



Social Care Industry

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The Hong Kong Council of Social Service
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HKCSS is ...

- An umbrella organization representing non-governmental social service organizations in HK
- **419** member agencies provide **over 90%** of social welfare services



Our Vision ...

To build a social service sector that is highly accountable, efficient, effective and responsive to social needs, upholding the long-term sustainable development of society and the well-being of our citizens.

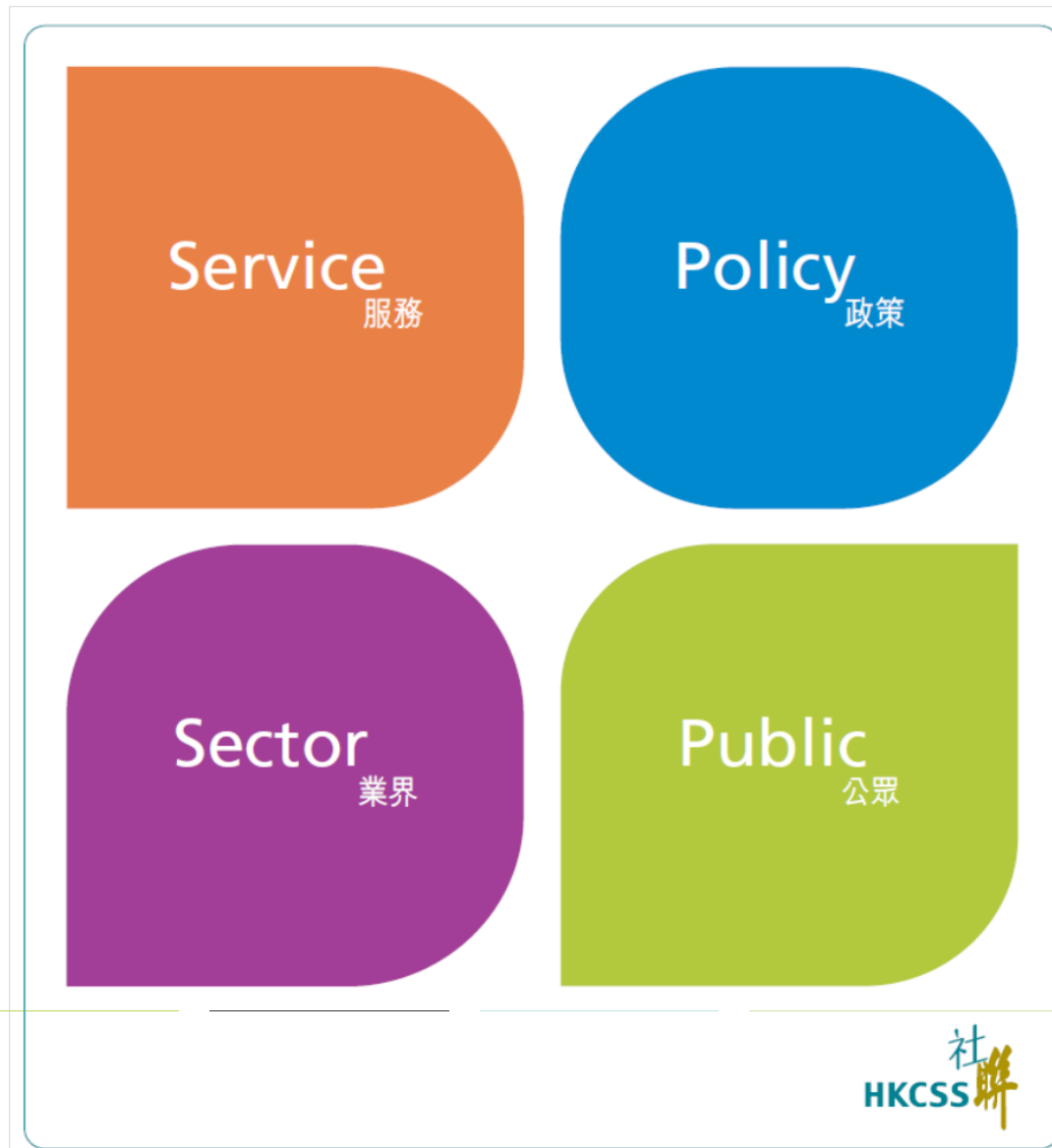
The Hong Kong Council of Social Service 香港社會服務聯會

