

Social Work Services Division

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「Then the upright will shine like the sun in
the kingdom of their Father.」

Mt 13 : 43

Caritas Social Work Services cover a wide range of sectors, from young children to the elderly. Intensive care is tendered so that service users feel the warmth of sun in times of difficulties and helplessness.

2.1 General Remarks

Objectives

Stressing the principles of enabling the development of individual potential, promoting human dignity, respect and self-determination, the Social Work Services Division (“the Division”) provides its services through an ongoing process of awareness, participation and sharing. The services strive to bring about positive changes and development in personal behaviour, individual attitude, physical environment and social structures. The Division aims to promote a caring community grounded on truth, love, justice and freedom.

Highlights of the Year

Opening Ceremony of Caritas Jockey Club Tsuen Wan Social Service Building

The ceremony was held on 8 September 2018 and joined by over 150 donors and guests. After the opening ceremony and blessing ceremony in the morning, an open day was organized in the afternoon for volunteers, service users and the public.



• Unveiling of plaque by officiating guests



• Officiating guests and donors



• Performance by volunteers created a warm atmosphere



• Visitors trying an advanced technology equipment

Caritas “Hope” – Navigation Scheme for Young Persons in Care Services

This project, a joint venture of the Division and Caritas Institute of Community Education (“CICE”), was set up to provide an opportunity for young persons aged 18 to 25 to work as care workers in the elderly and rehabilitation services and at the same time to study a part-time diploma course. A total of 246 trainees had enrolled in the Scheme for the year of 2018/2019.

Awards Achieved

The Division was awarded the 8th runner-up of Highest Service Hour Award 2017 (Public Organizations) at the Hong Kong Volunteer Award Presentation Ceremony organized by the Social Welfare Department (“SWD”) on 2 December 2018. There were 16,348 registered volunteers, who achieved a total of 453,315 service hours.



Service Units and Staff Complement

The Division now operates 136 subvented service units and 28 non-subvented service units with a staff force of 3,526, of which only core full-time staff is included, and among them, 54 are persons with disabilities.

Fieldwork Placements, Mentorship Scheme and Attachment Programme

During the year, the Division provided fieldwork placement for 86 social work students from 6 local training institutes. A joint venture with Caritas Institute of Higher Education (“CIHE”) on fieldwork placement and mentorship scheme was offered to 195 and 234 of its students respectively.

Seven students from Higher Diploma in Health Care, Nutrition and Physical Fitness of CICE completed their practicum at the Division’s units. Placements for other professional trainees such as Gerontology and Physiotherapy were also provided.

Besides, an exposure programme for social work students from the Mainland had been launched for 13 consecutive years. This year, 14 students were attached at various service units during their summer holidays.

Staff Development and Training

Training Programmes

With the support of Social Welfare Development Fund, 281 training programmes were organized with a total attendance of 1,968. There were 15 overseas study visits and 24 leadership and management skills development programmes for mid-level staff. Besides, sponsorship was granted to two staff members to attend fieldwork placement.

Staff Formation

The Employee Emotional Support Project was continued. A total of 281 calls were received by the hotline and 32 face-to-face counselling sessions were rendered to provide emotional support for staff. Twenty-five workshops were organized for 415 staff members to promote self-understanding, positive thinking and team spirit.

Vote of Thanks

The Division expresses its heartfelt thanks to the Catholic Diocese of Hong Kong for its Lenten Fund, and to donors who provided financial assistance to serve 7,531 needy people, in particular, the unemployed and under-employed families. Besides, grants were received from charitable trusts and foundations, government bureaux and departments, as well as corporations to subsidize Caritas service units to launch pioneering projects, to upgrade the facilities and to serve more underprivileged people in a better way.

To recognize the contribution of corporates and community organizations, 87 strategic partners were nominated to receive the logos of “Caring Company” or “Caring Organization” awarded by The Hong Kong Council of Social Service (“HKCSS”).

2.2 CHILD CARE SERVICE

Objectives

With an aim of cultivating the full development of children without discrimination as to their abilities and social background, the Child Care Service (“the Service”) provides educational and caring service for children aged 2 to 6 including families with single parent, working parents and mildly disabled children.



