

MESSAGE

Welfare is a requisite for the well-being of any society. As such, our mission is to build a caring community so that people can develop their potential to the full, thereby enabling society to flourish in a stable environment. The focus in our welfare system is to strengthen both the individual and the family unit, assist and enable those with genuine needs, provide them with opportunities to achieve self-reliance and self-betterment, and promote social cohesion and harmony.



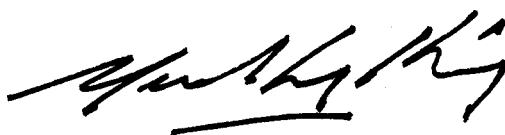
Looking ahead, we will continue to develop, in consultation with the community, a number of key policy areas –

- (a) preserving and strengthening the family as a unit, enhancing family functioning and restoring families at risk of disruption;
- (b) strengthening our child care services to support families in need of child care assistance and providing a balanced programme to meet the development needs of children;
- (c) facilitating the development of the full potential of our young people to help them become participating and contributing members of society;
- (d) establishing an effective partnership with the subvented sector through a new subvention system which promotes quality, innovation, accountability, cost-effectiveness and which facilitates the provision of services which meet today's needs;
- (e) promoting the volunteer movement, with a view to building a more caring community, promoting self-fulfilment, utilising community resources and enhancing a sense of belonging in the community;
- (f) providing suitable rehabilitation services, support and assistance to people with disabilities, so that they can develop their potential and participate fully in the community; and

- (g) providing a financial safety net for those in genuine need to meet their basic and special needs. Whilst, at the same time, providing direct assistance to help those who are able and expected to work to overcome barriers to work and become self-reliant.

A forward-looking planning framework for the development and implementation of the strategic directions and initiatives set out in this booklet cannot be devised by Government alone. Sustainable progress can only be made by working with all stakeholders. We therefore value the feedback from all of our stakeholders and attach great importance to our long-standing partnership with the Third Sector. We look forward to working together to formulate this blueprint for our future welfare system.

Your comments and suggestions are most welcome.



(Dr E K Yeoh)

Secretary for Health and Welfare

Welfare Services

Policy Objective and Key Result Areas

WELFARE SERVICES

Our Policy Objective is to build a caring community by developing and providing effective and quality welfare services for those in need to –

- contribute to the creation of an environment for the individual to develop his or her potential
- strengthen social relationships and enhance family functioning
- assist individuals in resolving personal and social problems
- protect and empower the disabled, the disadvantaged and the vulnerable

Overall Targets

Our targets this year in pursuing this Policy Objective are –

- to review and improve welfare services to ensure they meet the changing needs and aspirations of the community
- to monitor the delivery of welfare services and identify ways to enhance the effectiveness of the services
- to target financial assistance to those with the greatest needs

Progress

During the past year, our efforts to review modes of service delivery and to enhance the overall provision of service have delivered positive results. We have, with the co-operation of non-governmental organisations (NGOs), implemented the second phase of the Service Performance Monitoring System which sets clear measurable standards for assessing the quality of welfare services.

We have allocated additional resources for the provision of direct welfare services. We have strengthened our manpower provision in the family casework and child protection services. To tackle domestic violence and child abuse, we have re-organised the three Child Protective Services

Units into five Family and Child Protective Services Units. We have also enhanced our support services for working parents, single parents and new arrival families.

We have taken steps to target resources at services that best meet the needs of our young people. For example, we have implemented the policy of providing one school social worker for each secondary school and taken the opportunity to create more integrated teams, which will outreach to young people in the community.

We see clear benefits in encouraging the greater integration of services, and are moving towards more flexible and co-ordinated use of resources by service providers. Our ultimate aim is to introduce greater innovation into service delivery to ensure that the best possible welfare services are provided to the community.

We have also continued to provide financial assistance to eligible clients under different social security schemes to meet their basic and special needs. The package of measures to encourage and help unemployed recipients under the Comprehensive Social Security Assistance (CSSA) Scheme to find work has seen encouraging results. The unemployment CSSA caseload dropped by 23% in the 12 months after implementation of the new measures in June 1999. We are now introducing another package of direct services to help able-bodied CSSA recipients and other socially disadvantaged groups overcome barriers to work and become self-reliant.

To facilitate the collection of feedback from stakeholders and their participation in the formulation of future strategic directions, we shall refocus our new initiatives into six Key Result Areas (KRAs) this year.

We also achieved the following progress in our five KRAs under the old structure.

