

## 其他服務 | Other Services



**醫務社會服務**  
**MEDICAL SOCIAL**  
**SERVICES**

**違法者服務**  
**SERVICES FOR**  
**OFFENDERS**

**為藥物濫用者**  
**提供的服務**  
**SERVICES FOR**  
**DRUG ABUSERS**

**社區發展**  
**COMMUNITY**  
**DEVELOPMENT**



職業復康服務協助精神病康復者融入社會  
Vocational Rehabilitation service helps ex-mentally ill person's integration into society

病童需要關懷與愛心  
Child patient needs care and concern



**醫務社會服務**

**目標**

醫務社會工作人員(醫務社工)駐於醫院和診所，為病人及其家屬提供及時心理社會輔導和援助，協助他們處理或解決因患病或殘疾而引起的問題。作為臨床小組的成員之一，醫務社工擔當着聯繫醫務和社會服務的重要角色，協助病人康復和融入社會。截至2002年3月底，社署共有370名醫務社工，處理超過32,000宗個案。

**檢討醫務社會服務**

鑑於醫療衛生服務模式正在轉變，而為滿足病人及其親屬日增的需要而提供的綜合服務愈受重視，加上有需要透過調整和精簡服務以提高工作效率，社署遂於本年度檢討醫務社會服務，以便找出更有效為病人提供援助的方法。社署在檢討後推出多項重整服務單位的新措施，以及提供服務和精簡工作程序的新方法。

**MEDICAL SOCIAL SERVICES**

**Objective**

Medical social workers (MSWs) are stationed in hospitals and clinics to provide timely psycho-social intervention to patients and their families and help them cope with or solve problems arising from illness or disability. As a member in the clinical team, MSW plays an important role in linking up the medical and social services to facilitate patient's recovery and rehabilitation in the community. As at end March 2002, SWD has an establishment of 370 MSWs, handling over 32,000 active cases.



**Review of Medical Social Services (MSS)**

Facing the changing mode of service delivery in medical and health services, increasing emphasis on service integration to better meet the rising needs of patients and their families, and calls for greater efficiency through service rationalisation and streamlining, the Department initiated a review on MSS during the year to identify more effective approaches to provide assistance to patients. As a result, new initiatives on re-engineering of service units, new approaches of service delivery and streamlining of work procedures were introduced.

## 其他服務 Other Services

### 新服務模式 — 「一病人，一醫務社工」

為了方便使用者及維持服務連貫性，醫務社會服務單位盡可能採用「一病人，一醫務社工」的服務方式。目前，七間附設門診診所的大型醫院，包括威爾斯親王醫院、北區醫院、瑪麗醫院、東區尤德夫人那打素醫院、青山醫院、瑪嘉烈醫院和葵涌醫院已採用這種服務方式。不論病人正在住院或已離院，均由同一名醫務社工提供服務。這種方式不但可提高效率及為病人提供連貫的一站式個人服務，免卻了醫務社工在轉介個案時重複擬備文件的工作，更節省搜尋檔案和備存記錄的行政及文書工作。

### 「以社區為基礎」的服務模式

為了改善服務和更妥善運用人力資源，社署在2002年1月起採用了以社區為基礎的服務模式。現時，需要接受福利服務的胸肺科診所病人和其家屬，會轉介到最接近他們居住地點的家庭服務中心接受個案工作服務。新的服務模式讓個案工作者能採取更全面的方式照顧病人及其家屬。



### New service delivery mode – “One Patient, One MSW”

To provide continuity of services according to users' convenience, MSS units now adopts the “One Patient, One MSW” approach as far as possible. At present, seven large hospitals with out-patient clinics attached, viz. the Prince of Wales Hospital, North District Hospital, Queen Mary Hospital, Pamela Youde Nethersole Eastern Hospital, Castle Peak Hospital, Princess Margaret Hospital, and Kwai Chung Hospital have adopted this approach whereby the patient is served by the same MSW regardless of his/her in-patient or out-patient status. The approach not only enhances efficient and continuous one-stop personal service to patients, but also avoids duplication of duties of MSWs in compiling documents on case transfer as well as minimising the administrative and clerical work on file search and record keeping.

