

2011 Best Practice Awards in Social Welfare

Introduction

Throughout the years, the social welfare sector has accumulated valuable experience in rendering timely, responsive and effective services to meet community needs. By presenting the Awards, we hope to salute and encourage best practices, demonstrate the contribution of social welfare to the well-being of the society, and to encourage mutual learning within the sector.

From 2003 onwards, every two years, we organized the Awards to give recognition to good practice, promote public awareness of the contribution of the welfare sector and enhance cross-service professional exchange and sharing of experiences.

Objectives

- A Salute to and Encouragement of Best Practice
- Demonstration of the Contribution of the Welfare Sector
- Sharing of Best Practice
- Knowledge Building and Documentation

Theme

Alternative Support-Caring Initiatives (非凡服務 關愛創意)

Our society conceals a wide range of non-engaged disadvantaged groups. Some of these groups are in small size or incapability in integrating into the mainstream society that they are usually neglected by the society. In addition, owing to the low awareness on own situation and need, as well as being bounded by traditional culture and concepts, these non-engaged disadvantaged groups are hesitated to seek help. Consequently their personal and families' well-being are greatly affected. There are NGOs putting enormous effort in developing services for reaching out to these non-engaged youth, hidden families, hidden elderly, unemployed middle-aged men, AIDS patients, homeless people, etc., which is in fact a valuable reference for the Sector. Entitled the theme as "Alternative Support-Caring Initiatives", the "2011 Best Practice Award" is established to show recognition to the creative and effective projects or service programs that target at these non-mainstream service users.

Those services or projects which are not fallen into the Theme are welcome to participate in the category of Non-thematic projects/services.

Awards

Type	Thematic Award	Non-thematic Award
Best Practice Gold Awards	1	1
Top Ten Best Practice Awards	10	
Special Awards	<ul style="list-style-type: none">• Social Sensitivity Award.• Outstanding Working Approach Award• Outstanding Effectiveness Award• Professional Wisdom Management Award• Innovative Award• Synergy Award	

Each of the winners will be awarded a trophy and a certificate in recognition of their outstanding performance.

Eligibility Criteria

- Service/project conducted by Council member agencies and the counterparts in the Government and completed with evaluation conducted from April 2008 to March 2011 can be submitted to category of Thematic Award if it falls into the Theme; Otherwise, it should be submitted to the category of Non-thematic Award. Each service or project can make 1 application ONLY. (On-going service/project/operation measure with evaluation conducted in the said period will also be accepted)
- Winning services / projects of Best Practice Award will not be accepted.

Participation of Winners

- To attend the award presentation cum seminar and briefly introduce the characteristics and the success fact of the winning service / project.
- To share the characteristics and critical success factors of the winning service / project in the workshop.
- The report and the summary of the winning service/ projects would be published in resource booklet of 2011 Best Practice Awards in Social Welfare and uploaded to the related website for further learning and reference.

How to Participate

- Complete the Registration Form and fax to 2865 4916 or e-mail to: franki.wong@hkcss.org.hk by 28th February 2011.
- Submit a report and a summary on the service/project according to the guideline provided by 29st April 2011.

Assessment Criteria

- Two rounds of selection will be conducted. The agency representatives of the selected service / projects would be invited to meet the adjudication panel to introduce the project.
- In the final selection, each agency would be required to meet the adjudication panel to introduce the project. Each presentation plus discussion time would be around 30 minutes.
- Assessment criteria:

	Service Improvement & Innovation
Rationale and Social Responsiveness: ~ Well defined and concrete rationale ~ Timely identification and respond to needs of the organization, service users and/or community	15%
Work approach and implementation process: ~ Well justifiable and distinctive approach ~ Demonstration of how the service process result in the achievement of outcome	20%
Effectiveness : ~ Achievement of outcome and appropriate use of outcome measurement tools ~ Effective utilization of manpower, financial & community resources ~ Long term impact & sustainability	25%
Consolidation of knowledge/practice wisdom : ~ Clear analysis and documentation of critical success factors ~ Clear delineation on the future applicability of the practice	15%
Innovation	15%
Institutional synergy: ~ multi-disciplinary / cross-service cooperation that bring positive impact or benefits to different levels of organization or service recipients	10%

Adjudicators

- Dr. LAW Chi Kwong
Associate Professor
Department of Social Work and Social Administration
Hong Kong University
- Mr. Quetin FONG King Sang
Assistant Vice President, Community Relations,
PCCW
- Mr Bunny CHAN
Chairperson
Commission on Youth
- Dr Benjamin LAI
- Mr. C.F. KWAN
General Manager - Corporate Communication
NWS Holdings Ltd
- Mr Herman C S Hui, BBS, MH, JP
Chairperson
Rehabilitation Advisory Committee
- Mrs. CHAN YIM Bing Ling
Consultant – Allocations
The Community Chest
- Ms Ophelia CHAN
Member of Hospital Governing Committee Pamela Youde Nethersole Eastern Hospital
- Hon. Mr. CHEUNG Kwok Che
Legislator Councilor
- Ms YIP Sau Wah, Lisa. J.P.
Director
Hong Kong Sports Institute

Schedule

• Deadline for registration	28 th February 2011
• Deadline for submission of report	29 th April 201
• Award presentation cum seminar	End of 2011
• Publication of resource booklet	End of 2011

Enquiry

The Hong Kong Council of Social Service (Service Development) Ms Franki Wong

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