



The Hong Kong Council of Social Service

Future Camp HK 7th July 2019

Find my way out – Employment Support to people with disabilities (PWDs)

& Development of Caregiver Support

「我想搵工？我想抖下氣？殘疾人士就業和照顧者支援的營商新機遇」

| Group | Problems Addressed | Implementations and Social Impacts |
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| 1 | 1. Low employment rate of hearing-impaired people 2. Misunderstanding towards hearing-impaired people in job place 3. Poor understanding towards the characteristics and strength of hearing-impaired people | <p>Brief <i>潤物無聲 金將易求</i> aims to develop a tool kit detailing the skills and strategies for company to employ and get along with hearing-impaired people. Apart from the tool kit, the project also offers consultation services to company under the tool kit subscription and potential clients</p> <p>Implementations</p> <ol style="list-style-type: none"> Set up a tool kit which includes the skills and strategies for the partnering company to hire hearing-impaired employees Partner with a company for testing out the tool kit Launch a promotional campaign to meet the target of 20 royal company clients Set up a direct hotline to offer consultations on employment with hearing-impaired employees <p>Social Impacts</p> <ol style="list-style-type: none"> Brush up societal understanding of people of hearing Promote the value of people hard of hearing, focusing on their strengths and abilities Increase the employment rate of hearing-impaired people |



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| 2 | <ol style="list-style-type: none"> 1. Job duties and trainings provided to PWDs are homogeneous and outdated, hindering their competitiveness in job market, hence contributes to a low upward mobility 2. The lack of support for the employers creates misunderstandings and disparity between worker's performance and employer's expectation. | <p>Brief</p> <p>雙共健融 is an agent providing interest classes, training programmes and job match-ups for the less advantaged. With regards to the homogeneity of job duties and trainings provided to PWDs, the project aims to provide diversified training programmes to encourage employment of the disabled in different kinds. Our goal is to develop a Qualifications Framework for the handicapped, which allows the less advantaged to be better equipped to enhance their capabilities and competitiveness. By subdividing the disabled into different groups in accordance to their disabilities, intelligence, education, interests, skills and personalities etc., PWDs would be able to understand themselves more and unearth their potentials which helps locating a suitable job.</p> <p>Implementation</p> <ol style="list-style-type: none"> 1. Encourage companies to join the scheme and provide training courses to promote their brand images 2. Make good use of social resources (e.g. interest classes from community centres) 3. Cooperate with universities and schools to provide lectures to PWDs 4. Subdivide the less advantaged to different categories in order to target their talents and enhance their working skills 5. Match the needs of the employers according to the ability of the disabled <p>Impact</p> |

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| | | <ol style="list-style-type: none">1. Increase the employment rate of the less advantaged2. Embrace Social Inclusion3. Promotes anti-discrimination4. Educate the public that PWDs are able to perform well in workplace |
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| 3 | <ol style="list-style-type: none"> 1. Underestimation of the potential and abilities of PWDs 2. Inadequate employment opportunities for PWDs 3. Disability discrimination and stigma in the workplace | <p>Brief</p> <p><i>Impossible – I’m possible</i> aims to explore and unlock the vast potential of people with physical disabilities. The key features of this program are to organize experiential learning workshops and provide phone-in services for the employers. The workshops provide a simulating working environment in office and workshop participants can experience being a disabled people. Companies that are interested in employing disabled people are the target of the workshops. It is hoped that the workshop participants can build empathy towards physically impaired ones, and hence, offer career opportunities to them. The program helps our society to be more inclusive for disabled people. A higher level of disability acceptance empowers PWDs to contribute to the community. Social integration and social harmony can be facilitated.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Organize experiential learning workshops to allow participants to experience the barriers faced by PWDs in workplace 2. Provide free phone-in service to workshop participants for 3 months after the workshop and provide necessary assistance if they have any problem in working with disabled people 3. Expand and promote the phone-in service to public that aims to offer emotional support and consultancy services to PWDs (stage 2) |