### “Community-based” service delivery mode

To improve the service and better utilise the manpower resources, a community-based social service delivery mode was adopted in January 2002. The patients of chest clinics and their families in need of welfare services are now referred to and served by the caseworkers of FSCs located within the community nearest to their place of residence. The new mode facilitates caseworkers to take a more holistic approach to care for patients and their families.



醫務社會工作者與病人及其家屬緊密合作，協助病人早日康復  
Medical social worker works closely with the patient and his family members

為了配合醫院管理局發展社區健康護理的工作重點，社署於2001年7月在前屯門分科診所遷往屯門日間醫療中心後，採用一種新的服務模式。派駐前屯門分科診所的醫務社工，分別調派到屯門區內四間家庭服務中心，繼續服務屯門日間醫療中心轉介的門診病人。如有需要，屯門醫院的駐院醫務工會為屯門日間醫療中心門診診所的病人解決其迫切和即時的需要。社署將於2002年6月在伊利沙伯醫院的專科診所嘗試採用類似的運作模式。

為若干類別的病人制訂專業支援服務  
為了與駐診所的醫護人員加強合作，以及培養醫務社工為有特別需要兒童提供服務的專業技能，分駐於衛生署轄下六間兒童體能智力測驗中心的十名醫務社工，現已重組為市區組和新界組。這兩個專責小組與醫護人員緊密合作，為需接受「兒童體能智力測驗中心」服務的兒童及家庭提供服務。

為了透過專業分工提高服務質素，社署把30名在《精神健康條例》方面有較高專業技能和知識並任職精神科醫院或診所醫務社會服務部的社會工作主任，組成五支區域專責小組，輪流負責進行調查、撰寫社會背景調查報告，及代表社署署長出席監護委員會的聆訊。

To dovetail with the Hospital Authority's emphasis on the development of community-based health care, a new mode of service delivery was also implemented when the ex-Tuen Mun Polyclinic (TMPC) was reprovisioned into the Tuen Mun Ambulatory Care Centre (TMACC) in July 2001. The manpower of the MSS unit stationed in the ex-TMPC was transferred to the four respective FSCs of Tuen Mun district to continue delivering the service to needy out-patients referred from TMACC. Where required, MSWs of the Tuen Mun Hospital will attend to urgent and immediate needs of patients of the out-patient clinic at the TMACC. A similar operation mode will be tried out at the Specialist Out-patient Clinic at Queen Elizabeth Hospital in June 2002.

Developing specialised support for some patient groups  
To strengthen collaboration with the clinical counterparts and develop expertise in providing services to children with special needs, the ten MSWs in the Department of Health's six Child Assessment Centres (CACs) are amalgamated into an Urban Team and a New Territories Team. These specialised teams work closely with the medical and nursing professionals to cater for the needs of families with children attending the CACs.

To improve the quality of service through specialisation of skills, 30 Social Work Officers (SWOs) with more expertise and knowledge on the Mental Health Ordinance serving the MSS units in psychiatric setting are grouped to form five Regional Designated Teams on rotation basis to take up the responsibilities of conducting investigation, compiling social enquiry reports and representing the Director of Social Welfare (DSW) as Party at the Guardianship Board hearings.

