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醫務社會服務

目標

醫務社會工作者(下稱「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、創傷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，協助病人達至康復和融入社會。截至2003年3月底，社署共有361名醫務社工，處理超過25 000宗個案。

加強對精神科服務的支援

為支持醫院管理局(下稱「醫管局」)推行新的精神科服務，社署重行調配14名醫務社工與專業醫護人員緊密合作，推行多項新計劃如「思覺失調」服務計劃、擴大社區精神科小組及「毅置安居計劃」。

「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，社署把2001-02年度率先在胸肺科診所推行的以社區為基礎服務模式，擴展至六所主要醫院(即瑪麗醫院、伊利沙伯醫院、威爾斯親王醫院、瑪嘉烈醫院、屯門醫院、東區尤德夫人那打素醫院)的專科門診診療所。現時，這些門診診療所的病人和其家屬如需要接受福利服務，會獲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者的服務。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。



將軍澳醫院醫務社工正透過遊戲輔導病童
MSW conducting a play session at Tseung Kwan O Hospital

Medical Social Services

Objective

Medical social workers (MSWs) are stationed in hospitals and clinics to provide timely psycho-social intervention to patients and their families and help them cope with or solve problems arising from illness, trauma or disability. As a member of the clinical team, MSWs play an important role in linking up the medical and social services to facilitate patients' recovery and rehabilitation in the community. As at end March 2003, SWD has an establishment of 361 MSWs handling over 25 000 active cases.

Strengthening of Support in Psychiatric Services

To support the new initiatives of the Hospital Authority (HA) in psychiatric services, the Department had redeployed 14 MSWs to work in close collaboration with the medical and nursing professionals in new programmes, such as the Early Assessment Service for Young People with Psychotic Disorder (EASY), the expanded Community Psychiatric Teams, and the Extended-care Patients Intensive Treatment, Early Diversion and Rehabilitation Stepping-stone (EXITERS) Project.

Community-based Service Delivery Mode

To improve the service and better utilise the manpower resources, the community-based social service delivery mode adopted in chest clinics in 2001-02 was expanded to specialist out-patient clinics in six major hospitals (viz. Queen Mary Hospital, Queen Elizabeth Hospital, Prince of Wales Hospital, Princess Margaret Hospital, Tuen Mun Hospital, Pamela Youde Nethersole Eastern Hospital). The out-patients of these clinics and their families in need of welfare services are now referred to and served by the caseworkers of Family Services Centres located within the community nearest to their place of residence. The new mode facilitates caseworkers to take a more holistic approach in providing service to patients and their families.



急症室醫療費減免

為配合公立醫院急症室服務由2002年11月起實施收費的措施，及基於醫療服務的提供不應因收費問題而延誤、及任何病人均不應因經濟困難而得不到治療等原則，社署和醫管局已採取多項改善和過渡措施，以幫助有經濟困難的病人。同時，社署、醫管局和衛生署與衛生福利及食物局緊密合作，進一步加強現有的豁免醫療服務收費機制。該加強機制將於2003年4月1日公共醫療服務的新收費生效時實施。

逐步撤回派駐在前補助醫院的醫務社工

自醫管局成立以來，社署部分醫務社工均有調派到前補助醫院協助應付院內擴展的服務。結果，在同一間醫院內同時設有來自社署和醫管局的醫務社工。這種雙軌制度對病人、醫務人員和其他院外的服務機構造成混亂和不便。為解決這個長久以來的問題，社署撤回派駐在10間前補助醫院的醫務社工，遂把有關資源轉交予醫管局。這項理順服務的工作已在2003年3月完成。

Waiving for Accident and Emergency (A&E) Charges

In parallel with the implementation of fee charging for A&E services at public hospitals in November 2002, a number of improvement and transitional measures to assist patients with financial difficulties have been implemented on the basis of the principles that delivery of medical care should not be delayed due to fee collection and no patients should be deprived of treatment due to financial hardship. At the same time, SWD, HA and the Department of Health had been working closely with the Health, Welfare and Food Bureau to further enhance the existing medical fee waiver mechanism to be introduced upon the revised fee structure of the public health care services effective on 1 April 2003.

