

**Replies to supplementary questions raised by Finance Committee Members in examining the
Estimates of Expenditure 2013-14**

**Director of Bureau : Secretary for Labour and Welfare
Session No. : 16**

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**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

S-LWB(WW)01

Question Serial No.

S137

Head: 141 – Government Secretariat: Labour and Welfare Bureau Subhead (No. & title):

Programme:

Controlling Officer: Permanent Secretary for Labour and Welfare

Director of Bureau: Secretary for Labour and Welfare

Question:

In connection with the provision of public information and gathering of public opinions by means of the Internet, please advise of the following:

- (a) The particulars, in tabulated forms (see Annex 1), regarding the social media platforms set up and operated by bureaux/departments/public bodies or their agents (such as out-sourced contractors or consultants) for the past three years (2010-11, 2011-12 and 2012-13).
- (b) Using the table below (see Annex 2), provide information on practical training received by Government officers in social media.
- (c) In respect of the setting up and operation of social media platforms, did the Administration provide Government officers with guidelines on the operation and use of social media and encourage Government agencies to strengthen communication with the public by means of social media? If yes, what are the details? If no, does the Government have any plan to formulate such guidelines? If there is no such a plan, what are the reasons?
- (d) In recent years, governments around the world have introduced systems through which citizens may hand in their online proposals. They have also undertaken that they would give a formal online response if a certain number of citizens have indicated their support of the proposals. Did the Administration look into ways to improve the existing channels for collecting public opinions on the Internet and evaluate the feasibility of collecting public opinions on the Internet through the above systems. If yes, what are the details? If no, what are the reasons?

Asked by: Hon. MOK, Charles Peter

Reply:

The information sought is provided below –

- (a) The social media platforms set up and operated by Labour and Welfare Bureau (LWB), Social Welfare Department (SWD), Labour Department (LD) and public bodies under our purview are provided at the Annex.
- (b) Where necessary, officers concerned in government bureaux/ departments will attend relevant training courses centrally organised by the Office of the Government Chief Information Officer (OGCIO).

- (c) Reference was made to the guidelines issued by the OGCIO to all government bureaux and departments on the use of social media.
- (d) While we will continue to collect and respond to public views through established channels (such as regular communication with stakeholders) or holding public consultation sessions as appropriate, we will assess the feasibility and effectiveness of different channels in collecting and responding to public views on an ongoing basis. We will also take follow-up action on the views from members of the public as appropriate.

Name in block letters: Miss Annie TAM
Permanent Secretary
Post Title: for Labour and Welfare
Date: 18.4.2013

Information on Social Media Platforms set up and operated by LWB/SWD/LD and public bodies under their purview in 2010-11, 2011-12 and 2012-13

No.	Commencement of operation (Month/ Year)	Status (keeps on updating / ceased updating) (as at 28 February 2013)	Government agencies (including policy bureaux/ departments/ public bodies/ government consultants)	Name	Social media (Facebook/ Flickr/ Google+/ LinkedIn/ Sina Weibo/ Twitter/ YouTube)	Purpose of establishment and no. of updates (as at 28 February 2013)	No. of “Likes”/ subscribers/ average monthly visits (as at 28 February 2013)	Compilation of summary of comments and follow-up on a regular basis (Yes/ No)	Rank and No. of officers responsible for the operation* (as at 28 February 2013)	Financial resources involved in the establishment and daily operation (as at 28 February 2013)
(1)	May 2009	Keeps on updating	Occupational Safety and Health Council (OSHC)	OSHC Channel	YouTube	To disseminate occupational safety and health messages. Updates: 95	No. of subscribers: 65	No	Two executive staff of OSHC	The manpower involved was absorbed in existing resources.
(2)	December 2009	Keeps on updating	SWD	Social Welfare Department	YouTube	To publicise new TV-APIs and educational information of SWD. Updates: 74	No. of subscribers: 51	No	Two non-civil service contract (NCSC) staff at the Information Officer rank	The manpower involved was absorbed in existing resources.
(3)	March 2010	Keeps on updating	Clothing Industry Training Authority (CITA)	HK CITA	YouTube	To publicise information about CITA. Updates: 20	No. of subscribers: 10	No	One executive staff of CITA	The manpower involved was absorbed in existing resources.
(4)	May 2010	Keeps on updating	CITA	CITA	Facebook	To publicise information about CITA.	No. of subscribers: 1 000	No	One executive staff of CITA	The manpower involved was absorbed in existing resources.