## 其他服務 Other Services



### 違法者服務

#### 目標

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

#### 服務及統計數字

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

### SERVICES FOR OFFENDERS

#### Objective

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

#### Services and Statistics

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

**社區層面的康復服務**

社區層面的康復服務包括感化服務、社會服務令計劃及社區支援服務計劃。在2001-02年度，社區支援服務計劃共有609名會員，感化服務及社會服務計劃下接受監管的個案數目如下：

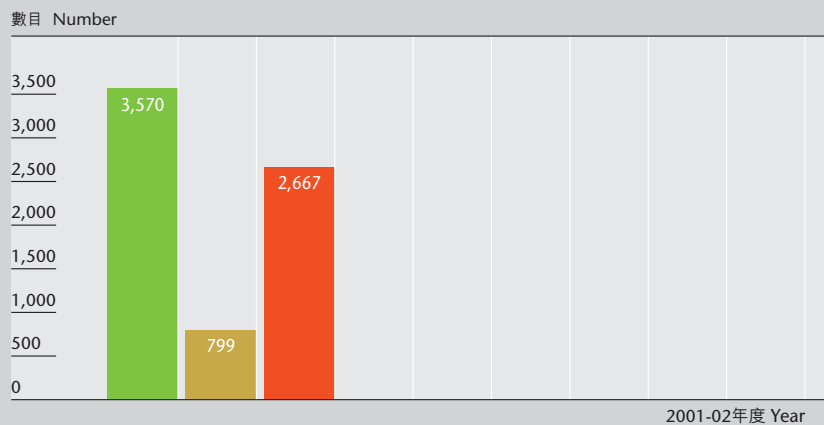
感化服務

**Community-based Rehabilitation Services**

Community-based rehabilitation services include probation service, CSO Scheme and CSSS Scheme. The number of members of the CSSS for the financial year 2001-02 is 609 while the number of supervision cases served in Probation Service and CSO Scheme is as follows –

Probation Service

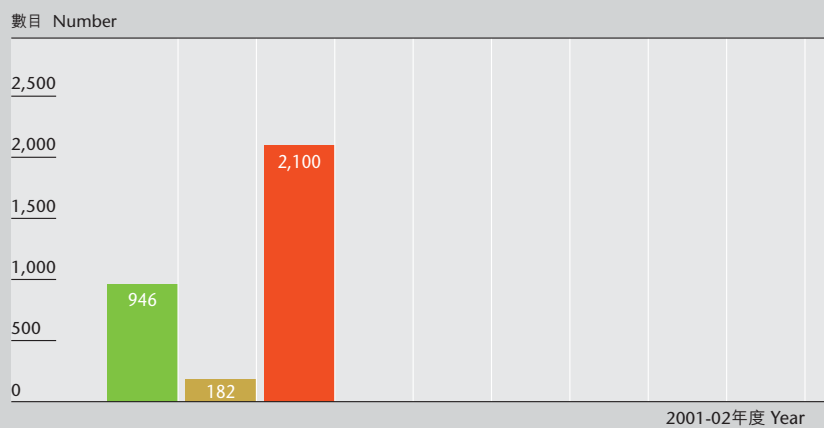
接受監管個案數目 — 感化服務  
Number of Supervision Cases Served – Probation Service



社會服務令計劃

Community Service Orders Scheme

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



其他服務 Other Services



院童專心上課  
Boys and girls having their lessons attentively

**羈留院及住院訓練服務**

社署轄下共有三間羈留院/收容所及四間青少年違法者感化院舍，其中包括兩間核准院舍、一間感化宿舍和一間感化院，合共提供440個宿位予有需要接受短期監護和照顧的青少年或有需要接受住院訓練的青少年違法者。在2001-02年度，羈留院/收容所入院人數共3,241人，而感化院舍服務的離院個案數目如下：