1 Identify needs and review modes of provision

We have made good progress in implementing measures to enhance service quality in the welfare sector. In April 2000, the second batch of five Service Quality Standards (SQSs) was introduced. As at September 2000, Funding and Service Agreements (FSAs) for 100 individual services have been introduced. Social Welfare Department (SWD)'s Service Performance Section is closely monitoring

compliance of welfare service units with the SQSs and the FSAs. In parallel, we have also put in place assessment mechanisms for the SQSs and set output standards in the FSAs for various welfare services.

2 Maintain the necessary infrastructure and legislative and policy framework

We plan to organise 18 training courses within three years for those involved in the provision of welfare services, both in SWD and NGOs, to enhance their knowledge of the new Service Performance Monitoring System. By the end of September 2000, SWD has organised 13 courses, involving over 13 000 participants. As part of our efforts to publicise the performance monitoring measures, SWD has prepared and distributed training-related and information materials to service units operated by SWD and NGOs.

In June 1999, SWD introduced a package of measures to encourage and help unemployed recipients become self-reliant. We have also strengthened the social security field units so that they can provide more assistance to unemployment recipients and enhanced the special investigation teams to step up their fraud prevention and detection work. Last year, SWD staff detected 201 social security fraud cases, 106 of which were referred to the Police for action.

3 Involve the community in the provision of welfare services

We have continued with our efforts to encourage participation of the community in volunteer services. Three central promotional programmes were organised and more than 15 promotional and publicity programmes were organised by the 13 District Co-ordinating Committees on Volunteer Movement. More than 300 organisations, including social service agencies, schools, corporations and public bodies, have taken part in the volunteer movement involving over 190 000 registered volunteers.

We have launched various public education programmes to promote greater acceptance and integration of people with disabilities into the community.

4 Deliver services and ensure compliance with an agreed framework

SWD has continued to work with NGOs to enhance their compliance with the Service Performance Monitoring System. To introduce greater flexibility to existing subvention rules, a new Lump Sum Grant funding arrangement was announced in June 2000.

5 Improve service delivery in both quantitative and qualitative terms

It is our target to strengthen the provision of youth services at the district level, and to enhance interfacing among the various service units. To improve the school social work service, we have implemented the six major recommendations of the Report on the Review of School Social Work Service, including the setting up of a Steering Committee on School Social Work Service, issuing “A Guide on Multi-disciplinary Collaboration in School Social Work Service” and enhancing service co-ordination between school social workers and other relevant professionals. As from September 2000, we have provided one school social worker in each secondary school and taken the opportunity to provide more integrated teams.

We will complete in late 2000, an evaluation of the pilot project on the development of a screening tool for early identification of students at risk.

To strengthen the operation and management of correctional/residential homes, a Steering Group was formed in August 1999 to consider and implement the recommendations of the Management Services Agency’s Review. The improvement measures have been introduced in phases starting from September 1999.

We have made good progress in strengthening our support services to help families in need. We have strengthened our manpower provision in the family casework and child protection services. Eleven family caseworker posts have been created in 1999-2000 and 18 family caseworker posts will be created in 2000-2001. Sixteen child protection worker posts were created in March 2000 and seven will be created in 2000-2001. To tackle domestic violence and child abuse, we have re-organised the three Child Protective Services Units into five Family and Child Protective Services Units. Meanwhile, a

mediation unit has been set up under SWD's Child Custody Services Unit to undertake preparatory work prior to the establishment of a full mediation team by the Judiciary in May 2000. The mediation service is now available to assist divorcing couples reach mutually acceptable agreements about their children and other arrangements.

In 2000-2001, we will subvent an additional 1 400 extended hour places in child care centres and 6 000 places under the after-school care programme, to avoid children being left unattended at home when parents are out at work. We will also set up five centres to address the needs of single parents, and subvent four pre-migration centres and four additional post-migration centres to assist new arrivals' integration in the community.

We have earmarked \$10 million for a two-year project on family education starting in 2000-2001. In late 1999, a website was launched to strengthen the provision of family life education. We have set up a Family Help-line since April 2000 to give telephone counselling to family members in crisis.

A new computerised social security system has been installed. We have also completed necessary renovation works in the social security field units to support the implementation of the new computer system and re-engineered work process. These will enable us to provide speedier and better quality service to our clients and make available more comprehensive management information for the monitoring and review of social security policy.

