

社會福利署 2001年報  
Social Welfare Department Annual Report



社會福利署  
Social Welfare Department

## 理想、使命及價值觀宣言

## Vision, Mission & Values Statement



### 理想 Vision

共同建設一個互相關懷的社會，使人人能自立自主、自尊自信、和諧共處、幸福快樂。  
Together we build a caring community with self-sufficiency, dignity, harmony and happiness.

### 使命 Mission

為顧客 For our Customers	提供優質的社會福利服務，以助他們面對人生各種挑戰。 To provide quality social welfare services to enable them to meet life's challenges.
向社群 For the Community	提倡社會及家庭責任感。 To promote social and family responsibilities.
助員工 For our Staff	發展潛能，透過嘉許成就、授權委責及增強培訓，建立既進取又團結又專業的工作隊伍。 To develop individual potential and reward results; and to empower and build an innovative, cohesive and professional team.
與福利機構 For Welfare Organizations	齊心協力，相輔相成，發揮更大效能，以提供有效益和效率的服務。 To promote synergy conducive to efficient and effective service delivery.

### 價值觀 Values

專業精神 Professionalism	忠誠投入，堅毅不屈，不斷增進知識，磨練技巧，力求盡善盡美。 We will embrace the highest standards of integrity, endurance, knowledge and skills.
以人為本 People-oriented Service	時刻關注他人的需要，提供適切的服務，並堅守互相尊重、公平及保密的原則。 We will always be sensitive to people's needs and provide timely services with respect, fairness and confidentiality.
社區參與 Community Participation	群策群力，眾志成城。 We will involve the community in attaining our service goals.
有效溝通 Effective Communication	保持緊密聯繫，交流意見，促進互相了解。 We will strive to understand and to be understood.
精益求精 Continuous Improvement	努力不懈，追求卓越。 We will continuously strive for excellence.

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## 序言 | Foreword

「我們將繼續竭盡所能，建設香港成為一個互相關懷的社會，使人人能夠自立自主、自尊自信、和諧共處和幸福快樂。」

“We will continue to contribute our best to making Hong Kong a caring community with self-sufficiency, dignity, harmony and happiness.”







署長林鄭月娥與1,850名傷健人士聯合為打破健力士世界紀錄齊心演繹手語歌曲，把傷健共融和積極人生的訊息傳遍香港  
 DSW, Mrs Carrie Lam together with some 1,850 people with and without disabilities joined hands in breaking a Guinness Record by performing a sign language to spread the messages of social integration and positive living

2001年是社會福利署(社署)以至整個社會福利界值得報告和記載的一年。鑑於本港經濟不景和失業率上升，某程度上導致家庭和個人問題不斷增加；面對這個情況，香港的社會福利支援網絡備受考驗。為應付這些挑戰，社會福利界在年內經歷了多項重大發展。社署推行了多項變革以增加工作成效，而非政府機構亦有類似的轉變。社署和非政府機構以伙伴合作方式，從不同方面提供切合市民期望的社會福利服務。

Year 2001 is worth reporting and recording for the Social Welfare Department (SWD) and the social welfare sector as a whole. Faced with increasing family and personal problems caused in part by the economic downturn and rising unemployment, Hong Kong's social welfare support network was put to the test. To meet these challenges, significant developments had taken place in the social welfare sector during the year. The Department underwent changes to improve its effectiveness. Similar changes were also taking place amongst the Non-governmental Organisations (NGO). In partnership, social welfare services were meeting the aspirations of the community in various ways.

## 序言 Foreword

2001年是社署工作取得顯著成效的一年。雖然政府推出的資源增值計劃仍繼續推行，社署轄下差不多所有服務單位以及各非政府機構都肩負有增無已的工作量及提供更多服務。社署各社會保障辦事處處理的綜合社會保障援助（下稱「綜援」）個案數目激增，由2001年4月的229,000宗增加至2002年3月的247,000宗，升幅達8%。其中，綜援失業個案的數目在過往12個月期間增加35%，即由23,400宗上升至31,600宗。為了協助這些受助人，社署已在自力更生支援計劃下開辦更多就業支援計劃。此外，獲資助的安老院舍服務名額已由原來的23,710個增至25,854個，並已額外提供2,267個殘疾人士日間及住宿服務名額。

Year 2001 was a year of high productivity. Despite continued implementation of the Government's Enhanced Productivity Programme, almost all service units of the Department and NGOs had coped with an increasing workload and provided more services. The Department's Social Security Field Units handled a rapid increase in Comprehensive Social Security Assistance (CSSA) cases, witnessing an upsurge of 8% from 229,000 in April 2001 to 247,000 in March 2002. Amongst these, unemployed CSSA cases had grown by 35%, from 23,400 cases to 31,600 cases over the 12-month period. And to help these recipients, more employment support programmes had been commissioned under the Support for Self-reliance Scheme. Subsidised elderly residential care services had increased from 23,710 to 25,854 places and an extra 2,267 day and residential places for people with disabilities had been provided.



署長林鄭月娥出席「科技無界創新生」典禮  
DSW, Mrs Carrie Lam officiated at launching ceremony of "Go Tech Project"



衛生福利局局長楊永強參觀社會保障辦事處  
SHW, Dr E.K. Yeoh visited a Social Security Field Unit





政務司司長曾蔭權會晤年青人  
CS, Mr Donald Tsang met with young people



署長林鄭月娥探訪長者  
DSW, Mrs Carrie Lam visited elders



獲贈感謝咭  
Thank offering

2001年亦是社會福利界取得重大突破的一年。討論已久的整筆撥款制度已於2001年1月正式實施。這項新資助模式的特色，是讓機構以靈活、自主和具問責性的方式調撥資源。目前已有150間非政府機構採用這項模式，所得的資助額佔總福利經常資助金的96%。此外，社署亦已在去年落實推行一項講求質素、成本效益和創新的新服務單位分配制度。根據這項制度，安老院舍的服務公開予公營和私營機構競投，而首間透過公開招標投得的安老院舍服務合約已經在年內批出，且取得重大效益。

2001年也是建立共識的一年。如果福利界不能和洽共處，福利制度便不能蓬勃發展。有見及此，社署和非政府機構在年內努力不懈，致力增進彼此間的了解和協助建立更大的共識。為了加強與非政府機構和服務使用者及家長團體等各有關方面的伙伴關係，我們除了增加溝通，改善資訊交流外，亦提高社署工作的透明度。此外，我們亦多次舉辦研討會、工作坊和簡報會，以促進意見交流及確立共同行動的基礎。服務使用者及家長均獲邀參與評審委員會，以便根據經修訂的分配制度，選出營辦新服務的機構。多個由社署、香港社會服務聯會、非政府機構和服務使用者的代表組成的委員會已告成立，以督導整筆撥款計劃的推行、就促進殘疾人士就業提供意見、以及制訂社會福利界發展資訊科技的策略。

Year 2001 was a year of major breakthroughs. The long-debated Lump Sum Grant System was formally introduced in January 2001. This new mode of subvention, characterized by flexibility, autonomy and accountability in the use of resources is now practised by 150 NGOs. Together they account for 96% of the total recurrent welfare subventions. A revised system for allocating new service units based on quality, cost-effectiveness and innovation was put firmly in place during the year. Competitive bidding for the provision of residential care service for the elders open to both public and private sector operators was introduced. Contract for the first home open for tendering was awarded in the year with major efficiency gains achieved.

Year 2001 was also a year of consensus building. No welfare system would prosper if its stakeholders were always at loggerheads. Much efforts had been made by the Department and NGOs during the year to achieve better understanding and help build greater consensus. To enhance partnership with NGOs and other stakeholders including service users and parent groups, we had strengthened communication, shared information and worked with greater transparency. Seminars, workshops and briefing sessions were held to facilitate exchanges and establish common ground for action. Users and parents were invited to sit on vetting committees to select operators for new service units under the revised allocation system. Committees comprising representatives from the Department, the Hong Kong Council of Social Service (HKCSS), NGOs and users were set up to steer the implementation of Lump Sum Grant, to advise on the promotion of employment for people with disabilities and to map out a strategy for developing information technology in the sector.

## 序言 Foreword

最後，2001年也是社署承先啟後，創新里程的一年。面對未來的種種挑戰，社會福利界及福利工作人員必須持續學習，精益求精。為了達到為社會福利署作好部署以迎接更大挑戰的目標，社署已於2001年9月把以往的三層架構精簡為總部和地區福利辦事處的兩層結構。十三個地區福利辦事處的職能已獲加強，以統籌區內的福利事務和服務規劃、與區議會和地區團體緊密合作、推動社區的支援和促進區內居民彼此互助關懷。重組工作也包括設立一個新的人力資源管理科，以便照顧我們最寶貴的資源——本署的員工。此外，社會保障電腦系統已於2001年年中全面推行，而社署亦在年內獲批准撥款推行另一項主要的措施，在署內裝設一套技術基本設施及發展服務使用者資訊系統。社署也鼓勵及支持非政府機構進行相若的工作以提高成效，特別是在機構管治、重整業務和使用資訊科技等範疇。

Year 2001 was a year of capacity building. Facing the challenges ahead, the sector and its workers had to undergo continuous improvement and learning. With the objective of positioning Social Welfare Department for greater challenge, the Department had successfully delayered from its previous three-tiered structure into a streamlined headquarters and district office set-up in September 2001. The thirteen District Social Welfare Offices were strengthened to carry out district co-ordination and service planning, work closely with District Councils and local organizations, mobilise community support and promote greater mutual concern. The re-organisation had also seen the creation of a new Human Resource Management Branch to look after our most valuable asset – our staff. The Computerised Social Security System was fully implemented in the middle of 2001. Funding approval for another major initiative to establish a technical infrastructure in the Department and develop a Client Information System was obtained in April 2002. The Department encouraged and supported similar capacity building work amongst NGOs, notably in areas of corporate governance, business re-engineering and use of information technology.



探訪香港盲人輔導會  
A visit to Hong Kong Society for The Blind



鄧肇堅何添慈善基金致送撥款支票儀式  
Donation from Tang Shiu Kin and Ho Tim Charitable Fund





行政長官夫人董趙洪娉主持「編織送溫暖、網絡傳愛心」活動  
Mrs Betty Tung, wife of the Chief Executive officiated at the  
"Volunteer - Chain" Ceremony



一千名健全及弱智人士組成「行動列車」人龍創造健力士世界紀錄  
1,000 people with and without mental handicap in forming a  
"Action Train" to create a Guinness world record

在帶領部門和協助非政府機構渡過上述種種既深且廣的轉變時，我抱持的理念源自我對於我們所服務的社羣的關懷和同情，我對數以千計熱心人士在慈善機構擔任義務工作的衷心欣賞，以及我要使政府和非政府機構之間的伙伴關係和聯繫變得更為緊密而非疏遠的決心。我深信，我們在2001年共同奠下的基石，會讓我們穩步向前，並且作好準備為市民提供更佳的服務。

我謹藉此機會多謝立法會福利事務委員會全體委員、本署各事務委員會和諮詢委員會的委員、非政府機構及其職員、服務使用者和家長團體，以及本署全體職員。多蒙他們對我的信賴和不吝提出寶貴意見和給予支持，使2001年成為意義重大的一年。

林鄭月娥

社會福利署署長  
林鄭月娥

In taking the Department and assisting NGOs through these extensive changes, I am guided by a deep sense of passion and compassion for the people we serve, a profound appreciation of the voluntary service of thousands of men and women associated with charitable organisations at all levels and an unswerving commitment to strengthen rather than undermine the partnership and ties between Government and NGOs. I am confident that the foundation we together laid in 2001 would enable us to forge ahead in the future and equip ourselves to better serve the community.

Taking this opportunity, I would like to thank all Members of the Legislative Council Panel on Welfare Services, our advisers on the various boards and committees, NGO boards and staff, service users and parent groups, as well as staff in the Department for the trust they have placed in me and the advice and support generously offered to make year 2001 the year it was.

Carrielam

**Mrs. Carrie Lam**  
Director of Social Welfare

## 概覽 | An Overview



### 政策目標

香港一向致力關顧和支援弱勢社羣，這是我們彌足自豪之處。發展福利服務的主導原則，是要建立一個關懷互愛的社會，讓人人能夠自立自主、自尊自信、和諧共處和幸福快樂。

### POLICY OBJECTIVE

Hong Kong prides itself on caring for and supporting those least able to take care of themselves. The guiding principle in developing welfare service is to build a caring community with self-sufficiency, dignity, harmony and happiness.

在社會發展方面，政府有四個同等重要的責任。行政長官在2000年施政報告中指出，這四個責任是：一、提供達至一個人人都能夠參與公平競爭的社會環境，特別着重青少年的教育和健康成長、在職人士的知識和技術更新；二、對老弱傷殘人士提供一個資源充分的、物質和精神生活兼顧的基本安全網；三、對失業、低收入和其他弱勢社羣人士提供支援，並注意增強而不是削弱他們自力更生的意志；四、鼓勵一切有條件的個人和羣體發揚服務和仁愛精神，積極投入各種性質的志願工作，共創和諧及充滿活力的公民社會。

### 福利開支

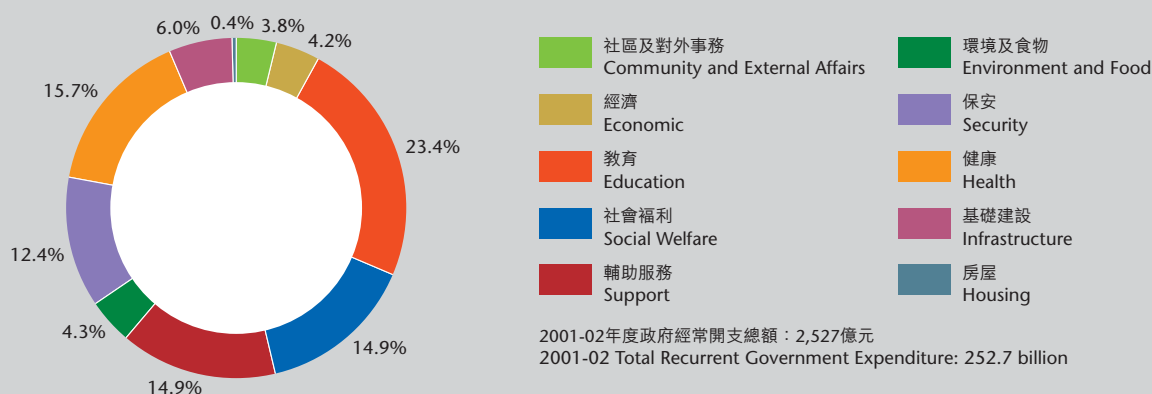
在2001-02年度，政府在社會福利方面的總經常開支達297億元，佔政府經常開支總額的14.9%，在各項政策範圍中位列第三。在297億元當中，69% (205億元) 用於經濟援助金，24% (72億元) 用於各項津助，而其餘 (20億元) 則用於部門開支。

Social welfare contributes to four areas of equal importance that lie within the Government's responsibility for social development. As enunciated in the Chief Executive's 2000 Policy Address, these four areas are: first, we have to create an environment where participation and fair competition are open to all, with special emphasis on the education and healthy development of the young, as well as upgrading the knowledge and skills of the workforce. Second, we have to put in place a well-resourced basic safety net to look after the physical and psychological well-being of the elderly, the infirm and the disabled. Third, we have to assist the disadvantaged, the poor and the unemployed with an emphasis on enhancing, not impeding, their will to be self-reliant. Fourth, we have to encourage those in our society with sufficient means to show their concern for the community by organising, participating in, or supporting different kinds of voluntary work so as to build a harmonious and energetic society.

### WELFARE EXPENDITURE

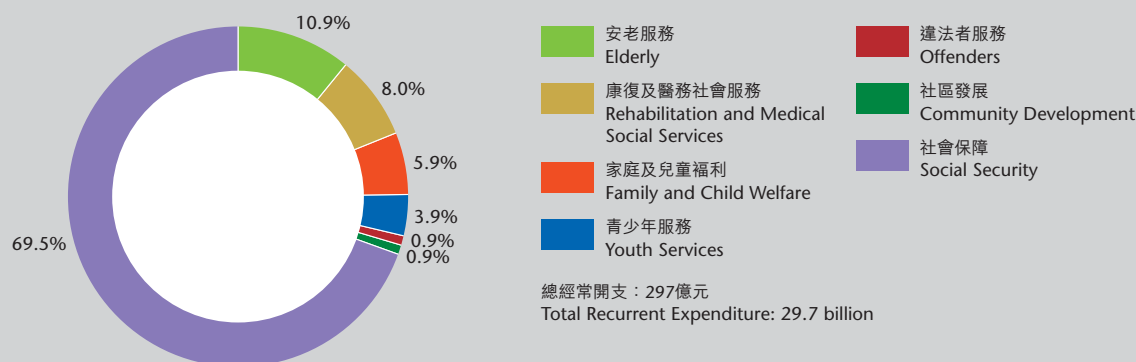
In 2001-02, total recurrent Government expenditure on social welfare reached \$29.7 billion, taking up 14.9% of the total recurrent Government expenditure and ranked third amongst the policy areas. Of the \$29.7 billion, 69% (\$20.5 billion) was spent on financial assistance payments, 24% (\$7.2 billion) on subventions, and the remainder (\$2 billion) on Departmental expenditure.

2001-02年度按政府政策組別劃分的政府經常開支  
Recurrent Government Expenditure by Policy Area Group 2001-02



# 概覽 An Overview

2001-02年度按服務性質劃分的社會福利開支  
Expenditure on Social Welfare by Programme 2001-02



獎券基金是用以資助非政府機構非經常開支的一大主要經費來源，設立基金的目的，是以六合彩的獎券收益資助社會福利服務的發展。在2001-02年度，基金共撥款9.83億元，資助多項非經常計劃。

### 社署重整架構

社署的架構於2001-02年度作出重大重整，以作好部署，應付在規劃和提供福利服務方面種種挑戰、滿足新的需求、以及與時並進、回應服務使用者的需要、提高效率 and 生產力。重整架構包括解散五個福利總辦事處，把原來的總部、總區和地區三層架構精簡為兩層；同時亦加強總部的發展能力，以便處理日益重要的工作範疇。這些建議已廣泛諮詢社署內部員工，亦先後徵詢各區區議會和立法會福利事務委員會的意見，而立法會財務委員會亦於2001年6月通過有關建議。新架構在2001年9月着手推行，並在2002年3月全面實施。

Established to finance the development of social welfare services through proceeds from the mark six lottery, the Lotteries Fund (LF) is a major source of capital funding for NGOs. Total commitments amounting to \$983 million were approved in 2001-02 to support a range of capital projects.

### RE-ORGANISATION OF SWD

The Social Welfare Department (SWD) underwent a major re-organisation during the year. The re-organisation aims to position SWD to meet new and greater challenges in the planning and provision of social welfare services, to cope with new demands, to increase responsiveness to users' needs and to enhance efficiency and productivity. The re-organisation had replaced the three-tiered headquarters, regional and district structure with a two-tiered one by disbanding the five regional offices, and created capacity in the headquarters to deal with emerging areas of significance. These proposals were extensively discussed within the Department. Consultations with District Councils (DC) and the Legislative Council (LegCo) Panel on Welfare Services took place before the proposals were approved by the LegCo Finance Committee in June 2001. Implementation of the new structure started in September 2001 and was fully completed by March 2002.





重整架構引進的改革之一，是在總部成立人力資源管理科，掌管人力資源管理職能，亦即職系管理、員工發展和訓練、為推動員工所需的文化轉變而提供的支援、及增強部門內5,300名不同專業人員成為一支克盡厥職，靈活應變的專業工作隊伍。

多個重組或新的專責事務處亦已在總部成立，包括：

- 牌照事務處，統一處理安老院牌照事務處、幼兒中心督導組和藥物倚賴者治療康復中心牌照事務處的發牌工作，確保可善用資源和專門知識；
- 臨床心理服務科，以及在家庭及兒童福利科轄下成立家庭暴力組，推行與家庭暴力有關的專門服務，包括以綜合方式處理虐兒、虐待長者、自殺及家庭內外的暴力問題；以及
- 一個直屬社署署長的小型機構事務處，在策略規劃、研究及統計、對外事務和顧客服務等範疇，為高層首長級人員提供支援。



Amongst the changes introduced in the re-organisation was the establishment of a Human Resource Management (HRM) Branch in the headquarters to assume HRM functions, i.e. grade management, staff development and training, support for the necessary cultural change amongst staff, and to further develop SWD's 5,300 multi-disciplinary staff into a professional, dedicated and versatile workforce.

A number of new and re-organised functional offices were also set up in the headquarters. These include :

- a central Licensing Office amalgamating the licensing functions of the Licensing Office of Residential Care Homes for the Elderly, Child Care Centre Advisory Inspectorate and Licensing Office of Drug Dependents Treatment Centres to ensure optimal utilisation of resources and expertise;
- a Clinical Psychology Service Branch, and a Domestic Violence Section under the Family & Child Welfare Branch to develop specialised services in the work related to domestic violence, covering an integrated approach on child abuse, elderly abuse, suicides and violence both within and outside the family; and
- a small Corporate Affairs Office under the Director, supporting the senior directorate in strategic planning, research and statistics, external affairs and customer service.

## 概覽 An Overview



重整架構的一個主要目標，就是擴大部門的地區福利專員的職能，以加強社署對地區需要的回應。除了把福利專員的職級提升至首席社會工作主任職級外，亦調派更多員工執行前線工作。福利專員提升的職能包括以下方面：

- 規劃地區層面的福利服務，使服務能切合當地社區的需要；
- 與區議會、有關的政府部門和地區組織密切合作，協力在區內推行社會福利政策；
- 與區內非政府機構協調，以便可因應區內市民對福利服務的需要，提供所需的服務；
- 在區內建立一個更積極主動的外展網絡，幫助有需要的人仕和弱勢社羣；以及
- 監督和管理區內各中央服務單位。

為執行提升的職能，地區的青年事務辦事處和康復及安老事務處已經合併，而小組工作部也作出重整，組成為策劃及統籌小組、家庭支援資源中心及家庭支援網絡隊。各區的重整工作已在2002年3月完成。

One main objective of the re-organisation is to strengthen the Department's District Social Welfare Officers (DSWOs) to increase our responsiveness to local needs. Apart from upgrading the DSWOs to the Principal Social Work Officer rank, more staff were deployed to the frontline operations. DSWOs assumed enhanced responsibilities in the following aspects :

- planning welfare services on a district basis to meet local community needs;
- collaborating with the District Councils (DCs), related Government departments and district organisations to facilitate the implementation of social welfare policies in the district;
- co-ordinating with NGOs in the district in respect of delivery of services in meeting the welfare needs of the local community;
- establishing a more proactive social outreaching network in the district to help the needy and the disadvantaged; and
- administering and managing centralised operational units.

To take forward its enhanced roles, district Planning and Co-ordinating Teams (PCTs), Family Support Resources Centres (FSRCs) and Family Support Networking Teams (FSNTs) were formed by merging the Youth Offices and Rehabilitation and Elderly Offices and refocusing the Group Work Units (GWUs). The work was completed in all districts by March 2002.



### 控制公務員人數的增長

社署採取積極主動的方式，重新研究所負責的事務及盡可能把若干直接服務轉交給非政府機構營辦，以便專注於策略工作和核心事務。部門的職員編制因此而受到控制，以符合政府推行小政府的方針。在今年度，社署關閉了戴麟趾夫人日間幼兒園、九龍廚房，並把學校社工單位轉交給非政府機構營辦。社署的職員編制亦因上述和其他措施由2000年底的5,644人減至2002年3月的5,347人，期間無需要裁員。

### 社會保障改革

政府一向致力提供一個資源充足的安全網，確保市民在有需要時獲得適當的支持，而同時協助有經濟困難的人自力更生。在今年度，社署繼續在自力更生支援計劃下推行積極就業援助計劃，協助失業和低收入的综合社會保障援助(下稱「綜援」)受助人自力更生。截至2002年3月底，積極就業援助計劃參加者中累積計算共有13%已找到工作，而在以往的安排下，每年找到工作的成功率僅約1%。



### CONTAINING SIZE OF THE CIVIL SERVICE

The Department had adopted a proactive approach to re-examine its activities and as far as practicable, hive off certain direct services to NGOs so as to focus more on strategic work and core business. This had also resulted in containing the size of the Department's establishment, in line with the objective of a small government. During the year, the Department had closed the Lady Trench Day Nursery, the Kowloon Kitchen and transferred to NGOs the school social worker units. As a result of these and other measures, the establishment of the Department was reduced from 5,644 in end 2000 to 5,347 in March 2002. All these were achieved without any staff redundancy.

### SOCIAL SECURITY REFORM

The Government is committed to providing a well-resourced safety net that helps people to help themselves while ensuring a proper level of support in times of need. During the year, the Department continued its efforts to help unemployed and low-income CSSA recipients become self-reliant through the Active Employment Assistance (AEA) Programme under the Support for Self-reliance Scheme. As at end March 2002, on a cumulative basis, 13% of the participants in the AEA Programme had found a job, compared with the success rate of about 1% per year under previous arrangements.



## 概覽 An Overview

為了加強積極就業援助計劃，社署委託非政府機構為特定類別的綜援受助人和社會上其他弱勢社羣開辦切合他們需要的就業援助計劃。當中，特別就業見習計劃為參加者提供輔導、培訓、就業見習、就業安排和就業後跟進等服務；而深入就業援助基金資助的計劃，則為特定類別的綜援受助人和有工作障礙的人士提供切合他們需要的深入就業援助。

### 津助改革

整筆撥款津貼制度在2001年1月1日正式推行。這項制度旨在透過更靈活調配資源，改善提供福利服務的模式。截至2001-02年度結束，共有127間非政府機構選擇了這項新的津助模式，而這些機構所獲資助佔資助總額的90%。由社署署長出任主席的整筆撥款督導委員會於2001年2月成立，監督整筆撥款制度的實施，包括處理員工的投訴。此外，「業務改進計劃」資助計劃亦於2001年8月展開，協助非政府機構在整筆撥款資助模式下改善其架構、運作程序和對福利需求的回應。其他津助改革包括推行「服務表現監察制度」的最後階段，

To reinforce the AEA Programme, NGOs were commissioned to run appropriate and tailor-made employment assistance programme for specific groups of CSSA recipients and other socially disadvantaged groups. The Special Job Attachment Programme (SJAP) provided counselling, training, job attachments, and job placement and post-placement services for participants while projects financed by the Intensive Employment Assistance Fund (IEAF) provided intensive employment assistance tailored to the needs of specific groups of CSSA recipients and those who faced particular barriers to work.

### SUBVENTIONS REFORM

The Lump Sum Grant (LSG) Subvention system, which aimed to improve the delivery of welfare services through greater flexibility in resources deployment, was formally introduced on 1 January 2001. By the end of 2001-02, 127 NGOs had switched to the new funding mode, covering 90% of the total subventions. A Lump Sum Grant Steering Committee under the chairmanship of DSW was set up in February 2001 to help monitor the implementation of LSG including handling of staff complaints. A Business Improvement Project funding scheme was launched in August 2001 to assist NGOs to improve their structure, process and responsiveness under the LSG environment. Other subvention reforms included the implementation of the final phase of the Service Performance Monitoring System (SPMS) which provided a full set of clear and well-defined







制定整套清晰明確的標準，用以評估福利服務的質素；以及一個用以分配新福利服務單位的修訂架構，着重服務質素、創新性和成本效益，包括以競投方式為安老院舍甄選營辦機構。這些革新措施已在社會福利界引發迴響，帶出有關社會企業精神的討論；並推動業界在提供福利服務時爭取更大的成本效益和工作效率。

為了配合津助改革，基金的運作程序於2001年9月重整，使獎券基金的運用更靈活、更有效率和更創新。根據新修訂的程序，非政府機構如為新設及重置的服務單位進行裝修工程及購買傢具會獲批整筆撥款，而為其受資助單位進行小型工程及添置傢具和設備，則會獲批周年整筆補助金。整套採購及物料管理程序已經簡化及落實執行。詳列修訂安排的《獎券基金手冊》已於本年度分發，隨後舉行簡報會，向有關人士詳細解釋新的程序及安排。

standards for assessing the quality of welfare services, and a revised framework for allocating new welfare service units which placed emphasis on quality, innovation and value for money, including the use of competitive bidding in residential care services for the elders. These reforms had resulted in emerging discussions on social entrepreneurship in the social welfare sector and a drive for higher cost-effectiveness and efficiency in the delivery of welfare services.