No.	Commencement of operation (Month/ Year)	Status (keeps on updating / ceased updating) (as at 28 February 2013)	Government agencies (including policy bureaux/ departments/ public bodies/ government consultants)	Name	Social media (Facebook/ Flickr/ Google+/ LinkedIn/ Sina Weibo/ Twitter/ YouTube)	Purpose of establishment and no. of updates (as at 28 February 2013)	No. of “Likes”/ subscribers/ average monthly visits (as at 28 February 2013)	Compilation of summary of comments and follow-up on a regular basis (Yes/ No)	Rank and No. of officers responsible for the operation* (as at 28 February 2013)	Financial resources involved in the establishment and daily operation (as at 28 February 2013)
(5)	June 2010	Keeps on updating	LD	勞工處「青年就業起點」(Y.E.S.)	Facebook	To disseminate information of the Youth Employment Resource Centres to young people, including the latest training and job fair information and result of training selection interview.	No. of “Likes”: 5 409	Yes	Four staff of the participating non-governmental organisations (NGOs)	The manpower involved was absorbed within the contract cost.
(6)	July 2010	Keeps on updating	LWB	聯合國《殘疾人權利公約》青少年大使	Facebook	To promote the public education activity in respect of the United Nations Convention on the Rights of Persons with Disabilities.	No. of “Likes”: 103	No	Staff of Dialogue in the Dark (DiD) HK Limited	The manpower involved was absorbed within the contract cost.
(7)	August 2010	Keeps on updating	SWD	社署署長呼籲支持義工運動	Facebook	To encourage members of the public to participate in volunteer work.	No. of “Likes”: 1 330	No	One Senior Social Work Officer	The manpower involved was absorbed in existing resources.
(8)	September 2010	Keeps on updating	Vocational Training Council (VTC)	職業訓練局 -- 「Teen 才再現」計劃	Facebook	To promote courses and to publicise information on relevant activities.	No. of subscribers: 630	No	One executive staff of VTC	The manpower involved was absorbed in existing resources.

No.	Commencement of operation (Month/ Year)	Status (keeps on updating / ceased updating) (as at 28 February 2013)	Government agencies (including policy bureaux/ departments/ public bodies/ government consultants)	Name	Social media (Facebook/ Flickr/ Google+/ LinkedIn/ Sina Weibo/ Twitter/ YouTube)	Purpose of establishment and no. of updates (as at 28 February 2013)	No. of “Likes”/ subscribers/ average monthly visits (as at 28 February 2013)	Compilation of summary of comments and follow-up on a regular basis (Yes/ No)	Rank and No. of officers responsible for the operation* (as at 28 February 2013)	Financial resources involved in the establishment and daily operation (as at 28 February 2013)
(9)	September 2011	Ceased updating	LWB	精神健康月 Mental Health Month	Facebook	To promote the public education activity – “2011 Mental Health Month”.	No. of “Likes”: 116	No	Staff of the participating NGOs	The manpower involved was absorbed within the contract cost.
(10)	March 2012	Keeps on updating	Employees Retraining Board (ERB)	ERBchannelHK	YouTube	To publicise the promotional activities of ERB. Updates: 7	No. of “Likes”: 21	Yes	One executive staff of ERB	The manpower involved was absorbed in existing resources.
(11)	July 2012	Keeps on updating	The Community Investment and Inclusion Fund (CIIF) Secretariat, LWB	CIIF 充滿人情味的基金	Facebook	To serve as a platform to engage stake- holders and promote the work of CIIF and the concept of social capital.	No. of “Likes”: 755	Yes	Two NCSC staff at the Executive Officer rank	The manpower involved was absorbed in existing resources.
(12)	August 2012	Keeps on updating	LWB	I Love 好精神	Facebook	To promote the public education activity – “2012 Mental Health Month”.	No. of “Likes”: 202	No	Staff of the participating NGOs	The manpower involved was absorbed within the contract cost.

No.	Commencement of operation (Month/ Year)	Status (keeps on updating / ceased updating) (as at 28 February 2013)	Government agencies (including policy bureaux/ departments/ public bodies/ government consultants)	Name	Social media (Facebook/ Flickr/ Google+/ LinkedIn/ Sina Weibo/ Twitter/ YouTube)	Purpose of establishment and no. of updates (as at 28 February 2013)	No. of “Likes”/ subscribers/ average monthly visits (as at 28 February 2013)	Compilation of summary of comments and follow-up on a regular basis (Yes/ No)	Rank and No. of officers responsible for the operation* (as at 28 February 2013)	Financial resources involved in the establishment and daily operation (as at 28 February 2013)
(13)	December 2012	Keeps on updating	CITA	HK CITA	Twitter	To publicise information about CITA. Updates: 10	No. of subscribers: 20	No	One executive staff of CITA	The manpower involved was absorbed in existing resources.