On the rehabilitation side, projects to provide additional day and residential services for people with disabilities are in progress and on schedule for completion by March 2001.

Progress on each previously announced initiative under the above KRAs is set out in the "Detailed Progress" section of this report.

Looking Forward

To achieve our overall targets this year, we will undertake the following initiatives and targets under each of the six KRAs for the coming year under the revised structure –

- Strengthening the family
- Helping young people
- Efficient subvention system
- Promoting volunteerism
- Assisting people with disabilities
- A social safety net

1

Strengthening the family

The objectives of the family and child welfare services are to preserve and strengthen the family as a unit, to develop caring inter-personal relationships, to enable individuals and family members to prevent personal and family problems and to deal with them when they arise, and to provide for needs which cannot be met from within the family.

In 2000-2001, we will spend \$1,667 million on the government and subvented sector programmes for family and child welfare. Under this programme, we will fund 28 814 day nursery places, 1 225 day creche places, 726 occasional child care places and 1 610 extended hour places. We are also providing services on family casework, child protection, child custody, children's residential care, adoption, foster care, clinical psychology, family aid, battered spouses, new arrival families and street sleepers. We will also continue to promote family education and family life education.

In the coming years, we will continue to strengthen our support services for families in need. We will provide more child care centre places to assist families requiring child care assistance. We will strengthen services for victims of domestic violence by providing additional clinical psychological inputs. We will also closely examine the needs of victims of sexual violence and strengthen services to assist them.

We will assess our performance in respect of this KRA against the following indicators –

- Families receiving family welfare services. Our target is that the standards set in the Service Documents for the Social Welfare Department and the Funding and Service Agreements for NGOs can be achieved.
- Children receiving child care services. Our target is to provide an additional 500 day nursery places in 2001-2002, that is, a total of 29 314 places.

We will pursue the following initiatives and targets to deliver results in this area –

Initiative *	Target
<p>To conduct a consultancy study on the review of Family Welfare Services</p> <p><i>(Social Welfare Department (SWD))</i></p>	<p>To complete the review in 2001-2002</p>
<p>To update the legislation on adoption</p> <p><i>(Health and Welfare Bureau/SWD)</i></p>	<p>To introduce the legislative amendments to the Adoption Ordinance in 2001-2002</p>
<p>To conduct a publicity campaign on “empowering families to face challenges”</p> <p><i>(SWD)</i></p>	<p>To carry out the publicity campaign in 2001-2002</p>
<p>To strengthen services to assist victims of domestic violence</p> <p><i>(SWD)</i></p>	<ul style="list-style-type: none"> ● To provide an additional clinical psychologist in 2000-2001 ● To provide additional professional and support staff in the Family and Child Protective Services Units in 2001-2002
<p>To strengthen services for victims of sexual violence</p> <p><i>(SWD)</i></p>	<p>To convene a working group in 2000-2001 to formulate and implement measures to assist victims of sexual violence</p>
<p>To study the harmonisation of child care centres and kindergartens</p> <p><i>(SWD/Education Department)</i></p>	<p>To formulate harmonisation measures in 2000-2001</p>

* the bracketed information denotes the agency with lead responsibility for the initiative

Initiative	Target
To strengthen services for new arrival families, single parent families and other vulnerable groups over a three-year period <i>(SWD)</i>	To develop and introduce a new outreach and social network model with a link to other social services in 2001-2002

The objective of youth welfare services is to help young people, in particular those at risk, become responsible and contributing members of society.

In 2000-2001, we will spend \$1,064 million on the youth welfare programme. Under this programme, we will fund 54 integrated teams (made up of 83 children and youth centres, 97 school social worker units and 14 outreaching social work teams), 139 children and youth centres, 359 school social worker units, 20 outreach social work teams and 6 000 places under the after-school care programme. Seventeen Youth Offices and 20 Local Committees on Service for Young People are in operation to strengthen the provision of services at the district level. We are also running the Against Substance Abuse Scheme and the Community Support Service Scheme.

In the coming years, we will continue to strengthen our support services for young people. Each secondary school has been provided with a full-time school social worker to provide timely assistance to students. Local Committees on Services for Young People will further strengthen the linkage between schools and community-based youth services. In order to provide early identification and timely intervention to potential youth-at-risk, we will evaluate a pilot project on a screening tool and preventive programme which aims to identify youth-at-risk at an early age and provide primary preventive programme. To tackle the problem of young night-drifters, some integrated teams will extend their service focus to provide services for this group at night. In addition, more integrated teams will be formed by pooling existing resources on youth services to meet the multifarious needs of young people.