Highlights of the Year

Joint-school Parent-child Interactive Drama

With the subsidy granted by the Committee on Home-School Co-operation (“CHSC”), an interactive drama was performed by 320 children in May 2018 and June 2018. The theme was “Watching the World through the Eyes of Children”. Children sang songs to present their thankfulness and praise to the Almighty God. The positive relationship between adults and young children was also strengthened.



Art Appreciation through Play Learning Strategy

To initiate the imagination of children and foster their problem-solving skills, as well as to enhance children's self-confidence and nurture their holistic development, a series of art appreciation activities with the theme “Children Love the World” was organized for enriching children's learning experience through play.





• Children demonstrated their works



• "What a beautiful ocean!"

Campaign on Love: Sharing and Thankfulness

All Caritas nursery schools conducted a campaign from December 2018 to January 2019 for nurturing love at schools, at home and in the community. Concerns for the needy were emphasized. The campaign demonstrated the school motto of "We Love Each Other". A booklet illustrated the programmes was published.



• Children visited Caritas Elderly Centre



• A Christmas parent-child drama on Love



• Publication of the booklet

Staff Development and Training

The Annual Departmental Evaluation Seminar for Nursery School Teachers and Principals

The evaluation seminar with the theme “Together We Build the Branding for Quality Early Childhood Education” was held on 19 July 2018. The participants were inspired by the sharing delivered by the Assistant Chief Executive, the Director of Social Work Services and the Associate Director of Education Services. A total of 150 staff participated.



Orientation Programme for New Teachers

An Orientation Day and an Induction Programme were organized in August 2018 and September 2018 respectively with a total of 20 new teachers participated. The Agency's VMV and Service objectives were introduced. Team work and collaboration among different services for pursuing whole-person development were shared.



2.3 YOUTH AND COMMUNITY SERVICE

Objectives

The Youth and Community Service (“The Service”) aims to promote integral human development of young people and communities through the process of understanding, mutual concern, collective participation and co-responsibility. The development process instills a sense of individual and communal responsibilities in the younger generation, and in turn mutual care and social integration can be promoted.

Highlights of the Year

Love in the Path of Hope III – Child Development Fund Project

Sponsored by the Labour and Welfare Bureau (“LWB”), the three-year project was launched in December 2018. A total of 101 young people with disadvantaged background and 83 adult mentors were recruited respectively. The project aimed at encouraging the mentees to plan for the future, develop an asset-building habit as well as accumulate saving and intangible assets to actualize their long-term life goal.



• Opening cum Oath-taking Ceremony



• Career visit for mentees

Provision of Life Planning Education Activities for Non-Chinese Speaking (NCS) Students in Secondary Schools

The Service has been commissioned by the Education Bureau to implement the captioned project. The activities included students training sessions, institution / workshop visits, job shadowing, and teachers and parents training sessions. In the year 2018/2019, more than 300 NCS students, their parents and teachers were served.

InnoPower@JC Fellowship for Social Workers - Artkids Studio

Funded by The Hong Kong Jockey Club Charities Trust (“the HKJC Charities Trust”), the Artkids Studio was established in 2018. The programme aimed at helping dyslexic children realizing their hidden talents, by unleashing their creativity via art work. More than 120 “Artkids” were recruited under this programme. With the appreciation and recognition from the public, the dyslexic children rebuilt their positive identities.



• Artworks produced by the “Artkids”

Neighbourhood Kitchen

The project, supported by the Grosvenor Group, aimed at providing kitchen for families living in sub-divided flats. Donated food was collected from local markets, shops and restaurants for the targeted families to cook and dine together in the Neighbourhood Kitchen. Through this process, a supportive network was built.



• Families living in sub-divided flats cook and dine together

Regular Subvention for Cyber Youth Outreach Service

Caritas Infinity Teens – Cyber Youth Support Team has been subsidized by the SWD as regular service in East Kowloon since December 2018. The team serves people aged between 6 and 24 who are active in an online world and have difficulty in development. Two hundred and fifty adolescent would be served yearly by means of casework service through online and offline intervention.



• Youth visited e-Sport industry

New Service

Jockey Club Online Youth Emotional Support “Open Up”

“Open Up” is a brand new 24 / 7 online text-based counselling platform for youth aged between 11 and 35. It is cooperated by Caritas, The Boys’ & Girls’ Clubs Association of Hong Kong and The Hong Kong Federation of Youth Groups, with the support of the Hong Kong Jockey Club Centre for Suicide Research and Prevention, The University of Hong Kong. The project is funded by the HKJC Charities Trust.