Setting Social Agenda Building Action Platform

緊握社會脈搏 凝聚各界力量



4 Core Business



Presentation Content

1. The Hong Kong Social Service Scenario
2. Role of NGOs in formulating social policies
3. Cultural & political disagreements & tensions among different institutions in the social care industry

The Hong Kong Scenario

The History

Social Welfare & Philanthropy Development in Hong Kong

1920s-1930s

Local clanship groups and foreign missionaries provided relief & care services in the community



1940s

Charities and welfare organizations set up to provide Large-scale relief work

Establishment of “Social Welfare Unit” in colonial Government



1950s-1960s

Formal and systematic development of social services, some initiated by the local leaders


“Social Welfare Unit” transformed into “Social Welfare Department”



Social Welfare & Philanthropy Development in Hong Kong


1970s-1980s

Professionalism of social services & philanthropy
Flourishing development of social service organizations



2000s

NGOs encourage corporate's participation in caring activities
Mobilize government, business sector and individuals to promote corporate social responsibility



The Money

Budget of Recurrent Government Expenditure 2013-14

Social Welfare Recurrent Expenditure 2013-14 : HK\$53b

Community & External Affairs	3.4%
Economics	3.3%
Education	21.6%
Environment & Food	4.1%
Health	16.7%
Housing	0.1%
Infrastructure	6.1%
Security	11.1%
Social Welfare	19.1%
Support	14.5%

Around HK\$54.7 billion

Social welfare expenses is the **2nd largest** category of government expenditure

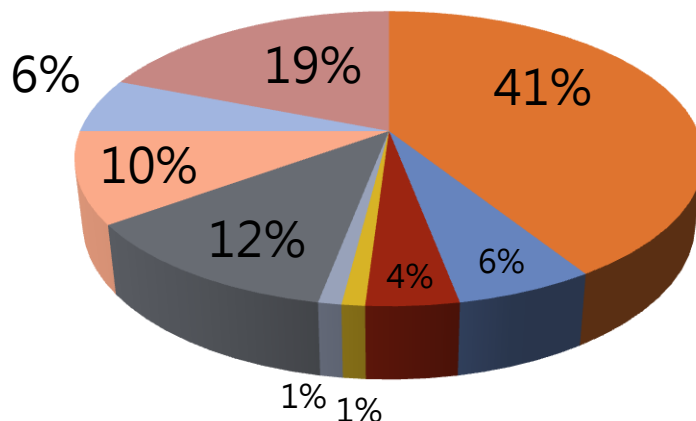
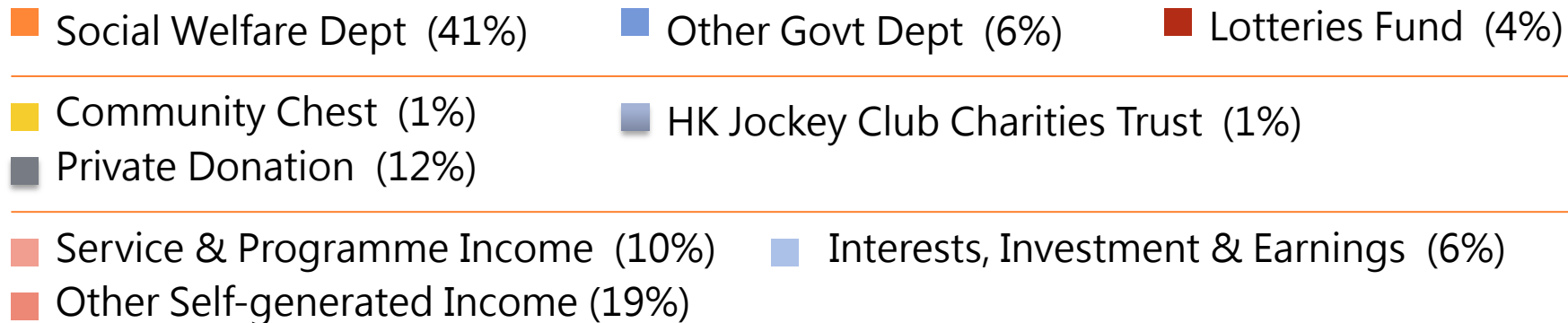
Allocation of Government Budget for Social Service 2013 -14