To complement the subventions reform with a view to promoting flexibility, efficiency and innovation in the use of LF, a set of revamped procedures was introduced in September 2001. Under the revised procedures, lump sum grants are allocated for fitting-out and furnishing new and reprovisioned service units, annual Block Grants are provided to NGOs for minor works and replenishment of furniture and equipment for their subvented units, and rationalized procurement and stores management procedures are put in place. A Lotteries Fund Manual detailing the revamped arrangements was issued during the year following which briefing sessions were conducted for all stakeholders.

## 社會保障 | Social Security

### 目標

在本港，社會保障的目的，是幫助社會上需要經濟或物質援助的人士，應付基本及特別需要。

### OBJECTIVE

Social security in Hong Kong aims to meet the basic and special needs of members of the community who are in need of financial or material assistance.



## 服務內容

社會福利署推行無需供款的社會保障制度，達致上述目標。這個制度包括綜合社會保障援助（綜援）計劃、公共福利金計劃、暴力及執法傷亡賠償計劃、交通意外傷亡援助計劃及緊急救濟。符合資格的綜援長者如選擇到廣東省養老，可繼續領取援助金。此外，有關援助金方面的上訴，由社會保障上訴委員會負責處理；該委員會是一個獨立組織。

### 自力更生支援計劃

自力更生支援計劃的目的是鼓勵和協助失業綜援申請人尋找有薪工作，自食其力。這個計劃有三個主要部分：

- 積極就業援助 —— 透過提供個人服務，鼓勵和協助失業的申請人積極尋找工作；
- 社區工作 —— 透過安排參予無薪社區工作，協助失業的申請人加強自尊、自信和培養工作習慣，為將來就業做好準備；及
- 豁免計算入息 —— 透過豁免計算部份入息，鼓勵申請人繼續工作。

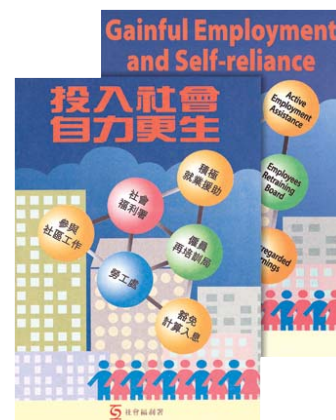
## SERVICES

The above objective is achieved through a non-contributory social security system administered by SWD. It comprises the CSSA Scheme, Social Security Allowance (SSA) Scheme, Criminal and Law Enforcement Injuries Compensation (CLEIC) Scheme, Traffic Accident Victims Assistance (TAVA) Scheme and Emergency Relief. Elderly CSSA recipients who meet the prescribed criteria can continue to receive cash assistance under the CSSA Scheme if they choose to retire permanently in Guangdong. In addition, the Social Security Appeal Board, an independent body, handles appeals against the Department's decisions on social security payments.

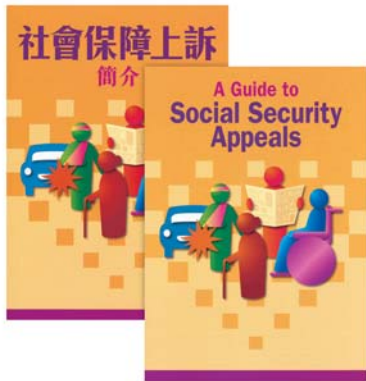
### Support for Self-reliance (SFS) Scheme

The SFS Scheme aims at encouraging and assisting unemployed CSSA recipients towards paid employment and self-reliance. The Scheme consists of three main components:

- The Active Employment Assistance programme – through the provision of personalized service to encourage and help the unemployed recipients to find work;
- The Community Work programme – through the arrangement of unpaid community work to help the unemployed recipients to build up their self-esteem and work habit, and prepare for rejoining the workforce in future; and
- Disregarded earnings – through the provision of an incentive, by disregarding part of their income, to encourage recipients to continue working.



社會保障 Social Security



社會保障辦事處  
Social Security Field Unit



職員樂於解答市民查詢  
Staff handling public's enquiry

**全年重點**

除了在概覽介紹的為健全失業綜援受助人尋找工作自力更生支援計劃的成績外，社署於2001-02年度在推行為領取綜援的單親家長而設的欣葵計劃、新的社會保障電腦系統、防止詐騙與風險管理方面，都有重要的進展。

**欣葵計劃**

欣葵計劃於2002年3月推行，旨在協助領取綜援而子女年幼的單親家長能自食其力及更能融入社會。這個計劃包括一系列服務：自願性質的就業支援計劃、更集中及具協調性的服務，例如更完善的照顧幼兒服務、家庭教育、支援活動及外展等。欣葵計劃的其中一項特色，便是把有年幼子女的單親家長的每月豁免計算工作入息增加至2,500元，從而進一步鼓勵他們工作。



**HIGHLIGHT OF THE YEAR**

Besides the achievement in enhancing self-reliance amongst able-bodied CSSA recipients through the SFS scheme as described in the Overview chapter, significant progress had also been made in 2001-02 in the launching of the Ending Exclusion Project for single-parent CSSA recipients, computerisation of work processes, fraud prevention and risk management.

**Ending Exclusion Project**

An Ending Exclusion Project was launched in March 2002 to help single-parent CSSA recipients with young children become more self-reliant and socially inclusive. This Project comprised a voluntary employment assistance programme and more focused and better co-ordinated services, including strengthened child care arrangements, family education, supportive programmes and outreaching services. As part of the Project, single parents with young children were allowed a higher level of monthly disregarded earnings of up to \$2,500 under the CSSA Scheme to provide a greater incentive to take up a paid job.



### 社會保障電腦系統

社會保障電腦系統於2000年10月起展開應用，系統能支援社會保障個案的處理及自動更新個案的主要項目，以確保有關款項準時發放給領取人士。社會保障電腦系統於2001-02年全面使用，大大改善了管理社會保障計劃的效率。

### 防止詐騙與風險管理

在2001-02年內，社署透過加強調查以打擊詐騙及濫用福利援助的行為，以確保社會保障制度的完整性。在編制上增加了80%的人手加強特別調查組處理舉報詐騙個案及進行抽樣調查，與設立「資料核對組」集中處理與有關政府部門及機構經過資料核對後而需要跟進的個案。

另外，本署於2001年年底完成社會保障計劃的風險管理研究。將於來年根據該研究報告的建議，考慮採用風險管理方法管理社會保障計劃。

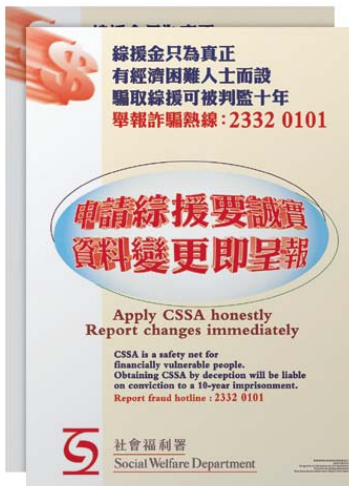
### Computerised Social Security System (CSSS)

First rolled out in October 2000 to support the processing of social security cases and automate key activities thereby ensuring prompt payments to recipients, the CSSS was fully implemented during the year, significantly improving the efficiency in the administration of social security schemes.

### Fraud Prevention and Risk Management

During the year the Department enhanced its efforts to preserve the integrity of the social security system by reducing fraud and abuse and stepping up investigation. Manpower deployed to this area of work increased by 80% with the strengthening of the Special Investigation Teams to investigate reported fraud cases and conduct random checks, and formation of a Data-Matching Team to handle all cases with irregularities identified through data matching with relevant Government departments and organisations.

At the same time, a risk management study on the social security schemes was completed at the end of 2001. In the coming year, consideration will be given to adopting a risk management approach in the administration of social security schemes based on the recommendations of the study.



社會保障電腦系統全面使用  
Computerized Social Security System  
fully implemented

求職資訊區為綜援受助人提供就業市場及其他相關資料  
The Active Employment Assistant Corner provides  
CSSA recipients with labour market and other  
related information

社會保障 Social Security

統計資料

綜援計劃

截至2002年3月底，綜援個案有247,192宗，受助人數約為411,000人。綜援個案數目有上升的趨勢，其中以失業理由申請綜援的個案尤為顯著。

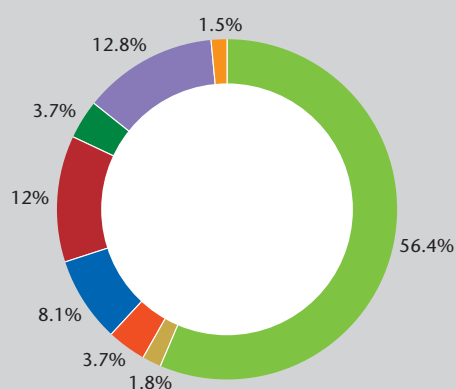
上述247,192宗個案的類別分析如下：



STATISTICS

CSSA Scheme

As at end March 2002, the number of CSSA cases was 247,192 and the number of recipients was about 411,000. CSSA cases were on an increasing trend, particularly in the unemployment category. Analysis of these 247,192 cases by nature is as follows:

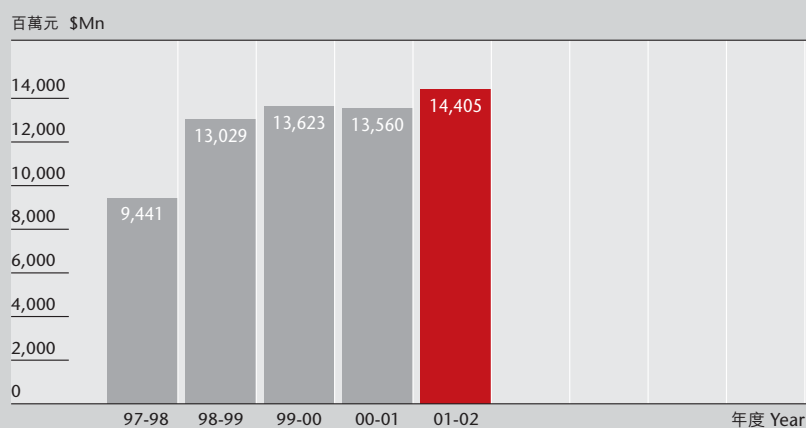


高齡 Old Age	139,288	單親 Single Parent	29,534
肢體傷殘、失明及失聰 Physically Disabled, Blind and Deaf	4,520	低收入 Low Earnings	9,140
精神病患者 Mentally Ill	9,208	失業 Unemployment	31,602
健康欠佳 Ill-health	20,082	其他 Others	3,818

在2001-02年度，根據計劃發放的款項達144.05億元。由1997-98至2001-02年度每年的總開支如下：

A total of \$14,405 million was paid out under the Scheme during 2001-02. The total expenditure for the years 1997-98 to 2001-02 is as follows:

綜合社會保障援助全年總開支  
CSSA Annual Total Expenditure





公務員事務局局長王永平參觀社會保障辦事處  
SCS, Mr Joseph Wong visited a field unit



中央個案記錄貯存室  
Central Casefile Depository

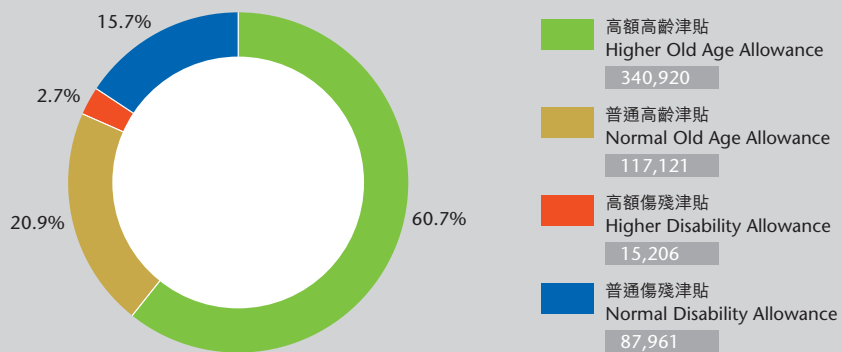


**公共福利金計劃**

截至2002年3月底，公共福利金個案共有561,208宗，個案分類數字如下：

**SSA Scheme**

As at end March 2002, the number of SSA cases was 561,208. A breakdown of these cases is as follows:





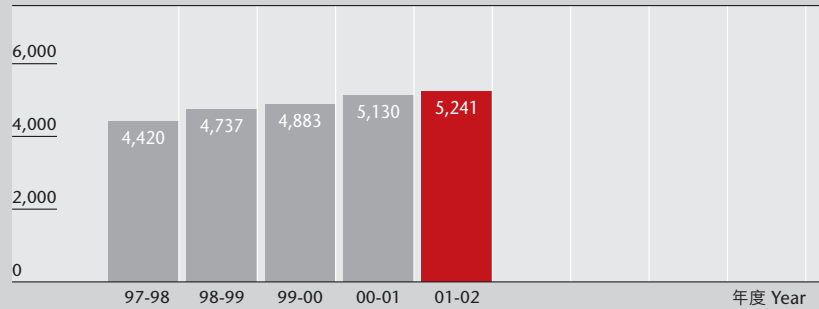
## 社會保障 Social Security

在2001-02年度，根據計劃發放的款項達52.41億元。由1997-98年度至2001-02年度每年的總開支如下：

A total of \$5,241 million was paid out under the Scheme during 2001-02. The total expenditure for the years 1997-98 to 2001-02 is as follows:

公共福利金計劃全年總開支  
SAA Annual Total Expenditure

百萬元 \$Mn



### 暴力及執法傷亡賠償計劃

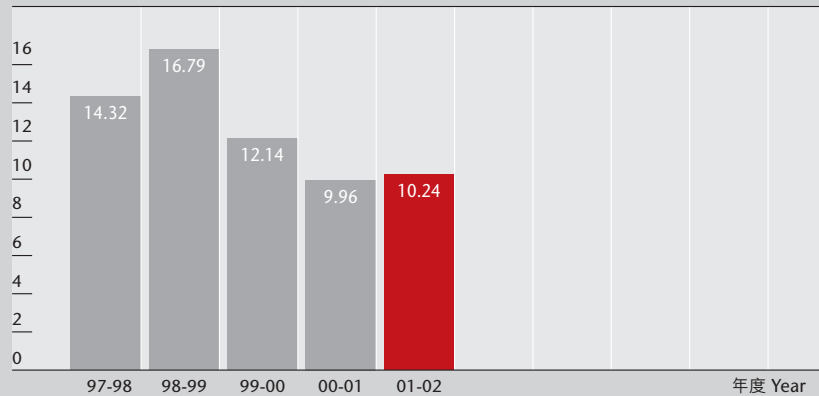
在2001-02年度，根據計劃發放的款項共1,024萬元，受助個案數目為633宗。由1997-98年度至2001-02年度，每年的總開支如下：

### CLEIC Scheme

During 2001-02, a total of \$10.24 million was paid out under the Scheme to 633 cases. The total expenditure for the years 1997-98 to 2001-02 is as follows:

暴力及執法傷亡賠償計劃全年總開支  
CLEICS Annual Total Expenditure

百萬元 \$Mn



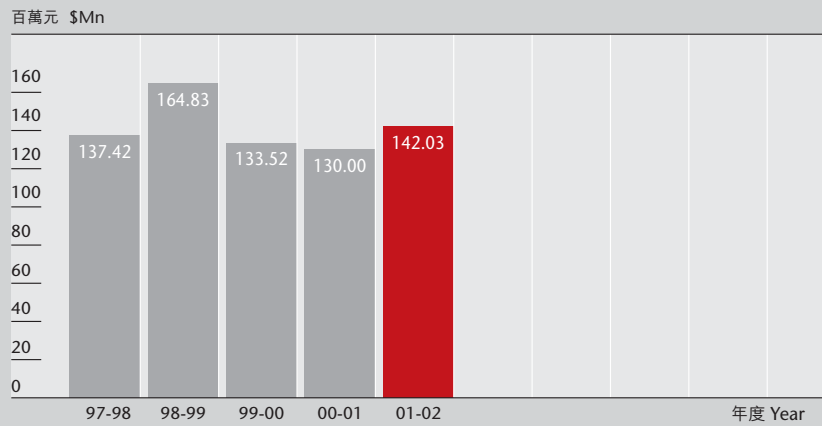
**交通意外傷亡援助計劃**

在2001-02年度，根據計劃發放的款項共1.42億元，受助個案數目為6,662宗。由1997-98年度至2001-02年度，每年的總開支如下：

**TAVA Scheme**

During 2001-02, a total of \$142.03 million was paid out under the Scheme to 6,662 cases. The total expenditure for the years 1997-98 to 2001-02 is as follows:

交通意外傷亡援助計劃全年總開支  
TAVAS Annual Total Expenditure



## 家庭服務 | Family Services

### 目標

家庭及兒童福利服務的目標，是維繫和加強家庭凝聚力，促使家庭和睦，協助個人和家庭預防或應付問題，並為未能自行應付需要的家庭提供協助。

### OBJECTIVE

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





**方法**

社署採取三管齊下的方式，為家庭提供一系列預防、支援和專門服務，包括：

- 第一層 —— 預防問題和危機：舉辦宣傳、教育和自強活動，及早識別問題家庭；
- 第二層 —— 一系列的支援服務：由發展計劃至深入輔導；及
- 第三層 —— 專門服務和危機介入：如家庭暴力、虐兒和自殺。

**支援家庭的三層服務及統計數字  
(2001-02年度)**

**APPROACH**

The Department has adopted a three-pronged approach to provide a continuum of services to support families. This includes :

- at the primary level, prevention of problems and crises: publicity, education empowerment, early identification;
- at the secondary level, a range of support services : from developmental programmes to intensive counselling; and
- at the tertiary level, specialised services and crisis intervention e.g. domestic violence, child abuse, suicide.

**Services and Statistics (2001-02) under  
the Three-pronged Approach:**

**第一層 Primary Level**

「家庭動力迎挑戰」宣傳運動  
"Empowering Families to Face  
Challenges" publicity campaign

- 2次開展禮  
2 kick-off ceremonies
- 10輯電台節目  
10 radio programmes
- 8輯實況劇集  
8 TV docudramas
- 32個地區活動  
32 district programmes

- 1,450人出席  
1,450 participants
- 122個諮詢電話(轉介14宗個案)  
122 callers (14 referrals made)
- 30,802人出席  
30,802 participants

家庭生活教育  
Family Life Education (FLE)

- 79個單位  
79 units

- 5,167個活動  
5,167 programmes
- 308,333人出席  
308,333 participants

家庭教育(試驗計劃)  
Family Education (pilot project)

- 5個計劃  
5 projects

- 578個活動  
578 programmes
- 8,611個家庭接受服務  
8,611 families served

家長教育  
Parent Education

- 與母嬰健康院合辦74個講座和25個支援小組  
74 talks and 25 supportive groups in  
Maternal & Child Health Centres (MCHC)

部門熱線  
Departmental Hotline

- 1條主線 — 8條分線  
1 line – 8 extensions

- 共接獲210,246宗查詢  
210,246 calls received

家庭求助熱線  
Family Help-line

- 1條主線  
1 line

- 共接獲12,149宗求助來電  
12,149 calls received

家庭支援網絡隊  
Family Support Networking Team (FSNTs)

- 14隊(於2002年1月1日成立)  
14 teams (commencing on 1.1.2002)

## 家庭服務 Family Services

### 第二層 Secondary Level

家庭服務中心 Family Services Centres (FSCs)	■ 65間中心 65 centres	■ 共處理85,954宗個案 85,954 cases served
單親中心 Single Parent Centres	■ 5間中心 5 centres	■ 2,974個單親家庭接受服務 2,974 families served
新來港定居人士服務中心 Post-migration Centres	■ 8間中心 8 centres	■ 15,233位新來港定居人士接受服務 15,233 new arrivals served
家庭指導服務 Family Aide Service	■ 44個家務指導員 44 workers	■ 共處理2,388宗個案 2,388 cases served
家庭支援及資源中心 Family Support and Resource Centres (FSRCs)	■ 20間中心(於2002年1月1日開始) 20 centres (commencing on 1.1.2002)	—
家居照顧示範及資源中心暨護老者支援中心 Family Care Demonstration and Resource Centre cum Carers' Support Centre	■ 1間中心 1 centre	■ 299節訓練/活動項目 299 training/programme sessions

### 第三層 Tertiary Level

家庭危機支援中心 Family Crisis Support Centre	■ 1間中心(第一期不受地點限制的服務包括熱線服務於2001年11月開展；全面中心服務包括短期住宿服務於2002年3月開展) 1 centre (non-premises tied service including hot-line service commencing in November 2001, full operation of centre including short-term accommodation service commencing in March 2002)	■ 共接獲3,905宗來電 3,905 calls received
珍愛生命 — 預防長者自殺計劃 Joint Project on Prevention of Elder Suicide	■ 1個計劃(由2001年12月開展) 1 project (commencing in December 2001)	■ 共接獲307宗查詢/求助來電 307 calls received ■ 共處理20宗個案 20 cases served
婦女庇護中心 Refuge Centres for Women	■ 4間中心(第四間庇護中心自2002年3月投入服務) 4 centres (the fourth refuge centre commencing in March 2002)	■ 全年平均入住率為95% 95% average utilisation rate ■ 共處理763宗個案 763 cases served
保護家庭及兒童服務課* Family and Child Protective Services Units (FCPSUs)*	■ 5隊 5 units	■ 4,356個家庭接受服務 4,356 families served ■ 共為266宗懷疑虐待兒童個案與警方進行聯合調查 266 joint investigations with police
監護兒童事務課* Child Custody Services Units (CCSUs)*	■ 2隊 2 units	■ 共完成750個家庭背景調查報告 750 social enquiry reports ■ 共處理908宗個案 908 cases served
防止虐待長者計劃 Projects on Prevention of Elder Abuse	■ 3個計劃(2個由2001年4月開展服務，1個由2002年2月開展) 3 projects (2 commenced in April 2001 and 1 commenced in February 2002)	■ 共處理61宗個案 61 cases served ■ 舉辦53節義工訓練 53 volunteer training sessions ■ 舉辦181個社區教育活動 181 community education programmes
協助露宿者計劃 Projects for Street Sleepers	■ 3個計劃 3 projects	■ 201個案離開街頭 201 cases to live off street ■ 120個案獲安排就業 120 cases matched with jobs

\*保護家庭及兒童服務課和監護兒童事務課已於2002年3月25日合併為五個以區域為本的保護家庭及兒童服務課  
\*The FCPSUs and CCSUs were amalgamated to form five regional-based FCPSUs on 25 March 2002



家庭生活教育網頁啟用  
Launching of Family Life Education Website



向晴軒  
Family Crisis Support Centre



## 全年重點

### 由分割割離轉為綜合服務

綜合家庭服務中心、家庭支援及資源中心和家庭支援網絡隊

為了更有效地協調服務，訂定服務需要的優先次序，以及更有效和全面地去協助解決家庭所面對的困難，社署根據一項全面的家庭服務檢討的建議，以嶄新的服務模式推行綜合家庭服務。綜合家庭服務中心把家庭服務與社區服務結合，提供一系列的預防、支援和輔導服務，以切合家庭轉變中的需要。社署已選取十五間綜合家庭服務中心由2002年4月開始為期兩年的先導計劃，並委任香港大學於兩年試驗期內檢討綜合家庭服務中心的成效。

綜合家庭服務中心由家庭資源組、家庭支援組和家庭輔導組，以綜合和協作各類現存的家庭服務，如家庭服務中心、家庭資源及活動園地、家庭生活教育及其他社區支援單位而組成。



## HIGHLIGHT OF THE YEAR

### From Fragmentation to Integration

Integrated Family Service Centre (IFSC), Family Support and Resource Centre (FSRC), and Family Support Networking Team (FSNT)

Based on a review on family services which aims to achieve better co-ordination of existing family services and re-prioritise them to address problems faced by families in a holistic and effective way, a new service delivery model of Integrated Family Service Centre (IFSC) was introduced. The IFSC integrates family services with community-based services to provide a continuum of preventive, supportive and remedial services to meet changing family needs. Fifteen IFSCs were pioneered for a two-year period from April 2002. The University of Hong Kong had been commissioned to evaluate the effectiveness of the IFSC model during the two-year pilot period.

The model structure of an IFSC comprises a Family Resource Unit, a Family Support Unit and a Family Counselling Unit. These IFSC services were created through integrating and synergizing services provided through existing FSCs, FSRCs, FLE units and other community support services through either the same operator merging the various service units or two or more operators forming a strategic alliance.

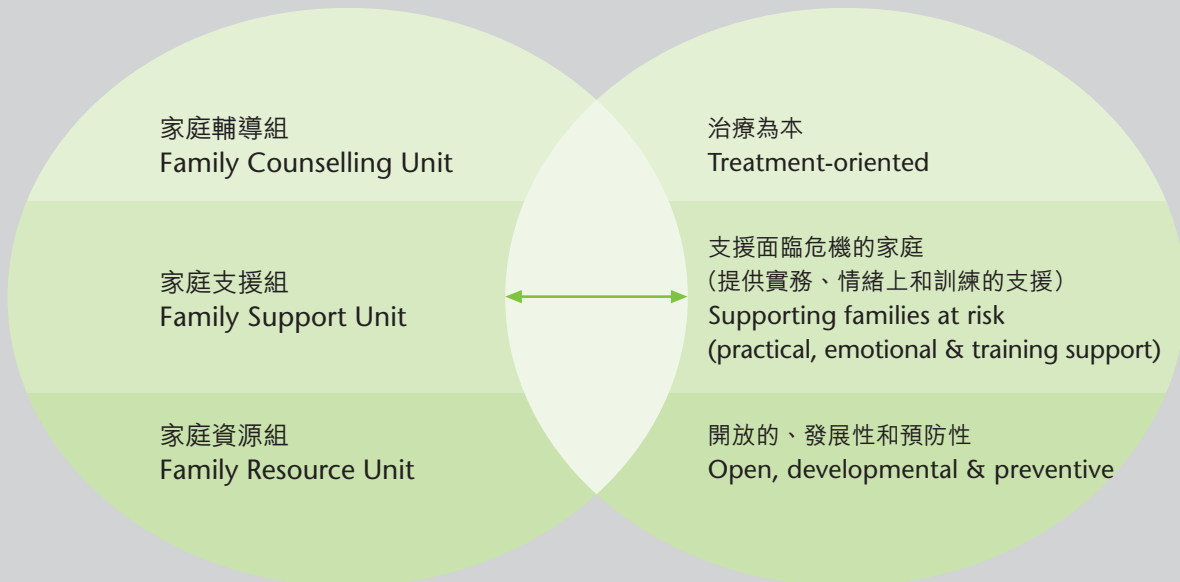


## 家庭服務 Family Services

如服務單位屬於同一機構，便合併一同運作；如屬於不同機構管理的服務單位則結合為策略性聯盟。在綜合家庭服務中心，顧客將得到適切的支援以滿足他們的服務需要。例如，缺乏管教孩子技巧的家長可在家庭資源組接受發展性及教育性的服務，而有嚴重婚姻問題的夫婦則可在家庭輔導組接受治療性的輔導服務。人力資源將會適當地由同一綜合家庭服務中心調配到各組別。

Customers at an IFSC will receive appropriate level of support best meeting their needs. For example, parents lacking parenting skills can receive developmental and educational services at the Family Resource Unit while spouses with severe marital problems can attend treatment oriented services at the Family Counselling Unit. Staffing resources at one IFSC will be deployed accordingly.