We will assess our performance in respect of this KRA against the following indicators –

- Number of school social workers provided for new secondary schools. Our target is to introduce one school social worker per school for each of the four new secondary schools scheduled to open in September 2001.

- Number of secondary schools to be linked up with community-based youth services. Our target is that all secondary schools will be linked up with community-based youth services by 2001.
- Number of integrated teams to be formed by pooling existing youth service resources. Our target is that five new integrated teams will be formed in 2001-2002.

We will pursue the following initiatives and targets to deliver results in this area –

Initiative	Target
To review current planning strategies for welfare services for young people <i>(Health and Welfare Bureau/ Social Welfare Department (SWD))</i>	To review the planning of youth welfare services in 2001-2002 by taking into consideration district needs and characteristics
To provide additional services for youth-at-risk on a territory-wide basis <i>(SWD)</i>	To extend the service focus of eight integrated teams and the Community Support Service Scheme
To implement a three-year programme with the aim of enhancing the developmental, preventive and remedial programmes delivered in youth welfare facilities <i>(SWD)</i>	To recruit and train additional youth programme assistants in 2001-2002

The objectives of introducing the new social welfare subvention system are to enhance efficiency and effectiveness, improve quality, encourage innovation, strengthen accountability and provide flexibility, with a view to deploying resources in the most cost-effective manner to meet changing needs in the community.

In 2000-2001, we will complete the introduction of ten Service Quality Standards (SQSs) and the Funding and Service Agreements (FSAs) for 113 services in the welfare sector. We will continue the assessment of the Social Welfare Department and non-governmental organisation (NGO) service units under the Service Performance Monitoring System.

In February 2000, we released for consultation, proposals designed to improve the subvention system, including the Lump Sum Grant funding arrangement. Following consultation, we introduced a number of improvements to the original financial package. In June 2000, we announced the outcome of the consultation exercise and details of the revised financial package.

In the coming year, we will continue to –

- implement the Service Performance Monitoring System
- encourage and facilitate NGOs to operate under the Lump Sum Grant environment
- put in place an integrated and forward-looking planning framework, with a view to providing a mechanism for structured decision-making

We will assess our performance in respect of this KRA against the following indicators –

- Number of welfare service units that have complied with the SQSs. Our target is that 95% of subvented welfare service units under external assessment will comply with ten SQSs in 2001-2002.

- Completion of the introduction of all 19 SQSs. Our target is that the test-run of 19 interfaced SQSs will be completed in June 2001 and revision of the implementation handbook and working documents will be ready in December 2001.
- Number of NGOs being subvented on a Lump Sum Grant basis. Our target is that the majority of subvented NGOs will be operating under the Lump Sum Grant System in the next two to three years.
- Availability of a planning framework for welfare services. Our target is that a planning framework will be put in place in 2001-2002 after consultation with stakeholders.

We will pursue the following initiatives and targets to deliver results in this area –

Initiative	Target
To complete the consultancy study for Phase III implementation of the remaining nine Service Quality Standards (SQSs) <i>(Social Welfare Department (SWD))</i>	Results of the consultancy study will be integrated into the Phase III implementation of SQSs to be introduced in July 2001
To organise training courses and workshops for 7 000 participants to familiarise them with the Service Performance Monitoring System <i>(SWD)</i>	Five training courses will be organised from July 2001 to January 2002 for about 7 000 participants

Initiative	Target
<p>To assist non-governmental organisations (NGOs) that have expressed interest to join the Lump Sum Grant System</p> <p><i>(Health and Welfare Bureau(HWB)/SWD)</i></p>	<ul style="list-style-type: none"> ● SWD officers will visit all NGOs opting for Lump Sum Grant in 2000-2001 and 2001-2002 to explain the arrangements and to assist and prepare them to go through the change process ● Training workshops on the implementation details of the Lump Sum Grant will be conducted for all NGOs opting to join the Lump Sum Grant System
<p>To complete the consultancy study on change management in SWD and support for NGOs</p> <p><i>(SWD)</i></p>	<ul style="list-style-type: none"> ● The administrative structure of SWD will be re-organised in 2001-2002 to better cope with the new subvention system ● A Common Support Centre will be set up to assist and advise NGOs in their transition to the new funding arrangements
<p>To devise a new planning framework for welfare services</p> <p><i>(HWB/SWD)</i></p>	<p>To have the planning framework and strategic directions for welfare services developed in 2001-2002</p>

4

Promoting volunteerism

The objective of encouraging greater participation in volunteer work is to help build a more caring community.