Rationalisation of Medical Social Services in Former Subvented Hospitals

Since the establishment of the HA, some MSWs of SWD had been allocated to former subvented hospitals to cope with service expansion. This had resulted in a mixed provision of both MSWs of SWD and MSWs employed by the HA in the same hospital. The dual system had led to confusion and inconvenience to patients, medical staff as well as other helping organisations outside hospitals. To address this long-standing problem, the Department withdrew its MSW manpower from 10 former subvented hospitals and consequently transferred the related resources to HA. This service rationalisation exercise was completed in March 2003.



男童在感化院舍內上木工課 A boy in Correctional Home attending a carpentry lesson

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

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



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2002-03年度，社區支援服務計劃共有948名會員，感化服務及社會服務令計劃下接受監管的個案數目如下：

感化服務

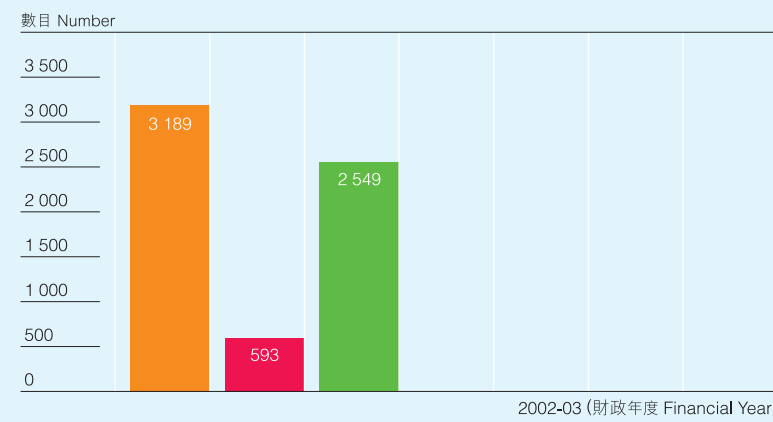
Community-based Rehabilitation Services

Community-based rehabilitation services include Probation Service, CSO Scheme and CSSS. The number of members of the CSSS for the financial year 2002-03 is 948 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

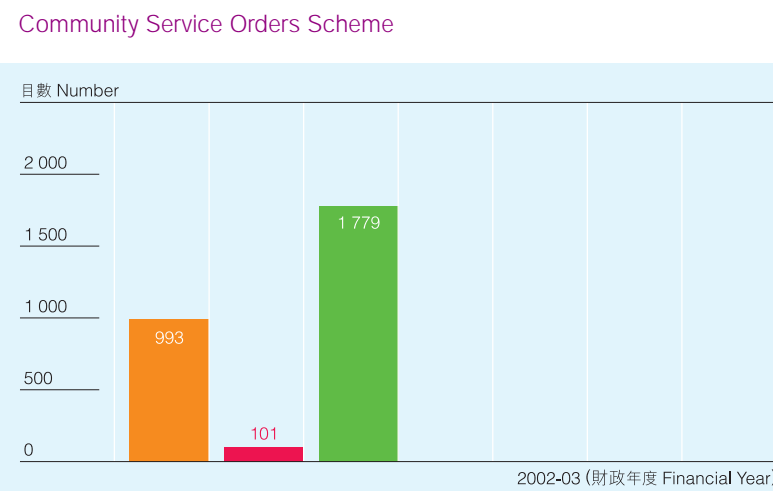
- ◆ 處理中 Active
- ◆ 不順利完成 Unsatisfactorily Closed
- ◆ 順利完成 Satisfactorily Closed



社會服務令計劃

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

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



院童專心上餐飲課 Boys having their catering training 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2002-03年度，羈留院/收容所入院人數共2,790人，而感化院舍服務的離院個案數目如下：

