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Promoting Rights-Based Approach to Social Work in Hong Kong

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Promoting a Rights-Based Approach to Social Work in Hong Kong

An Interactive Qualifying Project Report
submitted to the Faculty of
WORCESTER POLYTECHNIC INSTITUTE
in partial fulfillment of the requirements for the
Degree of Bachelor of Science

Sponsoring Agency: Hong Kong Council of Social Service

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Abstract

This report, prepared for the Hong Kong Council of Social Service, presents an evaluation on how a rights-based approach to social work can improve the social welfare sector in Hong Kong. We identified the social services available in Hong Kong and determined how the current social work practices can be enhanced by the principles of a rights-based approach. We also evaluated and provided recommendations on effective media to educate social workers on the principles of the rights-based approach.

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- Ken Chan – Chief Officer, Society for Elderly Rights

- Lilian Law –Assistant Director, Boys' and Girls' Club Association of Hong Kong

- Hang-sau Ng – Director, Hong Kong Society for Rehabilitation

- Kris Tong – Director, TREATS

- Chan Kwok Bong – Supervisor, Boys' and Girls' Club Association of Hong Kong

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- Kendy Yim – Executive Director, Action for REACH OUT

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- Joe Leung – Professor and Department Head, Hong Kong University

- Fernando Cheung – LegCo Member and Hong Kong Polytechnic University Lecturer

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Title Page (JM)
Abstract (VK)
Acknowledgment (JM)
Table of Contents (JM)
List of Figures (JM)
Executive Summary (JM, VK)
Chapter I Introduction (VK)
Chapter II Background
2.1 Social Rights (VK)
2.2 Rights-based Approach (BC)
2.3 Example of Rights-based Approach Strategy in India (BC)
2.4 Current Social Services in US (BC)
2.5 History of Social Work in Hong Kong (JM)
2.6 Current Social Services in Hong Kong (BC)
2.7 Summary (BC)
Chapter III Methodology
3.1 Identify current social work practices (JM)
3.2 Determine which current social work practices satisfy the principles of a rights-based approach (JM, VK)
3.3 Identify appropriate and effective educational tools that could be used to teach a rights-based approach to social workers (JM, BC)
3.4 Summary (JM)
Chapter IV Results
4.1 Identify current social work practices and how they can be enhanced by the principles of a rights-based approach (BC, VK, JM)
4.2 Identify effective media to educate social workers about the principles of rights-based approach (VK)
4.3 Results Summary (BC, VK)
Chapter V Conclusions
5.1 Programs that use rights-based approach (JM, BC, VK)
5.2 Media to Educate Social Workers (JM, BC, VK)
Bibliography (BC)
Appendix A HKCSS Information (JM)
Appendix B Interview Protocols (BC)
Appendix C Social Work Agency Programs (BC)
Appendix D-P Interview Data (JM, BC, VK)
Appendix Q Table of Programs and Rights-based Principles (BC)

Table of Contents

List of Tables

List of Figures

Executive Summary

The Hong Kong Council of Social Service (HKCSS) is an umbrella organization that provides guidance and assistance to over 300 non-governmental social service and welfare agencies in Hong Kong (Hong Kong Council of Social Service, 2006). HKCSS represents NGOs in negotiations with the Government to develop welfare guidelines and policies. As part of its ongoing effort to improve the social welfare sector of Hong Kong, HKCSS initiated a study on using a rights-based approach to social work. The main concern of this study is how a rights-based approach can be integrated into social work to enhance and provide uniformity to social work practices in Hong Kong.

The right-based approach (RBA) uses international human rights standards for the process of human development. It integrates the five principles of the RBA with the United Nation's (UN) standards of human rights to develop social work programs. It is believed that by satisfying these five principles: Express Linkage to Rights, Accountability, Empowerment, Participation, Non-discrimination and Attention to Vulnerable Groups that social work practices will be able to fully realize social and human rights for society.

There has been little research done on how a rights-based approach can be applied to social work in Hong Kong. HKCSS would like to determine the best way to improve the social work practices of their member agencies by adopting the use of a rights-based approach. They would also like to educate their member agencies on the principles of the rights-based approach in hopes of enhancing social work practices and promoting social rights in Hong Kong. The goal of our project was to present HKCSS with an evaluation

of current social work practices and to determine effective educational methods for promoting the principles of a rights-based approach.

In order to provide an evaluation of current social work practices, we interviewed representatives from a wide range of social services organizations who provide services in the area of child and youth development, elderly services, community development, and rehabilitation. These representatives include organization directors, division directors, a social-worker-in-charge, registered social workers, past social workers, a legislative council member of Hong Kong, and professors in social work departments at the University of Hong Kong and Hong Kong Polytechnic University. The information we gathered from these interviews provided us with data on past and current social work practices. By combining this information with different case studies of how rights-based approaches are being used globally, we determined what social work practices satisfy the rights-based approach and how a rights-based approach can enhance the social work sector in Hong Kong. In addition, from our interviews with the different representatives, we identified the most appropriate and effective educational tools for training the social workers about the principles of the rights-based approach.

We found that implementing several types of programs would enhance social work practices by operationalizing the principles of an RBA, and therefore, social rights could be better realized. These types of programs include: Self-Help Groups, Community Welfare Programs, Peer Education, and Adventure Based Counseling. We also found the most appropriate way to educate social workers about using the principles of a rights-based approach was to use a combination of lectures, peer learning programs, and educational DVDs and pamphlets. If HKCSS were to implement these recommendations,

we believe they could realize their goal of enhancing social work in Hong Kong with the use of a rights-based approach.

Chapter I Introduction

With its primary mission to enhance human well-being and to help meet the needs of all people, the social work profession has historically challenged inequalities among individuals and groups. The profession also focuses on the promotion of human rights values in accordance with international human rights standards. Under the United Nations, a number of agencies have adopted a rights-based approach to development in order to integrate these international human rights standards into plans, policies, and processes of human development programming. Implementing a rights-based approach as a basis for social work development helps to operationalize the concepts of human rights standards and provides sustainability in developmental work. Without this approach to social work, those who have a duty to provide these rights are not clearly identified, and social rights might not be realized in terms of availability, accessibility, adequacy and sustainability.

Hong Kong has signed and ratified several United Nations documents regarding international human rights standards. Nevertheless, the uniformity among the social service agencies in terms of promotion of human rights, especially social rights, is still in question. The Hong Kong Council of Social Service (HKCSS), an umbrella organization to over 300 social service agencies, has been looking for new ways to enhance the social welfare sector in Hong Kong. They began a study on promoting a rights-based approach to social work. Their main concern is not whether social workers are promoting social rights in their practices, but rather, how a rights-based approach can be integrated into social work and thus enhance and provide uniformity to social work practices in Hong Kong.

These rights-based strategies have been employed in many other situations around the world. Due to economic and social factors, millions of people in India have been surviving without even one meal a day. In 2001, an informal network of Indian civil organizations and individuals started a "Right to Food Campaign" to commit to a realization of the right to food. The goal of this campaign was to petition those who are accountable, the State in this case, and to involve all the stakeholders, NGOs and concerned individuals, to take action in establishing permanent arrangements to prevent hunger and starvation using rights-based strategies.

There has been little research done on how a rights-based approach can be applied in social work in Hong Kong. The Hong Kong Council of Social Service would like to determine the best ways to enhance social work practices of their member agencies in Hong Kong by using a rights-based approach. They would also like to educate their members about the principles of this approach in hopes of enhancing social work practices and promoting social rights in Hong Kong.

The goal of our project was to present HKCSS with an evaluation of current social work practices and determine effective educational methods for promoting social rights. Our first objective was to identify the social services available in Hong Kong. For the second objective for our project, we determined how current social work practices can be enhanced by the principles of a rights-based approach. Our third objective was to identify effective methods to educate social workers on the principles of the rights-based approach. Based on our findings, we were able to provide recommendations to HKCSS on how a rights-based approach to social work can improve the social welfare sector in Hong Kong.

Chapter II Background

In this chapter we have provided information on the context of social rights in Hong Kong's social work setting. We have explained what social rights are, how they relate to the practice of social work, and what a rights-based approach is. We have included an example of the rights-based approach implementation in India, as well as information about current social services in the United States. We have also described the history of social services in Hong Kong to show how the British government influenced social work during British Colonial rule.

2.1 Social Rights

According to Office of the United Nations High Commissioner for Human Rights (2006), in order for a person to lead a decent life, there are needs that must be met and are considered obligations placed upon the society. These rights include but are not limited to the right to adequate health, food, housing, and education.