In 2000-2001, we will organise 18 promotional and publicity programmes at central and district levels with the assistance of 13 District Co-ordinating Committees.

In the coming years, we will continue to strengthen our efforts to promote volunteerism in the community, by focusing on students and young people, corporations and community organisations. In support of the International Year of Volunteers in 2001, we will, in conjunction with the 13 District Co-ordinating Committees, conduct parallel volunteer programmes throughout the year.

We will assess our performance in respect of this KRA against the following indicators –

- Number of registered volunteers. Our target is that the number of registered volunteers increases by 8% to reach 205 000 in 2001.
- Number of participating organisations/agencies taking part in the volunteer movement. Our target is that the number is increased by 8% to reach 324 in 2001.

We will pursue the following initiative and target to deliver results in this area –

Initiative	Target
To organise promotional and publicity campaigns in support of the International Year of Volunteers <i>(Social Welfare Department)</i>	To organise four central and 13 district promotional and publicity campaign programmes in 2001

In 2000-2001, we will spend \$2.1 billion on the provision of direct welfare services for people with disabilities. We will fund over 4 000 places for the care, education and training of disabled pre-schoolers; and more than 20 000 day care and residential services for adults.

We will continue to provide quality rehabilitation services to meet the needs of people with disabilities. In particular, we will offer operational and safety guidelines to operators of residential care homes. We will also provide training opportunities for frontline workers in rehabilitation units on quality care. At the same time, we will promote public understanding of disabilities, and acceptance of people with disabilities.

We will assess our performance in respect of this KRA against the following indicator –

- Number and percentage of disabled persons receiving rehabilitation services. Our target is to provide over 300 additional day care and residential places in 2001-2002.

We will pursue the following initiatives and targets to deliver results in this area –

Initiative	Target
To provide safety and operational guidelines to operators of residential care homes <i>(Social Welfare Department (SWD))</i>	To introduce a Code of Practice for both subvented and private residential care homes for people with disabilities by 2001
To provide additional rehabilitation places for people with disabilities <i>(SWD)</i>	To provide over 300 additional day care and residential places in 2001-2002

Initiative	Target
<p>To improve the quality of care by sharpening the skills and enriching the knowledge of frontline workers in rehabilitation units</p> <p><i>(SWD)</i></p>	<p>To provide additional training for 300 frontline workers in 2001-2002</p>
<p>To strengthen admission procedures for residential care homes</p> <p><i>(SWD)</i></p>	<p>To review in 2001 the admission criteria and to improve the admission process for different types of residential services</p>
<p>To strengthen the provision of personal care services and social support programmes</p> <p><i>(SWD)</i></p>	<p>To provide additional care and programme assistants in various rehabilitation service units in 2001-2002</p>
<p>To enhance the employment opportunities of people with disabilities</p> <p><i>(SWD)</i></p>	<p>To establish the Marketing Consultancy Office on a permanent basis in 2001-2002</p>

People may suffer financial difficulties due to various reasons such as old age, disability or unemployment. We will continue to provide a social safety net to ensure that assistance is available to the financially vulnerable.

The Comprehensive Social Security Assistance (CSSA) Scheme provides cash allowances to people in need to meet their basic and essential needs. It is important that people who are able to work should be given encouragement and assistance to overcome barriers to work and become self-reliant and independent. The Government will provide active assistance to CSSA recipients who are able to work to help them rejoin the work force early.

Allowances are also provided under the Social Security Allowance (SSA) Scheme to people not receiving CSSA to cover their special needs arising from old age and disability.

The Social Welfare Department is responsible for administering the CSSA and SSA Schemes. The Department will ensure that the assistance is provided to people in genuine need.

We will assess our performance in respect of this KRA against the following indicators –

- Proportion of CSSA recipients who are able and expected to work.
- Amount of over-payment arising from fraud as a percentage of the total social security payment. Our target is to contain the percentage of over-payment arising from fraud in any year to 0.03% of the total social security payment in that year.

