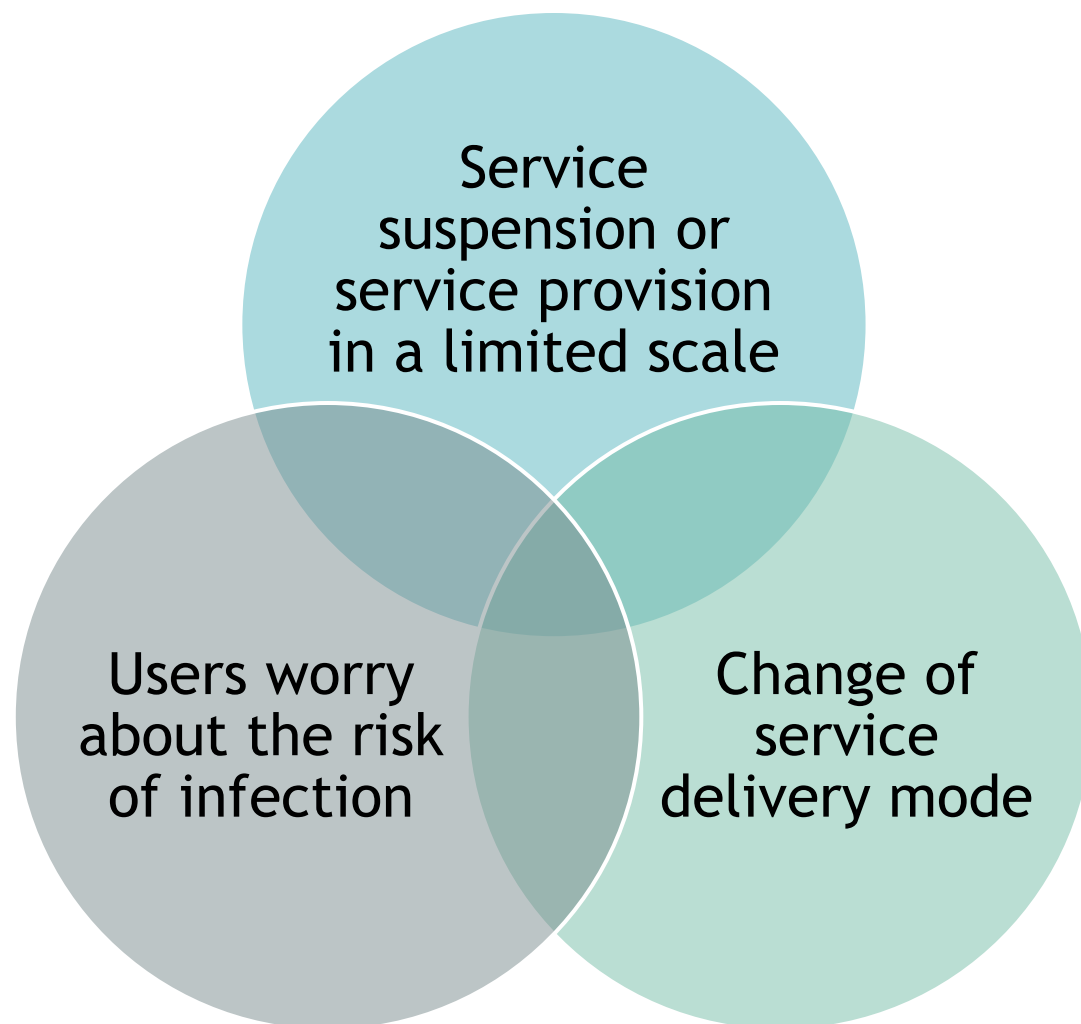


# Challenges and Opportunities for Welfare Services Industry during the Pandemic

Mr Chua Hoi Wai  
Chief Executive