青少年違法者感化宿舍

**Remand Facilities and Residential Training**

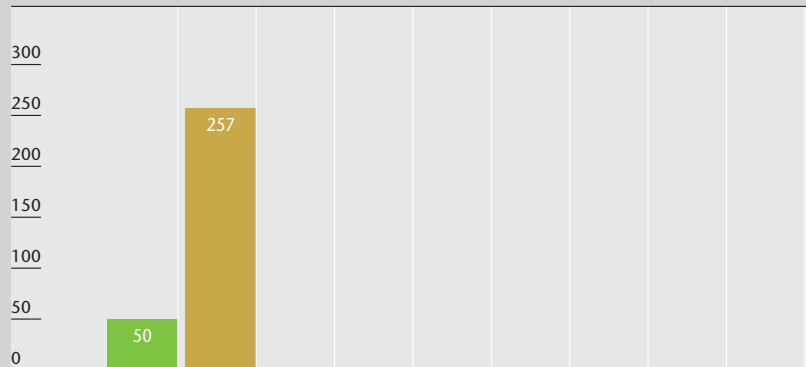
The Department operates three remand homes/places of refuge and four correctional homes including two probation homes, one probation hostel and one reformatory school with a total capacity of 440 residential places for children and juveniles in need of temporary custody or young offenders requiring residential training. The number of admissions into the Remand Homes/Places of Refuge in 2001-02 is 3,241. As for the long-term correctional homes, the number of discharged cases is as follows –

Correctional Homes for Young Offenders

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

- 不能完成住院訓練  
Unable to Complete Residential Training
- 成功完成住院訓練  
Able to Complete Residential Training

數目 Number



2001-02年度 Year

**與懲教署合作提供的服務**

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

青少年罪犯評估專案小組

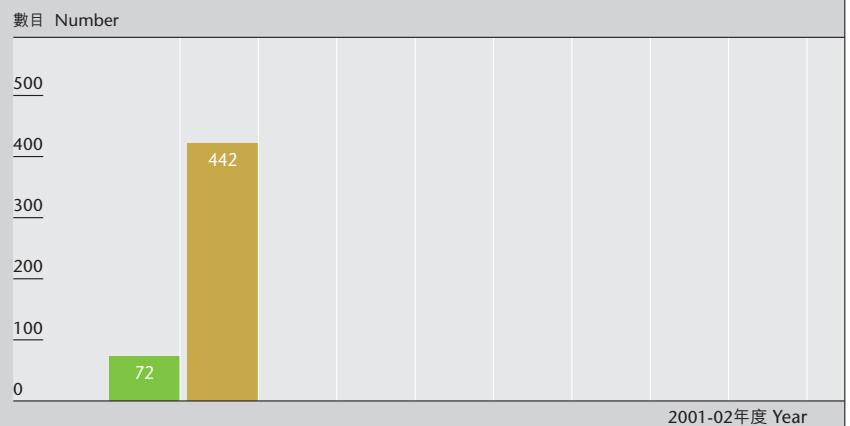
**Joint Venture with the Correctional Services Department (CSD)**

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

Young Offender Assessment Panel

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

- 不獲法庭接納個案  
Not-in-line Court Disposed Case
- 獲法庭接納個案  
In-line Court Disposed Case

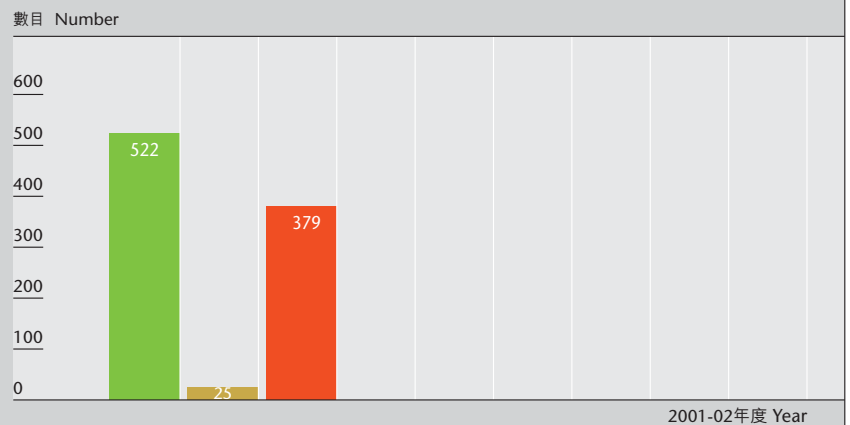


**監管釋囚計劃**

**Post-Release Supervision of Prisoners Scheme**

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

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



## 其他服務 Other Services

### 全年重點

社署在2001年10月邀請了英國利物浦大學臨床心理學學院高級講師 Dr James McGuire 參觀本署的感化服務單位，分享他的工作經驗和對本署將來的服務發展提出意見。社署正參考 Dr McGuire 的意見，擬定重整違法者服務的策略建議及工作方案，務求透過增強服務間的協同效應和整合，切合違法者不斷變更的需要。

為提供更好的教育服務予由本署院舍照顧的院童，社署已在2001年9月將核准院舍及感化院內部份教師職位提升為學位教師職位。又於2002年1月在羈留院及收容所加設了六個教師職位。

在本年度，社署亦與唯一獲資助提供違法者服務的非政府機構 — 香港善導會重新檢視其服務的模式和未來發展方向。

### HIGHLIGHT OF THE YEAR

A renowned overseas scholar, Dr James McGuire, Senior Lecturer of Clinical Psychology Department, University of Liverpool, U.K. was invited to visit the correctional service units of the Department in October 2001 to share his experience and give advice on the future development of the Department's services. Dr McGuire provided pertinent advice and based on which the Department was drawing up strategic proposals and action plans for re-engineering the services for offenders to enhance service synergy and integration to address the changing needs of offenders.

To provide better education to residents under the care of the correctional/residential homes, the Department upgraded some of the teaching posts in probation homes and reformatory school to the Education Officer Grade in September 2001 while six additional teaching posts were created in remand homes and places of refuge in January 2002.

During the year, the Department also works closely with the Society of Rehabilitation and Crime Prevention, Hong Kong, the only NGO providing subvented services contributing to the offender programme, to take a fresh look into its service delivery mode and its future positioning.



院童齊心協力美化院舍居住環境  
Residents engaged in beautifying the home environment



藥物濫用者在戒毒治療及康復中心過着有規律的生活  
Residents of Drug Treatment and Rehabilitation Centre having a disciplined life

## 為藥物濫用者提供的服務

### 目標

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

### 服務及統計數字

- 15間戒毒治療及康復中心
- 2間為藥物濫用者和濫藥康復者而設的交誼會所
- 3間濫用精神藥物者輔導中心
- 2隊「健康新一代」計劃

### 全年重點

截至2002年3月底，社署資助三間濫用精神藥物者輔導中心。有鑑於濫用藥物的青少年人數不斷上升，社署已獲取資源增設兩間輔導中心，於2002年底投入服務，為濫用精神藥物者提供預防和輔導服務。現有的三間濫用精神藥物者輔導中心亦獲增撥資源，加強為中學生提供預防教育服務。

在禁毒處的政策支持下，社署在2001年9月成立藥物倚賴者治療中心牌照事務處，準備執行將於2002年4月1日起生效的《藥物倚賴者治療康復中心(發牌)條例》。發牌制度旨在確保藥物倚賴者可在管理妥善和安全的環境中接受服務，從而保障他們的利益。牌照事務處將聯繫其他有關政府部門，向治療中心提供適切的意見，以協助它們符合發牌要求。

## SERVICES FOR DRUG ABUSERS

### Objective

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

### Services and Statistics

- 15 Drug Treatment and Rehabilitation Centres
- 2 Social Club Drug Abusers and Ex-drug Abusers
- 3 Counselling Centres for Psychotropic Substance Abusers (CCPSA)
- 2 teams of Against Substance Abuse Scheme

### HIGHLIGHT OF THE YEAR

As at end March 2002, there were three CCPSAs under subvention of the Department. In view of the increasing number of young drug abusers, resources were obtained for setting up two additional CCPSAs to render preventive and remedial services to the psychotropic substance abusers. These new centres are expected to commence operation by end 2002. The three existing CCPSAs will also be allocated with additional resources to strengthen preventive programmes for secondary school students.