青少年違法者感化院舍

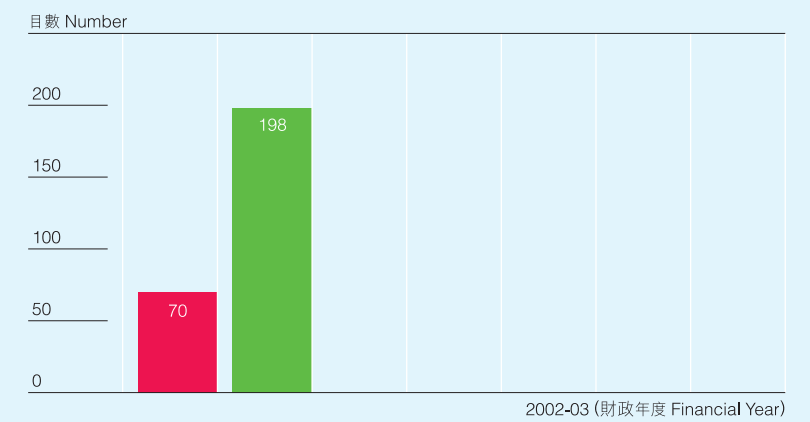
離院個案數目—感化院舍服務
Number of Discharged Cases – Correctional Homes

- ◆ 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

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 2002-03 is 2,790. As for the long-term correctional homes, the number of discharged cases is as follows-

Correctional Homes for Young Offenders



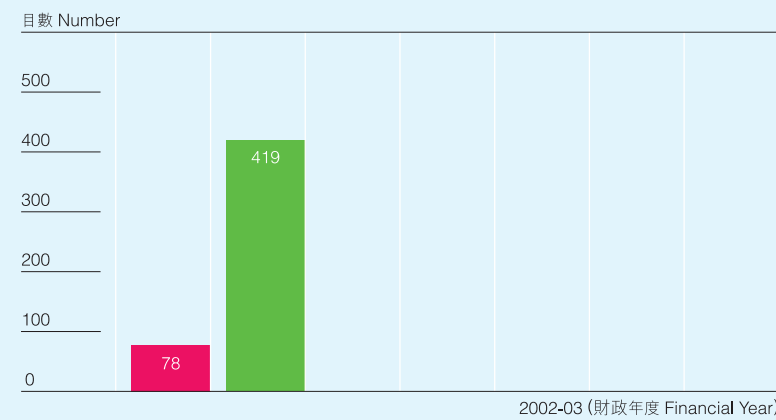
與懲教署合作提供的服務

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

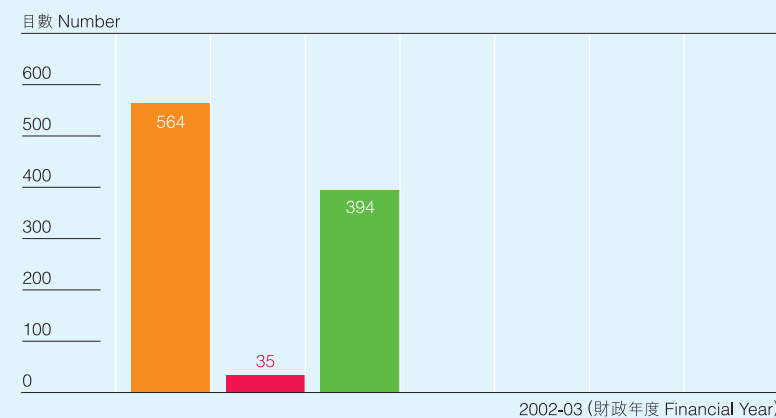
接受評估個案數目—青少年罪犯評估專案小組
Number of Cases Served – Young Offender Assessment Panel