The Hong Kong Council of Social Service

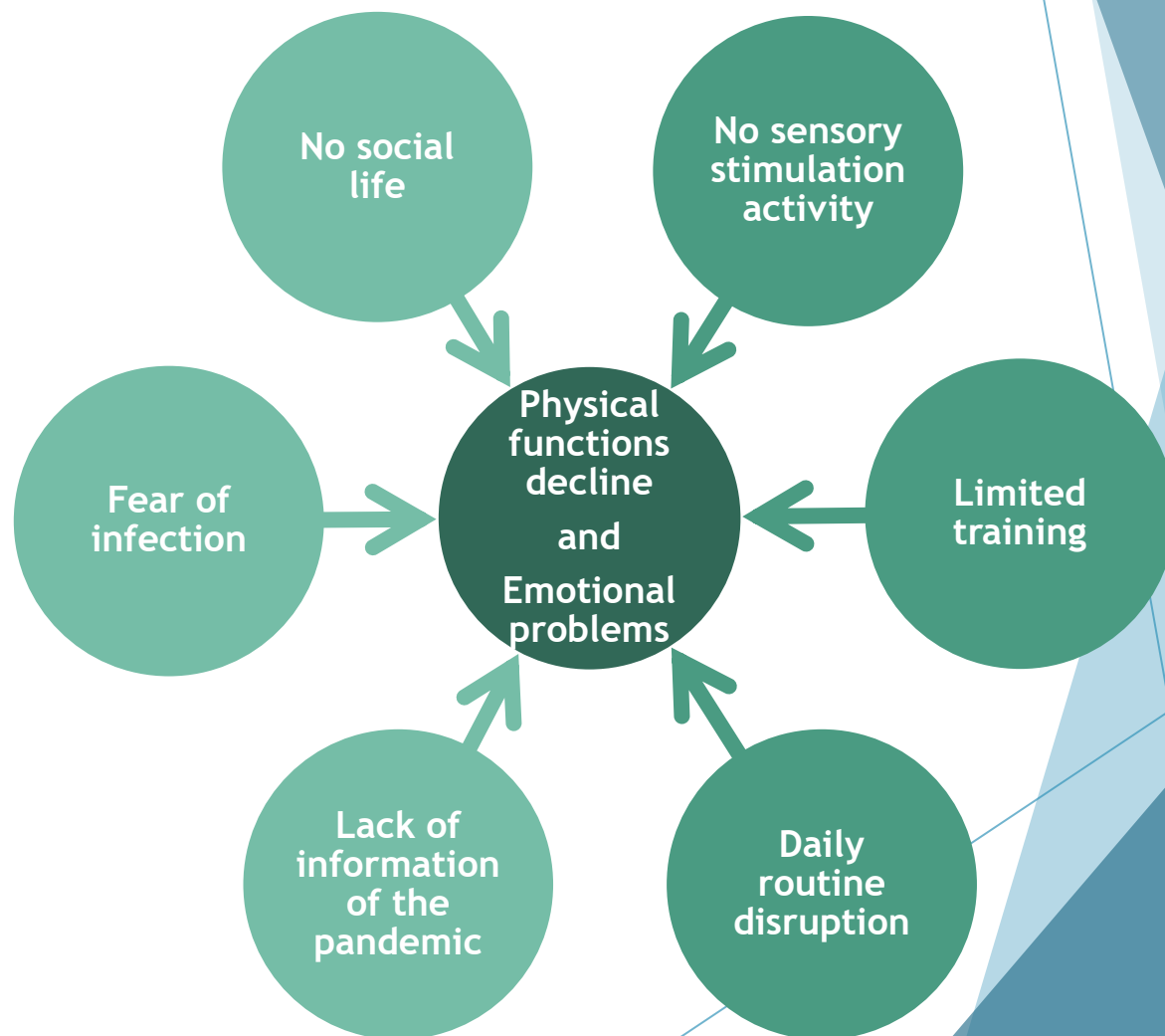
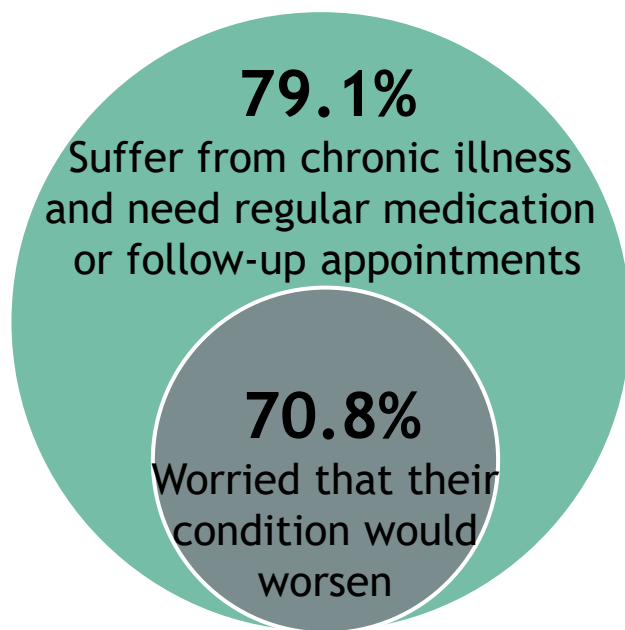
# Impacts on Welfare Services