• Website of “Open Up”

New Publications



• “Caritas Legacy” – A collection of staff’s sharing on actualizing Caritas’ mission



• Highlight in “Sustainable Community Development” film which documented users’ participation

2.4 SERVICES FOR THE ELDERLY

Objectives

The Services for the Elderly ("The Service") provides community care and support services for the elderly aged 60 or above. It aims to maintain their general well-being and quality of life as well as to uphold their self-esteem and ability to live actively in the community. These are achieved through a comprehensive range of services which are centre services, residential care services, and in-home care services.

Highlights of the Year

Caritas Medical Centre Integrated Discharge Support Programme for Elderly Patients – Caritas Sham Shui Po Home Support Team

The Service was awarded the captioned three-year contract service at Sham Shui Po district from 1 April 2018 to 31 March 2021 through open bidding. The project aimed to enhance discharge planning and community support services for high risk elderly patients. The support team would provide nursing and personal care, rehabilitation services, meal delivery, escort, household services to elderly patients referred by Caritas Medical Centre.



Service Enhancement

SWD allotted additional subvention for enhancement of community care and support services for elderly persons as well as professional care services for residents at elderly residential homes with effect from 1 October 2018. The services included:

Service	New/Enhanced Service
Elderly Residential Homes	Speech Therapy and Enhanced Visiting Medical Officer Services
Integrated Home Care Services	Speech Therapy, Dementia Care and Carers Support Services
Elderly Centres and District Elderly Centres	Dementia Care and Carers Support Services
Day Care Centre for the Elderly	Speech Therapy and Dementia Care

New Projects

Stair Climbing Service Project

The project was in collaboration with HKCSS which aimed to provide a safe means for people who are incapable of walking stairs and residing at buildings where no elevators are available to attend medical consultation and social activities. Two stair climbers were kept at Caritas Integrated Home Care Service. The project run for one year, from 1 April 2018 to 31 March 2019.



• Assisting a wheelchair-bound elder to go to the cemetery

ICT Outreach Programme for the Elderly 2018-2019

The Service succeeded in bidding the funding support of \$1,800,000 from the Office of the Government Chief Information Officer to implement the two-year programme “ ‘You Net! I Net’ ICT Outreach Programme for the Elderly”. Under the Programme, trained volunteers would be mobilized to provide small group or one-on-one training to totally 1,540 hidden, frail and demented elders from 40 service units to use tablet for social connection, entertainment and cognitive training.

Jockey Club Place for Healthy Ageing

With the funding support from the HKJC Charities Trust, Caritas Elderly Centre – Tin Yuet collaborated with the Chinese YMCA of Hong Kong – Tin Shui Wai Tin Ching Centre to implement the captioned project from 1 September 2018 to 31 August 2021, in which the former would use the facilities of the latter to organize programmes and involve people from 3rd age in volunteer service.



• 3rd age members practicing yoga



• Volunteers serve as tutors for pupils with special education needs

Awards Achieved

SWD Opportunities for Elderly Project

The followings are the award-winning projects.

Unit	Project	Award
Caritas Harold H.W. Lee Care & Attention Home	耆鄰舞動遍城河	Best Residential Project
Caritas District Elderly Centre – Yuen Long	友里Guide導	1) First Runner-up of Hong Kong Best Project 2) District Best Project – Yuen Long



2.5 REHABILITATION SERVICE

Objectives

The objectives of the Rehabilitation Service (“the Service”) are to provide comprehensive and effective rehabilitation training programmes, residential care and community support services for people with disabilities and their families to develop their potentials and capabilities, and to enhance their personal growth for more self-reliance and for fuller participation in community life.

Highlights of the Year

Community Education Programme “One Community · One Family”

The Programme was funded by the LWB to promote the positive social image and talent of people with disabilities by using body art dance. It also enhanced the mutual understanding, social integration and respect to others in the community.



