

SWD Review

2011-12 & 2012-13

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FOREWORD

Hong Kong has been facing great challenges in meeting the ever changing needs of our community. We anticipate even more challenges ahead as a result of the increasingly complex social problems arising from the rapidly changing socio-economic and demographic scenes. One of the big challenges is that despite Hong Kong being an affluent city, there are still many people who live a hand-to-mouth existence and require our assistance. In this respect, the Government is committed to supporting the needy and building up a caring and harmonious society. This is also the mission and responsibility of our Department.

For the past two years, we have implemented various social welfare policies and services on a full and hectic schedule. Achievements in 2011-12 and 2012-13 in various service areas exemplify our mission of building a caring and harmonious society.

POVERTY ALLEVIATION

In 2012, the Government reinstated the Commission on Poverty (CoP), which is underpinned by six Task Forces to combat poverty. We actively participated in the work of CoP and its Task Forces to help conceive new initiatives to prevent and alleviate poverty. We also administered six assistance programmes under the Community Care Fund to provide assistance for people facing financial difficulties, in particular those who fell outside the social safety net or those within the safety net but with special circumstances not covered by the safety net.

AGEING IN PLACE

Our population is ageing rapidly. The number of elderly persons aged 65 or above is expected to grow up to 2.1 million by 2030, representing 25% of the whole population. Guided by the cornerstone principle of "ageing in place", we enhanced the physical settings and facilities of elderly centres across the territory. We also

increased day care places in the conventional funding mode and extended the service hours of new day care centres for the elderly. In September 2013, we launched the Pilot Scheme on Community Care Service Voucher for the Elderly such that eligible elderly persons may choose the services that suit their needs with the use of service vouchers.

SOCIAL SECURITY

We brought various improvements to our social security system. We raised the standard rates for adult Comprehensive Social Security Assistance (CSSA) recipients aged below 60 with disabilities or in ill-health with effect from 1 August 2011 and introduced Residential Care Supplement for CSSA recipients aged 60 or above as well as recipients with disabilities or in ill health of any age, who occupied non-subsidised residential care places with effect from 1 June 2012. Attaching great importance to promoting the welfare-to-work policy, we implemented the Integrated Employment Assistance Programme for Self-reliance to strengthen support for employable able-bodied CSSA recipients to become self-reliant. We also took forward the preparatory work full steam ahead for launching the new Old Age Living Allowance (OALA) in April 2013. OALA provides eligible elderly persons with a cash allowance of \$2,200 per month as an additional form of financial support for needy elderly persons to supplement their living expenses.

YOUTH SUPPORT

We increased the manpower of school social work service in secondary schools by 20% to help prevent and tackle student drug abuse and related problems. We also launched three pilot cyber youth outreaching projects to reach out through the Internet to young persons in need, particularly those identified as at-risk or hidden.

OTHER MEASURES SUPPORTING THE UNDERPRIVILEGED AND THE DISADVANTAGED

We also took the following measures to enhance the support to the

underprivileged and the disadvantaged:

1. enhanced the service of the five Short-term Food Assistance Service Projects with the provision of food and hot meal coupons;
2. regularised and extended the Neighbourhood Support Child Care Project to all 18 districts and set up four new Integrated Family Service Centres, including three operated by non-governmental organisations and one operated by our Department;
3. regularised the service of the Transitional Care and Support Centre for Tetraplegic Patients and implemented the financial incentive scheme for workplace mentors of employees with disabilities to facilitate persons with disabilities to adapt to work smoothly;
4. injected \$100 million into the "Enhancing Employment of People with Disabilities through Small Enterprise" Project and extended the maximum funding period for individual businesses from two to three years;
5. implemented a licensing scheme under the Residential Care Homes (Persons with Disabilities) Ordinance to ensure that services of residential care homes for persons with disabilities meet the statutory requirements; and
6. strengthened the manpower of Integrated Community Centres for Mental Wellness to serve more persons in need of community mental health support services.

The above is by no means exhaustive. The Government's commitment to supporting the needy is reflected in its huge and ever-increasing expenditure on social welfare. In the 2012-13 Revised Estimate, the total recurrent government expenditure on social welfare reached \$42.7 billion, taking up 16.2% of the total recurrent government expenditure and ranking the third amongst various policy areas. In comparison with the total actual recurrent government expenditure on

social welfare in 2010-11 (\$37.6 billion), there was an increase of 13.6%.

Looking forward, we will keep up what has been achieved and make ongoing improvements to our social welfare services. We will also strive to forge partnerships with other government departments, the welfare sector, the business sector and the public at large in providing the people of Hong Kong with professional, quality and sustainable social welfare services to meet their service needs, and in building up a caring and harmonious society.

Ms Carol YIP, JP
Director of Social Welfare

CHAPTER 1 An Overview

MISSION

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

GUIDING PRINCIPLES

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

- 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

1.3 SWD is dedicated to:

- caring for the elderly, the sick and the 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

WELFARE EXPENDITURE

1.4 In the 2012-13 Revised Estimate, the total recurrent government expenditure on social welfare ^{Note 1} reached \$42.7 billion, taking up 16.2% of the total recurrent government expenditure and ranked the third amongst various policy areas as shown in **Chart 1** below.

Chart 1: 2012-13 Recurrent Government Expenditure by Policy Area Group

Policy Area Group	Percentage for 2012-13 (Percentage for 2011-12)
Education	23.0% (22.9%)
Health	17.5% (17.1%)
Social Welfare	16.2% (16.6%)
Security	11.8% (12.1%)
Infrastructure	6.5% (6.6%)
Economic	3.3% (3.4%)
Housing	0.1% (0.1%)
Environment and Food	4.2% (4.3%)
Community and External Affairs	3.5% (3.5%)
Support	13.9% (13.4%)

Year	Total Recurrent Government Expenditure
2012-13 Revised Estimate	\$263.7 billion
2011-12 Actual	\$242.5 billion

Note 1

- (a) Social welfare policy area expenditure includes the bulk of SWD's expenditure (except those programmes contributing to internal security and district and community relations policy areas) and other expenditure directly under the control of the Labour and Welfare Bureau.
- (b) To give a better picture of the long term trend of recurrent expenditure on social welfare, one-off additional payments to

recipients under Comprehensive Social Security Assistance and Social Security Allowance Schemes have been provided for under non-recurrent expenditure since 2010-11.

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

1.5 In 2011-12, the total actual expenditure of SWD was \$42.2 billion. Of the \$42.2 billion, \$29.3 billion (70%) was for financial assistance payments ^{Note 2}, \$9.3 billion (22%) was for recurrent subventions to non-governmental organisations (NGOs), \$0.9 billion (2%) was for hire of services, and the remaining balance of \$2.7 billion (6%) was for departmental expenditure.

1.6 In 2012-13, the total estimated expenditure of SWD was \$44.4 billion. Of the \$44.4 billion, \$30.3 billion (68%) was for financial assistance payments ^{Note 2}, \$10.2 billion (23%) was for recurrent subventions to NGOs, \$1.1 billion (2%) was other payment for welfare services, and the remaining balance of \$2.8 billion (7%) was for departmental expenditure.

1.7 Analysed by programme as shown in **Chart 2** below, elderly services took up the second largest share amongst the various welfare services, just after social security, in both 2011-12 and 2012-13.

Chart 2: SWD - 2012-13 Estimated Expenditure by Programme

Programme	Percentage for 2012-13 (Percentage for 2011-12)
Social Security	70.2% (71.4%)
Services for Elders	11.0% (10.2%)
Rehabilitation & Medical Social Services	9.0% (8.9%)
Family & Child Welfare	4.7% (4.4%)
Young People	4.0% (4.0%)
Services for Offenders	0.7% (0.7%)
Community Development	0.4% (0.4%)

1.8 Established with income from the Mark Six Lottery, investment income and auctions of vehicle registration numbers to finance the development of social welfare services, the Lotteries Fund (LF) is a major source of capital funding for NGOs. In 2011-12 and 2012-13, payments from the LF were \$0.9 billion (Actual) and \$1.0 billion (Revised Estimate) respectively.

Note 2

The financial assistance payments included \$1.8 billion and \$2.0 billion for one-off additional payments to recipients under Comprehensive Social Security Assistance and Social Security Allowance Schemes in each of the years of 2011-12 and 2012-13.

CHAPTER 2 Major Achievements

2.1 In 2011-12 and 2012-13, SWD launched various new initiatives or enhanced existing welfare services under different programme areas to help needy individuals and families in the community.

2.2 SOCIAL SECURITY

- Integrated the various employment assistance programmes under the Comprehensive Social Security Assistance (CSSA) Scheme and commissioned NGOs to assist in implementing the Integrated Employment Assistance Programme for Self-reliance for the purpose of providing able-bodied CSSA recipients with one-stop, integrated employment assistance services on a family basis.
- Enhanced the support for elderly persons and persons with disabilities or in ill-health under the CSSA Scheme by raising the standard rates of adult CSSA recipients aged below 60 with disabilities or in ill-health and extension of the coverage of Community Living Supplement together with upward adjustment of the monthly allowance.
- Introduced Residential Care Supplement under the CSSA Scheme to provide a special allowance to recipients aged 60 or above and recipients with disabilities or in ill health of any age, who are receiving non-subsidised residential care.
- Provided additional one-off assistance to CSSA recipients and recipients of Disability Allowance and Old Age Allowance.

2.3 FAMILY AND CHILD WELFARE

- Commenced the work of the standing Review Panel in June 2011 following the successful experience of the Pilot Project on Child Fatality Review and completed the review of child death cases that occurred in 2008 and 2009.
- Enhanced the service of the five Short-term Food Assistance Service Projects by adding the provision of food and hot meal coupons.

- Regularised and extended the Neighbourhood Support Child Care Project to all 18 districts.
- Set up four new Integrated Family Service Centres (IFSCs) including three operated by NGOs and one operated by SWD.

2.4 ELDERLY

- Launched the Improvement Programme of Elderly Centres to enhance the physical setting and facilities of elderly centres across the territory.
- Continued to implement a pilot scheme on home care services for the frail elders who were on the waiting list for nursing home places to provide them with new package of intensive and tailor-made home care services.
- Continued to implement a pilot scheme to provide residential care homes for the elderly with subsidised visiting pharmacist services to enhance the knowledge and capability of staff in drug management.
- Continued to implement the District-based Scheme on Carer Training.
- Continued to implement the Home Environment Improvement Scheme for the Elderly to assist the elders who are in lack of financial means and family support to improve their dilapidated homes.
- Provided additional residential care places.
- Increased subsidised community care places.
- Provided or increased supplements for subsidised residential care homes and day care centres for the elderly to render more targeted services to the frail and demented elders.
- Continued to implement the Enrolled Nurse Training Programme for the Welfare Sector.

2.5 REHABILITATION AND MEDICAL SOCIAL SERVICES

- Implemented a pilot scheme on Home Care Service for Persons with Severe Disabilities in Tuen Mun, Kwun Tong, Wong Tai Sin and Kwai Tsing districts.
- Regularised the service of the Transitional Care and Support Centre for Tetraplegic Patients.
- Implemented the financial incentive scheme for workplace mentors of employees with disabilities to facilitate them to adapt to work smoothly.
- Injected \$100 million into the "Enhancing Employment of People with Disabilities through Small Enterprise" Project and extended the maximum funding period for individual business from two years to three years.
- Implemented the pilot Bought Place Scheme for Private Residential Care Homes for Persons with Disabilities.
- Implemented a statutory licensing scheme upon commencement of the Residential Care Homes (Persons with Disabilities) Ordinance, to ensure the services of residential care homes for persons with disabilities meet the statutory standards.
- Strengthened the manpower of Integrated Community Centre for Mental Wellness (ICCMW) to serve more persons in need of community mental health support services.
- Increased subvented residential care places, provided additional places for day training and vocational rehabilitation services to increase employability of persons with disabilities, provided additional places for pre-school rehabilitation service for children with disabilities, including autistic children.
- Strengthened the manpower of the medical social services to dovetail with the service enhancements of the Hospital

Authority.

2.6 YOUTH AND CORRECTIONS

- Set up three new Youth Outreaching Teams, one each in Tseung Kwan O, Ma On Shan and Tung Chung, to reach out to youths at-risk and provide timely counselling, support and guidance to them.
- Enhanced school social work service in secondary schools with a 20% increase in manpower to focus on anti-drug work and strengthen related counselling service.
- Launched three 3-year Pilot Cyber Youth Outreaching Projects and one Evaluative Study to youths in need, particularly those identified as at-risk or hidden, through the internet for timely support services to them.
- Reviewed community-based services for offenders and implemented the integrated model to provide one-stop probation and community service orders services.

CHAPTER 3 Social Security

OBJECTIVES

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

SERVICE PROVISION

3.2 This objective is achieved through a non-contributory social security system administered by 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.

3.3 Under the CSSA Scheme, the Support for Self-reliance Scheme aims to encourage and assist employable CSSA recipients to take up employment and become self-reliant. The Scheme consists of two components:

- The Integrated Employment Assistance Programme for Self-reliance (IEAPS) : provision of one-stop, integrated employment assistance services on family basis by NGOs commissioned by SWD to help employable able-bodied CSSA recipients find jobs.
- Disregarded earnings : provision of an incentive by disregarding part of their income to encourage recipients to undertake employment while on CSSA.

HIGHLIGHTS OF THE PERIOD

TARGETED EMPLOYMENT ASSISTANCE FOR VARIOUS GROUPS OF EMPLOYABLE CSSA RECIPIENTS

3.4 To promote the concept of "from welfare to work", SWD continued to strengthen employment assistance services for various groups of employable CSSA recipients to help them return to the workforce. In 2011-12 and 2012-13, SWD continued to operate the Community Work (CW) Programme and commission NGOs to operate the following schemes: (1) The Integrated Employment Assistance Scheme (IEAS) to provide employment assistance services to unemployed able-bodied CSSA recipients; (2) The Special Training and Enhancement Programme (My STEP) to provide motivational and disciplinary training to unemployed CSSA recipients aged 15 to 29; and (3) The New Dawn (ND) Project to help single parents and child carers on CSSA with the youngest child under their care aged 12 to 14 enhance their capacity for self-help and integration into the community through engagement in work.

3.5 With effect from January 2013, SWD has integrated the above programmes (i.e the CW Programme, IEAS, My STEP and the ND Project) and commissioned NGOs to operate projects under the IEAPS. The aim of the IEAPS is to provide one-stop, integrated employment assistance services on family basis to encourage and assist unemployed able-bodied CSSA recipients aged 15 to 59 and single parents and child carers on CSSA with the youngest child under their care aged 12 to 14 to overcome work barriers, enhance employability and seek employment to become self-reliant.

INCREASE IN STANDARD RATES FOR NON-ABLE-BODIED ADULTS AND ENHANCEMENT OF COMMUNITY LIVING SUPPLEMENT UNDER THE CSSA SCHEME

3.6 To enhance support for CSSA recipients with disabilities or in ill-health, the standard rates for adult CSSA recipients under the age of 60 with disabilities or in ill-health have been increased to the same level as those for elderly CSSA recipients in similar health conditions with effect from 1 August 2011. To provide better assistance to CSSA recipients living in the community, the coverage of Community Living Supplement has been extended to CSSA recipients with disabilities at non-severe levels

or in ill-health and elderly recipients not living in institutions, and its rate has been adjusted upward with effect from 1 October 2011. As at 31 March 2013, the monthly rate is \$275.

PROVISION OF RESIDENTIAL CARE SUPPLEMENT UNDER THE CSSA SCHEME

3.7 To help relieve the financial burden arising from charges for residential care, SWD started providing Residential Care Supplement under the CSSA Scheme for recipients aged 60 or above and recipients with disabilities or in ill-health of any age who are receiving non-subsidised residential care with effect from 1 June 2012. As at 31 March 2013, the monthly rate is \$275.

PROVISION OF ADDITIONAL ONE-OFF ASSISTANCE TO SOCIAL SECURITY RECIPIENTS

3.8 To help combat the impact of inflation and rising cost of living, SWD provided one additional month of standard rate of CSSA payment for CSSA recipients and one additional month of allowance for Disability Allowance and Old Age Allowance recipients in July 2011. In July 2012, SWD also provided one additional month of standard rate of CSSA payment for CSSA recipients and one additional month of allowance for Disability Allowance recipients and Old Age Allowance recipients with the aim to help ease the pressure of the economic downturn on our community.

FRAUD PREVENTION

3.9 SWD continued its efforts to prevent and combat fraud and abuse against social security welfares. Aiming to prevent duplicate claims of public resources, data matching with the Labour Department on the provision of travel allowance for CSSA recipients has been strengthened since 2012-13.

OLD AGE LIVING ALLOWANCE

3.10 SWD actively planned to implement an Old Age Living Allowance (OALA) under the SSA Scheme starting from 1 April 2013. The new initiative aims to provide a cash allowance of \$2,200 per month as an additional form of financial assistance for needy Hong Kong residents aged 65 or above to supplement their living expenses. Applications will be processed in three phases, namely: "Auto-conversion", "Postal Submission" and "New Application".

Retrospective payment from 1 December 2012 at the earliest will be made to eligible elderly persons through auto-conversion arrangement or for applications received on or before 31 December 2013.

STATISTICS

CSSA SCHEME

3.11 As at 31 March 2012, there were 275 383 CSSA cases providing assistance to 439 216 people. The number of CSSA cases and recipients were 267 623 and 414 148 respectively as at 31 March 2013. The number of CSSA cases decreased in the past two years. Analysis of distribution of CSSA cases by nature of cases as at 31 March 2012 and 31 March 2013 respectively is shown in **Chart 3** below:

Chart 3: Distribution of CSSA Cases by Nature of Cases

Nature of Cases	Number of Cases as at 31 March 2013 (Number of Cases as at 31 March 2012)	Percentage as at 31 March 2013 (Percentage as at 31 March 2012)
Old Age	153 237 (154 176)	57.3% (56.0%)
Permanent Disability	18 351 (18 376)	6.9% (6.7%)
Ill Health	25 217 (25 271)	9.4% (9.2%)
Single Parent	30 513 (32 579)	11.4% (11.8%)
Low Earning	9 942 (11 765)	3.7% (4.3%)
Unemployment	23 293 (26 081)	8.7% (9.5%)
Others	7 070 (7 135)	2.6% (2.6%)

3.12 A total of \$19,773 million was paid out under the CSSA Scheme in 2012-13. The total expenditure for the years 2008-09 to 2012-13 is shown in **Chart 4** below:

Chart 4 : Total Expenditure Under the CSSA Scheme for 2008-09 to 2012-13

Year	Total Expenditure (\$Mn)
2008-09	18,613
2009-10	19,028
2010-11	18,493
2011-12	19,548
2012-13	19,773

SSA SCHEME

3.13 As at 31 March 2012 and 2013, the numbers of SSA cases were 663 237 and 693 389 respectively. A breakdown of these cases by nature of cases is shown in **Chart 5** below:

Chart 5: Distribution of SSA Cases by Nature of Cases

Nature of Cases	Number of Cases as at 31 March 2013 (Number of Cases as at 31 March 2012)	Percentage as at 31 March 2013 (Percentage as at 31 March 2012)
Higher Old Age Allowance	457 265 (445 297)	65.9% (67.1%)
Normal Old Age Allowance	89 010 (76 189)	12.8% (11.5%)
Higher Disability Allowance	18 867 (18 292)	2.7% (2.8%)
Normal Disability Allowance	128 247(123 459)	18.5% (18.6%)

3.14 A total of \$10,579 million was paid out under the SSA Scheme in 2012-13. The total expenditure for the years 2008-09 to 2012-13 is shown in **Chart 6** below:

Chart 6 : Total Expenditure under SSA Scheme for 2008-09 to 2012-13

Year	Total Expenditure (\$Mn)
2008-09	8,795
2009-10	8,851
2010-11	9,062
2011-12	9,744
2012-13	10,579

CLEIC SCHEME

3.15 In 2012-13, a total of \$4.97 million was paid out under the CLEIC Scheme to 382 cases. The total expenditure for the years 2008-09 to 2012-13 is shown in **Chart 7** below:

Chart 7 : Total Expenditure under CLEIC Scheme for 2008-09 to 2012-13

Year	Total Expenditure (\$Mn)
2008-09	5.33
2009-10	6.35
2010-11	5.86
2011-12	5.32
2012-13	4.97

TAVA SCHEME

3.16 In 2012-13, a total of \$193.14 million was paid out under the TAVA Scheme to 13 057 cases. The total expenditure for the years 2008-09 to 2012-13 is shown in **Chart 8** below:

Chart 8 : Total Expenditure under TAVA Scheme for 2008-09 to 2012-13

Year	Total Expenditure (\$Mn)
2008-09	172.54
2009-10	191.66
2010-11	187.17
2011-12	170.34
2012-13	193.14

SOCIAL SECURITY APPEAL BOARD

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

3.18 In 2012-13, SSAB ruled on 347 appeals, including 74 CSSA cases and 273 SSA cases. The Board confirmed the decisions of SWD in 218 cases (63%) and varied its decisions in 129 cases (37%).