# Influence on Service Users

Survey on living conditions of the disadvantaged groups during the pandemic

Use of medical or social services



# Influence on Caregivers

Study on the respite needs of carers in Hong Kong

Carer quality of life scale



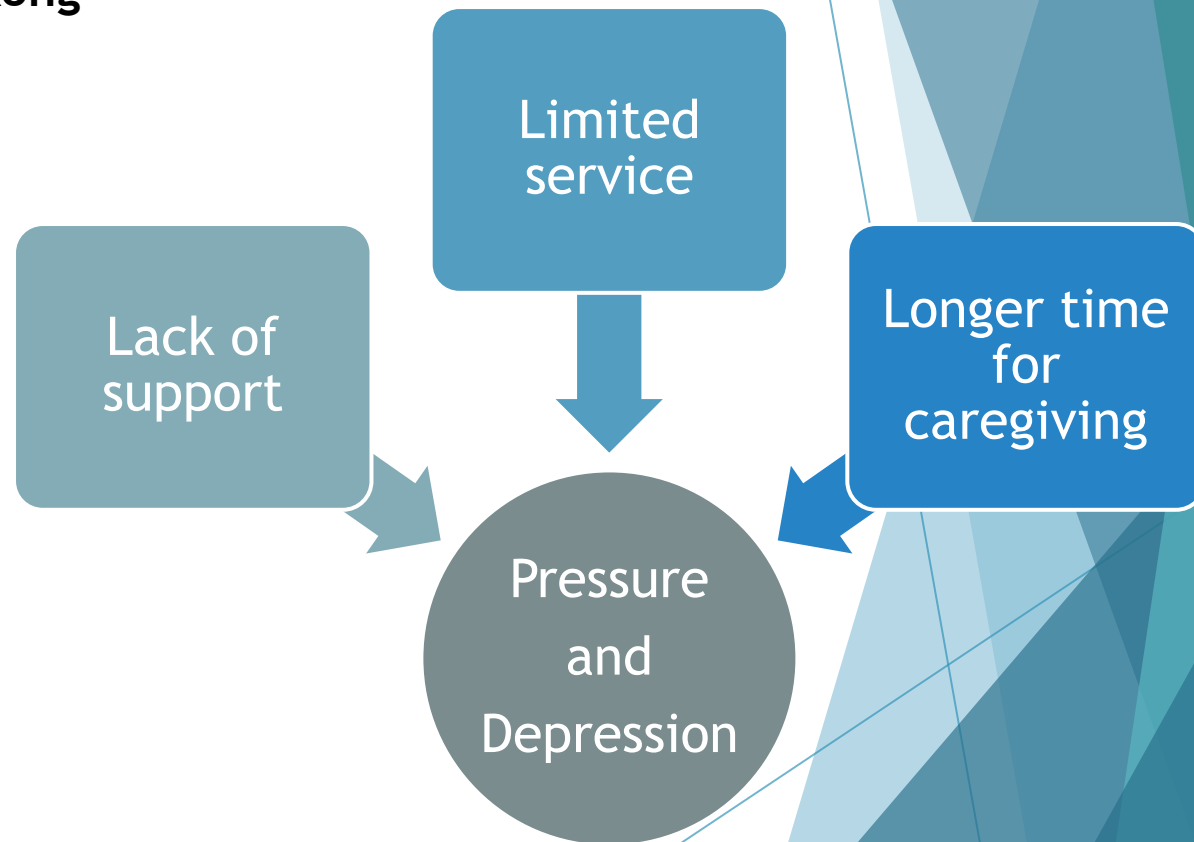
**>60%** psychologically exhausted



**11.7** fatigue and stress score



**>60%**  
caregiver use supporting services



# Challenges to Organisations

- ▶ Variation in readiness and preparation to change service delivery mode
  - ▶ Insufficient knowledge and equipment of service users and caregivers
  - ▶ Knowledge and productivity of staff
  - ▶ Infrastructure and technical support for units

# HKCSS Covid-19 Information Portal

- ▶ Integrated information and advice on the pandemic for general public
- ▶ Covering activities and learning tools for using at home, tips for managing mental health, motivational stories and donation platforms for NGOs