• Dancing in the sunshine



• Body art dance workshop in school

Mindset Expression

This two-year project was funded by MINDSET Limited and the Partnership Fund for the Disadvantaged. Drama play was the main medium of the project to enhance public awareness of mental health and to promote mutual understanding, love and connection among people in recovery from mental illness and general public. Participants' life stories were presented to the public through the annual drama shows “Free Your Mind Island” on 24 January 2019 and 25 January 2019.



• Opening ceremony of the annual drama show



• Drama show “Free Your Mind Island”

New Services / New Projects

Caritas Blissful Life Parents Resource Centre

The Centre commenced service operation in March 2019. It aimed at providing multi-level support services for parents / carers and family members of persons with disabilities in Kowloon City District.

Caritas On-site Pre-school Rehabilitation Services

Upon the regularization of the On-site Pre-school Rehabilitation Services, the Service was awarded the operation of 3.5 service teams to serve 350 children with special education needs from 47 kindergartens / kindergarten-cum-child care centres. Multidisciplinary teams worked closely to provide comprehensive service from need identification to service provision.



• Group training for children with early signs of dyslexia



• Teacher workshop on diverse teaching strategies

Jockey Club Kindling Active Kids Project

This two-year project was funded by the HKJC Charities Trust to provide school-based training for students with Attention-Deficit / Hyperactivity Disorder and transactional support activities for their parents, teachers and peers. Students' executive skills and self-regulation for successful participation in school, family and community activities would be enhanced.

Life Navigation Project for Young People

This three-year project was supported by the HSBC 150th Anniversary Charity Programme through The Community Chest of Hong Kong. It aimed at providing school-based training on life and career planning for high school students and graduates with high-functioning autism and / or limited intelligence in mainstream secondary schools.



• Assessment of students

New Publications

Solving Emotional and Behavioral Problem in Children by Sensory Approach

Sensory approach is adopted to analyze 10 common behaviors seen in kindergarten. With implementation of those sensory and environmental strategies, children can learn happily in schools.

Living in Hong Kong – Sequencing Cards

There are 21 sets of sequencing cards about daily living in Hong Kong. The cards aim at teaching children sequence of events and organized expression of daily activities in Cantonese.

Articulation Stories Set (2nd Edition)

This set of stories is designed to help children improve their articulation skills from story-telling level to conversational level.



• "Solving emotional and behavioral problem in children by Sensory Approach"



• "Living in Hong Kong – sequencing cards"



• Articulation stories set (2nd edition)

Staff Development and Training

The 9th four-City Conference on Services for People with Intellectual Disabilities cum Study Visit

A total of 42 participants from the Service including staff members, disabled service users, carers and volunteers had attended the Conference cum Study Visit at Taipei from 21 May 2018 to 24 May 2018. Their horizons on service practices abroad were enhanced. Three interactive dance workshops were also arranged to facilitate the cultural exchange and social inclusion.



• Presentation at the Conference



• Demonstration of interactive dance workshop in Taipei



• Visit to rehabilitation organization

2.6 FAMILY SERVICE

Objectives

The service objectives are to preserve and strengthen the family unit, by empowering individuals and their families as a whole, through different levels of professional intervention, and to improve the quality of family life.

Highlights of the Year / Achievement

10th Anniversary Ceremony of Caritas Family Crisis Line and Education Centre cum Hotline Service

The 10th Anniversary Ceremony was held on 23 November 2018. About 203 social work professionals and hotline volunteers from numerous organizations in the Social Welfare Sector participated. A Professional Conference was organized for the participants on hotline counselling services. Grateful to Li Ka Shing Foundation Limited for supporting the project since 2008.



• Li Ka Shing Foundation Limited supported the project since 2008

Advocacy on Adverse Impact of Gambling Addiction on Couple Relationship

Caritas Addicted Gamblers Counselling Centre conducted a press conference on 8 November 2018. The theme was about the adverse impact of gambling addiction on couple relationship.



• Advocacy on adverse impact of gambling on couple

50th Annual Gathering and Golden Jubilee Dinner of Caritas Lok Heep Club

The 50th Gathering and Dinner was held on 7 December 2018. Ms Manda Chan, JP, Commissioner for Narcotics, and the Chief Social Work Officer (Youth) of SWD were invited as guests of honour. Apart from users, representatives from 18 anti-drug organizations in Hong Kong were invited to attend our “Partnership & Collaboration” Ceremony. It was a milestone for Caritas Lok Heep Club in providing services and family support to drug addicts in Hong Kong.



