

THE HONG KONG COUNCIL OF SOCIAL SERVICE
Standing Committee on Service Development
(2021-22)

Minutes of the 2nd meeting held on 18th January 2022 at 2:30pm via Zoom.

Present:	Ms. CHAN Lai Kwan, Queenie (Chairperson)	Evangelical Lutheran Church Social Service-HK
	Ms. LEUNG Siu Ling, Ivy (Vice-chairperson)	Christian Family Service Centre
	Ms. CHAN Chung Ho Karrie	Hong Kong Christian Service
	Ms. CHAN Siu Lai	The Salvation Army
	Mr. CHU Muk-wah, Daniel	Yang Memorial Methodist Social Service
	Mrs. LEE Doris	Harmony House
	Ms. LEE Man Shan, Emily	Hong Kong Young Women's Christian Association
	Ms. LEUNG Wai Ling, Rachel	Heep Hong Society
	Ms. LEUNG Yuen Ching, Cindy	Hong Kong Family Welfare Society
	Ms. YU Mei Yuk, Doris	Caritas – Hong Kong
	Ms. CHUNG Mei-ling	Hong Kong Lutheran Social Service, LC-HKS / Rep of SC(CY)
	Mrs. CHIU Chui Yuen-fun, Angela	Hong Kong Catholic Marriage Advisory Council / Rep of SC(FC)
	Ms. CHAN Ching Yee, Susan	Hong Kong Association of Gerontology / Rep of SC(ELD)
In-attendance:	Mr. Raymond LAI	HKCSS
	Mr. Cliff Choi	HKCSS
	Ms. Karen YIU	HKCSS
	Ms. Angie Chan	HKCSS
	Ms. Rachel SZETO	HKCSS
	Ms. Teresa LI	HKCSS
	Ms. Carmen TAI (Recorder)	HKCSS
Apology:	Mr. LING Kar Kan	Co-opted Member
	Ms. Frankie TSUI Kwan-yin	Fu Hong Society / Rep of SC(Rehab)

(1) Introduction of the Council's McKinsey Consultancy Study

- Cliff introduced the McKinsey Consultancy Study to the members of Standing Committee. The staff team of McKinsey had been partnering with the Council to evaluate the strategic directions for upcoming ten years and proposed the strategic blueprint, value, vision and position statement. The adoption of strategic drive on Impact Driven and 3 strategic pillars including Co-creation, Tech-enablement and Talent Development. The infrastructure of the Committees and Networks would be reviewed in alignment with new strategic directions.
- In general, members appreciated the effort to carry out the Consultancy Study and agreed on the directions, particularly the importance of tech enablement and talent development in the sector. After deliberation, members' views were noted, covering importance of participation of cross-sectoral stakeholders and service users, identification and deliberation of agenda in Committee in wider context. HKCSS welcomed further comments from the members after the meeting. The extended governance meeting and agencies meeting would be held in the coming week to discuss the strategies and implementations. Members were encouraged to participate in the meetings.

(2) Confirmation of Minutes of Last Meeting (Appendix 1)

- Minutes were confirmed without any amendment.

(3) Matters arising

(3.1) Anti-epidemic measures and welfare support in combating the epidemic

- Government announced the plan for expanding "vaccine bubble", which would be with effect from 24 Feb. Staff would be required to have received at least one dose of COVID-19 vaccine for entering the scheduled premises regulated under Cap. 599F, as well as other cultural and leisure facilities on 24 Feb, unless providing a medical proof to state that he/she was unfit for vaccination.
- In view of the developments of the pandemic situation, the Government has announced that social distancing measures will be extended to subvented service units until 3 Feb. Various kinds of group activities, including interest classes and talks, and mass programs in all service units will be suspended during the implementation period of the social distancing measures. Service units may consider conducting activities online. Meanwhile, except for visits for official or compassionate reasons, all visiting arrangements for residential care homes for the elderly and residential care homes for persons with disabilities will be suspended.
- Members were alerted that the vaccine bubble might cover home helpers of ELD and REH service, teachers and medical escorts in the coming future.
- Member would clarify with SWD and update members on the second dose vaccination requirement, the definition of "staff" who was required to provide vaccination proof before entering the scheduled premises, and whether cultural and leisure facilities covered community hall. Members also shared that it was not a common practice for WFH arrangement as most services could be maintained.

