<br>Deputy Secretary for Education(4) |
| <b>Members</b>                                   | Mr Joseph Lee, SBS, BBS, JP   |
|  | Ms Tao Chee-ying  |
|  | Prof Cheng Chi-ho, Howard   |
|  | Mr Leung Wai-kuen, Edward, JP   |
|  | Mr Karl Lau   |
|  | Miss Chan Sze-man, Anita  |
|  | Mr Liu Ah-chuen   |
|  | Prof Wong Po-choi, MH   |
|  | Ms Pong Oi-lan, Scarlett  |
|  | Dr Chan Wing-leung, Timothy   |
|  | Ms Young Bick-kwan, Irene<br>Labour and Welfare Bureau                |
|  | Mr Lee Shiu-fung, Brian<br>Education Bureau                           |
| Mrs Liu Lee Ho-kei, Apollonia<br>Security Bureau |   |
| Mr Lum Kwok-keung, Jacky<br>Home Affairs Bureau  |   |



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|                  |   |
|------------------|---|
| <b>Members</b>   | Dr Mak Kwok-hang<br>Department of Health        |
|                  | Mr Ng Ka-sing, David<br>Hong Kong Police Force  |
|                  | Mr Cheung Hing-wah<br>Social Welfare Department |
|                  | Ms Ip Siu-ming<br>Social Welfare Department     |
| <b>Secretary</b> | Mr Hung Wai-lun<br>Social Welfare Department    |

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#### 24. Advisory Committee on Partnership Fund for the Disadvantaged

| Advisory Committee |  |
|--------------------|--|
| Chairperson        | Mr Stephen Fisher, JP<br>Director of Social Welfare        |
| Members            | Ms Au Pui-yee, Teresa                                      |
|                    | Rev Dorothy Lau, JP  |
|                    | Mrs Lee Lau Chu-lai, Julie, JP                             |
|                    | Mr Leung Wing-yu   |
|                    | Prof Mok Bong-ho   |
|                    | Ms Tao Chee-ying, Theresa                                  |
|                    | Dr Wong Chi-ho, Jimmy, BBS, JP                             |
|                    | Dr Wong Chung-kwong  |
|                    | Mr Charles Yang, JP  |
|                    | Dr Yue Kwok-to   |
|                    | Dr Yung Wing-ki, Samuel, MH, JP                            |
| In-attendance      | Miss Ann Hon<br>Social Welfare Department                  |
|                    | Miss Vicky Cheung<br>Labour and Welfare Bureau             |
|                    | Mr Cheung Hing-wah<br>Social Welfare Department            |
|                    | Mrs Lee Chung Tim-ying, Betty<br>Social Welfare Department |
| Secretary          | Ms Wendy Fung<br>Social Welfare Department                 |
|                    | Ms Lily Ng<br>Social Welfare Department                    |





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### Honorary Advisors

The Hon Bernard Chan, JP

Mr Paul Yin Tek-shing, BBS, JP

Dr Choi Koon-sum, Jonathan, BBS, JP

Mr Clement Chen, BBS, JP

Mr Lau Kin-wah, Kevin

Mr Andrew Brandler

Mr Fred Lam, JP

Ms Linda Lai, JP