• 50th Anniversary of Caritas Lok Heep Club

“Enhancement of Evidence-informed Practice in Children and Family Service through an Effectiveness Evaluation of a Positive Psychology Programme” Effectiveness Study

The Study was sponsored by the Social Welfare Development Fund for 18 months. It was completed in October 2018. Analysis of the responses from 46 parents with children aged between 2 and 3 showed that parents in the training group experienced significant improvement in their knowledge of value education and in alleviation of their anxiety.



• Love begins young



• Caritas Strengths Club

“LOVE and CARE: STARTING FROM CHILDREN - A Comprehensive Social Work Service Programme for Nursery Schools” Executive Functions Programme Outcome Evaluation Study

The Study was sponsored by the Porticus Asia Ltd. for two years and was completed in September 2018. Analysing the responses from 113 parents whose children studied at nursery schools were found significant improvement in their executive functions skills, alleviation of their parents' perceived children problems and improvement in their parent-child interaction.



• Executive functions skills training



• Love is from family

20th Anniversary Music Performance Show of Caritas Wong Yiu Nam Centre

The Show was organized on 23 March 2019 in Kwai Tsing Theatre. This programme aimed at strengthening cases' self-confidence, giving them a sense of achievement and encouraging them to maintain a drug free life. In the programme, certificates were presented to many drug free cases so as to give them support to continue the new and healthy lifestyle.



• Officiating guests in the opening ceremony



• Band of Caritas Wong Yiu Nam Centre aftercare service

New Projects

Nurturing Marital Relationship through Adventure

An outdoor experiential learning programme was pioneered by Caritas Integrated Family Service Centre – Tsuen Wan East to help couples nurturing their marital relationship.

“Shining 3rd Age”

A new project “Shining 3rd Age” was pioneered by Caritas Integrated Family Service Centre – Tuen Mun to provide services for 3rd age on pre-retirement preparation, psychological transition and family perspective influence from retirement. The project echoed to the elderly suicide and hidden family tragedies in the community.



• Adventure-based marriage enrichment camp



• Project ‘Shining 3rd Age’ for 3rd age users



• Reaching out service for hidden families users

The Myers-Briggs Type Indicator® (MBTI) Service Package for Parents

This signature service, including casework, groups and programmes were organized in Caritas Integrated Family Service Centre – Tin Shui Wai by qualified MBTI® certified practitioner. Most participants responded for a higher life satisfaction and were becoming optimistic to develop their full potential and to maintain a harmonious family relationship.

“Discovering the BLESS ings in Our Lives”

The two-year community education project was pioneered by Caritas Dr. & Mrs. Olinto de Sousa Integrated Family Service Centre and funded by The Board of Management of The Chinese Permanent Cemeteries. Goals on awareness awakening towards love language, resilience and gratitude in life were achieved.



• First show of original interactive drama for public



• “Discovering the BLESS ings in Our Lives”

2.7 COMMUNITY DEVELOPMENT SERVICE

Objectives

The Community Development Service ("The Service") aims at forming genuine human communities through a continuous process of awareness, participation and sharing.

Highlights of the Year

Building Up an Aged-friendly Community

To achieve the dream of the elderly of staying and living well in their well-belonging community, the Service was actively planning and building an aged-friendly community e.g. by providing a stair climber for the home-bound elderly to move up and down stairs, and organizing stretching classes to relief pain of the elderlies.



Connecting Community and Building Up Community Capital

A series of community programmes aimed at connecting community and building up community capital was organized by Caritas Hon Man / Sham Tseng / Tsing Lung Tau Community Development Project, Caritas Yuen Long Rural Community Development Project and Caritas Hung Shui Kiu Community Development Project in 2018/2019. The "Happy Farming" group was formed under these themes. The group members did not only share their harvest, but also shared their experience with the senior farmers in the district.



Response on Housing and Land Problems

Eastern District Women Housing Concern Group was invited to organize "Land Supply on Grassroots Women" Consultation Forum on 3 September 2018. A total of 48 women attended the Consultation Forum to express their opinions and concerns. The government officials agreed to document their views in the report.