(3.2) Best Practice Award

- The deadline of application was 24 Jan 2022. 75 applications were received as at 18 Jan 2022. The first-round adjudication and second round interview would be held in March and the award presentation ceremony would be held on 31 Mar 2022 afternoon tentatively. Some members would be invited as members of the judging panel.

(3.3) Mandatory Reporting Requirement for Suspected Child Abuse Cases (Appendix 2)

- The latest progress on the schedule of legislation was updated that the bill on the mandatory reporting would be introduced to LegCo in 2023. SWD is planning to form a multi-disciplinary task force in Feb to work out the details of reporting mechanism and sector's consultation in mid of 2022. In the meantime, SWD has started to explore and prepare the online basic training courses on child protection for all related professionals during the pre-legislation period which the training contents would be based on the existing procedural guide.
- Members suggested that the Commission on Children should be involved in the deliberation and preparation of the legislation. Members also raised that the Specialized Committee on Family and Community established a working group to review the criteria of case reported and the legal aspect of the mandatory reporting.

(3.4) Reorganization of Government Structure

- HKCSS reported on the reorganization of government structure. The reorganization would be effective in the new term government.
- HKCSS submitted a position paper titled “社聯就建議中的青年及地區事務局的職能應否涵蓋青少年福利服務之意見”.

(4) Service Focus and Plan 2021-2022

- The achievements in 2021-22 and the key initiatives of 2022-23 were shared by service teams. The major work progress of the service development and the draft annual plan of 2022-23 were also illustrated. (Refer to appendix). Members suggested to focus on the manpower shortage in wider scale, instead of the caring staff only. Members preliminarily approved the annual plan.

(5) Progress Update of Services (Appendix 3)

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

(6) A.O.B.

- (6.1)** HKCSS Extended Governance Meeting would be held on 24 Jan 2022 4pm-6pm via Zoom to discuss the McKinsey Consultancy Study.
- (6.2)** ITRC Forum 2022 would be held on 24 Jan 2022 9:30am to 5:30pm.
- (6.3)** On behalf of the Standing Committee, the Chairperson Ms. Queenie Chan congratulated Ms. Chan Siu Lai for the promotion to Social Services Director of The Salvation Army.

(7) Date of next meeting

15 March 2022, 2:30pm

Adopted by:

(Chairperson)

Date:

Annual Plan 2022/23
(Service Development)

Major Functions of the Committee

- Set welfare agenda in response to social needs and advocate for improvement of concerned policies and services
- Identify service needs with the Welfare Sector and inform the Government, the public and other stakeholders
- Initiate and participate in welfare planning, service enhancement and financing to reflect and consolidate views of the Welfare Sector with analysis on social needs and recommendations on service solution
- Enhance cross-service and multi-disciplinary collaboration in meeting community needs
- Promote pioneering and innovative service response to meet the needs and fill the service gap with higher impact

Major Work Progress 2021/22

- (1) Advocate a comprehensive carer-centered policy and service support to care
 - “Study on the Respite Needs of Carers in Hong Kong” (照顧者喘息需要研究)
 - 4th Carer Policy Forum: “暫託服務不是夢”
 - A carer support campaign: ‘Give a Hug’ 《抱抱照顧者》運動
 - Scenario Issue (72): Give a Hug (社情：抱抱照顧者)
 - Carer Month 2021
 - WAPS & Annual Submission 2021
- (2) Review the scheme of Best Practice Award and organize the 10th Best Practice Award
- (3) Organized WAPS 2021
- (4) Address on the manpower shortage on frontline care staff
 - To conduct the 3rd Data Collection on Exercise on Employment of PCWs, WAs and PCWs
 - To explore and implement a pilot project for promoting young people to work in caring industry (started from Q4, 2021/22)
- (5) Organize a sharing session to address on the implementation of Special Site Scheme (Q4, 2021/22)