*The staff concerned are responsible for the operation of the social media platforms in addition to their principal duties.

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)02

Question Serial No.

S158

Head: 141 – Government Secretariat: Subhead (No. & title):
Labour and Welfare Bureau

Programme: (5) Subvention: Skills Centres

Controlling Officer: Permanent Secretary for Labour and Welfare

Director of Bureau: Secretary for Labour and Welfare

Question:

With reference to the Reply of LWB(WW)038, will the Administration inform the Committee of the following:

- (a) the placement rate of trainees by age and occupation who have completed the training programmes of the three Skills Centres run by the Vocational Training Council;
- (b) a breakdown of the estimated expenditure of \$95.4 million for each of the three Skills Centres.

Asked by: Hon. TANG Ka-piu

Reply:

The information sought is provided as follows –

- (a) Distribution of graduates of the three Skills Centres joining the employment market by occupation in the past three years is tabulated below:-

Occupation	2010 (Actual)		2011 (Actual)		2012 (Provisional)	
	No.	%	No.	%	No.	%
Manufacturing	5	3.3%	7	4.6%	13	7.0%
Electricity, gas and water	-	-	1	0.7%	1	0.5%
Construction	-	-	-	-	-	-
Wholesale, retail and import/export trades	15	9.7%	11	7.2%	17	9.2%
Restaurants and hotels	49	31.6%	63	41.4%	67	36.2%
Transport, storage and communications	2	1.3%	1	0.7%	4	2.2%
Finance and insurance	1	0.6%	-	-	-	-
Real estate and business services	16	10.3%	8	5.3%	7	3.8%
Community, social and personal services	63	40.7%	56	36.8%	75	40.6%
Government	1	0.6%	5	3.3%	-	-
Others (e.g. Agriculture and mining, etc.)	3	1.9%	-	-	1	0.5%
Total	155	100%	152	100%	185	100%

Distribution of graduates of the three Skills Centres joining the employment market by age in the past three years is tabulated below:-

Age	2010 (Actual)		2011 (Actual)		2012 (Provisional)	
	No.	%	No.	%	No.	%
15 to under 20	12	7.8%	23	15.1%	21	11.4%
20 to under 25	110	71.0%	103	67.8%	140	75.7%
25 to under 30	14	9.0%	16	10.5%	11	5.9%
30 to under 35	7	4.5%	4	2.6%	4	2.2%
35 to under 40	1	0.6%	3	2.0%	3	1.6%
40 or above	11	7.1%	3	2.0%	6	3.2%
Total	155	100%	152	100%	185	100%

- (b) The manpower, facilities and operating costs etc. are commonly shared by the three Skills Centres. We do not have a breakdown of the estimated expenditure of \$95.4 million by centre.

Name in block letters: Miss Annie TAM
Post Title: Permanent Secretary
for Labour and Welfare
Date: 18.4.2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)03

Question Serial No.

S159

Head: 141 – Government Secretariat: Subhead (No. & title):
Labour and Welfare Bureau

Programme: (2) Social Welfare

Controlling Officer: Permanent Secretary for Labour and Welfare

Director of Bureau: Secretary for Labour and Welfare

Question:

As indicated in the Reply Serial No. LWB(WW)022, the Administration would adopt positive encouragement measures, such as giving due recognition to good employers, sharing good practices, providing incentive and assistance for employers, etc. rather than the policy of employment quota for persons with disabilities. In this connection, will the Administration further inform the Committee of the details of the encouragement measures for employment of persons with disabilities, such as giving due recognition to good employers, sharing good practices, providing incentive and assistance for employers, etc.? Are there any performance indicators for assessment of the effectiveness of the measures? How much expenditure is involved?

Asked by: Hon. TANG Ka-piu

Reply:

It is the Government's policy objective to ensure that persons with disabilities have equal access to participation in productive and gainful employment in the open market. To encourage the employers to provide more employment opportunities for persons with disabilities, we provide job attachment allowance and job trial wage subsidy as mentioned in the Reply Serial No. LWB(WW)022. The Social Welfare Department (SWD) will also provide subsidies to employers of persons with disabilities for procuring assistive devices and carrying out workplace modification works, thereby enabling persons with disabilities to work more efficiently. An employer may receive a maximum subsidy of \$20,000 for each employee with disabilities and an annual recurrent funding of \$8 million is reserved for the scheme.

