

## **Welfare Services**

**(formerly under the then Health and Welfare Bureau)**

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### **Detailed Progress**

# 1 Strengthening the family

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative *	Target #	Present Position †
<p>To provide training for social workers and professionals on a holistic approach, on handling child abuse, domestic violence and attempted suicide/ suicidal tendency cases, and to meet new challenges arising from the Family Welfare Services Review</p> <p><i>(Social Welfare Department (SWD))</i></p>	<ul style="list-style-type: none"> <li>● For tackling child abuse and domestic violence, to plan three local training courses each year and a two-week training package by overseas experts each year in 2002-2003 and 2003-2004</li> <li>● For enhancing family welfare services, to provide enhanced training for 800 family oriented social workers on change management, multi-skills training and advance/refresher training to enhance their intervention and clinical skills by 2004</li> <li>● For addressing suicidal tendencies, to train 400 social workers through a package of focused training programmes in 2002-2003 and 2003-2004</li> </ul> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>

\* the bracketed information denotes the agency with lead responsibility for the initiative

# the bracketed information denotes the year in which the target was set

† the bracketed information denotes the status of the target

Initiative	Target	Present Position
<p>To enhance publicity and community education to strengthen families and protect children against abuse and violence</p> <p>(SWD)</p>	<p>To conduct a publicity campaign featuring special TV programmes, TV Announcement of Public Interest and other publicity materials on “Strengthening Families and Protecting Children against Abuse and Violence” in 2002</p> <p>(2001)</p>	<p>(Action in Progress : On Schedule)</p>
<p>To evaluate the effectiveness of the new integrated service delivery mode in family services as recommended in the Family Welfare Services Review</p> <p>(SWD)</p>	<p>To commission a tertiary institution to carry out a two-year study on ten pilot projects, starting in April 2002, to evaluate the effectiveness of the new service delivery model</p> <p>(2001)</p>	<p>(Action in Progress : On Schedule)</p>
<p>To provide legal representation for children and juveniles in care or protection proceedings</p> <p>(the then Health and Welfare Bureau (HWB)/ SWD)</p>	<p>To put in place the necessary arrangements with relevant departments to provide legal representation for children and juveniles involved in care or protection proceedings</p> <p>(2001)</p>	<p>(Action in Progress : On Schedule)</p>

Initiative	Target	Present Position
<p>To increase provision in mainstream child care services and foster care service for vulnerable children</p> <p>(SWD)</p>	<ul style="list-style-type: none"> <li>● To provide 500 additional day nursery places in 2002-2003</li>   <li>● To provide 30 additional emergency foster care places and 60 foster care places in 2002-2003, as well as a further 60 foster care places in 2003-2004</li> </ul> <p>(2001)</p>	<ul style="list-style-type: none"> <li>● In view of the declining child population and decreasing enrolment rate in child care centres, the day nursery provision in 2002-2003 will be frozen.</li>   <li>(Action in Progress : Under Review)</li>   <li>● (Action in Progress : On Schedule)</li> </ul>
<p>To establish a Community Investment and Inclusion Fund</p> <p>(HWB)</p>	<p>To invite applications and award funds commencing in 2002-2003</p> <p>(2001)</p>	<p>(Action in Progress : On Schedule)</p>
<p>To update the legislation on adoption</p> <p>(HWB/SWD)</p>	<p>To introduce legislative amendments to the Adoption Ordinance in 2001-2002</p> <p>(2000)</p>	<p>(Action in Progress : On Schedule)</p>