2.1.1 The Right to Adequate Health

Having adequate health is considered to be part of living a decent life. The right to adequate health guarantees access to the health care, nutrition, sanitation, and clean water and air in order to ensure the highest attainable standard of physical and mental health (National Economic & Social Rights Initiative, 2006).

2.1.2 The Right to Food

The right to food guarantees freedom hunger and people having the ability to feed on their own. The state has an obligation to distribute food supplies while people should have the right to have the basic amount of food necessary to survive. In addition, the food

must also have adequate sustenance for one to attain the standard state of physical health (Center of Economic and Social Rights, 2006).

2.1.3 The Right to Housing

The right to housing ensures access to a safe, habitable, and affordable home. Shelter is part of the basic needs of all human beings. This right also means that the people will be protected against forced eviction (National Economic & Social Rights Initiative, 2006).

2.1.4. The Right to Education

The right to education entitles all children to an equal primary education. It also gives children the right to equal access to every level of education. This allows all persons the opportunity to increase the intellect and gain the knowledge required to participate effectively in a free society (National Economic & Social Rights Initiative, 2006).

The social rights described above are from international human rights standards which are stated in the International Covenant of Economic, Social and Cultural Rights (ICESCR) as basic requirements for societies to strive for. When the government, social service agencies, individuals, and other facets of societies use concert efforts, these rights can be fulfilled for citizens. Definitions of social rights describe what the nature of social services should be when providing citizens with benefits.

2.2 Rights-based Approach

According to the High Commissioner for Human Rights of the United Nations (2006), a human rights-based approach is a conceptual framework for the process of human development that is normatively based on international human rights standards

and operationally directed to promoting and protecting human rights. These principles include a linkage to rights, accountability, empowerment, participation and attention to vulnerable groups. By using these international principles as a basis for developing policies, societies can establish local systems tailored to their own needs.

Figure 1 Rights-based Approach (Ljungman, 2004)

2.2.1 Elements of a Rights-based Approach

The main purpose of implementing a rights-based approach is to protect human rights. When formulating plans or policies with this approach, five rights-based approach principles should be integrated into programs (Office of the United Nations High Commissioner for Human Rights, 2006). The five principles, or elements, are often times overlapping and interrelated; however they are essentially guidelines which can provide a basic way to measure the operations of social service agencies.

The first element, "express linkage to rights", calls for human development on all levels to use international human-rights standards as benchmarks (Office of the United

Nations High Commissioner for Human Rights, 2006). International human-rights standards are those found in the ICESCR and other treaties from the UN. This includes everything from policy-making in legislation to program-planning within a social work agency. The purpose is to protect against activities that violate basic human rights, including social rights.

The second element is "accountability", which requires that duty-bearers and rights-holders are clearly identified. The duty-bearers are those who are obligated to provide services and protect against violations of human rights (Office of the United Nations High Commissioner for Human Rights, 2006). Having signed the ICESCR, the government becomes legally bound to protect against human rights violations and to fulfill basic services for its citizens. Other parties that provide direct services to citizens, such as nongovernmental organizations and social service agencies, are morally responsible to promote and protect human rights. The government must take needed action to ensure service providers have adequate resources to fulfill their own obligations. According to the OHCHR, duty-bearers should also analyze the specific needs and capacities that rights-holders currently have; this is to ensure the most disadvantaged persons can claim their rights effectively (2006).

The third element of a rights-based approach is "empowerment", which is giving people in society the power to influence their own lives through their own capabilities (Office of the United Nations High Commissioner for Human Rights, 2006). The purpose is to provide citizens with the opportunity to claim their rights.

The fourth element, "participation", should be used at all levels of policy-making (Office of the United Nations High Commissioner for Human Rights, 2006). This means

the opinions of the citizens should be taken into account for programming and policy development. It also means offering free and meaningful involvement to those who need it most, and involving appropriate participants so that short and long term benefits can be attained. Participation requires providing a means for those to contribute to the community when they otherwise would not have a chance to.

The fifth element included in a rights-based approach is "non-discrimination and attention to vulnerable groups". The purpose of this principle, implemented through the development of programs, is to guard against pre-existing power imbalances and violations of marginalized groups' rights (Office of the United Nations High Commissioner for Human Rights, 2006). This means promoting social cohesion and equality and many times giving priority to those who are discriminated against in a given society.

Because these five elements can be used as a framework to measure the fulfillment of a rights-based approach, we have defined them in regards to social work. The elements are effective to gauge whether social workers have implemented any component of a rights-based approach into their practice. The next section will illustrate an example of how the principles of a rights-based approach has been used in India

2.3 Example of Rights-based Approach Strategy in India

An example of implementing a rights-based approach has been the "Right to Food Campaign" in India, beginning in 2001. The Indian State did not meet its obligation to ensure its people were receiving their right to an adequate amount of food (Office of the United Nations High Commissioner for Human Rights Regional Office for Asia-Pacific, 2002). Indian citizens have suffered because of droughts in certain sections of the country,

and many have died from starvation. The State was neglecting to provide adequate relief services to ensure food security.

An informal association of individuals, NGOs, and legal organizations has been running The Right to Food Campaign since 2001 in attempts to enable the "Right to Food" for poor and marginalized groups in India. This has been a progressive campaign, beginning with a petition for the Indian Government to use its massive food supplies to alleviate the hunger of Indians in drought-affected areas. The petition demanded the Government provides open-ended employment for those affected in the drought area so they could afford adequate food. Demands for the right to food from this petition induced further demands for the right to employment and social security as well. The Campaign submitted many public interest litigations to the Supreme Court, and over time it passed orders for the Government to provide mid-day meals in all primary schools and provide 35 kgs of grain per month at very low costs for 15 million impoverished households. Because of the persistent efforts from the Campaign, Parliament passed the National Rural Employment Guarantee Act. The Act ensured that destitute rural households received wage employment for adult members to volunteer and perform unskilled manual labor.

The Right to Food Campaign implemented principles from the rights-based approach because its fundamental goal was to provide all Indians with the ability to feed themselves and to have adequate food, which is a social right written in the ICESCR. The Campaign has been planning strategies to engage Indian citizens on how to claim their own rights, such as workshops educating and empowering them to take legal and social action (Office of the United Nations High Commissioner for Human Rights Regional

Office for Asia-Pacific, 2002). The Campaign identified the specific rights the citizens

are entitled to, which is adequate food, and has taken action to guarantee citizens can

claim that right. The progression of the Campaign allowed Indians in rural areas to

volunteer while also earning wages to pay for food. Initially the Campaign was designed

to aid those affected by droughts, but many vulnerable groups in India were helped by the

progress the Campaign has made. The next section will focus on current social services in

the United States to provide a context to compare to Hong Kong.

2.4 Current Social Services in U.S.

The United States provides a wide range of social services to its citizens. The

U.S. government provides assistance such as Medicare and Social Security (HHS, 2006).

In addition to government services, there are some non-governmental organizations

(NGOs) that aid the social work sector. The National Association of Social Workers

(NASW) is a prominent social service organization in the United States (NASW, 2006).

It is recognized nationally and internationally, and it has one of the largest memberships

in the world, providing guidance and an alliance among American social workers.

There is, however, no overall umbrella organization to manage all NGOs in the

United States. Dr. Fernando Cheung, an experienced social worker who has spent time

working in the United States and Hong Kong, agrees this type of organization could be a

powerful force for NGOs because they would be connected and could work together to

accomplish common goals (personal communication, February 9, 2007). The majority of

funding for NGOs in the US is from private donors and fundraising, not the government.

Even though there is no one umbrella organization connecting all the NGOs together,

there are several umbrella organizations for certain NGOs. The American Council for

Voluntary International Action (InterAction) is a large alliance of NGOs that work in the U.S. and internationally to help develop societies and provide social equality (InterAction, 2006). This organization gives guidance and financial support to such NGOs as United Way International and Oxfam America. InterAction provides its members with monthly newsletters, fundraising tips, forums, and access to information from other InterAction members.

According to an interview with Dr. Cheung (personal communication, February 9, 2007) social service agencies in the United States generally do not use UN documents as standards when formulating activities and services. However, the United States government mandated Affirmative Action to allow minorities and disadvantaged groups to use legal means to pursue their rights (Fullinwider, 2001). Policies have been implemented in education and legal services to guarantee everyone has equal opportunities. One step taken was the Civil Rights Act of 1964 which demanded that employment practices should not discriminate against race, color, sex, or religion. This is an example of how the United States has been legally accountable at the national level.