- ◆ 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**

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

**全年重點**

社署在2003年1月安排兩名人員前往英國，考察當地為違法者提供的社區層面康復服務及住院服務綜合模式，以探討重整違法者服務的可行性。社署已制訂具體計劃，將現時的感化院舍重整，以期能善用資源及提供適時的優質服務。計劃會將一所位於屯門區的舊男童院重建為特定用途及精心設計的綜合院舍，把現時的院舍同置於此綜合院舍中。

Highlight of the Year

To explore the feasibility for re-engineering of the services for offenders, two officers of the Department attended an overseas attachment programme in January 2003 to acquire knowledge on the integrative model of community-based rehabilitation programmes and residential treatment programmes for offenders in the United Kingdom, and assess their applicability to Hong Kong. Subsequently, a concrete plan for restructuring the Department's correctional homes for better utilisation of resources and provision of a quality service under modern conditions was drawn up. The plan involves the re-development of the site of an ex-boys' home in Tuen Mun into a purpose-built and well-designed complex for co-location of the existing homes.

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

基督教得生團契青少年戒毒康復綜合訓練
Young drug treatment and rehabilitation integrated training provided by the Christian New Being Fellowship

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

- ◆ 16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
- ◆ 5間濫用精神藥物者輔導中心

全年重點

有鑑於濫用藥物的青少年人數不斷上升，兩間增設濫用精神藥物者輔導中心已於2002年10月投入服務，為濫用精神藥物者提供預防和輔導服務。現時全港共有5間濫用精神藥物者輔導中心，提供覆蓋全港的服務。為了更有效地運用資源及加強為中學生提供預防教育服務，社署「健康新一代」計劃原有服務亦於2002年7月交由濫用精神藥物者輔導中心繼續提供，而各輔導中心亦為此等服務獲增撥資源。

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

- ◆ 16 Drug Treatment and Rehabilitation Centres
- ◆ 2 Social Clubs for Drug Abusers and Ex-drug Abusers
- ◆ 5 Counselling Centres for Psychotropic Substance Abusers (CCPSAs)

Highlight of the Year

In view of the increasing number of young drug abusers, two additional CCPSAs were set up to strengthen preventive and remedial services to the psychotropic substance abusers. These new centres commenced operation in October 2002. Together with the three existing CCPSAs, there are a total of five CCPSAs providing territory-wide services. To provide one-stop services to young drug abusers and strengthen drug preventive programmes for secondary school students, services provided by the Department's Against Substance Abuse Scheme were hived off to the CCPSAs in July 2002 with allocation of additional resources.

《藥物倚賴者治療康復中心(發牌)條例》已於2002年4月1日生效，確保藥物倚賴者可在管理妥善和安全的環境中接受服務。根據此條例，所有治療中心均須接受以牌照或豁免證明書的方式規管(後者只適用於在條例生效前已在運作的治療中心)。社署會聯繫其他有關政府部門包括屋宇署及消防處處牌照或豁免證明書的申請，並向治療中心提供適切的意見。截至2003年3月底為止，社署已根據此條例發出42張豁免證明書，並正在處理3份豁免證明書/牌照的申請。

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
- ◆ 22支家庭支援網絡隊
- ◆ 13間社區中心
- ◆ 23支鄰舍層面社區發展計劃工作隊
- ◆ 4項綜合鄰舍計劃

全年重點

按照2002年7月完成的舊建市區綜合鄰舍計劃檢討顧問最後研究報告的建議，12項綜合鄰舍計劃將在其有關合約完結時結束。截至2003年3月底，共有四項分別由四間非政府機構營辦的綜合鄰舍計劃。有關的非政府機構亦同意重新調配部份綜合鄰舍計劃的現有資源，在2003年1月成立共八支由非政府機構營辦的家庭支援網絡隊(下稱「網絡隊」)。為了加強服務銜接和協同效應，網絡隊附設於八間綜合鄰舍計劃營辦機構的現有服務單位內。連同14支由社署營運的網絡隊，全港共有22支網絡隊，透過外展社會工作模式，及早識別有需要的家庭，以防止家庭問題發生或惡化。

The Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance came into operation on 1 April 2002 to ensure that drug dependent persons would 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). The Department co-ordinates with other Government departments concerned including the Buildings Department and the Fire Services Department in processing applications for licences and certificates of exemption and providing appropriate advice to the treatment centres. As at end March 2003, 42 certificates of exemption have been issued under this Ordinance whereas three applications for certificates of exemption/licences are under active processing.