In tandem, the Work Orientation and Placement Scheme (WOPS) administered by the Labour Department (LD) encourages employers to employ persons with disabilities through the provision of an allowance. At present, an eligible employer joining WOPS is granted an allowance for employing and providing appropriate training, support and assistance to a person with disabilities. The amount of allowance is equivalent to two-thirds of the monthly salary of the employee with disabilities (subject to a maximum of \$4,000). The payment period is up to six months. LD will further enhance WOPS by introducing a two-month work adaptation period in 2013-14. An employer who employs a person with disabilities having employment difficulties will be paid an additional allowance up to a maximum of \$5,500 per month for two months. In 2013-14, the additional annual recurrent expenditure for the new initiative under WOPS is \$7.1 million.

The Labour and Welfare Bureau has from 2009-10 onwards substantially increased the annual allocation for related public education activities from \$2.5 million in the past years to about \$13 million in promoting the

spirit and core values enshrined in the United Nations Convention on the Rights of Persons with Disabilities and enhancing public understanding of the rights and needs of persons with disabilities. Employment of persons with disabilities has been one of the major foci of the annual public education programme.

Territory-wide publicity events are launched in collaboration with the Rehabilitation Advisory Committee to enhance public understanding of the work abilities of persons with disabilities and related support services provided by various government departments and rehabilitation agencies, to promote good practices and give due recognition to good employers.

Funding support has been provided to 18 Districts Councils, non-governmental organisations (NGOs) and self-help groups of persons with disabilities, etc. in organising district-based publicity programmes, including the “18 Districts Caring Employers Recognition Scheme”, to promote the employment opportunities of persons with disabilities.

LD and SWD (through subvention to NGOs) will continue to launch a wide range of public education and publicity activities, including seminars, briefings, exhibitions, visits, advertisements etc. and maintain close liaison with employers to promote good practices and give due recognition to good employers. The manpower and expenditure involved are absorbed within existing resources.

Promoting employment of persons with disabilities is an ongoing measure. We will continue to monitor the effectiveness of our initiatives and introduce enhancements as appropriate.

Name in block letters:	Miss Annie TAM
Post Title:	Permanent Secretary for Labour and Welfare
Date:	18.4.2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)04

Question Serial No.

S141

Head: 141 – Government Secretariat: Subhead (No. & title):
Labour and Welfare Bureau

Programme: (2) Social Welfare

Controlling Officer: Permanent Secretary for Labour and Welfare

Director of Bureau: Secretary for Labour and Welfare

Question:

The Bureau had not replied on the time-table for allowing people with loss of one limb to apply for the Disability Allowance (DA) at the Special Finance Committee Meeting but only indicated that the Bureau would inform the Panel on Welfare Services of it as soon as possible. In this connection, please advise of the following:

- (a) the schedule of implementation;
- (b) the arrangements for eligible applicants to receive DA with retrospective effect to January 2013;
- (c) the concessionary fares that people with loss of one limb are entitled to before the study results are released.

Asked by: Hon. WONG Kwok-hing

Reply: The information sought is provided as follows –

- (a) The Labour and Welfare Bureau has recently convened an “Inter-departmental Working Group on Review of the Disability Allowance (DA)” (the Working Group) to review the eligibility criteria for DA, assess the implications of various options on policy, implementation, finance and other related areas, and make recommendations, having regard to the Chief Executive’s proposal in his Manifesto to “allow people with loss of one limb to apply for Disability Allowance”. The Working Group comprises representatives from the relevant bureaux and departments and the Hospital Authority. The Working Group is in its early stage of deliberation and it is difficult at this stage to prescribe a schedule of implementation.
- (b) We do not consider it appropriate to provide the retrospective payment as referred to in part (b) of the question.
- (c) We will consider the implications on the Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities having regard to the findings of the Working Group.

Name in block letters: Miss Annie TAM
Post Title: Permanent Secretary
for Labour and Welfare
Date: 18.4.2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)05

Question Serial No.

S142

Head: 141 – Government Secretariat: Subhead (No. & title):
Labour and Welfare Bureau

Programme: (2) Social Welfare

Controlling Officer: Permanent Secretary for Labour and Welfare

Director of Bureau: Secretary for Labour and Welfare

Question:

Regarding the Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (the Scheme), the details of extending the Scheme to trams were not provided at the Special Finance Committee Meeting. As a follow-up, please account for the progress of liaison between the Administration and the Hong Kong Tramways Limited on the above extension and provide the relevant information. At earlier debates on Policy Address and other relevant discussions, the Secretary has committed to consider extending the Scheme to trams after having implemented the Scheme on the major modes of public transport.