CHAPTER 4 Family Services

OBJECTIVES

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

APPROACH

4.2 SWD adopts a three-pronged approach to provide a continuum of services to support families, namely:

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

SERVICE PROVISION AND STATISTICS UNDER THE THREE-PRONGED APPROACH

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

PRIMARY LEVEL		
	2011-12	2012-13
Publicity Campaign on "Strengthening Families and Combating Violence"	- A series of short videos on promotion of positive parenting and prevention of domestic violence was produced and broadcast through RoadShow and YouTube	- A short-film cum story board creation competition was launched on the Internet to promote the prevention of child sexual abuse

	<ul style="list-style-type: none"> - To prevent filicide-suicide, a set of TV/radio APIs and poster was produced and broadcast/posted on TV, radio, Internet and mass transportation systems - A leaflet was produced to encourage women with unplanned pregnancy to seek help when encountering difficulty - 1 694 district programmes attended by 128 713 participants 	<ul style="list-style-type: none"> - A set of poster and leaflet was produced to promote joint parental responsibility of divorced parents. The poster was posted at public venues while the leaflet was distributed to needy parents - 1 847 district programmes attended by 143 457 participants
Family Life Education (FLE)	<ul style="list-style-type: none"> 22 social workers - 1 411 programmes - 141 451 participants 	<ul style="list-style-type: none"> 22 social workers - 1 456 programmes - 133 109 participants
Departmental Hotline	<ul style="list-style-type: none"> - 176 069 calls received 	<ul style="list-style-type: none"> - 189 915 calls received
Family Support Networking Teams (FSNTs)	<ul style="list-style-type: none"> 7 teams 	<ul style="list-style-type: none"> 7 teams
SECONDARY LEVEL		
Integrated Family Service Centres (IFSCs)/Integrated Services Centres (ISCs)	<ul style="list-style-type: none"> 62 IFSCs & 2 ISCs - 85 864 cases served - 9 819 groups and programmes organised 	<ul style="list-style-type: none"> 65 IFSCs & 2 ISCs - 82 916 cases served - 10 248 groups and programmes organised
Family Aide Service	<ul style="list-style-type: none"> 45 family aide workers - 2 079 cases served 	<ul style="list-style-type: none"> 48 family aide workers - 2 314 cases served
TERTIARY LEVEL		

Family Crisis Support Centre	1 centre - 20 802 calls received - 725 persons/families in crisis served	1 centre - 22 636 calls received - 867 persons/families in crisis served
Multi-purpose Crisis Intervention and Support Centre	1 centre - 22 020 calls received - 110 cases handled	1 centre - 18 388 calls received - 129 cases handled
Suicide Crisis Intervention Centre	1 centre - 1 219 cases handled	1 centre - 1 249 cases handled
Refuge Centres for Women	5 centres - 79.1% average utilisation rate - 748 cases served	5 centres - 85.6% average utilisation rate - 750 cases served
Family and Child Protective Services Units (FCPSUs)	11 units - 8 398 cases served - 587 joint investigations on suspected child abuse cases with police	11 units - 8 057 cases served - 666 joint investigations on suspected child abuse cases with police
Victim Support Programme for Victims of Family Violence	1 centre - 613 service users served	1 centre - 661 service users served

<p>Prevention and Handling of Elder Abuse</p>	<ul style="list-style-type: none"> - 2 identical training courses for a total of 105 professional staff of SWD, elderly service units run by NGOs and contract operators, as well as private residential care homes for the elderly - 2 identical training courses for a total of 110 care staff and health workers from elderly service units run by NGOs and contract operators, as well as private residential care homes for the elderly 	<ul style="list-style-type: none"> - 2 identical training courses for a total of 101 professional staff of SWD, elderly service units run by NGOs and contract operators, the Hospital Authority and private residential care homes for the elderly - 2 identical training courses for a total of 96 care staff and health workers from elderly service units run by NGOs and contract operators, as well as private residential care homes for the elderly - 2 identical training courses for a total of 265 professional staff of SWD, elderly service units run by NGOs and contract operators, as well as the Hospital Authority
<p>Integrated Services Team for Street Sleepers</p>	<p>3 teams</p> <ul style="list-style-type: none"> - 168 cases assisted to live off street - 57 cases matched with jobs 	<p>3 teams</p> <ul style="list-style-type: none"> - 138 cases assisted to live off street - 73 cases matched with jobs

HIGHLIGHTS OF THE PERIOD

STRENGTHENED SUPPORTIVE SERVICES FOR INDIVIDUALS AND FAMILIES IN NEED

4.4 To further enhance the support and services provided for individuals and families in need, and to alleviate the workload of social workers, four new IFSCs were set up in districts with higher service demand in 2011-12 and 2012-13, thereby increasing the number of IFSCs from 61 to 65. The three new IFSCs operated by NGOs in Sham Shui Po District, Kwun Tong District and Yuen Long District commenced operation in December 2011, January 2013 and January 2013 respectively. The remaining one operated by SWD in Kowloon City and Yau Tsim Mong District also commenced operation in February 2013. The locations of the new IFSCs were decided having regard to the social indicators and service demand of individual districts such as the number of new cases handled by each IFSC, the projected growth and profile of the population.

STRENGTHENED SERVICES AND SUPPORT FOR VICTIMS OF DOMESTIC VIOLENCE

Family and Child Protective Services Units

4.5 SWD has 11 FCPSUs across the territory as specialised units to assist families with problems of child abuse and spouse/cohabitant battering in order to restore the normal functioning of these families and to safeguard the interests of children affected by custody/guardianship disputes.

Victim Support Programme for Victims of Family Violence

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

served 613 and 661 victims and their family members respectively in 2011-12 and 2012-13.

Refuge Centres for Women

4.7 The refuge centres for women provide temporary accommodation service for women with or without children who are having serious personal or family problems or in danger of domestic violence. At present, there are five refuge centres with 260 places. In 2011-12 and 2012-13, the average utilisation rates of the five refuge centres were 79.1% and 85.6% respectively.

Family Crisis Support Centre

4.8 The Family Crisis Support Centre (FCSC) operated by Caritas - Hong Kong, aims at tackling family crisis at an early stage by providing a package of integrated and easily accessible services to assist individuals and families in crisis or distress. Services provided include a 24-hour hotline, emergency intervention with short-term accommodation and other support services. Besides, FCSC has established an effective referral network and collaboration with other service organisations and professionals in serving individuals/families in crisis. As at 31 March 2013, 95% of the service users have indicated positive response in overcoming the immediate crisis upon leaving the FCSC.

Multi-purpose Crisis Intervention and Support Centre

4.9 The CEASE Crisis Centre (the Centre), operated by the Tung Wah Group of Hospitals, aims to provide comprehensive support to victims of sexual violence and individuals or families facing domestic violence or in crisis, and to link them with appropriate health care and social services units as soon as possible for necessary protection and services. Services provided include a 24-hour hotline and crisis intervention/immediate outreaching service for victims of sexual violence and elder abuse after office hours of SWD. Besides, the Centre provides short-term accommodation for victims who are temporarily not suitable to return home or individuals/families in crisis. In 2011-12 and 2012-13, the Centre provided services to a total of 239 victims of sexual violence.

Suicide Crisis Intervention Centre

4.10 The Suicide Crisis Intervention Centre (SCIC), operated by The

Samaritan Befrienders Hong Kong (SBHK), provides round-the-clock outreaching, crisis intervention/intensive counselling to persons in crisis situation and at high/moderate suicidal risks. Apart from the core crisis intervention service, the SCIC also works with SBHK's Life Education Centre and Hotline Centre and other related organisations to render preventive and supportive services to persons affected by suicidal behaviour (including family members and friends). In view of the ever-increasing use of information technology, the SCIC conducts regular blog searching for early identification of Internet users with suicidal tendency, and provides web-engagement service such as setting up forum, email-box, chat-room and Internet resource corner to reach out to Internet users with suicidal ideation, ventilate their emotion, give emotional support, promote positive life attitude and provide related social service to the users and to convey meaningful and positive life attitude.

Services for Batterers

4.11 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 since 2008. The Batterer Intervention Programme (BIP) in group format has formally become an integrated component of the counselling service for batterers provided by the 11 FCPSUs apart from individual counselling and treatment. SWD has also started a trial project on the development of a BIP for female batterers since 2010. In 2011-12 and 2012-13, a total of 145 batterers participated in BIP.

4.12 Separately, since 2008, the Anti-violence Programme (AVP) has also been introduced for batterers who are required by the courts under the Domestic and Cohabitation Relationships Violence Ordinance (Cap. 189) to participate in the psycho-educational programme to change their abusive attitudes and behaviours. The AVP is suitable for different types of abusers. NGOs have been engaged in delivering the programme.

Prevention and Handling of Elder Abuse

4.13 In 2001, SWD set up a multi-disciplinary Working Group on Elder Abuse (WGEA) to examine jointly the phenomenon of elder abuse in Hong Kong and provide advice on strategies and ways of handling elder Abuse. WGEA focuses on enhancing community awareness on elder

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

Training Programme Relevant to Domestic Violence

4.14 In 2011-12 and 2012-13, SWD continued to provide training on core themes of domestic violence with contents including understanding and handling child abuse, spouse/cohabitant battering, elder abuse and sexual violence, etc. A total of 14 000 social workers and other professionals participated in the training courses organised at the central level and by District Social Welfare Offices.

PUBLICITY AND COMMUNITY EDUCATION

Publicity Campaign on "Strengthening Families and Combating Violence"

4.15 To enhance the public awareness of the importance of family solidarity and to encourage early help seeking for prevention of domestic violence and family tragedy, SWD continued to launch the Publicity Campaign on "Strengthening Families and Combating Violence". In 2011-12, a series of short videos on promotion of positive parenting and prevention of domestic violence was produced and broadcast through RoadShow and YouTube. And, to prevent filicide-suicide, a set of TV/radio APIs and poster was produced and broadcast/posted on TV, radio, Internet and mass transportation systems. Furthermore, a leaflet was produced to encourage women with unplanned pregnancy to seek help when encountering difficulty. In 2012-13, a short-film cum story board creation competition was launched on the Internet to promote the prevention of child sexual abuse. Also, a set of poster and leaflet was produced to promote joint parental responsibility of divorced parents. The poster was posted at public venues while the leaflet was distributed to needy parents.

OTHER SUPPORTIVE SERVICES

Child Fatality Review

4.16 Following the successful experience of the Pilot Project on Child Fatality Review and the positive responses received by it, the standing Child Fatality Review Panel with members appointed by the Director of Social Welfare commenced its work in June 2011. The Review Panel has completed the review of the child death cases that occurred in 2008 and 2009, and would share its review findings with the public through its first biennial report to be released in the first half of 2013.

Enhanced Hotline Services

4.17 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, can be more readily available to handle calls requiring counselling. Moreover, upon the commencement of service of the NGO-operated Hotline and Outreaching Service Team (HOST) in October 2008, the SWD Hotline started operating on a 24-hour basis with SWD's social workers handling calls during normal office hours, while calls received outside normal office hours are handled by social workers of HOST. HOST also provides outreaching service to specific groups of needy persons in case of emergency warranting immediate intervention by social workers. In 2012-13, 1823 Call Centre handled 23 224 calls, while social workers of SWD Hotline handled 47 260 calls with 2 386 calls requiring counselling service whereas social workers of HOST handled 11 787 calls with 8 725 calls requiring counselling service.

Short-term Food Assistance

4.18 Five short-term food assistance service projects run by NGOs started operation in February 2009 to provide a normally six-week food assistance to individuals/families who have difficulties coping with their daily food expenditure. The target service users are 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 the 'N have-nots', including those who are living in rented rooms/bedspaces/roof-tops, do not have separate electricity accounts, are not recipients of Comprehensive Social Security Assistance/Disability Allowance/Old Age Allowance. 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. In October 2011, SWD enhanced the service by adding the provision of food and hot meal coupons which can be redeemed at designated food stalls, supermarkets and restaurants. This was in addition to the usual provision of dry rations (such as canned food) normally offered for people to tide over urgent and short-term needs. As at 31 March 2013, a total of 115 436 persons have received food assistance from the service projects.

Services for Street Sleepers

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

Compassionate Rehousing

4.20 Compassionate Rehousing (CR) is a form of housing assistance provided for individuals and families who have genuine imminent and long-term housing problem which cannot be solved by themselves. In 2011-12 and 2012-13, 2 488 and 2 171 cases were recommended by SWD to Housing Department for CR respectively.

Charitable Trust Funds

4.21 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 2011-12

and 2012-13, 2 184 payments (amounted to \$8.40 million) and 2 174 payments (amounted to \$8.52 million) were made to needy individuals or families respectively.

CHAPTER 5 Child Welfare Services

OBJECTIVES

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

SERVICE PROVISION AND STATISTICS

5.2 The service provision and statistics are as follows:

Adoption Service			
No. of Units		No. of new adoption applications processed	
		2011-12	2012-13
SWD	2	132 (Local adoption)	128 (Local adoption)
NGO	3	37 (Local adoption) 16 (Overseas adoption)	48 (Local adoption) 21 (Overseas adoption)

Residential Child Care Services						
	Number of Centres		Number of Places		Average Enrolment Rate	
	2011-12	2012-13	2011-12	2012-13	2011-12	2012-13
Foster Care Service	Not applicable		1 020	1 070	89.6%	87.8%
Children's Home	5	5	403	407	91.6%	90.4%
Small Group Home	108	108	864	864	94.1%	93.4%
Boys' Hostel	1	1	15	18	90.6%	79.5%
Girls' Hostel	3	3	65	77	89.9%	83.0%

Boys' Homes with School for Social Development on Site	4	4	457	457	87.9%	88.7%
Boys' Homes	3	3	195	201	70.8%	76.0%
Girls' Homes with School for Social Development on Site	2	2	200	200	83.4%	84.3%
Girls' Homes	1	1	30	30	83.6%	83.1%

Day Child Care Services						
	Number of Centres		Number of Places		Utilisation Rate	
	2011-12	2012-13	2011-12	2012-13	2011-12	2012-13
Standalone Child Care Centre ^{Note 1}	12	12	690	690	99%	100%
Occasional Child Care Service	217 (units)	217 (units)	434	434	62%	71%
Extended Hours Service	103	103	1 230	1 230	84%	81%
Mutual Help Child Care Centre	23	23	314	314	8%	8%

Note 1

Apart from the standalone child care centres under subvention of SWD, child care services for children aged under three are also available in kindergarten-cum-child care centres under the administration of the Joint Office for Kindergartens and Child Care Centres, Education Bureau. As at September 2012, there were about 23 600 child care centre places. Additionally, private standalone child care centres provided about 2 300 places as at

31 March 2013.

HIGHLIGHTS OF THE PERIOD

ADOPTION

5.3 In pursuant to the provision of the Adoption Ordinance, Cap. 290, three NGOs, namely International Social Service Hong Kong Branch, Mother's Choice Limited and Po Leung Kuk, have been accredited for providing both local and inter-country adoption service for infants in Hong Kong. They have processed a total of 85 local adoption applications and 37 overseas adoption applications in 2011-12 and 2012-13.

NEIGHBOURHOOD SUPPORT CHILD CARE PROJECT

5.4 To assist families who cannot take care of their children temporarily because of work or other social reasons, SWD continues to strengthen the provision of flexible child care services and the spirit of mutual help at the neighbourhood level in the community. The three-year pilot Neighbourhood Support Child Care Project (NSCCP) was launched in 2008-09. There are two service components under the NSCCP, namely home-based child care service for children aged under six (operating from 7:00 a.m. to 11:00 p.m.), and centre-based care groups for children aged three to under six (operating till at least 9:00 p.m. in the weekdays and covering some weekends and some public holidays).

5.5 In view of the proven effectiveness of the three-year pilot NSCCP in achieving its objectives of fostering mutual help in the neighbourhood and providing flexible child care services, it was regularised and extended to all 18 districts in October 2011, and the minimum number of child care places was increased from at least 440 places to at least 720 places (including 468 home-based child care places and 252 centre-based care group places). Service operators can increase the number of home-based child care places on a need basis and develop child carers' network, so as to meet the community's demand for child care services. In 2011-12, the average total number of children served by 18 projects per month was 436, which was further increased to 574 in 2012-13. In addition, resources was increased for operators to enhance social work

support for their services, set up project-based service hotline, extend the operation hours of the centre-based care group and provide escort service for needy service users to facilitate their receiving of the service.

CHAPTER 6 Clinical Psychological Services

OBJECTIVES

6.1 The Clinical Psychologists of SWD diagnose and treat clients presenting psychological or psychiatric problems to ameliorate their symptoms and restore their functioning. The Clinical Psychologists also provide clinical consultation and training to allied professionals and public education on mental health.

SERVICE PROVISION

6.2 As at 31 March 2013, there were 58 Clinical Psychologists in SWD. They are stationed in five Clinical Psychology Units serving the whole territory. They receive referrals mainly from the Integrated Family Service Centres and the Family and Child Protective Services Units. Referrals are also received from the Probation Offices and the Medical Social Services Units. Through the Central Psychological Support Services, Clinical Psychologists also provide clinical case consultation, staff and parent trainings for pre-school centres as well as adult rehabilitation units operated by non-governmental organisations.