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
- ◆ 22 Family Support Networking Teams (FSNTs)
- ◆ 13 Community Centres
- ◆ 23 Neighbourhood Level Community Development Projects
- ◆ 4 Integrated Neighbourhood Projects (INPs)

Highlight of the Year

According to the recommendations of the Consultancy Study on the Review of INPs in Targeted Old Urban Areas completed in July 2002, 12 INPs would be terminated after their respective contractual period. As at end March 2003, there were four INPs operated by four NGOs. As agreed by the concerned NGOs, a portion of INP resources were deployed to form eight FSNTs in January 2003. These NGO-run FSNTs were attached to the existing services of the eight INP operators for better interfacing and synergy. Together with the existing 14 FSNTs operated by SWD, there were a total of 22 FSNTs, providing proactive outreaching efforts to identify families in need of services at an early stage so as to prevent family tragedy or breakdown.

義務工作

推廣義工服務

本署自1998年積極鼓勵不同階層人士參與義工服務，發揚共同參與及奉獻的精神，為建設充滿愛心的香港社會而努力。為提高學校、工商機構及社團組織等推廣對象的參與程度，本署在2002年舉辦了一連串策略性的推廣活動，當中包括「企業義務工作講座及工作坊」、「公務員義工計劃」、「傑出青年義工海外交流計劃」及「凝聚關懷傳愛心暨2002年義工嘉許典禮」等。

「傳心傳義」計劃

為抗衡因經濟轉型而帶來的困難及挑戰，提倡人與人之間的互相關懷及扶持，社署於2002年7月開展了「傳心傳義」計劃的義工活動，結集社會各階層的義工力量，傳遞愛心和關懷等訊息以建設充滿希望及美好的明天。共有150多個團體承諾參與有關計劃，舉辦義工服務協助面對逆境的人士；並有超過1 000個社會服務單位成立服務聯網，把「傳心傳義」計劃的精神融合於服務計劃中。

2002年的成就

截至2003年3月底，共有363 708名個人義工及989個團體登記參與義務工作，他們於年內共提供超過900萬小時的義工服務。



社署積極推廣義工運動
SWD actively promotes the Volunteer Movement

Volunteerism

Promotion of Volunteer Service

The Department has actively promoted volunteer service to Hong Kong people from all walks of life since 1998 to foster a spirit of participation and dedication so as to contribute in building up a caring and harmonious community. A series of strategic promotional programmes and activities, including "Seminars and Workshop on Corporate Volunteering", "Civil Servant Voluntary Work Programme", "Outstanding Youth Volunteer Exchange Programme" and "Annual Volunteer Award Presentation" were organised throughout the year targeted at schools, corporations and community organisations.

"Campaign Evergreen"

To promote mutual care and support among Hong Kong people against the backdrop of difficulties and challenges arising from economic restructuring, "Campaign Evergreen", a major initiative of the volunteer movement, was launched since July 2002 to mobilise the volunteers' actions to spread care and concern and foster hope and future for tomorrow. Over 150 organisations from different sectors pledged to join the campaign by organising volunteer service to serve the people facing adversity and more than 1 000 service units formed service alliance to adopt the spirit of "Campaign Evergreen" in service planning and implementation.

Achievement in the Year

By end March 2003, 363 708 individuals and 989 organisations had registered to join volunteer service and delivered over 9 000 000 hours of volunteer service in the year.