Asked by: Hon. WONG Kwok-hing

Reply:

The purpose of the Scheme is to enable elderly persons (aged 65 or above) and eligible persons with disabilities (who are at present recipients under the Comprehensive Social Security Assistance Scheme aged between 12 and 64 with 100% disabilities and recipients of Disability Allowance in the same age group) to travel on the general Mass Transit Railway lines, franchised buses and ferries at anytime at a concessionary fare of \$2 per trip. On the premise that public transport operators concerned will continue to absorb the cost of the existing concessions that they are voluntarily offering to these groups, the Government is providing resources to cover the fare differential between the nominal fare and \$2 for each eligible trip.

At present, tram's fare for elderly persons is \$1.1 per trip, which is already lower than \$2. Non-elderly persons with disabilities pay \$2.3 per trip. But the Hong Kong Tramways Limited has requested that the Government should subsidise the company to the extent that it will provide free tram rides to elderly people and persons with disabilities, and this is not consistent with the principle of the Scheme.

Name in block letters: Miss Annie TAM
Post Title: Permanent Secretary
for Labour and Welfare
Date: 18.4.2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)06

Question Serial No.

S143

Head: 141 – Government Secretariat: Subhead (No. & title):
Labour and Welfare Bureau

Programme: (3) Women's Interests

Controlling Officer: Permanent Secretary for Labour and Welfare

Director of Bureau: Secretary for Labour and Welfare

Question:

As stated in LWB(WW)047 Reply:

- (a) "The existing arrangement has been working well."
1. How is it known? Has any study been conducted?
 2. Is it noted that members of the Women's Commission (WoC) and women's groups have requested that WoC be upgraded and an independent secretariat be set up? Why are the requests not addressed?
- (b) Why didn't the Chief Executive consider if the candidates had gender sensitivity and profound knowledge of women's affairs and gender issues when making the appointments for WoC Chairperson and members? If WoC Chairperson and members generally lack knowledge of women's affairs and gender issues, how could they provide "precise" advice to the Government?

Asked by: Hon. WONG Pik-wan, Helena

Reply:

The information sought is provided as follows –

- (a) WoC was appointed by the Chief Executive as a high-level central mechanism tasked to take a strategic overview of women's issues, develop a long-term vision and strategy for the development and advancement of women, and advise the Government on policies and initiatives which are of concern to women. WoC now comprises a non-official chairperson and 20 other non-official members of diverse backgrounds and experience. It meets regularly every three months. It is serviced by a team of officers in the Labour and Welfare Bureau. It discharges its functions effectively and we do not see any need for changing the present modus operandi.
- (b) In appointing the chairperson and other members of WoC, the Government has fully taken into account the expertise and experience of the candidates, including their interests in women's affairs and gender issues.

Name in block letters: Miss Annie TAM
Post Title: Permanent Secretary
for Labour and Welfare
Date: 18.4.2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)07

Question Serial No.

S155

Head: 141 – Government Secretariat: Subhead (No. & title):
Labour and Welfare Bureau

Programme: (3) Women's Interests

Controlling Officer: Permanent Secretary for Labour and Welfare

Director of Bureau: Secretary for Labour and Welfare

Question:

Gender Mainstreaming (GM) - LWB(WW)041 & 042

- (a) Which departments will apply the Checklist as mentioned in paragraph (a) of LWB(WW)041?
- (b) Has Gender Mainstreaming (GM) check been made in the Budget? Will there be any plan to launch "Gender Budgeting"? What are the details?
- (c) Is there any concrete plan to provide the political appointees with training on gender issues? Please set out the details.

Asked by: Hon. WONG Pik-wan, Helena

Reply:

The information sought is provided as follows –

- (a) In 2013-14, the Labour and Welfare Bureau will continue to encourage and liaise with all bureaux and departments in applying the Gender Mainstreaming Checklist (the Checklist) to their work as appropriate. At this stage, we cannot prejudge which of the bureaux and departments will apply the Checklist in 2013-14.
- (b) In preparing the budget for implementing various initiatives under different policies and programmes, the Administration has considered the characteristics and needs of women and men as appropriate. For example, in education, social welfare and medical services, over half of the service users are female. We will continue to keep in view the development of gender budgeting in other places of the world before considering whether to apply it to Hong Kong.
- (c) The Secretary for Labour and Welfare issued two memos to all directors of bureaux and their heads of departments in February 2010 and November 2012 respectively to introduce and reinforce the concept of GM and solicit their support in applying the Checklist to their policies and programmes. We also plan to prepare a guidebook on GM for reference by the Principle Officials and other senior government officials later in the year.