Social Welfare Service	Govt (HK\$ million)	Non-Govt (HK\$ million)	Total (HK\$ million)	%
Elderly	195	5,243	5,438	38%
Rehab & Medical Service	498	3,881	4,379	30%
Family & Child Welfare	941	1,278	2,219	16%
Young People	54	1,785	1,839	13%
Offenders	284	60	344	2%
Community Development	4	166	170	1%
Service operated by Govt	1,976			3%
Service operated by Non-Govt		12,413		23%
Social Security	40,334			74%

- Social Service provision by both Govt and NGOs : about HK\$13b (26%)
- Social Security : over HK\$ 40b (74%)

Funding Sources of Welfare Services Operated by NGOs

NGOs Funding Sources



The System

Hong Kong Government & NGOs

HK Government adopts a “small government , big society” approach in social service provision - Most social welfare services are provided by NGOs

Government:

- Policy formulation
- Service planning and development
- Provide funding for social service
- Monitor NGOs' performance
- Provide part of welfare services (social protection and emergency relief)

NGOs:

- Provide quality subsidized services funded by government
- Mobilize community resources to provide non-subsidized services
- Assist in policy formulation and services planning
- Conduct feedback on service and stakeholders' needs through different exchange platforms

Workflow of the Welfare Planning Mechanism proposed by SWAC

District Level

Views collection (1st Quarter)

Through district service planning meetings, relevant District Council committees and other channels, District Social Welfare Officers (DSWOs) collect views from local personalities and stakeholders on the development of various welfare service areas in the coming year, and conduct a review on last year's services.

DSWOs consolidate and categorise the views and suggestions collected, and then forward them to SWD headquarters for reference and analysis by the service branches.

Seeking advice from SWAC (June/July)

- The Administration prepares a consolidated report on the views collected through the multi-tier consultation mechanism and seeks advice from SWAC.
- To forward the views, grouped by service areas, to other relevant advisory committees for reference.

SWAC Meeting (July)

- To hold discussion from a macro perspective and make recommendations to the Administration.

Preparation for the Policy Address and Policy Agenda (July-September)

- The Administration analyses and considers stakeholders' views collected through the multi-tier consultation mechanism.

The Chief Executive delivers the Policy Address and Policy Agenda (October).

Central Level

Views collection (2nd Quarter)

SWD holds a series of planning meetings, by major service areas, to solicit views from stakeholders on the development and priorities of welfare services in the coming year.

Working meeting with HKCSS and its member organisations (June)

- Through coordination by HKCSS, SWD meets the welfare sector to discuss and exchange views on the priorities of welfare services in the coming year.
- LWB representatives attend the meeting to listen to the stakeholders directly.

Other advisory committees

- To give advice on service areas under their purview to the Administration in accordance with the established mechanism.

Briefing Sessions (October/November)

- LWB briefs SWAC and other advisory committees on the new and ongoing initiatives.
- SWD briefs the stakeholders who have attended the planning meetings and district service planning meetings.

Different Stakeholders in the Social Welfare System

- Government + Advisory Committees
- NGOs
- Service Users and Self-help Groups
- Business / Philanthropy Sector
- Volunteers
- Others + Political Parties, Professional Sector

The Challenge

The Challenge

- Rapid socio-economic changes & uncertainties
- Increasingly complex social issues
- Increasing public expectation for better welfare services
- Rising demand against limited resources
- Lack of Long Term Welfare Planning

Distinguishing Features of Social Service Development in HK

- Not Government driven
- Professional & Value Driven
- Bottom up innovations
- Interactive – stretch & strain
- Partnership

Unique Role of NGOs



for a living planet*



香港老年痴呆症協會
Hong Kong Alzheimer's Disease Association



New Life
Psychiatric Rehabilitation Association
新生精神康復會



香港耆康老人福利會
The Hong Kong Society For The Aged



Against Child Abuse Ltd.
防止虐待兒童會



HONG KONG



香港基督教服務處
HONG KONG CHRISTIAN SERVICE
全人關心 卓越創新
care for all excel in all



世界宣明會



讓我們用心聆聽.....