綜合家庭服務中心的模式  
Model Structure of Integrated Family Service Centre



**由獨立分割轉為跨界別合作**

綜合家庭服務中心須與社區及社會服務系統結合為合作伙伴。它的結合模式如下：

**From Compartmentalisation to Cross-sector Collaboration**

These IFSCs have to work in partnership with the community and other social service systems. This partnership is illustrated as follows:

與社區及社會服務系統的關係

Partnership with Community and Social Service System



# 家庭服務 Family Services



「家庭動力迎挑戰」宣傳運動  
“Empowering Families to Face Challenges” publicity campaign



出席宣傳運動嘉賓接受傳媒訪問  
Guests interviewed by media

## 預防家庭悲劇、家庭暴力和自殺

### 「家庭動力迎挑戰」

為加強積極生命態度，強化家庭，並鼓勵大眾面對逆境，自強不息，社署於2001年12月2日展開「家庭動力迎挑戰」宣傳活動。內容包括兩個開展禮、十輯電台節目及八輯實況劇集分別於2001年12月至2002年7月期間播出。除此之外，亦有製作電台、電視宣傳片，海報及地區活動。

### 家庭危機支援中心

為加強對危機家庭的支援，以防止家庭慘劇發生，社署委託香港明愛營辦全港首間的家庭危機支援中心。這中心全年提供24小時的綜合服務，包括設有24小時熱線(18288)，外展及即時介入，以及短期住宿服務等。中心已於2002年3月全面投入服務。



## To Combat Family Tragedies, Family Violence and Suicide

### Empowering Families to Face Challenges

To promote positive values towards life, strengthen families and enhance people's resilience in coping with stress, a publicity campaign on “Empowering Families to Face Challenges” was launched on 2 December 2001. The campaign included ten radio programmes, eight TV docudramas broadcasted from December 2001 to July 2002, two kick-off ceremonies, radio and TV Announcement of Public Interest, promotional leaflets and posters, as well as district programmes.

### Family Crisis Support Centre

To strengthen support to families in crisis with the specific objective of preventing family tragedies, Caritas – Hong Kong was selected to operate a Family Crisis Support Centre, which is the first of its kind in Hong Kong. Operating on a 24-hour basis, the Centre provides an integrated package of services including a 24-hour hotline (18288), outreach and prompt intervention and short-term overnight accommodation. The Centre came into full operation in March 2002.





### 自殺危機處理中心

獎券基金於2001年10月撥款1,060萬元，資助香港撒瑪利亞防止自殺會以三年試辦形式設立自殺危機處理中心。中心為身處危機和有高/中度自殺危機的人士提供24小時外展和危機介入/深入輔導的服務。該中心於2002年4月分階段開展服務。

### 婦女庇護中心

現有的三間婦女庇護中心共有120個名額，為遭受家庭暴力的女受害人和面對嚴重個人及家庭問題的婦女及其子女提供短期住宿。社署已委託保良局營辦第四間婦女庇護中心。新中心於2002年3月開始分期投入服務，提供42個婦女及兒童名額。

### 保護家庭及兒童服務課

為進一步加強及整合保護家庭及兒童服務，社署由2002年3月起，把五個保護家庭及兒童服務課及兩個監護兒童事務課合併為五個區域專責辦事處，名稱沿用保護家庭及兒童服務課(香港)、保護家庭及兒童服務課(東九龍)、保護家庭及兒童服務課(西九龍)、保護家庭及兒童服務課(東新界)及保護家庭及兒童服務課(西新界)。

### Suicidal Crisis Centre

A Lotteries Fund grant of \$10.6 million was approved in October 2001 for the Samaritan Befrienders Hong Kong to set up a Suicidal Crisis Centre on a three-year pilot basis to provide round-the-clock outreach service and crisis intervention/intensive counselling to those who are in crisis situation and at high/moderate suicidal risks. The Centre will commence service by phase in April 2002.

### Refuge Centre for Women

The three existing refuge centres for women provide 120 short-term temporary residential places to female victims of domestic violence and needy women and their children who have serious personal or family problems. Po Leung Kuk was selected to operate the fourth refuge centre with a capacity for 42 women and children. The centre commenced operation by phases starting from March 2002.

### Family and Child Protective Services Units

To further strengthen and integrate family and child protective services, the Department's five Family and Child Protective Services Units (FCPSUs) and two Child Custody Services Units (CCSUs) were amalgamated in March 2002 to form five regional specialised units while retaining the names of FCPSU(HK), FCPSU(EK), FCPSU(WK), FCPSU(NTE) and FCPSU(NTW).



向晴熱線  
24-hour hotline service



## 家庭服務 Family Services

為了加強管理、督導及提升服務的專門性及專業發展，每個保護家庭及兒童服務課均設立一名高級社會工作主任職位，擔任督導工作。除了該職位之外，保護家庭及兒童服務課自2001年4月以來合共增加了19名社會工作者，處理日益增加的服務需求。此外，保護家庭及兒童服務課採用雙社工手法處理複雜的個案，並聯同臨床心理服務課制訂個案危機評估和甄別工具，及增強為受害者和施虐者(特別是男性施虐者)提供的深入個案和小組治療服務。

### 「珍愛生命 —— 預防長者自殺計劃」

社署聯同香港社會服務聯會及香港老年精神科學會於2001年中開展了一個為期三年的「珍愛生命 —— 預防長者自殺計劃」。該計劃內容包括社區教育活動、電話熱線服務、義工探訪、社工輔導、老人精神科的醫務介入及治療及將於2003年舉行的亞太地區研討會。

### 「防止虐待長者計劃」

社署於2001年8月成立一個跨專業虐老問題工作小組，成員包括安老事務委員會委員、衛生福利局、衛生署、法律援助署、警務處、醫院管理局、香港社會服務聯會的代表及一位香港大學教授。工作小組的職責包括探討長者被虐待的有關問題，以及提議有關處理虐老問題的策略。

To strengthen supervisory and management support and to enhance service specialisation and professional development, one Senior Social Work Officer post was created for each FCPSU. Apart from strengthened supervision, a total of 19 social workers were added to these units to cope with increasing demand since April 2001. The FCPSUs adopt a co-worker approach in handling complicated cases, develop risk assessment and screening tools in collaboration with the Clinical Psychology Units and enhance services for victims and batterers, particularly male batterers through intensive casework and group work services.

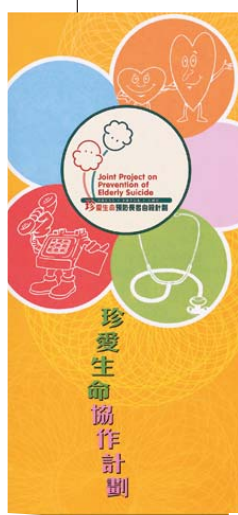
### Joint Project on Prevention of Elderly Suicide

The Department launched a three-year Joint Project on Prevention of Elderly Suicide with the HKCSS and Hong Kong Psychogeriatric Association in mid-2001. The project includes community education programmes, hotline services, volunteers/befriending service, counselling, psychogeriatric intervention and treatment; and an Asia-Pacific Regional Conference to be held in 2003.

### Projects on Prevention of Elder Abuse

The Working Group on Elder Abuse convened by the Department and attended by representatives from Elderly Commission, Health and Welfare Bureau, Department of Health, Legal Aid Department, Hong Kong Police Force, Hospital Authority, HKCSS and a professor of University of Hong Kong was set up in August 2001 to examine

relevant issues and propose strategies to combat the problem of elder abuse.



香港明愛及基督教靈實協會共獲獎券基金撥款資助540萬元，由2001年4月起，各自推行為期三年的「預防和處理虐待長者先導計劃」。這兩項計劃提供的服務包括社區教育活動、電話熱線服務、義工探訪、互助小組、短期輔導服務和保健活動。

香港基督教服務處獲獎券基金撥款資助230萬元，在2002年2月推行一項為期兩年的「虐老防治計劃」。這項計劃包括研究本港虐待長者的情況、制訂跨專業工作指引、設計有關虐待長者的電腦資料系統以方便處理虐待長者個案、以及一系列的培訓課程。

#### 體恤安置

為了加強對家庭暴力受害人的支援，社署與房屋署協議，自2001年11月開始把「有條件租約計劃」政策的涵蓋範圍擴闊至沒有供養子女而已提出離婚申請的家庭暴力受害者，包括沒有子女的配偶以及離開婚姻居所而沒有帶同受供養子女的配偶。在2001-02年度，本署共推薦1,429宗個案至房屋署申請體恤安置，及2,124宗個案申請其他類別的房屋援助，例如租住公屋調遷/分戶/加戶，恢復租戶身份或增配公屋單位。



Two three-year "Pilot Projects on Prevention and Handling of Elder Abuse" have been launched respectively by Caritas – Hong Kong and Haven of Hope Christian Service since April 2001 with a total Lotteries Fund grant of \$5.4 million. The services provided by these two projects include community education, hotline service, volunteer visits, mutual support groups, short-term counselling and health promotion programmes.

A two-year "Project on Elder Abuse Research and Protocol" was launched by the Hong Kong Christian Service in February 2002 with a grant of \$2.3 million from the Lotteries Fund. The Project included a research on the phenomenon of elder abuse in Hong Kong, compilation of a multi-professional protocol, design of a computerised elder abuse registry for handling elder abuse, and a series of training sessions

#### Compassionate Rehousing (CR)

To strengthen support for victims of domestic violence, agreement was reached with the Housing Department (HD) resulted in the extension with effect from November 2001 of the Conditional Tenancy Scheme to cover victims of domestic violence on divorce who have no offspring or bring along no dependent children when leaving their matrimonial home. In 2001-02, 1,429 cases were recommended to HD for CR. Another 2,124 cases for various forms of housing assistance on social and compassionate grounds such as transfer/splitting/addition of family members to public rental housing tenancy, reversion to tenant status or allocation of additional housing unit were processed during the year.



## 家庭服務 Family Services

### 跨專業合作

由社署代表擔任主席的防止虐待兒童委員會、關注暴力工作小組及虐老問題工作小組，每年均定期與來自不同政府部門、非政府機構和有關專業人士的成員舉行會議。透過跨專業合作，委員會/工作小組會制訂打擊虐兒、虐待配偶、性暴力和虐老的策略和處理方法。

為加強公眾對家庭暴力問題的認識，本署製作了十節，每節三分鐘，以「預防虐待配偶」為主題的電台節目；以及一系列電視宣傳短片和電台宣傳聲帶以宣揚「及早求助，制止家庭暴力」的訊息。此外，在2001-02年度，十三區家庭及兒童福利服務地區協調委員會和保護家庭及兒童服務課亦舉辦了超過250項宣傳活動，以預防家庭暴力。

### 加強其他支援服務

#### 臨床心理服務

社署的四位高級臨床心理學家和四十位臨床心理學家為有心理或行為問題的市民提供各類心理評估和心理治療服務。在這年度內，他們亦定期到訪庇護工場，特殊幼兒中心及社署轄下的其他院舍，提供服務。其他的服務包括為專業人士提供諮詢、為香港大學及香港中文大學臨床心理學碩士課程的研究生提供臨床督導訓練、為部門提供員工培訓、提供公眾教育以及進行各種心理測驗的翻譯和本土化工作。

### Multi-Disciplinary Collaboration

The Committee on Child Abuse, Working Group on Combating Violence and Working Group on Elder Abuse chaired by the Department and attended by representatives from other Government departments, NGOs and concerned professionals met regularly during the year to devise strategies and measures to tackle the problem of child abuse, spouse battering, sexual violence and elder abuse through multi-disciplinary collaboration.

To enhance public awareness of the problem on domestic violence, a ten 3-minute segment radio programme on "Prevention of Spouse Battering" and a series of television and radio API on "Seek Early Assistance Stop Domestic Violence" were produced by the Working Group on Combating Violence. More than 250 programmes were also conducted by the 13 District Co-ordinating Committees (DCCs) on Family and Child Welfare Services and FCPSUs in 2001-02 in the districts for prevention of domestic violence.

### Strengthening of Other Support Services

#### Clinical Psychological Services

The four Senior Clinical Psychologists and the 40 clinical psychologists (CPs) in SWD offered intellectual and diagnostic assessments and psychological treatment for customers with psychological and behavioural problems. During the year, visiting service was provided to sheltered workshops, special child care centres and other SWD institutions. In addition, consultation to other professionals, supervision of CP trainees of the University of Hong Kong and the Chinese University of Hong Kong, and staff training and public education services were offered. Translation and adaptation of psychological tests for the use with the local population were also carried out.



在2001-02年度，社署臨床心理服務課共處理了1,799宗心理評估個案和進行了10,523節心理治療，涉及的個案數目為1,973宗。三月份，專職復康服務的臨床心理學家們出版了《從挑戰中學習，臨床心理學家諮詢個案實錄》一書，亦完成了《兒童性虐待背景研究》、《成年智障人士性現象：康復機構職員觀念及處理法之研究》等報告。臨床心理服務科在九月正式成立，專責計劃和發展在社會福利界的臨床心理服務。為了加強對有需要家庭提供支援，社署在本年度新增了兩個臨床心理學家的職位，專責處理涉及家庭暴力的個案。十二月份，臨床心理服務科發起「月明行動」，主動接觸傳播媒介，透過公眾教育，以第一層預防方式推廣正面思維及優質生活模式，提升市民的心理健康，並且幫助他們增強處理危機的能力及當有問題時能主動尋求協助。

In 2001-02, 1,799 assessments and 10,523 treatment sessions were conducted, and a total of 1,973 cases were served. In March 2001, "Learning through Challenges: Casebook Articles by Clinical Psychologists" was published for reference of workers in the rehabilitation field. The "Epidemiological Study On Child Sexual Abuse" and "Sex for Adult Mentally Retarded Persons: a Survey on the attitudes held and ways of handling by Workers in the Rehabilitation Field" were also completed. In September 2001, the Clinical Psychological Service Branch was formally established to oversee service development and delivery. Two additional CP posts were created to deal specifically with domestic violence cases, so as to strengthen the support to families in need. In December 2001, the "Operation Silver Lining" was launched. With the initiation of this campaign which focuses on primary intervention and advocates positive thinking and quality-living through public education and media contacts, it is hoped that the public's resilience towards crises in life would be built up, and individuals would cope better and be more ready to seek services when in need.



家庭日  
Family day



幼兒中心  
Child Care Centre

## 家庭服務 Family Services



立法局議員參觀綜合家庭服務中心  
Legco members visited IFSC



### 信託基金

四項信託基金，包括李寶椿慈善信託基金、鄧肇堅何添慈善基金、蒲魯賢慈善信託基金及羣芳救援信託基金，是為因特殊或緊急情況有短暫經濟困難而提供的臨時援助。於2001-02年增加了225萬元額外撥款，以應付因經濟放緩而增加的申請。全年總撥款為895萬，3,331個人或家庭得以受惠。

### 單親中心

為協助單親家庭克服困難以適應單親生活，五間單親中心於2001年2月成立，為單親人士提供一系列綜合服務。由2002年3月起，五間單親中心透過欣葵計劃與社會保障辦事處合作，加強對領取綜援的單親人士的支援服務，改善他們的自力更生能力及互助網絡。



### Trust Fund

In 2001-02, with increased number of applications for trust funds to tide over financial hardships arising from the economic downturn, a total supplementary allocation of \$2.25 million from Tang Shiu Kin and Ho Tim Charitable Fund, Li Po Chun Charitable Trust Fund, Brewin Trust Fund and Kwan Fong Trust Fund for the needy were approved, in addition to the regular annual allocation given to help individuals and families to overcome their temporary financial hardships due to special and emergency situations. In total, \$8.95 million was allocated during the year, benefiting 3,252 families or individuals in need.

### Single Parent Centre

Five Single Parent Centres were set up in February 2001 to provide an integrated package of services to assist single parent families reduce problems in adjusting to single parenthood. Since March 2002, partnership between these five Single Parent Centres and the Department's social security offices through the Ending Exclusion Project has been strengthened to provide enhanced support services to promote self-reliance and mutual help of CSSA single parent recipients.

### 新來港定居人士服務中心

社署於2001年2月除了增設四間新來港定居人士服務中心，亦同時加強現有的另外四間新來港定居人士服務中心的人手及服務，擴大服務範疇，加強外展服務、家長教育及家庭教育。

### 露宿者服務

為應付露宿者數目的上升，三間專為露宿者服務的非政府機構獲獎券基金撥款873萬元營辦「協助露宿者的三年工作計劃」，已於2001年4月開展。工作計劃的三個主要部分包括深宵外展和其他綜合支援服務、在灣仔設立一間額外的緊急收容中心、以及由香港城市大學進行的評估研究。



### Post-migration Centre

Apart from setting up four new Post-migration Centres in February 2001, the staffing and provision of the other four existing Post-migration Centres were also enhanced to better serve the new arrivals. Among other things, the services were expanded with focus on providing enhanced outreaching service, parent education and family education.

### Service for Street Sleepers

To tackle an increasing number of street sleepers, a "Three-year Action Plan to Help Street Sleepers" jointly operated by three NGOs specialising in street sleeper services was put in place in April 2001 with an allocation of \$8.73 million from the Lotteries Fund. The plan is composed of three key elements: midnight outreaching and other integrated supportive services, an additional emergency shelter in Wan Chai, and an evaluative research conducted by the City University of Hong Kong.



新來港人士服務中心  
Post-migration Centre



## 兒童福利服務 | Child Welfare Services

### 目標

保護兒童利益及權利是社署家庭服務其中一個主要目標。雖然在上一章的家庭服務曾提及部份兒童服務，本章會集中闡明有關兒童福利服務，為有不同需要的兒童提供及安排一個安全和親切的環境，使他們能成長為健康及負責任的社會成員。

### OBJECTIVE

Protection of a child's interest and rights is one of the key objectives of the Department's family services. While some of the child welfare services, being part and partial of the family services, are already covered in the previous chapter, this chapter focuses on services relating to the provision and arrangement of a safe and intimate environment where children with varying needs can grow and develop into healthy and responsible members of society.







### 服務及統計數字 (2001-02年度)

### SERVICES AND STATISTICS (2001-02)

#### 領養服務 | Adoption Service

服務單位數目 No of Units	統計數字 Statistics
2 (社署) 2 (SWD) 1 (非政府機構) 1 (NGO)	共處理261宗本地領養申請及42宗海外領養申請 261 local applications and 42 overseas adoption

#### 兒童住宿照顧服務 | Residential Child Care Services

	中心數目 No. of Centres	各額 No. of Places	平均入住率 Average Enrolment Rate
寄養服務 Foster Care Service	6	580	93.6%
兒童院 Children's Home	6	370	89.5%
兒童之家 Small Group Home	119	952	90.3%
男童宿舍 Boys' Hostel	1	15	86.7%
女童宿舍 Girls' Hostel	3	49	87%
男童院 (附設群育學校) Boys' Homes with School on Site	4	421	92%
男童院 (無附設群育學校) Boys' Homes without School on Site	3	195	90%
女童院 (附設群育學校) Girls' Homes with School on Site	2	160	90.2%
女童院 (無附設群育學校) Girls' Homes without School on Site	1	30	84.4%
社署轄下兒童院舍 SWD Residential Units	2	160	60%

## 兒童福利服務 Child Welfare Services

### 幼兒中心服務 Child Care Centre Services

	中心數目 No. of Centres	各額總數 No. of Places	使用率 Utilisation Rate
受資助日間幼兒園 Aided Day Nursery	258	29,314	88%
受資助日間育嬰園 Aided Day Creche	18	1,153	83%
暫託幼兒服務 Occasional Child Care Service	236	738	64%
延長時間服務 Extended Hours Service	112	1,610	48% (截至2001年12月) 48% (up to December 2001)
互助幼兒中心 Mutual Help Child Care Centre	22 (社署) 22 (SWD) 9 (非政府機構) 9 (NGO)	434	不適用 Not available

#### 全年重點

##### 日間幼兒園

由於幼兒人口的下降和日間幼兒園使用率的遞減，全年有三間幼兒園關閉及九間幼兒園減少服務名額，共減少了530個名額。通過邀請提交建議書，非政府機構在2001年獲分配六所新的日間幼兒園。為更滿足轉變中的地區需要和更有效運用現有資源，新設立的幼兒園將盡可能用作搬遷現時低使用率的幼兒中心。

##### 協調學前服務

由教育統籌局、衛生福利局、社署和教育署成員組成的協調學前服務工作小組負責研究進一步統一幼稚園及幼兒中心，兩者現時分別由教育署及社署規管。工作小組在這年度內已大致完成有關檢討，並於2002年5月提交一系列的建議作公眾諮詢。

#### HIGHLIGHT OF THE YEAR

##### Day Nurseries

In view of the shrinkage of the child population and the decline in the enrolment of day nurseries, there was a total reduction of 503 places resulting from closure of three nurseries and reduction of capacity in nine nurseries. On the other hand, by invitation of proposals, six new day nurseries were allocated to NGOs in 2001-02 for, as far as possible, the re-provisioning of existing under-enrolled child care centres in order to better meet the changing district demand and to make fuller use of existing resources.

##### Harmonisation of Pre-primary Services

A Working Party on Harmonisation of Pre-primary Services was set up with representatives from the Health and Welfare Bureau, the Education and Manpower Bureau, the SWD and the Education Department (ED), to examine the issue of unification of kindergartens and child care centres which are currently monitored by ED and SWD respectively. The Working Party had largely completed the review during the year. Recommendations will be put up for public consultation in May 2002.





寄養家庭參與「貼出彩虹——百家布」大行動  
Foster families participated in the "Rainbow Patchwork"



幼兒中心代表向署長林鄭月娥致送紀念品  
Child Care Centre kids presented souvenir to DSW, Mrs Carrie Lam

### 寄養服務

社署於本年度進行了一項寄養服務施行模式的檢討。檢討建議加強中央寄養服務課統籌宣傳及招募寄養家庭的功能，而督導寄養家庭的工作，則由非政府機構提供。因此，新增的150個寄養名額(包括2002-03年推出的60個寄養名額及30個緊急寄養名額，及於2003-04年推出的60個寄養名額)及把40個原由社署督導的寄養服務名額，會交由非政府機構營辦。

### 領養服務

為使領養服務更趨完善以及加強香港與其他國家在海外領養方面的合作，修訂領養條例的工作將會進行，以準備在香港特別行政區引入「海牙跨國收養方面保護兒童及合作公約」。



### Foster Care

During the year, a review on the modus operandi of foster care service was conducted. As recommended by the review, SWD's Central Foster Care Unit should focus on its function on home recruitment and service publicity whereas NGOs should take over supervision of all foster care placements. Thus, in allocating the additional 150 places (60 foster care places and 30 emergency foster care places in 2002-03 and a further 60 foster care places in 2003-04), the 40 cases taken up by SWD were also hived off to NGOs.

### Adoption

To improve the adoption practices in Hong Kong and promote greater co-operation with other countries in the field of intercountry adoption, legislative amendments will be introduced to the Adoption Ordinance with a plan to apply the "Hague Convention on Protection of Children and Cooperation in respect of Intercountry Adoption" to the Hong Kong Special Administrative Region.





## 安老服務 | Services for Elders



### 目標

建基於「老有所屬」和「持續照顧」這兩項基本主導原則，安老服務的目標是協助長者盡可能留在社區中安享晚年。住宿照顧只是照顧需要深切個人護理的體弱長者的最後的選擇。

### OBJECTIVE

Guided by the cornerstone principles of "Ageing in Place" and "Continuum of Care", the mission of services for elders is to assist elders to remain living in the community for as long as possible. Residential care will be the last resort to look after frail elders who require intensive personal and nursing care.





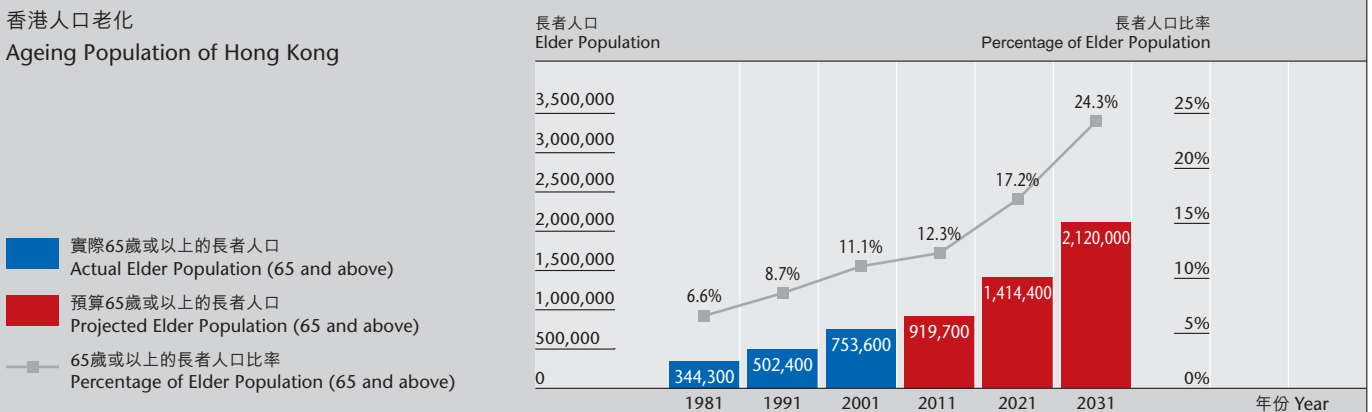
### 人口老化

香港正在面對一個老化的人口。2001年10月發表的2001年人口普查結果確定香港在過去十年間的人口持續老化。根據政府統計處進行的長者人口推算，到了2031年，65歲或以上的長者人口將佔全港人口的24.3%。

### AN AGEING POPULATION

Hong Kong is facing an ageing population. The Results of the 2001 Census released in October 2001 confirmed that the population had grown older during the last ten years. A projection on the population of older persons made by the Census and Statistics Department revealed that by the year 2031, elders aged 65 or above will account for 24.3% of the whole population.

香港人口老化  
Ageing Population of Hong Kong



## 安老服務 Services for Elders

### 政府的承擔

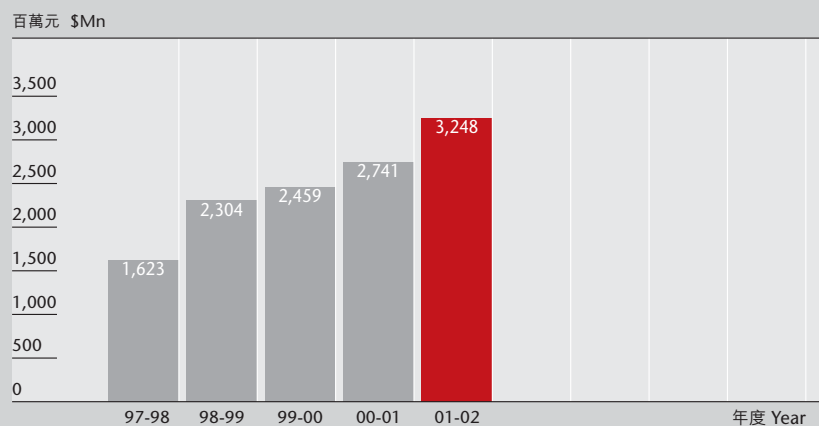
「照顧長者」是行政長官自香港特區政府成立以來推行的其中一項重要施政方針，從安老服務的經常開支由1997-98年度的16.23億元增至2001-02年度的32.48億元，可見一斑。社署不僅提高現有服務的質與量，更試辦新的服務項目，以照顧長者的全面護理需要。

### GOVERNMENT COMMITMENT

“Care for Elders” is one of the Chief Executive’s strategic policy objectives since the setting up of the HKSAR Government. This is reflected in the increase in recurrent expenditure on welfare services for elders from \$1,623 million in 1997-98 to \$3,248 million in 2001-02. While existing services have been increased both in terms of quantity and quality, new services are also piloted to meet the holistic care needs of the elders.

長者福利服務的全年經常開支  
Annual Recurrent Expenditure of  
Social Welfare Services for the Elders

備註  
圖表只顯示社署在為長者提供的直接服務(包括家居及社區照顧服務，以至住宿照顧服務)方面的支出。其實，為長者提供的福利開支亦包括現時社會保障制度所涵蓋的高齡津貼、傷殘津貼及綜合社會保障援助。  
Remarks  
The chart reflects only expenditure under SWD on direct services for elders ranging from home and community care to residential care. Welfare expenditure on the elders also includes the old age allowance, disability allowance and CSSA provided under the social security system.



### 全年重點

#### 社區支援服務

##### 改善家居及社區照顧服務

基於家居照顧服務在1999年12月推行以來的成效理想，社署在2001年4月推出以綜合模式運作的改善家居及社區照顧服務，在護理人員和輔助醫療人員的支援下，提供全面性的家居及中心為本服務，以切合長者的個人需要。

### HIGHLIGHT OF THE YEAR

#### Community Support Services

##### Enhanced Home and Community Care Services (EHCCS)

Building on the successful experience of the home care contract service launched in December 1999, an integrated mode of EHCCS was introduced in April 2001. The services encompass a wide range of home-based services and centre-based services with nursing and para-medical support tailor-made to meet the individual needs of the elders.