6.3 Children and adolescents formed the main client group served by the Clinical Psychologists. They were often victims of physical or sexual violence, cases for custody evaluation, or individuals presenting behavioural or emotional problems which were psychological in origin. Adults were seen for a variety of reasons ranging from mood disorders, chronic difficulties in interpersonal relationships, adjustment problems, sexual deviations, and various forms of offences against the law. Some others might be perpetrators or victims in cases of domestic violence. The breakdown of referrals by age for 2011-12 and 2012-13 are shown in **Charts 9 and 10** below:

Chart 9: Breakdown of Referrals by Age (2011-12)

Age	Percentage
10 or less than 10	19%
11-20	23%
21-30	11%
31-40	21%
41-50	18%
51-60	7%
60 or more than 60	1%

Chart 10: Breakdown of Referrals by Age (2012-13)

Age	Percentage
10 or less than 10	17%
11-20	23%
21-30	11%
31-40	23%
41-50	17%
51-60	7%
60 or more than 60	2%

6.4 In 2011-12, the Clinical Psychologists conducted 2 595 psychological or intellectual assessments and 21 010 treatment sessions, serving a total of 2 617 new cases. For 2012-13, 2 497 assessments and 21 140 treatment sessions were conducted, serving a total of 1 854 new cases.

HIGHLIGHTS OF THE PERIOD

CENTRAL PSYCHOLOGICAL SUPPORT SERVICES

6.5 The following tables show the service figures for the Central Psychological Support Services (CPSS) for rehabilitation units in 2011-12 and 2012-13 respectively:

CPSS (Adult) Summary Statistics	2011-12	2012-13
No. of Centres Served	84	147
No. of Cases Served	551	581
No. of Clinical Visits	753	682
No. of Clinical Consultation	1 528	1 330
No. of Service Consultation	65	25
No. of Training (for Workers)	33	29
No. of Parent Education Sessions	4	9

CPSS (Pre-school) Summary Statistics	2011-12	2012-13
No. of Centres Served	227	227
No. of Cases Served (New Cases)	368	337
No. of Clinical Visits	1 231	1 076
No. of Clinical Consultation	764	688
No. of Service Consultation	116	168
No. of Training (for Workers)	91	68
No. of Parent Education Sessions	294	266

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

CRISIS INTERVENTION

6.7 Apart from rendering direct clinical services, the Clinical Psychologists of SWD are also the largest group of mental health professionals involved in providing psychological support to the survivors, their families, and even community at large after natural or man-made disasters, for example, the National Day maritime accident in 2012.

SPECIALISATION

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

PUBLIC EDUCATION

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

6.10 In 2011-13, 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.

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

Public Education Summary Statistics	2011-12	2012-13
No. of publications (books, pamphlets)	3	6
No. of talks/training (for the general public as well as for allied professionals)	87	96
Media enquiries (Operation Silver Lining)	10	12

STAFF CARE AND SUPPORT

6.12 The Clinical Psychologists provide various stress management training and psychological treatment when necessary to fellow staff of SWD to help them better cope with increasing workload and work stress.

CHAPTER 7 Services for Elders

OBJECTIVES

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

SERVICE PROVISION AND STATISTICS

7.2 The service provision and statistics are as follows:

Community Support Services for Elders	No. of Centres/Teams (No. of Places) [as at 31 March 2012]	No. of Centres/Teams (No. of Places) [as at 31 March 2013]
District Elderly Community Centres	41 centres	41 centres
Neighbourhood Elderly Centres	118 centres	118 centres
Social Centres for the Elders	51 centres	51 centres
Day Care Centres/Units for the Elderly	63 centres (2 559 places)	65 centres (2 669 places)
Integrated Home Care Services	60 teams	60 teams
Home Help Service	1 team	1 team
Enhanced Home and Community Care Services	24 teams (5 079 places)	24 teams (5 579 places)

Residential Care Services for Elders	No. of Homes (No. of Subsidised Places) [as at 31 March 2012]	No. of Homes (No. of Subsidised Places) [as at 31 March 2013]
Subvented Residential Care Homes for Elders	121 homes (15 668 places)	121 homes (15 619 places)
Subvented Nursing Homes	6 homes (1 574 places)	6 homes (1 574 places)
Contract Homes	18 homes (1 406 places)	20 homes (1 552 places)
Self-financing Homes Participating in Nursing Home Place Purchase Scheme	4 homes (151 places)	4 homes (161 places)
Private Homes Participating in Enhanced Bought Place Scheme	137 homes (7 315 places)	137 homes (7 403 places)

HIGHLIGHTS OF THE PERIOD

COMMUNITY CARE AND SUPPORT SERVICES FOR ELDERS

7.3 Anticipating the challenges brought about by the ageing population, SWD 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 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

Home Environment Improvement Scheme for the Elderly

7.4 To improve the quality of life of needy elders, a one-off funding of \$200 million was earmarked in the 2008-09 Budget to implement the Home Environment Improvement Scheme for the 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 for minor home maintenance and improvement services as well as purchasing essential household items for eligible elders based on home environment assessment results. As at 31 March 2013, about 35 000 households have been arranged for minor home maintenance and improvement services and/or provided with essential household items under this Scheme.

District-based Scheme on Carer Training

7.5 The Elderly Commission, the Labour and Welfare Bureau and SWD launched the "District-based Trial Scheme on Carer Training" in October 2007. This is to subsidise District Elderly Community Centres (DECC) to partner with community organisations in their districts to organise carer training programme and implement carer services to provide short-term relief to the carers of the elders. It has been extended to DECC and Neighbourhood Elderly Centres of all districts since 2009 and renamed as "District-based Scheme on Carer Training" (Scheme). 119 elderly centres participated in the Scheme and over 10 000 carers had been trained up under this Scheme as at 31 March 2013.

Pilot Scheme on home care services for frail elders

7.6 In March 2011, SWD implemented the three-year Pilot Scheme on Home Care Services for Frail Elders. This Pilot Scheme aims to provide home-based support services for those frail elderly who are waiting for a subsidised nursing home place. The scope of home-based care and support services include medical, nursing and rehabilitation services, personal care and support services as well as environmental and psychosocial support services. On-site carer training is also provided to equip and enhance the care skills and knowledge of the carers, empowering them to continue to take care

of their frail elderly at home. This Pilot Scheme runs in eight districts, namely Kwun Tong, Wong Tai Sin, Sai Kung, Kowloon City, Yau Tsim Mong, Sham Shui Po, Eastern and Kwai Tsing. As at 31 March 2013, about 590 cases had been served since its implementation.

Services Enhancement for District Elderly Community Centre and Neighbourhood Elderly Centres

7.7 Since the implementation of service enhancement of outreaching programmes in 2007-08, over 19 000 hidden and vulnerable elders have been identified. About 7 000 active cases were being followed-up by the elderly centres.

Day Care Services

7.8 The SWD continued to increase the provision of day care service in the districts with high demand. As at 31 March 2013, 65 Day Care Centres/Units for the Elderly (DEs/DCU) provided a total of 2 669 day care places, with an increase of 110 places as compared with that as at 31 March 2012. A total of 3 549 elders, including full time and part-time users, were receiving day care services in these DEs/DCUs.

Home-based Services

7.9 In 2011-12 and 2012-13, service volume of Enhanced Home and Community Care Services (EHCCS) was increased by 1 500 and 500 places respectively. As at 31 March 2013, 24 EHCCS Teams provided a total of 5 579 places. EHCCS continues to deliver a wide range of care and support services to enable elders who have been assessed under the Standardised Care Need Assessment Mechanism for Elderly Services to have moderate or severe level of impairment to continue to live at home and to maintain their maximum level of functioning. Besides, 60 Integrated Home Care Services Teams served a total of 27 362 cases, including ordinary and frail cases in 2012-13.

Opportunities for the Elderly Project

7.10 Under the Project, subsidies are provided to welfare agencies, district organisations, schools, volunteer groups and residents' associations to organise a wide range of programmes and activities, such as promoting life-long learning, community participation, inter-generational solidarity and volunteerism, etc.

to promote a sense of worthiness among elders and to instill a spirit of care for elders in the community. A total of 513 projects were launched in 2011-12 and 2012-13 by various community organisations benefiting over 136 200 head count of elders. Commencing from 2012, projects lasting for two years, instead of the usual one-year projects, were also funded.

RESIDENTIAL CARE SERVICES FOR ELDERS

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

Service Improvement Measures of Residential Care Homes for the Elderly

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

- The Administration has implemented a three-year Pilot Scheme on Visiting Pharmacist Services since June 2010 to provide and subsidise registered pharmacists to strengthen the drug management capability of RCHEs.
- SWD and Department of Health organised eight workshops in 2011 and 2012 to provide training for RCHE staff, and drug management was one of the major training items.
- The Code of Practice for RCHEs was updated in March 2013, providing the latest guidelines on management and healthcare services to RCHEs to facilitate them to enhance their service quality.

Provision of Residential Care Places

7.13 As at 31 March 2013, there were a total of 75 553 residential care places for elders with varying care needs in Hong Kong. Government subsidised places are provided through subvented RCHes, contract homes, purchase of places from the private sector under the Enhanced Bought Place Scheme and from the self-financing sector under the Nursing Home Place Purchase Scheme. At the same time, self-care hostel and home-for-the-aged places are gradually transformed into care-and-attention places to provide a continuum of care to meet the care needs of the elders. The number of subsidised residential care places for the elderly has been increased from 25 834 as at 31 March 2011 to 26 309 as at 31 March 2013. **Chart 11** below shows the provision of residential care places as at 31 March 2013.

Chart 11: Provision of Residential Care Places (as at 31 March 2013)

Residential Care	Number of Places (Percentage)
Subvented Home ¹	18 906 (25%)
Self-financing and non-profit making homes ²	5 190 (7%)
Licensed private homes ³	51 457 (68%)

Notes

- 1: Number of places in subvented homes including subsidised places in contract homes and self-financing homes participating in the Nursing Home Place Purchase Scheme
- 2: Number of places in self-financing and non-profit making homes including non-subsidised places in contract homes
- 3: Number of places in licensed private homes including those under the Enhanced Bought Place Scheme

Enrolled Nurse Training Programme for the Welfare Sector

7.14 SWD, with the assistance of Hospital Authority, launched another four classes of a two-year, full-time Enrolled Nurse (General)/Enrolled Nurse (Psychiatric) training programme for the welfare sector from October 2011 to February 2013 to address the nursing shortage in the sector, in particular elderly services and rehabilitation services. Since 2006, a total of twelve classes with 1 470 Enrolled Nurse training places have been 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

7.15 SWD continues to adopt competitive bidding for selecting suitable operators to provide residential care services for elders in purpose-built RCHE premises. The bidding of services is based on quality and service volume and is open to non-governmental organisations and organisations from the private sector. As at 31 March 2013, 20 RCHEs, with eight of them having Day Care Units, provided a total of 1 552 subsidised residential care places and 187 subsidised day care places. Moreover, 1 105 non-subsidised residential care places in these 20 homes charging reasonable fees were also provided.

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

- regular audits of service statistics and information;
- regular service reviews;
- unannounced spot checks; and
- complaints investigation.

CHAPTER 8 Services for Persons with Disabilities

OBJECTIVES

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

SERVICE PROVISION

8.2 To achieve the above aims, SWD, directly or through subvention to non-governmental organisations (NGOs), provides a full range of social rehabilitation services for persons with disabilities. At the end of March 2013, there were 6 230 pre-school places, 16 938 day places and 12 190 residential places. The breakdown of service places as at 31 March 2013 is shown in the table below while the number of rehabilitation service places as at 31 March 2011 and 31 March 2013 is shown in **Chart 12**.

	Places
Pre-school Services	
Early Education and Training Centre	2 613
Special Child Care Centre	1 757
Integrated Programme in Kindergarten-cum-Child Care Centre	1 860
Sub-total	6 230
Day Services	
Day Activity Centre	4 801
Sheltered Workshop	5 051
Supported Employment	1 633
Integrated Vocational Rehabilitation Services Centre	4 257
Integrated Vocational Training Centre (Day Service)	453
On the Job Training Programme for People with Disabilities	432
Sunnyway - On the Job Training Programme for Young People with Disabilities	311

Sub-total	16 938
Residential Services	
Residential Special Child Care Centre	110
Long Stay Care Home	1 507
Halfway House	1 509
Hostel for Moderately Mentally Handicapped Persons	2 292
Hostel for Severely Mentally Handicapped Persons	3 382
Care and Attention Home for Severely Disabled Persons	959
Hostel for Severely Physically Handicapped Persons	573
Care and Attention Home for the Aged Blind	825
Supported Hostel	554
Small Group Home for Mildly Handicapped Children	64
Integrated Vocational Training Centre (Residential Service)	170
Pilot Bought Place Scheme for Private Residential Care Homes for Persons with Disabilities	245
Sub-total	12 190
Grand Total	35 358

Chart 12: Number of Rehabilitation Service Places (as at 31 March 2011 and 31 March 2013)

Rehabilitation Service	Number of Places (as at 31 March 2011)	Number of Places (as at 31 March 2013)
Pre-school Services	5 884	6 230
Day Services	16 629	16 938
Residential Services	11 722	12 190
Total	34 235	35 358

HIGHLIGHTS OF THE PERIOD

NEW PROVISIONS OF FACILITIES AND INITIATIVES

8.3 To meet the demand for services, 1 123 new places were added in 2011-12 and 2012-13 including 346 places for pre-school services, 309 places for day services and 468 places for residential services.

District Support Centre for Persons with Disabilities

8.4 To strengthen the support to persons with disabilities and their families who are living in the community, SWD set up 16 District Support Centres for Persons with Disabilities (DSCs/PWD) in January 2009 through re-engineering of home-based training and support service. As at 31 March 2013, 10 DSCs commenced centre service at their permanent accommodation, and another one is expected to commence service in its permanent accommodation in 2013-14 upon completion of fitting-out works. SWD has also identified premises for four DSCs at new development projects. SWD will closely monitor the progress and continue to identify suitable premises for the remaining DSC.

Pilot Scheme on Home Care Service for Persons with Severe Disabilities

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

Integrated Community Centre for Mental Wellness

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

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

Community Care Fund Assistance Programme on "Training Subsidy for Children who are on the Waiting List of Subvented Pre-school Rehabilitation Services"

8.7 The Community Care Fund (CCF) implemented the above assistance programme in December 2011 with a view to providing training subsidy at a maximum of \$2,500 a month for pre-school children from low-income families who are waitlisted for subvented rehabilitation services, thereby enabling them to receive self-financing services operated by NGOs and facilitating their learning and development. More than 1 600 children have benefited from the programme.

PROMOTING SELF-RELIANCE

Vocational Rehabilitation Service

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

- 12 137 places in Sheltered Workshop, Supported Employment, Integrated Vocational Rehabilitation Services Centre, Integrated Vocational Training Centre, On the Job Training Programme for People with Disabilities, and Sunnyway - On the Job Training Programme for Young People with Disabilities were provided for persons with disabilities as at 31 March 2013.
- Through providing financial incentive for mentors, we encourage employers to arrange workplace mentors for employees with disabilities to facilitate them to adapt to the new work. The mentors will be allocated a one-off financial incentive of \$500 after providing coaching to the employees with disabilities for at least one month. The scheme was implemented in December 2012.
- The "Enhancing Employment of People with Disabilities through Small Enterprise" Project (3E's Project) aims at enhancing the employment of persons with disabilities through direct creation

of jobs, providing seed money to NGOs to create small businesses with the condition of employing no less than 50% of persons with disabilities in the total number of persons on the pay-roll. To further enhance the employment of persons with disabilities, the government injected \$100 million into the 3E's Project in 2012. At the same time, to encourage more NGOs' participation, SWD lowered the length of participation in welfare and charitable activities required for non-SWD-subsidized NGOs from five years to two years, and extended the maximum funding period for individual business from two years to three years to allow more time for the funded businesses to gain operating experience and become self-sustainable. As at 31 March 2013, 76 businesses such as cleaning, bakery, eco-tourism, catering, car beauty, mobile massage, retail shops, vegetable supply and processing, traveling agency, etc. were set up through the support of the 3E's Project, creating over 820 employment opportunities, including more than 580 for persons with disabilities. The breakdown is shown in **Chart 13** below:

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

Business	Number
Retailing	27
Cleaning/Household Service	12
Catering/Food Industry	23
Tourism	2
Others	12
Total	76

Marketing Consultancy Office (Rehabilitation)

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

sectors.

CONTINUING COMMUNITY SUPPORT

Regularisation of the Service of the Transitional Care and Support Center for Tetraplegic Patients

8.10 SWD set up the pilot Transitional Care and Support Centre for Tetraplegic Patients (TCSC) in 2008 to provide transitional residential service, ambulatory day training programme, residential respite service, social programmes and peer support groups for tetraplegic patients. Given the effectiveness of the service, the TCSC service was regularised in March 2013 to continue providing services for the needy users and relieving the caring stress of family carers.

Implementation of Assistance Programme under the Community Care Fund for Persons with Severe Disabilities

8.11 The CCF launched an assistance programme of "Special Care Subsidy for the Severely Disabled" in September 2011, with a view to providing persons with severe disabilities who are from families with financial difficulties, living in the community and requiring constant attendance with a monthly subsidy of \$2,000, so as to render necessary support to them.

8.12 To address the special needs of persons with severe physical disabilities who need to use respiratory support medical equipment, the CCF launched another assistance programme in January 2013, namely "Special Subsidy to Persons with Severe Physical Disabilities for Renting Respiratory Support Medical Equipment" to provide persons with severe physical disabilities who are from families with financial difficulties, living in the community and not receiving CSSA, with a monthly special subsidy of \$2,000 or \$2,500 for a maximum period of 12 months for renting necessary respiratory support medical equipment.

Support to Persons with Disabilities Living in the Community

8.13 SWD has implemented a new package of three-year community-based support projects since January 2012. It aims at strengthening the caring capability of the carers to relieve their caring burden as

well as improving the quality of living for persons with disabilities and their families. Projects funded under this package include home care service, home-based rehabilitation training service, personal development programme, specialised programmes for persons with autism and mentally handicapped persons with challenging behavior, support scheme for newly blind persons and on-the-job support service for disabled persons and their families.

Funding Support to Self-help Organisations

8.14 Funding support in an annual sum was provided to a total of 68 self-help organisations of persons with disabilities (SHOs) or their parents groups in 2012-14 to help the development of self-help organisations and to enhance the promotion of self-help spirit among persons with disabilities and their carers. To further strengthen the SHOs' functions of providing support to persons with disabilities and their families/carers, a one-off special grants was allocated to 40 SHOs for launching carer-support programmes in 2011-12.

Licensing Scheme for Residential Care Homes for Persons with Disabilities

8.15 The Residential Care Homes (Persons with Disabilities) Ordinance (the Ordinance) (Cap. 613) has come into operation since 18 November 2011 [except Part 2 on sanctions for operating residential care homes for persons with disabilities (RCHDs) without licences or certificates of exemption (CoEs)], providing for the control of RCHDs through a licensing scheme administered by the Director of Social Welfare (DSW). To allow sufficient time for individual RCHDs to put in place suitable arrangements for application for a licence/CoE, there is a grace period of 18 months starting from the commencement of the Ordinance during which SWD will process the applications for licences/CoEs. CoEs are issued in respect of RCHDs that existed immediately preceding the commencement of the Ordinance but are not yet able to fully comply with the licensing requirements, so as to allow time for them to carry out improvements in compliance with the licensing requirements and standards.

8.16 SWD has established the Licensing Office of Residential Care Homes for Persons with Disabilities (LORCHD) upon the commencement

of the Ordinance to perform the statutory duties in relation to the licensing scheme. The inspectorate teams of the LORCHD conduct regular inspections in respect of building safety, fire safety, health care and home management to ensure that RCHDs comply with the statutory requirements in staffing, space and layout, building structure, precautionary measures and quality of care, etc.