再生會



激勵傷殘人士發展
Empowering The Disabled To Develop

HOPE
worldwide
寰宇希望



香港明愛
Caritas
HONG KONG



香港紅十字會
HONG KONG RED CROSS



藝術同參與 傷健共展能
Arts are for everyone



香港肌健協會
The Hong Kong Neuro-muscular
Disease Association



長者安居服務協會
Senior Citizen Home Safety Association



香港失明人協進會
Hong Kong Blind Union



NGOs In Development

1. No. of welfare NGOs has increased from 337 in 2002 to 488 in 2012

(Including members of HKCSS, WiseGiving, the Community Chest, and subvented agencies of SWD and organizations receiving grant from Jockey Club Charities Trust)

NGOs In Development

2. Diversity of welfare NGOs has increased
 - Among the Agency Members of HKCSS, proportion of NGOs with service delivery as major objective has increased from 77.7% in 2004 to 83% in 2012
 - We have seen increase in the following types of NGOs
 - foundations
 - self help groups
 - green groups
 - advocacy and public education groups
 - groups with major work in Mainland

The Strength of NGOs

- Value driven -> public appeal
- Strong informal network & mobilizing
- Flexible structure
- Close understanding of community issues and concerns
- Engaging & participatory
- Independent
- Voluntary & goodwill

