



Our Ref. : SWD 103/980/87 II  
Your Ref. : CB(3)/PAC/R42  
Tel. No. : 2892 5151  
Fax No. : 2838 0757

By Fax & Post

17 May 2004

Ms Miranda HON  
Clerk  
Public Accounts Committee  
Legislative Council  
Legislative Council Building  
8 Jackson Road, Central  
Hong Kong

Dear Ms HON,

**The Director of Audit's Report on the  
Results of value for money audits (Report No. 42)**

**Chapter 9: Training, employment and  
Residential services for people with disabilities**

Your letter of 6.5.04 refers. I would like to provide additional information on (a) to (e) as follows:

- (a) SHWF will give his comments in response to a separate letter being sent to him on 13.5.04 which covers the same subject.
- (b) Details of other more targetted services received by the applicants waitlisted for the various types of residential rehabilitation services and the number of applicants not receiving any regular service but likely receiving other general support services in the community are given at Annex. The services received by these applicants include regular day centre training programmes, home-based training service, supported employment and sheltered workshop and day care service. These programmes are under regular review of SWD and are generally well-received by the PWDs and their families.



In addition, there are other general support services in the community available to the PWDs including casework services, home help service, home care service, respite service, share care projects, mental health link, holiday care, gateway club, social and recreation centres, etc. to strengthen the capability of the families of the PWDs in taking care of the PWDs and to enhance their quality of living. However, the participation of the PWDs in these support services is not captured by the Central Rehabilitation System for Rehabilitation Services. Hence, it is likely that some of those grouped under column (f) are in fact receiving some form of general support services in the community.

It is also worth noting that not all applicants waitlisting for the residential services require immediate placement. For example, special school students, in-patients in the hospital or residents in other institutions. Hence, the waiting list and the waiting time have to be interpreted in such context.

- (c) SWD aims to start the internal review on the MCO by end June 2004 and this will take 4 to 5 months. The areas of review will cover the following functions of the MCO:
  - (i) to enhance the marketing orientation of Sheltered Workshops (SWs), Supported Employment Units (SEUs) and Integrated Vocational Rehabilitation Services Centres (IVRSCs), etc.;
  - (ii) to devise strategies for promoting and marketing the products and services of the SWs, SEUs and IVRSCs;
  - (iii) to secure sales orders and to co-ordinate SWs, SEUs and IVRSCs in procurement of large job orders;
  - (iv) to provide advice to Non-Governmental Organizations (NGOs) on setting up and running of small businesses; and
  - (v) to provide consultation to NGOs on productivity and marketing strategies, etc.

In conducting the review, the views of the NGOs, government departments and private enterprises who have had made use of MCO's services will be solicited via questionnaires and focus group meetings. The performance statistics of the MCO in the past two years will also be analysed. Yardsticks for measuring the MCO's effectiveness will include both qualitative and quantitative benchmarks. The number of



job orders obtained from government department may well be one of the quantitative benchmark.

We are still working on the details of the review and will seek the views of the Advisory Committee on Enhancing Employment of People with Disabilities comprising businessmen, financial/accounting/legal personnel, government officials and representatives of people with disabilities.

- (d) SWD had thoroughly checked and verified the sheltered workshop's daily attendance records, case review records, payment vouchers, bank autopay slips and salary pay lists and were found to be in order during the on-site assessment in August 2003.

The incorrect performance information stemmed from the agency's misinterpretation of the calculation method of the output standard of "Rate of progress review completed in a year". The agency had subsequently rectified the calculation methodology and attained the agreed level of this output standard in 2003-04. SWD will continue its close scrutiny to the performance information submitted periodically by the sheltered workshop.

- (e) SWD will consult the NGOs concerned regarding Audit's recommendation on asking service units to upload their annual plans and assessments of achievement of the plans onto their websites and inform the Public Accounts Committee in due course.

Yours sincerely,

(Paul TANG)

Director of Social Welfare

Encl.

c.c. Director of Audit  
Secretary for Health, Welfare and Food

**Services received by residential service applicants  
(31 March 2004)**

Service	No. on waiting list (a)	No. receiving day service (SE,SW,DAC, TAC,HBTS,DC/SD) (b)	No. living in other subvented residential rehabilitation service pending transfer (c)	Estimated no. of special school students <sup>1</sup> (d)	Estimated no. of cases still receiving in-patient treatment <sup>1</sup> (e)	No. who may be receiving general support services in the community <sup>2</sup> (f)
Long-stay care homes	919 100.0%	157 17.1%	136 14.8%		466 50.7%	160 17.4%
Hostels for severely mentally handicapped persons	1,870 100.0%	1,299 69.5%	118 6.3%	246 13.2%		207 11.1%
Hostels for moderately mentally handicapped persons	1,302 100.0%	854 65.6%	60 4.6%	149 11.4%		239 18.4%
Care-and-attention homes for severely disabled persons	361 100.0%	67 18.6%	39 10.8%	59 16.3%		196 54.3%
Hostels for severely physically handicapped persons	243 100.0%	105 43.2%	7 2.9%	42 17.3%		89 36.6%
Homes for the aged blind <sup>3</sup>	0 0.0%					0 0.0%
Supported hostels	262 100.0%	149 56.9%	27 10.3%	1 0.4%	8 3.1%	77 29.4%
Care-and-attention homes for the aged blind	121 100.0%	4 3.3%	15 12.4%			102 84.3%
Halfway houses	602 100.0%	109 18.1%	2 0.3%		306 50.8%	185 30.7%

Glossary

SE: supported employment

SW: sheltered workshop

DAC: day activity centre

TAC: training and activity centre

HBTS: home-based training and support service

DC/SD: day care service for severely disabled persons

Note

1: Information mainly collected through referrers and therefore the figures provided are only by estimation.

2: The general support services included casework services, home help service, home care service, respite service, holiday care, share care projects,

mental health links, gateway club, social and recreation centre, etc. For supported hostel applicants, they may be engaged in open employment which is one of the admission criteria for the hostels.

3: The waiting list for the homes for the aged blind has been exhausted following the phasing out of the service in 2003-04 and all the waitlistees had been admitted to the service as appropriate.