**齊集資源 疫境自強**  
為弱勢社群及公眾提供適切支援

**弱勢社群的需要**

防疫期間最難得，每天在街上都會見到的人，就是那些無家可歸及流離失所，有些需要接受生活適應輔導，有些則缺乏足夠的財源，令他們買不到足夠的物資及日用品。他們在街上與身體體弱、經濟困難、或在網上與時有困難的貧民，透過他們的努力及沒有？

**我們的使命**

在困難的時期，我們希望能夠幫助：這些空家，在未來二、三個月，在繼續困難的防疫期間，能與我們共同面對困難，並透過我們的協助，為公眾提供協助，讓家裏及機構能更堅強，以及能與我們共同面對困難。

社聯已經轉運及分派  
753 萬個口罩及 83 萬其他物資予超過 116 萬 5 千人次

354+ 服務項目  
1,165,000+ 受惠人士  
7,530,000+ 口罩數量  
831,000+ 其他物資

**好人事**

共渡艱難食粥維  
2021-04-29  
社聯與多個團體，早前向不少有心人士籌募物資，為有需要人士帶來一點溫暖，香港各界。

北角也有社區共享食物櫃了！  
2021-04-29  
社聯與多個團體，早前向不少有心人士籌募物資，為有需要人士帶來一點溫暖，香港各界。

「賽馬會經同行食物援助計劃」  
2021-04-22  
賽馬會經同行食物援助計劃，為有需要人士帶來一點溫暖，香港各界。

**防疫資訊**

渣打社聯  
新春食物包拯編大行動  
2021-01-26  
渣打社聯新春食物包拯編大行動，為有需要人士帶來一點溫暖，香港各界。

如果出現檢疫疫病，  
可以點做？  
2021-01-26  
如果出現檢疫疫病，可以點做？

**居家樂活**

【故事直講】威爾比先生的神奇樹  
2020-12-27  
威爾比先生的神奇樹，為有需要人士帶來一點溫暖，香港各界。

防疫認知檢測服務  
2021-02-16  
防疫認知檢測服務，為有需要人士帶來一點溫暖，香港各界。

居家毛巾機  
2020-12-13  
居家毛巾機，為有需要人士帶來一點溫暖，香港各界。

**快樂抗疫**

Online with Heart「心靈康行」  
2021-01-14  
Online with Heart「心靈康行」，為有需要人士帶來一點溫暖，香港各界。