Annual Plan 2022/23

(1) Set the welfare agenda to meet social needs

Main purposes

- To set the welfare agenda in response to social needs
- To initiate and participate in welfare planning and facilitate the deliberation with the government and stakeholders

Deliverables

- To follow-up the deliberation and implementation of the recommendations of HKCSS’s McKinney Consultancy Study
- To organize and participate in HKCSS Convention 2022 cum 75th Anniversary
- To address on the burning social issue and agenda, such as mandatory report and child protection, primary health care and social-medical collaboration etc.
- To organize WAPS 2022

(2) Advocate carer-centered service support to carer

Main purposes

- To promote the innovative ideas and new initiatives of community support for carers
- To further strengthen the public awareness on carer identity, carers in need and their support
- To develop new initiative for the strengthening of accessibility of information for carers

Proposed Deliverables

- To collaborate with JCDISI of Poly U to organize the pilot project: “Community Support for Carers: Call for Ideas Program” (「照顧者」社區應援-好橋招募計劃)
- To conduct a survey on identification of critical factors for community support for carers
- To organize Carer Month 2022 and media campaign focusing on community support for carers
- To follow-up the “Consultancy Study on Needs and Support Required of Carers of Elderly Persons and of Persons with Disabilities in Hong Kong” conducted by LWB
- To explore the new initiative for strengthening the accessibility of information for carers by application of ICT

(3) Advocate solutions to address on the manpower shortage challenge in social service

Main purposes

- To develop support and work model for promoting young people from tertiary education to work as worker with caring duties in social welfare
- To promote positive image of the caring industry to the public

Deliverables

- To develop pilot project collaborated with IVA for the promotion of young people to work in elderly and rehabilitation services.
- To promote positive image of the caring jobs through media publicity
- To follow-up the Data Collection Exercise on Employment of PCWs, WAs and HHs to explore any other effective solutions for the manpower shortage

(4) Advocate the effective planning and development of land use for welfare premises

Main purposes

- To facilitate the implementation of Special Site Scheme
- To explore the effective planning and development of land use for welfare premises to meet the community needs

Deliverables

- To organize seminar for sharing of experiences and follow up with government for the effective implementation of Special Site Scheme.
- To organize sharing to prepare for the advocacy of effective planning of 5% of the gross floor area of public housing projects as well as newly development and redevelopment districts for the provision of social welfare facilitates in future

Service Focus and Plan
(Rehabilitation Services)

Major Achievements in 2021/22

(1) RPP Task Force

A task force group for RPP implementation monitoring among seven networks formed to speed up the development of rehabilitation services.

Each network commented and gave suggestions on designated strategy recommendation in the new RPP, comments and recommendations will also be discussed in the Task Force. Follow up actions will be discussed in 22/23.

(2) Follow up on the FSA of Employment Services for Persons with Disabilities

(2.1) Data collection on open employment of Supported Employment services

As open employment service was in difficult situation in past years, we've collected sectors' views and relevant data twice last year and reflected all findings and analysis to SWD.

(2.2) Meeting with SWD

In order to facilitate the communication between the representatives of Employment Network and SWD, a meeting was held on 10 November 2021. 32 sector representatives participated in the discussion and expressed their concerns on the output and outcome standards of FSA of the employment services on Supported Employment, On the Job Training (OJT) and Sunnyway (SY). In response, SWD clarified the definition of "Post-placement Service" and finally agreed to revise the output standards of capacity of post-placement service and the outcome standard of open employment on OJT and SY, etc.

(3) Care Givers Program

(3.1) Give a Hug" Care Givers Media Campaign

Care givers face tremendous pressure in carrying out their caring duties. In order to promote care giver service and address the needs of care givers to the public, a public media campaign called "Give a Hug were launched. More than 10 videos and texts were posted in Facebook and IG since May 2021.