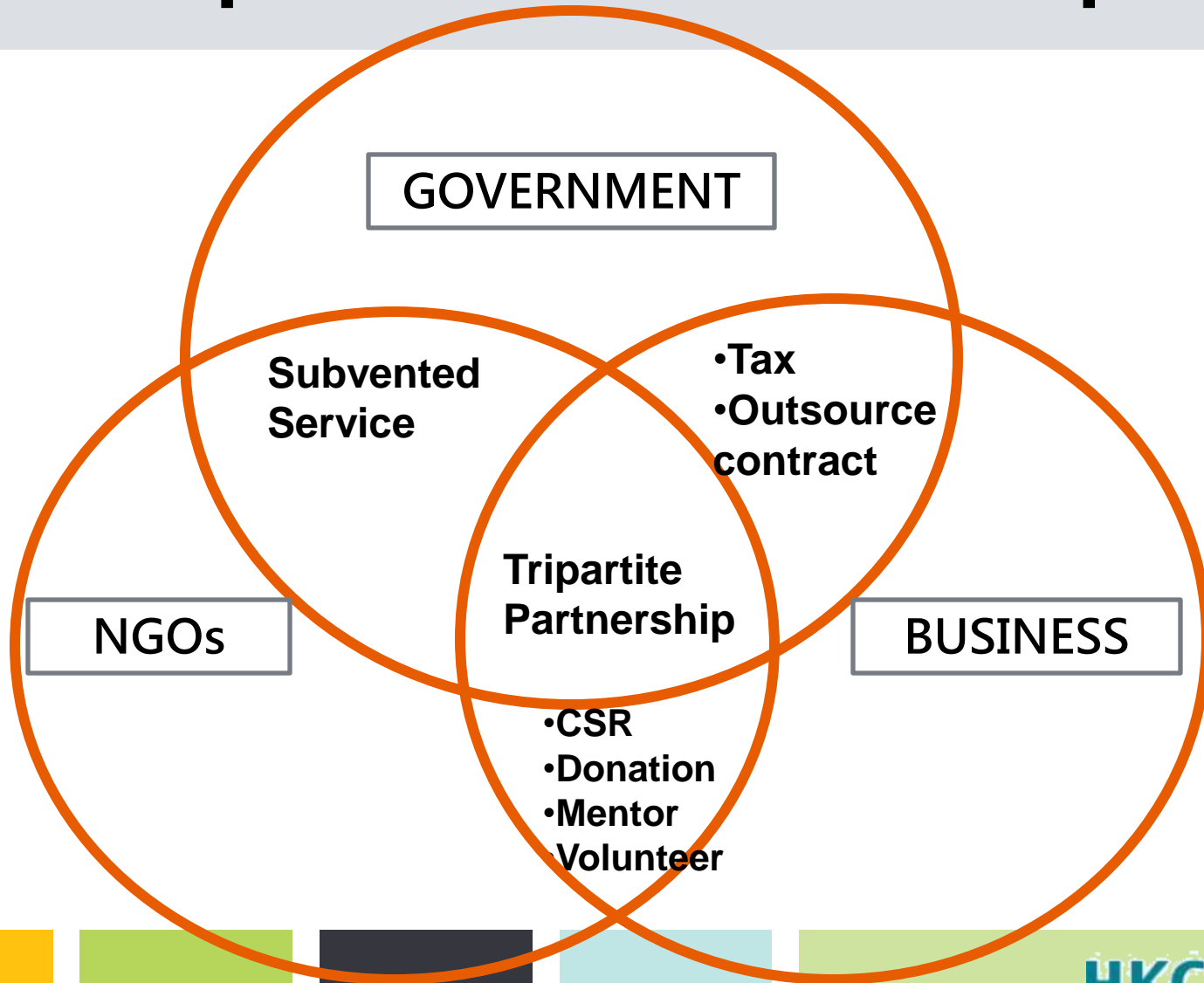
The Niche of NGOs

- Identify social needs & advocate for social reform
- Develop and deliver quality, professional services
- Promote philanthropy and volunteerism
- Promote positive social values and norms
- Foster social inclusion, enhance social participation

The Dynamo of NGOs

- Partnerships
- Advocacy
- Empowerment

Tripartite Partnership



Advocacy Role of NGOs

Advocacy through Social Research Findings & Voices of the Disadvantaged



Minimum wage impact on PWDs



Public opinion poll on Govt's Poverty measures



Pre-school children development

Advocacy through Traditional Media



Newspaper Articles

Use of Social Media – HKCSS CHANNEL 社聯頻道



<http://2011.hkcss.org.hk/channel/detail.asp?issueID=293>

org.hk/channel/detail.asp?issueID=293

香港社會服務聯會

香港社會服務聯會 (A) 工具(T) 說明(H)

Citibank Online - Home List of Bureaux, Departm... gmail Email from Google Microsoft Exchange - O... 離報及報告書 Social Indi... HKCSS V11 E-Leave App...

HKCSS CHANNEL 社聯頻道

社會福利 | 長者 | 兒童及青少年 | 家庭及社區 | 復康 | 數碼共融 | NGO 管理 | NGO 資訊科技 | 國際事務 | 內地事務 | 社會發展 | 貧窮 | 社會保障 | 社會創新 | 社會企業 | 社會影響 | 企業參與社區 | CSR | 慈善問責 | 公眾教育 |

貧窮

星期四 脈搏 焦點社情



扶貧系列 (二) 正視基層兒童處境 解決跨代貧窮問題

扶貧系列 (二) 正視基層兒童處境 解決跨代貧窮問題

(片長: 2分15秒)

兒童是社會的未來，但本港貧窮家庭的兒童，卻面對嚴重的生活匱乏問題。香港社會服務聯會 (社聯) 於2012年6月公布的《香港匱乏及社會排斥研究》，以領取綜援人士、長者及殘疾人士為訪問對象，發現全港有18%市民，即約110萬人，落入匱乏情況。

研究發現，領取綜援人士、特別是有兒童的綜援家庭，在衣、食、住及醫療方面，都面對嚴重的匱乏情況。在這批有兒童的綜援被訪者中，近八成屬於匱乏，當中，12%不能負擔為兒童購買課外書和補充練習、9%不能負擔兒童參加課外活動的開支。