簡德輝里精關  
2020-12-07  
簡德輝里精關，為有需要人士帶來一點溫暖，香港各界。

2020年年度報告新發布，點解好！  
簡德輝里精關，為有需要人士帶來一點溫暖，香港各界。

# Christian Family Service Centre Mind Delight Memory & Cognitive Training Centre

## Change in service delivery mode

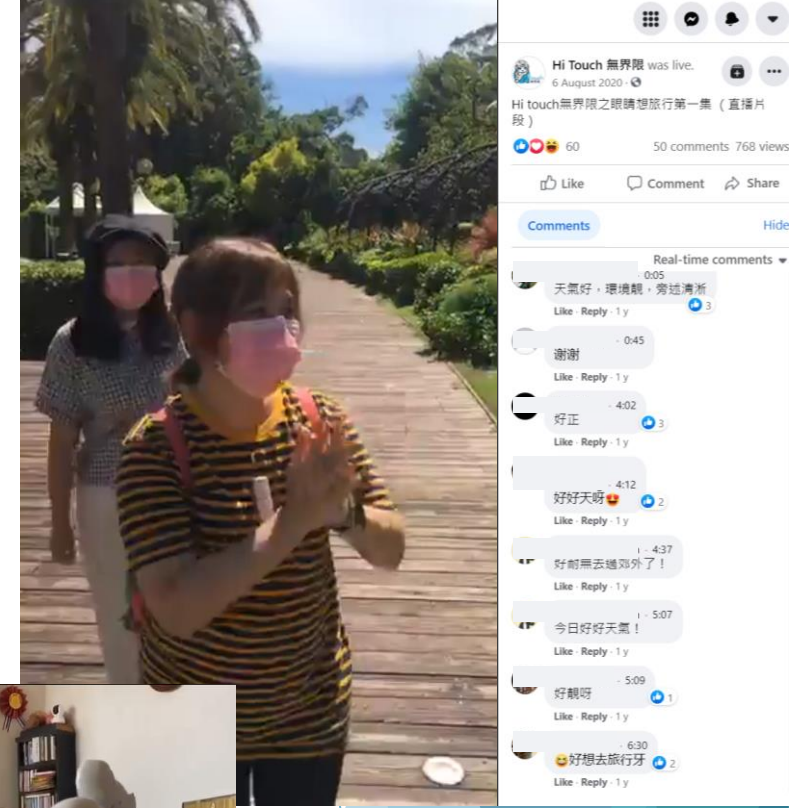
- ▶ Maintained activities and training through online video communication
- ▶ Provides equipment
- ▶ Taught to use digital device



# Hong Kong Lutheran Social Service Hi Touch with Robot - Health Management Programme

Change in service delivery mode and  
Increase in service usage

- ▶ Online recreational activity and live tour on social media
- ▶ Exercise with robot via online video communication or at home
- ▶ Online training through tablet
- ▶ Online health platform for personal health management and monitoring
- ▶ Tele-health consultation





# Evangelical Lutheran Church Social Service - Hong Kong Lifestyle Reactivation Project

## Maintain service delivery

1. Health monitoring system
2. Demonstration video for rehabilitation training
3. Cognitive training games
4. Online information access via tablet

『生活再動計劃：賽馬會居家安老新里程』



Jockey Club Smart Homecare Solution  
賽馬會居家安老新里程



Challenges

Changes

Insight and  
Opportunities

**Facilitate the adoption of  
technology in services to  
cope with the new normal**



# Tele-practice



- ▶ Continuum of care in users' natural / home environment; and early provision of service for those on the service waiting list;
- ▶ Expanded capacity of service through a wider reach and better utilization of time and staffing resources.
- ▶ Serving as wean-off programme for discharged cases;
- ▶ Resolving work disruption due to diseases outbreak/pandemic;
- ▶ Health and social care professionals quickly review data collected from patients via the Internet and mobile devices.