Although the United States and Hong Kong have different social welfare priorities and practices, an identification of US social service organizations can be used as a context to compare to Hong Kong. Reviewing the history of social welfare and services in Hong Kong will also give a context to the current situation in Hong Kong. We examine this history in the next section.

2.5 History of Social Work in Hong Kong

Initially, the British Government had little interest in providing social services to Hong Kong's citizens for fear of attracting immigrants from Mainland China (Asia

Pacific Information Network, 2006). As a result, several private sector organizations developed to fill this void. While the government itself was not interested in funding any form of social service, it did encourage religious and other charitable organizations to organize programs to help deal with the social and health problems in Hong Kong.

During this period, four main forms of social service organizations emerged: Christian missionaries and other religious organizations, Chinese kinship groups, non-kinship based Chinese voluntary associations, and western-style secular agencies (Sinn, 1999, p.1).

Starting from 1937 and ending in early 1941, approximately one million Chinese, coming mainly from mainland China, migrated to Hong Kong (Asia Pacific Information Network, 2006). The effect of this mass migration was an increase of housing, employment, and health and safety problems. Despite the need for an organized and centralized social service system that could be used to combat these issues, the Hong Kong government still refused to take any direct action. Instead, it encouraged the Chinese bourgeoisie to create welfare associations and launch educational programs to help address the most pressing problems.

Due to the continual arrival of Chinese refugees from mainland China, Hong Kong's population increased by nearly 700,000 people, or roughly 44% between 1946 and 1950 (Leeming, 1975, p. 340). This influx of people continued to increase Hong Kong's social problems and lower the quality of life for the average Chinese resident. It was at this point that several international agencies entered Hong Kong in order to administer social aid. The effect of these agencies was short-lived however, and by 1960

most of these agencies had left, deeming Hong Kong too highly developed to require such aid.

It took almost 50 years for the British Government to take any interest in social work in Hong Kong. In 1968, the Government spearheaded the creation of various social service and social welfare organizations. This is mostly due to the events that took place between 1966 and 1967, when several riots took place that almost sent Hong Kong into political anarchy (Wong, 1992). The Government pursued such avenues as free universal education, "housing for all" programs, and even started to fund various non-profit social service organizations (Asia Pacific Information Network, 2006).

The idea of governmental or large scale social service organizations is a relatively new concept for the citizens of Hong Kong. While other developed societies have had effective social service agencies for almost a century, Hong Kong's social service infrastructure has only started developing in the last 40 years. This makes Hong Kong's social service system one of the youngest in developed societies.

2.5.1 Social Work Procedures in Hong Kong (Pre-Handover)

Contrasting the United States and other Western nations' views of social rights, the citizens of Hong Kong have a different view of the rights they are entitled too (F. Cheung, personal communication, February 9, 2007). This is rooted in the history of the Chinese government. Leading back to early Chinese dynasties, the government was always seen as an unstoppable power. Because of this, the rights the Chinese government gave its citizens were always seen as privileges and not rights. This has been a long standing belief of the citizens of China and Hong Kong, and while this belief is starting to wane, it

is still held by many Chinese citizens. The effect of this is that Hong Kong citizens do not always fight for what the government is obligated to give them.

The social work processes today are very different than they were before 1997. Social Workers were much more involved in community development than they are today. Community development is a type of program used to empower individuals to make needed changes within their own communities. Citizens are provided with the skills and knowledge needed to organize meetings, petitions, and address community concerns. When Britain handed Hong Kong over to the Chinese government, the Hong Kong government attempted to change the social work sector into a more professional line of work. The government attempted to decentralize the social work sector by shrinking its size and compartmentalizing each agency. This caused the social work sector to become more organized, but at the same time, become more like a business (F. Cheung, personal communication, February 9, 2007). As a result certain practices, such as implementing concepts of a "rights-based approach," may not seem feasible to social workers.

2.6 Current Social Services in Hong Kong

Hong Kong's current social services are centered on the disabled, the elderly, children and youth, medical services, rehabilitation, and other forms of community development. Religious associations, along with government and non-governmental organizations, add to social work practices in Hong Kong (Asia Pacific Information Network, 2006). This section will examine the existing areas of social service in Hong Kong, beginning with how the government is involved.

2.6.1 Government Involvement

The Social Welfare Department (SWD) of the Hong Kong Special Administrative Region is a Government department whose purpose is to provide services to the community such as Social Security and Family and Child Welfare (Social Welfare Department, 2006). Additionally, the SWD provides a substantial amount of funding to NGOs. According to the HKCSS Annual Report 2005-06, 78.3% of the Council's recurrent budget is funded by the SWD (2006), although not all NGOs in Hong Kong receive this kind of funding from the government. The SWD requires certain standards of the organizations in order to receive any kind of funding. After 1997 when the social work sector became more business-like, the funding process for NGOs changed. Funding for NGOs was not cut completely, but now NGOs had to prove to the government they deserved receiving financial support (F. Cheung, personal communication, February 9, 2007). The SWD established the Service Quality System in which NGOs must keep detailed statistics of their work. Based on the quantity of work, not the quality, the government provides more support. NGOs receive a lump sum which they must distribute within their own organization, including salaries and all programs. Because of this, social workers are spending more time fundraising instead of focusing their efforts on providing the best services possible. According to Dr. Cheung (personal communication, February 9, 2007), because a rights-based approach requires support on all levels, including the government, implementing an RBA might not be feasible at this point when the workload is very heavy for social workers and NGOs do not always receive adequate funding.

The SWD is responsible for the legally accountable element in a rights-based approach because it is liable for ensuring Hong Kong citizens receive needed benefits. Since not all direct services are offered by the government itself, the SWD gives funding to NGOs to carry out many social services. According to Dr. Cheung, 80% of social services provided in Hong Kong are directly from NGOs (personal communication, February 9, 2007). As a duty-holder, the SWD should take any needed action to eliminate obstacles that prevent citizens from receiving benefits. This includes providing adequate funding for NGOs that administer services.

2.6.2 Education and Requirements

In order for a social worker to practice in Hong Kong, they must be registered with the Social Workers Registration Board (SWRB). The purpose of the SWRB is to ensure regulatory and safe social practices for those who receive services in Hong Kong. As a registered social worker, one must adhere to the Guidelines to the Code of Practice which was written by the Social Workers Registration Ordinance in 1998. It provides professional social workers with practical direction to ultimately address social problems and protect clients (Social Workers Registration Board, 1998). According to the Code, social workers are to inform the client as far as possible of their rights and obligations, and also how to file complaints. It also addresses the issue of confidentiality, relationships with clients and colleagues, and basic ethical guidelines.

Education prior to employment as a social worker is an important way for social workers to become effective in their practice. Social service agencies require workers to hold a degree in social work in order to practice in Hong Kong. The degree may be obtained from a tertiary institution in Hong Kong that the SWRB deems as offering a

qualified program. The curricula may be unique to each university, but core subjects are required for the social work program to be accredited (Social Workers Registration Board, 2006). A required field practicum and qualifications of instructors of social work are also stated within the "Social Workers Principles, Criteria & Standards" section of the SWRB website.

Bachelor of Social Work and Master of Social Service Administration degrees are available through a number of universities in Hong Kong. The SWRB website provides a list of accredited social work programs from specific Hong Kong tertiary institutions and overseas universities (Social Workers Registration Board, 2006). These institutions include City University of Hong Kong, The Chinese University of Hong Kong, The Hong Kong Polytechnic University, and several others. Although the curricula at the universities incorporate human and social rights, they generally do not teach social work students about specific international treaties and standards, such as the ICESCR (J. Leung, personal communication, February 7, 2007). These topics are covered in law and policy-making subjects, not in social work and social administration.

Through various training programs, seminars, and conferences, social workers have the opportunity to continually develop and grow to administer effective social services to clients (L. Law, personal communication, January 19, 2007). This allows qualified trainers to perform a thorough evaluation of the social workers' performance. Many NGOs offer various developmental trainings for their staff. Similarly, the Hong Kong Council of Social Service offers many training opportunities for its member agencies to attend. The next section goes into more detail about the Council's activities.