Public Engagement Events



Travel for Good



Senior Citizen's Day

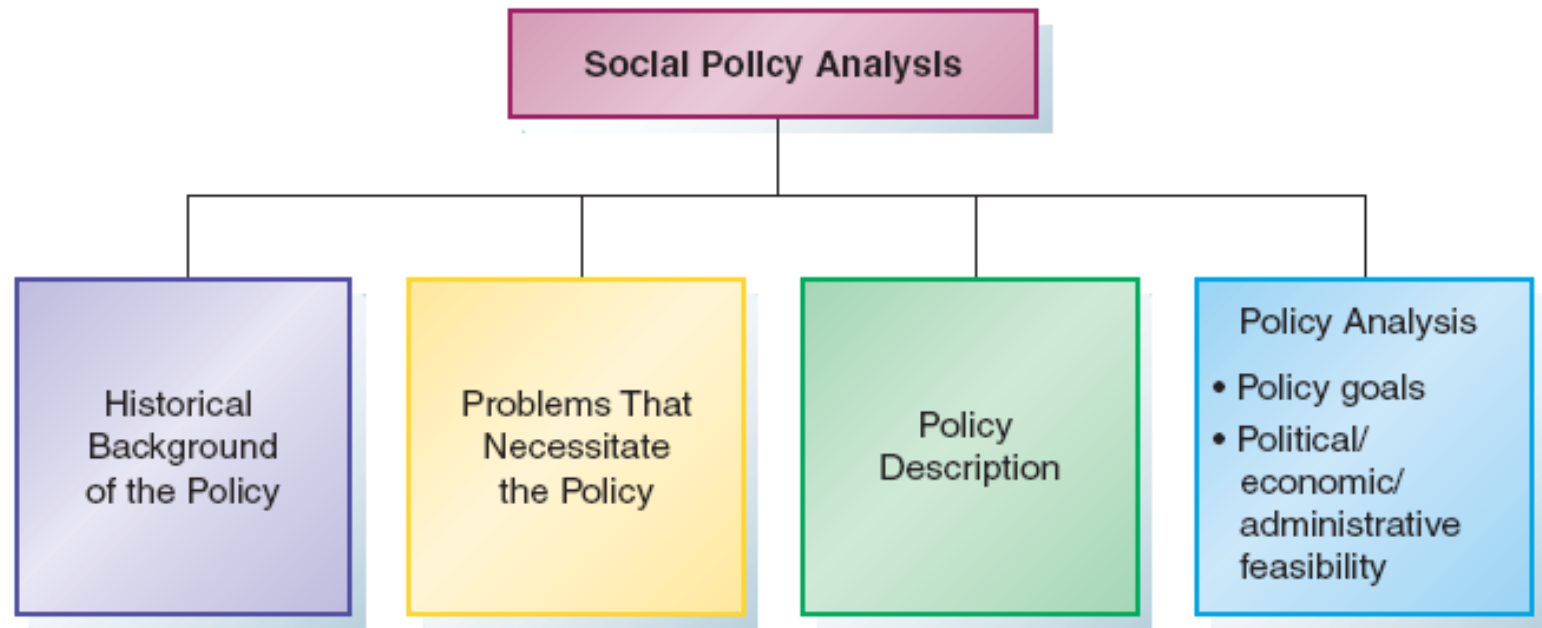


Age-Friendly Hong Kong

HKCSS

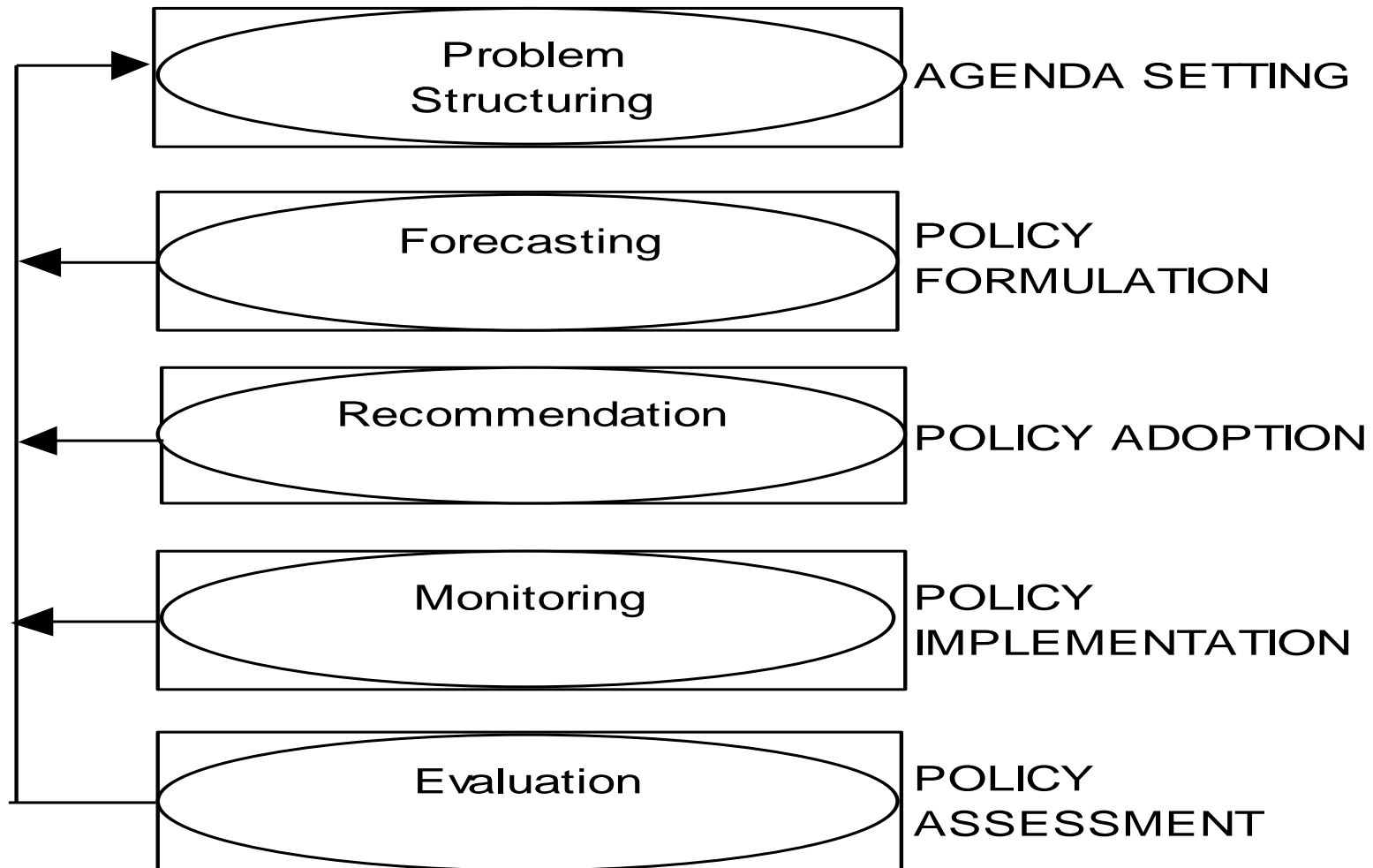
The Need for Advocacy... & Dialogue

1. Consolidate and articulate frontline observation with research and analysis
2. Giving voices to the deprived and disadvantaged
3. Public education to build awareness of social needs and problems
4. Inform policy change
5. Change attitude and mobilize support