Name in block letters: Miss Annie TAM
Post Title: Permanent Secretary
for Labour and Welfare
Date: 18.4.2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)08

Question Serial No.

SV059

Head: 170 – Social Welfare Department

Programme: (4) Rehabilitation and Medical Social Services

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: Pursuant to Reply No. LWB(WW)082, the Administration is requested to provide supplementary information on the staffing establishment of each team of the integrated community centres for mental wellness (ICCMWs) after the allocation of additional funding.

Asked by: Hon. CHEUNG Kwok-che

Reply: Under the Lump Sum Grant subvention system, the non-governmental organisations (NGOs) operating ICCMWs have the flexibility to deploy the subvention in arranging suitable staffing and strengthening their manpower with additional funding allocation to ensure service quality and meet service needs. The operating NGOs are required to comply with the Essential Service Requirements as laid down in the Funding and Service Agreement which, among others, stipulates that the staffing requirements of ICCMWs include occupational therapist, qualified nurse (psychiatry) and registered social worker with at least two of the social workers having at least three years of social work experience in mental health service.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 19 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)09

Question Serial No.

SV062

Head: 170 – Social Welfare Department

Programme: (2) Social Security

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: Pursuant to Reply No. LWB(WW)056 regarding fraud and abuse of Comprehensive Social Security Assistance (CSSA), the Administration is requested to clarify the meaning of the category “established CSSA fraud cases” and report whether a more accurate description should be used to avoid giving the impression that many CSSA recipients have abused the system but very few have been convicted.

Asked by: Hon. HO Chun-yan, Albert

Reply: The category “established CSSA fraud cases” refers to those cases where, after in-depth investigation conducted by the Fraud Investigation Team of the Social Welfare Department (SWD), prima facie evidence has been established that at the relevant time, the CSSA recipients have dishonestly and intentionally used deceit/deceptive means, by words or conduct, to obtain social security benefits, and would be referred to the Police as appropriate for consideration of taking legal action. SWD will review the wording of the category “established CSSA fraud cases” to reflect a more accurate description.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 18 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)10

Question Serial No.

S154

Head: 170 – Social Welfare Department

Programme: (7) Young People

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: According to the Administration's Reply No. LWB(L)059, the Social Welfare Department (SWD) has commissioned three non-governmental organisations to each launch a pilot cyber youth outreaching project (PCYOP) for three years with effect from August 2011. The PCYOPs will reach out to young people through different cyber platforms and provide them with counselling services. In this regard, would the Administration provide further information on the following –

- (a) Since the implementation of the PCYOPs, how many young people in total have been assessed as requiring follow-up services and how many of them are hidden youths;
- (b) When will a review on the PCYOPs be conducted and how will their effectiveness be assessed; and
- (c) How will relevant data obtained from the PCYOPs be used for formulating targeted measures to assist the hidden youths to enter the labour market?

Asked by: Hon. KWOK Wai-keung

Reply: The information sought is provided as follows –

- (a) As at 31 December 2012, the total number of youths engaged through the three PCYOPs was 3 575, among whom 464 received counselling services and five of them were assessed to have different symptoms of social withdrawal.
- (b) & (c) The PCYOPs adopt a multi-level intervention strategy and use a variety of popular cyber means to reach out to the needy youths for timely intervention, who will then be referred to the mainstream youth services, including employment/training services. SWD has commissioned the Hong Kong Jockey Club Centre for Suicide Research and Prevention of the University of Hong Kong to conduct an evaluation on the effectiveness of the three PCYOPs, and make recommendations on the way forward. The study will be completed by the end of 2014.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 19 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)11

Question Serial No.

SV058

Head: 170 – Social Welfare Department

Programme: (3) Services for Elders

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: Pursuant to Reply No. LWB(WW)148, the Administration is requested to provide information on the types and number of professional staff employed using the various supplements, including the Infirmity Care Supplement (ICS) and Dementia Supplement (DS), for residential care homes for the elderly (RCHEs) to provide enhanced care to the infirm and demented elderly.