Initiative	Target	Present Position
<p>To conduct a publicity campaign on “empowering families to face challenges”</p> <p>(SWD)</p>	<p>To carry out the publicity campaign in 2001-2002</p> <p>(2000)</p>	<p>(Action Completed)</p>
<p>To strengthen services to assist victims of domestic violence</p> <p>(SWD)</p>	<ul style="list-style-type: none"> <li>● To provide an additional clinical psychologist in 2000-2001</li> <li>● To provide additional professional and support staff in the Family and Child Protective Services Units in 2001-2002</li> </ul> <p>(2000)</p>	<p>(Action Completed)</p>
<p>To strengthen services for victims of sexual violence</p> <p>(SWD)</p>	<p>To convene a working group in 2000-2001 to formulate and implement measures to assist victims of sexual violence</p> <p>(2000)</p>	<p>(Action Completed)</p>
<p>To strengthen family casework services</p> <p>(SWD)</p>	<p>To provide 29 additional family caseworkers in 1999-2000 to meet the increase in service demand and to improve service quality by relieving the caseload of family caseworkers</p> <p>(1998)</p>	<p>(Action Completed)</p>

## 2 Helping young people

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To extend the “Understanding the Adolescent Project” (UAP) to all secondary schools  <i>(Social Welfare Department (SWD))</i>	To extend UAP to 150 existing and another four new secondary schools in 2002-2003 and a further 163 existing secondary schools in 2003-2004  <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To strengthen services for young people in an integrated service delivery model  <i>(SWD)</i>	Apart from the target of forming ten integrated teams in existing areas, six new integrated teams are earmarked for newly developed areas/redeveloped sites from 2002-2003 onwards  <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To enhance support services for youth by promoting peer counselling and peer support  <i>(SWD)</i>	To engage 150 peer counsellors to provide support for youth in 2002-2004  <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>

Initiative	Target	Present Position
<p>To review current planning strategies for welfare services for young people</p> <p><i>(the then Health and Welfare Bureau/SWD)</i></p>	<p>To review the planning of youth welfare services in 2001-2002 by taking into consideration district needs and characteristics</p> <p><i>(2000)</i></p>	<p><i>(Action Completed)</i></p>
<p>To implement a three-year programme with the aim of enhancing the developmental, preventive and remedial programmes delivered in youth welfare facilities</p> <p><i>(SWD)</i></p>	<p>To recruit and train additional youth programme assistants in 2001-2002</p> <p><i>(2000)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>

### 3 Promoting volunteerism

To achieve results in this area, various initiatives have been undertaken in the past year. Details are set out below —

Initiative	Target	Present Position
To organise promotional and publicity programmes as well as training courses to enhance participation in volunteering  (Social Welfare Department (SWD))	To organise four central and 13 district programmes and training courses in 2002-2003  (2001)	(Action in Progress : On Schedule)
To increase the number of participating individuals and organisations in 2002  (SWD)	To increase the number of registered volunteers by 10% to 264 000 in 2002 and of participating organisations by 10% to 620 in 2002  (2001)	(Action in Progress : On Schedule)



## 4 Assisting people with disabilities

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
<p>To provide early intervention to tackle the speech problems of pre-school children with special needs</p> <p><i>(Social Welfare Department (SWD))</i></p>	<p>To provide speech therapy service to pre-school children in Early Education and Training Centres, Special Child Care Centres and Integrated Programmes for Mildly Disabled Children in Child Care Centres. An additional 47 speech therapists will be provided in 2002-2003</p> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To strengthen Home-Based Training (HBT) and enhance community support network services for people with disabilities</p> <p><i>(SWD)</i></p>	<ul style="list-style-type: none"> <li>● To strengthen the existing staffing provision in each HBT team by five additional staff starting in 2002-2003</li> <li>● To create 13 additional HBT teams in 2002-2003 to provide service to about 3 500 people with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>● <i>(Action in Progress : On Schedule)</i></li> <li>● <i>(Action in Progress : On Schedule)</i></li> </ul>