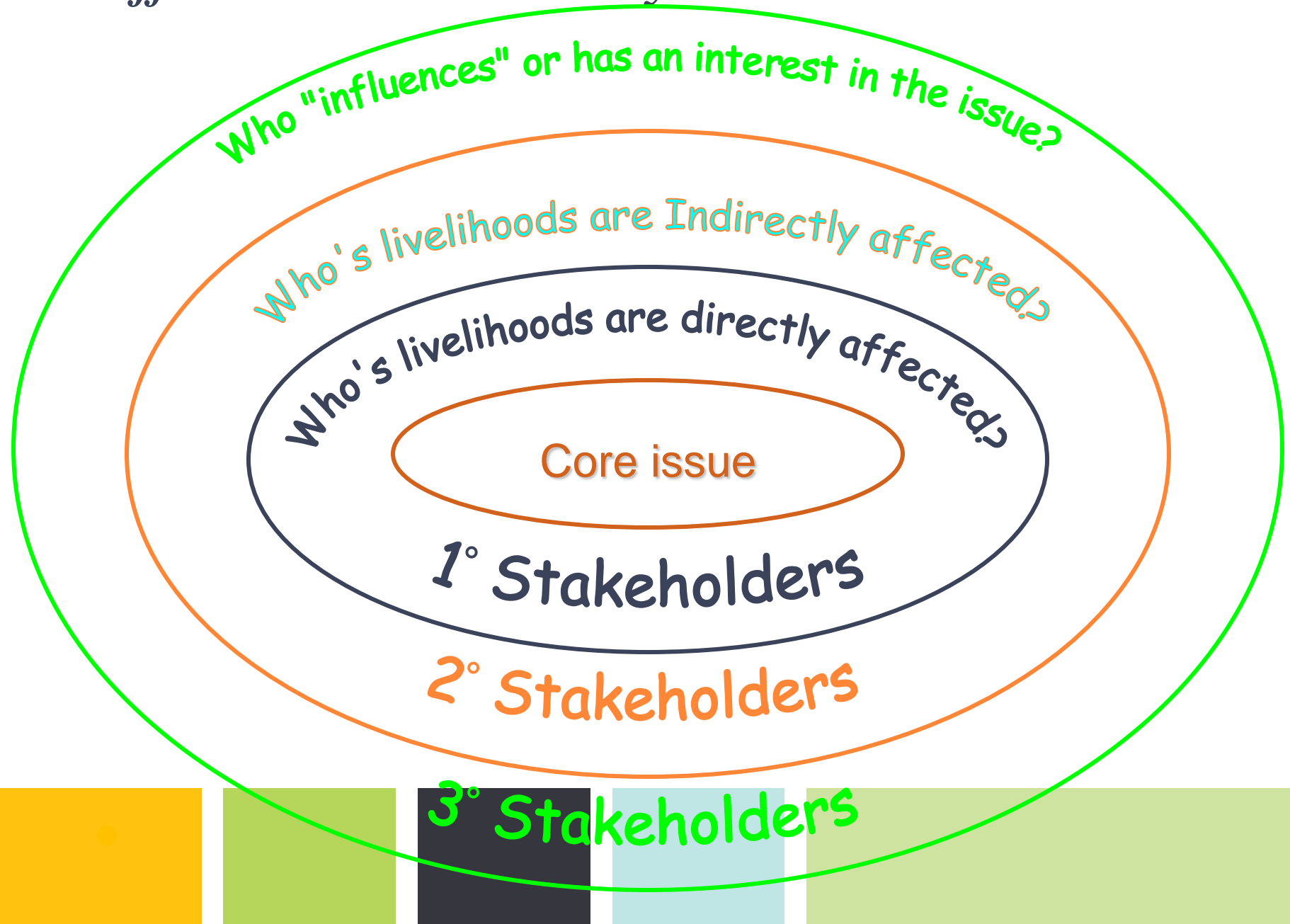


Proposed Framework for Policy Analysis

Policy analytic procedures and phases of policy-making



Different stakeholders may cause tensions



Exercise

Problems : Ageing population ->long waiting list of elderly residential home

*As at 31 January 2014, there were a total of **29,903** applicants being waitlisted for various types of subsidized residential care services in the Central Waiting List for subsidized long term care services. The waiting time is about **3** years. (source : SWD)*

Solutions : policy, service ???

-Special Scheme on Privately Owned Sites for Welfare Uses.

Tensions : different stakeholders, different interest & expectations

Role play : Government, HKCSS, service users (elderly, family members) reporter, service provider, tax-payer, LegCo member



Thank You