Asked by: Hon. LEE Kok-long, Joseph

Reply: Both ICS and DS are additional resources for subvented RCHEs and private RCHEs participating in Enhanced Bought Place Scheme, with a view to enhancing the care for the infirm and demented elderly residents. For ICS, RCHEs are allowed to employ additional staff, including workmen, care workers, nurses, health workers, occupational therapists or physiotherapists. For DS, RCHEs are allowed to employ additional staff, including occupational therapists, occupational therapy assistants, social workers and nurses. RCHEs may also hire professional services by physiotherapists and occupational therapists from qualified professional organisations instead. RCHEs that wish to use the supplements to employ other types of staff should seek prior approval from the Social Welfare Department (SWD) with full justifications. As RCHEs have the flexibility to use the supplements as an allowance for existing staff or for employment of additional qualified staff on part-time or temporary basis as well as for hiring of professional services, SWD does not keep the figures on the number of each type of staff being employed by using the supplements.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 19 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)12

Question Serial No.

SV060

Head: 170 – Social Welfare Department

Programme: (3) Services for Elders

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: Pursuant to Reply No. LWB(WW)091 on residential care homes for the elderly (RCHEs), the Administration is requested to provide information on the needs of the elderly persons with hearing impairment in RCHEs and the services and supports that would be provided to meet their needs.

Asked by: Hon. LEUNG Yiu-chung

Reply: The Social Welfare Department (SWD) has since 2003 implemented the Central Waiting List for Subsidised Long-term Care Services. Applicants who have undergone the Standardised Care Need Assessment Mechanism for Elderly Services and have their eligibility for subsidised long-term care services confirmed will be put on the Central Waiting List. Assessment is based on various dimensions including the applicants' abilities in activities of daily living, physical functioning, memory, communications and hearing ability, behaviour and emotion, health conditions, environmental risk and coping problem, etc., the objective is to identify the care needs of elderly applicants and match them with the right kind of service. In processing the elderly applicant's admission to an RCHE, SWD will provide his/her assessment record, including information on the applicant's communications and hearing ability, to the RCHE concerned to facilitate it to work out an Individual Care Plan for the elderly applicant to meet his/her care needs, including those arising from his/her hearing impairment.

SWD implements an integrated long-term care service model to take care of frail elderly persons. Apart from the recurrent funding, SWD also allocates various care supplements (i.e. Infirmary Care Supplement and Dementia Supplement) to RCHEs providing subsidised residential care places to cater for the different care needs of their elderly residents.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 19 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)13

Question Serial No.

S148

Head: 170 – Social Welfare Department

Programme: (4) Rehabilitation and Medical Social Services

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: According to Reply No. LWB(WW)211, the total recurrent funding for integrated community centres for mental wellness (ICCMWs) will be increased to over \$190 million. However, the Administration has not provided any information on the manpower, average caseload and nature of cases of ICCMWs. What are the reasons? How does the Department review the effectiveness and value for money of ICCMWs? What are the reasons for not keeping the relevant data?

Asked by: Hon. MAK Mei-kuen, Alice

Reply: Under the Lump Sum Grant subvention system, the non-governmental organisations (NGOs) operating ICCMWs have the flexibility to deploy the subvention in arranging suitable staffing to ensure service quality, to meet service needs and to achieve the service output standards and outcome requirements as stipulated in the Funding and Service Agreement (FSA). The Social Welfare Department (SWD) monitors the service performance of subvented NGOs, including that of ICCMWs, through the Service Performance Monitoring System (SPMS). Under SPMS, SWD assesses and monitors the performance standards of subvented NGOs through their regular reports to SWD and SWD's scheduled and surprise visits to their subvented service units on a random and/or targeted basis as appropriate. Besides, subvented NGOs are required to comply with the Essential Service Requirements (ESR) as laid down in the FSA as well as the Service Quality Standards. Under the ESR, the staffing requirements of ICCMWs include occupational therapist, qualified nurse (psychiatry) and registered social worker with at least two of the social workers having at least three years of social work experience in mental health service.

NGOs are also required to submit service statistics for SWD's monitoring of their achievement in meeting the output standards. SWD has regularly captured the service outputs of individual ICCMWs, including the number of ex-mentally ill persons and persons with suspected mental health problems served, the number of referrals handled, the number of cases served, the number of outreaching visits made, the number of groups and training sessions conducted, the number of public education activities organised and the number of participants in these activities, etc. for service monitoring.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 19 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)14

Question Serial No.

S149

Head: 170 – Social Welfare Department

Programme: (2) Social Security

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

- Question:
- (a) Recently, a number of Old Age Allowance (OAA) recipients who are eligible for the Old Age Living Allowance have not received green notification letters under the “Auto-conversion” arrangement as scheduled. In response to enquiries, the Social Welfare Department (SWD) explained that it was due to the archived data in the Computerised Social Security System (CSSS) having failed to match with the “Auto-conversion” arrangement. Please advise on what principles did SWD base in handling old information during the analysis and implementation of CSSS in 2000?
 - (b) As pointed out in the Reply No. LWB(WW)059, the System Analysis and Design stage of the new CSSS was completed by the end of December 2012, and the development of Phase 1 programme is in progress. Can the new system keep the old archived data so as to ensure that no similar mistake will occur in the future? If it can, how much additional funding will be required? If not, what are the reasons?