Initiative	Target	Present Position
	<ul style="list-style-type: none"> <li>To strengthen the staffing provision in 20 existing Half Way Houses to provide additional care and support including outreach service to ex-mentally ill persons living in the community</li> </ul> <p>(2001)</p>	<ul style="list-style-type: none"> <li>(Action Completed)</li> </ul>
<p>To provide additional rehabilitation places for people with disabilities</p> <p>(SWD)</p>	<p>To provide 200 additional day and residential places in 2002-2003</p> <p>(2001)</p>	<p>(Action in Progress : On Schedule)</p>
<p>To launch publicity programmes to promote public acceptance of people with disabilities</p> <p>(the then Health and Welfare Bureau (HWB))</p>	<p>To launch a series of publicity programmes to promote “A Society for All” in 2002-2003</p> <p>(2001)</p>	<p>(Action in Progress : On Schedule)</p>
<p>To promote self-reliance of people with disabilities</p> <p>(SWD)</p>	<ul style="list-style-type: none"> <li>To implement a three-year on-the-job training programme benefiting 360 people each year commencing 2001-2002</li> </ul>	<ul style="list-style-type: none"> <li>(Action Completed)</li> </ul>

Initiative	Target	Present Position
	<ul style="list-style-type: none"> <li>To provide grants to non-governmental organisations under a new scheme “Enhancing employment of people with disabilities through small enterprises” starting in early 2002</li> </ul> <p>(2001)</p>	<ul style="list-style-type: none"> <li>(Action in Progress : On Schedule)</li> </ul>
<p>To provide support to disabled athletes in pursuing sporting excellence</p> <p>(SWD)</p>	<p>To invite applications for grants under the newly established Paralympians Fund starting in October 2001</p> <p>(2001)</p>	<p>(Action Completed)</p>
<p>To provide continuous community support services for the disabled and their families</p> <p>(SWD)</p>	<p>To enhance existing community-based services and to provide more integrated after-care services to the disabled living with their families, starting in 2001-2002</p> <p>(2001)</p>	<p>(Action Completed)</p>
<p>To provide IT awareness and training programme for 15 000 people with disabilities and 600 trainers in three years</p> <p>(SWD)</p>	<p>To provide IT awareness and training programmes for 4 000 people with disabilities and 200 trainers in 2002-2003</p> <p>(2001)</p>	<p>(Action in Progress : On Schedule)</p>

Initiative	Target	Present Position
<p>To provide a barrier free environment for people with disabilities</p> <p><i>(HWB/Transport Department/ Architectural Services Department/ Buildings Department)</i></p>	<ul style="list-style-type: none"> <li>● To provide dropped kerbs at all pedestrian crossings by 2006</li> <li>● To provide audible signals in all traffic lights at pedestrian crossings by 2004</li> <li>● To complete modification of 60 existing government offices to improve accessibility for people with disabilities</li> <li>● To conduct a review on the “Design Manual: Barrier Free Access 1997” in 2002-2003</li> </ul> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To provide safety and operational guidelines to operators of residential care homes</p> <p><i>(SWD)</i></p>	<p>To introduce a Code of Practice for both subvented and private residential care homes for people with disabilities by 2001</p> <p><i>(2000)</i></p>	<p><i>(Action Completed)</i></p>
<p>To provide additional rehabilitation places for people with disabilities</p> <p><i>(SWD)</i></p>	<p>To provide over 300 additional day care and residential places in 2001-2002</p> <p><i>(2000)</i></p>	<p><i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To strengthen admission procedures for residential care homes</p> <p>(SWD)</p>	<p>To review in 2001 the admission criteria and to improve the admission process for different types of residential services</p> <p>(2000)</p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To strengthen the provision of personal care services and social support programmes</p> <p>(SWD)</p>	<p>To provide additional care and programme assistants in various rehabilitation service units in 2001-2002</p> <p>(2000)</p>	<p><i>(Action Completed)</i></p>
<p>To safeguard the rights of people with disabilities by legislative framework</p> <p>(HWB)</p>	<p>To prepare amendments to the Disability Discrimination Ordinance (DDO) in the light of the proposals made by the Equal Opportunities Commission</p> <p>(1999)</p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To strengthen the Community Rehabilitation Network service to assist and support chronically ill persons and their carers living in the New Territories</p> <p>(SWD)</p>	<p>To set up a regional centre and two stations in the New Territories by 2001</p> <p>(1999)</p>	<p><i>(Action Completed)</i></p>