We will pursue the following initiatives and targets to deliver results in this area –

Initiative	Target
<p>To ensure that the Comprehensive Social Security Assistance (CSSA) and Social Security Allowance (SSA) Schemes are sustainable in the long term and can continue to meet community needs in the light of an ageing population</p> <p><i>(Health and Welfare Bureau/ Social Welfare Department (SWD))</i></p>	<p>To monitor the changes in caseload and expenditure under various social security schemes and identify ways to strengthen the sustainability of the schemes on an on-going basis</p>
<p>To encourage and help able-bodied CSSA recipients to rejoin the work force and become self-reliant</p> <p><i>(SWD)</i></p>	<ul style="list-style-type: none"> ● To extend the Active Employment Assistance programme to cover all unemployed CSSA cases by end-March 2001 ● To involve the non-governmental organisation (NGO) sector in providing tailor-made assistance to help CSSA single parents or unemployed recipients rejoin the work force starting from 2000
<p>To strengthen the prevention and investigation of social security fraud cases</p> <p><i>(SWD)</i></p>	<p>To consider adopting a risk management approach in administering the social security schemes and make recommendations in 2001</p>
<p>To ensure efficient delivery of social security services</p> <p><i>(SWD)</i></p>	<p>To commence a review of the existing manpower situation in the social security field units in 2001-2002 after implementation of the computerised social security system</p>

Welfare Services

Detailed Progress

1

Identify needs and review modes of provision

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative *	Target #	Present Position +
To enhance the Service Performance Monitoring System for social welfare services <i>(Social Welfare Department (SWD))</i>	<ul style="list-style-type: none"> ● To introduce in 2000-2001, the second batch of five Service Quality Standards (SQSs) which define the concept of quality in social welfare services and provide a structure for quality assessment ● To introduce the second phase of some 40 Funding and Service Agreements (FSAs) to the welfare sector in 2000-2001 <i>(1999)</i> 	<ul style="list-style-type: none"> ● The second batch of five SQSs was introduced on 1 April 2000. ● The second phase of 65 FSAs was introduced to the welfare sector with effect from 1 April 2000. <i>(Action Completed)</i>

* the bracketed information denotes the agency with lead responsibility for the initiative

the bracketed information denotes the year in which the target was set

+ the bracketed information denotes the status of the target

Initiative	Target	Present Position
<p>To conduct a further review on the administration of the Comprehensive Social Security Assistance (CSSA) and Social Security Allowance (SSA) Schemes</p> <p><i>(Health and Welfare Bureau)</i></p>	<p>To commence the review in 1999-2000</p> <p><i>(1999)</i></p>	<p>We further reviewed the CSSA Scheme in 1999 and are implementing an additional package of initiatives to help CSSA recipients and other disadvantaged groups who are able to overcome barriers to work and become self-reliant. We are also reviewing the interface between the CSSA and SSA Schemes.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To implement the Service Performance Monitoring System</p> <p><i>(SWD)</i></p>	<p>To complete the preparation of the FSAs for the 103 individual services in the welfare sector by the end of 1999-2000</p> <p><i>(1998 and 1996)</i></p>	<p>FSAs for 100 services were completed and introduced to the welfare sector while the rest will be completed by October 2000.</p> <p><i>(Action Completed)</i></p>