2.6.3 Hong Kong Council of Social Service

The Hong Kong Council of Social Service (HKCSS) is an umbrella organization that provides guidance and assistance to non-governmental social service and welfare agencies in Hong Kong (Hong Kong Council of Social Service, 2006). HKCSS represents NGOs in negotiations with the Government with respect to developing welfare guidelines and policies. The Government often recognizes NGOs through the HKCSS. (Chan, 2003, p. 55).

The Council provides many opportunities for member agencies to gain experience and develop their skills as social workers (Hong Kong Council of Social Service, 2006). These opportunities include conferences, seminars, forums, and workshops. For example, the 5th International Conference on Social Work in Health and Mental Health was held in December of 2006. HKCSS was a co-organizer of the conference, which encouraged the development of health and mental health education and social work practices internationally. In April of 2007, HKCSS will open the HKCSS Institute: Enhancing Professionalism and Promoting Competencies, which is a training and resource program for NGOs. Certificate courses, professional enhancement courses, seminars, and short courses will be offered for social workers.

2.7 Summary

This chapter defined social rights, the rights-based approach, and social services in Hong Kong. It also described how there is for improvement in Hong Kong social work practices. Using a rights-based approach will likely improve these social work practices.

Chapter III Methodology

To present HKCSS with an evaluation of current social work practices and determine effective educational methods for promoting social rights, we completed several objectives. Those objectives were:

- To identify current social work practices.

- To determine how current social work practices can be enhanced by the principles of a rights-based approach.

- To identify effective methods to educate social workers about the principles of the rights-based approach.

3.1 Identify current social work practices

In order to identify what social work practices social workers are using, we conducted interviews with social workers and social work administrators in Hong Kong's social work agencies. We interviewed them about the social work practices they have participated in. The social workers we interviewed were members of a wide variety of different agencies. We found that most of these agencies fell into at least one of the following categories: elderly, children, disabled, minorities, community-development, self-help, and family support. By interviewing members of agencies that fell into each of these categories, we were able to gather information on what practices each social work agency uses.

The people that we interviewed were chosen by our liaison to meet several criteria, those being: first, the people were chosen from a variety of agencies, and when similar agencies were chosen, priority was given to those with who our liaison had direct contact with; second, all of the people chosen were either current social workers, or social service employees with social or community work background; finally, all those who

were chosen were fluent in English. By following these three criteria, we were able to gather the most relevant data from the interviewees.

3.2 Determine how current social work practices can be enhanced by the principles of a rights-based approach.

To determine how social work practices can be enhanced with the principles of a rights-based approach, we looked at several articles that address the application of the RBA. We also analyzed the data we collected from our previous objective to determine what practices social workers are doing that constitute a RBA.

In order to determine how the RBA is being used internationally, we looked at materials the UN, as well as other human rights organizations, has published on this subject. From one report, we identified how the RBA is being used by current social and human rights organizations around the world. The second paper contained a series of case studies, which were examples of how the RBA is being used to improve the social welfare of various countries; from these we were able to identify practical applications of the RBA in social work practices. These papers were pertinent because they contained information of how the RBA has been used to enhance social work practices internationally.

To determine which social work practices in Hong Kong satisfy principles of the RBA and how they can be used by other agencies to enhance their social work, we compared the results from our first objective to the five principles of the RBA to see which practices implemented principles of the RBA. By doing this, we were able to develop a list of social work practices that satisfy the RBA and can be used to improve the social work practices of the member agencies of Hong Kong (See Appendix Q for table).

3.3 Identify effective methods to educate social workers about the principles of the rights-based approach.

To identify what methods would be most effective in teaching social workers about the RBA; we interviewed key officers from HKCSS, administrators from selected agencies, and individual social workers. These interviews allowed us to identify educational approaches that are currently used by many agencies for in-service training and continuing education. We also interviewed two professors who teach social work courses in order to identify what education methods are used to teach social work students.

By speaking directly to HKCSS staff, particularly the Business Director and Chief Officer from the International and Regional Networking department, we identified what type of education and training methods are used for social workers and the agencies. We asked specifically how those current methods are being used and how the methods were chosen for training purposes. Interviews were the best way to gain this kind of information because these people have the largest knowledge base concerning this topic.

Consulting agency administrators and individual social workers helped us to determine why they have used certain education techniques in the past and how useful these techniques have been. We chose to interview agencies and social workers based on recommendations from officers of International and Regional Networking department of HKCSS, Anthony Wong and Amber Lee. We needed information from a spectrum of agencies that train their social workers, including agencies who work with children, the elderly, community development and ethnic minorities. We interviewed workers from Boys' and Girls' Clubs Association of Hong Kong, Hong Kong Society for Rehabilitation, Action for REACH OUT, Caritas Community Centre, TREATS, and

HKCSS IT Resources.   These interviews helped us determine how effective certain training methods have been in conveying information to the social workers; they also provided us with information about the most effective way to educate social workers on a rights-based approach in particular. The interviews with lecturers at the University of Hong Kong and Hong Kong Polytechnic University allowed us to identify current education methods used with social work students at these institutions.

3.4 Summary

By interviewing social workers, we identified what social work practices social workers use. Based on these results and secondary source material, we determined which social work practices use the principles of the rights based approach and how they can be used to enhance social work in Hong Kong. Finally, we conducted interviews to identify appropriate and effective ways to educate social workers. We were able to take the data we collected and present an evaluation to HKCSS on the current social work practices in Hong Kong and how to educate social workers about the rights-based approach.

Chapter IV Results

As part of our goal for this project, we have identified and analyzed the current social work practices in Hong Kong and determined methods to educate social workers. We combined results from the first two objectives to identify social work practices that are currently being used in Hong Kong and to determine how the principles of a rights-based approach can enhance social work practices. We have also determined educational tools that could effectively engage social workers about the rights-based approach.

4.1 Identify current social work practices and how they can be enhanced by the principles of a rights-based approach

We have organized the results in this section by types of social service practices. We have provided descriptions of the programs, examples, and their advantages. The following programs satisfy some or all principles of a rights-based approach. Depending on the particular activity, certain principles are clearly demonstrated; other principles require critical thinking to realize whether or not they are being demonstrated through the practice. We prepared the following table to illustrate a sample of programs that satisfy specific principles on a rated scale (for complete results of programs, see Appendix Q).

Table 1 Programs and Rights-Based Approach Principles

	Express Linkage to Rights	Accountability	Empowerment	Participation	Attention to Vulnerable Groups
Community development					
Tsuen Kwai service learning: Anti-smoking campaign	3	5	5	5	5
Social skills projects for disadvantaged Children	3	5	4	5	5
Peer counseling & self-help groups					
Self-help counseling for chronic illness patients	3	5	5	5	4
Peer support & education on legal rights	5	5	5	5	4
Social cohesion and integration programs					
"Buddy" system	3	5	4	5	5
After-school programs	3	5	4	5	5
Mass media					
Booklets, leaflets on legal rights	5	5	4	2	4
DVDs, VDCs, websites explaining CEDAW	5	4	4	2	4
Specialized activities					
Support services exposing children to cultural activities	4	4	3	5	5
Adventure-based counseling (ropes course)	3	4	4	5	5

Key

Value	Meaning
5	Principle is obviously satisfied
4	Principle is somewhat being satisfied
3	Principle may or may not be satisfied
2	Not obvious if principle is satisfied
1	Principle is not satisfied

Community development programs

Some of the social work practices we found involve community development. Community development involves the people to volunteer to make a positive change in their community.

The Boys' and Girls' Clubs Association of Hong Kong (BGCA) is a non-governmental organization (NGO) that aims to provide services to the children and youth

of Hong Kong. We conducted an interview with the district supervisor, Chan Kwok Bong, from the Youth Integrated Service Centre in the Kwai Chung district of The Boys' and Girls' Clubs Association of Hong Kong (see Appendix I for complete interview). The motto of the district is "Celebrating Diversity". Here, children from many different backgrounds, including children from mainland China, Indonesia, and Pakistan, join together and play after school. The agency facilitates volunteering opportunities for the children to work together to make a difference in the community. To illustrate this, when the smoking ban in public places was mandated in January of 2007 by the Hong Kong government, the BGCA provided children with the opportunity to design an anti-smoking sticker. The children then distributed the stickers around the community to remind people that the smoking ban is currently in place. This kind of community development program provided the skills and resources that are necessary for the children to make an effect in bettering their own community.