# Tele-practice - a pilot project

- ▶ Promote tele-services through the deployment and adoption of new technology on a cloud platform
- ▶ A joint league to gather internal and external talents for cross-NGO e-service deployment through a pilot project
- ▶ Share resources, new technology deployment, data exchange and interfacing with current IT infrastructure and software application for service operators, big and small





## Transforming Ageing and Rehabilitation with Gerontechnology

Funded by :



Intermediary :



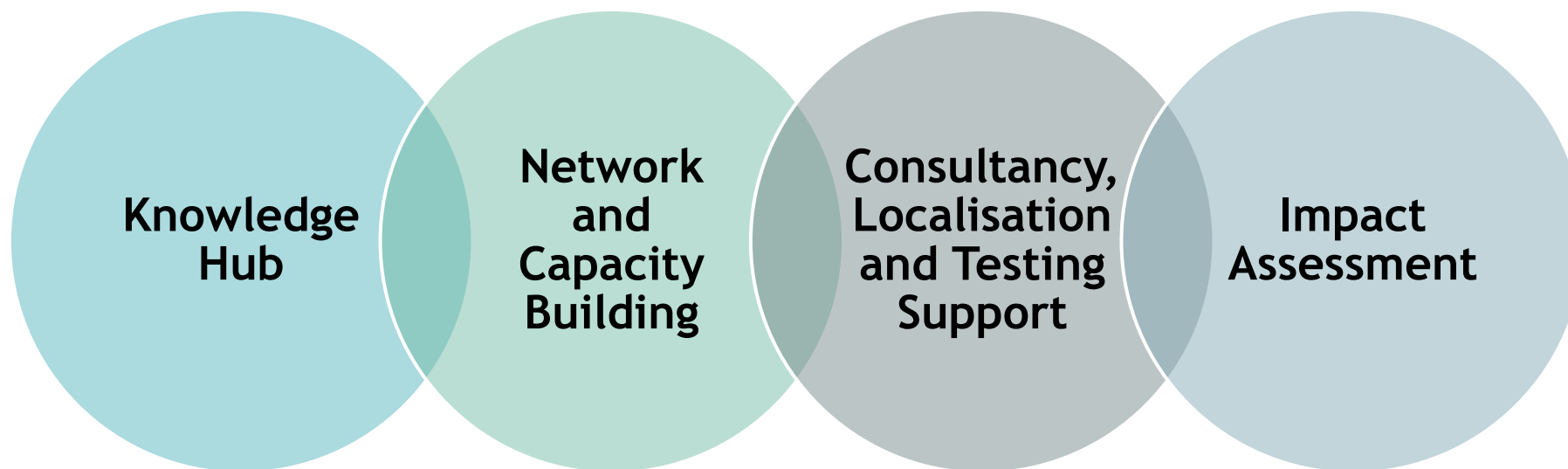
Collaborative Partners :



# Gerontechnology Platform



## Functionalities



# Jockey Club “age at home” Gerontech Education and Rental Service

- ▶ Rental Service through assessments, consultations, induction and recommendations of gerontech equipment for elderly and carers, and follow through the progress of cases
- ▶ To enhance the understanding on gerontechnology and its applications
- ▶ To build up the capability and confidence of “ageing in place” among elderly and their carers



# Partnership with the Government

- ▶ Gerontech and Innovation Expo cum Summit

Summit: 2<sup>nd</sup>-4<sup>th</sup> November as webinar

Expo: 3<sup>rd</sup>-6<sup>th</sup> November @ HKCEC

- ▶ Innovation and Technology Fund for Application in Elderly and Rehabilitation Care



樂齡科技  
博覽暨高峰會  
Gerontech and Innovation  
Expo cum Summit

# Smart City Blueprint - Smart Living



Thank you!