8.17 Complementary to the licensing scheme, SWD launched the four-year pilot Bought Place Scheme (BPS) for Private RCHDs in October 2010 which aims at encouraging private RCHDs to upgrade their service standards, increasing the supply of subsidised residential care places, thereby shortening the waiting time for subsidised residential service; and helping the market provide more service options for persons with disabilities. As at 31 March 2013, six private RCHDs had successfully joined the BPS, providing a total of 245 BPS places. The SWD also introduced the Financial Assistance Scheme for Private RCHDs in December 2011 to provide subsidies for private RCHDs to carry out improvement works in compliance with the licensing requirements in building and fire safety.

INFORMATION TECHNOLOGY FOR PERSONS WITH DISABILITIES IN NEED

Central Fund for Personal Computers

8.18 The Central Fund for Personal Computers was set up in 1997 to assist eligible persons with disabilities to acquire computer facilities for self-employment or receiving supported employment at home. As at 31 March 2013, the Fund had granted a total of \$4.25 million to 336 applicants.

Jockey Club IT Scheme for People with Visual Impairment

8.19 The Jockey Club IT Scheme for People with Visual Impairment was set up under the auspices of the Hong Kong Jockey Club Charitable Trust in October 2005. The Scheme aims at supporting organisations to acquire high-performance Chinese screen readers and Braille displays for installation at communal access points to facilitate the access of persons with visual impairment (PVI) to IT, and to subsidise individual PVI with genuine financial difficulty to acquire these computer assistive devices for the purpose of studies or employment. As at 31 March 2013, 32 organisational applications and 134 individual applications were supported with \$4.45 million

committed.

PURSuing FOR EXCELLENCE

Hong Kong Paralympians Fund

8.20 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 2011-13, a total of \$6 million was approved for allocation. Of the \$6 million, \$2.74 million was allocated to the sports associations for supporting their development of target sports, which included swimming, athletics, table-tennis, rowing, gymnastic, skating, badminton, boccia, shooting, wheelchair fencing and riding; \$3.26 million to the athletes with disabilities for their pursuing of sporting excellence.

CHAPTER 9 Medical Social Services

OBJECTIVES

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

SERVICE PROVISION

9.2 The Medical Social Services Units (MSSUs) managed by SWD can be broadly classified into general and psychiatric settings. MSWs in the general setting are stationed at public hospitals and some specialist out-patient clinics of the Hospital Authority (HA), and at the Child Assessment Centres and Integrated Treatment Centre of the Department of Health, while those in the psychiatric setting are stationed at psychiatric hospitals and out-patient clinics of HA.

9.3 As at 31 March 2013, SWD had an establishment of 431 MSWs, with an increase of 31 MSWs in 2011-12 to dovetail with the service enhancements of the HA. In general, MSWs provide counselling and/or tangible services, such as financial assistance, to needy patients and their families, and 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. In 2012-13, the MSWs served around 173 000 cases.

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

- 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

HIGHLIGHTS OF THE PERIOD

IMPLEMENTATION OF COMMUNITY CARE FUND MEDICAL ASSISTANCE PROGRAMMES

9.5 Two Community Care Fund (CCF) Medical Assistance Programmes administered by HA were implemented in 2011 and 2012 respectively with MSWs' assistance in processing the applications for financial assistance. The First Phase Programme, effective from 1 August 2011, provides financial assistance to patients of HA to purchase specified self-financed (SFI) cancer drugs which have not yet been brought into the Samaritan Fund (SF) safety net but have been rapidly accumulating medical scientific evidence and with relatively higher efficacy. The Second Phase Programme, rolled out on 16 January 2012 and regularised under SF in September 2012, provides subsidy to needy patients who marginally fall outside the SF safety net for the use of specified SFI drugs, and additional subsidy to HA patients by reducing their maximum contribution ratio to use the specified SFI drugs supported by the SF and the CCF First Phase Programme.

IMPLEMENTATION OF RELAXATION OF FINANCIAL ASSESSMENT CRITERIA FOR SAMARITAN FUND DRUG APPLICATION

9.6 With effect from 1 September 2012, the financial assessment criteria for SF drug subsidies adopted in MSWs' processing of applications have been relaxed. A deductible allowance is introduced for calculating patients' disposable capital and the tiers of patients' contribution ratio are simplified. The new measure, applicable to drug applications of both SF and the CCF

First Phase Programme, benefits more patients and helps protect the patients' financial resources from being depleted for drug expenses.

CHAPTER 10 Services for Young People

OBJECTIVES

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

SERVICE PROVISION

10.2 The service provision as at 31 March 2013 is as follows:

- 138 Integrated Children and Youth Services Centres
- 23 Children and Youth Centres
- 568 School Social Workers
- 19 Youth Outreaching Teams
- 5 teams of Community Support Service Scheme
- 1 Hotline Service for Youth-at-risk
- 1 625 full fee waiving places under After School Care Programme

HIGHLIGHTS OF THE PERIOD

SETTING UP A NEW INTEGRATED CHILDREN AND YOUTH SERVICES CENTRE

10.3 Integrated Children & Youth Services Centres (ICYSCs) aim at providing one-stop centre-based, school social work and outreaching services for young people by a team of social workers under the management of one supervisor in a holistic manner. To cater for the needs of contemporary youth, a new ICYSC was set up in Kwun Tong district through pooling of existing resources in March 2012. As at 31 March 2013, there were 138 ICYSCs.

ENHANCED SCHOOL SOCIAL WORK SERVICE

10.4 Since 2000/01 school year, SWD has implemented the "one school social worker (SSW) for each secondary school" policy to identify the needy students, help them to solve academic, social and emotional problems. Starting from September 2011, SWD has injected additional recurrent provision of \$50.93 million per annum, to enhance a 20% increase in manpower for school social work service i.e. 96 additional SSWs, to provide early identification and timely support to at-risk students.

ADDITIONAL YOUTH OUTREACHING TEAMS

10.5 There were 16 Youth Outreaching Teams (YOTs) and 18 ICYSCs with overnight outreaching services for young night drifters (YNDs) over the territory to provide counselling and guidance to at-risk youths. To effectively address the needs of high-risk youths and tackle the worsening juvenile gang problems, SWD has injected additional recurrent provision of \$12.68 million per annum, to set up three new YOTs, one each in Tseung Kwan O, Ma On Shan and Tung Chung, to reach out to youths at-risk and provide timely counselling, support and guidance to them. The three new YOTs commenced service in January 2013.

PILOT CYBER YOUTH OUTREACHING PROJECTS

10.6 With the funding support from the Lotteries Fund, SWD has launched three three-year Pilot Cyber Youth Outreaching Projects since August 2011 and one Evaluative Study. The projects use cyber means to reach out to young people in need, in particular those identified as at-risk or hidden, and provide them timely intervention and supportive service on their various at-risk behaviours in Internet.

DISTRICT SUPPORT SCHEME FOR CHILDREN AND YOUTH DEVELOPMENT

10.7 With effect from 2005-06, SWD has been provided with an annual recurrent provision of \$15 million for implementing the District Support Scheme for Children and Youth Development (the Scheme) through District Social Welfare Offices. The Scheme aims to address the developmental needs, which cannot be covered by other funds, subsidies or the mainstream education systems, of children and youth aged 24 or below in disadvantaged circumstances in the districts. About 40% of the resources were allocated on project basis to cover

programme expenses and the remaining 60% were distributed as direct cash assistance to deprived children and youth on individual item expenses to meet their developmental needs. There were a total of 27 142 and 25 112 beneficiaries in 2011-12 and 2012-13 respectively.

FEE WAIVING OR REDUCTION SUBSIDIES SCHEME UNDER AFTER SCHOOL CARE PROGRAMME

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

CHILD DEVELOPMENT FUND

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

10.10 The first batch of seven pioneer CDF projects were successfully completed in March 2012. The second and third batches of 33 projects were smoothly rolled out in October 2010 and January 2012 respectively. The three batches of projects benefited more than 4 000 children. A consultancy team was commissioned to evaluate the first batch of seven pioneer projects. According to the final report of the consultancy team, the pioneer projects have achieved the aims of CDF in providing favourable conditions for the participating children to overcome inter-generational poverty. Taking into account the results and recommendations of the study and the practical experience in implementing the first three batches of CDF projects, enhancement measures for the future batches will be implemented.

SUPPORT SERVICE TO YOUTH EMPLOYMENT

10.11 As a youth employment support measure in times of economic downturn, SWD had in 2008 provided a total of 3 000 temporary work

opportunities (Programme Worker (PW) posts) through NGOs for young people aged between 15 to 29. Under the original plan, the scheme was due to end in March 2013. Since about 2 600 young people were still employed in these temporary positions, the Government extended the temporary positions for 12 months until March 2014 to allow time for the Labour and Welfare Bureau and the NGOs concerned to help these PW incumbents find suitable employment.

CHAPTER 11 Services for Offenders

OBJECTIVES

11.1 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 a view to re-integrating offenders into the community.

SERVICE PROVISION

11.2 The service provision as at 31 March 2013 is as follows:

- 1 High Court and District Court Probation Office
- 7 Probation and Community Service Orders Offices
- 1 Co-ordinating Office of Community Service Orders
- 6 Social Service Centres for Ex-offenders
- 6 Hostels for Ex-offenders
- 1 Correctional/Residential Home
- 1 Young Offender Assessment Panel
- 1 Post-Release Supervision of Prisoners Scheme

COMMUNITY-BASED REHABILITATION SERVICES

11.3 With a view to generating more synergy, streamlining service delivery, providing a one-stop service for customers and adopting a holistic approach to better meet rehabilitation needs of offenders, SWD completed a review on the community-based services for offenders, which includes Probation Service, Community Service Orders (CSO) Scheme and Community Support Service Scheme (CSSS). The new integrated model took effect on 3 July 2012.

11.4 Under the model, the 11 then Probation Offices were integrated with the CSO Office and the two Community Support Service Centres and re-organised into seven Probation and Community Service Orders Offices (PCSOs), each of which serves its respective Magistrates' Courts. The seven PCSOs are responsible for all statutory duties including preparing court reports on offenders' suitability for and providing statutory supervision as well as group work service to offenders placed under probation or

CSO supervision.

11.5 A Co-ordinating Office of Community Service Orders (COCSO) was also set up to support the seven PCSOs in identifying and co-ordinating work projects, and liaising with Probation Officers on work site performance of offenders placed under the CSO.

11.6 The number of supervision cases served under Probation Service and CSO Scheme for 2011-12 and 2012-13 are shown in **Charts 14 and 15** respectively as follows:

PROBATION SERVICE

Chart 14 : Number of Supervision Cases Served

	Year 2011-12	Year 2012-13
Number of Active Cases	5 584	5 133
Number of Unsatisfactorily Closed Cases	297	360
Number of Satisfactorily Closed Cases	1 879	2 036

COMMUNITY SERVICE ORDERS SCHEME

Chart 15 : Number of Supervision Cases Served

	Year 2011-12	Year 2012-13
Number of Active Cases	2 808	2 398
Number of Unsatisfactorily Closed Cases	51	42
Number of Satisfactorily Closed Cases	1 763	1 574

PILOT PROJECT ON ENHANCED PROBATION SERVICE

11.7 Upon recommendation of the Task Force on Youth Drug Abuse in its report promulgated in November 2008, a two-year Pilot Project on Enhanced Probation Service (the Project) has been implemented since October 2009 at the two probation offices serving the Kowloon City Magistrates' Courts and the Kwun Tong Magistrates' Courts to provide more focused, structured and intensive treatment programmes for young offenders aged below 21 and convicted of drug-related offences pursuant to the Probation of Offenders Ordinance,

Cap. 298. As at 31 March 2013, 601 social enquiry cases were referred by the two magistrates' courts, among which 259 offenders aged below 21 and convicted of drug-related offences were put on probation supervision under the Project. In view of the effectiveness of the Project as revealed in an evaluation in May 2012, enhanced probation service will be extended territory-wide to cover all the seven Magistrates' Courts in 2013-14.

CORRECTIONAL/RESIDENTIAL HOME

11.8 SWD provides residential service and rehabilitation training for juvenile offenders and children in need of care or protection in a purpose-built training complex, the Tuen Mun Children and Juvenile Home, with a capacity of 388. It serves the statutory functions of a place of refuge, a remand home, a place of detention, an approved institution (probation home) and a reformatory school. The number of admissions to place of refuge/remand home/place of detention for 2011-12 and 2012-13 are 2 491 and 2 125 respectively. The number of discharged cases for the approved institution (probation home) and reformatory school for 2011-12 and 2012-13 is shown in **Chart 16** as follows:

APPROVED INSTITUTION (PROBATION HOME) AND REFORMATORY SCHOOL

Chart 16 : Number of Discharged Cases

	Year 2011-12	Year 2012-13
Number of Discharged Cases - Unable to Complete Residential Training	7	6
Number of Discharged Cases - Able to Complete Residential Training	80	99

JOINT VENTURE WITH THE CORRECTIONAL SERVICES DEPARTMENT

11.9 The two services operated in joint venture with the Correctional Services Department for young offenders and adult discharged prisoners are the Young Offender Assessment Panel and the Post-Release Supervision of Prisoners Scheme respectively. The number of cases served by the two services are shown in **Charts 17 and 18** respectively as follows:

YOUNG OFFENDER ASSESSMENT PANEL

Chart 17 : Number of Cases Served

	Year 2011-12	Year 2012-13
Number of Not-in-line Court Disposed Cases	33	23
Number of In-line Court Disposed Cases	191	159

POST-RELEASE SUPERVISION OF PRISONERS SCHEME

Chart 18 : Number of Supervision Cases Served

	Year 2011-12	Year 2012-13
Number of Active Cases	501	449
Number of Unsatisfactorily Closed Cases	40	45
Number of Satisfactorily Closed Cases	294	297

CHAPTER 12 Services for Drug Abusers

OBJECTIVES

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

SERVICE PROVISION

12.2 The service provision as at 31 March 2013 is as follows:

- 14 Drug Treatment and Rehabilitation Centres
- 11 Counselling Centres for Psychotropic Substance Abusers
- 2 Centres for Drug Counselling

HIGHLIGHTS OF THE PERIOD

DRUG DEPENDENT PERSONS TREATMENT AND REHABILITATION CENTRES (LICENSING) ORDINANCE, CAP. 566

12.3 The Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance, Cap. 566, aims at ensuring that drug dependent persons will receive services in a properly managed and physically secure environment. Under this Ordinance, all treatment centres are regulated by licences or certificates of exemption (the latter is only applicable to treatment centres which existed before the commencement of the Ordinance, i.e. 1 April 2002). In 2011-12 and 2012-13, SWD issued or renewed licences/certificates of exemption to 40 government-subsided or self-financing and non-profit-making treatment centres according to the aforesaid Ordinance with the distribution as shown in **Chart 19** below.

Chart 19 : Number of Licences and Certificates of Exemption Issued

	Year 2011-12	Year 2012-13
Number of Licences	20	22
Number of Certificates of Exemption	20	18

CENTRES FOR DRUG COUNSELLING

12.4 The Centres for Drug Counselling (CDCs) aim at helping drug abusers to abstain from drug abuse, assisting ex-drug abusers to maintain abstinence and assisting family members of drug abusers and ex-drug abusers to deal with problems resulting from drug abuse. To early identify and motivate drug abusers to seek early treatment and rehabilitation services, the CDCs were allocated additional recurrent resources to provide on-site medical support service since August 2011. This comprises one Registered Nurse (Psychiatric) on site and resources for procurement of medical support services from the community.

CHAPTER 13 Community Development

OBJECTIVES

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

SERVICE PROVISION

13.2 The service provision as at 31 March 2013 is as follows:

- 13 Community Centres
- 17 Neighbourhood Level Community Development Projects
- 1 Care and Support Networking Team

HIGHLIGHTS OF THE PERIOD

CARE AND SUPPORT NETWORKING TEAM

13.3 Care and Support Networking Team is a time-limited project first started in July 2003 aiming at assisting mainly the ex-offenders, ex-mentally ill persons and street sleepers in West Kowloon to re-integrate into the community through provision of outreaching, casework, group work and supportive services. Upon service review in 2012, the Team was approved to continue operation till June 2015.

CHAPTER 14 Volunteerism and Building of Social Capital

PROMOTION OF VOLUNTEER SERVICE

14.1 SWD launched the Volunteer Movement in 1998 and has since been actively promoting volunteer service to foster a spirit of participation and dedication for building a caring and harmonious community. A new theme "Volunteering - New Attitude to Life" which promotes "Level 3 Volunteering" and encourages volunteers to integrate the core values and spirit of voluntary work into their everyday life, has been adopted for the Volunteer Movement from 2011 onward. Besides launching a new series of thematic poster and video with the new theme, a series of promotional programmes, including the annual highlight, "Hong Kong Volunteer Award Presentation Ceremony", officiated by Volunteer-in-chief/wife of the Chief Executive, were also organised in 2011 and 2012.

14.2 Apart from continuous enhancement of promotion through different publicity media and Internet, a Volunteer Casebook including 22 selected outstanding volunteer stories was published in December 2012 to capture the good deeds of the outstanding volunteers and volunteering projects so as to encourage and influence the public to become volunteers. In 2012, the number of registered volunteers broke through the one million mark. In addition, significant achievements were attained in the following areas:

CORPORATE VOLUNTEERING

14.3 SWD has offered a wide range of support services, such as publishing newsletters on corporate volunteering, seminars on corporate volunteering, corporate volunteer training courses, consultation services and mentor scheme for the newly formed corporate volunteer teams. SWD also organises the "Best Corporate Volunteer Service Project Competition" regularly, so as to encourage corporate sector to actualise corporate social responsibilities through volunteering. Besides, a new mode of volunteering project "Job Shadowing Programme" which enhanced the flexibility of the owners of Small and Medium Enterprises (SMEs) to participate in volunteering was implemented in 2012.

14.4 In 2011-13, a total of 57 staff from 27 corporations had received volunteer training whereas 34 projects participated in the "Best Corporate Volunteer Services Project Competition" at the same interval. 41 senior secondary school students and 15 SMEs joined the "Job Shadowing Programmes", both giving very positive feedbacks. Besides, as a cross-sector deliberation to promote integration of the disabled and the able-bodied, SWD, in joint hands with more than 40 corporate volunteer teams as well as other government departments and non-governmental organisations (NGOs) co-organised the "Stargaze Camp for All & the Blind" since 2011. Around 1 000 and 1 300 participants joined the event in 2011 and 2012 respectively, and attracted wide and positive media coverage.

STUDENT AND YOUTH VOLUNTEERING

14.5 The "Hong Kong Outstanding Youth Volunteers Scheme" has been held annually since 2000 to award the contribution of Hong Kong's outstanding youth volunteers. To widen their exposure, 40 outstanding youth volunteers selected in 2011-12 and 2012-13 were arranged to visit Beijing and Taiwan respectively for exchange as volunteer ambassadors. SWD also provided practical support to the Hong Kong Outstanding Youth Volunteers' Association for strengthening their role in promoting volunteerism among the student and youths. To encourage the youth volunteers to develop innovative group volunteering project to meet the community needs, the "Best Student and Youth Volunteering Project Competition" was launched in 2012. Seminars and award presentation ceremony for students and youths are conducted annually to foster whole-person development through volunteering.