## 5 A social safety net

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
<p>To strengthen employment-related assistance provided to able-bodied Comprehensive Social Security Assistance (CSSA) recipients</p> <p><i>(Social Welfare Department (SWD))</i></p>	<ul style="list-style-type: none"> <li>● To fund the Support for Self-reliance Scheme on a permanent basis from 2002-2003</li> <li>● To create two additional posts in 2002-2003 to supervise and manage the district-based Employment Assistance Teams</li> </ul> <p><i>(2001)</i></p>	<p><i>(Action Completed)</i></p>
<p>To encourage and help CSSA single-parent recipients to move into employment and become self-reliant</p> <p><i>(SWD)</i></p>	<ul style="list-style-type: none"> <li>● Started in 2001-2002, to continue to strengthen child care arrangements, family life education and supportive group programmes for single-parent families, and to outreach hard-to-reach ones</li> <li>● To implement on a voluntary basis the active employment assistance programme specifically for CSSA single-parent recipients by March 2002</li> </ul>	<ul style="list-style-type: none"> <li>● <i>(Action in Progress : On Schedule)</i></li> <li>● <i>(Action Completed)</i></li> </ul>

Initiative	Target	Present Position
	<ul style="list-style-type: none"> <li>● To propose raising the maximum level of monthly disregarded earnings by March 2002 for CSSA single-parent recipients to provide greater incentive for work</li> </ul> <p>(2001)</p>	<ul style="list-style-type: none"> <li>● <i>(Action Completed)</i></li> </ul>
<p>To provide strengthened support for the prevention and investigation of social security fraud cases</p> <p>(SWD)</p>	<p>To regularise and enhance the Special Investigation Teams to prevent and combat fraud and abuse in 2002-2003</p> <p>(2001)</p>	<p><i>(Action Completed)</i></p>
<p>To enhance training for Social Security staff</p> <p>(SWD)</p>	<p>To launch in 2002-2003 a tailor-made three-year part-time Higher Diploma course for Social Security staff in collaboration with a local tertiary institution for about 45 staff per annum for a period of three years</p> <p>(2001)</p>	<p><i>(Action in Progress : On Schedule)</i></p>

Initiative	Target	Present Position
<p>To ensure that CSSA and Social Security Allowance (SSA) Schemes are sustainable in the long term and can continue to meet community needs in the light of an ageing population</p> <p><i>(the then Health and Welfare Bureau/SWD)</i></p>	<p>To monitor the changes in caseload and expenditure under various social security schemes and identify ways to strengthen the sustainability of the schemes on an on-going basis</p> <p><i>(2000)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To strengthen the prevention and investigation of social security fraud cases</p> <p><i>(SWD)</i></p>	<p>To consider adopting a risk management approach in administering the social security schemes and make recommendations in 2001</p> <p><i>(2000)</i></p>	<p><i>(Action Completed)</i></p>
<p>To ensure efficient delivery of social security services</p> <p><i>(SWD)</i></p>	<p>To commence a review of the existing manpower situation in the social security field units in 2001-2002 after implementation of the computerised social security system</p> <p><i>(2000)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>



## 6 Ensuring the development of the infrastructure, organisation and systems to support welfare services

To achieve results in this area, various initiatives have been undertaken in the past year. Details are set out below —

Initiative	Target	Present Position
<p>To enhance non-governmental organisations' (NGOs) corporate governance under the Lump Sum Grant arrangement</p> <p><i>(Social Welfare Department (SWD))</i></p>	<ul style="list-style-type: none"> <li>● SWD will issue Guidelines on Corporate Governance to set out our expectations on good practice for enhancement of public accountability</li> <li>● SWD will launch a Business Improvement Project Scheme to provide assistance to NGOs to carry out re-engineering activities</li> <li>● SWD will offer training courses for agency heads of NGOs to strengthen their management skills under the new subvention system</li> </ul> <p><i>(2001)</i></p>	<ul style="list-style-type: none"> <li>● <i>(Action Completed)</i></li> <li>● <i>(Action in Progress : On Schedule)</i></li> <li>● <i>(Action in Progress : On Schedule)</i></li> </ul>
<p>To develop an agency-based Funding &amp; Service Agreement (FSA) for subvented welfare services</p> <p><i>(SWD)</i></p>	<p>To conduct a pilot project on agency-based FSA covering no more than four NGOs</p> <p><i>(2001)</i></p>	<p>The Department is considering this agency-based assessment approach with regard to the re-engineering and review of services in the welfare sector.</p> <p><i>(Action in Progress : Under Review)</i></p>