(3.2) Carer Day

On 3 October 2021, Carer Day was organized to mobilize 16 NGOs from elderly, family and rehabilitation sectors to organize parallel groups for the care givers and their care recipients. The program aims at providing respite space for care givers to release stress from their caring duties. There were 281 care givers and 266 care recipients participated in the program.

(4) GIES Smart Tech Sports Day for People with Disabilities

Smart Tech Sports Day for People with Disabilities held on 05-Nov-2021 in GIES has been successfully completed. The event invited a total of 150 participants from REH sector with all types of disabilities to enjoy and experience having sport activities using Gerontech in a relatively small indoor area with little setting in venue.

Key Initiatives in 2022/23

(1) Talent Development

Objective

- To build NGO's future capabilities
- To engage second layer management of social service sector
- To follow up the issue of manpower shortage of the caring industry in welfare sector

Deliverables

- To conduct small group management training workshop
- To conduct service management meeting or focus groups
- To organize a Project on the development of Youth Professionals in Caring with IVE

(2) Social inclusion

Objective

- To promote social inclusion and UNCRPD to educational / commercial sectors as well as public
- To promote disability employment
- To promote the importance of environmental accessibility of PWDs to the public

Deliverables

- To conduct social inclusive training workshop to school / organizations / commercial sectors
- To conduct "2022 Side by Side" with Hong Kong Disneyland by providing internship and working opportunities for the PWDs
- To promote disability employment by engaging technology in 2022 GIES
- To encourage the application of accessibility assessment by PWDs in public place and entertainment venues

(3) International Day of Persons with Disabilities 30th Anniversary Celebration

Objective

- To increase public awareness, understanding, acceptance of people with disability
- To remind everyone that persons with disabilities are not to be left behind even after the crisis of COVID.

Deliverables

- To organize events and activities with support of 18 districts
- To promote social inclusion by engaging the business sector

Service Focus and Plan
(Family and Community Service)

Major Achievements in 21/22

1. 賽馬會「你」想家長培力計劃 (JC Project IDEAL)

- Aim of the project: engage various stakeholders from different sectors to promote transformative parenting
- With 10 NGO platforms, 40 sets of educational materials would be prepared and expected to reach 80,000 parents.
- Practice sharing programs with 250 attendances would be conducted to further disseminate the practical experience in using the transformative learning approach.

2. 「集盒」計劃 (NGO Innovation Hub)

- This initiative kicked off in 2021. 10 agencies were benefited from 30-session professional consultations and 3-session workshops offered by HKBU.
- A documentary about creation of co-learning cycles among NGOs and use of CD practice in services would be made for further promotion.
- A local seminar is planned to be organized for consolidating the achievement the first quarter of 2022.

3. Ethnic Minorities District Ambassador Scheme

- 3 capacity-building events with 94 participants, and 2 publicity campaigns have been organized for the Scheme.
- Through the Scheme, a social service map, a service model and a work protocol are being developed to advance the sector's overall competency in serving EM.

Key initiative 1: HKCSS EM youth traineeship program

Main purpose(s):

- To nurture a pool of EM to pursue social service professional development as the role models in and for Hong Kong
- To advocate for a protocol in cultivating an inclusive work environment
- To build a service model for people with multicultural backgrounds to enhance their service accessibility to survive and thrive in Hong Kong

Deliverable(s):

- Employer Engagement, Training and Recruitment
- Industry-specific On-boarding Training
- On-the-job Training
- Showcasing Events
- Research publication for
 - the Protocol for an inclusive work environment
 - the service model for people with multicultural backgrounds

Key initiative 2: Carer Support in Community

Main purpose(s):

- Identify and line up different stakeholders in the community who are providing support services to carers according to their strengths and community features.
- Analyze and identify critical elements for the success of community Carer Support.
- Promote the successful elements by visualizing the community carers support models or solutions to the public and the sector.