VOLUNTEERING IN COMMUNITY ORGANISATIONS

14.6 SWD organised a two-year campaign, "Caring for Our Community" which successfully mobilised residents in public/private housing estates to join volunteering. Around 107 resident volunteer teams (RVTs) were formed and committed to serve the needy at neighborhood and local levels. Some of the RVTs also joined the "Innovative Estate Volunteering Services Project Competition" held in 2011-12 to initiate tailor-made volunteering service projects in their communities. In 2012, SWD launched the "Community Caring Shop

Recognition Scheme" to further promote volunteerism in the community through the involvement of the local shops and recognised their contribution to the community. The annual "Hong Kong Citizen Hong Kong Heart" Volunteer Ambassador Programme attracted over 280 volunteer teams to make over 75 000 "Do-It-Yourself" items as gifts for the needy or deprived groups every year.

ACHIEVEMENT OF VOLUNTEER MOVEMENT

14.7 As at 31 March 2013, 1 072 572 individuals and 2 414 organisations had registered to join volunteer service and they delivered nearly 22.4 million hours of volunteer service in 2011.

PARTNERSHIP FUND FOR THE DISADVANTAGED

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

14.9 Since March 2005, eight rounds of application have been launched. SWD has promoted the Fund to welfare NGOs and business corporations through kick-off ceremony, sharing cum briefing sessions, website, newsletter and press conferences, etc. As at 31 March 2013, matching grant of over \$247 million had been allocated to 141 NGOs for carrying out 575 welfare projects for the disadvantaged, with the cash and/or in-kind donations from 918 business partners. Altogether, over 800 000 disadvantaged persons were benefited.

CHAPTER 15 Other Support

SUBVENTIONS

LUMP SUM GRANT SUBVENTIONS

15.1 The Lump Sum Grant Subvention System (LSGSS), which aims to improve the delivery of welfare services through greater flexibility in resources deployment, has been implemented since 1 January 2001. As at 31 March 2013, 165 NGOs were funded under LSGSS, accounting for about 99% of the total subventions. SWD provides a one-stop service with advice, guidance and support to non-governmental organisations (NGOs) on issues relating to performance monitoring and subvention matters.

15.2 In early 2008, the Government appointed the Lump Sum Grant Independent Review Committee (IRC) to assess the overall effectiveness of the LSGSS. Having analysed the views collected, the IRC considered that the principles of the LSGSS are sound and the system is worth retaining. The Government accepted all the 36 recommendations made by the IRC for improving the LSGSS and had implemented or taken forward all the recommendations.

15.3 The Lump Sum Grant Independent Complaints Handling Committee handles Lump Sum Grant related complaints that cannot be dealt with satisfactorily by NGOs.

SERVICE PERFORMANCE MONITORING SYSTEM

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

- service operators are responsible and accountable to their service users, SWD and the community for the proper and prudent use of public funds to deliver welfare services;
- service operators are providing quality social welfare services to service users; and
- service operators are pursuing service quality improvement in response to changing community needs.

15.5 The SPMS includes:

- submission of self-assessment reports on Essential Service Requirements, Service Quality Standards, Output Standards and Outcome Standards by service operators on their service units' performance with specific action plans on non-compliant areas;
- submission of variance reports on the performance of Output Standards and Outcome Standards by service operators; and
- conducting review/surprise visits and on-site assessments by SWD for selected service units to assess their implementation of the above performance standards.

BEST PRACTICE MANUAL

15.6 The IRC recommended in its Review Report in December 2008 that a Best Practice Manual (BPM) for NGOs on various management issues such as human resource policies, the level of reserves and their gainful deployment, corporate governance and accountability, etc., should be developed by the welfare sector, with professional input from management experts if necessary; and that the Lump Sum Grant Steering Committee (LSGSC) should work with the sector in drawing up this manual. In late 2010, SWD commissioned a consultancy study for the production of the BPM. The meeting of the Lump Sum Grant Steering Committee held in November 2012 noted the draft research report and agreed that SWD and the consultant should gauge the sector's views on the preliminary framework of the BPM for the preparation of the draft BPM. Since December 2012, SWD and the consultant have conducted a number of consultation sessions for the sector, with the expectation that the consultations will be completed by April 2013.

SOCIAL WELFARE DEVELOPMENT FUND

15.7 The IRC also recommended in its Review Report to set up a \$1 billion Social Welfare Development Fund (SWDF) to support 171 subvented NGOs in carrying out training and professional development programmes, business system upgrading projects and service delivery enhancement studies. With the funding support of the Lotteries Fund Advisory Committee, SWD launched the SWDF in January 2010 for

implementation by three three-year phases for nine years in total from 2010-11 to 2018-19. As at 31 March 2013, about \$262.9 million was approved for 150 NGOs to operate IT-related and non-IT-related projects. For SWDF phase 2 (2013-2016), invitation for applications was issued to all subvented NGOs in January 2013.

CHARITABLE FUND-RAISING

15.8 Under Section 88 of the Inland Revenue Ordinance, Cap. 112, the Inland Revenue Department grants tax exemption to charitable institutions or trusts of a public character. The Director of Social Welfare (DSW) issues permits under Section 4(17)(i) of the Summary Offences Ordinance, Cap. 228, for any collection of money or sale or exchange for donation of badges, tokens or similar articles for charitable purposes in public places while the Secretary for Home Affairs issues Permits for fund-raising activities of other purposes under Section 4(17)(ii) of the same Ordinance, and the Secretary for Home Affairs issues licences under the Gambling Ordinance, Cap. 148, for the conduct and sale of lotteries. In 2011-12 and 2012-13, a total of 1 094 permits were issued by DSW, including permits for flag days.

15.9 To improve the transparency and accountability of charitable fund-raising activities, SWD has promulgated the "Reference Guide on Best Practices for Charitable Fund-raising Activities" (the Guide), which covers best practices in the areas on Donors' Right, Fund-raising Practices and Financial Accountability. Charities are encouraged to adopt these best practices voluntarily for their fund-raising activities. The public is also encouraged to use the Guide as a reference against which the performance of a charity in fund-raising can be measured.

INFORMATION TECHNOLOGY

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

DEPARTMENTAL INFORMATION TECHNOLOGY PLAN

15.11 The Review of the Departmental Information Technology Plan (DITP) was completed in June 2012. Under the new DITP, IT projects and initiatives have been recommended to enhance the Department's operational efficiency and service delivery as well as to accommodate new computerisation requirements arising from the changes of business needs in the coming five financial years.

INFORMATION TECHNOLOGY STRATEGY FOR THE SOCIAL WELFARE SECTOR

15.12 The Review of the Information Technology Strategy for the Social Welfare Sector was completed in March 2013. The consultant has recommended the strategic directions and measures to further foster the IT development in the sector for the next five years.

HUMAN RESOURCES MANAGEMENT

15.13 With a workforce of 5 326 staff as at 31 March 2013, of which 4 209 in 31 grades are departmental/common staff (including 2 090 in social work stream and 1 545 in social security stream), SWD is committed to adopting a proactive and integrated approach to manage human resources and building a professional, dedicated and satisfying workforce.

15.14 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.

GRADE MANAGEMENT SECTION

15.15 The Grade Management Section (GMS) aims to develop a more focused, systematic and integrated approach for the management of Departmental and Common Grades as well as Model Scale I staff in terms of manpower planning, career development and training, recruitment, posting, performance management and promotion. The

departmental posting policy and mechanism has been in place since May 2002 and revisions are made after periodic reviews to better meet the operational needs of the Department. With a view to further enhancing its operation, three Working Groups were set up in 2011 to review the posting policy and mechanism for Social Work Assistant, Social Security Assistant and Welfare Worker Grades respectively. The Working Groups comprised representatives from the management, staff side, Departmental Consultative Committee and staff unions/associations. They concluded their recommendations and the results of the review will be announced to staff by mid 2013. To better understand the concerns of staff members in their work settings as well as to listen to their views and comments, the GMS conducted 37 and 28 goodwill visits to different units in districts/headquarters and arranged 439 and 430 career interviews in 2011-12 and 2012-13 respectively.

STAFF DEVELOPMENT AND TRAINING SECTION

15.16 The Staff Development and Training Section (SDTS), comprising the HRM Development Unit, the Training Unit and the Training Administration Unit, is responsible for the formulation and implementation of the annual training and development plan and other HRM initiatives to enhance business efficiency and career development of staff members. A total of 612 programmes were organised and co-ordinated for about 14 925 participants from SWD, other government departments and NGOs in 2011-12 and 716 programmes for about 16 825 participants in 2012-13. The details are shown in **Charts 20 to 23** below.

Chart 20: Analysis of Training Programmes 2011-12

Training Programme	Percentage
Family and Child Welfare Services	26.14%
Elderly Services	8.39%
Rehabilitation Services	2.40%
Medical Social Services	3.60%
Youth Services	2.64%
Offenders Services	4.56%
Social Security	13.43%
Management	6.24%

Information Technology	16.79%
Non-service Specific	13.91%
Communications	1.44%
Community Development	0.48%

Chart 21: Analysis of Training Programmes 2012-13

Training Programme	Percentage
Family and Child Welfare Services	22.64%
Elderly Services	7.48%
Rehabilitation Services	2.56%
Medical Social Services	2.56%
Youth Services	4.53%
Offenders Services	3.74%
Social Security	12.60%
Management	6.69%
Information Technology	16.34%
Non-service Specific	16.54%
Communications	3.35%
Community Development	0.98%

Chart 22: Analysis of Trainees 2011-12

Trainee	Percentage
SWD	78.41%
Non-governmental Organisations	17.05%
Others	4.55%

Chart 23: Analysis of Trainees 2012-13

Trainee	Percentage
SWD	79.18%
Non-governmental Organisations	17.52%
Others	3.30%

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

15.17 Training on handling family violence and crises for SWD staff and related disciplines in the Government and NGOs was still a priority in 2011-12 and 2012-13. A total of 67 training programmes on handling of child abuse, intimate partner violence, elder abuse, suicide and family crises were organised in 2011-12 for 2 400 SWD staff and 900 participants from NGOs, Hospital Authority and other government

departments and 69 training programmes on these topics were conducted in 2012-13 for 2 600 SWD staff and 1 200 participants from NGOs and other sectors. On top of basic training, advanced programmes with focus on risk assessment, crisis intervention, treatment and clinical skills, and post-trauma care for victims were conducted specifically for building up expertise of frontline practitioners in face of the growing complexity of cases.

15.18 To enhance closer links with the Mainland, apart from receiving visiting tours from the Mainland, SDTS organised two study tours to Beijing and Shenzhen for 70 social work and social security staff in 2011-12. In 2012-13, another two study tours were organised for 70 social work and social security staff to Beijing and Guangzhou. SDTS also arranged attachment programmes in the Department for Mainland officials.

15.19 To facilitate our new recruits in understanding the Department's core values and integrating into respective service units, specific orientation programmes for different grades were developed with topics ranging from professional knowledge to staff conduct. In 2011-12 and 2012-13, eight and 14 such enhanced programmes were conducted respectively for 177 and 319 new appointees from different grades.

15.20 Aiming at strengthening the managerial competency of officers at different levels, a series of multi-pronged management development training programmes have been developed/arranged. A tailor-made management development programme was conducted for Social Work Officers and Senior Social Security Officers in 2011-12 and 2012-13. A new management essentials training programme for Social Security Officers I has been developed and will be implemented in 2013-14. Advanced management and leadership training both conducted locally and overseas were also arranged for senior staff members to enhance their contemporary management skills and exchange their experience with senior executives in other sectors.

15.21 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 2011-12 and 2012-13 with a view to enhancing their job competency in meeting work challenges. A total

of 58 and 70 training programmes were organised for over 2 000 and 1 800 social security staff in 2011-12 and 2012-13 respectively. Among them, 26 training programmes were arranged each year to equip and enhance staff's knowledge and skills on social investigation and verification for proper management of social security applications.

SWD RECREATION CLUB AND STAFF VOLUNTEER SERVICE

15.22 In 2011-12 and 2012-13, the SWD Recreation Club organised a variety of recreational activities, staff volunteer service and major staff activity for SWD staff and their families, with a view to enabling them to relax in leisure time and to relieve their work pressure.

RECREATIONAL ACTIVITIES

15.23 Recreational activities were arranged as follows:

- Sponsorship was provided in supporting district's sport/recreational activities, including trips to Kut O, Ap Chau, Tung Ping Chau, Tap Mun, Sha Tau Kok restricted area, Marine Park and Lau Fau Shan.
- Sponsorship was provided in supporting staff to join competition events, such as Dragon Boat Racing Competition, Long Running Race, Social Work Cup 7-a-side Football Competition, Social Work Cup Basketball Competition and Corporate Games Basketball Competition.
- 29 interest classes, such as Pipa class, Chinese Calligraphy class, Line Dance class and six interest groups, namely the SWD Choir, the Chinese Orchestra, the Running Team, the Dragon Boat Team, the Basketball Team and the Football Team, were organised. The SWD Choir also performed in the annual National Day reception held by the Hong Kong Social Welfare Service Organisations in celebration of the anniversary of the establishment of the People's Republic of China. They also joined the Christmas Carols Fund Raising Event of "Child Development Matching Fund" in December 2012 together with DSW and the staff volunteers with children from "Angels' Act".

STAFF VOLUNTEER SERVICE

15.24 The Staff Volunteer Team participated in the Project "Angels' Act" by paying regular concern visits and arranging outdoor activities for DSW wards under out-of-home care, with a view to enabling the DSW wards to enjoy the sweetness and pleasure of family life during holidays. As at end of March 2013, there were 131 volunteers including staff and family members in the Project, forming 41 teams to serve 46 DSW wards.

ACTIVITIES FOR DSW WARDS

15.25 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 2012 and 2013.

MAJOR STAFF ACTIVITIES

15.26 Two major staff activities, namely the "SWD Staff Games Day 2012" and the "SWD Staff Games Day 2013", aimed at fostering a sense of belonging, improving internal communications and promoting team building among service branches and districts were organised by the SWD Recreation Club on 7 January 2012 and 12 January 2013 respectively. Over 200 SWD staff members participated in each of the Games Day. They all shared the joy and team spirit in the events.

CHAPTER 16 District Highlights

CENTRAL WESTERN, SOUTHERN AND ISLANDS DISTRICT

DISTRICT SERVICE PARADES

16.1 Central Western, Southern and Islands District covers a vast region with different composition of the population, economy and social condition. The demand and service needs vary in different districts. To meet the expectations of the residents from all walks of life, the collaboration among SWD services units, Non-governmental Organisations (NGOs) and local organisations is very important. The Central Western, Southern and Islands District Social Welfare Office (CW/S/IDSWO) therefore lined up 44 NGOs, local organisations, schools and business organisations to jointly organise "Service Parades" in Tung Chung, Southern District and Central Western District in December 2011, January and February 2012 respectively. The programme aimed at enhancing the collaboration among local stakeholders and promoting social services in the communities so that the residents could obtain updated information of the community resources.

2012 CENTRAL WESTERN, SOUTHERN AND ISLANDS DISTRICT YOUTH FORUM

16.2 With the support of Caritas Central Western, Southern and Islands District Youth and Community Service units, CW/S/IDSWO organised a Youth Forum on 3 November 2012. The programme aimed at providing a platform for the youth to enhance their critical thinking and observation. Through facilitating their systematic, rational and analytical thinking, the young people could have a deeper understanding about government policy, social issues and community affairs and were encouraged to share their views. The guest speakers included the Chairman of the Youth Commission, a Legislative Council Member and secondary school principals. The total number of participants was 186.

DISTRICT COLLABORATION PROJECTS

16.3 To promote the services and enhance the collaboration among SWD and the NGOs, the CW/S/IDSWO continued to fund the District Collaboration Projects. There were 41 projects in 2011-12 and 2012-13 respectively. The objectives of the projects include promoting volunteer service, advocating community care, enhancing resilience, developing harmonious families, concerning development of the youth, promoting care for the elderly, caring for the ex-mentally-ill persons in the community, strengthening the community/neighbourhood networking and enhancing social cohesiveness. To recognise their remarkable collaboration work, there were four awards for outstanding district projects, six awards for best strategic projects and one award for most creative project in each year. A vetting committee was formed to vet the applications, approve the funding and appraise the awards. The prize-giving ceremony for 2010-11 was held on 4 July 2012.

EASTERN AND WAN CHAI DISTRICT

ORANGE RIBBON MOVEMENT

16.4 In 2011-13, Eastern and Wan Chai District Social Welfare Office (E/WDSWO) continued the Orange Ribbon Movement to promote the messages of harmonious family, neighbourhood support and community integration. A series of activities including seminars, symposiums, training workshops and service briefing were launched to promote cross-service collaborations to meet the welfare needs of the local families. Moreover, the service units were sponsored to organise over 60 district-based programmes and activities for "Love Family" and "Care Elderly". E/WDSWO also organised promotional events of "Orange Ribbon Movement - We are Friends • We are One Family" in 2012-13. With the assistance of volunteers, there were activities organised in the public housing estates and shopping malls to promote to the public the messages of harmonious family and encourage the needy people to seek help. Besides, a seminar of "Orange Ribbon Movement - Pass the Flame • Building a Caring Community" was held in March 2013. It provided the participants with a platform to share their achievements and exchange their experiences in volunteer services.

DISTRICT CONCERN FOR THE FRAIL ELDERS

16.5 To promote district concern for the frail elders, the Eastern and Wan Chai District Coordinating Committee on Elderly Services, together with various district elderly services units and stakeholders, such as the Lions Club of Harbour View, the Hong Kong and China Gas Company Limited and the Hong Kong East Cluster, Hospital Authority had jointly launched the Project on "Neighbourhood Volunteers' Concern for the Frail Elders" in the past two years. The programmes included "Giving Warmth to Frail elders with Soup Delivery 2012-13" and talks on "Understanding Common Health Problems among Elders under Cold Weather" for volunteers etc. As the highlight of the Project, the "Award Presentation Ceremony for the Neighbourhood Volunteers", which aimed at recognising the contribution of neighbourhood volunteers and enhancing the public's concern towards the underprivileged elderly in the district, attracted more than 380 participants including volunteers, elders and their carers from various elderly service units in the district. The Project successfully established and strengthened the neighbourhood support networks for the frail elders and helped them remain living in the community.

PROMOTING POSITIVE PSYCHOLOGY IN THE COMMUNITY

16.6 Over the past two years, E/WDSWO endeavoured to promote positive psychology in the district through cross-sector and cross-service collaboration with 10 NGOs and the Eastern District Council. A series of community service promotion activities had been launched including educational talks, mass programmes such as "Healthy and Happy Family Cruise", "Family Fun Day", "Positive Life Positive Energy" Powerpoint Competition and professional training workshops. E/WDSWO also published 10 000 booklets on "Seven Habits Leading to Happiness" to widely promote the culture of social inclusion and positive spirit in the community. The events had won very positive feedback from over 1 000 participants and enhanced district-based collaboration among different service units.

KWUN TONG DISTRICT

STRENGTHENING COMMUNITY SUPPORT FOR THE NEEDY

16.7 With the increasing ageing population living in the community and the need of forming support network for the

residents in the new developed estates in Kwun Tong, the Kwun Tong District Social Welfare Office (KTDSWO) linked up an NGO to run a "Neighbourhood Support Project for Elders" in Choi Fook, Choi Tak and Choi Ying Estate in the year 2011-12. The project aimed at strengthening community support network for the elders and developing the residents' sense of belonging in the new estates. Nine different organisations in the district joined the project with over 140 volunteers recruited to serve nearly 2 000 residents. Through community resources introduction, neighbourhood support groups, volunteer training, community fun day, dialect interpretation service and shopping assistance, the elders living in the new estates were helped to build up a neighbourhood support network and familiarise with available community resources. A sharing platform was also developed for the residents and local stakeholders to promote care and concern to the elders.

