

## Social Welfare

*The government is committed to assisting individuals and families in need. The scope and extent of Hong Kong's welfare services have steadily evolved over the years, with total recurrent government expenditure on social welfare increasing by around 70 per cent in the past decade.*

The Labour and Welfare Bureau is responsible for formulating social welfare policies and overseeing their implementation by the Social Welfare Department (SWD) and the Working Family Allowance Office of the Working Family and Student Financial Assistance Agency. The Social Welfare Advisory Committee, the Elderly Commission, the Rehabilitation Advisory Committee and the Women's Commission advise the government on welfare policies.

In 2014-15, the department's total recurrent expenditure was \$53.5 billion, of which \$36.8 billion, or 68.8 per cent, was for financial assistance payments, \$12.3 billion (23 per cent) was for recurrent subventions to non-governmental organisations (NGOs), \$1.4 billion (2.6 per cent) was for other payments for welfare services, and the remaining \$3 billion (5.6 per cent) was for departmental expenditure.

### Social Welfare Services

#### **Services for Families**

Services for families in need are provided at three levels. At the primary level, the department tries to prevent family problems through early identification, public education, publicity and empowerment. Publicity efforts undertaken in 2015 included the launch of a 'Priceless Family Ties—Love My Family' Facebook page, as well as a thematic website and a set of television and radio Announcements in the Public Interest on continuing parenthood despite a marriage breakdown. The SWD also operates a departmental hotline, 2343 2255, to provide service information, counselling and other forms of help.

At the secondary level, 65 Integrated Family Service Centres and two Integrated Services Centres offer a spectrum of preventive, supportive and remedial family services.

At the tertiary level, specialised services, including crisis intervention, are available for cases of domestic or sexual violence, family crisis or custody dispute.

### ***Services for Children***

A total of 3,676 residential places and various welfare services are provided for children and young people who need care or protection owing to family, behavioural or emotional problems. The department also works with three NGOs accredited under the Adoption Ordinance to arrange local or overseas adoption for children abandoned by their parents or whose parents are unable to support them.

The department provides day child care services to support parents who cannot take care of their children temporarily because of work or other reasons. Together with the Education Bureau, it subsidises some stand-alone child care centres and some kindergarten-cum-child care centres to provide full-day services. The department also funds 434 Occasional Child Care Service places and is increasing, by phases in 2015-16, the number of Extended Hours Service places to 2,204 at these centres. As well, it subsidises the Neighbourhood Support Child Care Project, which arranges volunteers to provide flexible child care services to needy families.

### ***Services for Young People***

The objective of welfare services for young people is to help those aged between six and 24 become mature, responsible and contributing members of society. NGOs provide a range of preventive, supportive and remedial services to achieve this goal.

### ***Integrated Children and Youth Services Centres***

At the year end, there were 138 Integrated Children and Youth Services Centres (ICYSCs), providing centre-based services, outreach services and school social work services to address young people's developmental needs.

### ***Outreach***

Nineteen youth outreach teams provide services for high-risk youths and deal with juvenile gang issues. Eighteen designated ICYSCs offer outreach services at night to help youths who loiter at neighbourhood black spots get back on the right track.

### ***Juvenile Delinquents***

Five Community Support Service Scheme teams operated by NGOs help young people who are subject to the Police Superintendent's Discretion Scheme (PSDS). The Family Conference Scheme, run jointly by the SWD and the police, helps juveniles who are cautioned under the PSDS for the second time or are in need of the services of three or more parties. Social workers, police officers, and the teachers and parents of juveniles under the PSDS work together to decide what is best for them.

### ***Drug Treatment and Rehabilitation***

At the year end, the department was subventing 13 residential drug treatment and rehabilitation centres and halfway houses, 11 counselling centres for psychotropic substance abusers and two centres for drug counselling. It issued or renewed 25 licences and 14

certificates of exemption for residential drug treatment and rehabilitation centres and halfway houses under the Drug Dependent Persons Treatment and Rehabilitation Centres (Licensing) Ordinance in 2015.

### ***School Social Work***

At the year end, 561 school social workers were provided for 465 secondary schools to help students with academic, social and emotional problems and to maximise their educational opportunities.

### ***Paths to Adulthood: A Jockey Club Youth Enhancement Scheme***

In 2015, the department continued to implement the second round of Positive Adolescent Training through Holistic Social Programmes to Adulthood (Paths to Adulthood): A Jockey Club Community-Based Youth Enhancement Programme, which is funded by the Hong Kong Jockey Club Charities Trust to promote the holistic development of junior secondary students into responsible young adults.