We conducted an interview with another representative from BGCA. During the interview, Lilian Law, Assistant Director of Strategy and Development, explained that the BGCA has had several on-going projects which aid children and youth in the districts of Hong Kong where children and youth services are much needed. Currently, the pilot project, Sham Shui Po Child-Friendly Community Network, is aiming to provide healthy environments for children of low-income families (see Appendix F for complete interview). It helps disadvantaged children ages 4-8 and their families. The Association organizes activities for the children to participate in that help improve their social skills. Social workers show parents how to form their own support networks, which include engaging in social services and learning parenting skills. Involving the parents to

participate in the activity could create self-sustainability within the program. In time, the parents can become leaders of these groups to help others in the community.

In addition, we conducted an interview with a representative from the Young Women's Christian Association (YWCA) of Hong Kong. The YWCA of Hong Kong works with children and elderly, primarily women. Stephanie So, a Registered Social Worker, informed us that YWCA serves women from as young as age 12 to as old as over 80 years of age. Many women who became members years ago, who are now elderly, have become volunteers with the YWCA (see Appendix P for complete interview). In addition to receiving services, they also help to provide the services to others who are seeking help. An example of this program is scarf-making. Elderly members knit scarves for the YWCA to sell. The profits help fund activities and services the YWCA provides. This gives the elderly women a chance to participate in the YWCA's programs. Many members of the YWCA have also been trained to be volunteers. The Hotline Service is one of the services provided by the YWCA that is run by the volunteers. This is a service where members of the YWCA could phone the hotline and the volunteers would provide any necessary one-on-one counseling to the caller. This exemplifies how community development is the core of some programs in the social welfare sector of Hong Kong where the NGOs provide help and resources to empower the individuals to make a difference in the community

Peer counseling and self-help groups

Similar to Alcoholics Anonymous, self-help groups allow people to support each other and provide mutual help through peer counseling. Often times, social workers will help start and facilitate such self-help groups, and the service users will be able to

participate in the groups and counseling to either provide help and/or to receive the services provided by others.

According to Mr. Haung-sau Ng, Director of Rehabilitation Division, the Hong Kong Society for Rehabilitation assists those with a chronic disease or disability (see Appendix G for complete interview). They provide self-help counseling by placing those with the same condition in a group and providing the tools and skills to help each other cope. Social workers help organize the group of patients, and many times the patients will later become the ones providing help to their peers.

We also interviewed the director, Kendy Yim, of Action for REACH OUT, an organization dedicated to providing social services to female sex workers. Often, current sex workers and former sex workers are invited to lead peer counseling groups. These volunteers are trained to educate others about their legal rights, human rights, sexual health, and to build a sense of trust with each other. In these counseling groups, the service users are able to share experiences, concerns, and problems among the group. This kind of peer counseling allows women to participate in networking, and the groups are able to become self-sustaining allowing the sex workers to run the groups themselves with little help from the social workers. This in turn gives the clients a sense of ownership and meaning.

Social cohesion and integration programs

The purpose of social cohesion and social integration programs is to incorporate minorities and underprivileged groups together in community activities. These programs not only encourage people of different backgrounds to interact, but to do so publicly in the community.

The volunteer opportunity that the BGCA offers to children in the Kwai Chung district is an example of a social cohesion and social integration program. As we mentioned earlier, students from different backgrounds work together to better the community. Not only are they contributing to their society, but they are demonstrating how children of different races can interact together without opposition (see Appendix I). BGCA uses activities such as this because they create opportunities for children to really get to know each other. Instead of merely discussing social cohesion with other groups, they are physically working together to understand and appreciate each others' differences.

According to Kris Tong, Director of TREATS, the programs her agency offers focus on participation and integration for children of all backgrounds and abilities (see Appendix H for complete interview). TREATS uses a "buddy" system program, where a typical child and special needs child pair up to perform daily activities, such as ordering lunch or surveying people in the mall. This program gives special needs children a chance to participate as equally in society as other children. Typical children interact with special needs children in an ordinary environment, breaking the stereotype that special needs children are "different."

TREATS also offers outdoor camps where typical children and special needs children play and learn together, emphasizing the fact that special needs children have the equal right and ability to have fun. The "Integrated Family Programme" provides a chance for families of different backgrounds, including low income, new arrival, ethnic minority, or single-parent families, to develop friendships. Social workers recognize that these families usually do not have a strong support network in Hong Kong, so through a

campsite setting and creative games, the families have the opportunity to build their social networks. They become involved in a relaxed, integrated experience.

Social workers at TREATS also teach young children at the schools about friendship and valuing diversity. This is done through classroom lectures and interactive workshops, always in a fun and positive way. The intent is to break stereotypes before they begin and guard against discrimination in the future.

Media and publications

Social work agencies use media and printed publications to convey information to a large audience. Many agencies in Hong Kong use leaflets and websites to promote their services, programs, and other useful information to the community.

Kendy Yim, of Action for REACH OUT, explained that program planners in the agencies do not always explicitly inform their clientele about specific rights that are written in United Nations treaties (see Appendix K for complete interview).   However, Action for REACH OUT hands out leaflets to female sex workers to inform them of their legal and human rights. These leaflets may not have been written with international documents in mind, but they are informing women of their rights. The workers have identified needs of these women and have used publications to inform them of their entitlements.

Other

Many times social workers plan activities that are custom-made for a particular group. Depending on participants' needs and abilities, the workers expose clients to activities they could not participate in under normal circumstances.

A project BGCA has launched is the Caltex Project Chance. This project uses volunteer mentors from Caltex to boost children's self esteem by exposing them to new social experiences. With Project Chance adult mentors bring children from low income families to museums, observatories, plays, and other cultural activities. Children can participate in activities they do not always have an opportunity to take part in (see Appendix F).

Caritas Community Centre provides support services for the mentally ill and their families. According to an interview with Monica Li, Social Worker In-Charge, Caritas offers adventure-based counseling for the mentally ill, which includes a low-ropes course (see Appendix L for complete interview). Debriefing after the activity is used so participants can talk about anything they learned and how the ropes course could be applied to everyday life. The activity is specially designed to help mentally challenged children overcome fear and anxiety and to show that they can accomplish tasks they thought impossible. These activities require social workers to pay particular attention to participants' needs, providing social support and unique services to this disadvantaged group.

The YWCA organizes a "Young Women's Leadership Program." Female university students are encouraged to write a report about a women's rights issue. By doing intensive library research and entering a project competition, they learn about women's rights. The Young Women's Leadership Program invites members of LegCo and other well-known leaders to talk with the students, sharing their experiences as leaders. Through participating in this program, students not only learn about their rights as women, but accomplish something meaningful through the project (see Appendix P).

Social workers who organized this program have identified needs of a potentially vulnerable group and ensured they became aware of and capable of claiming their rights.

4.2 Identify effective media to educate social workers about the principles of the rights-based approach

As part of the goal of this project, we identified several effective educational methods to train and educate the social workers on applying a rights-based approach to their social work practice.

Seminars

Traditional classroom seminars have always been very effective ways to educate workers on specific information. According Ng Hang-Sau and Kris Tong, Director of the Rehabilitation Division of The Hong Kong Society for Rehabilitation and the Director of TREATS respectively, training in a classroom environment is a very good way to reinforce certain ideas and principles in terms of social work practices. Seminars are also a good approach to educate a large number of people.

Although this educational approach can be used to provide training to social workers, this is not always the case in special circumstances. For many volunteers in Action for REACH OUT who are past and current sex workers, providing training in a classroom environment and having the full range of messages understood is very difficult. Interactive programs and different forms of media could effectively train and educate volunteers to provide social services these female clients.

Interactive Workshops

Lilian Law, the Assistant Director of Strategy and Development of Boys' and Girls' Club Association of Hong Kong mentioned that the organization provides interactive workshops for social workers where they videotape themselves while

providing services. Afterward, they comment and evaluate their practice to discuss any progress with their mentors. This could be a very effective way to approach social workers because they could receive instant feedback as a way of evaluation. Ms.Law also believed that this type of hands-on training is crucial for social workers to gain practical experience.

Ms. Tong stated that many interactive workshops have been used to teach the children about the concept of friendship, peer pressure, and diversity to build up respect in hopes of creating an integrated environment with no discrimination. These integration programs are designed to be fun and suitable for children, while educating them at an early age to overcome the stereotype of discrimination.

Booklets, Leaflets, and Media

Many organizations also use publications to reach out to individuals. Kendy Yim stated that Action for REACH OUT has published many booklets to educate their members on the legal rights they have as individuals and on information pertaining to women's health. These publications are often easy to read and full of colorful visual aids to help convey information to the users. In addition, many types of media have also been used in promoting information on women's rights by the Youth Christian Women Association (YWCA) of Hong Kong. According to a Registered Social Worker of the YWCA, DVDs and VCDs, created by the government, have been used by the organization to educate women on the rights they have in accordance with Convention on Elimination of All Forms of Discrimination Against Women (CEDAW).

4.3 Results Summary

In conclusion, these results allowed us to determine how current practices could be enhanced by implementing principles of a rights-based approach. We were able to identify appropriate methods to educate social workers on how to implement the principles of a rights-based approach into their practice, which includes education on social rights guidelines stated in UN documents. In the next chapter, we present our conclusions about ways to enhance social work practices and how to educate social workers.

Chapter V Conclusions

In this chapter we have presented our conclusions about social work practices and educational methods for promoting a rights-based approach (RBA) in Hong Kong. We have included general observations about Hong Kong's social work sector, the types of media and educational tools that could educate social workers about the rights-based approach, and what we believe are areas that HKCSS's should research further.

5.1 Social work practices in Hong Kong

From the agencies we interviewed, we determined that:

- They use the principles of the RBA in their work
- Their current social work practices are implementing principles of a rights-based approach (perspectives) into practice
- Their social work practices/social work programs are primarily community based
- Participation is a primary aspect of social work in Hong Kong.

We also found that the approach to social work in Hong Kong is very different from that of Western countries. In Hong Kong, many of the programs involve extensive community participation and focus less on the individual than Western social work.

- Terminology (of rights-based approach/covenants) might not be as important as the principles/ideas.

Our liaison, Anthony Wong feels that terminology has little impact on the social work practices, "How can a social worker apply a stipulation like this when so many words in the stipulation are subject to contextual interpretation" (Personal Communication, January 17, 2007). While we believe that this could be true for the implementation of current social work practices, we feel that knowing these terms could aid in the development of new social work practices.

5.2 Educational media to promote rights-based approach

From the interviews we conducted, we determined that the following tools will be effective in educating social workers about the rights-based approach:

- Media and Publications
    - Leaflets & brochures
    - DVDs & VCDs

We feel that these types of media would be effective in teaching a rights-based approach. These types of media are easy to develop and distribute as opposed to other forms of media. These media also do not both the educators and the students to be together at the same time. We feel that this is a critical component to educating these workers. Social workers are extremely busy, and attempting to teach all of these principles through a lecture or workshop would be very difficult to coordinate.

- Seminars

We feel that while seminars are not effective at teaching everything that social workers should know about the rights-based approach, we think that seminars, in combination with other approaches, could be used to teach the more in-depth and philosophical issues of the RBA.

5.3 Future recommendations/Possible projects

- **Recommendation:** Assess social work practices in other countries
-
    - We believe this is an important step in the development of social work practices in Hong Kong. We feel that if HKCSS were to determine social work practices in other countries, they could find potential programs that could be used in Hong Kong. We feel that the best way to accomplish this would be to have students/employees in other countries collect first hand information of those practices, or to gain this knowledge from social

workers in Hong Kong who have experienced the social work profession in other countries.

- **Recommendation:** Determine if the knowledge of international treaties/covenants on human/social rights improves social work practices.

    o We concluded that there is conflicting data on whether or not knowing if these documents exist is important to social work. We believe that it is important for HKCSS to look into this in more detail because we feel that it may have a significant impact on social work.

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Appendix A HKCSS Information

The name of our sponsoring agency is the Hong Kong Council of Social Service (2006). The mission of this organization is, "to promote the development of social welfare together with its member agencies through Enhancing accountability of social welfare service agencies promoting improvement of social welfare services, facilitating agencies to better serve the community, advocating equality, justice, social integration and a caring society, setting the local welfare sector as a model of excellence in the international community," (Hong Kong Council of Social Service, 2006).

The Hong Kong Council of Social Service (HKCSS) is a public non-profit, non-governmental organization sponsors mainly be the government (Hong Kong Council of Social Service, 2006). It is comprised of over 300 social service agencies. There is an executive committee made up of 25 members each from various social service agencies. The executive committee oversees 5 standing committees that are responsible for various operations within the HKCSS. The 5 standing committees are (See Figure A.1):

- Standing Committee on Agency Development & Partnership
- Standing Committee Service Development and Liaison
- Standing Committee Quality Management and Efficiency Enhancement,
- Standing Committee Policy Research & Advocacy
- Standing Committee International & regional Networking.

Elections for the executive committee are held every 4 years and candidates from different agencies are eligible to run.

In regards to resources, the HKCSS has over 40,000 employees and is made up of over 300 agencies (Hong Kong Council of Social Service, 2006). They provide 90% of the social services in Hong Kong. HKCSS has almost HK$6,000,000 in current assets and its budget last year was over HK$88,000,000 (equivalent to US$771,468 and US$11,314,864, respectively).

The Hong Kong Council of Social Service also works with partner organizations

(Hong Kong Council of Social Service, 2006). When working on social service projects,

often times the HKCSS is teamed up with different organizations (profit and non-profit)

as partners to approach the projects. For example, the HKCSS has partnered up with the

Hong Kong Mediation Council (HKMC) to provide mediation service by qualified

mediators of HKMC to help to resolve clients' disputes including neighbor relations,

contract, employment, etc.

THE HONG KONG COUNCIL OF SOCIAL SERVICE

Organization Chart & Functions of Core Businesses

Executive Committee

Standing Committee on Agency Development & Partnership
- Membership Liaison & Services
- Resources Development
- Partnership with Business, Professionals & Other Organizations
- Promote Social Welfare
- Enhance NGO Accountability
- Public Education

Standing Committee on Service Development and Liaison
- Promote Service Development
- Facilitate Sharing among Agencies
- Promote Good Practices
- Review Service Effectiveness
- Assess Social Needs
- Review Services
- Participate in Welfare Planning

Standing Committee on Quality Management and Efficiency Enhancement
- Promote Excellence in Management
- Enhance Service Effectiveness
- Organize Training Courses
- Promote Experience Sharing
- NGO Capacity Building
- Standards Setting & Promotion

Standing Committee on Policy Research and Advocacy
- Conduct Policy Researches
- Collect Information & Data
- Assess Social Trends
- Social Policies Advocacy
- Assess Effectiveness of Social Policies

Standing Committee on International and Regional Networking
- Keep Abreast of Int'l Agenda
- Promote Int'l Linkages
- Benchmark Overseas Experiences
- Augment Local Knowledge
- Exchange with the Mainland
- Monitor Local Implementation of Int'l Conventions

Information Technology Business Committee
- Govern the Operation of ITRC
- Promote Digital Inclusion
- Promote Application of IT in Social Service Sector

Specialized Committee on Rehabilitation Services

Specialized Committee on Family and Community Services

Specialized Committee on Children and Youth Service

Specialized Committee on Elderly Service

Specialized Committee on Social Security

Specialized Committee on Social Development Index

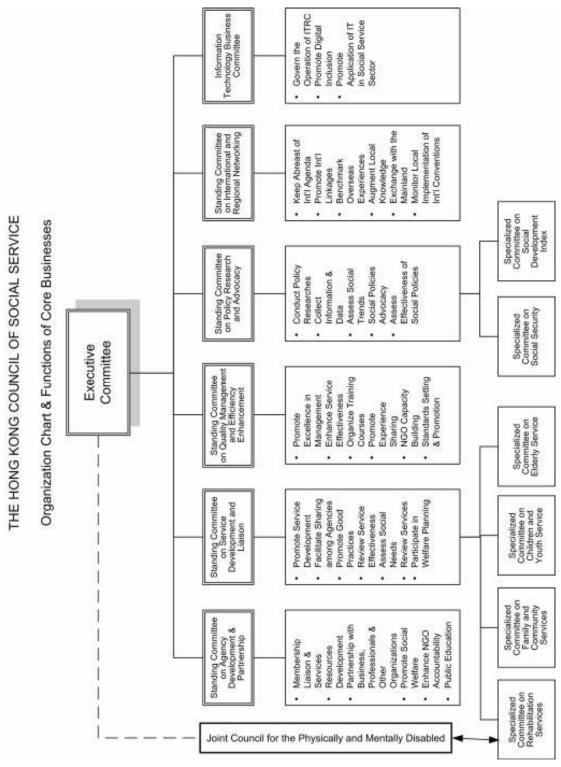**Joint Council for the Physically and Mentally Disabled**

Fig. A.1 HKCSS Organization Structure
(Hong Kong Council of Social Service, 2006)

46

Appendix B Interview Protocols

Interview Protocol 1

United Way
Questions:

1. What do you do for your organization?

2. What are the major services your organization provides?

3. How do you identify the typical user of your organization's services?

4. What do you do to inform people of what your organization does?

5. What seem to be the most popular ways people hear about this agency?

6. How is feedback provided about the services your organization provides?

7. Do you feel communication can be improved between this organization and the

   public? How?