16.8 In response to the ageing of persons with disabilities and their carers, KTDSWO had sponsored two NGO rehabilitation service units to organise two community support and networking projects in 2012. The projects aimed at extending the social support network of persons with disabilities and their carers. Home environment improvement works, volunteer visits, community promotion campaign and recreational activities, etc. were carried out. The home environment improvement programme had assisted 25 families in improving their household facilities, repairing electrical appliances and cleansing services.

16.9 To strengthen the support for families in Kwun Tong in view of its district need, an additional Integrated Family Service Centre (IFSC) was set up in Kwun Tong in 2012-13. Upon the redevelopment of public housing estates in Kwun Tong, KTDSWO collaborated with different community partners in the district to provide familiarisation programmes and supportive services to the needy persons and families, including the Community Networking Project on Redevelopment of Lower Ngau Tau Kok Estate implemented in 2012-13.

BOOSTING MENTAL WELLNESS, PROMOTING COMMUNITY INTEGRATION

16.10 KTDSWO linked up two NGOs to launch two comprehensive projects for promoting mental wellness and social integration in

Kwun Tong in 2012-13. One of the projects aimed at promoting public awareness and understanding of mental health problems and strengthening support for persons with mental health problems and their families. Community integration was promoted through public education programmes and training workshops. The other project targeted the youth, especially secondary school students with emotional problems. Through art therapy and life-affirming pleasure of making art, it aimed to help the young persons enhance their self-awareness, resolve conflicts and problems and improve their cognitive abilities.

16.11 To facilitate effective cross-service collaboration in tackling mental health issues in the community, the Kwun Tong District Task Group on Community Mental Health Support Services organised two case sharing and training workshops for staff of different government departments and NGOs in the district in 2011-12 and 2012-13. The workshops aimed at enhancing participants' knowledge on mental health problems and practical skills of handling persons with emotional distress. Cross-service collaboration and multi-disciplinary approach in handling cases involving suspected mentally ill persons in the community were also shared in the workshops.

ENHANCING YOUNG PEOPLE'S AWARENESS ON SELF-PROTECTION

16.12 With an aim to enhance the adolescents' awareness on self-protection and healthy conception on "love" and "sex", the Kwun Tong Local Committee on Services for Young People, the Kwun Tong District Coordinating Committee on Family and Child Welfare Services and the Kwun Tong District Coordinating Committee on Promotion of Volunteer Service joining 23 welfare service units and the Police Community Relations Office, launched a series of programmes in 2012-13 in Kwun Tong. Parents were also encouraged to provide sex education to their children.

16.13 To explore the adolescents' conception on sexual harassment and their coping methods, the Kwun Tong District Outreach Service Committee conducted a study among secondary school students in the district. Educational programmes and groups were planned and organised for the youth in the district to tackle the issue.

WONG TAI SIN AND SAI KUNG DISTRICT

ESTABLISHING COMMUNITY NETWORKS FOR STRENGTHENING FAMILY FUNCTIONING

16.14 The Wong Tai Sin and Sai Kung District Social Welfare Office (WTS/SKDSWO) organised a number of programmes under collaborative efforts of different social service agencies as well as business and local organisations in the District to strengthen the role of the family, and to promote the ideals of harmonious family and caring community. By establishing and strengthening neighbourhood network through district-wide collaboration platform, the WTS/SKDSWO identified people-in-need, and provided care and support to them. Both activities of "Family and Community Inclusion Project" in Wong Tai Sin district and community project of "Peace Begins at Home" in Sai Kung district had further refined their training courses to upgrade the skills and service qualities of volunteers in service delivery. Besides, other neighbourhood-level projects such as "Caring for Tung Tau" community project, "Love, Act, Treasuring Life, Harmonious Community" service project, "Wong Tai Sin Cherishing Life - Prevention of Suicide" community project, and "Neighbourhood Active Ageing" projects also gathered community resources to promote the spirit of helping others and to provide training activities to different "ambassadors".

ENCOURAGING CROSS-SERVICE COLLABORATION FOR ENHANCING YOUTH EMPLOYMENT OPPORTUNITIES

16.15 To further respond to the district's needs, WTS/SKDSWO supported cross-service collaboration. Starting from 2012, the WTS/SKDSWO coordinated with 10 youth, eight elderly and two rehabilitation services units to launch the project of Youth Integration Experiential Project. The project aimed at enhancing young people's understanding and interest in the helping profession; strengthening their motivation to join the caring profession; and addressing youth unemployment and shortage of manpower in elderly and rehabilitation services units in the long run. Given the very positive feedback from the welfare sector, youth and elderly service recipients, the WTS/SKDSWO plans to continue the project in 2013-14 with a more comprehensive programme content.

POOLING COMMUNITY RESOURCES FOR HELPING THE DEPRIVED

16.16 The WTS/SKDSWO had been active in linking up and establishing network with the local organisations and business sector. Through mobilising the support from the third sector either in the form of volunteer services or resources contribution, the message of care and concern to the deprived was conveyed and spread. In addition to "Sik Sik Yuen Emergency Assistance to Vulnerable Families" which rendered short-term financial assistance to the residents in WTS/SK in face of unforeseeable and emergent hardship in 2012-13, the WTS/SKDSWO linked up with the Hong Kong Industrial and Commercial Association Limited and tapped their extensive network and resources in the field of Chinese herbalist to co-organise a series of programmes, namely "Caring from Business Sector - Health Talk for the Parents and Carers of the Persons with Disabilities" and "Caring from Business Sector - Promoting Mental Wellness in Tsui Lam". The WTS/SKDSWO will continue promoting synergy with local organisations and business sector to join hands for building up a caring community.

KOWLOON CITY AND YAU TSIM MONG DISTRICT

CONSOLIDATING CARING CULTURE IN THE DISTRICT

16.17 In 2011-13, Kowloon City and Yau Tsim Mong District Social Welfare Office (KC/YTMDSWO) continued to actively promote caring culture at different fronts: encouraging the welfare services units to organise a diversity of programmes echoing the themes of "Caring Community and Social Harmony" to promote the core values of love and mutual help; coordinating the business sector and social service units for the production of "Community TV" and promotion of projects for the under-privileged and caring culture by making use of the public transport vehicles; sustaining the participation of students of tertiary institution and secondary schools in the "Oral History" Projects to promote community participation amongst the youths and cultivate their care towards the community. In addition, KC/YTMDSWO coordinated the collaboration among the Probation and Community Service Orders Office and local organisations in providing hair-dressing and volunteer service training to the young probationers and organising them to serve the underprivileged groups, with a view to strengthening the caring culture in the district.

PROMOTING COLLABORATION BETWEEN THE WELFARE SECTOR AND MEDICAL SECTOR

16.18 In the past two years, KC/YTMDSWO continued to strengthen community care in the district by promoting collaboration among the medical sector and related stakeholders to experiment a self-financing home care project in Homantin. Through visiting the frail elders or those living alone, the home care and support to vulnerable elders were strengthened, which also facilitated early identification of their service needs. Besides, KC/YTMDSWO coordinated an NGO, a private hospital and church network to launch the "Holistic Home Care Service" pilot project to provide comprehensive and one-stop home care and support services to elders discharged from the private hospital. In addition, KC/YTMDSWO lined up the NGOs, medical and commercial sectors to jointly organise seminars in enhancing the support for parents and carers of the children with autism spectrum disorders who had waitlisted for pre-school rehabilitation services.

EXPANDING SOCIAL CAPITAL

16.19 In 2011-13, KC/YTMDSWO actively developed and expanded social capital in the district. Apart from co-ordinating the related stakeholders, enhancing the neighbourhood support and care network for elders and promoting harmony across generations, KC/YTMDSWO also coordinated the collaboration between the welfare sector and tertiary institution in organising the students to join the volunteers' team by rendering volunteer services with their knowledge and skills so as to benefit the disadvantaged groups. At the same time, KC/YTMDSWO actively encouraged the social service units to develop the potentials of the underprivileged, arrange them to serve the community and other vulnerable groups so as to build up social capital and actualise the spirit of volunteerism.

SHAM SHUI PO DISTRICT

SHAM SHUI PO WELL-BEING MOVEMENT

16.20 Building on the success of the Sham Shui Po Well-Being Movement co-ordinated by the Sham Shui Po District Social Welfare Office (SSPDSWO) since 2009, the Organising Committee jointly ventured with the School of Public Health of The University of Hong

Kong and FAMILY: A Jockey Club Initiative for a Harmonious Society in organising the Enhancing Family Well-Being Project (the Project) in the past two years with the funding support of \$2.46 million from The Hong Kong Jockey Club Charities Trust. An evidence-based approach was adopted to promote "Family HEALTH, HAPPINESS and HARMONY" through strengthening character strengths on gratitude, hope, resilience and open-mindedness with the support from Sham Shui Po District Council and over 40 welfare and local organisations. Apart from organising capacity building programmes serving over 300 professionals, six public lectures with 1,600 participants were held. Further penetration of the thematic messages was made through promotion booths and active partnering among welfare organisations and local schools as well as distribution of 7 000 booklets to the students and organisation of school competition for education purpose. At the ceremony cum carnival of the Project on 12 February 2012, which was attended by 2 400 stakeholders and the public, application of family love language was highlighted by the mass shaping of "HEART" in the presence of officiating guests and two famous DJs. The Project was wrapped up by a series of RoadShow promotion and the organisation of the "Practice Wisdom Sharing" for over 200 professionals and a "Harbor Cruise for Promotion of Well-Being" for over 300 service users as well as the production of 2 000 practice wisdom manuals and 10 000 booklets on promoting positive families for the public territory-wide.

DEVELOPMENT OF SOCIAL CAPITAL THROUGH TWO COLLABORATIVE PROJECTS IN PRIVATE TENEMENT AREAS

16.21 In view of the substantial number of under-privileged groups such as new arrivals, low-income families, unemployed people and hidden elderly living in the small sub-divided and partitioned units in the district, who were mostly lack of social support and knowledge of community resources, SSPDSWO launched two projects in Cheung Sha Wan area and Nam Cheong area (namely 「知深鄰里」及「關深南昌」社區協作計劃) since 2009 with the joint venture of 15 welfare organisations. The two projects adopted an outreaching approach to provide services to the deprived families in the hope to develop their sense of neighborhood and social capital. For the past two years, over 8 000 families were visited and over 300 needy families

were referred for welfare services. Apart from distributing community resource package, active liaison was made with local shops to mobilise their support for needy families and 60 caring shops had been networked. These two projects, undoubtedly, served to facilitate cross-sector collaboration and building of a harmonious community.

SCHOOL-BASED AFTER-SCHOOL CARE AND SUPPORT PROGRAMME

16.22 SSPDSWO, in collaboration with Sham Shui Po District Council and local charity organisations, continued to provide two school-based after-school care and support programmes during the period. The one named "Happy Garden" was implemented together with Sham Shui Po District Council, Martha Boss Lutheran Community Centre of Hong Kong Lutheran Social Service Lutheran Church Hong Kong Synod and Kowloon Technical School, whereas "TeenS Group" was launched with the support of St. James' Settlement and Faith Lutheran School. Considering the great service demand, SSPDSWO in collaboration with the Hong Kong Young Men Christian Association Cheung Sha Wan Centre launched the third programme, namely "Multiple Development Programme" in 2011. These programmes provided after-school care and support service for 90 primary pupils from 5:00 p.m. to 9:00 p.m. from Monday through Friday and during long school holidays. The programmes not only met the care needs of school-age children from low income families with working parents but also responded to the children's needs in academic and personal growth.

SHA TIN DISTRICT

CROSS-SERVICE COLLABORATION IN PROMOTING "FAMILY HARMONY"

16.23 In 2011-12, the Sha Tin District Coordinating Committee on Family and Child Welfare Service (STDCCFCW) of Sha Tin District Social Welfare Office (STDSWO) organised a series of activities, namely "Pathways to Successful Marriage", which promoted to families, frontline social workers and concerned professionals the importance of "good communication, shared beliefs and consensus" in positive parenting. The activities included production of resource kits for groupwork service, distribution of promotion materials as well as organisation of workshops and talks. In 2012-13, STDCCFCW organised another series of activities, namely "Parenting I-Generation Kids". The activities included production and

distribution of game package to parents of kindergarten children to encourage parents to have more fun and quality time with their children, and a seminar for frontline social workers and other professionals to enhance their understanding of young people's sex attitude and internet culture, as well as the associated risks posed to the latter. In 2011-12 and 2012-13, the Family and Child Protective Services Unit (Shatin) organised two seminars, namely "Understanding and Management of Child Neglect" and "Handling Intra-Familial Child Sexual Abuse" respectively, for kindergarten teachers, primary and secondary school teachers, social workers of NGOs and the police to enhance their capacity of handling cases involving domestic violence and child abuse.

STRENGTHENING THE CULTURE OF A CARING COMMUNITY AND SERVICE PROMOTION IN NEW PUBLIC HOUSING ESTATE

16.24 In 2011-12 and 2012-13, STDSWO, in collaboration with welfare units and community groups, engaged 54 private housing estates/public housing estates/villages in the district to join the "Caring Estates Scheme" to promote mutual help in the neighbourhood and a caring community. About 3 000 participants took part in different community activities under the scheme. Also, in these two years, STDCCFCW launched the "Green Ribbon - Caring Family Ambassador Scheme". "Green Ribbon Family Ambassador Teams" were set up to visit families in need, and publicise the messages of mutual help and "Happy Family" so as to make early identification of families at risk and render timely support to them, and promote the development of neighbourhood support network. More than 300 Family Ambassadors were recruited to visit over 600 families in a year. Besides, STDSWO continued to strengthen support for residents of new housing estates through promoting cross-sector and cross-service collaboration. From October 2011 to January 2013, SWD's IFSC collaborated with integrated children and youth services centres to promote different welfare services to the residents of Yan On Estate, thus facilitating their integration in the community, and encouraging them to seek help early when in need of welfare assistance.

DISTRICT PROMOTION OF SOCIAL INTEGRATION OF PERSONS WITH DISABILITIES

16.25 The Sha Tin District Coordinating Committee on

Rehabilitation Services, together with various rehabilitation service units, local community groups and the business companies, organised a variety show in July 2011 and again in January 2013 to promote the social integration of persons with disabilities, and the development of their capacities. The shows enhanced the community's understanding and acceptance of persons with disabilities. There were about 300 disabled and able-bodied performers at the variety shows in the two years. The disabled were empowered to use their talents and abilities throughout the preparation, practice and performance. After the shows, participating NGOs and partner organisations continued to get together on a common platform to promote and sustain the development of social integration.

TAI PO AND NORTH DISTRICT

COMMUNITY-BASED RESPONSE TO SUICIDE CLUSTERS IN NORTH DISTRICT

16.26 With the support of the Department and funding of Lotteries Fund, the Hong Kong Jockey Club - Centre for Suicide Research and Prevention (CSRP) of the University of Hong Kong launched a three-year pilot project, entitled "Community-based Response to Suicide Clusters in North District", in July 2011. The Project aims at mobilising existing resources in the community to increase the social capital therein, strengthen professional support network for individuals with suicidal risk, and assess the efficacy of the existing community-based preventive measures. The Project adopts the Public Health Approach with three levels of strategy used: (1) Universal - promoting mental well-being at the community level through parent talks, school talks, mental health exhibitions and promotional booths, etc.; (2) Selective - providing training on assessment and intervention skills for gatekeepers of at-risk youths; and (3) Indicative - strengthening the continuity of care for young patients with deliberate self-harm behaviours. A multi-disciplinary Working Group co-chaired by CSRP and Tai Po/North District Social Welfare Office (TP/NDSWO) with the participation of strategic partners in the District, including other government departments and NGOs, has been formed to provide professional advice and support to the project implementation.

COMMUNITY INCLUSION PROJECT - "A COMMUNITY FOR ALL, A CARING PLACE

FOR ALL"

16.27 Tai Po/North District Coordinating Committee on Promotion of Volunteer Service under the TP/NDSWO commenced a two-year project, namely the "Community Inclusion Project - A Community For All, A Caring Place for All" (the Project), in 2012. The Project aims to enable individuals and organisations from various sectors to join hands to foster a culture of inclusion and care, mutual understanding and help, and to build an inclusive community, between the urban and the rural, the young and the senior, the able-bodied and the disabled, and among different groups in the community (including the old and new residents and those with different backgrounds). Components of the project included a year-round community inclusion charter movement, service projects promoting community inclusion, visits to various groups in the community to spread out the message of inclusion. Up till March 2013, over 160 individuals or organisations had signed up in support of the charter and 1 400 individual/groups in the community were reached through various structured community inclusion activities.

COMMUNITY SUPPORT NETWORK PROGRAMME FOR ELDERS DURING ADVERSE WEATHER - CARE PROGRAMME DURING HOT SUMMER

16.28 The "Community Support Network Programme for Elders during Adverse Weather" is a care programme implemented by Tai Po/North District Coordinating Committee on Elderly Service under the TP/NDSWO since 1999. The programme is a collaborative effort of the welfare and health sectors through teaming up medical and health professionals and other volunteers in the community, to identify the elders at risk who have poor health and living environment and visit them in the cold winter. In view of the growing heat and the elder's vulnerability to health problems during summer time, the TP/NDSWO extended the care programme to pay concern visits in summer as well to frail elders living in outlying isolated islands. Apart from risk assessment, the volunteers also share with them knowledge on various common elderly concerns such as joint pain, drug management and heatstroke prevention.

YUEN LONG DISTRICT

STRENGTHENING OF INTEGRATION BETWEEN ABLE-BODIED AND THE DISABLED

PERSONS

16.29 In 2011-13, Yuen Long District Social Welfare Office (YLDSWO) coordinated and organised a series of projects and activities to promote community integration between the able-bodied and disabled persons and to arouse public concern on mental wellness at district level through cross-sector collaboration. The two joint projects, funded by Yuen Long District Council and co-organised with 20 NGO rehabilitation service units under the Community Education Working Group of Yuen Long District Coordinating Committee on Rehabilitation Services, held in 2011-12 and 2012-13 with over 500 participants in each year had deepened the understanding between the able-bodied and disabled persons and achieved the aim of integration. Further development of the "Farm with You" project in 2011-13 and launching of the project "朗天商户顯關懷" in 2012-13 demonstrated the effectiveness of cross-sector collaboration in enhancing public awareness on the ability of the disabled and providing pre-employment training and employment opportunities to them. The step-up of multi-disciplinary cooperation in raising public concern on mental wellness and strengthening handling of cases was embodied in various training and sharing sessions held for frontline staff, social workers and supervisors. All these provided valuable platforms for multi-disciplinary cooperation and development of new collaboration initiatives.

FOSTERING YOUTH PARTICIPATION IN COMMUNITY

16.30 Developing youth potential and community participation is a crucial service strategy in Yuen Long with nearly a quarter of its population aged between five and 24. The YLDSWO collaborated with the Yuen Long District Council, government departments, NGOs and local stakeholders in conducting various district-based projects, including the "Yuen Long Youth Festival", which provided a platform in promoting youth participation in the community. Besides, the "Yuen Long Student Ambassador Scheme" demonstrated the results of collaboration between all 39 secondary schools in Yuen Long, local youth NGOs and charitable organisations in giving mentorship support to secondary students on designing and implementing community service projects. To further enhance youth volunteerism, the YLDSWO injected resources on providing training for youth outstanding volunteers in Yuen Long. Through district collaboration,

two sports centers under Leisure and Cultural Services Department in Yuen Long and Tin Shui Wai extended opening hours in midnights for young night drifters to participate in healthy programmes under the supervision of social workers. New self-financing youth service units which launched innovative service models, also provided more opportunities for youth to participate in healthy activities and realise their potentials.