With the policy support of the Narcotics Division, the Department set up a Licensing Office of Drug Dependents Treatment Centres in September 2001 to prepare for the implementation of the Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance, which will come into force on 1 April 2002. The licensing regime is to ensure that drug dependent persons will receive services in a properly managed and physically secure environment, thereby protecting their well-being. The Licensing Office will co-ordinate with other government departments concerned in providing appropriate advice to facilitate the treatment centres to comply with the licensing requirements.

## 其他服務 Other Services



### 社區發展

#### 目標

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

#### 服務

- 20間家庭支援及資源中心
- 14支家庭支援網絡隊
- 13間社區中心
- 25支鄰舍層面社區發展計劃工作隊
- 12項綜合鄰舍計劃

#### 全年重點

社署重組的其中一個環節，乃將轄下的19個小組工作部分階段重整為20個家庭支援及資源中心，為個別市民及家庭提供資源和支援，尤以亟需援助的家庭為主。為更主動向亟需援助的家庭和人士提供支援，本署在轄下各行政區成立家庭支援網絡隊，主要附設於家庭支援及資源中心，透過外展社會工作模式，及早識別有需要的家庭，並提供適切的服務。而鄉郊流動服務隊亦已收納於家庭支援網絡隊之下，以更有效地運用資源。

### COMMUNITY DEVELOPMENT

#### Objective

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

#### Service Provision

- 20 Family Support and Resource Centres (FSRC)
- 14 Family Support Networking Teams (FSNT)
- 13 Community Centres (CC)
- 25 Neighbourhood Level Community Development Projects (NLCDP)
- 12 Integrated Neighbourhood Projects (INP)

#### HIGHLIGHT OF THE YEAR

As part of the SWD re-organisation, the 19 Group Work Units were refocused by phases to become 20 FSRCs to provide resources and support to individuals and families, in particular the vulnerable. In order to proactively reach out to the people in need, outreaching services in the form of FSNTs, mainly attached to the FSRCs, were set up in each and every administrative district of the Department for identifying families in need of services at an early stage through outreaching efforts. With the formation of FSNTs, Rural Mobile Service Teams were subsumed under them for effective use of resources.

鑑於市民對福利服務的需求不斷轉變，社署自2001年起向13間由非政府機構營運的社區中心增撥資源，加強對社區內亟需協助的家庭提供外展服務。

為了跟進審計署署長在1997年10月發表的第29號報告書的建議，當局審慎研究服務人數少於3,000人的鄰舍層面社區發展計劃工作隊的情況，以提高服務的成本效益。其中七支服務少於3,000人而所服務地區沒有清拆期限的工作隊當中，有三支已終止服務、三支已精簡架構，餘下一支則維持2001年12月時的狀況。截至2002年3月底，共有25支分別由11間非政府機構營辦的鄰舍層面社區發展計劃工作隊。

綜合鄰舍計劃的試行乃為填補因分期終止鄰舍層面社區發展計劃而可能產生的服務不足之處。社署在2002年將檢討綜合鄰舍計劃，研究該六項計劃是否有繼續服務的需要，並考慮這項服務整體上的發展方向。

In light of the changing welfare needs of the general public, the 13 Community Centres run by NGOs were allocated additional resources since 2001 to strengthen their outreaching services to vulnerable families in the locality.

As a follow-up to the recommendations in the Report No. 29 of the Director of Audit published in October 1997, the Administration had critically examined the position of NLCDP teams serving a population below 3,000 to maximise the cost-effectiveness of the service. Seven teams with a population below 3,000 and without clearance dates were identified. Among the seven teams, three were terminated, three were right-sized and the remaining one maintained status quo as at December 2001. As at end March 2002, there were 25 NLCDP teams operated by 11 NGOs.

INPs were set up on a pilot basis to dovetail with the phasing out of NLCDPs to fill possible service gaps. A review on INPs was commissioned during the year to examine the need for continuation of the six INPs and the future of the service as a whole.



鄉郊服務  
Welfare services in rural area



聯歡日  
Fun day