8. What do you think the best training methods are?

9. Have you had any problems training your workers, if so, what?

10. What do you think the best mediums for raising social rights awareness are?

11. Who else would you recommend speaking to in order to obtain information about

    promoting social rights awareness? Other organizations or specific people?

Interview Protocol 2

Social Worker
Questions:

To identify current social work practices

1.) What kind of services do you provide and for whom?

2.) How do you inform clients of what they are entitled to? Do you have the resources & capacity to perform duties effectively?

3.) What specific activities do you do to help your clients?

4.) When planning programs and activities, are there specific guidelines you must follow?

5.) How do you gauge whether you have effectively helped them?

6.) How do you ensure those who need it can access your services?

7.) How you give attention to vulnerable groups or safeguard against reinforcing existing power imbalances in society?

To identify appropriate and effective ways to educate social workers that could be used to teach a rights-based approach

8.) Do you have any in-service training/education methods for the social workers?

9.) In your experience, do you think there's a way to make training methods more effective for social workers in general?

Interview Protocol 3

Social Work Professor
Questions:

To identify current social work practices

1) Can you elaborate on your past and how you became a lecturer in social work?

2) Please explain anything you've found in your research about community-based social work in Hong Kong.

3) In your lectures, do you teach specifically about human rights or social rights?

4) In your lectures, do you mention using international documents as standards for human rights (i.e. International Covenant on Economic, Social and Cultural Rights)?

5) Have you been a social worker in the past? If yes, what specific activities did you do to help your clients?

To identify appropriate and effective ways to educate social workers that could be used to teach a rights-based approach

1) In your experience, what do you think is the most effective way to educate social work students?

2) If you have been a social worker in the past, were there any in-service training methods for social workers? If so, what were they?

Appendix C Social Work Agency Programs

Organization	Programs
Caritas Community Centre	Education groups for parents
	Adventure-based counseling (ropes course)
	Self support groups for families
	Small group mental health rehabilitation
	Organize volunteer program for clients to reach out to community
Boys' and Girls' Clubs Associations of Hong Kong	One-one-one mentorship programs
	Neighborhood parent groups
	Advocate groups to raise public awareness on mental health
	Programs encouraging children to read
	Support services/mentorship programs exposing children to cultural activities
	Organize student trips to aged home; provide household cleaning
	Help educate/employ jr. high school drop-outs
	Mock Legislative Council debates
	Tsuen Kwai students learning community study/services - volunteer reach out
	Big Brother/Sister Schemes
	Family services/training for young parents
	Hotline services for children & parents
	Adventure-learning with special needs & gifted children
	Self-organized groups for parents of children in poverty
TREATS	Day camps for special needs & typical children
	Orienteering programs for special needs & typical children
Hong Kong Society for Rehabilitation	Provide accessible transport services for the disabled
	Daily residential rehabilitation services
	Long-term care for elderly (nursing home)
	Self-help counseling for chronic illness patients
	Counseling for those with chronic illness
	Provide support for employers who hire physically disabled
	Train disabled in a vocational field
	Puppet shows about acceptance for chronically ill patients
Action for REACH OUT	Peer training & education on legal rights
	Mini-workshops and classes on computer skills (and other skills)
	Drop-in Centre
	Sex worker Hotline
	Publications on rights
	Outreach advocating services to streets, karaoke, & discos
Comfort Care Concern Group	One-on-one counseling with patients
	Group counseling for grieving families
	Bereaved volunteer service: helping similar people cope
	Self-help groups for those who have lossed loved one
	Volunteer visits to terminally-ill patients in hospitals
	Help facilitate funeral processes
	Hospice service promotion & education

Hong Kong Red Cross	Peer education about HIV/AIDS for school children
	Conduct games & sports activities with hospital patients
YWCA	Cooking/language/dance classes
	Hotline Services for women
	Nursery/Day care for working mothers
	Publications on rights
	Education Projects for school girls
	Education through small groups - promote rights as women
	Gift-making by elderly for the community

Appendix D United Way, Alicia Lenahan and Kate Myshrall

Interview in the US

November 15, 2006

VK: What do you do for your organization?

AL: I'm the senior VP. I'm an attorney by training. I suspended my practice to become a loan executive, where I part. Once the money is in, it needs to be distributed. We rely on a deep volunteer pool as supposed to 2 to 3

KM: I run the Women's Initiative program, which is philanthropy for mainly women and men from central Mass. community. Women would like to be more involved in the program. They want to be more educated, have a say of where the money goes and how it is distributed, and dealing with women is a more comprehensive approach. I manage to provide a chance for education recognition, and further need assessment. I also sit on a non-profit broad that focuses on disabilities, the largest human social service in Massachusetts.

VK: What are the major services your organization provides?

AL: We fund agencies and not a direct service provider. From a donor's perspective, money goes through us and we are accounted for. We run a volunteer to get the people to head in the right direction. Volunteer center is a primary source of referrals. We run a service that is call the first-call-for-help. It is a service for anybody who has service issues. Someone can pick up a phone, dial 211, no matter where you are in the state, they will be connected to the appropriate service whether it is heating getting shut up, need for summer camps, or daycare. We ran a program call the summer program called the points of light youth leadership, where high school seniors participate in activities to build leadership skills. We also work with members of the union to build wheel chair rams for home so disables will have accessibility to the outside from their homes. We are in process of training people for earned income credit eligible, for claiming their tax credit because a lot of people do not know how to claim the unclaimed dollars.

KM: We do different initiatives that might do other program. We did a financial literacy 2 day conference for middle school girls. We try to focus on that area but also using other avenues. We ran a brown bag lunch for how media affect adolescent girls. We do not run direct program, we are the funder of those programs. We try to get minds to the table, try to focus on the root causes, and try to bring the right players together to come up with solutions.

BC: How do you identify the typical user of your organization's services?

KM: We fund programs that cover a broad spectrum of demographics. The issues they're facing are across the spectrum. They are in every magazine, every tv show, downloaded

songs, and they are cross-culture. In the United Way perspective, we are here for people who want to give $1 out of every week, $52 a year. We are a group that where anybody at any philanthropic level can feel confident that their money is doing good work.

AL: Once the money is here, in Worcester and the surrounding 29 towns, United recognizes that it cannot be all things to all people over the last 5 years. The organization moved from funding agencies, to identifying the issues and funding the agencies that target the tissues. Our three major targets are Ensuring Children Readiness for School, Positive Youth Development, and Helping People Mostly Needed. Massachusetts has the 9th highest expulsion rate in the United States, where more 3-5 year olds are getting expelled then high school students. These ramifications have serious effects on children. If they're not in a school setting, they're not prepared educationally, socially, and culturally for kindergarten, and they're more likely to need special education services. We started a pilot project that is funded collaboratively by United Way and the Health Foundation of Massachusetts and significantly reduce the expulsion rate. The program was used to get mental health providers into the educational settings, observing and getting the tools to the aids to help the child. We also bring in the parents so they would have the tools to maintain continuity between parents and school. For every dollar you spend on the kid's now, you save $17 in the long run.

JM: What do you do to inform people about what your organization does?

KM: Internally we have the marketing dept, where we have two fulltime and one part time staff. We also do contract service, we do printing, design and mail work. I personally do most of the marketing for my small initiative. Resource development and marketing go hand in hand; it's about engaging the donor and making a personal connection. We do presentations, one on one and in a large group. Newsletters have been a step up, giving information and providing pictures. We don't have the technological capacity right now to do email newsletters, and we rarely do TV or radio.

AL: Printed media depends on the relationship established between United Way and the newspaper. Even if it's a newsworthy event, it might be bumped by something more newsworthy.

KM: We promote the agencies we fund; we work by promoting those agency.

VK: Are there any particular ways people like to hear about the services?

AL: Nothing beats a personal presentation, face to face. This year, recipients of service go out on a campaign, and they can tell a story from a personal perspective, so the audience could be impressed by the journey taken, seeing where she was where she is. For the importance way United Way funding personal is powerful. After that printed media is next best or direct mail piece, incorporating three targets.