首間以公開競投模式分配承辦的高街安老院舍

The first residential care home for elders allocated by competitive bidding at High Street



改善家居及社區照顧服務是由投標者承諾以一筆定額合約款項開辦不同服務量的服務組合，並作出以質素為本的競投。目前，全港18個區議會分區均設有改善家居及社區照顧服務。透過這種編配模式，服務營辦機構承諾為合共1,453名長者提供服務，比原先所訂的1,260個服務名額為多，即以相同款額的資源得到額外15%的服務成果。鑑於這項服務愈來愈受歡迎，社署已委託服務營辦機構在現有的合約下，提供額外的服務名額。截至2002年3月底，共1,727名長者接受這項服務。

#### 綜合護理設施

根據香港大學老年研究中心在2000年初進行的顧問研究建議，社署檢討為長者提供的社區照顧和支援服務以期改善服務的整合、提高成本效益和方便使用程度。為了落實有關建議，社署已於2001-02年度在15個地點試行以綜合服務模式運作的長者社區支援服務，包括長者鄰舍中心、長者地區中心、在長者地區中心附設的日間護理單位，以及為長者活動中心或長者綜合服務中心提供附屬中心，以改善現時服務不足之處及發揮擴大的中心功能等。這些綜合計劃在資源調配方面能發揮增效作用和加強靈活性，更有效地照顧長者、其家人和社區的多方面需要。

Allocated through bidding on quality through a fixed sum contract with varied volume to be pledged by the bidders, EHCCS is now provided in 18 District Council districts. Under this allocation mode, the service operators have pledged to serve 1,453 elders against the original service volume of 1,260. This represents an additional 15% of services with the same amount of resources. With increasing popularity of EHCCS, additional service volume was commissioned under the existing contracts. As at end March 2002, a total of 1,727 elders were served under EHCCS.

#### Integrated Care Facilities

Based on the recommendations of a Consultancy Study by the Centre on Ageing of the University of Hong Kong in early 2000, the provision of community care and support services for elders was reviewed, among others, to improve the service integration, cost efficiency and accessibility to elders. To take forward the recommendations, 15 sets of new premises were allocated in 2001-02 to operate various community support services for elders in the integrated mode. These include neighbourhood elderly centre (NEC), district elderly community centre (DECC), attaching day care unit (DCU) to DECC, providing a sub-base to social centre or multi-service centre to fill existing service gaps and to deliver expanded functions, etc. All these integrated projects allow synergy and flexibility in deployment of resources and are thus better positioned to address the multifarious needs of the elders, their family members and the community.



## 安老服務 Services for Elders

### 長者住宿照顧服務

雖然大部份的長者均身體健康，但仍有小部份的長者因為各種原因而不能在家中獲得充分的照顧。對於這些體弱的長者，我們為他們提供住宿照顧服務，讓他們透過護理和個人服務以及社交活動，達到最佳的獨立性及社交參與程度。

### 《安老院條例》

《安老院條例》在1996年6月全面實施，以確保所有安老院舍達到安全標準。在該項條例下，所有政府資助安老院舍、自負盈虧非牟利安老院舍及私營安老院舍均需獲發牌照或豁免證明書，從而受到監管。至2001年3月，當時的520間私營安老院舍均成功獲發牌照。繼這項成就，社署會繼續致力提高安老院舍，特別是私營院舍的服務質素。

### 安老服務統一評估機制

自2000年11月起推出的安老服務統一評估機制，透過採用一套國際認可的「長者健康及家居護理」評估工具，評估長者的護理需要，從而配對適切服務及制定護理計劃。這評估工具能把有限的資源，準確地運用在有真正住宿及社區支援服務需要的長者身上。截至2002年3月底，1,172名合資格的評估人員進行了14,423次評估。



### Residential Care Services for the Elders

Although most of our elders are healthy, a proportion of them, for various reasons, cannot be adequately taken care of at home. These frail elders are in need of residential care so that they can achieve the optimal level of independence and social participation through the nursing and personal care and social activities arranged.

### Residential Care Homes (Elderly Persons) Ordinance

The Residential Care Homes (Elderly Persons) Ordinance came into full implementation in June 1996 to ensure the safety of all residential care homes for the elderly (RCHes). Under the Ordinance, subvented, non-profit making self-financing and private RCHes are regulated either by licence or by certificate of exemption. By March 2001, all the then 520 private homes were successfully licensed. With this achievement, efforts will be sustained to help upgrade the service quality of RCHes, in particular those in the private sector.

### Standardised Care Need Assessment Mechanism

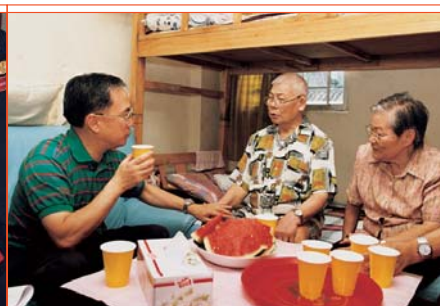
Introduced since November 2000, the Standardised Care Need Assessment Mechanism (Elderly Services) assesses elders' care needs by using an internationally recognised assessment tool "Minimum Data Set – Home Care", and then provides appropriate service and formulates care plans accordingly. The assessment tool enables targeting of the finite resources to those elders with genuine need of either residential or community support services. As at end March 2002, there were 1,172 accredited assessors with 14,423 assessments conducted.



老有所為活動計劃  
Opportunities for the Elderly Project



兩位副署長參予送暖行動  
Two Deputy Directors paid visit to elders



政務司司長曾蔭權探訪一對年長夫婦  
CS, Mr Donald Tsang visited an elderly couple





膳食安排服務  
Meals delivery service



改善家居及社區照顧服務  
Enhanced home and community care service



### 提供院舍照顧服務宿位

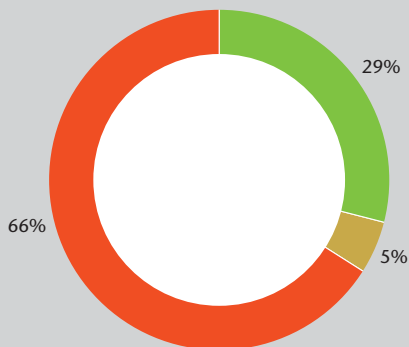
截至2002年3月底，香港共有62,416個為不同護理需要長者而設的住宿照顧宿位。政府資助的宿位是透過資助院舍、買位計劃及改善買位計劃下購買的私營院舍宿位，以及在合約模式下經營的院舍提供服務。在本年度，資助宿位的數目由2001年3月底的23,710個增至2002年3月底的25,854個，增加了9%。

### Provision of RCHE Places

As at end March 2002, there were a total of 62,416 residential care places for elders of various care needs in Hong Kong. Government subsidised places were provided through subvented homes, purchase of places from the private sector under the Bought Place Scheme and Enhanced Bought Place Scheme and contracted homes. During the year, the number of subsidised places increased by 9%, from 23,710 in end March 2001 to 25,854 in end March 2002.

### 各類安老院舍宿位一覽 (截至2002年3月31日)

Provision of Places in Various Kinds of RCHEs (as at 31 March 2002)



政府資助安老院<sup>1</sup>  
Subvented homes  
18,507

已領有牌照的私營安老院<sup>3</sup>  
Licensed private homes  
41,021

非牟利自負盈虧安老院<sup>2</sup>  
Self-financing and non-profit  
making homes  
2,888

1 宿位數目包括合約院舍內的政府資助宿位。

Number of places in subvented homes including subsidized places in contracted home.

2 宿位數目包括合約院舍內的非政府資助宿位。

Number of places in self-financing and non-profit making homes including non-subsidized places in contracted home.

3 宿位數目包括參與買位計劃及改善買位計劃的私營安老院宿位。

Number of places in licensed private homes including those under the Bought Place Scheme and Enhanced Bought Place Scheme.

## 安老服務 Services for Elders

### 持續照顧

為了在安老院舍內實踐「持續照顧」政策，社署把自我照顧和安老院宿位改為護理安老院宿位，使安老院舍的長者能在他們熟悉的環境中安享晚年。今年，共有128個宿位已改為護理安老院宿位。此外，為了協助安老院舍持續照顧患有老年痴呆症或正在輪候入住療養院的體弱長者，社署向政府資助的安老院提供療養院照顧補助金和老人痴呆症患者補助金。

### 合約管理

社署自2001年正式引入競爭性投標，作為揀選安老服務承辦者的新模式。在公開及具競爭性的環境下，新模式根據質素及成本效益作為服務競投的標準；並透過與成功的投標者簽訂服務合約，按照合約訂明的條款及條件監管服務。目前以合約形式管理的服務包括家居照顧服務、膳食服務、改善家居及社區照顧服務及安老院舍服務。有關服務合約的詳情如下：

### Continuum of Care

To achieve the policy of continuum of care in RCHEs, self-care places and home for aged places are converted to care-and-attention (C&A) places so as to enable the elder residents to age in their familiar environment. During the year, 128 such places were converted into

C&A places. Besides, to enable the RCHEs to continue to take care of the frail elders suffering from Dementia or

waiting for placement in infirmaries, Infirmatory Care Supplements and Dementia Supplements are provided to subvented homes.

### Contract Management

As from 2001, the Department has formally introduced competitive bidding as a new mode of selecting operators for the delivery of elderly service. The bidding of services is based on quality and cost-effectiveness under an open and competitive environment. Service contracts will be entered into with the successful bidder under which the delivery of services is managed according to the specified terms and conditions. Services currently managed under contracts include Home Care Service, Meal Service, EHCCS, and RCHE. Details on the service contracts are as follows:



服務類別 Type of Services	服務合約數目 Number of Service Contracts as at end March 2002
社區支援服務 Community Support Services	
家居照顧服務 Home Care Service	9份合約 (9個服務單位) 9 contracts for 9 service units
膳食服務 Meal Service	8份合約 (9個服務單位) 8 contracts for 9 service units
改善家居及社區照顧服務 Enhanced Home and Community Care Services	18份合約 (18區) 18 contracts for 18 districts
住宿照顧服務 Residential Care Services	
西營盤社區綜合大樓安老院舍 Residential Care Home for the Elderly at Sai Ying Pun Community Complex	1份合約 (1所安老院舍) 1 contract for 1 Residential Care Home for the Elderly

社署採取嚴謹的監察制度，確保承辦機構遵守合約的條款及條件。監察的方法包括：

- 定期審核服務統計及資料；
- 比較服務表現水平；
- 定期服務檢討；
- 突擊檢查；
- 調查投訴；及
- 服務使用者意見調查。

A robust monitoring mechanism has been put in place to manage the compliance of contract terms and conditions. This includes:

- Regular audits of service statistics and information;
- Benchmarking of performance standards;
- Regular service reviews;
- Spot checks;
- Complaints investigation; and
- User satisfaction surveys.

## 服務及統計數字 Services and Statistics

長者社區支援服務 Community Support Services for Elders	中心/隊伍數目(名額) No. of centres/teams (places)
■ 長者綜合服務中心 Multi-service Centres for the Elderly	36間中心 36 centres
■ 長者地區中心 District Elderly Community Centres	1間中心 1 centres
■ 長者活動中心 Social Centres for the Elderly	214間中心 214 centres
■ 長者日間護理中心 Day Care Centres for the Elderly	39間中心(1,500個名額) 39 centres (1,500 places)
■ 家務助理服務 Home Help Service	139隊 139 teams
■ 家居照顧服務 Home Care Service	25隊 25 teams
■ 改善家居及社區照顧服務 Enhance Home and Community Care Service	18隊(1,453個名額) 18 teams (1,453 places)
長者住宿照顧服務 Residential Care Services for Elders	院舍數目(名額) No. of homes (No. of places)
■ 受津助的安老院舍 Subvented Residential Care Homes for Elders	124間院舍(18,507個名額) 124 homes (18,507 places)
■ 受津助的護養院 Subvented Nursing Homes	6間院舍(1,484個名額) 6 homes (1,484 places)
■ 參與買位計劃的私營安老院 Bought Place Scheme in Private Homes	15間院舍(302個名額) 15 homes (302 places)
■ 參與改善買位計劃的私營安老院 Enhance Bought Place Scheme in Private Homes	99間院舍(5,561個名額) 99 homes (5,561 homes)

## 青少年服務 | Services for Young People



### 目標

青少年服務旨在發展青少年的潛能，協助他們健康地成長及面對來自家庭、朋輩、學校及社會的挑戰，建立他們對社會的歸屬感，從而對社會作出貢獻。

### OBJECTIVE

Services for young people aim at developing the potential of youth, facilitating their healthy development and assisting them to face challenges from family, peers, school and society, and fostering in them a sense of citizenship with commitment to the community.





政務司司長曾蔭權探訪荷蘭宿舍  
CS, Mr Donald Tsang visited Holland Hostel



青少年綜合服務中心為夜青提供外展服務  
Children and Youth Integrated Services Centre providing  
outreaching services for young night drifters

## 服務

為青少年提供的服務包括：

- 120間兒童及青年中心
- 462個學校社會工作者單位
- 24隊外展社會工作隊
- 64隊青少年綜合服務隊
- 6,000個課餘托管津助名額
- 5支社區支援計劃隊

## 全年重點

除了現存兩支服務香港及新界西的社區支援服務隊外，社署於2001年9月在東九龍、西九龍和新界東增設另外三支服務隊，把社區支援服務計劃的範圍擴展至全港。

為滿足夜間在外流連的青少年(夜青)的需要，18支青少年綜合服務隊延長服務時間及增加服務重點以提供外展服務。這18支綜合服務隊各增聘一名助理社會工作主任及兩名社會工作助理，並獲得經常及非經常性的撥款作為購置車輛、流動電話及為夜青籌辦活動的開支。

## SERVICE PROVISION

Services for young people are provided through :

- 120 Children and Youth Centres (CYC)
- 462 School Social Worker Units (SSWU)
- 24 Outreaching Social Work Teams (OSWT)
- 64 Integrated Teams of Young People Service (IT)
- 6,000 subvented After School Care places (ASCP)
- Five teams of Community Support Services Scheme (CSSS)

## HIGHLIGHT OF THE YEAR

In addition to the existing two CSSS teams serving the Hong Kong and New Territories West respectively, the coverage of CSSS was extended to the East Kowloon, West Kowloon and New Territories East with the setting up of three additional CSSS teams in September 2001.

To address the needs of young night drifters (YNDs), 18 ITs extended their service hours and service focus during the year to provide outreaching service. Each of these 18 ITs is provided with additional manpower of one Assistant Social Work Officer and two Social Work Assistants as well as recurrent and non-recurrent funding for buying vehicle, mobile phones and conducting programmes for YNDs.

## 青少年服務 Services for Young People

在支援夜青服務方面，協青社及香港學生輔助會荷蘭宿舍提供臨時住宿及危機介入服務。於本年度，社署亦得到獎券基金撥款，以先導計劃形式開設一間為期三年為夜青而設的夜間青少年活動中心。這間中心將於2002年夏天投入服務。

「成長的天空」計劃旨在及早識別校內青少年的發展需要；為他們提供及時和適切的基本及預防性計劃以增強他們對自我能力的肯定、提升他們的歸屬感及培養他們有樂觀的人生觀，藉以建立他們抵抗逆境的能力以面對成長中的挑戰。這項計劃於2001/02學年在150間中學推行，並計劃於2003/04學年擴展至全港中學。

為了製造就業機會給年青人及為服務使用者提供優質服務，社署在2001年於各個由社署及非政府機構營辦的青年服務及社區服務單位內，增設共460名活動助理，協助社工舉辦具創意的活動，以吸引邊緣青少年。

In order to provide support for services for YNDs, the Youth Outreach and the Hong Kong Student Aid Society's Holland Hostel were operating back-up shelter services offering temporary shelter as well as crisis intervention for them. During the year, the Department secured a grant from the Lotteries Fund for setting up an all-night drop-in centre for these young people on a three-year pilot basis. The centre will be commissioned in the summer of 2002.

The Understanding the Adolescent Project (UAP) aims at early identification of the developmental needs of young people at school for timely intervention with appropriate primary preventive programmes. It seeks to build up the resilience of young people in facing life's challenges through enhancing their competence, sense of belonging and optimism. In the 2001/02 school year, the Project was implemented in 150 secondary schools. Plans are in hand to extend UAP to all secondary schools by the 2003/04 school year.

To create job opportunities for young people and to offer better services to users, 460 Programme Assistant (PA) posts were created in 2001 in youth services and community services units operated by the Department as well as NGOs. These PAs are responsible for assisting social workers in conducting innovative programmes to attract marginal youth.



「成長的天空計劃」協助青少年面對成長中的挑戰  
The UAP helps young people to face life's challenges



社署參考本港和海外推行朋輩輔導計劃的成功經驗後，於2002年1月推行「朋輩輔導員計劃」。這項計劃撥款給39個營辦兒童及青年中心和綜合服務隊的非政府機構，聘請及訓練150名朋輩輔導員。此計劃旨在加強中三離校生的朋輩支援以提升他們對自我的認識，協助他們訂立積極的人生目標和加強生活技能，為他們提供職業指導和輔導，以及建立互助網絡。

為確保青少年服務能以綜合及全面的方式滿足青少年的需要，政府已在2001年財政預算案中預留合共7,000萬元的新增經常撥款，在三年內分階段加快成立青少年綜合服務隊。預計青少年綜合服務隊的數目將由2002年3月的64隊增至2004年底的128隊。

社署已就如何有效地照顧高危青少年的需要和處理童黨問題廣泛諮詢業界及前線工作人員，並已在本年度訂下計劃，重整現時的外展社會工作隊以組成地區青少年外展社會工作隊。



Following the successful experience from local as well as overseas projects, peer counsellors for young people were introduced in January 2002. Thirty-nine NGOs operating CYCs and ITs were allocated additional funding to recruit and train 150 peer counsellors. The focus of this initiative is to promote peer support and assistance for Secondary Three school leavers with a view to enhancing their self-understanding, facilitating their development of positive life goals, strengthening their life skills, providing them with career guidance/counselling and helping them develop a network for mutual support.

To ensure that youth services are meeting the needs of our young people in an integrated and holistic manner, new recurrent resources at a total of \$70 million had been earmarked in the 2001 Budget to expedite the formation of ITs by phases over a three-year period. The number of ITs is expected to increase from 64 as at end March 2002 to 128 by end 2004.

Following extensive consultation with the welfare sector and frontline workers on how best to address the needs of high-risk youth and tackle issues of juvenile gang, plans had been drawn up during the year to restructure existing OSWTs to form District Youth Outreaching Social Work Teams.



為殘疾人士  
提供的服務

## Services for People with Disabilities



### 目標

殘疾人士康復服務的目的，是協助他們盡量發展本身的體能、智能及適應社群生活的能力，鼓勵他們融入社區，全面投入社會。

### OBJECTIVE

Rehabilitation services for people with disabilities aim to assist them to be full members of the community by developing their physical, mental and social capabilities to the fullest possible extent and by promoting their integration into the community.





### 康復服務

為達到以上目的，社署透過直接管理或撥款資助非政府機構，為殘疾人士提供全面的社會康復服務。截至2002年3月底，本港設有4,658個學前服務名額、13,327個日間照顧名額和8,923個住宿名額。

### 全年重點

#### 為殘疾人士提供更完善的照顧

2001年財政預算案已額外預留2.42億元的經常開支撥款和1.22億元的非經常開支撥款，用以改善和發展一套為殘疾人士而設的服務：

#### 提供康復設施

為貫徹承諾，2001年財政預算案注入資源增設下列2,747個服務名額：

- 1,000個住宿名額，包括550個弱智人士宿舍名額、250個嚴重殘疾人士護理院名額和200個長期護理院名額；
- 1,387個日間服務名額，包括687個展能中心名額、120個庇護工場名額和580個輔助就業名額；以及
- 360個設於幼兒中心的兼收弱能兒童計劃名額。



### SERVICES

To achieve the above aims, the Department, either directly or through subvention to NGOs, provides a full range of social rehabilitation services for people with disabilities. By end March 2002, there were 4,658 pre-school places, 13,327 day places and 8,923 residential places.

### HIGHLIGHT OF THE YEAR

#### Better Care for People with Disabilities

An additional \$242 million in recurrent expenditure and \$122 million in non-recurrent expenditure were earmarked in the 2001 Budget for the improvement and development of a package of new services for people with disabilities:

#### Providing facilities

Building on past commitments, the Budget package injected resources for 2,747 additional places including

- 1,000 residential places comprising 550 hostel places for the mentally handicapped persons, 250 care and attention places for the severely disabled persons and 200 long stay care home places;
- 1,387 day places comprising 687 day activity centre places, 120 sheltered workshop places and 580 supported employment places; and
- 360 Integrated Programme (IP) places in child care centres.

# 為殘疾人士提供的服務 Services for People with Disabilities



精神康復者展銷精心設計的製成品  
Ex-mentally ill persons selling their special designed products



「創業展才能」計劃  
Enhancing Employment of People with Disabilities through small Enterprise Project



## 鼓勵自力更生

社署透過下列兩項新計劃，注入新的動力以鼓勵殘疾人士自力更生：

### ■ 殘疾人士在職培訓計劃

這項三年計劃的撥款額為2,250萬元，旨在每年為360名殘疾人士提供服務。我們會為參與有關活動的殘疾人士安排在職見習及提供津貼、試工及向有關僱主提供多達三個月的薪金津（每月最高金額為3,000元），以及安排就業後的跟進服務。

這項計劃已於2001年10月開展，共為14間非政府機構提供資助。

### ■ 「創業展才能」計劃

這項計劃提供5,000萬元資本承擔作為種子基金，為非政府機構提供撥款以設立小型企業，而所僱用的員工中應有60%為殘疾人士。每項業務計劃的最高撥款額為200萬元。迄今已批核八份建議書，總開支約為650萬元。這些業務預期在2002年年中開展，創造約130個就業機會。



## Promoting self-reliance

Promoting self-reliance amongst people with disabilities was given added impetus through two new projects, namely –

### ■ “On-the-job Training Programme for People with Disabilities” –

a 3-year project of \$22.5 million to benefit 360 people with disabilities each year. Under the programme, people with disabilities will receive on the job attachments with an allowance, job trials with wage subsidies for up to three months provided to the employers (maximum of \$3,000 per month) and post-placement service. The project commenced in October 2001 with funding support for 14 NGOs.

■ “Enhancing Employment of People with Disabilities through Small Enterprise” – a \$50 million capital commitment to provide grants as seed money to NGOs in setting up small businesses to provide employment to employees of whom 60% should be people with disabilities. The maximum grant per business plan is \$2 million. Eight proposals with a total cost of around \$6.5 million had been approved. The businesses were expected to commence in mid-2002 with the creation of about 130 employment opportunities.

### 持續支援

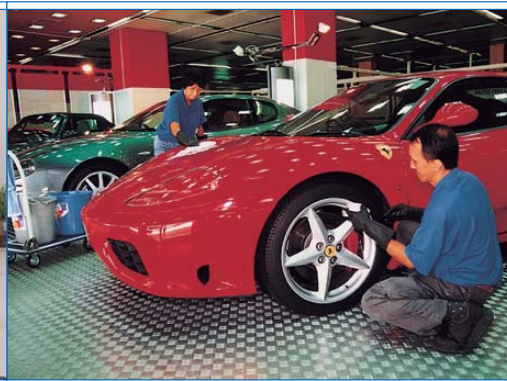
為鼓勵和方便殘疾人士留居社區，政府透過每年預留3,000萬元撥款，加強社區的支援服務，該些服務如下：

- 撥款改善現有各項社區支援服務，包括殘疾人士家長資源中心、殘疾人士社交及康樂中心、精神病康復者訓練及活動中心、健樂會、為聽覺受損人士而設的手語傳譯服務和綜合服務、為視覺受損人士而設的康復及訓練服務，並向有合理需要的服務單位撥款以改善交通服務。這些獲資助的改善措施已在2001年10月實施，為期三年。
- 由2001年11月起為期兩年撥款支持38個自助小組推行各項措施；及
- 撥款給七個創新的社區為本計劃，以改善服務的不足及應付一些突發和即時的需要。服務包括假期照顧服務、家居暫顧服務、延展照顧服務、為嚴重殘疾人士而設的日間照顧服務，以及兒童健樂會。各項服務已在2002年3月啟用。

### Continuing the support

To encourage and facilitate people with disabilities to stay in the community, support services in the community were strengthened through an allocation of \$30 million per year, earmarked and allocated to the following services –

- funding for various existing community support services including parents resource centres, social and recreational centres, training and activity centres for the ex-mentally ill persons, gateway clubs, sign language interpretation service and integrative services for the hearing impaired persons, rehabilitation and training service for visually impaired persons as well as service units with justified transport needs. These improvement measures commenced in October 2001 with funding for a period of three years;
- funding support to 38 self-help groups to implement various initiatives for a period of two years commencing November 2001; and
- funding for seven new and innovative community-based projects mainly for filling service gaps and meeting ad hoc and immediate needs. These included holiday care service, home respite service, extended care in the evening, day care service for severely disabled persons, and junior gateway clubs. These services commenced in March 2002.



增加殘疾人士就業機會 — 為警察和法拉利洗車

Enhancing employment of people with disabilities – washing cars for Police and Ferrari





## 為殘疾人士提供的服務 Services for People with Disabilities

### 精益求精

為了培養殘疾人士的體育發展及支持他們在國際體育賽事中爭取卓越成績，當局一次過撥款5,000萬元成立香港展能精英運動員基金。我們已撥出105萬元，以供發展游泳、田徑和草地滾球為重點體育項目，直至2003年3月底為止，為期15個月，此外，我們亦已預留270萬元，用以在2004年9月底前的30個月內支持81名傷殘運動員為國際賽事進行訓練，特別是在2004年下旬舉行的傷殘人士奧運會。

### 加強支援

2001年施政報告包括在2002-03年度增撥8,600萬元經常開支撥款，設立供新服務或改善現有的服務之用，有關服務包括：

- 加強現有五支家居訓練隊及增設13支隊伍，並藉此機會，把為家人提供支援服務列入服務範圍。改善措施將於2002-03年度推行；

### Pursuing excellence

To foster the development of sports for the disabled and to support their pursuit of sporting excellence in international events, a one-off grant of \$50 million was obtained for setting up the Hong Kong Paralympians Fund. A sum of \$1.05 million was approved for a period of 15 months up to end March 2003 to develop swimming, track and field, and boccia as the target sports. Another sum of \$2.7 million was earmarked for a period of 30 months up to end September 2004 in support of 81 disabled athletes in their training for international competitions, in particular the Paralympic Games to be held in late 2004.

### More Support

The 2001 Policy Address contained further new and improved services with additional allocation of \$86 million recurrent expenditure in 2002-03. These include –

- strengthening the existing five home-based training teams and providing 13 extra teams. Opportunities would be taken to enhance the service scope to include support services for family members. The improvement measures would be implemented in 2002-03;



學習認識社區  
Learning to understand the community





- 透過社區精神健康連網，擴展為精神病康復者而設的支援計劃。這項服務附設於中途宿舍或訓練及活動中心，為社區內的精神病康復者和他們的家人提供額外照顧和支援，包括外展探訪、與地區資源組成網絡、提供實質服務等。這項服務已由2002年1月起推行；及
  - 擴展言語治療服務至早期教育及訓練中心和幼兒中心內兼收弱能兒童計劃的殘疾兒童。將於2002年年中，為早期教育及訓練中心提供駐中心言語治療師及為兼收弱能兒童計劃設立以地區為本的言語治療小組。
- extending the support programme for ex-mentally ill persons through the Community Mental Health Link service. Attached to existing halfway houses or training and activity centres, the service provides additional care and support to ex-mentally ill persons and their families in the community, including outreaching visits, networking to local resources, tangible services etc. The service was implemented in January 2002; and
  - extending speech therapy service to children with a disability in early education and training centres (EETCs) and integrated programmes (IPs) in child care centres. Centre-based speech therapists for EETCs and district-based Speech Therapy Teams for IPs would be provided by mid 2002.