Initiative	Target	Present Position
<p>To empower service users in contracted out service units in monitoring the quality of services received</p> <p>(SWD)</p>	<p>To conduct user feedback surveys and set up user groups in districts to monitor the service performance and quality of contracted out elderly service units</p> <p>(2001)</p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To implement the recommendations on the restructuring of SWD</p> <p>(SWD)</p>	<ul style="list-style-type: none"> <li>● To complete work by March 2002</li> <li>● To provide orientation/training programmes for staff to equip them for organisational changes and new duties and responsibilities</li> <li>● To conduct briefing sessions on the restructuring for staff in SWD, NGOs and District Councils</li> </ul> <p>(2001)</p>	<p><i>(Action Completed)</i></p>
<p>To provide broadband Internet access for non-profit-making NGOs providing welfare services</p> <p>(SWD)</p>	<p>To make available broadband Internet access in NGO headquarters and service units in 2002-2003</p> <p>(2001)</p>	<p><i>(Action in Progress : On Schedule)</i></p>

Initiative	Target	Present Position
<p>To enhance the accessibility of welfare websites to the visually impaired</p> <p>(SWD)</p>	<p>To put in place ALT-text features in welfare websites in 2002-2003 for better accessibility to the visually impaired</p> <p>(2001)</p>	<p><i>(Action Completed)</i></p>
<p>To implement a technical infrastructure and a client information system as part of Phase II of the SWD's Information Systems Strategy</p> <p>(SWD)</p>	<p>To complete tendering work and award of tenders for Phase II of SWD's Information Systems Strategy by end-2002 subject to approval by the Legislative Council's Finance Committee</p> <p>(2001)</p>	<p>Tendering work and award of tenders expected to be completed by September 2003, due to re-assessment of the time required for the tendering exercise.</p> <p><i>(Action in Progress : Behind Schedule)</i></p>

## 7 Efficient subvention system

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To organise training courses and workshops for 7 000 participants to familiarise them with the Service Performance Monitoring System  <i>(Social Welfare Department (SWD))</i>	Five training courses will be organised between July 2001 and January 2002 for about 7 000 participants  <i>(2000)</i>	<i>(Action Completed)</i>
To assist non-governmental organisations (NGOs) that have expressed interest to join the Lump Sum Grant (LSG) System  <i>(the then Health and Welfare Bureau (HWB)/ SWD)</i>	Training workshops on the implementation details of the LSG will be conducted for all NGOs opting to join the LSG System  <i>(2000)</i>	<i>(Action in Progress : On Schedule)</i>
To devise a new planning framework for welfare services  <i>(HWB/SWD)</i>	To have the planning framework and strategic directions for welfare services developed in 2001-2002  <i>(2000)</i>	<i>(Action Completed)</i>

Initiative	Target	Present Position
<p>To improve control on charitable fund raising activities</p> <p><i>(HWB/SWD)</i></p>	<p>To prepare legislative amendments to relevant sections of the Summary Offences Ordinance in the 1999-2000 legislative session</p> <p><i>(1999)</i></p>	<p>The Government has decided to strengthen administrative controls over charitable fund-raising activities with a view to enhancing their transparency and accountability, rather than formulating legislative proposals.</p> <p><i>(Action in Progress : Under Review)</i></p>
<p>To increase the knowledge of the SWD and NGO staff on the Service Performance Monitoring System</p> <p><i>(SWD)</i></p>	<p>To organise 18 training courses for 20 000 participants over three years and to develop relevant training-related and information material</p> <p><i>(1998)</i></p>	<p><i>(Action Completed)</i></p>