### ***District Support Scheme for Children and Youth Development***

In 2015, the department allocated \$15 million to implement a District Support Scheme for Children and Youth Development, providing cash assistance to disadvantaged children and young people and taking forward projects through NGOs to address developmental needs that cannot be met by their families or the mainstream education system.

### ***Services for the Elderly***

The government encourages and helps elderly people to lead active and healthy lives. Various community care and support services are provided to enable them to continue living in their homes. In addition, subsidised residential care services are available for those who have long-term care needs but do not receive adequate care at home.

The department subsidises an Opportunities for the Elderly Project run by community organisations to make life more meaningful for elderly people. During the year, it subsidised 268 programmes with government grants totalling \$3.87 million.

About 1.65 million Senior Citizen Cards have been issued, allowing elderly people to enjoy concessions, discounts and priority service provided by various companies, organisations and government departments.

### ***Community Care and Support Services***

Various schemes under the department lend help to some 42,100 frail elderly people. At the year end, the department was supporting 136 service teams, including integrated home care services teams, enhanced home and community care services teams, support teams for the elderly and a home help team. It was also supporting 72 day care centres or units for the elderly to provide support services for those living at home. A Pilot Scheme on Community Care Service Vouchers for the Elderly allows eligible elderly people to use the vouchers to choose the services that suit their individual needs.

The department also supports 210 elderly centres, including District Elderly Community Centres and Neighbourhood Elderly Centres, and a holiday centre for the elderly. By the end of 2015, the Lotteries Fund Advisory Committee had approved about \$506 million for 147 elderly centres. Upgrading work on 80 centres had also been completed under an Improvement Programme of Elderly Centres launched in 2012 to enhance the conditions and facilities of 237 elderly centres within six years.

### *Residential Care Services*

At the year end, there were 26,763 subsidised residential care places, including 67 at homes for the aged; 23,086 at care-and-attention places, of which 7,999 were purchased from private residential care homes for the elderly (RCHes); and 3,610 at nursing homes, of which 242 were purchased from self-financing nursing homes.

RCHes are licensed under the Residential Care Homes (Elderly Persons) Ordinance. The department monitors and improves their services by providing practice guidelines and staff training to ensure elderly residents receive proper care.

### *Pilot Residential Care Services Scheme in Guangdong*

A Pilot Residential Care Services Scheme in Guangdong gives eligible elderly people on the Central Waiting List for subsidised care-and-attention places the option of living in two elderly homes in Shenzhen and Zhaoqing that are run by Hong Kong NGOs. At the year end, 98 elderly people chose to live in these two homes.

### *Pilot Scheme on Living Allowance for Carers of the Elderly Persons from Low Income Families*

A Pilot Scheme on Living Allowance for Carers of the Elderly Persons from Low Income Families, rolled out under the Community Care Fund in June 2014, aims to provide 2,000 such carers with a living allowance to supplement their living expenses so elderly people in need of long-term care services may, with their carers' help, receive proper care to enable them to remain living in the community.

### *Services for Persons with Disabilities*

To help persons with disabilities integrate into society and fully develop their capabilities, government departments and NGOs provide a variety of rehabilitation services to meet their different needs.

### *Services for Children with Special Needs*

At the year end, there were 1,980 integrated programme places in kindergarten-cum-child care centres; 1,775 places in special child care centres, including 110 residential places; and 3,070 places in early education and training centres for children with special needs. In addition, 64 places in small group homes were provided for mildly mentally handicapped children who could not receive adequate care from their families.

Children on a waiting list of subvented pre-school rehabilitation services can apply for a means-tested Training Subsidy Programme to acquire self-financing training services provided by

NGOs while waiting for the subvented services. The programme provided 1,422 training places in 2015.

The government launched a pilot scheme through the Lotteries Fund to invite NGOs operating subvented pre-school rehabilitation services to provide on-site services for children with special needs who are studying in kindergartens or kindergarten-cum-child care centres as early as possible. The scheme also offers professional advice for teachers and child care workers in the participating kindergartens or centres; and renders support to parents to help them accept and understand their children with special needs so as to foster overall development of those children. Initiatives under the scheme were implemented progressively from November 2015 to January 2016, providing a total of 2,925 places.

