

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

Minutes of the 3rd meeting held on 15th March 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
	Mr. LING Kar Kan	Co-opted Member
	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)
	Ms. Frankie TSUI Kwan-yin	Fu Hong Society / Rep of SC(Rehab)
In-attendance:	Mr. Raymond LAI	HKCSS
	Ms. Karen YIU	HKCSS
	Ms. Angie Chan	HKCSS
	Ms. Rachel SZETO	HKCSS
	Ms. Teresa LI	HKCSS
	Ms. Carmen TAI (Recorder)	HKCSS

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

- Minutes were confirmed without any amendment.

(2) Matters arising

(2.1) The council's McKinsey consultancy study

- The consultation study would be endorsed in the coming Exco meeting, in which the directions and recommendations were generally the same as presented in the last meeting. HKCSS would report on the progress updates.

(2.2) Best Practice Award

- A total of 96 applications were received. The first-round adjudication and second round interviews were completed. Due to the pandemic, the award presentation ceremony originally scheduled on 31 March was postponed. The final results would be announced online by the end of March.
- To promote the social service impact to the community, HKCSS would promote the award-winning practices and organize sharing sessions in 2022/23. Members suggested to organize briefing and training on assessment criteria and design of evaluation & impact assessment.
- For the theme of Award of Best Practice Award, members recommended to consider the collaboration with other respective associations or stakeholders for specific theme in coming term.

(2.3) Mandatory reporting requirement for suspected child abuse cases

- The progress of mandatory reporting was updated. Anthony Wong of HKCSS has been invited as a member of the Committee on Review of Residential Child Care and Related Services to conduct a comprehensive review on residential child care services and propose enhancement measures.

(3) Latest update on COVID-19 pandemic and welfare support

- HKCSS updated on the anti-pandemic strategies of the government. Volunteers were recruited to provide door to door vaccination service in community. HAD provided resources packs and hotlines support during Compulsory Universal Testing.
- Staff Team of HKCSS highlighted the progress of different welfare support projects, including: Collaboration with SJS to provide housing subsidy to RCHs front-line staff; Project on temporary containers for storage and hostel of RCHs staff; Recruitment of post-secondary students to work in RCHs; Revamping of HKCSS's combating pandemic website to share useful information; and providing RAT, coupons and food packs to NGOs and service users. Concerns and recommendations to combat pandemic in RCHEs was also submitted to the government.

- Some common concerns of the service teams were raised. Despite the increasing number of the confirmed cases of COVID-19, several kinds of day service provided limited service, while more online services were provided to cope with the situation. Due to the growing number of confirmed cases of staff and RCHs residents and thus increasing the workload of staff, there had been a general shortage of manpower to maintain a normal operation to meet the service demand. Insufficient healthcare supplies (i.e. RAT, PPE) were also observed. Residents were not supported in time due to the lack of medical resources and healthcare practitioners. Language barrier had further aggravated the difficulty for the ethnic minorities to assess useful information under the pandemic.
- Members suggested to reflect the concerns and needs of the subvented and non-subvented units during the pandemic to the government, besides that of RCHs. For examples, purchase of disinfection machines and sprays, setting up isolation facilities (i.e. holiday camps, isolation centers), strengthening the regional agencies and inter-departmental coordination of SWD, and providing supplies to agencies (i.e. oximeter). Members also suggested SWD to provide flexibility in handling the requirement of FSA outputs and outcomes. Regarding the Compulsory Universal Testing, it was recommended to be organized on district basis. Special arrangement should be in place in vaccination centers to accommodate the needs of people with special needs (i.e. pre-school, SEN), together with various testing methods provided. Service operation was advised to be adjusted, so that agencies would have more manpower to assist in hotline service. Members suggested to explore the ways to provide timely information and supplies, such as infection, medical and medication advice for carers. Subsidy could be provided to recognize the effort of the staff of RCHs and home care services. The recruitment of the unemployed should be facilitated so as to address on the manpower shortage in social service sector, particularly in RCHs. Other issues, such as the handling of deceased bodies, palliative care service, mental health, etc. were raised. Members suggested to explore long term plans, including reviewing isolation facilities in RCHs, the application of gerontechnology, application of ICT in RCHs and reviewing the salaries of frontline practitioners.

(4) WAPS 2022 (Appendix 2)

- Due to the high number of infected cases, NGOs' heavy involvement in government's various enhanced infection control measures and NGOs' own initiatives to combat the pandemic, the WAPS exercise scheduled on 13 May (Fri) originally had been proposed to postpone to the end of June of 2022 so that they could focus their efforts on the aforementioned activities and have more time to deliberate on welfare priorities and recommendations.

(5) Service progress update (Appendix 3)

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

(6) A.O.B.

- A joint letter on FSA 1% cut was sent to SWD. 71 agencies participated in the campaign. No response from SWD yet.

(7) Date of next meeting

17 May 2022, 2:30pm

Adopted by:

(Chairperson)

Date:
