

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

Minutes of the 5th meeting held on 20th July 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 LI Yi Man, Moroco	Richmond Fellowship of Hong Kong
	Ms YU Mei Yuk, Doris	Caritas – Hong Kong
	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. LING Kar Kan	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 Dora NGAN	HKCSS
	Ms Rachel SZETO	HKCSS
	Ms. Angie CHAN	HKCSS
	Ms Teresa LI	HKCSS
	Ms Carmen TAI (Recorder)	HKCSS
Apology:	Ms CHAN Siu Lai	The Salvation Army

(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

- With adequate infection control measures, the provision of most services, including drop-in service, could gradually resume normal.
- SWD would cease the disbursement of the ex-gratia allowance to staff members of RCHs who undergone compulsory testing in July 2021 and discontinue the payment of any testing fees incurred in the self-arranged testing by operators of RCHEs and RCHDs from September 2021. Staff or agencies would be responsible to bare the testing fees. The one-off \$800 special allowance for RCHs staff who received COVID-19 vaccinations would be removed in September 2021.
- SWD briefed the agencies that they would arrange RCHs outreach vaccination of CoronaVac vaccine only. The agencies had to reply the number of interested service users with the consent from their families in early August 2021. Members stated that hesitation from family members was commonly observed. There was no official guideline for the eligibility of vaccination. In general, those who were eligible to receive vaccination for seasonal influenza were said to be eligible for COVID-19 vaccinations. People who had previous known history of severe hypersensitivity to the vaccine dose, with severe impairment or instable medical conditions were not eligible.
- Members were disappointed that they were informed about the policies and measures from SWD, without any consultation or discussion with the sector beforehand. They were willing to recommend how to improve the policies in operation. HKCSS had been ongoingly reflecting members' concerns to SWD and would follow-up with SWD.
- Members expressed that there were no operational guidelines to determine if the physical condition of the staff was eligible for vaccination, given that some staff stated that they were not in good health.
- A member indicated that the vaccination rate of the agencies ranged from 30% to 70%. A member shared that it would generate huge costs if the agency had to bare the testing costs for the staff who were not vaccinated. The major barrier of vaccination was the physical condition of the colleagues and medical concerns. In order to encourage vaccination, the agency would provide free physical check for them as staff welfare, such as testing of cholesterol and blood sugar level. The

medical centers verbally agreed to provide written prove stating that their body conditions were eligible for vaccination. Staff had the right to decide if they would vaccine after the check-ups, but the agency would not pay for those who were eligible to vaccine and did not do so. The check-up costs would be lower than paying for the regular Covid testing.

- Member shared that kindergarten and primary school staff, including on-site staff, might have to be vaccinated before September 2021, in order to resume whole-school full-day face-to-face class. Operational guidelines were not yet received.

(2.2) WAPS 2021 (Appendix 2)

- The paper was submitted.
- Progress meeting with SWD would be held in late 2021, to review the WAPS 2021 and to discuss the WAPS 2022.

(3) IT Development in Sector (ITRC)

- Highlight of ITRC progress presentation:
 - HKCSS formed a staff group to study on the IT development of social welfare sector. NGO visits, focus group discussion and survey had been conducted to understand the needs and challenges of NGOs in digital transformation.
 - In general, large NGOs had a clear roadmap of digital transformation where small-and medium NGOs was lagging behind. The IT adoption rate of small-and-medium NGOs was low in general, but they were interested to implement various IT applications.
 - NGOs pain points in IT implementation
 - ◆ Insufficient IT personnel and caliber for IT planning and implementation
 - ◆ Project-driven IT development without holistic planning, depends on one-off funding
 - ◆ Hiccups in system implementation projects e.g. security, vendor management
 - ◆ Challenges of on-going system maintenance and enhancements
 - Aimed to serve small-and-medium NGOs at the preliminary stage
 - More NGOs supported common platform on IT application and cloud service in survey.

- Members recommended HKCSS considering the following factors carefully:
 - IFSC system launched for about 3 years. Staff could retrieve the aggregate data from the data base in real-time. The system supported the ad-hoc works of the colleagues and improved the operation efficiency. However, it was difficult to align the existing systems of the agencies and the pacing of IT development varied. Service diversity, size of NGOs, service period also had large variation.
 - Members concerned if the systems would be individualized, agency specified servers or district based system. They questioned if they had to integrate their existing systems into the common platform.
 - Security, confidentiality, consents and data ownership
 - The need to retrieve data in real-time
 - Members stated that they would export data from the existing system of the agencies, so they needed to be informed the standardized requirements and fields to be included in the system. Focus and scoping of big data, and the missions of data mining should be discussed.
 - Members raised the concern that the open access of data to public might lead to misinterpretation of the big data. The agencies should take the lead to interpret the results with selected research partners.
 - Members suggested bridging and arranging partnership with Cyberport and the IT sector.
 - Resources required
- ITRC short term planning (i.e. 3 years) would focus on the followings:
 - Target: small-and-medium agencies
 - Recruitment of agencies
 - System procurement and implementation: buying existing products and solutions to consolidate cloud platform
 - Staff training
 - Data migration
 - Security: buying security solutions, having regular security risks assessments and service system updates

(4) Review on Enhancement of Lump Sum Grant Subvention System (Appendix 3 & 4)

- Highlights:
 - 「服務檢討有關」
 - ◆ 建議 3：設專職醫療職系的督導支援，促進有關專業發展，以及處理複雜個案
 - ◆ 建議 5：把有時限《津貼及服務協議》(《協議》)的服務量及服務成效指標的檢討周期劃一定為每五年一次；以及在有新資源的情況下，檢討不設時限的《協議》的服務量及服務成效指標
 - ◆ 建議 6：有系統地檢視估計資助人手編制、服務對象、服務性質及服務表現標準，以切合各類社會服務的使用者不斷轉變的需要
 - 服務檢討的優次準則
 - ◆ 優先處理長年未有進行檢討的服務
 - ◆ 涉及單位數目較多的服務
 - ◆ 有較大發展需要的服務
 - 透過 WAPS 檢視優先檢討的服務名單，個別服務範疇在同一時段內最多兩個服務項目/服務項目群組進行檢討，每年最多共八個
 - 社聯提出 4 項建議
 - ◆ 加快人手編制檢討速度
 - ◆ 確認員工年資經驗，重新檢視撥款基準
 - ◆ 設立「資訊科技補助金」
 - ◆ 撤銷對「《協議》相關活動」的限制
 - Members stated that there were around 160 types of FSA service types and suggested regrouping similar services for service review
 - Members noted that service review might lead to an increase or decrease in resources allocation. They were worried that approaching SWD pro-actively might lead to unfavorable outcomes. The pacing and time schedule of service review should be discussed. Members suggested discussing the priorities setting in the specialized committees, and the FSA related recommendations 16 and 17 in the Specialized Committee on Sector Finance.

(5) Progress Update of Services (Appendix5)

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

(6) A.O.B.

- Nil

(7) Date of next meeting

No. of meeting	Date
6	14 September 2021 (Tue), 2:30pm

Adopted by: _____
(Chairperson)

Date: _____