### *Services for Adults with Disabilities*

In 2015, day activity centres offered 5,148 day training places for people with intellectual disabilities. The SWD also provided 1,633 supported employment places for persons with disabilities to work in open settings with support and assistance, created 432 places under a On the Job Training Programme for People with Disabilities, and made available 311 places for young persons with disabilities or early signs of mental illness under the Sunnyway – On the Job Training Programme for Young People with Disabilities. There were 5,276 places available in sheltered workshops and 4,412 places in integrated vocational rehabilitation services centres for those not yet ready to compete for open employment. There were also 453 places in integrated vocational training centres.

By the year end, more than \$94 million had been allocated to 28 NGOs under an Enhancing Employment of People with Disabilities Through Small Enterprise Project (3E Project), enabling them to set up 103 small businesses providing about 760 job opportunities for persons with disabilities. In tandem, the Marketing Consultancy Office (Rehabilitation) helped NGOs set up small businesses under the 3E Project and promoted products and services provided by persons with disabilities under the brand, Let Them Shine.

A Support Programme for Employees with Disabilities provides employers with a one-off subsidy of up to \$20,000 to procure assistive devices and/or workplace modifications to facilitate the employment and work efficiency of their employees with disabilities. The programme also offers a maximum grant of \$40,000 for a single assistive device that costs more than \$20,000 and its essential accessories.

In 2015, there were 8,275 places in hostels and care homes providing residential care services for persons with disabilities who were unable to live independently in the community, or whose families could not care for them adequately. There were also 450 residential places provided under a Bought Place Scheme (BPS) for Private Residential Care Homes for Persons with Disabilities (RCHDs). Blind elderly people were provided with 825 places in care-and-attention homes for the aged blind. For discharged mental patients, 1,509 places were provided in halfway houses and 1,587 in long-stay care homes.

### ***Residential Care Homes for Persons with Disabilities***

The department monitors the operation of RCHDs under the Residential Care Homes (Persons with Disabilities) Ordinance. Complementary measures such as the Financial Assistance Scheme for Private RCHDs and BPS for Private RCHDs encourage private RCHDs to upgrade their service standards and provide more service options for persons with disabilities.

### ***Professional Back-up and Support Services***

Support services from clinical psychologists, occupational therapists and physiotherapists are available to persons with disabilities in rehabilitation day centres and hostels. Speech therapy is available to children attending pre-school rehabilitation centres.

A range of community support services is available to persons with disabilities and their families/carers, including ex-mentally ill persons living in the community. These include district support centres for persons with disabilities, a home care service for those with severe disabilities, an integrated support service for persons with severe physical disabilities, a transitional care and support centre for tetraplegic patients, community rehabilitation day centres, integrated community centres for mental wellness, day care services for persons with severe disabilities, and rehabilitation services for persons with visceral disability or chronic illnesses.

Day and residential respite services for persons with disabilities, occasional child care services for pre-schoolers with disabilities and parents/relatives resource centres are also available. In addition, social and recreational centres encourage persons with disabilities to take part in community leisure activities.

### ***Services for Offenders***

The department performs a number of statutory functions and helps offenders reintegrate into the community and become law-abiding citizens through community-based and residential services.

The probation service helped 3,400 offenders during the year and arrangements were made for 2,453 offenders placed on Community Service Orders (CSOs) to perform unpaid community work under supervision. Probation officers assess and report to the courts on offenders' suitability for probation orders and/or CSOs, and supervise those under the orders. The officers also prepare reports on long-term prisoners and petitioners being considered for early release.

In 2015, the department continued to provide an Enhanced Probation Service for convicted young drug offenders aged below 21 that is more focused, structured and intensive.

The Tuen Mun Children and Juvenile Home, with 388 places, offered educational, pre-vocational and character training for juvenile offenders as well as children and young people with behavioural and/or family problems.

The Correctional Services Department and the SWD jointly ran a Young Offender Assessment Panel, providing the courts with professional views on sentencing options for offenders aged 14 to 25, and a Post-Release Supervision of Prisoners Scheme, which helped 807 discharged

prisoners rehabilitate and reintegrate into the community during the year. The SWD funds an NGO to offer hostel and supportive services to former offenders.

### ***Medical Social Services***

Medical social workers are stationed in public hospitals and some specialist clinics to assist patients and/or their families with welfare needs, helping them recover and reintegrate into society. SWD medical social workers dealt with about 184,350 cases in 2015.

### ***Clinical Psychological Services***

In 2015, 74 clinical psychologists in the SWD and NGOs provided 2,549 psychological assessments and 16,613 treatment sessions for 3,690 cases presenting psychological or psychiatric disorders.

## **Social Welfare Financial Assistance**

### ***Low-income Working Family Allowance***

In January 2015, the Finance Committee of the Legislative Council approved funding to take forward a Low-income Working Family Allowance Scheme. The scheme aims to relieve the financial burden of low-income working families, especially those with children, to encourage self-reliance and to ease inter-generational poverty. Following the funding approval, the Student Financial Assistance Agency was renamed with effect from 1 March 2015 the Working Family Allowance Office of the Working Family and Student Financial Assistance Agency, under which a Working Family Allowance Office was formed to implement the scheme. The office will start receiving applications in phases from May 2016.

### ***Social Security***

The Comprehensive Social Security Assistance (CSSA) and Social Security Allowance (SSA) schemes form the mainstay of Hong Kong's social security system, supplemented by three accident compensation schemes: the Criminal and Law Enforcement Injuries Compensation (CLEIC) scheme, the Traffic Accident Victims Assistance (TAVA) scheme and Emergency Relief. These schemes are administered by 41 Social Security Field Units and two centralised offices.

### ***Comprehensive Social Security Assistance***

The non-contributory CSSA scheme is means-tested and applicants must satisfy a residence requirement. It provides cash assistance to people suffering from financial hardship to enable them to meet basic needs. At the year end, there were 244,095 CSSA cases involving 364,846 beneficiaries. The scheme's total expenditure was \$22.4 billion in 2015, an increase of 8.8 per cent over the previous year.

The Portable CSSA scheme allows elderly people who have received CSSA continuously for at least one year to continue receiving assistance in Guangdong or Fujian province if they choose to retire there.

### ***Employment Assistance Programmes***

The department's Integrated Employment Assistance Programme for Self-reliance helps able-bodied unemployed CSSA recipients aged 15 to 59 and single parents and child carers on CSSA with their youngest child aged 12 to 14 to find employment and become self-reliant. At the year end, 63,881 CSSA recipients had taken part in the programme. The Community Care Fund continues to implement, on a pilot basis, an 'Incentive Scheme to Further Encourage CSSA Recipients of the Integrated Employment Assistance Programme for Self-reliance to Secure Employment' until March 2017.

### ***The SSA Scheme***

The non-contributory SSA scheme comprises Old Age Living Allowance (OALA), Old Age Allowance (OAA) and Disability Allowance (DA), which includes Normal DA and Higher DA. OALA supplements the living expenses of people aged 65 or above who need financial support. OAA and DA provide elderly people and persons with severe disabilities respectively with non-means-tested cash allowances to meet their special needs. At the year end, 802,200 people were receiving SSA, with total expenditure in 2015 of \$21.4 billion, representing an increase of 15.7 per cent over 2014.

An Inter-departmental Working Group on Review of the Disability Allowance, set up by the Labour and Welfare Bureau, has completed its review of the eligibility criteria for DA and has put forward a number of recommendations. The government will implement its recommendations in 2016.

### ***Relief Measure***

In July 2015, the department provided two additional months' standard rate payment for recipients of CSSA and two additional months' allowance for recipients of OALA, OAA and DA to allay their burdens.

### ***Accident Compensation Schemes***

The CLEIC scheme offers financial help on a non-means-tested basis to those injured (or to their dependants in the case of death) as a result of a crime of violence, or by a law enforcement officer using a weapon in the execution of his duty. It paid out \$5 million in 2015. The TAVA scheme provides financial assistance on a non-means-tested basis to people injured (or to their dependants in the case of death) in road traffic accidents, regardless of who is responsible for the accident. It paid out \$229.7 million during the year.

### ***Emergency Relief***

Emergency relief in the form of meals or cash in lieu of meals and other necessities is given to victims of natural or other disasters. Grants from the Emergency Relief Fund are paid to eligible victims, or in the case of death to their dependants. Emergency relief was given to 231 victims of 16 disasters in 2015.

### ***Social Security Appeal Board***

The board considers appeals against SWD decisions on CSSA, SSA and TAVA. It ruled on 354 appeals in 2015.



### ***Prevention of Fraud and Abuse***

To preserve the integrity of the social security system and ensure the proper use of public funds, the department's Special Investigation Section prevents and combats fraud and abuse of social security assistance. The public can make reports via a special hotline, 2332 0101. At the year end, 230 abusers had been jailed, bound over, ordered to perform community service, fined, or given warnings.