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| | | <p>Social Impacts</p> <ol style="list-style-type: none">1. Encourage companies to identify the potential of the disabled people2. Increase job opportunities for PWDs3. Arouse public awareness towards the difficulties experienced by PWDs4. Facilitate social integration and social harmony |
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| 4 | <ol style="list-style-type: none"> 1. Low efficiency of the current job matching services offered by NGOs to PWDs and employers 2. Unaddressed negative attitudes of employers towards PWDs 3. Overloading work for social workers, leading to difficulty in following up the PWDs job placement | <p>Brief</p> <p><i>Wellink</i> establishes an agency offering efficient job matching services for PWDs, which is determined to provide in-depth support for each case and reduce the burden of social workers. In the process of linking up the NGOs, PWDs and employer network, Business Process Automation model is implied to set up a huge database to facilitate efficient job matching. Case-by-case review sections are offered to both employers and employees for a smoother cooperation while firms are encouraged to apply for the Caring Company Scheme with the assistance from Wellink, thus improving consumer experiences.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Focus solely on janitor job market as the first phase of the project due to its high demand 2. Link up employer network, NGO network and PWDs with a detailed database 3. Offer job matching services with high efficiency, reducing the time cost required for matching 4. Offer review sessions after matching to minimize the concerns of employers 5. Assist companies to apply for the Caring Company Scheme for their fulfillment of CSR |

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| | | <p>Social Impacts</p> <ol style="list-style-type: none">1. Reduce the workload and burden of the social workers2. Better match between firms and employees3. Increase the job opportunities of PWDs working in different firms and sustain a higher working period |
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| 5 | 1. Lack of support group for carers in the community 2. Lack of services on carer support, especially on emotional management 3. Limited understanding towards the role of caretaking and how to be a mentally and physically positive carer. | <p>Brief <i>智在心呼吸</i> dedicates to improve carer support in Hong Kong by providing low-priced support and mindfulness courses to carers as well as corporate staff. The project also provides public education through company courses, to attract carers, no matter current or soon-to-be carers, and introduce them to our local support services in community, so that a supporting network within neighbouring carers can be built.</p> <p>Implementation</p> <ul style="list-style-type: none"> • Carer support services to the local community will be provided with an affordable price • Offer CSR program on mindfulness and caretaking basics to corporate staff as a part of soft skills enrichment • The operation costs of the services will be supported by the incomes from the courses for companies • The promotion and support will be themed on mindfulness as well-being is a popular topic nowadays <p>Social Impacts</p> <ul style="list-style-type: none"> • Introduce dementia patients' carer support in Hong Kong |

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| | | <ul style="list-style-type: none">• Provide basic knowledge about mindfulness and caretaking to the public• Reduce incidents and tragedy due to caretaking burden |
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| 6 | <ol style="list-style-type: none"> 1. Overburden work and stressful lifestyle for carers 2. Limited opportunities for carers to make income while supporting the patient | <p>Brief <i>照顧者 Happy Hour</i> focus on carers' emotional support. Some of the carers have to take care of the disabled patient for full time. It could be a stressful and intense job. It is hard for the carers to neither enjoy personal time nor develop their own hobbies. Therefore, this project aims at providing temporary caring services to users. Meanwhile, networking and wellness activities are arranged for carers to release stress.</p> <p>Implementation</p> <ul style="list-style-type: none"> • To build a network of carers in a specified district • To provide temporary caring services from 1 day service a week in the early stage to 5 day service a week in the final stage • Possible activities include Zentangle, healthy cooking, art & craft workshop • Once the project has enough participants, including both patients and carers, the project could invite some private companies to conduct product testing/experiencing. Income incurred can be used for operation and subsidy to the caregiver. <p>Social Impact</p> <ul style="list-style-type: none"> • Relieve carers' pressure by allowing them to take breaks and develop hobbies • Raise public awareness of carers' emotional support |

- Promote the development of gerontechnology



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| 7 | <ol style="list-style-type: none"> 1. Carer lacks opportunity to learn the skills required to take care of dementia patient 2. Carer needs to spend a lot of time to search for service that they need 3. Carer is unable to learn skills or access to service for patients at night | <p>智輕鬆 is an agency that provides consultation and referral service to carer of dementia patients. It provides consultation service through phone and website, ranging from NGO social service to professional medical advices. The project links up with medical professionals to provide the most accurate information in hope of bringing convenience to carer. For referral services, the company can refer medical professionals, including doctors, nurses and therapists to conduct home visit. With an aim to minimize time and inconvenience to carer and patients, this service makes medical visit accessible to patient.</p> <p>Implementations</p> <ul style="list-style-type: none"> • Create a database of services provided by NGOs and medical practitioners • Allow dementia patients to receive medical and rehabilitation service at home • Provide higher quality service to better off families with higher financial affordability <p>Set up a carer hotline in subscription basis – allow carer to consult enquiries related to medical and caretaking issues(e.g. basic pharmacy)</p> <p>Social Impacts</p> |

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| | | <ul style="list-style-type: none">• To relieve carer pressure and workload• To increase the knowledge and skills for carer of dementia patients• To provide high quality medical services to dementia patients• To relieve burdens of public clinics and NGOs by diverging part of the patients' needs to private sector |
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