Exploring the Culture and Passing Down through Community Participation

In collaboration with several community artists, four aspects of cultural programmes, including rice growing, production of natural herbal products, weaving and sewing, and making of mud-brick were implemented by Caritas Lung Yeuk Tau Community Development Project. The programmes tried to connect both the Hakka and Weitous grannies to pass down the life wisdoms to the young generation and finally cultivated a sense of belonging in the community.

Four aspects of cultural programmes



• Rice growing



• Weaving and sewing



• Making of mud-brick



• Production of natural herbal products

New Project

Sustainable Mutual Support Community of Low Income Families in Kwai Chung

This five-year project, as funded by the Fu Tak Lam Foundation Limited, commenced service in June 2018. The project adopts an outreaching approach and focus in targeted zone to reach low income families and labours in Kwai Chung. By introducing service and community resource, residents' mutual support network is further strengthened to develop a sustainable community.



• Family programme for low income women and children



• Children support service for low income families

2.8 OTHER SOCIAL WORK SERVICE

Caritas Hostel – Hunghom

The Hostel provides temporary accommodation for male aged 18 or above who are in desperate housing needs or in crisis such as street sleepers, ex-drug addicts and those with debt problem, mild mental problem and marital problem to tide-over the critical period before they could secure a stable and long-term living. The capacity of the Hostel is 46. During the year, 103 men were benefited and the occupancy rate was 89%. In total, 26 recreational programmes, 86 educational programmes and 1 mutual help group were organized with a total attendance of 1,438.

Caritas Jockey Club Hostel – Choi Wan

The Hostel provides short-term accommodation, food assistance, educational and recreational programmes for needy female individuals and families in crisis who have immediate housing needs. The serving capacity is 36. During the year, the occupancy rate was 91%. A total of 58 users, including unwed-mothers, single mothers and their children were served. Programmes were organized for the users to develop their potentials and problem solving abilities in the year, which included 6 educational programmes, 8 recreational programmes, and 4 volunteer programmes. The attendance of the participants was 326.

Caritas Pui Tak Centre

The Centre provides 24 hours residential care service for girls aged 16 to 21 with behavioural, emotional and family problems. In the year, 6 educational programmes and 9 recreational programmes were organized for the girls with 207 attendances. The serving capacity is 28. The occupancy rate of the year was 81% and 43 girls were served.

Caritas Pelletier Hall

The Hall provides residential care service for adolescent girls aged 10 to 21 who have behavioural and / or emotional problems, and who may be under the influence of undesirable peers and thus require a period of group-living experience away from their families. Service capacity is 96. Effective from 1 January 2019, the service was re-engineered and divided into two sections. The “Residential Home with School for Social Development on-site Section” has 64 places for girls attending P5 to S3 classes at Caritas Pelletier School. The “Girls’ Home without School Section” has 32 places for girls attending mainstream schools or at work. During the year, 105 girls received the service and the average placement occupancy rate was 53%.

Caritas Mother Teresa Hall

The Hall provides residential care service for adolescent girls aged 12 to 18 who have behavioural and emotional problem and / or having relationship problems with their families, and hence require a period of group-living training away from their families. Two parent-child chambers in the Hall provide temporary accommodation for the mothers or female guardians who stay with girls having adjustment problems or in crisis. As at 31 March 2019, a total of 64 girls received the Hall’s service and the average occupancy rate was 36%. An Opening Ceremony cum Open Day was jointly held by the Hall and Caritas Mother Teresa School on 1 March 2019 and 2 March 2019 with over 400 attendances. A series of training workshops on dance and movement were organized for the parent and girls to facilitate their interaction and self-reflection on the meaning of life.



• Opening Ceremony cum Open Day



• Training workshop on dance and movement

Caritas Jockey Club Resource and Support Centre for Carers

The Centre commenced its services on 1 May 2018 at Level 9 of the new campus of CIHE in Tseung Kwan O. The Centre aims at providing comprehensive support services to the carers with various backgrounds to cope with their needs arising from their caring duties as well as to develop positive coping strategies and build up harmonious relationship with their family members. Students from different learning programmes of CIHE were mobilized to participate in service learning projects organized by the Centre to strengthen their learning experience. The Centre also cooperated with various tertiary training institutes to conduct researches and projects to develop models on carer support service.