Asked by: Hon. MAK Mei-kuen, Alice

- Reply:
- (a) A small portion of data involving elderly persons aged 70 or above having received Normal OAA at the age of 65 - 69 and continuing to receive Higher OAA had not been transferred to CSSS. The reason is that when CSSS started its operation in 2000, these elderly persons were already receiving Higher OAA. While their Higher OAA data had been transferred to CSSS, the old data related to their receipt of Normal OAA which had been overtaken by event was not.
 - (b) To ensure the accuracy and completeness of the conversion of existing data, a set of computer programs and also stringent testing and verification procedures will be developed and adopted. All the data in the existing CSSS will be fully converted to the new system, i.e. Computerised Social Security System II. The Social Welfare Department has no plan to convert the old data mentioned in part (a) which had been overtaken by event to the new system.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 19 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)15

Question Serial No.

S150

Head: 170 – Social Welfare Department

Programme: (2) Social Security

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: Recently, a number of Old Age Allowance recipients who are eligible for the Old Age Living Allowance (OALA) have not received green notification letters under the "Auto-conversion" arrangement as scheduled. In response to enquiries, the Social Welfare Department (SWD) explained that it might be due to the archived data in the Computerised Social Security System (CSSS) having failed to match with the "Auto-conversion" arrangement. In this regard, would the Administration please advise this Committee of the following –

- (a) How many of the elderly persons who are currently receiving Higher Old Age Allowance (HOAA) and were receiving Normal Old Age Allowance (NOAA) before 2000 (that is, before the operation of the existing CSSS) have not been able to benefit from the Phase 1 – "Auto-conversion" arrangement under OALA?
- (b) In the \$18.949 billion funding allocated for the Social Security Allowance (SSA) Scheme, how much is for the additional funding for OALA? Does the additional funding cover the necessary equipment, such as an upgraded computer system, required for the new application procedures, including the "Auto-conversion" arrangement? What is the funding involved?

Asked by: Hon. MAK Mei-kuen, Alice

Reply: The information sought is provided as follows –

- (a) The target beneficiaries under Phase 1 - "Auto-conversion" arrangement of OALA include the NOAA recipients and HOAA recipients who had received NOAA at the age of 65 – 69 based on the records available in CSSS. For some HOAA recipients, while their HOAA data had been transferred to CSSS when the system started its operation in 2000, the old data related to their receipt of NOAA which had been overtaken by event was not. As such, these recipients were not included for "Auto-conversion" arrangement under Phase 1. SWD does not have an estimate of the number of such recipients involved, but believes that it only constitutes a small portion.
- (b) Out of the provision of \$18.949 billion for the SSA Scheme in 2013-14, \$15.141 billion is for OALA, including the back payment to the eligible elderly persons from December 2012 to March 2013. This amount does not cover the expenditure for any equipment required for the new application procedures.

Name in block letters: FUNG Pak-yan

Post Title: Acting Director of Social Welfare

Date: 18 April 2013

**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-LWB(WW)16

Question Serial No.

S151

Head: 170 – Social Welfare Department

Programme: (2) Social Security; and
(3) Services for Elders

Controlling Officer: Director of Social Welfare

Director of Bureau: Secretary for Labour and Welfare

Question: According to the Administration's Reply Nos. LWB(WW)276 and 277, there is a lack of special support for elderly persons having returned to Hong Kong. As they are old and have been away from Hong Kong for a long time, their decisions to return to Hong Kong mean that they want their basic needs to be met. Will the Administration consider allocating additional resources to assist and support these elderly returnees?

Asked by: Hon. MAK Mei-kuen, Alice

Reply: The Social Welfare Department will offer assistance to the elderly persons returning to Hong Kong to meet their welfare needs as appropriate. If they have financial difficulties, they may apply for Comprehensive Social Security Assistance to meet their basic needs. They may also approach the nearby District Elderly Community Centres, Integrated Family Service Centres/Integrated Services Centres for assistance. Services available include counselling, other supportive and referral services, etc. Eligible frail elderly persons who have been assessed under the Standardised Care Need Assessment Mechanism for Elderly Services may be arranged for subsidised community care services and/or residential care services.

Name in block letters: FUNG Pak-yan
Post Title: Acting Director of Social Welfare
Date: 19 April 2013