助理署長陳肖齡與一群殘疾人士出席「科技無界創新生」典禮  
AD (RM), Ms Ophelia Chan and a group of people with disabilities  
attended the "Go Tech Project" ceremony



在長沙灣政府合署舉行殘疾人士手工藝迎聖誕  
Christmas sales promotion at Cheung Sha Wan Government Offices

# 為殘疾人士提供的服務 Services for People with Disabilities



殘疾人士接受日常訓練  
People with disabilities receive daily training



## 其他成果

這年度獲得批款營建位於屯門(提供900個服務名額)和荔景(提供600個服務名額)的兩幢大型康復設施大樓，並覓得合適的非政府機構營辦。

200名福利工作人員和120名起居照顧員已完成有關照顧殘疾人士的證書訓練和基礎訓練課程。

我們已向獎券基金取得3,000萬元，由2001-02年度起推行一項三年計劃，以供安裝附設特別裝置和可供上網的電腦設施、開設入門網站及為15,000名殘疾人士舉辦資訊科技訓練課程。至今，我們已裝設500多台個人電腦和為1,800名殘疾人士提供上述訓練。

我們已發出載列院舍服務最低標準的《殘疾人士院舍實務守則》，供私營及資助的服務營辦者自願遵守。



## Other Achievements

Two major rehabilitation complexes in Tuen Mun (providing 900 places) and Lai King (providing 600 places) had got off the ground during the year with funding secured and suitable operators identified from NGOs.

Two hundred welfare workers and 120 personal care workers had completed certificate training and basic level training courses on caring for people with disabilities.

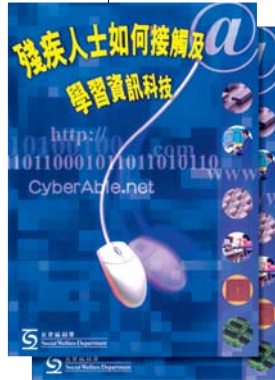
A \$30 million grant was secured from the Lotteries Fund for a 3-year project from 2001-02 for the installation of computer facilities with special devices and Internet access, launching of a portal website and the running of IT training programmes for 15,000 people with disabilities.

So far, over 500 personal computers had been installed and 1,800 people with disabilities were trained.

A Code of Practice for Residential Care Homes for Persons with Disabilities setting out the minimum standard of residential service was issued for voluntary compliance by private and subvented homes.



康復服務市場顧問辦事處引入商界和市場推廣業的人員，現已成為一所常設辦事處，繼續協助庇護工場和輔助就業服務的市場推廣和業務發展。該辦事處透過積極主動的市場推廣和業務發展策略，致力向商業機構和政府部門推介殘疾人士提供的服務和製成品。在2001-02年度，辦事處共為庇護工場等就業服務爭取得超過190項工作訂單和8份招標合約，總值400萬元，並為殘疾人士帶來逾70份兼職和全職工作。



The Marketing Consultancy Office (Rehabilitation), (MCO), an office bringing in personnel with business and marketing background, was set up as a regular establishment in SWD to assist in the marketing and business development of sheltered workshop and supported employment services. Through proactive marketing and business development strategies, the MCO promotes the services of and products made by people with disabilities to business organisations and government departments. In 2001-02, the MCO had secured over 190 job orders and eight tender contracts amounting to \$4 million for the sheltered employment services. More than 70 part-time and full-time jobs had been generated for people with disabilities.



東華三院賽馬會復康中心  
TWGHs Jockey Club Rehabilitation Complex

## 其他服務 | Other Services



**醫務社會服務**  
**MEDICAL SOCIAL**  
**SERVICES**

**違法者服務**  
**SERVICES FOR**  
**OFFENDERS**

**為藥物濫用者**  
**提供的服務**  
**SERVICES FOR**  
**DRUG ABUSERS**

**社區發展**  
**COMMUNITY**  
**DEVELOPMENT**





職業復康服務協助精神病康復者融入社會  
Vocational Rehabilitation service helps ex-mentally ill person's integration into society

病童需要關懷與愛心  
Child patient needs care and concern



**醫務社會服務**

**目標**

醫務社會工作人員(醫務社工)駐於醫院和診所，為病人及其家屬提供及時心理社會輔導和援助，協助他們處理或解決因患病或殘疾而引起的問題。作為臨床小組的成員之一，醫務社工擔當着聯繫醫務和社會服務的重要角色，協助病人康復和融入社會。截至2002年3月底，社署共有370名醫務社工，處理超過32,000宗個案。

**檢討醫務社會服務**

鑑於醫療衛生服務模式正在轉變，而為滿足病人及其親屬日增的需要而提供的綜合服務愈受重視，加上有需要透過調整和精簡服務以提高工作效率，社署遂於本年度檢討醫務社會服務，以便找出更有效為病人提供援助的方法。社署在檢討後推出多項重整服務單位的新措施，以及提供服務和精簡工作程序的新方法。

**MEDICAL SOCIAL SERVICES**

**Objective**

Medical social workers (MSWs) are stationed in hospitals and clinics to provide timely psycho-social intervention to patients and their families and help them cope with or solve problems arising from illness or disability. As a member in the clinical team, MSW plays an important role in linking up the medical and social services to facilitate patient's recovery and rehabilitation in the community. As at end March 2002, SWD has an establishment of 370 MSWs, handling over 32,000 active cases.



**Review of Medical Social Services (MSS)**

Facing the changing mode of service delivery in medical and health services, increasing emphasis on service integration to better meet the rising needs of patients and their families, and calls for greater efficiency through service rationalisation and streamlining, the Department initiated a review on MSS during the year to identify more effective approaches to provide assistance to patients. As a result, new initiatives on re-engineering of service units, new approaches of service delivery and streamlining of work procedures were introduced.

## 其他服務 Other Services

### 新服務模式 — 「一病人，一醫務社工」

為了方便使用者及維持服務連貫性，醫務社會服務單位盡可能採用「一病人，一醫務社工」的服務方式。目前，七間附設門診診所的大型醫院，包括威爾斯親王醫院、北區醫院、瑪麗醫院、東區尤德夫人那打素醫院、青山醫院、瑪嘉烈醫院和葵涌醫院已採用這種服務方式。不論病人正在住院或已離院，均由同一名醫務社工提供服務。這種方式不但可提高效率及為病人提供連貫的一站式個人服務，免卻了醫務社工在轉介個案時重複擬備文件的工作，更節省搜尋檔案和備存記錄的行政及文書工作。

### 「以社區為基礎」的服務模式

為了改善服務和更妥善運用人力資源，社署在2002年1月起採用了以社區為基礎的服務模式。現時，需要接受福利服務的胸肺科診所病人和其家屬，會轉介到最接近他們居住地點的家庭服務中心接受個案工作服務。新的服務模式讓個案工作者能採取更全面的方式照顧病人及其家屬。



### New service delivery mode – “One Patient, One MSW”

To provide continuity of services according to users' convenience, MSS units now adopts the “One Patient, One MSW” approach as far as possible. At present, seven large hospitals with out-patient clinics attached, viz. the Prince of Wales Hospital, North District Hospital, Queen Mary Hospital, Pamela Youde Nethersole Eastern Hospital, Castle Peak Hospital, Princess Margaret Hospital, and Kwai Chung Hospital have adopted this approach whereby the patient is served by the same MSW regardless of his/her in-patient or out-patient status. The approach not only enhances efficient and continuous one-stop personal service to patients, but also avoids duplication of duties of MSWs in compiling documents on case transfer as well as minimising the administrative and clerical work on file search and record keeping.

### “Community-based” service delivery mode

To improve the service and better utilise the manpower resources, a community-based social service delivery mode was adopted in January 2002. The patients of chest clinics and their families in need of welfare services are now referred to and served by the caseworkers of FSCs located within the community nearest to their place of residence. The new mode facilitates caseworkers to take a more holistic approach to care for patients and their families.



醫務社會工作者與病人及其家屬緊密合作，協助病人早日康復  
Medical social worker works closely with the patient and his family members

為了配合醫院管理局發展社區健康護理的工作重點，社署於2001年7月在前屯門分科診所遷往屯門日間醫療中心後，採用一種新的服務模式。派駐前屯門分科診所的醫務社工，分別調派到屯門區內四間家庭服務中心，繼續服務屯門日間醫療中心轉介的門診病人。如有需要，屯門醫院的駐院醫務工會為屯門日間醫療中心門診診所的病人解決其迫切和即時的需要。社署將於2002年6月在伊利沙伯醫院的專科診所嘗試採用類似的運作模式。

為若干類別的病人制訂專業支援服務  
為了與駐診所的醫護人員加強合作，以及培養醫務社工為有特別需要兒童提供服務的專業技能，分駐於衛生署轄下六間兒童體能智力測驗中心的十名醫務社工，現已重組為市區組和新界組。這兩個專責小組與醫護人員緊密合作，為需接受「兒童體能智力測驗中心」服務的兒童及家庭提供服務。

為了透過專業分工提高服務質素，社署把30名在《精神健康條例》方面有較高專業技能和知識並任職精神科醫院或診所醫務社會服務部的社會工作主任，組成五支區域專責小組，輪流負責進行調查、撰寫社會背景調查報告，及代表社署署長出席監護委員會的聆訊。

To dovetail with the Hospital Authority's emphasis on the development of community-based health care, a new mode of service delivery was also implemented when the ex-Tuen Mun Polyclinic (TMPC) was reprovisioned into the Tuen Mun Ambulatory Care Centre (TMACC) in July 2001. The manpower of the MSS unit stationed in the ex-TMPC was transferred to the four respective FSCs of Tuen Mun district to continue delivering the service to needy out-patients referred from TMACC. Where required, MSWs of the Tuen Mun Hospital will attend to urgent and immediate needs of patients of the out-patient clinic at the TMACC. A similar operation mode will be tried out at the Specialist Out-patient Clinic at Queen Elizabeth Hospital in June 2002.

Developing specialised support for some patient groups  
To strengthen collaboration with the clinical counterparts and develop expertise in providing services to children with special needs, the ten MSWs in the Department of Health's six Child Assessment Centres (CACs) are amalgamated into an Urban Team and a New Territories Team. These specialised teams work closely with the medical and nursing professionals to cater for the needs of families with children attending the CACs.

To improve the quality of service through specialisation of skills, 30 Social Work Officers (SWOs) with more expertise and knowledge on the Mental Health Ordinance serving the MSS units in psychiatric setting are grouped to form five Regional Designated Teams on rotation basis to take up the responsibilities of conducting investigation, compiling social enquiry reports and representing the Director of Social Welfare (DSW) as Party at the Guardianship Board hearings.

## 其他服務 Other Services



### 違法者服務

#### 目標

社署為違法者提供服務的整體目標，是根據法庭指示，透過社會工作手法，提供社區層面的康復及住院服務，引導違法者走向正途，重返社會。

#### 服務及統計數字

- 14間感化辦事處
- 1間社會服務令辦事處
- 1隊社區支援服務計劃
- 4間為刑釋人士而設的輔導處
- 6間為刑釋人士而設的宿舍
- 3間羈留院/收容所
- 4間感化院舍

### SERVICES FOR OFFENDERS

#### Objective

The overall objective of services for offenders under SWD is to give effect to the directions of the courts on the treatment of offenders by social work approaches through community-based and residential services with an aim of re-integrating offenders into the community.

#### Services and Statistics

- 14 Probation Offices (PO)
- 1 Community Service Orders Office (CSO)
- 1 team of Community Support Services Scheme (CSSS)
- 4 Social Therapy Centres for Ex-offenders (STC)
- 6 Hostels for Ex-offenders
- 3 Remand Homes/Places of Refuge
- 4 Correctional Homes (CH)



**社區層面的康復服務**

社區層面的康復服務包括感化服務、社會服務令計劃及社區支援服務計劃。在2001-02年度，社區支援服務計劃共有609名會員，感化服務及社會服務計劃下接受監管的個案數目如下：

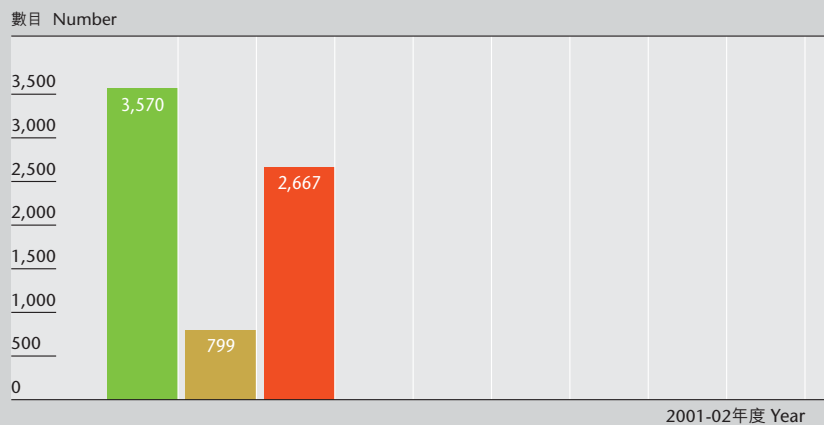
感化服務

**Community-based Rehabilitation Services**

Community-based rehabilitation services include probation service, CSO Scheme and CSSS Scheme. The number of members of the CSSS for the financial year 2001-02 is 609 while the number of supervision cases served in Probation Service and CSO Scheme is as follows –

Probation Service

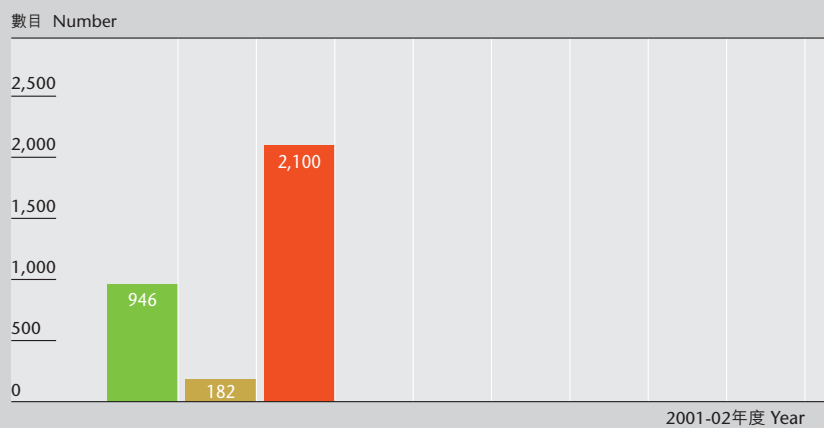
接受監管個案數目 — 感化服務  
Number of Supervision Cases Served – Probation Service



社會服務令計劃

Community Service Orders Scheme

接受督導個案數目 — 社會服務令計劃  
Number of Supervision Cases Served – Community Service Orders Scheme



## 其他服務 Other Services



院童專心上課  
Boys and girls having their lessons attentively

### 羈留院及住院訓練服務

社署轄下共有三間羈留院/收容所及四間青少年違法者感化院舍，其中包括兩間核准院舍、一間感化宿舍和一間感化院，合共提供440個宿位予有需要接受短期監護和照顧的青少年或有需要接受住院訓練的青少年違法者。在2001-02年度，羈留院/收容所入院人數共3,241人，而感化院舍服務的離院個案數目如下：

青少年違法者感化宿舍

### Remand Facilities and Residential Training

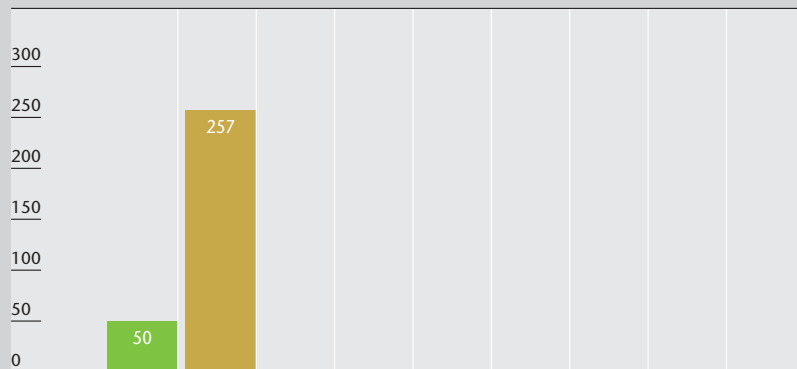
The Department operates three remand homes/places of refuge and four correctional homes including two probation homes, one probation hostel and one reformatory school with a total capacity of 440 residential places for children and juveniles in need of temporary custody or young offenders requiring residential training. The number of admissions into the Remand Homes/Places of Refuge in 2001-02 is 3,241. As for the long-term correctional homes, the number of discharged cases is as follows –

Correctional Homes for Young Offenders

離院個案數目 — 感化院舍服務  
Number of Discharged Cases –  
Correctional Homes

- 不能完成住院訓練  
Unable to Complete Residential Training
- 成功完成住院訓練  
Able to Complete Residential Training

數目 Number



2001-02年度 Year

**與懲教署合作提供的服務**

青少年罪犯評估專案小組及監管釋囚計劃是社署與懲教署合作提供給青少年違法者及成年釋囚的兩項服務。

青少年罪犯評估專案小組

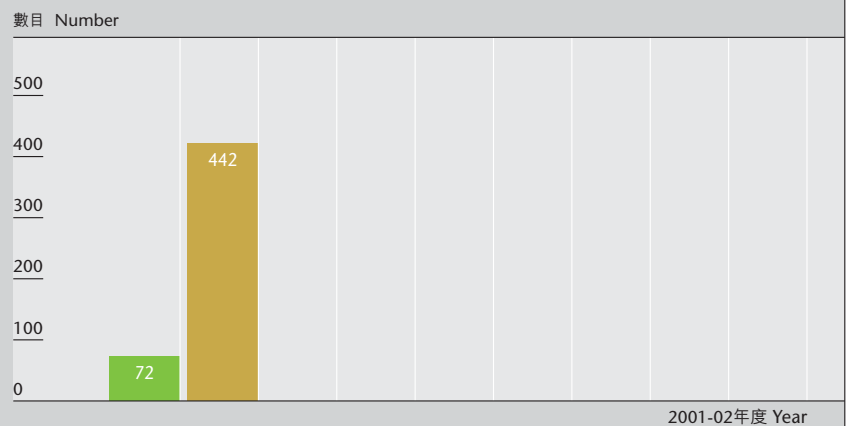
**Joint Venture with the Correctional Services Department (CSD)**

There are two services operated in joint venture with CSD respectively for young offenders and adult discharged prisoners, namely the Young Offender Assessment Panel and the Post-Release Supervision of Prisoners Scheme.

Young Offender Assessment Panel

接受評估個案數目 — 青少年罪犯評估專案小組  
Number of Cases Served – Young Offender Assisitant Panel

- 不獲法庭接納個案  
Not-in-line Court Disposed Case
- 獲法庭接納個案  
In-line Court Disposed Case

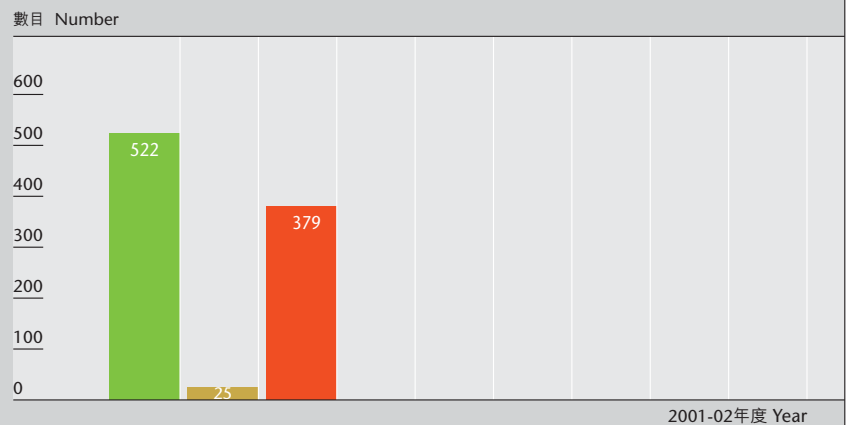


**監管釋囚計劃**

**Post-Release Supervision of Prisoners Scheme**

接受監管個案數目 — 監管釋囚計劃  
Number of Cases Served – Post-Release Supervision of Prisoners Scheme

- 處理中  
Active
- 不順利完成  
Unsatisfactorily Closed
- 順利完成  
Satisfactorily Closed



## 其他服務 Other Services

### 全年重點

社署在2001年10月邀請了英國利物浦大學臨床心理學學院高級講師 Dr James McGuire 參觀本署的感化服務單位，分享他的工作經驗和對本署將來的服務發展提出意見。社署正參考 Dr McGuire 的意見，擬定重整違法者服務的策略建議及工作方案，務求透過增強服務間的協同效應和整合，切合違法者不斷變更的需要。

為提供更好的教育服務予由本署院舍照顧的院童，社署已在2001年9月將核准院舍及感化院內部份教師職位提升為學位教師職位。又於2002年1月在羈留院及收容所加設了六個教師職位。

在本年度，社署亦與唯一獲資助提供違法者服務的非政府機構——香港善導會重新檢視其服務的模式和未來發展方向。

### HIGHLIGHT OF THE YEAR

A renowned overseas scholar, Dr James McGuire, Senior Lecturer of Clinical Psychology Department, University of Liverpool, U.K. was invited to visit the correctional service units of the Department in October 2001 to share his experience and give advice on the future development of the Department's services. Dr McGuire provided pertinent advice and based on which the Department was drawing up strategic proposals and action plans for re-engineering the services for offenders to enhance service synergy and integration to address the changing needs of offenders.

To provide better education to residents under the care of the correctional/residential homes, the Department upgraded some of the teaching posts in probation homes and reformatory school to the Education Officer Grade in September 2001 while six additional teaching posts were created in remand homes and places of refuge in January 2002.

During the year, the Department also works closely with the Society of Rehabilitation and Crime Prevention, Hong Kong, the only NGO providing subvented services contributing to the offender programme, to take a fresh look into its service delivery mode and its future positioning.



院童齊心協力美化院舍居住環境  
Residents engaged in beautifying the home environment



藥物濫用者在戒毒治療及康復中心過着有規律的生活  
Residents of Drug Treatment and Rehabilitation Centre having a disciplined life



## 為藥物濫用者提供的服務

### 目標

透過社區為本和住宿服務，協助藥物濫用者戒除服用藥物的習慣和重投社會，並為青少年提供預防教育服務，宣揚濫用藥物的害處。

### 服務及統計數字

- 15間戒毒治療及康復中心
- 2間為藥物濫用者和濫藥康復者而設的交誼會所
- 3間濫用精神藥物者輔導中心
- 2隊「健康新一代」計劃

### 全年重點

截至2002年3月底，社署資助三間濫用精神藥物者輔導中心。有鑑於濫用藥物的青少年人數不斷上升，社署已獲取資源增設兩間輔導中心，於2002年底投入服務，為濫用精神藥物者提供預防和輔導服務。現有的三間濫用精神藥物者輔導中心亦獲增撥資源，加強為中學生提供預防教育服務。

在禁毒處的政策支持下，社署在2001年9月成立藥物倚賴者治療中心牌照事務處，準備執行將於2002年4月1日起生效的《藥物倚賴者治療康復中心(發牌)條例》。發牌制度旨在確保藥物倚賴者可在管理妥善和安全的環境中接受服務，從而保障他們的利益。牌照事務處將聯繫其他有關政府部門，向治療中心提供適切的意見，以協助它們符合發牌要求。

## SERVICES FOR DRUG ABUSERS

### Objective

To help drug abusers to abstain from their drug-taking habits and re-integrate into the community through community-based and residential services, as well as to provide preventive programmes to young people on harmful effects of drug abuse.

### Services and Statistics

- 15 Drug Treatment and Rehabilitation Centres
- 2 Social Club Drug Abusers and Ex-drug Abusers
- 3 Counselling Centres for Psychotropic Substance Abusers (CCPSA)
- 2 teams of Against Substance Abuse Scheme

### HIGHLIGHT OF THE YEAR

As at end March 2002, there were three CCPSAs under subvention of the Department. In view of the increasing number of young drug abusers, resources were obtained for setting up two additional CCPSAs to render preventive and remedial services to the psychotropic substance abusers. These new centres are expected to commence operation by end 2002. The three existing CCPSAs will also be allocated with additional resources to strengthen preventive programmes for secondary school students.

With the policy support of the Narcotics Division, the Department set up a Licensing Office of Drug Dependents Treatment Centres in September 2001 to prepare for the implementation of the Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance, which will come into force on 1 April 2002. The licensing regime is to ensure that drug dependent persons will receive services in a properly managed and physically secure environment, thereby protecting their well-being. The Licensing Office will co-ordinate with other government departments concerned in providing appropriate advice to facilitate the treatment centres to comply with the licensing requirements.

## 其他服務 Other Services



### 社區發展

#### 目標

社署的社區發展工作旨在促進個人利益、社群關係、社區團結精神，並鼓勵個人參與解決社區問題，務求改善社區生活質素。

#### 服務

- 20間家庭支援及資源中心
- 14支家庭支援網絡隊
- 13間社區中心
- 25支鄰舍層面社區發展計劃工作隊
- 12項綜合鄰舍計劃

#### 全年重點

社署重組的其中一個環節，乃將轄下的19個小組工作部分階段重整為20個家庭支援及資源中心，為個別市民及家庭提供資源和支援，尤以亟需援助的家庭為主。為更主動向亟需援助的家庭和人士提供支援，本署在轄下各行政區成立家庭支援網絡隊，主要附設於家庭支援及資源中心，透過外展社會工作模式，及早識別有需要的家庭，並提供適切的服務。而鄉郊流動服務隊亦已收納於家庭支援網絡隊之下，以更有效地運用資源。

### COMMUNITY DEVELOPMENT

#### Objective

The Department's work in community development aims at promoting individual well being, social relationship and cohesion within the community, and encouraging the participation of individuals in solving community problems and improving the quality of community life.

#### Service Provision

- 20 Family Support and Resource Centres (FSRC)
- 14 Family Support Networking Teams (FSNT)
- 13 Community Centres (CC)
- 25 Neighbourhood Level Community Development Projects (NLCDP)
- 12 Integrated Neighbourhood Projects (INP)

#### HIGHLIGHT OF THE YEAR

As part of the SWD re-organisation, the 19 Group Work Units were refocused by phases to become 20 FSRCs to provide resources and support to individuals and families, in particular the vulnerable. In order to proactively reach out to the people in need, outreaching services in the form of FSNTs, mainly attached to the FSRCs, were set up in each and every administrative district of the Department for identifying families in need of services at an early stage through outreaching efforts. With the formation of FSNTs, Rural Mobile Service Teams were subsumed under them for effective use of resources.

鑑於市民對福利服務的需求不斷轉變，社署自2001年起向13間由非政府機構營運的社區中心增撥資源，加強對社區內亟需協助的家庭提供外展服務。

為了跟進審計署署長在1997年10月發表的第29號報告書的建議，當局審慎研究服務人數少於3,000人的鄰舍層面社區發展計劃工作隊的情況，以提高服務的成本效益。其中七支服務少於3,000人而所服務地區沒有清拆期限的工作隊當中，有三支已終止服務、三支已精簡架構，餘下一支則維持2001年12月時的狀況。截至2002年3月底，共有25支分別由11間非政府機構營辦的鄰舍層面社區發展計劃工作隊。

綜合鄰舍計劃的試行乃為填補因分期終止鄰舍層面社區發展計劃而可能產生的服務不足之處。社署在2002年將檢討綜合鄰舍計劃，研究該六項計劃是否有繼續服務的需要，並考慮這項服務整體上的發展方向。

In light of the changing welfare needs of the general public, the 13 Community Centres run by NGOs were allocated additional resources since 2001 to strengthen their outreaching services to vulnerable families in the locality.

As a follow-up to the recommendations in the Report No. 29 of the Director of Audit published in October 1997, the Administration had critically examined the position of NLCDP teams serving a population below 3,000 to maximise the cost-effectiveness of the service. Seven teams with a population below 3,000 and without clearance dates were identified. Among the seven teams, three were terminated, three were right-sized and the remaining one maintained status quo as at December 2001. As at end March 2002, there were 25 NLCDP teams operated by 11 NGOs.