2

Maintain the necessary infrastructure and legislative and policy framework

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To improve adoption practices and procedures and introduce legislative amendments to the Adoption Ordinance as appropriate</p> <p><i>(Health and Welfare Bureau (HWB))</i></p>	<p>To introduce an Amendment Bill into the Legislative Council in the 2000-2001 legislative session</p> <p><i>(1999)</i></p>	<p>Draft Drafting Instructions have been prepared. A legislative slot is being sought.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To increase the knowledge of the Social Welfare Department (SWD) and non-governmental organisation (NGO) staff on the Service Performance Monitoring System</p> <p><i>(SWD)</i></p>	<ul style="list-style-type: none"> ● To organise five training courses for 6 000 participants in 2000-2001 and to develop relevant training and publicity materials <p><i>(1999)</i></p> <ul style="list-style-type: none"> ● To organise 18 training courses for 20 000 participants over three years and to develop relevant training-related and information material <p><i>(1998)</i></p>	<ul style="list-style-type: none"> ● The courses and training/publicity materials were delivered in 2000-2001. <p><i>(Action Completed)</i></p> <ul style="list-style-type: none"> ● 13 training courses for over 13 000 participants will be completed by the end of 2000 and the remaining five courses will be delivered in 2001-2002 for 7 000 participants. <p><i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
		<ul style="list-style-type: none"> ● A Service Performance Training Kit (Part 2) and a training video on Phase 2 Service Quality Standards were distributed to SWD and NGOs in July 2000. <p><i>(Action Completed)</i></p>
<p>To improve control on charitable fund raising activities</p> <p><i>(HWB)</i></p>	<p>To prepare legislative amendments to relevant sections of the Summary Offences Ordinance in the 1999-2000 legislative session</p> <p><i>(1999)</i></p>	<p>Policy under review.</p> <p><i>(Action in Progress: Under Review)</i></p>
<p>To strengthen the detection and investigation of social security fraud cases</p> <p><i>(SWD)</i></p>	<p>To consider adopting a risk management approach to social security expenditure to help manage business risks effectively in this area and tackle the problem of welfare cheats and over-payments</p> <p><i>(1999)</i></p>	<p>SWD has completed a scoping study for commissioning a consultancy study on adopting a risk management approach to administer the social security schemes.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To safeguard the rights of people with disabilities by legislative framework</p> <p><i>(HWB)</i></p>	<p>To prepare amendments to the Disability Discrimination Ordinance (DDO) in the light of the proposals made by the Equal Opportunities Commission (EOC)</p> <p><i>(1999)</i></p>	<p>Existing provisions of the DDO that require amendment have been identified and HWB will work with the EOC on the legislative amendments.</p> <p><i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
To keep under review the Social Security Allowance (SSA) Scheme <i>(HWB/SWD)</i>	Further to the CSSA Review, to complete a review of the SSA and related issues in 1998-1999 <i>(1997)</i>	Review of the SSA Scheme is being taken forward under another policy initiative introduced in 1999 to review various social security schemes. <i>(Action Completed)</i>

3

Involve the community in the provision of welfare services

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To conduct an annual public education programme from 2000-2001 to promote the integration of people with disabilities into the community</p> <p><i>(Health and Welfare Bureau (HWB))</i></p>	<p>To cultivate and maintain a receptive and caring society for integrating people with disabilities into the community</p> <p><i>(1999)</i></p>	<p>An annual provision of \$2 million has been approved. Individual programmes will be determined and implementation monitored by a committee comprising representatives from concerned sectors including persons with disabilities.</p> <p><i>(Action Completed)</i></p>
<p>To publicise and promote more volunteerism in the community and maintain the momentum of public interest in volunteer service</p> <p><i>(Social Welfare Department)</i></p>	<p>To launch 16 promotional and publicity programmes at central and district levels in 1999-2000</p> <p><i>(1998)</i></p>	<p>18 promotional and publicity programmes have been organised.</p> <p><i>(Action Completed)</i></p>
<p>To launch public education programmes to promote the acceptance of people with disabilities by the community</p> <p><i>(HWB)</i></p>	<p>To provide \$4 million in 1998-1999 and the same amount in 1999-2000 for public education programmes to promote acceptance of people with a disability by the community</p> <p><i>(1997)</i></p>	<p>\$8 million has been allocated for public education programmes conducted since 1998-1999. Major items include events to mark the International Day of Disabled Persons, Mental Health Month, seminars, TV/radio shows and exhibitions.</p> <p><i>(Action Completed)</i></p>

4

Deliver services and ensure compliance with an agreed framework

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To introduce greater flexibility to the existing subvention rules</p> <p><i>(Social Welfare Department (SWD))</i></p>	<p>To introduce streamlining measures to enable more flexible use of subvention so as to enhance cost-effectiveness of resources deployed for welfare services</p> <p><i>(1999)</i></p>	<ul style="list-style-type: none"> ● Subvention for Other Charges for all non-governmental organisations (NGOs) has been released in a lump sum as from 1 April 2000. ● New Lump Sum Funding System has been made available to NGOs in the latter part of 2000-2001. <p><i>(Action Completed)</i></p>
<p>To strengthen family casework services</p> <p><i>(SWD)</i></p>	<p>To provide 29 additional family caseworkers in 1999-2000 to meet the increase in service demand and to improve service quality by relieving the caseload of family caseworkers</p> <p><i>(1998)</i></p>	<p>11 additional caseworkers were provided in 1999-2000. 18 additional caseworkers will be provided in 2000-2001.</p> <p><i>(Action in Progress: Behind Schedule)</i></p>

