Social Care Industry

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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.
4 Core Business

- Service
- Policy
- Sector
- Public
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 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community &amp; External Affairs</td>
<td>3.4%</td>
</tr>
<tr>
<td>Economics</td>
<td>3.3%</td>
</tr>
<tr>
<td>Education</td>
<td>21.6%</td>
</tr>
<tr>
<td>Environment &amp; Food</td>
<td>4.1%</td>
</tr>
<tr>
<td>Health</td>
<td>16.7%</td>
</tr>
<tr>
<td>Housing</td>
<td>0.1%</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>6.1%</td>
</tr>
<tr>
<td>Security</td>
<td>11.1%</td>
</tr>
<tr>
<td><strong>Social Welfare</strong></td>
<td><strong>19.1%</strong></td>
</tr>
<tr>
<td>Support</td>
<td>14.5%</td>
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</tbody>
</table>

Social welfare expenses is the 2nd largest category of government expenditure. Around HK$54.7 billion.
# Allocation of Government Budget for Social Service 2013-14

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

- Social Service provision by both Govt and NGOs: about HK$13b (26%)
- Social Security: over HK$40b (74%)
Source: Directory of Social Service Organizations in HK, HKCSS, 2009
(Information is provided by 304 organizations and the figures only shown the situation among these organizations)
The System
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.

**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.

**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.

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

**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).

**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
• 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
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)
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

GOVERNMENT

Subvented Service

• Tax
• Outsource contract

Tripartite Partnership

• CSR
• Donation
• Mentor Volunteer

NGOs

BUSINESS

HKCSS
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

Public Engagement Events

Travel for Good

Senior Citizen’s Day

Age-Friendly Hong Kong
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

Who "influences" or has an interest in the issue?

Who's livelihoods are Indirectly affected?

Who's livelihoods are directly affected?

Core issue

1° Stakeholders

2° Stakeholders

3° Stakeholders
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