INPs were set up on a pilot basis to dovetail with the phasing out of NLCDPs to fill possible service gaps. A review on INPs was commissioned during the year to examine the need for continuation of the six INPs and the future of the service as a whole.



鄉郊服務  
Welfare services in rural area



聯歡日  
Fun day

# 人力資源管理 及資訊科技

# Human Resource Management and Information Technology







政務司司長曾蔭權在「顧客心聲樹」贈言  
CS, Mr Donald Tsang provided feedback on "Customers' feedback tree"



社署部門協商委員會成員  
Members of the Departmental Consultative Committee

## 人力資源管理

### 人力資源管理科

社署是一個擁有眾多員工的政府部門，職員人數達5,347名，其中3,100名為分屬28個職系的部門人員（從事社會工作範疇和社會保障範疇的人員分別約有1,930和1,160名）。我們致力以積極、主動和融合的方式有效管理人力資源，及建立一支盡心服務、工作勤奮和有滿足感的工作隊伍。為此，社署已於2001年8月1日成立人力資源管理科，而社署的康樂會和社署職員義工隊亦經常為員工舉辦各項多姿多采的活動。

人力資源管理科明白到員工是本署最重要的資源，因此以推行和統籌各項人本措施為使命，目的是建立一支勇於承擔、能幹熟練而又靈活應變的工作隊伍，務求能達到社署的目標和應付未來種種的新挑戰。人力資源管理科由職系管理組和員工發展及訓練組組成，負責制訂本署人力資源管理的整體發展策略，以及監察人力資源管理計劃及措施的制訂和推行。

## HUMAN RESOURCES MANAGEMENT

### Human Resource Management Branch (HRMB)

With a workforce of 5,347 staff of which 3,100 in 28 grades are Departmental staff (around 1,930 in social work stream and 1,160 in social security stream), SWD is committed to adopting a proactive and integrated approach to manage human resources effectively and building a professional, dedicated and satisfying workforce. Apart from the establishment of the HRMB on 1 August 2001 to give added impetus to HRM work, management's efforts are complemented by activities run by the SWD Recreation Club and SWD staff Volunteer Team.

Recognising that staff are our most important resources, the mission of the HRMB is to initiate and co-ordinate efforts in building up a highly committed, competent, versatile and skilled workforce to meet the objectives of the Department and new challenges in the coming years. Underpinned by the Grade Management Section (GMS) and the Staff Development and Training Section (SDTS), the HRMB is tasked to map out the overall strategy of HRM development for the Department and oversee the formulation and implementation of HRM plans and initiatives.

## 人力資源管理及 資訊科技

## Human Resource Management and Information Technology

### 職系管理組

職系管理組致力於制訂一套目標更明確、更有系統和更全面的模式，以便就部門和共通職系人員及第一標準薪級人員的職業前途發展及訓練、工作表現管理、職位安排及調職、招聘及晉升和人力資源規劃等各方面進行管理。在2001年10月至11月期間，職系管理組人員先後與1,300名職系人員舉行了合共114次焦點小組會議，以介紹職系管理組的工作和收集員工對職系管理和其他人力資源管理事宜的意見。職系管理組亦為九個員工協會/職工會和文書職系/第一標準薪級人員的部門協商會議代表舉行性質相若的焦點小組會議。收集所得的意見將用於制訂各項人力資源管理政策、指引和計劃。

### 員工發展及訓練組

員工發展及訓練組由三個分組組成，包括人力資源管理發展分組、訓練分組和訓練行政分組，負責釐訂及推行周年訓練及發展計劃，以及其他人力資源管理的新猷，以提升員工的工作效率和事業發展。在2001-02年度，該組共舉辦了485個課程，來自本部門、其他政府部門及非政府機構的參加者達24,515位。

### Grade Management Section (GMS)

The GMS aims to develop a more focused, systematic and integrated approach for the management of Departmental and common grades as well as Model I staff on the areas of career development and training, performance management, posting and transfer, recruitment and promotion, and manpower planning. During the period from October to November 2001, staff of the GMS held a total of 114 focus group meetings with 1,300 grade members to introduce the work of the GMS and collect staff's views on grade management and other HRM issues. Similar focus groups were also conducted for the nine staff associations/unions and representatives of the Departmental Consultative Committee for the Clerical/Model Scale I staff. The views collected are valuable for the purpose for drawing up various HRM policies, guidelines and plans.

### Staff Development and Training Section (SDTS)

The SDTS, comprising the HRM Development Unit, the Training Unit and the Training Administration Unit, is responsible for the formulation and implementation of annual training and development plan and other HRM initiatives to enhance business efficiency and career development of staff members. In 2001-02, the SDTS organised 485 programmes attended by 24,515 participants from the Department, other Government departments and NGOs.

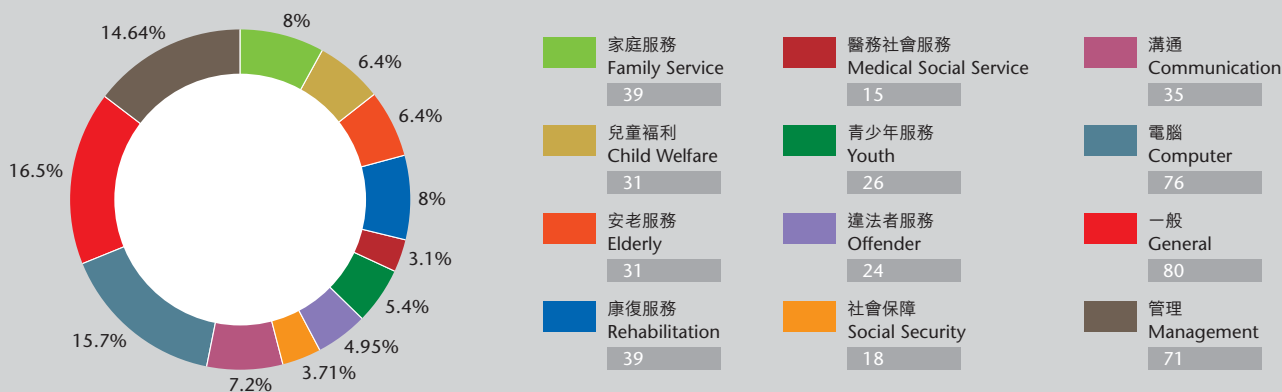


人力資源管理培訓工作坊  
Human Resource Management training workshop

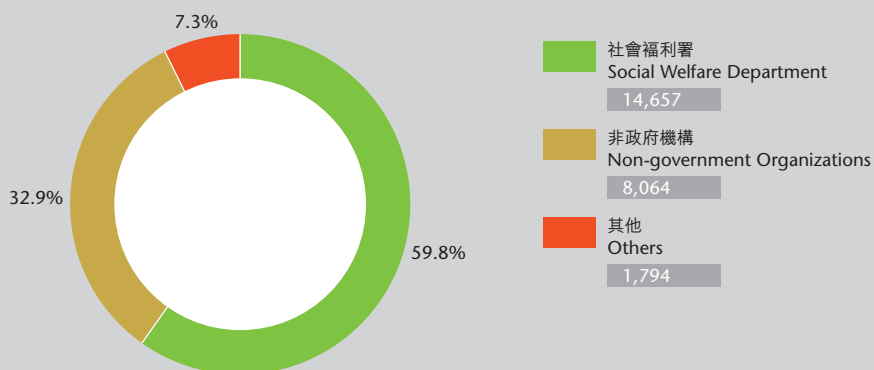


同事積極參與研討會  
Colleagues participated enthusiastically in seminar

2001-02年度舉辦訓練活動的數目  
No. of Training Programme 2001-02

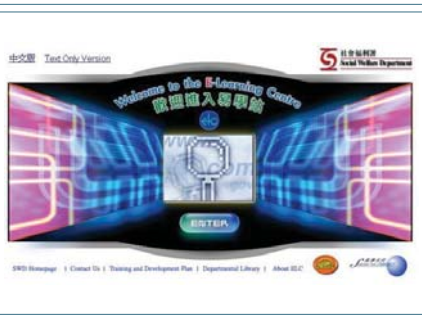
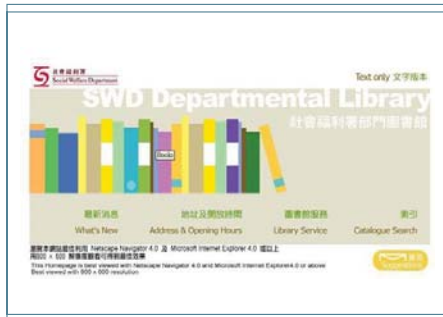


2001-02年度的學員人數  
No. of Trainees 2001-02



人力資源管理及  
資訊科技

Human Resource Management and  
Information Technology



為推廣部門的網上學習，員工發展及訓練組在2001年5月推出網上學習中心「易學站」，而首個網上學習課程是「保護兒童服務基礎訓練」。此外，網上圖書搜尋系統亦已於同年11月推出，讓使用者透過互聯網尋找部門圖書館的參考資料。

員工發展及訓練組修訂了社會工作主任職系的表現評核制度，採用以講求實效及才能為本的評核模式。除了助理社會工作主任職級外，社會工作主任職系的人員均已採用新的評核制度。為使員工作好準備迎接新的轉變，該組舉辦了多次內部簡佈會和技能學習工作坊。此外，該組又於2001年9月為社會工作主任職系印製了一本《關鍵才能及表現管理手冊》，就新制度下如何達致有效的表現管理，提供實務指引。

To promote cyber learning in the Department, the SDTS launched in May 2001 an e-Learning Centre with the first web-based training programme titled 'Child Protection Training Online (CPTOL)'. The Online Library Searching System was also launched in November 2001 allowing users to search for reference materials in the Departmental Library through Internet access.

The SDTS has revised the performance appraisal system of the SWO grade using a result-oriented and competency-based approach. The new appraisal system has been adopted in the SWO Grade, except the ASWO rank. In-house briefing sessions and skill-learning workshops were held to prepare officers for the change. In addition, a 'Core Competency and Performance Management Handbook for SWO Grade' was produced in September 2001 to provide officers with practical guidelines on effective performance management under the new system.



高層職員參與集思廣益會  
Senior officers participated in "Brain Storm" session



寓訓練於娛樂  
Work hard and play hard







職員參予義工活動  
Staff volunteer team in action

另一方面，為與其他政府部門交流在提倡機構學習文化方面的心得和成果，並從中向各部門學習，員工發展及訓練組代表部門參加了由公務員培訓處主辦的2001年人力資源發展人才培訓典範獎比賽。雖面對眾多優秀的參賽部門，本署最終勇奪了金獎及最佳演繹獎兩項大獎。

#### 社署康樂會及義工服務

在2001年，社署康樂會舉辦各式各樣的社交及康樂活動供各同事和他們的家人一同參加，反應十分熱烈。這些活動包括13項興趣班、每年一度的春茗、首次舉辦的區際保齡球比賽，以及一些特備活動如草地滾球同樂日、哥爾夫球同樂日、蒲台島遠足旅遊和跳舞坊等。

為了協力建設香港成為一個互相關懷的社會，本署帶領推動全港義工運動。社署也著重推動員工參與義務工作。社署職員義工隊於1998年組成，截至2002年3月底，已有637人登記為職員義工隊成員，當中包括363名職員義工和274名家屬義工。為響應國際義工年，社署職員義工隊積極提高同事服務社會的興趣。義工服務包括定期舉辦馬鞍山郊野公園植樹和護林活動，以及舉行一項“義”曲同“工”義工服務計劃，邀請員工舉辦一些為所屬社區服務的義工計劃。職員義工隊亦試辦了另一項名為「天使行動」的義工服務計劃，由職員義工定期探訪配對兒童之家或兒童院內五至八歲的社署署長監護兒童，並在假日攜同這些兒童參與他們的家庭動。

Furthermore, with the aim of sharing our achievements in promoting the culture of organisational learning and learning from other government departments, the SDTS represented the Department to participate in CSTD Best Practices in HRD Award 2001 organised by Civil Service Training and Development Institute. Despite keen competition, the Department was awarded both the Grand Prize and the Best Presentation Award.

#### SWD Recreation Club and Volunteer Service

In 2001, the SWD Recreation Club organised a great variety of social and recreational activities for SWD staff and their families and had received very favourable response. These activities included 13 interest classes, the annual Spring Dinner, the Inter-district Bowling Competition and other special events like Lawn Bowl Fun Day, Golf Fun Day, Excursion to Po Toi Island and Dancing Meet.

With the mission of building Hong Kong into a more caring community, and tasked to spearhead a territory-wide Volunteer Movement in Hong Kong, the Department emphasises promotion of volunteerism amongst its staff. The SWD Staff Volunteer Team was formed in 1998. As at end March 2002, 637 volunteers, including 363 staff members and 274 family members, registered with the Team. To echo the International Year of Volunteers, the SWD Staff Volunteer Team played an active role in promoting the interest of our staff in serving the community. Volunteer activities included regular tree planting and conservation activities at Ma On Shan Country Park and an Inter-region Volunteer Service Projects Competition where staff were invited to organise volunteer service projects to serve their community. The Team also ran another experimental volunteer service project “Angels’ Act” where staff volunteers, matched with those DSW wards aged between five to eight residing in small group homes or children’s homes, paid concern visits to these wards and included them in their normal family activities during holidays.

人力資源管理及  
資訊科技

Human Resource Management and  
Information Technology

**資訊科技**

資訊系統及科技科為社署的各項業務提供資訊科技的支援及意見，並負責執行社會福利界的資訊科技策略。該科包括事務組及科技組，由社署職員及科技人員共同執行各項工作。

**本年重點**

推行電子政府策略

- 社署參加了「生活易」電子公共服務計劃，方便公眾人士登記加入義工計劃、申領長者咭、申請公司/機構加入長者咭計劃及查詢已獲批准的慈善籌款活動。
- 瀏覽社署網頁的人數不斷增加：

**INFORMATION TECHNOLOGY (IT)**

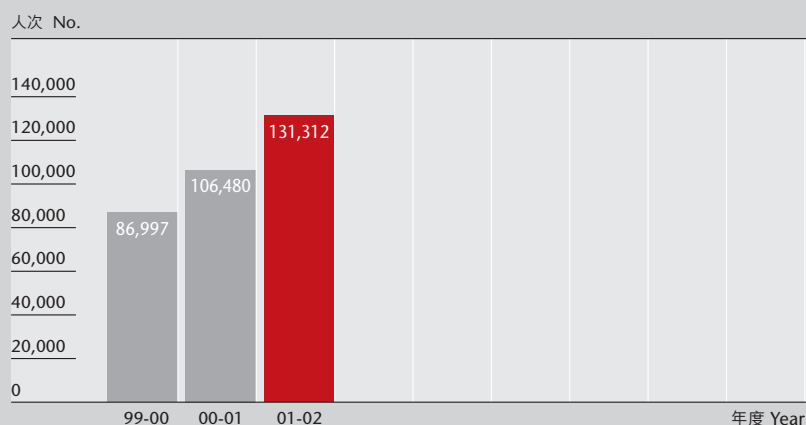
The Information Systems and Technology Branch (ISTB) provides IT support and advice to meet the Department's business needs and implements the IT strategy for the social welfare sector. It consists of a Business Section and a Technology Section, and is manned by a mix of Departmental staff and technical staff.

**Highlight of the Year**

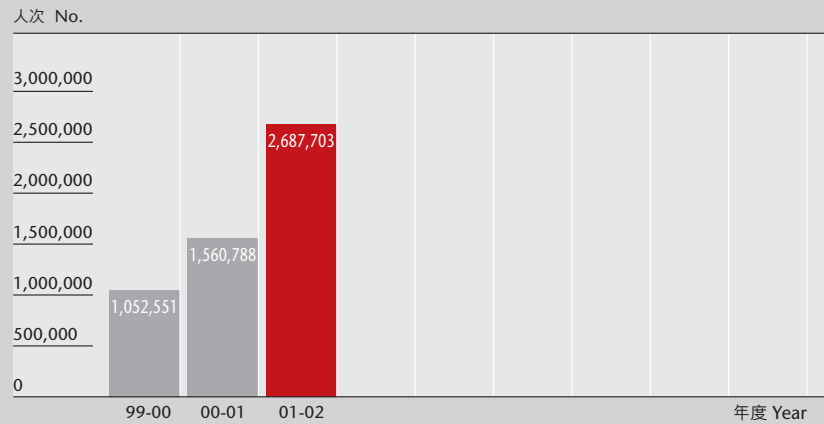
Implementation of E-Government Strategies

- The Department has participated in the Electronic Services Delivery (ESD) scheme to facilitate volunteer registration, application and participation in the senior citizen card scheme, as well as enquiry on approved fund raising activities.
- The number of visitors to the Department's homepage keeps increasing: –

主頁瀏覽人次  
Number of Hit Counts on Index Page



各頁總瀏覽人次  
Number of Hit Counts on All Pages



- 社署於2001年參加了由資訊科技及廣播局委託進行的資訊科技發展進度檢討。檢討提出的改善建議將在未來數年按優先次序執行。

#### 個案管理先導計劃

- 社署在2001年進行了一項為期六個月的個案管理先導計劃，採用一套根據個案管理流程而設計的應用軟件，供50名來自觀塘區12個服務單位的前線工作人員參與評估以電子方式管理個案資料的成效。
- 推行個案管理先導計劃所得的經驗顯示電子系統可讓社會工作人員更快速地共用服務使用者的資料。計劃所得的經驗亦顯示有關人員需要一段時間，才能配合工作文化上必要的轉變，包括適應由文件工作為主改變為以電子工作為主的工作模式。

- In 2001, the Department participated in a review of progress in IT developments commissioned by the Information Technology and Broadcasting Bureau. The review identified some improvement areas, which will be prioritised and implemented in the coming years.

#### Case Management Pilot Project

- A six-month case management pilot project involving the use of a workflow-based case management software application was conducted in 2001. The study involved 50 frontline staff from 12 service units in Kwun Tong to test out the effectiveness of conducting case management in an electronic mode.
- Experience gained from the pilot project indicated that client record searching and client information sharing amongst social work staff would become quicker and more efficient with an electronic system. The pilot project also confirmed that it would take time for staff to achieve the necessary cultural change including adaptation to the shift from a paper-based mode to an electronic mode.



### 在社會福利界使用資訊科技的策略

- 社署已在2001年1月制訂社會福利界使用資訊科技的策略，以確定業界發展資訊科技的方向和開發項目。策略的涵蓋範圍包括基本設施、通訊系統、應用系統、接觸途徑及人力資源。社署亦已徵詢了社會福利諮詢委員會和立法會福利事務委員會對有關策略的意見。這兩個委員會對策略所訂的發展方向均表示支持。
- 福利界資訊科技聯合委員會在2001年5月成立，由社署署長出任主席。成立該會的目的，是督導資訊科技策略的推行，以便運用資訊科技達致更有效管理和提供福利服務的目標。委員會成員包括資訊科技專業人才、福利界非政府機構、香港社會服務聯會、資訊科技署和衛生福利局等的代表。
- 在2001年，獎券基金撥備1億5,200萬元，推行社會福利界資訊科技策略的建議。由中央統籌的資訊科技計劃如下：
  - 為172間福利界受資助非政府機構更換1,584台個人電腦；
  - 支援香港社會服務聯會轄下的資訊科技資源中心三年的運作經費，以便為非政府機構提供一系列資訊科技服務；
  - 為非政府機構提供寬頻接駁互聯網和數碼證書的服務；以及
  - 在長者服務中心及殘疾人士康復服務單位裝設個人電腦連互聯網裝置，並為長者和殘疾人士提供認識及使用資訊科技的訓練。

### IT Strategy for the Social Welfare Sector

- An IT strategy for the social welfare sector was drawn up in January 2001 to identify the direction and components of IT development in the sector. The coverage of the IT strategy includes infrastructure, communications, system applications, accessibility and humanware. The Social Welfare Advisory Committee and the LegCo Panel on Welfare Services were consulted on the strategy and were supportive of the directions laid down in the strategy.
- In May 2001, a Joint Committee on Information Technology for the Social Welfare Sector under the chairmanship of DSW was set up to steer the implementation of the IT strategy with a view to promoting better management and delivery of welfare services with the use of IT. The Joint Committee comprises IT experts as well as representatives from NGOs providing welfare services, the HKCSS, the Information Technology Services Department (ITSD) and the Health and Welfare Bureau.
- In 2001, a total of \$152 million was approved from the Lotteries Fund to implement the recommendations set out in the IT strategy for the social welfare sector. Major centrally co-ordinated IT initiatives include: -
  - replacement of 1,584 PCs for 172 subvented welfare NGOs;
  - support for the three-year operation of the Information Technology Resource Centre within the HKCSS to provide a range of IT services to NGOs;
  - provision of broadband Internet access and digital certificates for NGOs; and
  - provision of PCs with Internet facilities at service centres for elders and rehabilitation service units plus provision of IT awareness training programme for elders and the disabled.



### 推行社署資訊系統策略第二階段計劃

- 社署獲得立法會財務委員會撥款，推行社署資訊系統策略第二階段計劃。這計劃包括提供可供整個部門使用的技術基本設施，以支援部門在提供福利服務方面有效運用資訊科技，與及設立電腦化服務使用者資訊系統，以便前線人員共用所需的資料，協助他們管理個案和規劃服務。
- 開發服務使用者資訊系統是社會福利界資訊科技策略中重要的一環，這系統首先在社署進行，其後推廣至非政府機構。在2002年3月，社署成功申請獎券基金撥款，為非政府機構的家庭服務中心進行一項小規模的可行性研究，以確定把服務使用者資訊系統推展至非政府機構的可行性，以及鑑定僅適用於非政府機構運作環境的具體用戶需求（如有的話）。

### Implementation of Phase II of SWD's Information Systems Strategy

- Funding approval was obtained in April 2002 to implement Phase II of the Department's Information Systems Strategy (ISS). The Phase II implementation involves the development of a Department-wide technical infrastructure to support the effective use of IT in the delivery of welfare services and a computerised client information system (CIS) to facilitate sharing of information amongst frontline workers, case management and service planning.
- Development of a CIS, initially within the Department and subsequently extended to NGOs, forms an important part of the IT strategy. In March 2002, a grant from the Lotteries Fund was applied to implement a mini-feasibility study with FSCs operated by NGOs with a view to confirming the feasibility of extending CIS to NGOs and identifying specific user requirements, if any, unique to NGOs' operating environment.



社會福利署網頁  
SWD homepage

# 義務工作 | Volunteerism



## 義工運動

社署於1998年開展全港「義工運動」，鼓勵不同階層人士參與義務工作，共同建設一個更見關懷的都市；而學校、團體、工商機構及社團組織均為推廣對象。

## 年內盛事

為響應聯合國訂定2001年為「國際義工年」，一連串的慶祝活動相繼舉行，當中包括「不一樣的學習——義工服務計劃」、「招織送暖遍全球」、「編織送溫暖、網絡傳愛心」等。這些活動大大提高學校、團體、工商機構、社團組織的義務工作參與率。截至2001年底，共有265,000名個人義工及752個團體加入了義工運動，他們於年內共提供超過800萬小時的義工服務。

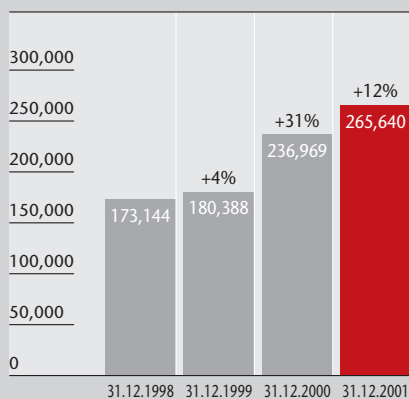
## VOLUNTEER MOVEMENT

Since 1998, the Department has launched the territory-wide Volunteer Movement to encourage people from all walks of life to take part in volunteering with an aim to build a more caring community. Schools, corporations and community organisations are our targets for promotion.

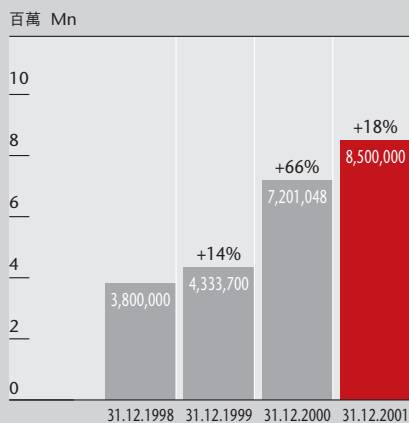
## HIGHLIGHT OF THE YEAR

To echo the International Year of Volunteers 2001 proclaimed by the United Nations, a series of commemorative and promotional programmes and activities were held throughout the year, including "Learning Through Volunteering", "Scarf-knitting Campaign" and "Volunteer-chains Across Borders". Through these programmes, the participation rate in volunteering amongst the three targets, i.e., schools, corporations and community organisations, was greatly boosted. By the end of 2001, 752 organisations and 265,000 individuals had registered under the Movement. They had delivered more than eight million hours of volunteer service in the year.

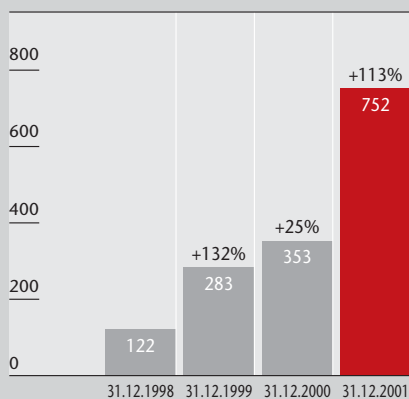
登記義工人數  
Number of Registered Volunteers



義務工作服務時數  
Number of Service Hours

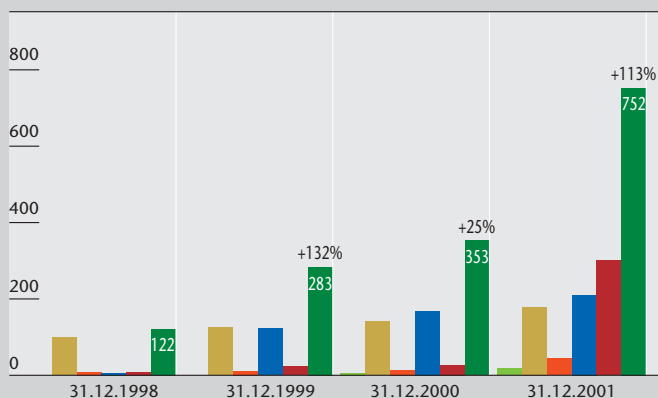


參與機構數目  
Number of Participating Agencies



參與機構類別  
Agency Profile

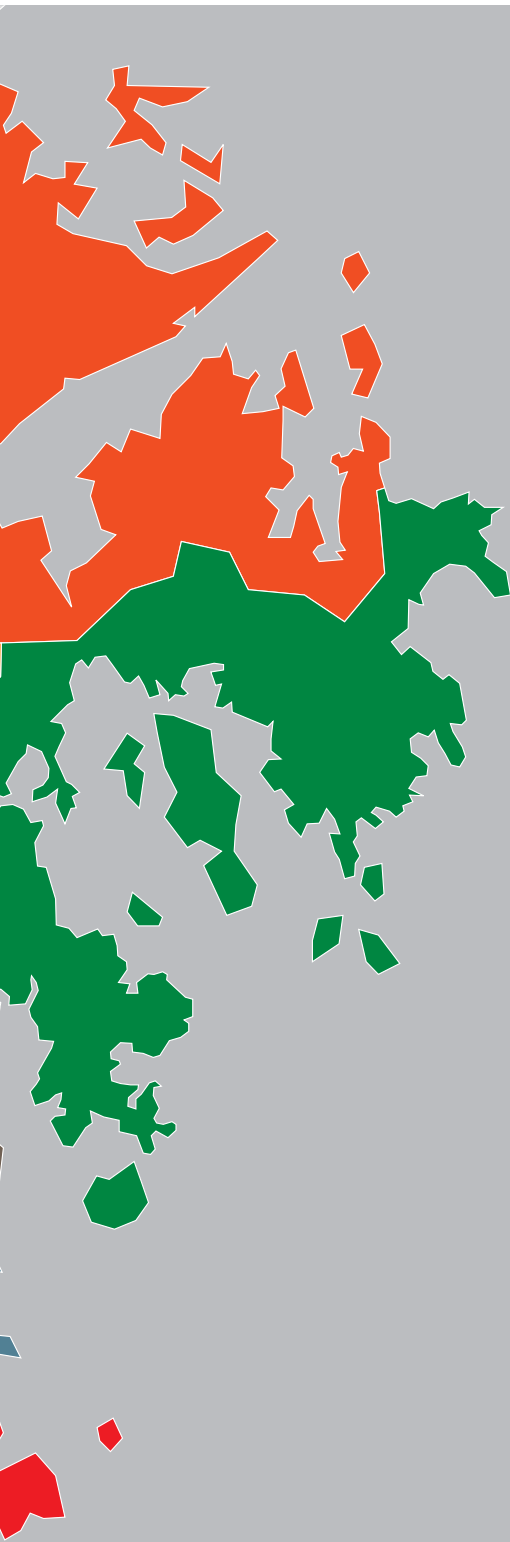
- 政府部門  
Government
- 學業  
School
- 非政府機構  
Non-Government  
Organisations
- 團體  
Local Organisations
- 企業  
Corporations
- 數目  
Total
















地區特色 District Highlights







- |   |  |   |   |
|---|--|---|---|
|  | 中西區及離島區<br>Central, Western and Islands District |  | 油尖旺區<br>Yau Tsim Mong District              |
|  | 東區及灣仔區<br>Eastern and Wan Chai District          |  | 沙田區<br>Sha Tin District                     |
|  | 南區<br>Southern District                          |  | 大埔及北區<br>Tai Po and North District          |
|  | 觀塘區<br>Kwun Tong District                        |  | 元朗區<br>Yuen Long District                   |
|  | 黃大仙及西貢區<br>Wong Tai Sin and Sai Kung District    |  | 荃灣及葵青區<br>Tsuen Wan and Kwai Tsing District |
|  | 九龍城區<br>Kowloon City District                    |  | 屯門區<br>Tuen Mun District                    |
|  | 深水埗區<br>Sham Shui Po District                    |   |   |

## 地區特色 District Highlights

社署分13個行政地區運作，各區由一位福利專員領導。福利專員的職責為監管部門在該區的服務單位，一些中央/區域服務單位及專業專責小組（視乎適當情況），並負責區內服務的協調、聯絡、規劃和外展工作。每位福利專員平均管轄340名人員，不過，實際的員工編制會因應各區的獨特運作需要而有所不同。

In operation, the Department is organised into 13 districts, each led by a District Social Welfare Officer (DSWO) at the Principal Social Work Officer rank who oversees departmental service units and undertakes service co-ordination, liaison, planning and outreaching functions in the district. On average, each DSWO supervises a staff complement of 340. In practice, the staff establishment varies amongst districts commensurate with their operational requirements.