5

Improve service delivery in both quantitative and qualitative terms

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To expand the Child Protective Services Unit into a Family and Child Protective Services Unit <i>(Social Welfare Department (SWD))</i>	To implement the change in 2000-2001 <i>(1999)</i>	The three Child Protective Services Units were expanded to form five Family and Child Protective Services Units in April 2000 to strengthen the protection available to families and children from domestic violence. <i>(Action Completed)</i>
To extend the Departmental Hotline Service by attaching a family crisis help-line to give immediate telephone counselling to family members in crisis <i>(SWD)</i>	To introduce the service in 2000-2001 <i>(1999)</i>	The Family Help-line has been in operation since April 2000. <i>(Action Completed)</i>
To provide additional day nursery places for families requiring the service <i>(SWD)</i>	To provide an additional 300 day nursery places in 2000-2001 <i>(1999)</i>	300 places will be provided by March 2001. <i>(Action in Progress: On Schedule)</i>

Initiative	Target	Present Position
<p>To strengthen the operation and management of correctional/residential homes (SWD)</p>	<p>To implement as appropriate the recommendations of the Management Services Agency's Review on the Management of Correctional/Residential Homes (1999)</p>	<p>A Steering Group was formed in August 1999 to consider and implement the recommendations. The recommended improvement measures have been introduced in phases starting from September 1999. (Action in Progress: On Schedule)</p>
<p>To provide additional day care and residential places for people with disabilities (SWD)</p>	<ul style="list-style-type: none"> ● To provide over 400 additional day and residential places in 2000-2001 (1999) ● To provide over 400 additional day and residential places for people with disabilities in 1999-2000 (1998) 	<ul style="list-style-type: none"> ● Work is in progress to provide the additional places by March 2001. (Action in Progress: On Schedule) ● 500 additional places were provided by March 2000. (Action Completed)
<p>To provide additional supported employment places for people with disabilities who are not yet fit for open employment (SWD)</p>	<p>To provide 210 supported employment places in 2000-2001 (1999)</p>	<p>Work is in progress to provide 210 additional places by March 2001. (Action in Progress: On Schedule)</p>

Initiative	Target	Present Position
<p>To strengthen the Community Rehabilitation Network (CRN) service to assist and support chronically ill persons and their carers living in the New Territories</p> <p><i>(SWD)</i></p>	<p>To set up a regional centre and two stations in the New Territories by 2001</p> <p><i>(1999)</i></p>	<p>Site preparatory works are in progress to set up a regional centre and one station. Site for the second station is being identified.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To replace the Social Security Payment System by a new Computerised Social Security System so as to ensure efficient delivery of service and to assist in compilation of management information</p> <p><i>(SWD)</i></p>	<p>To have the new system in place in 2000</p> <p><i>(1998)</i></p>	<p>The new computerised social security system is scheduled to commence operation in October 2000.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To improve the operation of the school social work service</p> <p><i>(SWD)</i></p>	<p>To introduce in 1999-2000 a package of improvement measures including the formulation of multi-disciplinary guidelines to enhance service co-ordination and collaboration between school social workers and other relevant professionals</p> <p><i>(1998)</i></p>	<p>We have introduced various improvement measures, including setting up a Steering Committee on School Social Work Service, issuing “A Guide on Multi-disciplinary Collaboration in School Social Work Service” and enhancing service co-ordination between school social workers and other relevant professionals. The Administration also implemented the “one school social worker in each secondary school” initiative in September 2000.</p> <p><i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To improve protection of children from abuse and enhance public awareness of the problem <i>(SWD)</i></p>	<ul style="list-style-type: none"> ● To provide 23 additional child protection workers by 2000-2001 to handle an increasing number of child abuse cases <i>(1998)</i> ● To ensure that the Police, the SWD and non-governmental organisations (NGOs) liaise closely in the handling of domestic violence cases <i>(1994)</i> 	<ul style="list-style-type: none"> ● 16 child protection worker posts were created in March 2000. The remaining 7 will be created by March 2001. <i>(Action in Progress : On Schedule)</i> ● An inter-disciplinary Working Group on Battered Spouses chaired by SWD and comprising 13 representatives from various Government departments and NGOs was formed in 1995 to strengthen co-ordination and co-operation in handling domestic violence cases. The Working Group will continue with its efforts. <i>(Action Completed)</i>
<p>To develop tools to identify students at risk at an early stage <i>(Health and Welfare Bureau)</i></p>	<p>To launch in 1998-1999 a pilot project in selected schools to further refine a screening tool for early identification of students at risk <i>(1997)</i></p>	<p>A pilot project to develop screening tools and primary preventive programmes will be completed by October 2000. <i>(Action Completed)</i></p>