ENHANCEMENT OF THE PROVISION OF INTEGRATED FAMILY SERVICE

16.31 Taking into consideration the population profile of Yuen Long District and its projected population growth, and also the average number of new/reactivated cases served by the frontline social workers of IFSCs in the recent years, Yuen Long District is assessed to have greater service demand to strengthen services for families in need. An additional IFSC in Yuen Long, namely Long Love IFSC operated by the Tung Wah Group of Hospitals, commenced services on 28 January 2013 to provide services for families in the western part of Yuen Long District.

TSUEN WAN AND KWAI TSING DISTRICT

"STARRY NIGHT" and "MOONLIGHT" PROJECTS

16.32 To address the problems of delinquent youth and young night drifters in Tsuen Wan and Kwai Tsing Districts, the Tsuen Wan and Kwai Tsing District Social Welfare Office (TW/KwTDSWO), in collaboration with District Fight Crime Committees of Tsuen Wan and Kwai Tsing, District Offices of Tsuen Wan and Kwai Tsing, Police Districts of Tsuen Wan and Kwai Tsing, Leisure and Cultural Services Department, Counselling Centre for Psychotropic Substance Abusers and the District Youth Outreaching Social Work Teams, organised the "Starry Night" and "Moonlight" projects which sought to render care and concern to young night drifters, and to provide them with recreational and sports activities in the night time so as to help them stay away from undesirable activities, and to develop healthy interests and build up life goal. Over the past two years, the two Projects provided a total of 28 midnight recreational and sports activities, such as ball games, music band and dancing. In addition, the projects also organised 28 interest classes including dancing, music band, Kung Fu and Thai boxing, as well as two outward bound activities to help them develop interest,

life goal and potential. Total participation of the two projects amounted to 3 000 person counts.

COMBATING ELDER ABUSE

16.33 The elderly population in Kwai Tsing district is increasing while the concern on elder abuse is also on the rise. In view of such, TW/KwTDSWO worked closely with the Hong Kong Christian Service (HKCS) and the Hong Kong Jockey Club Charities Trust to launch a project namely "CADENZA Community Project : Elder at PEACE" with Kwai Tsing as a pilot service point. This three-year project, which was funded by the Hong Kong Jockey Club Charities Trust, commenced service in December 2010. It aimed at providing convenient help-seeking and reporting channels of suspected elder abuse incidents, as well as prompt and supportive service to the elderly victims and the related parties, whereas the "Elder-centred Empowerment and Mediation Intervention Strategy" enabled restoration of relationships with mutual-respect as well as stopping of abusive behaviors among the concerned parties so as to cultivate mutual respect and concerns in the district. As at March 2013, the Project had served 450 enquiries, rendered casework services to half of them, and organised 130 supportive programmes. In addition, to strengthen the work on prevention of elder abuse and promote mental health of carers of the elderly, the Tsuen Wan/Kwai Tsing District Coordinating Committee on Elderly Services and the NGOs in the district jointly organised a project namely "Understanding Carers for Elderly" in 2012-13. Activities held included a series of publicity work, road shows and a therapeutic day camp for the carers with an aim to promote the message of prevention of elderly abuse, to cultivate a caring atmosphere in the community and to release the pressure of carers.

"CARING COMMUNITY" TSUEN WAN AND KWAI TSING DISTRICT AWARD PRESENTATION CEREMONY

16.34 Under the joint efforts of the TW/KwTDSWO, the District Offices of Tsuen Wan and Kwai Tsing and NGOs, a "Caring Community" Tsuen Wan and Kwai Tsing District Award Presentation Ceremony was held on 19 February 2012 at the Tsuen Wan Town Hall to show appreciation to those carers and volunteers who had enthusiastically served people in need in the past year while also recognising their generosity and contributions. Through this, it

will encourage and motivate people to actively serve the needy and participate in building a "Caring Community" together. Over 1 000 people joined the meaningful event, and the awardees included 52 outstanding carers, 10 police volunteers, 220 outstanding volunteers, 100 Family Support Programme Ambassadors and 140 members of the Caring Organisations for The Elderly. Besides award presentation ceremony, other activities included experience sharing by outstanding volunteers and representatives of the Caring Organisations, variety shows, photo booths, as well as exhibition and a quiz on Volunteer Movement.

TUEN MUN DISTRICT

TO PROMOTE EXTENSIVE AND SUSTAINABLE VOLUNTEER SERVICE

16.35 Tuen Mun District Co-ordinating Committee on Promotion of Volunteer Service (TMDCCPVS) makes unfailing efforts to promote volunteerism in the district. TMDCCPVS has shifted the focus from promoting residents' participation in volunteering to implement volunteer service on a long-term basis. In 2011, the pop singers "Sugar Club" created a theme song for volunteer movement and a music video was produced for distribution and displayed at wall TV screen at Tuen Mun Government Offices Building. Besides, TMDCCPVS launched Volunteer Service Projects Scheme in 2012 with subsidies given to the local organisations to implement service projects in the community. With strong support from local organisations, a total of 29 service projects were organised involving 725 volunteers and 5 225 beneficiaries. In the award presentation ceremony, volunteers of the outstanding projects actively shared their experience and expressed their perception of core values of volunteering with paintings.

16.36 The theme of the Tuen Mun District Volunteer Award Scheme for the year 2012-13 was "Training", "Intensity" and "Succession". Selected outstanding volunteers were arranged to join training and experience sharing programme on volunteer service with Mr. Dick LEE, the former Commissioner of Police, Mr. Matthew LUI, an Outstanding Youth of Hong Kong and Miss Carol NG, a volunteer from Cathay Pacific.

16.37 In April 2012, 15 outstanding volunteers of the Tuen Mun

District Volunteer Award Scheme for the year 2011-12 headed to Zhaoqing for an exchange programme. The volunteers also visited The Hong Kong Jockey Club Helping Hand Zhaoqing Home for the Elderly and served the residents by arranging hair-cutting and variety show for them. The programme had widened the exposure of the volunteers and their knowledge on elderly service in the Mainland.

SHOWCASE OF POSITIVE YOUTH

16.38 To encourage young people's self expression in different ways towards positive life values, Tuen Mun Local Committee on Services for Young People organised a "Play and Art Fair" (「玩藝廊」青年藝墟) in the recent two years. On three Saturdays from late winter to early spring, young people were organised to show their talents and crafts at Tuen Mun Yan Oi Square. The activities turned out to be an attraction to the local people.

PROMOTING COMMUNITY INTEGRATION

16.39 To promote community inclusion, the Tuen Mun District Coordinating Committee on Rehabilitation Services organised the "Mini Marathon 2012" in Tuen Mun Town Park on 4 November 2012. 400 participants, including the mentally handicapped, ex-mentally ill, physically disadvantaged and able-bodies, took part in the Marathon. Furthermore, 31 rehabilitation services units co-organised a joint open day on 7 and 8 December 2012 for more than 3 500 visitors. The series of activities enhanced the public's understanding on rehabilitation services and promoted the spirit of social inclusion and harmony among the disabled and the able persons in the community.

APPENDIX I SWD'S DIRECTORATE (From 1 APRIL 2011 to 31 MARCH 2013)

Director of Social Welfare	Mr NIP Tak-kuen, Patrick, JP
Deputy Director (Administration)	Mr FUNG Pak-yan, JP
Deputy Director (Services)	Mr CHEUNG Hing-wah, BBS (Up to 11.5.2011)
	Mrs MAK CHOW Suk-har, Anna (From 12.5.2011 onwards)
Assistant Director (Elderly)	Mrs NG MA Kam-han, Kathy, JP (Up to 15.5.2011)
	Miss LI Yuen-wah, Cecilla (From 23.5.2011 onwards)
Assistant Director (Finance)	Ms HUI Wai-ye, Wendy
Assistant Director (Family and Child Welfare)	Mrs MAK CHOW Suk-har, Anna (Up to 11.5.2011)
	Ms WONG Ka-wing, Caran (From 15.6.2011 to 6.8.2012)
	Mr FUNG Man-chung (From 7.8.2012 onwards)
Assistant Director (Rehabilitation and Medical Social Services)	Mrs YUEN KWONG Sau-ye, Cecilia (Up to 14.6.2012)
	Mr LAM Ka-tai (From 15.6.2012 onwards)
Assistant Director (Subventions)	Mr LAM Ka-tai (Up to 14.6.2012)
	Mr KOK Che-leung (From 15.6.2012 onwards)
Assistant Director (Social Security)	Ms LUNG Siu-kit
Assistant Director (Youth and Corrections)	Mr FUNG Man-lok
Principal Executive Officer (Human Resource Management)	Mr LEUNG Ho-yin, Pedro

Chief Clinical Psychologist	Mr LAU Kar-cho, Helios
Secretary	Ms LAU Wing-han, Winnie

District Social Welfare Officer (Central Western, Southern & Islands)	Ms PANG Kit-ling
District Social Welfare Officer (Eastern/Wan Chai)	Mrs YUK KWOK Lai-sum, Kitty (Up to 3.6.2012)
	Mr NGAN Man-por (From 19.7.2012 onwards)
District Social Welfare Officer (Kwun Tong)	Mr NG Ka-him, Peter
District Social Welfare Officer (Wong Tai Sin/Sai Kung)	Miss LI Yuen-wah, Cecilla (Up to 22.5.2011)
	Ms NG Lily (From 21.6.2011 onwards)
District Social Welfare Officer (Kowloon City/Yau Tsim Mong)	Mrs LAI FUNG Po-kun, Barbara (Up to 15.7.2011)
	Mr FUNG Man-chung (From 18.7.2011 to 6.8.2012)
	Ms WONG Yin-yee (From 9.8.2012 onwards)
District Social Welfare Officer (Sham Shui Po)	Mr FONG Kai-leung
District Social Welfare Officer (Sha Tin)	Ms WONG Ka-wing, Caran (Up to 14.6.2011)
	Miss LAU Yuen-ming, Maria (From 21.6.2011 onwards)
District Social Welfare Officer (Tai Po/North)	Mrs YUE LIU Mai-yee, Elaine
District Social Welfare Officer (Yuen Long)	Mr FU Tsun-hung

District Social Welfare Officer (Tsuen Wan/Kwai Tsing)	Mr KOK Che-leung (Up to 14.6.2012)
	Mr LAM Ding-fung (From 19.7.2012 onwards)
District Social Welfare Officer (Tuen Mun)	Ms LEUNG Kwai-ling
Principal Social Work Officer (Information Systems and Technology)	Mr FUNG Man-chung (Up to 17.7.2011)
	Miss KONG Suk-yi, Sheila (From 18.7.2011 onwards)

APPENDIX II SWD EXPENDITURE OVER A DECADE

Total Expenditure of SWD

Year	Expenditure (\$ billion)
2003-04 Actual (Note)	32.8
2004-05 Actual (Note)	32.5
2005-06 Actual (Note)	32.5
2006-07 Actual	32.5
2007-08 Actual	34.0
2008-09 Actual	38.5
2009-10 Actual	39.5
2010-11 Actual	39.4
2011-12 Actual	42.2
2012-13 Revised Estimate	44.4

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

APPENDIX III 2011-13 LOTTERIES FUND ALLOCATION

2011-12 Lotteries Fund Allocations (Chart 1)		
	(million)	Percentage
Lump Sum Fitting-out Projects	\$165.46	14.89%
Block Grant for Minor Works and Replenishment of Furniture and Equipment (F&E)	\$126.52	11.38%
Other Grants (e.g. for building construction and renovation, purchase of F&E, vehicles etc.)	\$413.63	37.22%
Experimental Projects	\$22.82	2.05%
Extending Additional Resources to NGOs for Employing Paramedical Staff or Hiring Paramedical Services	\$344.00	30.95%
Implementing a Financial Assistance Scheme for Private Residential Care Homes for Persons with Disabilities	\$39.00	3.51%

Total Allocations: \$1,111 million

Total Net Allocation Approved in 2011-12: \$1,111.43 million

2012-13 Lotteries Fund Allocations (Chart 2)

	(million)	Percentage
Lump Sum Fitting-out Projects	\$179.38	10.00%
Block Grant for Minor Works and Replenishment of Furniture and Equipment (F&E)	\$138.92	7.75%
Other Grants (e.g. for building construction and renovation, purchase of F&E, vehicles etc.)	\$661.18	36.87%
Experimental Projects	\$380.00	21.19%
Launching Phase 2 of the Social Welfare Development Fund	\$330.00	18.40%
Improvement Programme of Elderly Centres	\$103.87	5.79%

Total Allocations: \$1,793 million

Total Net Allocation Approved in 2012-13: \$1,793.35 million

APPENDIX IV MEMBERSHIP OF STATUTORY/ADVISORY/INDEPENDENT COMMITTEES (AS AT 31 MARCH 2013)

1. SOCIAL WELFARE ADVISORY COMMITTEE (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mr LO Wing-sang, BBS, JP
Members	Ms CHAN Mei-kit, Maggie
	Ms CHAN Mei-lan, Anna May, MH, JP
	Dr CHAN YUEN Tak-fai, Dorothy, BBS
	Dr CHENG Lai-ling, Crystal
	Dr CHUNG Chi-ping, Roy, BBS, JP
	Mr FONG Man-hung, David, BBS, JP
	Mr HO Wing-him, Laurence
	Dr IP Yan-ming, JP
	Ms LAM Shuk-yee, SBS
	Mr LAW Kin-chung, Christopher, JP
	Mr LEE Hong-kong, Hansen, MH
	Mr LEE Man-bun, Edmond, MH
	Mr LI Lu-jen, Laurence
	Mrs MAK TANG Pik-yee, Agnes, MH, JP
	Mr MAN Hung-yee, Joseph
	Mr SUEN Leung-kwong, Jovy
	Ms TAO Chee-ying, Theresa, JP
	Dr TSANG Kit-man, Sandra, JP
	Mrs TSIEN WONG Bik-kwan, Teresa
	Mr WONG Yick-kam, Michael, MH
Mr YANG Chuen-liang, Charles, BBS, JP	
Ms YAU Sau-wai, Sonia	
In-attendance	Secretary for Labour and Welfare or representative
	Director of Social Welfare or representative
Secretary	Assistant Secretary for Labour and Welfare (Welfare) 1C

2. REHABILITATION ADVISORY COMMITTEE (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mr HUI Chung-shing, Herman, BBS, MH, JP
Vice-Chairperson	Dr LAM James Joseph, JP
Non-official Members	Miss CHAN Chiu-ling, Ophelia, BBS
	Miss CHAN Lim-chee, Amy, JP
	Mr CHAN Kam-yuen, Allen
	Prof CHEN Yu-hai, Eric
	Dr CHENG Lai-ling, Crystal
	Ms CHENG Yuk-chun
	Mr HO Siu-yu
	Dr MOK KWAN Ngan-hing, Edith
	Mr LEE Kar-fai, Philip
	Mr LEE Yuen-tai, Sam
	Dr LEUNG Nai-kong, BBS, JP
	Mr LI Fung-lok
	Mrs MA LO Kam-wah, Virginia
	Ms NG Fung-ching
	Mr NG Po-keung
	Mr NG Sau-kei, Wilfred, SBS, JP
	Ms PONG Oi-lan, Scarlett, JP
	Prof TSANG Wai-ping, Cecilia
	Ms WAN Lai-yau, Deborah, BBS, JP
	Mr WONG Kam-pui, Wilfred
Mr YAU Wai-lok, Billy	
Mr YU Bun	
Mrs YUEN CHAN Suk-ye, Helena, JP	
Ex-officio Members	Secretary for Education or representative
	Director of Health or representative
	Director of Social Welfare or representative
	Chief Executive, Hospital Authority or representative
	Commissioner for Rehabilitation
Secretary	Assistant Secretary for Labour & Welfare (Rehabilitation)

3. ELDERLY COMMISSION (APPOINTED BY THE CHIEF EXECUTIVE)

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

4. WOMEN'S COMMISSION (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mrs LAU KUN Lai-kuen, Stella, JP
Vice-Chairperson	Permanent Secretary for Labour and Welfare or representative
Ex-officio Members	Secretary for Constitutional and Mainland Affairs or representative
	Director of Social Welfare or representative
Non-official Members	Ms AU Pui-yee, Teresa
	Ms AU YEUNG Po-chun
	Dr CHEUNG Suk-yee, Polly
	Ms Aruna GURUNG
	Dr HUI Ka-wah, Ronnie, JP
	Dr KOONG May-kay, Maggie
	Prof LAM Ching-man
	Ms LAM Wai-ling, Leona, JP
	Ms LAM Yuk-chun, MH
	Dr Trisha LEAHY
	Ms LEE Lai-ching
	Mrs LEUNG CHAN Che-ming, Miranda
	Prof LEUNG Lai-ching
	Ms TSAI Wing-chung, Philip, JP
	Ms WONG Hang-yee, Sandy
	Ms WONG Pui-yee, Catherine
	Ms WONG Shu-ming
	Mr WONG Yao-wing, Robert
	Ms YIM Chor-pik, Rabi
	Ms YUE Mui-ying, Constance
Secretary	Assistant Secretary for Labour and Welfare (Welfare)2A

5. LOTTERIES FUND ADVISORY COMMITTEE

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Non-official Members	Dr CHAN Wah-fat Mr CHAN Wai-ming, David, MH, JP Mr CHAN Wai-to Mr CHENG Wai-hung, Nelson Mrs LI LAU Lai-hing, Joanna Mr MAN Hung-yee, Joseph Mr SUEN Lai-sang Ms TANG King-yung, Anna, BBS, MH Ms WONG Wai-ching, Connie, JP Mr YEUNG Yuet-bor
Official Member	Miss KWAN Hiu-yeung, Helen Labour and Welfare Bureau
In-attendance	Mr KOK Che-leung Social Welfare Department Ms WAI Ka-lai, Florence Social Welfare Department
Secretary	Mr WONG Ka-shing Social Welfare Department

6. COMMITTEE ON CHILD ABUSE

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Mrs LAU CHAN Suk-chun Labour and Welfare Bureau
	Mr FUNG Man-chung Social Welfare Department
	Ms CHEW Po-ling, Linda Social Welfare Department
	Ms HO Kit-wah, Kitty Education Bureau
	Mr Gareth WILLIAMS Hong Kong Police Force
	Ms LAW Ka-wing, Leona Home Affairs Department
	Ms WONG Wai-hung, Jessica Information Services Department
	Dr HO Ka-wai, Rita Department of Health
	Dr CHEUNG Chi-hung, Patrick Hospital Authority
	Ms CHENG Lai-ling, Crystal
	Mrs KWAN HO Shiu-fong, Cecilia
	Mr LAU Kai-tai, Joseph
	Dr HO Oi-chu, Jessica
Ms TAM Chi-yun, Michelle	
In-attendance	Mr LAM Bing-chun Social Welfare Department
	Mrs CHANG LAM Sook-yee Social Welfare Department
	Mr CHAN Ping-ching, Roy Social Welfare Department
Secretary	Ms LAU Siu-hing, Jackie Social Welfare Department
Recorder	Mr LAU Hang-chi, Frederick Social Welfare Department