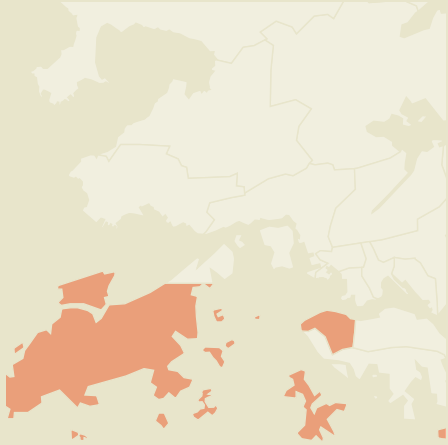
## 地區社會福利辦事處的典型架構 Structure of a Typical District Social Welfare Office



\* 共有7名高級社會保障主任負責管理13區的社會保障辦事處  
A total of 7 Senior Social Security Officers to oversee Social Security Field Units in 13 Districts

# FCPSUs: Family and Child Protective Services Units  
CCSUs: Child Custody Services Units  
COVS: Central Office for Volunteer Service  
SCNAMOs: Standardized Care Need Assessment Management Offices (Elderly Services)

中西區及離島區  
Central, Western and  
Islands District



中西區及離島區福利辦事處管轄兩個中央服務單位，領養課及中央寄養服務課。

The Central, Western and Islands District Social Welfare Office oversees two centralised welfare units, the Adoption Unit and Central Foster Care Unit.



「彩虹百家布」活動推廣家庭成員一起參與寄養服務。

The "Rainbow Patchwork" Programme to promote the concept of family participation in foster care service.



中西區及離島區安老服務地區協調委員會舉辦一連串的「耆英資訊顯光華活動」。經200位年青義工的教授，1,200名長者享受到第一次資訊科技接觸。

A series of Information Technology Awareness Programme for Elders was organised by the Central, Western and Islands District Co-ordinating Committee on Elderly Services. Through training by 200 youth volunteers, 1,200 elders enjoyed their first encounter with IT.

## 地區特色 District Highlights

### 東區及灣仔區 Eastern and Wan Chai District



東區及灣仔區積極關注露宿者問題，透過與其他政府部門及非政府機構的跨界別合作，在處理這問題上成效顯著。在共同努力下，於2001-02年成功地鼓勵69名新露宿人士接受服務及協助57名露宿者脫離露宿生活。

Street sleeper problem is a concern of both the Wan Chai and Eastern Districts. Multi-disciplinary collaboration with other Government departments and NGOs proved to be effective in tackling the problem. With joint efforts, the district succeeded in 2001-02 in motivating 69 new street sleepers to receive welfare services and assisted 57 of them to cease street sleeping.



進行跨部門聯合行動及親善探訪，協助露宿者脫離露宿生活及接受福利服務。

Inter-departmental joint clearance operations and concern visits to street sleepers had been conducted to help them move off the street and receive welfare services.



社署的護老者支援中心與香港明愛合辦「全港護老者嘉許日」，藉以表彰及支持護老者。

The “We Care and Share” presentation ceremony was jointly organised by SWD’s Carers’ Support Centre and Caritas – Hong Kong to recognize and support carers of elders.



南區  
Southern District



南區康復服務地區協調委員會舉辦「南區展能紛FUN博覽'01」以宣揚殘疾人士的正面形象及自力更生的能力。

Southern District Co-ordinating Committee on Rehabilitation Service organised a district public education programme to promote the positive image and self-reliance of people with disabilities.

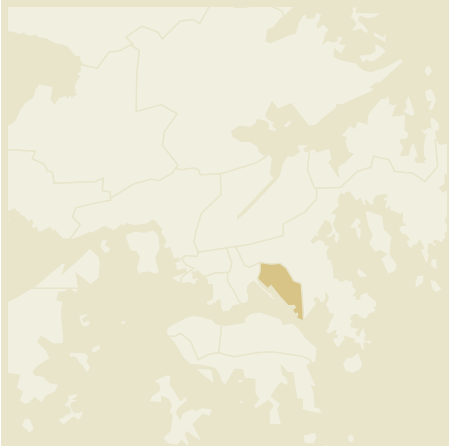


南區安老服務地區協調委員會舉辦「萬歲健步樂頤年」活動，倡導長者對照顧個人健康的責任感及家庭支持的重要性。

Southern District Co-ordinating Committee on Elderly Service organised a Healthy Ageing programme to advocate elders' self responsibility in taking care of their own health and the importance of family support.

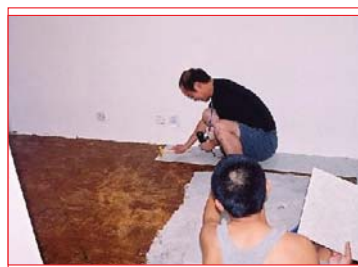
## 地區特色 District Highlights

### 觀塘區 Kwun Tong District



為提升區內有關人士對地區規劃的認識，及倡導服務提供者和使用者積極參與以地區為本的福利規劃，觀塘區福利辦事處舉辦了「地區規劃創新猷，觀塘福利顯成就」分享會，講者包括學術界人士、觀塘區議員及服務提供者。

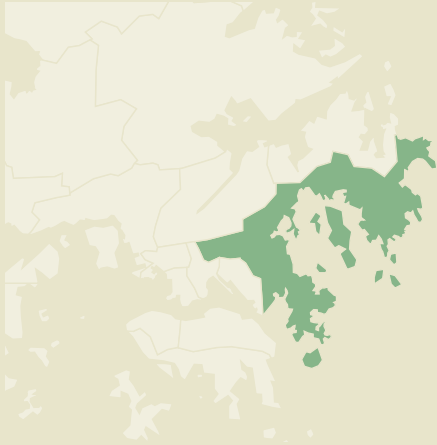
To enhance understanding of various stakeholders and advocate active participation of service providers and service users in district welfare planning, a sharing session was organised by the Kwun Tong District Social Welfare Office with speakers from the academia, Kwun Tong District Council, and services provider.



為了向觀塘區內受整體重建計劃所影響的長者及有需要的家庭提供適切的援助和義工服務，社署區內五個服務協調委員會/地方委員會滙集區議員、服務提供者、學校、義工團體、地區組織及政府部門等地區力量和資源，推行一項跨界別以社區為本、義工服務作主導的「觀塘社區關懷支援網絡計劃」。

A cross-sectoral, community-based and volunteer-driven support networking project "Kwun Tong Community Support Networking Scheme", involving representatives from the five District Co-ordinating Committees/Local Committees on Services for Young People, District Council members, service providers, school personnel, volunteer organisations, local personalities and various Government departments, was launched to pool community efforts and resources together to provide timely assistance and volunteer services to elders and needy families affected by a series of Comprehensive Redevelopment Programme.

黃大仙及西貢區  
Wong Tai Sin and  
Sai Kung District



黃大仙及西貢區安老服務地區協調委員會舉辦「長者自強運動」，向區內的長者和護老者宣揚積極晚年的訊息，共600位參加者經受訓後成為「長者自強大使」，在區內組織了39項推廣積極晚年的服務計劃，讓9,000名長者受惠。

Wong Tai Sin and Sai Kung District Co-ordinating Committee on Elderly Services organised the "Positive Ageing Movement" to promote the concept of positive ageing among local elders and their carers. A total of 600 elders took part in the project of "Positive Ageing Ambassadors" and organised 39 service projects to promote the concept of "positive ageing". The programme benefited 9,000 elders in the community.

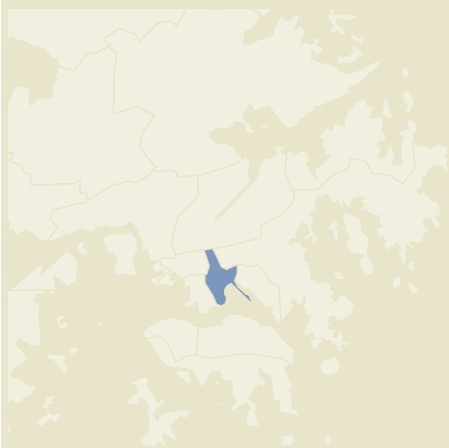


「黃大仙區家長進修學院」透過舉辦大型講座及選修課程提升學員的親子技巧。報讀的家長人數超過350人。

"The School of Continuing Education for Parents – Wong Tai Sin" aimed to enhance parental skills through large seminars and elective courses. Over 350 parents participated in the programme.

## 地區特色 District Highlights

### 九龍城區 Kowloon City District



九龍城區有超過一百個宗教團體，當中有很多都積極提供非政府資助的福利服務，成為新的義務工作資源網絡。

There are over 100 religious organisations in the Kowloon City District. Most of them were proactive in providing non-subsided welfare services, forming a new network of volunteer resources.



九龍城區福利辦事處與區內23間教會合辦一個以關懷社區為主題的嘉年華會，透過一系列服務和遊戲接觸有需要的家庭及人士。其後亦邀請區內一百多個宗教團體參加地區福利服務簡介會，鼓勵他們繼續積極參與地區福利服務，為日後合作奠下更佳的基础。

A carnival, under the theme of a caring community, was jointly organised with 23 churches in the Kowloon City District, in which needy families and persons were outreached through a variety of services and games. Subsequently, a briefing session for over 100 target local religious organisations was held to solicit their future involvement in welfare services and to pave way for future co-operation.



油尖旺區  
Yau Tsim Mong District



油尖旺區的露宿者數字為各區之冠。

Yau Tsim Mong District had the highest number of street sleepers amongst all districts in the territory.

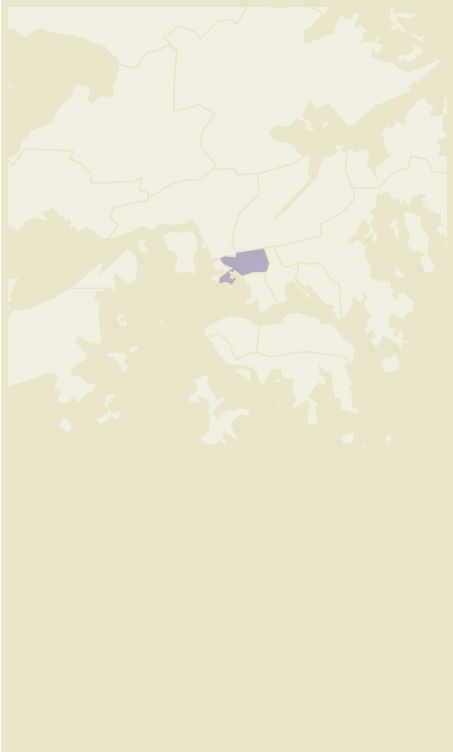


油尖旺區的家庭服務中心，露宿者外展隊以及小組工作部/家庭支援網絡隊共同招募及訓練義工，探訪露宿者以表達關注，並於露宿地點舉辦福利服務展覽，及以外展手法游說他們脫離露宿生涯。

Service units including Family Services Centres, Street Sleepers Outreach Team and Group Work Units/Family Support Networking Team were involved in recruiting and training volunteers to pay concern visits and hold welfare service exhibitions at spots where street sleepers were identified, and to outreach to street sleepers and persuade them to quit their street sleeping lifestyle.

## 地區特色 District Highlights

### 深水埗區 Sham Shui Po District



為加強福利界與醫療界之間的協作，深水埗區成立一個定期召開的聯繫會議，成員包括明愛醫院、葵涌醫院、衛生署的代表，以及安老及康復服務單位的代表。該會議讓成員有機會探討兩個界別在服務層面協作的方法，及檢視有關重整病人入院及離院流程的可行性。

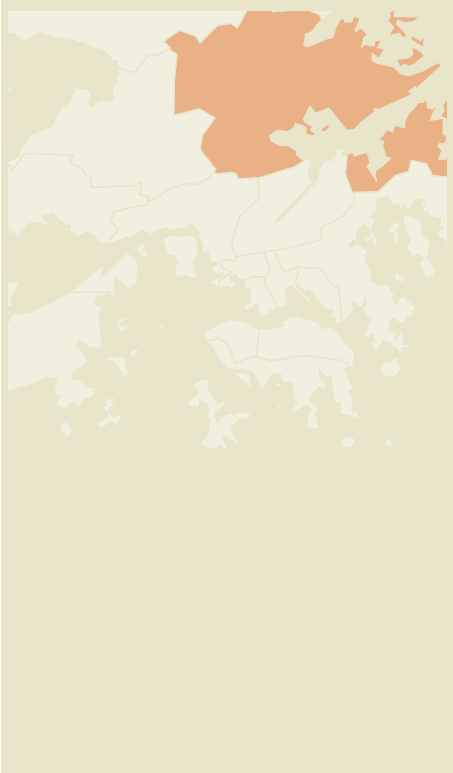
To strengthen collaboration between the welfare and medical sectors, a regular forum involving representatives from the Caritas Medical Centre, Kwai Chung Hospital, Department of Health and elderly and rehabilitation services units was formed. The forum serves as a means for collaboration between the two sectors, as well as examination on the possibility of re-engineering in-patients' admission and discharge process.



福利界與醫療界合辦研討會。

Seminar jointly organised by welfare and medical sectors.

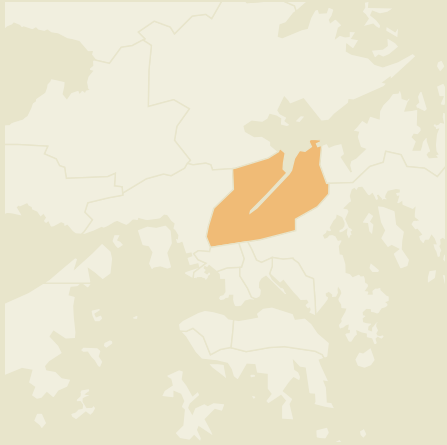
### 大埔及北區 Tai Po and North District



針對較早前發生的一宗家庭慘劇，大埔及北區福利辦事處在上水天平邨舉行了一項名為「溫情洋溢在天平」的活動，內容包括展覽、即場輔導、資訊發放以及家庭生活教育遊戲等。超過50位義工在活動場地附近的屋邨樓宇內派發宣傳單張，提高居民在遭遇家庭問題時尋求適當協助的意識。

In response to an earlier family tragedy, the "Filling Tin Ping with Warmth" programme was organised for residents of Tin Ping Estate, Sheung Shui. Exhibition boards, on-the-spot counselling service, information-giving counter and educational games were set up and over 50 volunteers were mobilized to distribute service leaflets to residents with the aim of raising awareness of families about where to seek help should family problems come up.

沙田區  
Sha Tin District



沙田區福利辦事處為屬下單位的服務計劃和工作發展方向訂下「地區理想、使命及目標」。同時，地區的管理階層亦成立智囊團，帶領落實和推展訂定的理想、使命及目標。本年度工作主題包括：防止家庭暴力、青少年正確人生觀、義工運動和康健樂頤年。

The district vision, mission, objectives (VMO) and business plan 2001-02 were formulated, towards which planning and service delivery of all services units were geared. A District Think Tank at management level was formed to steer the implementation of the VMO, service planning and delivery. Themes of the year included prevention of family violence, positive life for youth, volunteerism and healthy ageing.



推廣家庭和諧的話劇比賽。

Drama competition on enhancing family harmony.

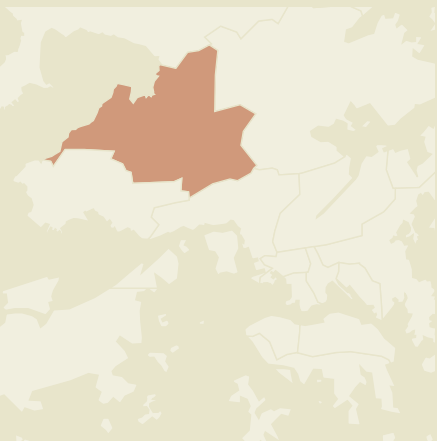


舉辦「青年才俊百萬分」校際時事常識問答暨新聞評述比賽宣揚正確人生觀及打擊青少年罪案。

"To be a Millionaire" Inter-school Quiz cum News Critique Competition to advocate positive life value and combat youth crime.

## 地區特色 District Highlights

### 元朗區 Yuen Long District



元朗是一個發展迅速及人口增長迅速的地方，其中以天水圍為表表者。該區的人口結構特色包括大量的14歲以下兒童、核心家庭主要居於資助房屋、大量低收入家庭、單親家庭和新移民等。加上較高的虐待配偶及虐兒個案數字，元朗區對社會福利服務有強烈需求。

Yuen Long is a fast growing district with rapid increase in population especially in Tin Shui Wai New Town, characterised by a large population of children under 14, small nuclear families mainly living in subsidised housing estates, large number of low income families, single-parent families and new arrivals. Together with the high figures of battered spouse and child abuse cases, Yuen Long has a very high demand for welfare services.



天水圍綜合家庭服務計劃由本署轄下服務單位及香港基督教女青年會組成以策略聯盟的形式共同推行。計劃包括招募居於天耀邨及天瑞邨的綜援單親家長為義工，訓練他們探訪其他家庭、組織互助幼兒小組及成為邨內的座長，繼續發展互助網絡。

The Tin Shui Wai Neighbourhood Family Services Project was launched under the strategic alliance of the Departmental services units and the Hong Kong Young Women's Christian Association. Single parents of Tin Yiu Estate and Tin Shui Estate who were on CSSA were recruited and trained as volunteers to visit other families, form mutual help child care groups and become block leaders to continue to develop a network of mutual support.



單親家長義工分享他們的正面經驗。

Single-parent volunteers sharing their positive experience.



荃灣及葵青區  
Tsuen Wan and Kwai Tsing  
District



「荃灣及葵青區青少年服務博覽會」向區內的教學專業人員及家長教師會介紹新的服務方向。活動共有17間機構參與，包括非政府機構、政府部門和制服團體。

The "Youth Services Expo" was organised to promote new service initiatives to the teaching professionals and the parent-teacher association in the Tsuen Wan and Kwai Tsing District. There were seventeen participating agencies, including NGOs, Government departments and uniform groups.



透過與區內五間非政府機構的合作，荃灣及葵青區於本年度共推出12項寮屋服務工作計劃，動員超過170名義工，為15個偏遠村落和超過5,000位居民提供服務。

Through the joint venture with five NGO units in the District, 12 rural mobile service projects have been carried out in the year. Over 170 volunteers were mobilised to serve altogether 15 remote villages and over 5,000 residents.

## 地區特色 District Highlights

### 屯門區 Tuen Mun District



屯門區密集了身處危機家庭，低收入家庭及新移民。

Tuen Mun has a high concentration of families at-risk, families with low income, and new arrivals.



屯門家庭支援網絡隊積極地提供外展服務予身處危機家庭，包括運用諮詢站及展板等。

The Tuen Mun Family Support Networking Team proactively outreaches to families at-risk, including the use of enquiry counters and exhibition boards.



區內服務單位舉行團隊建營及野戰訓練體驗活動，加強同事在提供高質素的顧客服務時之團隊精神。

Team building camps with adventurous activities for staff members to strengthen their cooperation in delivering quality customer service.

## 附錄 Appendix

<b>I</b>	社會福利署架構圖	SWD Organisation Chart	<b>102</b>
<b>II</b>	社會福利署十年開支	SWD Expenditure over a Decade	<b>106</b>
<b>III</b>	2001-02年度獎券基金開支承擔額	2001-02 Lotteries Fund Commitments	<b>106</b>
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<b>I</b>	社會福利署架構圖	SWD Organisation Chart	<b>102</b>
<b>II</b>	社會福利署十年開支	SWD Expenditure over a Decade	<b>106</b>
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I 社會福利署架構圖 SWD Organisation Chart

總部高層 Headquarters Directorate




社會福利署署長  
Director of  
Social Welfare  
林鄭月娥  
Carrie Lam, JP




社會福利署副署長(行政)  
Deputy Director of  
Social Welfare  
(Administration)  
朱楊珀瑜  
Patricia Chu, JP




社會福利署副署長(服務)  
Deputy Director of  
Social Welfare (Services)  
梁王珽城  
Eliza Leung, JP




助理署長(津貼及服務表現監察)  
Assistant Director (Subventions and Performance Monitoring)  
李永偉  
Lee Wing-wai



助理署長(財務)  
Assistant Director (Finance)  
黃宗傑  
Wong Chung-kit




主任秘書  
Secretary  
鄧李志端  
Annette Tang




首席行政主任(人力資源管理)  
Principal Executive Officer (Human Resource Management)  
梁惠明  
Leung Wai-ming, Ada

社會保障科  
Social Security Branch


資訊系統及科技科  
Information Systems and Technology Branch




助理署長(安老服務)  
Assistant Director (Elderly)  
吳馬金嫻  
Ng Ma Kam-han, Kathy




助理署長(青年及感化服務)  
Assistant Director (Youth and Corrections)  
蔣慶華  
Cheung Hing-wah



助理署長(家庭及兒童福利)  
Assistant Director (Family and Child Welfare)  
馮伯欣  
Fung Pak-yan



助理署長(康復及醫務社會服務)  
Assistant Director (Rehabilitation and Medical Social Services)  
陳肖齡  
Ophelia Chan



總臨床心理學家  
Chief Clinical Psychologist  
劉家祖  
Lau Kar-cho, Helios

機構事務處  
Corporate Affairs Office

- 策略規劃組  
Strategic Planning Section
- 新聞及公共關係組  
Information and Public Relations Unit
- 研究及統計組  
Research and Statistics Section

附錄 Appendix

I 社會福利署架構圖 SWD Organisation Chart

13地區福利專員 13 District Social Welfare Officers



中西區及離島區福利專員  
District Social Welfare Officer  
(Central, Western & Islands)

莊洗瑞愉  
Susan Chong



黃大仙及西貢區福利專員  
District Social Welfare Officer  
(Wong Tai Sin/Sai Kung)

薛棟  
Sit Tung



東區及灣仔區福利專員  
District Social Welfare Officer  
(Eastern/Wan Chai)

韓潔湘  
Ann Hon



沙田區福利專員  
District Social Welfare Officer (Sha Tin)

林李雪  
Lam Li Shuet



南區福利專員  
District Social Welfare Officer (Southern)

梁桂玲  
Leung Kwai-ling



大埔及北區福利專員  
District Social Welfare Officer  
(Tai Po/North)

曾容敏瑤  
Tsang Yung Man-yiu, Diana



九龍城區福利專員  
District Social Welfare Officer  
(Kowloon City)

黎馮寶勤  
Lai Fung Po-kun, Barbara



元朗區福利專員  
District Social Welfare Officer  
(Yuen Long)

周廖鳳儀  
Chau Liu Fung-yee, Loretta



深水埗區福利專員  
District Social Welfare Officer  
(Sham Shui Po)

胡應琪  
Grace Woo



荃灣及葵青區福利專員  
District Social Welfare Officer  
(Tsuen Wan/Kwai Tsing)

盧德明  
Lu Tak-ming



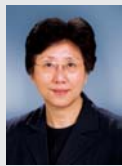
油尖旺區福利專員  
District Social Welfare Officer  
(Yau Tsim Mong)

林喜松  
Lam Hei-chung



屯門區福利專員  
District Social Welfare Officer  
(Tuen Mun)

陳偉明  
Chan Wai-ming



觀塘區福利專員  
District Social Welfare Officer  
(Kwun Tong)

曹慧儀  
Johanna Tsao



高層職員參加集思會  
Senior staff attending "Brain Storm" session

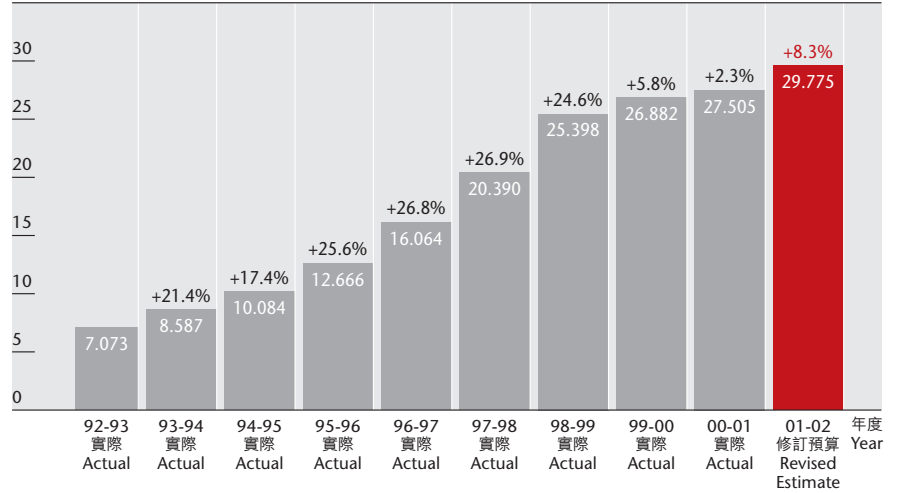


附錄 Appendix

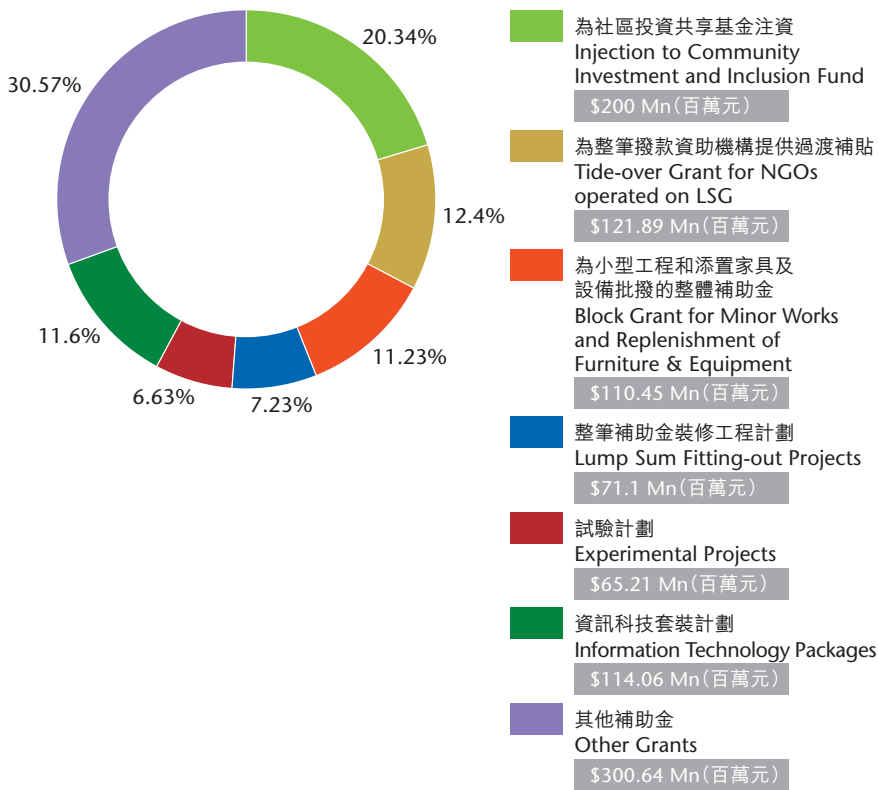
II 社會福利署十年開支 SWD Expenditure over a Decade

社會福利署經常開支 Recurrent Expenditure of SWD

開支(億元) Expenditure (\$billion)



III 2001-02年度獎券基金開支承擔額 2001-02 Lotteries Fund Commitments



## IV 法定或諮詢委員會的成員名單 (截至2002年3月31日)\* Membership of Statutory/Advisory Committees (as at 31 March 2002)\*

### 1 社會福利諮詢委員會 Social Welfare Advisory Committee

<b>主席</b>	黃匡源先生	<b>Chairman</b>	Mr Peter Wong Hong-yuen, GBS, JP
<b>委員</b>	陳達文先生	<b>Members</b>	Mr Darwin Chen
	張洪秀美女士		Mrs Cheung Ang Siew-mei
	蔡元雲醫生		Dr Philemon Choi Yuen-wan, JP
	劉惠靈女士		Ms Dorothy Lau Wai-ling, JP
	羅致光議員		Dr Hon Law Chi-kwong, JP
	林漢強先生		Mr Keith Lam Hon-keung, JP
	李志華先生		Mr Wilfred Lee Chee-wah
	梁祖彬博士		Dr Leung Cho-bun
	麥萍施教授		Prof Diana Mak Ping-see
	吳有容醫生		Dr Ng Yau-yung
	潘萱蔚先生		Mr Poon Huen-wai
	溫麗友女士		Ms Deborah Wan Lai-yau, JP
	尹志強先生		Mr Wan Chi-keung, Aaron, JP
	邱浩波先生		Mr Stephen Yau How-boa, JP
	葉迪奇先生		Mr Peter Dicky Yip, BBS, JP
	余秀珠女士		Ms Jessie Yu Sau-chu
	方敏生女士		Ms Christine Fang Meng-sang
	梁林天慧女士		Mrs Mary Leung Ling Tien-wei
	黃汝璞女士		Ms Marina Wong Yu-pok
	王英偉先生		Mr Wilfred Wong Ying-wai
	衛生福利局局長或代表		Secretary for Health and Welfare or representative
	社會福利署署長或代表		Director of Social Welfare or representative
<b>秘書</b>	衛生福利局助理局長(福利)2	<b>Secretary</b>	Assistant Secretary for Health and Welfare (Welfare) 2

\*社署謹向其他未能列載於本附錄的工作小組、委員會及評審委員會成員致謝。我們的成就實有賴你們的寶貴貢獻。

\*The Department extends thanks to all other members of various working groups, committees and vetting committees not listed in this appendix, for their invaluable contributions, without which we could not have accomplished our achievements.

