

**THE HONG KONG COUNCIL OF SOCIAL SERVICE**  
**Standing Committee on Service Development**  
**(2020-21)**

Minutes of the 3<sup>rd</sup> meeting held on 16<sup>th</sup> March 2021 at 2:30pm through Zoom.

Present:	Ms Yvonne CHAK (Chairperson)	Hong Kong Christian Service
	Ms CHAN Lai Kwan, Queenie (Vice-chairperson)	Evangelical Lutheran Church Social Service- HK
	Ms CHAN Siu Lai	The Salvation Army
	Ms CHOW Mee Tim	Hong Kong Sheng Kung Hui Welfare Council Limited
	Ms LEUNG Wai Ling, Rachel	Heep Hong Society
	Ms LEE Doris	Harmony House
	Ms LEUNG Siu Ling, Ivy	Christian Family Service Centre
	Ms LEUNG Yuen Ching, Cindy	Hong Kong Family Welfare Society
	Mr SUI Wai Keung, Stephen	Co-opted Member
	Mr. NG Ting Shan	Care for the Elderly Association Limited / Rep of SC(ELD)
	Ms LAM Yee Wan, Eliza	Caritas-Hong Kong / Rep of SC(FC)
	Mr. SUEN Kwok Tung, Eddie	SAHK / Rep of SC(Rehab)
	Ms CHUNG Mei Ling	Hong Kong Lutheran Social Service, LC-HKS/ Rep of SC(CY)
In- attendance:	Mr. LAI Kwan Ho, Raymond	HKCSS
	Ms Karen YIU	HKCSS
	Ms Rachel SZETO	HKCSS
	Mr. Moses MUI	HKCSS
	Ms Teresa LI	HKCSS
	Ms Carmen TAI (Recorder)	HKCSS
Apology:	Ms LI Yi Man, Moroco	Richmond Fellowship of Hong Kong
	Ms YU Mei Yuk, Doris	Caritas – Hong Kong
	Mr. LING Kar Kan	Co-opted Member

## **(1) Confirmation of Minutes of the Last Meeting (Appendix 1)**

Minutes were confirmed without any amendment.

## **(2) Matters arising**

### **(2.1) Anti-epidemic Measures and Welfare Support**

- SWD announced arrangements for gradual resumption of welfare services on 26 February. With adequate disease prevention measures, provision of most services could resume normal. Some services including drop-in service and play corner are remained to be suspended.
- Compulsory testing for staff members of residential care homes for the elderly and persons with disabilities was continued. Deep throat saliva test was adopted in this round. Voluntary testing for service users was remained.
- SWD announced arrangements of vaccinations program for residential care homes for the elderly and persons with disabilities on 15 March and 22 March respectively and agencies were requested to reply the number of interested service users who could choose vaccines either BioNTech or Sinovac. The Hospital Authority would support the vaccination of BioNTech and the Department of Health would support the vaccination of Sinovac. Online briefing sessions for operators were held.
- SWD operation guide and arrangement for care home regarding the vaccinations program was yet to be ready.
- The supply for adult mask was enough, but that for children and youth was not. It was recommended to distribute more children and youth masks.

### **(2.2) Business Plan 2021/22 (Appendix 2)**

- The proposed business plan 2021/22 was introduced and suggestions were raised and highlighted as below:
  - ✓ Explore the application of information technology and social media in service development and service delivery
    - Use of big-data for analysis of service needs and service monitoring
    - Members brought out that SWD updated the Long Term Care Services Delivery System (LDS) and service matching system. Sector should follow the direction of using big data.
    - Members shared the recent JC survey on future IT strategic planning that preliminary results showed a low level of interest, readiness and urgency of big-data from the sector generally. The sector was not yet prepared and they did not put it on a top priority. In addition, it was difficult to analyze

the data since it was not standardized.

- Members suggested enlightening and introducing the use of big data to the sector as a kick off, such as through sharing sessions. Jockey Club could be invited as a partner to share the community E-health system.

### **(3) Collaboration with “Project Star” (Membership Liaison and Service)**

- The project aimed to encourage cross-service and cross-agency sharing. Large-scale, medium to small scale subvented and non-subvented agencies could exchange ideas, innovations and learn the service models from each other, which enhanced collaboration of agencies and district-level communication.
- Members were invited to brainstorm some interesting topics of the sharing sessions, and were invited to be the speakers and facilitators of the group discussion sessions.
- Some topics included “Volunteer management and human capacity building”; “Distributing resources to target group”; “Agency expansion, governance and development”.

### **(4) Consultation paper on Sentencing and Related Matters in the Review of Sexual Offences (Appendix 3 & 4)**

- Service team illustrated and explained the consultation paper. Questions and comments were welcomed until 19 March. The paper would be submitted in late March.
- Members questioned if the offenses concerning the mentally incapacitated person were counted by their actual physical age or their mental age. Service team stated that mental age was not discussed in this paper and service teams would follow-up.

### **(5) Proposed ideas on Service Review (Appendix 5)**

- Task Group on Service Review was formed and five principles were proposed to determine the priority of the Notional Staffing Establishment. Members suggested amending “(1) 處理較嚴重或具危機性社會問題、需要較資深社會工作介入的服務” to “(1) 處理較嚴重或具危機性社會問題、需要較資深社會工作人員介入的服務”.
- Although members emphasized the importance of the priorities of service review, they found that it was difficult to deliberate the priority. They proposed to consider conducting survey to collect frontline staff’s views on the service review. Some members alerted that some current services might be integrated or terminated after the service review. On the other hand, they also worried that the FSA output

requirements and so the workload of the current staff might be increased.

- Members highlighted the differences between service review and service enhancement. Service review is to review the service focus and service delivery model which lead to the review of staff establishment in consideration of the change of social needs. Service enhancement aims to strengthen the manpower of existing service delivery in consideration of the increasing demand of social needs. Members suggested that the service enhancement of designated service can be discussed in WAPS as a quick fix and a comprehensive service review should be conducted separately with clear review mechanism and appropriate time frame. Members also recommended the priority of service review in Elderly Service and Rehabilitation Service should be in alignment with Elderly Services Program Plan and Rehabilitation Program Plan respectively.
- Members also suggested that the urgency of the changes of service focus and service delivery mode due to the changes of the external environment or social needs should be reviewed first.

**(6) Progress Update of Service Teams and Task Groups of Standing Committee (Appendix 6)**

- The progress of service teams were illustrated in the report.

**(7) A.O.B.**

- Members were invited to participate in the 2021 Best Practice Awards in Social Welfare Sharing Workshop on 26 March 2:30pm.

**(8) Date of next meeting**

No. of meeting	Date
4.	11 May 2021 (Tue) 2:30pm
5.	20 July 2021 (Tue), 2:30pm
6.	14 September 2021 (Tue) 2:30pm

Adopted by: \_\_\_\_\_  
(Chairperson)

Date: \_\_\_\_\_