Deliverable(s):

- A survey to identify and analyze carer support service models or solutions level
- Media campaign to promote the events and programs for carers organized by NGOs in carer month 2022
- To conduct engagement events with the stakeholders, carers and NGOs for encouraging to construct “Carers Friendly” community in different districts with sustainable ways

Service Focus and Plan
(Elderly Service)

2021 – Three initiatives (Services)

- (1) Review exercise of DECC/NEC
 - To serve those aged 55-59
 - Active ageing
 - Carer support
 - Meal service
 - SOA review
 - Coordination role of DECC

- (2) Pursuit of creating a seamless network of community care services
 - Core Group on CCS COC
 - Community care service continuum of care
 - Discussion paper, consultation
 - Kick off from elderly with mild impairment
 - Survey on integrated home care service (ordinary case) – profile of client with different level of impairment

- (3) Promote the development of case management
 - Task group on case management
 - Focus: elderly with long term care needs
 - Build-in in existing services
 - Project idea: case management practitioner
 - 3-tier training course with accreditation
 - Case system with Interrai 9.3 as core
 - Continuous learning and exchange platform

Three initiatives

- (1) Age-friendly digital connection
- (2) Use of social media
- (3) Senior Citizen Day kick-off

In the Pipeline – What is ahead in 2022-23

- (1) Revisit community care service
- (2) Case management project for elderly with LTC needs
- (3) Digital age-friendly environment

Service Focus and Plan
(Children and Youth Service)

Key initiatives of 2022/23

(1) Proposed Mandatory Reporting Requirement for Suspected Child Abuse Cases: Government's Schedule

- Mid/ Late 2022: Sector consultation on the reporting mechanism, including route & threshold of reporting, concrete indicators of reporting threshold, corresponding change in procedural guide and development of reporters' guide.
- 2023 1st quarter: Legal proposal ready for public consultation.
- Pre-legislation: SWD's basic training courses on child protection are put online for access to all related professionals (training contents are based on the existing procedural guide).
- 2023: Finished legislation.
- 2023 (don't know when): SWD will form a multi-disciplinary workgroup to discuss the needs of related professionals and follow up matters. (Similar to the workgroup formed to review the procedural guide before, in which HKCSS & service reps were involved.)

(2) Enhancement of Child Protection

Main purpose(s):

- To engage operators of children and youth services to prepare for challenges regarding the proposed legislation of mandatory reporting for suspected child abuse cases
- To enhance the professional capacity of practitioners in identifying cases of suspected child abuse and to make reporting decisions.

Deliverable(s):

- Meetings and focus group discussions organized to engage concerned practitioners.
- Recommendations made on the enhancement of child protection services and relevant tools to assist mandated reporters to make reporting decisions.

(3) Youth Mental Health: Advocating for enhancement of psychosocial support

Main purpose(s):

- To engage operators of children and youth services (including school social work service, integrated children and youth service, etc.)
- to delineate the psychosocial needs of children and youth with mental health issues and existing service gaps
- to share practice wisdoms in rendering youth-friendly psychosocial support to children and youth with mental health issues
- to enhance mental health professionals' understanding of the benefits of psychosocial support for users, effective ways of working with youth and concerned role of social workers.

Deliverable(s):

- Focus groups with social workers from school and community-based children & youth services will be conducted to discuss the psychosocial needs of children and youth with mental health issues, service gaps, ways to refine the Student Mental Health Support Scheme (SMHSS) as well as sharing of practice wisdoms.
- Recommendation on improvement of the SMHSS will be developed and continued dialogues with other mental health professionals will be conducted to effect systemic and sustainable change.

(4) To address the mental health needs caused by the social unrest and the pandemic of

COVID-19

Main Purpose:

- To address mental health needs of the public by harnessing expertise of care professionals, including social workers, teachers, psychologists, and psychiatrists.

Deliverable(s):

- Continuation of the Time to Heal Project to provide emergency psychological and psychiatric support to those in need will be subjected to the availability of additional funding.
- Training and capacity building programs for care professionals.