## **Funding**

### ***Subventions and Service Monitoring***

Through a Lump Sum Grant Subvention System, recurrent subventions were given to 170 NGOs to provide social welfare services in accordance with government policies. Capital grants from the Lotteries Fund were allocated to NGOs on the advice of the Lotteries Fund Advisory Committee to meet NGOs' non-recurrent commitments. A Service Performance Monitoring System keeps track of the output, outcome and service quality of subvented units, according to 16 well-defined service quality standards and specific funding and service agreements, through regular self-assessment reports submitted by NGOs and review/surprise visits conducted by the department.

A Lump Sum Grant Independent Complaints Handling Committee handles complaints related to NGOs receiving lump-sum grants that cannot be addressed satisfactorily at the NGO level.

NGOs can refer to a Best Practice Manual that was published on 1 July 2014. To facilitate its implementation, the department launched an 'Envisioning Programme on the Best Practice Manual' in 2015 to provide a platform for the sharing of experience and knowledge on challenges and opportunities arising from an increased transparency and accountability in corporate governance, financial management and human resource management.

### ***Social Welfare Development Fund***

The Social Welfare Development Fund supports all subvented NGOs to carry out training and professional development programmes, business system upgrading projects and service delivery enhancement studies. In 2015, about \$1 million was approved for three applications.

### ***Partnership Fund for the Disadvantaged***

The Partnership Fund for the Disadvantaged promotes cross-sectoral collaboration in helping the disadvantaged through social welfare projects by providing grants that match donations made by business organisations. In 2015, this fund allocated about \$47.5 million for 51 welfare NGOs to implement 82 welfare projects.

To encourage more cross-sectoral collaboration, the government injected another \$400 million into the fund in 2015-16, with \$200 million dedicated to implementing more after-school learning and support programmes for primary and secondary students from grassroots families. In 2015, the fund allocated about \$41 million for 67 welfare NGOs and schools to implement 78 dedicated fund projects.

### ***Community Investment and Inclusion Fund***

The Community Investment and Inclusion Fund (CIIF) aims at implementing diversified social capital development projects in the community, promoting trust and reciprocity among the public and different sectors, and building a cross-sectoral collaborative platform and mutual help networks for a caring Hong Kong. In 2015, this fund allocated around \$60 million to 26 new projects. A total attendance of about 152,000 was recorded, including about 17,000 volunteers, and about 1,700 collaboration partners were involved in ongoing CIIF-funded projects, building about 200 mutual help networks.

### ***Community Care Fund***

The Community Care Fund (CCF) was established in 2011 to assist people facing economic difficulties, especially those who fall outside the social safety net or who are within the safety net but have special circumstances that are not covered. It has been integrated into the work of the Commission on Poverty (CoP) since 2013. The CCF has launched 30 assistance programmes which have benefited more than 1,220,000 people, involving a total commitment of over \$6.237 billion. In addition, the CCF introduces programmes on a pilot basis to help the government identify those suitable for incorporation into the government's regular assistance programme. Eleven programmes have been incorporated into the regular assistance programme so far.

Taking into account the views of the public and stakeholders, the CCF will, in collaboration with other task forces under the CoP, draw up more programmes to help the underprivileged and low-income families.

### ***Child Development Fund***

The Child Development Fund provides children from disadvantaged backgrounds with personal development opportunities. Through the fund's projects, participants draw up and implement their own development plans and learn to accumulate savings and intangible assets, such as a positive attitude, personal resilience and capacity and social networks, thus helping their long-term development. In 2015, 27 projects operated by NGOs and 10 school-based pilots operated by schools were launched, benefiting more than 3,400 children. For the 2015-16 financial year, the government allocated an additional \$300 million, increasing the financial commitment of the fund from \$300 million to \$600 million to enhance and roll out more projects.

## **Advisory Bodies**

### ***Elderly Commission***

The Elderly Commission advises the government on policy and services for the elderly. It places emphasis on promoting active ageing and advises on ways to enhance further long-term care services. The commission is now studying the feasibility of introducing a residential care service voucher scheme and formulating an Elderly Services Programme plan.

In the 2015-16 school year, 129 academies were operating under the Elder Academy Scheme (jointly launched by the commission and the government), with 122 in schools and the rest in tertiary education institutions.

At the community level, a Neighbourhood Active Ageing Project encourages care and love for elderly people and reaches out to those who are unfamiliar with the existing network of community support. From 2014 to 2016, 86 district projects are being carried out to encourage elderly people to take part in community activities and enhance neighbourhood support networks.