7. JOINT COMMITTEE ON INFORMATION TECHNOLOGY FOR THE SOCIAL WELFARE SECTOR

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Mr FUNG Pak-yan, JP Social Welfare Department
	Miss KONG Suk-yi, Sheila Social Welfare Department
	Mrs LEUNG TSANG Po-wan, Paula Labour and Welfare Bureau
	Mr PANG Hon-chi Office of the Government Chief Information Officer
	Mr TANG Kam-piu, Billy
	Mr MAN Hung-yee, Joseph
	Mr LEUNG Wing-yee, James
	Dr TING Wai-fong
	Prof MENG Mei-ling, Helen
	Ms WONG, Patty
	Dr MOK KWAN Ngan-hing, Edith
Dr NG Nam	
In-attendance	Mrs CHOY WONG Lai-chun, Sarah Social Welfare Department
	Mr LEE Tat-hong Social Welfare Department
Secretary	Mr FUNG Ching-kwong Social Welfare Department

8. LUMP SUM GRANT STEERING COMMITTEE

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Non-official Members	Ms AU Pui-yee, Teresa Mr CHAN Bing-woon, SBS, JP Prof CHAN Chi-fai, Andrew, SBS, JP Ms CHANG Siu-wah Mr CHEUNG Chi-wai Hon CHEUNG Kwok-che Ms FANG Meng-sang, Christine, BBS, JP Mr LAI Wing-hoi, Frederick Dr LAM Ching-choi, BBS, JP Mr LAM Kwok-keung, Kent Mrs LEE LAU Chu-lai, Julie, JP Ms SO Tze-kwan, Marie Mr TUNG Chi-fat, MH Mr YANG Chuen-liang, Charles, BBS, JP Ms YAU Sau-wai, Sania Mr YIP Siu-hong, Nelson, MH Mr YU Chi-ming
Ex-officio Members	Ms LEUNG, Wendy Labour and Welfare Bureau Mr KOK Che-leung Social Welfare Department
Secretary	Mr TANG Fei-lit, Philip Social Welfare Department

9. LUMP SUM GRANT INDEPENDENT COMPLAINTS HANDLING COMMITTEE
(APPOINTED BY THE SECRETARY FOR LABOUR AND WELFARE)

Chairperson	Mr HUI Chung-shing, Herman, BBS, MH, JP
Vice-Chairperson	Mr YEN Yuen-ho, Tony, SBS
Members	Ms WONG Yu-pok, Marina, JP
	Dr DAI Lok-kwan, David, JP
	Mr TAI Yiu-wah, Robert, MH
	Dr LEE Lai-wan, Maria
	Mr WONG Shun-yee, Albert
	Ms HUNG Wing-chee
Secretary	Ms HO Yuen-ming, Agnes Social Welfare Department

10. THE STEERING COMMITTEE ON PROMOTION OF VOLUNTEER SERVICE

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Miss CHAN Sze-man Mr KWAN Chuk-fai, MH, JP Ms TAO Chee-ying, Theresa, JP Mr YIP Wing-shing, BBS, MH, JP Mr FONG King-sang, Quentin Ms WONG Pui-yee, Catherine Mr LAI Chi-tong, BBS, MH Ms CHUNG Woon-fan, Flora Mr CHAN Pok-chi, Jonathan Miss CHAN Lim-chee, Amy, JP Dr TING Wai-fong Mr YIU Tze-leung, Ivan Mr CHOI Kim-wah, Cliff Mr TSUI Kai-cheung, Edwin Education Bureau Ms KONG Pui-wah, Ada Home Affairs Department Mr FUNG Hao-yin, Vincent Home Affairs Bureau Mr FUNG Man-lok Social Welfare Department Mr FONG Kai-leung Social Welfare Department
Secretary	Ms NG Lai-chun Social Welfare Department

11. JOINT COMMITTEE ON SOCIAL WORK MANPOWER REQUIREMENTS

Chairperson	Mr LEUNG Ho-yin, Pedro Social Welfare Department
Members	Mr CHAN Kai-ming
	Ms CHEUNG Kam-hung, Rainbow, JP
	Dr FUNG Yat-chu, John
	Dr LAW Chi-kwong, SBS, JP
	Ms LAU Tze-hung, Brenda Social Welfare Department
	Ms CHAN Mei-ping, Cecilia Social Welfare Department
Secretary	Ms LAU Suet-wah, Loletta Social Welfare Department

**12. ADVISORY COMMITTEE ON SOCIAL WORK TRAINING AND MANPOWER
PLANNING (APPOINTED BY THE SECRETARY FOR LABOUR AND WELFARE)**

Chairperson	Prof WONG Kwok-shing, Thomas, JP
Members	Dr CHAN Kwok-ling, Phyllis
	Ms CHOI Wai-kam, Virginia, JP
	Mr KWOK Lit-tung, JP
	Mr LAI Chi-tong, BBS, MH
	Miss LAM Tze-yan
	Ms WONG Yu-pok, Marina, JP
	Dr CHANG Sau-han, Joyce, JP
	Dr CHEUNG Siu-kau
	Prof LEE Kin-ching, James
	Prof MA Lai-chong, Joyce, JP
	Prof NG Yat-nam, Petrus
	Dr NGAN MAN-hung, Raymond
	Dr TSANG Kit-man, Sandra, JP
	Ms CHEUNG Kam-hung, Rainbow, JP
Dr FUNG Yat-chu, John	
Ex-officio Members	Ms LEUNG, Wendy Labour and Welfare Bureau
	Mr LAU Ka-ki, Wallace Education Bureau
	Mr LEUNG Ho-yin, Pedro Social Welfare Department
Secretary	Ms LAU Suet-wah, Loletta Social Welfare Department

13. ADVISORY COMMITTEE ON "OPPORTUNITIES FOR THE ELDERLY PROJECT"

Chairperson	Dr LAM Ching-choi, BBS, JP
Members	Mr LEUNG K.C., Tommy
	Dr LEUNG Man-fuk, Edward
	Prof LAM Ching-man
	Mr YIP Pang-wai
	Ms HUNG Wing-chee
	Mr NG Kwok-wing
	Mr YEUNG Chiap-to
	Mrs YUE LIU Mai-yee, Elaine Social Welfare Department
	Mr TAN Tick-yee Social Welfare Department
	Mr NGAN Man-por Social Welfare Department
In-attendance	Miss LI, Cecilla Social Welfare Department
Secretary	Mr NG Kam-leung Social Welfare Department

14. ADVISORY COMMITTEE ON ENHANCING EMPLOYMENT OF PEOPLE WITH DISABILITIES

Chairperson	Mr HO Shiu-cheong, Ivan
Members	Mr TAN Chuen-yan, Paul
	Ms WONG Pui-ye, Catherine
	Mr SIU Chor-kee, MH, JP
	Mr YIP Wing-shing, David, MH, JP
	Ms KAN Pui-har, Christina
	Ms CHING Tak-man, Tammy
	Ms PANG Suk-yin, Pandora
	Ms Y. C. TSE, Wendy
	Ms CHOW On-lai, Edna
	Mr LAU, Jeremy
	Mr CHOI Shiu-sum, Philip
	Mr LEUNG Tak-hing, Johnny
	Mr CHEUNG Kin-fai, MH
	Mr SUEN Kwok-tung, Eddie
	Ms HO Yin-ling, Anna
	Ms LAM Sau-ching
Mr LAM Ka-tai	
Social Welfare Department	
Secretary	Mr YU Wai-yip, Ricky Social Welfare Department

15. CENTRAL COMMITTEE ON INFORMATION TECHNOLOGY FOR REHABILITATION SERVICES

Chairperson	Mr LAM Ka-tai Social Welfare Department
Members	Prof MAN Wai-kwong, David
	Dr MOK KWAN Ngan-hing, Edith
	Dr WONG Yu-cheung
	Mr TSE Ming-ho, David
	Ms WU, Anna
	Miss KONG, Sheila Social Welfare Department
Secretary	Miss LAW Siu-man Social Welfare Department

16. APPEAL BOARD FOR STANDARDIZED ASSESSMENT FOR RESIDENTIAL SERVICES FOR PEOPLE WITH DISABILITIES

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

**17. TRAFFIC ACCIDENT VICTIMS ASSISTANCE ADVISORY COMMITTEE
(APPOINTED BY THE CHIEF EXECUTIVE)**

Chairperson	Mr KWOK Lam-kwong, Larry, BBS, JP
Vice Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Mr LAU Yat-ming, Billy
	Ms LAW Suk-kwan, Lilian, JP
	Ms LEE Kwun-yee, Kenny
	Mr LI Man-bun, Brian David, JP
	Director of Legal Aid or representative
	Commissioner of Police or representative
Secretary	Ms CHEUNG Wai Social Welfare Department

18. SOCIAL WORK TRAINING FUND COMMITTEE (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Prof LAM Ching-man
	Mr MAN Hung-yee, Joseph
	Mr CHAN Wai-to
	Miss SZE Sin-yu, Cecilia Labour and Welfare Bureau
Secretary	Miss CHEUNG Wai-sum, Louise Social Welfare Department

19. SOCIAL SECURITY APPEAL BOARD (APPOINTED BY THE CHIEF EXECUTIVE)

Chairperson	Mr IP Tin-yau
Members	Dr WONG Sheh-wai
	Mr CHAN Ka-shun, Wilson, JP
	Ms FU Pik-chun
	Dr CHU Suk-yi, CEsCom
	Mr CHAN Chi-wing
	Ms HO Yin-fong, Julian
Secretary	Ms LIU Yuch-lam, Avis Social Welfare Department

**20. CRIMINAL AND LAW ENFORCEMENT INJURIES COMPENSATION BOARDS
(APPOINTED BY THE CHIEF EXECUTIVE)**

Chairperson	Mr KWOK Tung-ming, Eric, SC
Members	Ms AU Chor-kwan
	Mr CHAN Bo-ching
	Dr CHAN Kwok-ling, Phyllis
	Dr CHAN Sai-yin
	Ms CHAN Siu-kuen
	Dr CHAN Won-shing
	Mrs CHENG TANG Ho-kuen, Lina
	Mr CHUA Guan-hock, SC
	Dr CHUNG Wai-sau, Dicky
	Ms CHUNG Wing-suet, Cynthia
	Miss HO Yuen-han
	Prof LAM Ching-man
	Ms LAM King-sze, Cissy
	Miss LAU Pui-g, Julia
	Ms LAU Yuk-kuen
	Miss LIU Kam-fung, Iris
	Miss LO Yee-hang, Loretta
	Dr LUI Wing-cheong
	Mr NG Sui-wong, Brian
	Ms SHUI, Kelly
	Ms TAM Wan-chi, Winnie, SC
	Mr WONG Yuk-lun, Horace, SC
	Dr WU Kit-ying, Kitty, JP
	Mr YAN Mang-yee, John, SC
	Mr YANG Chuen-liang, Charles, BBS, JP
	Mr YEUNG Kar-hung, Keith, SC
Dr YUEN CHAN Suk-yee, Helena, JP	
Ms YUNG Shiu-yin	
Secretary	Ms CHEUNG Wai Social Welfare Department

21. EMERGENCY RELIEF FUND COMMITTEE (ESTABLISHED UNDER SECTION 5 OF THE EMERGENCY RELIEF FUND ORDINANCE, CAP 1103)

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Miss CHAN Chor-wa, Miranda
	Ms FUNG Sau-yim
	Mr YEUNG Kwok-leung, Paul
	Director of Home Affairs or representative
	Director of Housing or representative
Secretary	Ms CHEUNG Wai Social Welfare Department

22. WORKING GROUP ON COMBATING VIOLENCE

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Mrs LAU CHAN Suk-chun, Alison Labour and Welfare Bureau
	Mr FUNG Man-chung Social Welfare Department
	Mr LAU Kar-cho, Helios Social Welfare Department
	Mrs NG KIANG Mei Nei, Millie Security Bureau
	Ms CHENG Wai-yu, Bianca Department of Justice
	Mr Gareth Wynn WILLIAMS Hong Kong Police Force
	Ms HO Kit-wah, Kitty Education Bureau
	Dr HAU Kong-lung Department of Health
	Dr LEUNG, Joana Department of Health
	Mr KWOK Wai-cheong Housing Department
	Ms CHAU Ming-wai, Ada Legal Aid Department
	Ms WONG TAM Suk-ling, Angela Information Services Department

	Miss KONG Pui-wah, Ada Home Affairs Department
	Dr LEE Koon-hung Hospital Authority
	Ms CHENG Lai-ling, Crystal
	Ms LAI Fung-yee, Angie
	Ms CHUNG Bik-mui
	Ms WONG Wai-mui, Nancy
	Ms TAO How-wah, Queenie
	Ms WONG Sau-yung, Linda
	Mr YIU Tze-leung, Ivan
	Mrs KONG KONG Lai-chun
In-attendance	Mr LAM Bing-chun Social Welfare Department
	Mrs CHANG LAM Sook-yee Social Welfare Department
	Ms TANG Lai-fan Social Welfare Department
Secretary	Ms LAU Siu-hing, Jackie Social Welfare Department
Recorder	Ms LEE Wai-ling, Joyce Social Welfare Department

23. WORKING GROUP ON ELDER ABUSE

Chairperson	Mr FUNG Man-chung Social Welfare Department
Members	Mr CHOW Wing-hang Labour and Welfare Bureau
	Mr Gareth WILLIAMS Hong Kong Police Force
	Dr DAI Siu-kwan, Daisy Hospital Authority
	Dr HO, Billy Department of Health
	Prof CHAN Cheung-ming, Alfred, BBS, JP
	Ms CHAN Man-yee, Grace
	Dr WU Yee-ming
	Ms CHAN Pui-yi
	Mr MA Kam-wah, Timothy
	Ms CHAN Yuk-hing, Catherine
	Mr NG Ka-him, Peter Social Welfare Department
	Ms IP Siu-ming Social Welfare Department
	Mr TAN Tick-yee Social Welfare Department
	Secretary
Recorder	Ms CHAN Sin-yee, Perin, Cindy Social Welfare Department

24. HONG KONG PARALYMPIANS FUND MANAGEMENT COMMITTEE

Chairperson	Ms NGAI Man-lin, Malina, JP
Trustee	Mr NIP Tak-kuen, Patrick , JP Director of Social Welfare
Members	Miss CHAN Lim-chee, Amy, JP Ms CHAN Tan-lui, Danielle, B of H Mr FONG Cheung-fat Prof HA Sau-ching, Amy Mrs LEUNG LAU Shuk-yin Dr PANG Yiu-chung, Marco Mr TAI Yan-yun, Nelson Mr YEUNG Tak-wah, B of H, JP Ms SIU, Margaret Hong Kong Sports Institute Mrs TONG, Yolanda Home Affairs Bureau Mr LAM Ka-tai Social Welfare Department
In-attendance	Mr CHENG, Aaron Social Welfare Department Mrs KWOK, Helen Social Welfare Department Mrs NG NG Lai-chun, Quinnie Social Welfare Department
Secretary	Ms YIP Wai-ling, Olivia Social Welfare Department

25. HONG KONG PARALYMPIANS FUND GRANTS SUB-COMMITTEE

Chairperson	Miss CHAN Lim-chee, Amy, JP
Members	Mr CHENG Ka-ho, MH
	Miss CHIU Wing-yin, Rebecca, MH
	Ms KO Kit-mui, Samantha
	Mrs LEUNG LAU Shuk-yin
	Mr LAU Sik
	Miss TSAI Hiu-wai, Sherry
	Mrs TONG, Yolanda Home Affairs Bureau
	Mr LAM Ka-tai Social Welfare Department
	In-attendance
Secretary	Ms YIP Wai-ling, Olivia Social Welfare Department

26. COMMITTEE ON SERVICES FOR YOUTH AT RISK

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Vice-Chairperson	Mrs WONG YAU Wai-ching, Michelle Deputy Secretary for Education(4)
Members	Mr CHAN Chung-bun, Bunny, SBS, BBS, JP Mr TIK Chi-yuen, BBS, JP Dr TSUI Luen-on, Gordon Miss AU Hing-yee, Natalie Mr LAM Yat-fung, James Mr HUI Yung-chung, BBS, JP Dr Lui Wai-ling, Annissa Ms NG Pui-ling, Rebecca Dr LAW Ming-fai, Ben Ms YIU, Karen Ms LEUNG, Wendy Labour and Welfare Bureau Ms HO Kit-wah, Kitty Education Bureau Mrs NG KIANG Mei-nei, Millie Security Bureau Mr FUNG Hao-yin, Vincent Home Affairs Bureau Dr MAK Kwok-hang Department of Health Mr WONG Kwok-wai, Eddie Hong Kong Police Force Mr FUNG Man-lok Social Welfare Department Ms MAK Suk-kwan, Lorensa Social Welfare Department
Secretary	Ms LAM Yuen-ting, Heidi Social Welfare Department

27. ADVISORY COMMITTEE OF PARTNERSHIP FUND FOR THE DISADVANTAGED

Chairperson	Mr NIP Tak-kuen, Patrick, JP Director of Social Welfare
Members	Ms AU Pui-yee, Teresa Ms CHAN Hoi-yan, Jasmine Mr HO Shiu-cheong, Ivan Ms HUNG Wing-chee, Anna Ms TAM Chi-wah, Angelique Dr TING Wai-fong Dr WONG Chung-kwong Mr WONG Ka-ning, Raymond Ms WONG May-kwan, May Mr WONG Siu-lung, Edward Mr YIU Tze-leung, Ivan Dr YUNG Wing-ki, Samuel, MH, JP Mr FUNG Man-lok Social Welfare Department
In-attendance	Miss KWAN Hiu-yeung, Helen Labour and Welfare Bureau Mrs MAK CHOW Suk-har, Anna Social Welfare Department Mr CHU, Daniel Social Welfare Department
Secretary	Ms CHAU Fung-mui, Wendy Social Welfare Department

HONORARY ADVISORS

Hon CHAN, Bernard, GBS, JP

Mr SZE, Irons, JP

Dr YEUNG, Charles, SBS, JP

Dr CHUNG Chi-ping, Roy, BBS, JP

Mr NG Ka-wing, Eric

Mr CHOW Chung-kong

Mr LAM Tin-fuk, Fred, JP

Ms YUEN Siu-wai, Carol, JP

28. CHILD FATALITY REVIEW PANEL

Chairperson	Prof LEUNG Nai-kong, BBS, JP
Members	Dr BEH Swan-lip, Philip
	Ms CHAN Kit-bing, Sumee, CEsCom
	Miss CHAN Mi-har, Grace
	Dr CHEUNG Chi-hung, Patrick
	Dr DUNN Lai-wah, Eva
	Mr FONG Cheung-fat
	Mr HUI Chung-shing, Herman, BBS, MH, JP
	Dr HUNG Se-fong, BBS, CEsCom
	Miss LAM Tze-yan
	Ms LAM Wai-ling, Leona, JP
	Dr LEE Lai-wan, Maria
	Prof LI, Albert Martin
	Prof SHEK Tan-lei, Daniel, BBS, JP
	Ms TAO Chee-ying, Theresa, JP
	Mr TONG Siu-hon, David
	Dr TSANG Man-ching, Anita
	Ms WONG Yu-pok, Marina, JP
Dr YEUNG Ka-ching	
Dr YU Chak-man	
In-attendance	Mr FUNG Man-chung Social Welfare Department
	Mr LAM Bing-chun Social Welfare Department
	Ms LAU Siu-hing, Jackie Social Welfare Department
Secretary	Mr WONG Kwok-ming Social Welfare Department