# 附錄 Appendix

## IV 法定或諮詢委員會的成員名單 (截至2002年3月31日)\*

## Membership of Statutory/Advisory Committees (as at 31 March 2002)\*

### 2 康復諮詢委員會 Rehabilitation Advisory Committee

<b>主席</b>	鄔維庸醫生	<b>Chairman</b>	Dr Raymond Wu Wai-yung, JP
<b>副主席</b>	衛生福利局局長或代表	<b>Vice-Chairman</b>	Secretary for Health and Welfare or representative
<b>委員</b>	陳萃菁女士	<b>Members</b>	Ms Iris Chan Sui-ching
	莊陳有先生		Mr Chong Chan-yau, MBE
	鍾惠玲博士		Dr Margaret Chung Wai-ling
	方敏生女士		Ms Christine Fang Meng-sang
	何高雪瑤女士		Mrs Doris Ho Ko Suet-yiu, JP
	何麗嫦女士		Ms Priscilla Ho Lai-sheung
	葉恩明醫生		Dr Ip Yan-ming, JP
	李劉茶麗女士		Mrs Julie Lee Lau Chu-lai
	李鐸教授		Professor Lee Ngok, JP
	梁民安博士		Dr Simon Leung Man-on
	梁秉中教授		Professor Leung Ping-chung, JP
	梁胡桂文女士		Mrs Olivia Leung Wu Kwai-man
	馬黎碧蓮女士		Mrs Jackie Ma Lai Bik-lin
	麥福達教授		Professor Arthur Mak Fuk-tat
	謝俊謙博士		Dr Tse Tsun-him
	王繼鋒先生		Mr Wang Kai-fung
	王桂雲女士		Ms Wong Kwai-wan
	楊家聲先生		Mr Yeung Ka-sing, JP
	楊孝華議員		The Honourable Howard Young How-wah, JP

<b>委員</b>	醫院管理局行政總裁或其代表	<b>Members</b>	Chief Executive, Hospital Authority, or his representative
	教育署署長或其代表		Director of Education or his representative
	社會福利署署長或其代表		Director of Social Welfare or his representative
	衛生署署長或其代表		Director of Health or his representative
	康復專員		Commissioner for Rehabilitation
<b>秘書</b>	衛生福利局助理局長(康復)	<b>Secretary</b>	Assistant Secretary for Health and Welfare (Rehabilitation)

### 3 獎券基金諮詢委員會 Lotteries Fund Advisory Committee

<b>主席</b>	社會福利署署長林鄭月娥女士	<b>Chairman</b>	Mrs Lam Cheng Yuet-ngor, Carrie, JP, Director of Social Welfare
<b>非官方委員</b>	曾蘭斯女士	<b>Non-official Members</b>	Ms Tsang Lan-see, Nancy, JP
	劉鏡釗先生		Mr Lau King-chiu, Henry
	尹志強先生		Mr Wan Chi-keung, Aaron, JP
	羅榮生先生		Mr Lo Wing-sang, Vincent, JP
	程張迎先生		Mr Ching Cheung-ying, B of H
	王春波博士		Dr Wong Chun-por
	陳美蘭女士		Ms Chan Mei-lan, Anna May
	黃肇寧女士		Ms Wong Siu-ling, Gabriella
	麥鄧碧儀女士		Mrs Mak Tang Pik-yee, Agnes
<b>官方委員</b>	衛生福利局局長或其代表	<b>Official Members</b>	Secretary for Health and Welfare or representative
	庫務局局長或其代表		Secretary for the Treasury or representative
<b>秘書</b>	溫純良先生	<b>Secretary</b>	Mr Wan Shun-leung, Vincent



# 附錄 Appendix

## IV 法定或諮詢委員會的成員名單 (截至2002年3月31日)\*

## Membership of Statutory/Advisory Committees (as at 31 March 2002)\*

### 4 防止虐待兒童委員會 Committee on Child Abuse

<b>主席</b>	林鄭月娥女士	<b>Chairman</b>	Mrs Lam Cheng Yuet-ngor, Carrie, JP
<b>委員</b>	衛生福利局代表	<b>Members</b>	Representative of Health and Welfare Bureau
	馮伯欣先生		Mr Fung Pak-yan
	姚中年先生		Mr Joe Yiu
	周鎮邦醫生		Dr Chow Chun-bong
	崔碧珊女士		Ms Jane Tsuei
	馬偉東先生		Mr Thomas Mulvey
	雷張慎佳女士		Mrs Lui Tsang Sun-kai, Priscilla
	盧陳清泉女士		Mrs Lu Chan Ching-chuen
	朱明寶女士		Ms Chu Ming-po, Shirley
	文馬之芬女士		Mrs Gigi Mansukhani
	李陳坤儀女士		Mrs Lee Chan Kwan-ye, Louisa
	陳美嘉女士		Ms Monica Chen, JP
	梁士莉醫生		Dr Leung Sze-lee, Shirley
	張之珏先生		Mr Cheung Che-kwok
<b>秘書</b>	陳幹恒先生	<b>Secretary</b>	Mr Chan Kon-hang, Tommy
<b>列席</b>	楊蕙嫻女士	<b>In Attendance</b>	Ms Dora Yeung
	蘇蕙慧兒女士		Mrs So Wong Wai-ye
	張林淑儀女士		Mrs Chang Lam Sook-ye
	黃慧嫻女士		Ms Wong Wai-han, Ada

**5 社會福利界資訊科技聯合委員會 Joint Committee on Information Technology for the Social Welfare Sector**

<b>主席</b>	林鄭月娥女士	<b>Chairman</b>	Mrs Lam Cheng Yuet-ngor, Carrie, JP
<b>委員</b>	朱楊珀瑜女士	<b>Members</b>	Mrs Chu Yeung Pak-yu, Patricia, BBS, JP
	梁王珏城女士		Mrs Leung Wong Kwok-shing, Eliza, JP
	馬錦霖先生		Mr Ma Kam-lam, Alex
	梁慧娟女士		Ms Leung Wai-kuen, Peggy
	陳永泰先生		Mr Chan Wing-tai, Jimson, JP
	莊陳有先生		Mr Chong Chan-yau, MBE
	簡子杰先生		Mr Kang Tsi-kit
	何定勳先生		Mr Ho Ting-fan, Philip
	方敏生女士		Ms Fang Meng-sang, Christine
	郭志良先生		Mr Kok Che-leung
	李偉釗先生		Mr Li Wai-chiu
<b>秘書</b>	陳炳昌先生	<b>Secretary</b>	Mr Chan Ping-cheong, Ashton

**6 整筆撥款督導委員會 Lump Sum Grant Steering Committee**

<b>主席</b>	林鄭月娥女士	<b>Chairman</b>	Mrs Lam Cheng Yuet-ngor, Carrie, JP
<b>委員</b>	陳梁悅明女士	<b>Members</b>	Mrs Grace Chan, JP
	陳榮亮博士		Dr Timothy Chan
	方敏生女士		Ms Christine Fang
	關健城先生		Mr Kwan Kin-shing
	林正財醫生		Dr Lam Ching-choi
	李劉茱麗女士		Mrs Julie Lee
	李永偉先生		Mr Lee Wing-wai
	梁魏懋賢女士		Mrs Justina Leung, JP
	吳文穗先生		Mr Ng Man-sui
	吳水麗先生		Mr Ng Shui-lai, MBE, JP
	伍銳明先生		Mr Ng Yut-ming
	余志明先生		Mr Yu Chi-ming
<b>秘書</b>	符俊雄先生	<b>Secretary</b>	Mr Fu Tsun-hung

## 附錄 Appendix

### IV 法定或諮詢委員會的成員名單 (截至2002年3月31日)\* Membership of Statutory/Advisory Committees (as at 31 March 2002)\*

#### 7 義工運動督導委員會 Steering Committee on Volunteer Movement

<b>主席</b>	林鄭月娥女士	<b>Chairman</b>	Mrs Lam Cheng Yuet-ngor, Carrie, JP
<b>委員</b>	陳彩英女士	<b>Members</b>	Ms Virginia C Y Chan, JP
	陳美嘉女士		Ms Monica Chen, JP
	吳王依雯女士		Mrs Gloria Y M Ng, JP
	李澤培先生		Mr J P Lee, OBE, JP
	葉迪奇先生		Mr P D Yip, BBS, JP
	鄧楊詠曼女士		Ms Sophia Dan, MH
	陳啟明先生		Mr Chan Kai-ming
	鄭文雅女士		Ms Cheng Man-ngar
	劉穎雯女士		Mrs Ruth Lau
	殷巧兒女士		Ms Yan Hau-yee, Lina
	楊傳亮先生		Mr Charles C L Yang
	梁桂玲女士		Ms Leung Kwai-ling
<b>秘書</b>	麥林佩芳女士	<b>Secretary</b>	Mrs Mak Lam Pui-fong

#### 8 社會福利人力策劃系統聯合委員會 Joint Committee on Social Work Manpower Planning

<b>主席</b>	梁惠明女士	<b>Chairman</b>	Ms Ada Leung
<b>委員</b>	陳錦祥先生	<b>Members</b>	Mr Paul Chan Kam-cheung
	陳彩英女士		Ms Virginia Chan, JP
	羅致光博士		Dr Law Chi-kwong, JP
	黃錦文先生		Mr Joseph Wong
	麥周淑霞女士		Mrs Anna Mak Chow Suk-har
	吳榮章先生		Mr Kenneth Ng Wing-cheung
<b>秘書</b>	湯煥昌先生	<b>Secretary</b>	Mr Arthur Tong

**9 社會工作訓練及人力策劃諮詢委員會(由行政長官委任)****Advisory Committee on Social Work Training and Manpower Planning (Appointed by the Chief Executive)**

<b>主席</b>	范耀鈞教授	<b>Chairman</b>	Professor Fan Yiu-kwan, JP
<b>委員</b>	黃肇寧女士	<b>Members</b>	Ms Gabriella Wong Siu-ling
	黎守信醫生		Dr Benjamin Lai Sau-shun
	陸嘉鑾先生		Mr Tony Luk Ka-luen
	袁光銘先生		Mr Roger Yuen Kwong-ming
	高靜芝女士		Ms Sophia Kao Ching Chi
	邱浩波先生		Mr Stephen Yau How-boa, JP
	黃淑嫻女士		Ms Diane Wong
	梁惠明女士		Ms Ada Leung
	梁卓文先生		Mr Clement Leung
	齊鉞教授		Professor Iris Chi
	馬麗莊教授		Professor Joyce Ma
	陳啟芳博士		Dr Chan Kai-fong
	顏文雄博士		Dr Raymond Ngan
	楊羅觀翠博士		Dr Yeung Law Koon-chui, Agnes
	麥萍施教授		Professor Diana Mak
	陳永泰教授		Professor Chan Wing-tai
	黃錦文先生		Mr Joseph Wong
	張錦紅女士		Ms Cheung Kam-hung, Rainbow
<b>秘書</b>	湯煥昌先生	<b>Secretary</b>	Mr Arthur Tong

**10「老有所為活動計劃」諮詢委員會 Advisory Committee on "Opportunities for the Elderly Project"**

<b>主席</b>	林貝聿嘉女士	<b>Chairman</b>	The Hon Lam Pei, Peggy, SBS, JP
<b>委員</b>	鄭之灝博士	<b>Members</b>	Dr Cheng Chi-ho, Howard
	朱叔達先生		Mr Chu Shook-tat
	戴樂群醫生		Dr Dai, David
	方心淑博士		Dr Fang Sum-suk, Marion, SBS, JP
	吳純純女士		Ms Ng Shun-shun, Violet
	薛棟先生		Mr Sit Tung
	沃郭麗心女士		Mrs Yuk Kwok Lai-sum
<b>秘書</b>	梁文麗萍女士	<b>Secretary</b>	Mrs Leung Man Lai-ping



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IV 法定或諮詢委員會的成員名單 (截至2002年3月31日)\* Membership of Statutory/Advisory Committees (as at 31 March 2002)\*

11 促進殘疾人士就業諮詢委員會 Advisory Committee on Enhancing Employment of People with Disabilities

<b>主席</b>	陳瑞盛先生	<b>Chairman</b>	Mr Owen Chan
<b>委員</b>	陳智軒博士	<b>Members</b>	Dr Chetwyn C H Chan
	蘇若禹先生		Mr Martin So
	何淑貞女士		Ms Ho Suk-ching, Sara
	王黃妙蘭女士		Mrs Lorraine Wong
	胡國祥先生		Mr Wu Kwok-cheung, MH
	左琨先生		Mr Tso Kun, David
	黃景麟先生		Mr Tony Wong
	楊志雄先生		Mr Johnny Yeung
	朱慧心女士		Ms Betty Chu
	溫麗友女士		Ms Deborah Wan, JP
	張健輝先生		Mr Cheung Kin-fai, MH
	李劉茱麗女士		Mrs Julie Lee
	蕭立基先生		Mr Siu Lap-kei, Sunny
	胡運寶先生		Mr W P Woo
	許宗盛先生		Mr Herman Hui, MH
	陳肖齡女士		Ms Ophelia Chan
	袁志海先生		Mr Philip C H Yuen
<b>秘書</b>	康復服務市場顧問辦事處成員	<b>Secretary</b>	Member of Marketing Consultancy Office (Rehabilitation)

**12 交通意外傷亡援助諮詢委員會(由行政長官委任)****Traffic Accident Victims Assistance Advisory Committee (Appointed by the Chief Executive)**

<b>主席</b>	楊顯中先生	<b>Chairman</b>	Mr Yeung Hin chung, John, JP
<b>副主席</b>	社會福利署署長	<b>Vice-Chairman</b>	Director of Social Welfare
<b>委員</b>	法律援助署署長或其代表	<b>Members</b>	Director of Legal Aid or his representative
	警務處處長或其代表		Commissioner of Police or his representative
	陳少琼女士		Ms Chan Siu-king, Dora
	江麗雲女士		Ms Kong Lai-wan, Winnie
	李偉雄先生		Mr Lee Wai-hung
	梁永安先生		Mr Leung Wing-on, Louis
<b>秘書</b>	社會福利署高級社會保障主任(意外賠償)	<b>Secretary</b>	Senior Social Security Officer (Accident Compensation), Social Welfare Department

**13 社會工作訓練基金委員會(由行政長官委任)****Social Work Training Fund Committee (Appointed by the Chief Executive)**

<b>主席</b>	社會福利署署長林鄭月娥女士	<b>Chairman</b>	Mrs Lam Cheng Yuet Ngor, Carrie, JP, Director of Social Welfare
<b>委員</b>	林孟秋教授	<b>Members</b>	Professor Lam Mong-chow, Amy
	董志發先生		Mr Tung Chi-fat
	黃陳碧苑博士		Dr Wong Chan Pik-yuen
	教育署署長代表張蔣玉珍女士		Mrs Jane Cheung, Representative of Director of Education
<b>秘書</b>	江嘉雯女士	<b>Secretary</b>	Ms Kong Ka-man, Grace

**14 社會保障上訴委員會(由行政長官委任) Social Security Appeal Board (Appointed by the Chief Executive)**

<b>主席</b>	余毓靈醫生	<b>Chairman</b>	Dr Yu Yuk-ling
<b>委員</b>	廖榮定先生	<b>Members</b>	Mr Liu Wing-ting, Stephen, JP
	鄧志成先生		Mr Tang Chee-shing
	黃戊娣女士		Ms Wong Mo-tai
	陳美蘭女士		Ms Anna May Chan, Anna May
	黎守信醫生		Dr Lai Sau-shun, Benjamin
	葉永成先生		Mr Yip Wing-shing, David
<b>秘書</b>	社會福利署社會保障主任 (社會保障上訴委員會)	<b>Clerk to the Board</b>	Social Security Officer (Social Security Appeal Board), Social Welfare Department

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## IV 法定或諮詢委員會的成員名單 (截至2002年3月31日)\*

## Membership of Statutory/Advisory Committees (as at 31 March 2002)\*

### 15 暴力及執法傷亡賠償委員會(由行政長官委任)

#### The Criminal and Law Enforcement Injuries Compensation Board (Appointed by the Chief Executive)

<b>主席</b>	* 歐文豪先生	<b>Chairman</b>	* Mr Michael Ozorio, SC
<b>委員</b>	歐陽崇勳先生	<b>Members</b>	Mr Au Yeung Sung-fan
	* 陳靜芬女士		* Ms Chan Ching-fan
	陳偉道先生		Mr Chan Wai-to
	陳有裕先生		Mr Chan Yau-yue, MH
	鄭振耀教授		Prof Cheng Chun-yiu, Jack
	* 清洪先生		* Mr Cheng Huan, SC
	張光宇醫生		Dr Cheung Kwong-yu, Hobby
	+ 張妙嫦女士		+ Ms Cheung Mui-seung, Emily
	朱丹娜女士		Ms Chu, Dana
	秦飛鵬先生		Mr Chun Fei-pang
	+ 鍾偉雄先生		+ Mr Chung Wai-hung, Gerard
	+ 郭琳廣先生		+ Mr Kwok Lam-kwong, Larry
	+ 鄺來興先生		+ Mr Kwong Loi-hing, Kevin
	黎守信醫生		Dr Lai Sau-shun, Benjamin
	+ 林健培先生		+ Mr Lam Kin-pui
	李簡靄霞女士		Mrs Lee Kan Oi-ha, Gertrude Judy, JP
	* 李蘊華女士		* Ms Lee Wan-wah, Christina
	* 梁家傑先生		* Mr Leong Kah-kit, Alan, SC
	+ 羅維安先生		+ Mr Lo Wei-on, Nicholas
	陸颺驥教授		Prof Luk Dip-kei, Keith
	* 馬詠璋女士		* Ms Ma Wing-tseung, Anita
	* 徐福樂先生		* Mr Tsui Fuk-sun, Michael
	+ 崔雪梅女士		+ Ms Tsui Suet-mui, Connie
	+ 王志強先生		+ Mr Wong Chi-keung, Johnny

<b>委員</b>	* 王正宇先生	<b>Members</b>	* Mr Wong Ching-yue, SC
	黃廣智先生		Mr Wong Kwong-chi, David
	王柏源先生		Mr Wong Pak-yuen, Leslie
	黃兆光先生		Mr Wong Sui-kwong, Luke
	葉永成先生		Mr Yip Wing-shing, David
<b>秘書</b>	社會福利署高級社會保障主任(意外賠償)	<b>Secretary</b>	Senior Social Security Officer (Accident Compensation), Social Welfare Department

\* 大律師 Barrister-at-law    † 律師 Solicitor

#### 16 緊急救援基金委員會(根據香港法例第1103《緊急救援基金條》第5條例成立) Emergency Relief Fund Committee (Established under Section 5 of the Emergency Relief Fund Ordinance, Cap. 1103)

<b>當然委員</b>	社會福利署署長(主席)	<b>Ex-officio Members</b>	Director of Social Welfare (Chairman)
	民政事務局局長或其代表		Secretary for Home Affairs or his representative
	房屋署署長或其代表		Director of Housing or his representative
<b>委任委員</b>	李簡靄霞女士	<b>Appointed Members</b>	Mrs Lee Kan Oi-ha, Gertrude Judy, JP
	麥順邦先生		Mr Mak Shun-pong, Philip, MH
	尹德玲女士		Ms Yin Tak-ling, Linda
<b>秘書</b>	社會福利署高級社會保障主任 (意外賠償)	<b>Secretary</b>	Senior Social Security Officer (Accident Compensation), Social Welfare Department



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## IV 法定或諮詢委員會的成員名單 (截至2002年3月31日)\* Membership of Statutory/Advisory Committees (as at 31 March 2002)\*

### 17 關注暴力工作小組 Working Group on Combating Violence

<b>主席</b>	梁王瑀城女士	<b>Chairman</b>	Mrs Eliza Leung, JP
<b>委員</b>	馮伯欣先生	<b>Members</b>	Mr Fung Pak-yan
	衛生福利局代表		Representative of Health and Welfare Bureau
	曾鳳儀女士		Miss Mary Tsang
	尤桂莊女士		Ms Eliza Yau
	張維新先生		Mr Patrick Cheung
	老綺嫦女士		Ms Doris Lo
	朱明寶女士		Ms Chu Ming-po, Shirley
	鄭信恩醫生		Dr Beatrice Cheng
	蒙海強醫生		Dr H K Mong, JP
	鄒明慧女士		Ms Ada Chau
	程卓端醫生		Dr Regina Ching
	姚鄧季先女士		Mrs Jennifer Yiu
	劉偉炳先生		Mr Simon Lau
	文馬之芬女士		Mrs Gigi Mansukhani
	民政事務署代表		Representative of Home Affairs Department
	吳惠貞女士		Ms Irene Ng
	黎鳳儀女士		Ms Lai Fung-yee, Angie
	蘇金照先生		Mr So Kam-chiu
	王鳳儀女士		Ms Margaret Wong
	鄭麗蓮女士		Ms Cheng Lai-lin
	崔碧珊女士		Ms Jane Tsuei
<b>秘書</b>	林綺梅女士	<b>Secretary</b>	Ms Lam Yee-mui, Vivian
<b>列席</b>	蘇黃慧兒女士	<b>In Attendance</b>	Mrs So Wong Wai-yee
	劉家祖先生		Mr Lau Kar-cho, Helios

**18 虐老問題工作小組 Working Group on Elder Abuse**

<b>主席</b>	馮伯欣先生	<b>Chairman</b>	Mr Fung Pak-yan
<b>委員</b>	溫文儀先生	<b>Members</b>	Mr Wan Man-ye
	齊鉞教授		Professor Iris Chi
	吳家雯女士		Ms Carmen K M Ng
	張敏宜女士		Ms Cheung Man-ye, Rosalind
	衛關家靛女士		Mrs Annie K D Williams
	朱明寶女士		Ms Chu Ming-po, Shirley
	戴兆群醫生		Dr Daisy Dai Siu-kwan
	李敏碧醫生		Dr Teresa Li
	劉家祖先生		Mr Lau Kar-cho
	蘇黃慧兒女士		Mrs So Wong Wei-ye
	梁王秀薇女士		Mrs Alice Leung
	龍小潔女士		Ms Lung Siu-kit
<b>秘書</b>	李源雄先生	<b>Secretary</b>	Mr Lee Yuen-hung
<b>記錄</b>	植頌匡先生	<b>Recorder</b>	Mr Joseph C H Tsik

**19 支援受害人專責小組 Task Group on Victim Support**

<b>主席</b>	馮伯欣先生	<b>Chairman</b>	Mr Fung Pak-yan
<b>委員</b>	陳筱鑫先生	<b>Members</b>	Mr Kenneth Chan
	陳吳婷婷女士		Mrs Elina Chan
	陳天柱先生		Mr Rick Chan
	陳鳳珊女士		Ms Denise Chan
	黃陳寶珠女士		Mrs Wong Chan Po-chu, Pallas
	鄧明慧女士		Ms Ada Chau
	鄭信恩醫生		Dr Beatrice Cheng
	黎鳳儀女士		Ms Lai Fung-ye, Angie
	吳惠貞女士		Ms Irene Ng
	王鳳儀女士		Ms Margaret Wong
	蘇黃慧兒女士		Mrs So Wong Wei-ye
<b>秘書</b>	林綺梅女士	<b>Secretary</b>	Ms Lam Yee-mui, Vivian

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**20 家庭服務檢討建議執行工作小組 Working Group on the Implementation of the Review of Family Services**

<b>主席</b>	梁王珏城女士	<b>Chairman</b>	Mrs Eliza Leung, JP
<b>委員</b>	衛生福利局代表	<b>Members</b>	Representative of Health and Welfare Bureau
	陳達文先生		Mr Darwin Chen
	周耀榮先生		Mr Chow Yiu-wing
	胡淑星女士		Ms Woo Shuk-sing, Betty, JP
	黎鳳儀女士		Ms Lai Fung-yee, Angie
	劉國華先生		Mr Otto Lau
	崔碧珊女士		Ms Jane Tsuei
	馮伯欣先生		Mr Fung Pak-yan
	蔣慶華先生		Mr Cheung Hing-wah
	何陳惠琮女士		Mrs Ho Chan Wai-king, Justina
<b>秘書</b>	李婉華女士	<b>Secretary</b>	Ms Li Yuen-wah, Cecilla