### ***Women's Commission***

The Women's Commission promotes the well-being and interests of women in Hong Kong. It advises the government on policies related to women to ensure that women's perspectives are taken into account in formulating government policies.

The commission is chaired by a non-official and has 24 members. Through the provision of an enabling environment, empowerment of women, and public education, it aims to enable women to fully realise their due status, rights and opportunities in all aspects of life.

The commission helps the government introduce gender mainstreaming to provide an enabling environment. It adopts a Gender Mainstreaming Checklist to help government staff take a systematic approach in assessing the needs and perspectives of both genders when formulating government policies. On the recommendation of the commission, all bureaus and departments are required with effect from April 2015 to refer to the checklist and apply gender mainstreaming to formulating major government policies and initiatives. The appointment benchmark of women to government advisory and statutory bodies has also been raised from 30 per cent to 35 per cent.

Gender-related training has been provided to more than 9,000 government employees since 2001. All bureaus and departments have their own Gender Focal Points, through which matters concerning gender mainstreaming can be channelled.

The commission's initiatives to help women realise their potential include a Capacity Building Mileage Programme, which is aimed at enhancing their self-confidence, learning abilities and life skills. The programme is carried out in collaboration with the Open University of Hong Kong, a radio station and more than 80 women's groups and NGOs. By the end of 2015, the number of enrolments had exceeded 84,000, in addition to the large audience reached through relevant radio programmes.

A Funding Scheme for Women's Development provides annual funding of about \$2 million for women's groups and NGOs offering women's services to organise relevant programmes and activities at regional and district levels.

### ***Rehabilitation Advisory Committee***

The Rehabilitation Advisory Committee is the principal advisory body to the government on the well-being of persons with disabilities and on the development and implementation of rehabilitation policies and services. Its sub-committees look into specific areas of concern, such as access, employment and public education.

The committee and its sub-committees are chaired by non-officials, and all non-official members of the committee are appointed in their personal capacity by the Chief Executive. To ensure the interests of persons with disabilities are represented, membership includes persons with different disabilities, parents of persons with disabilities, representatives of self-help organisations for persons with disabilities and NGOs providing rehabilitation services, as well as academics, community and business leaders, professionals and others who have an interest in the well-being of persons with disabilities. Representatives of relevant government bureaus and departments also serve as ex-officio members to provide the necessary support to the committee and follow up on issues it raises.

Through its sub-committee on public education, the committee co-ordinates the implementation of public education programmes on rehabilitation. In 2015, 42 public education programmes were organised by the government and NGOs to promote the spirit of the United Nations Convention on the Rights of Persons with Disabilities and cross-sectoral collaboration in building an equal and inclusive society. World Mental Health Day and the International Day of Disabled Persons were also publicised.

The committee collaborates with, among others, District Councils and the business and welfare sectors to promote the working capabilities of persons with disabilities and the employment support services provided by government departments and rehabilitation organisations for such persons. The committee also helps the government promote and monitor the implementation in Hong Kong of the UN convention.

### ***Steering Committee on Promotion of Volunteer Service***

This steering committee promotes sustained volunteering and encourages volunteers to integrate the core values and spirit of voluntary work into their daily lives. By the year end, over 2,790 organisations and more than 1.25 million individuals had registered for voluntary service at the SWD's Volunteer Movement website.

### ***Websites***

Child Development Fund: [www.cdf.gov.hk](http://www.cdf.gov.hk)

Community Care Fund: [www.communitycarefund.hk](http://www.communitycarefund.hk)

Community Investment and Inclusion Fund: [www.ciif.gov.hk](http://www.ciif.gov.hk)

Elderly Commission: [www.elderlycommission.gov.hk](http://www.elderlycommission.gov.hk)

Labour and Welfare Bureau: [www.lwb.gov.hk](http://www.lwb.gov.hk)

Low-income Working Family Allowance: [www.lifa.gov.hk](http://www.lifa.gov.hk)

Social Welfare Department: [www.swd.gov.hk](http://www.swd.gov.hk)

Volunteer Movement: [www.volunteering-hk.org](http://www.volunteering-hk.org)

Women's Commission: [www.women.gov.hk](http://www.women.gov.hk)

Working Family and Student Financial Assistance Agency: [www.wfsfaa.gov.hk](http://www.wfsfaa.gov.hk)