BC: How is feedback provided about the services?

AL: We raise more money, I don't mean to sound crass. That is an accurate barometer to measure that. We are telling the story that compels people to give. They are only as good as their last mistake; if they've done anything to make people mad, it hits on a large scale sometimes. It's a challenge. Agencies are measured by setting goals and objectives, and measure by those. For example 87 to 0 percent.

JM: What are the ways to improve communication with the public?

KM: We are undergoing taking a step back to see the organization's position in the community. We need to get focus groups, surveys, and step back to understand what people's perspectives are, and come up with a plan on how people want us to be.

VK: Even though you're not direct service agency, do you do any training methods?

AL: The people we train are most likely to be volunteers. Those involved in the allocation process go through pretty extensive training, particularly with the transition from our old model to new. There's serious responsibility of staff to understand what the process is, how it works, and the ultimate outcome. Kate relies on volunteers; I don't think training is so much of a big piece of it, but it demonstrates to the public at large there's a commitment because these people not only give their money, they also give their time. We are not involved in training those in the agency, but the expertise is necessary to carry out the service.

BC: Are there any major problems with doing the training? Such as funding? Volunteers?

KM: We've had some intensive speaker training, where we get people in a room for the day and give people a crash course for UW; so they're not making up it on their own or just talking about one specific program. They try to position themselves to understand what they're doing. At First Call for Help, the two women who answer are trained in crisis management (i.e. mental health, medical emergency). Alicia did a brown bag lunch for non profits, and volunteers ran it. It gives them a sense of ownership for the initiative.

JM: Is it possible there's anyone else in this organization or others that we should talk to who can help us?

KM: We would suggest Mo Boisvert, President of YOU Ink. You Ink is a social service agency who focuses on the health and wellbeing of kids, many of whom are in crisis. There's also the family component. Another reason he'd be a good reference is because he has done considerable outreach work in Africa, where the social needs are tremendous.

Appendix E Society for Elderly Rights, Ken Chan

January 10, 2007

Ken starts to describe a project (2005-06) that was done to evaluate elderly rights. One of the ways to measure such thing is establishing what they call the elderly rights index in Hong Kong. Data set from different time and between Hong Kong and Taiwan to compare and identify any changes in human rights for elderly. The data set from Taiwan and Hong Kong was looked at and there were great differences in some of the items noted and these data gave Ken & co. a better insight on how the government protects the elderly rights in two different areas. They found that Taiwan focuses more on participation on elderly while Hong Kong is better than Taiwan in the area of basic needs. This study gave a lot of insight on how to perceive the concept of human rights.

Ken proceeded to discuss the question regarding introduction of elderly right index.

1.) Can human right situation be measured? (Crucial question)? Is it just a perception of some, cultural difference in understanding those rights? More information needs to be gathered before a conclusion can be drawn. How different people and different countries answer this question? Do US have this kind of measurement? What about other country?

2.) Why do we need to measure the human right situation? What can we do with the situation?

3.) What kind of measurement do we used? Ken borrowed the idea and concept of the measurement tool from Taiwan, which originated from the UN. The 5 pillars of human rights: basic needs (i.e. food, clothing), participation in society, healthcare, dignity/respect, making good use of resources of society. Although the pillar of human rights might have some consensus, but there are still controversial in rights in different country. They based on these 5 areas to write up items for measurement tool. Since there are cultural differences in languages, amendment is always made.

4.) What kind of methods do we use to validate the measurement tools? Statistic measure and validation methods to proceed this but they're probably not used for our program.

5.) Is there any cultural difference in understanding the concept of human rights? Eastern vs. western cultures? Interest? He mentioned that is another area that can be explored.

He suggested that we search for US measurement tools to compare and contrast the measurement tool in Hong Kong.

Ken is chair person for the association for rights for the elderly. He is accompanied with Dr. Lee, a senior lecturer at an University and they have been working
On the project for years and tried to find the changes in human rights in HK. Recently, Ken has been trying to contact elderly services and collect data all over HK to have more perspective sampling, tried to select samples from different institution, home care, and hostel elderly. This is the first step, aka baseline study. Data from time will be compared and try to find out if there is any changes with human rights in elderly.

What about the results of the index? The human rights situation in Hk for basic human rights for elderly in HK is pretty good right now. They pretty much focused on general

areas. They are aiming to increase job opportunities for elderly and strengthen employment training to continue working life. They are also working to advocate to increase some means for participation for elderly.

Amber: What do you think about other social workers in general, do you think they have knowledge/awareness of social rights?

Ken explains that before the handover in 1997, community work is the kind of social work where the community social workers are aggressive and tried to challenge the government on rebuilding and reallocating. Now, the concept has changed and they try to stay back and let the service users be "in the front" and let them speak up. He suggests that we should get more info to support his idea. We should get some of the perceptions of the social workers from the frontline and collect data, opinions, and articles, and people to confirm with the actual perceptions.

Appendix F Boys' and Girls' Clubs Association of Hong Kong, Lilian Law

January 19, 2007

We first started with an introduction of both parties and proceed onto discussion of current work of the Boys & Girls Association of Hong Kong what Lilian does in the organization.

Some background on Boys' and Girl's Club of Hong: About 70 years of history, when HK was still underdeveloped during the time when there was no universal education. At that time, heads religious groups linked up with police and judges to form a group together to help the children, later known as the Boys and Girls Association in HK. It was fully developed after a while and now serves children of youth. It currently has a budget of $330 million with 1000+ full-time employers.

Lilian Law currently works at the Strategy & Development.

The Non-governmental organizations (NGO) in Hong Kong are somewhat different than the NGOs in the US. Although some of the NGOs in US are somewhat wealthy, unlike the Hong Kong NGOs, the majority of their budget does not come from the government, but rather donations.

The Boys and Girls Association of Hong Kong have started to have some brand name programs since a few years ago so they can be easily associated with when it comes to recognition of its name. Their projects mostly revolve around children poverty as it is their primary mission.

The first project: Project Chance is a project sponsored by Caltex. It is 4 years old and its main goal is to help 6 to 9 years old children who have not received good results in their education and provide tutoring programs and also sessions to teach them about the problems they might face in life. It also involved the parents to make them the long-term partner to the children. This project gave birth to the second project in Sham Shui Po: Sham Shui Po's Children-Friendly Community network.

This project in Sham Shui Po is intended to help children age 4-8 to ask the parents to form a community among the area in order to improve the poverty among children. For more information, you can read about it in the booklet. The ultimate goal is to be able to have the community be able to form the group and self-sustain the project by themselves.

The last project Lilian talked about was a project named growing partners. It is a project very the HKU alumni paired up with a children age 11-13 who tended to drop out from school between primary school and secondary. This mentorship program tends to target form 1 teens and help them through any hardship. Since this program has started, they were able to pair up over 170 pairs.\

Rights-based approach? They believe that each child should have their own chance to develop their own potential. The Boys and Girls' clubs Association provide the opportunity for the kids to flourish.

Lilian also explained them when government tries to turn an idea into a policy, most of the time, it never does what it originally intends to do.

Beth then asked about what kind of training for social workers when they start to implement special kind programs? What kind of educational tools are used in the field?

Lilian explains that in order to be a social worker, certain training and degree are required in order for him/her to take up the post. The organization also does staff development training and basic orientation to try to match the international standards. For project Chance, there is a monthly ongoing training/meeting every month. The organization also encourages social workers to take up part-time courses and special training classes in the agencies. Most of the interactive workshops are practicum where they videotape themselves when providing services and afterward, they reflect, comment, and evaluate the progress when discussing with their "trainers." They have also implemented a knowledge management system. It is a collaborative system that is designed for adult to share their past experience in order to learn from each other. Different staffs from different areas share and learn from each other. It is quite an advanced system Lilian emphasized.

Lilian also recommend talking to Fernaldo Cheung and something about OXFAM, a organization originate from US. They do their work in with people in mainland China. We should be able to talk to them and get their perspective at an international level and on a different angle.

Appendix G Hong Kong Society for Rehabilitation, Hang-sau Ng

January 30, 2007

We had an interview with Mr. Ng Hang-sau today in room 1304 of the Duke of Windsor Building. He's a social worker for the Hong Kong Society for Rehabilitation. Anthony asked him to interview with us & help us with our project.
Vinnie introduced us as working with HKCSS & we're looking into member agencies and evaluating social rights among social workers and the NGOs. We're looking to get information about what the agencies do & their experiences. So Vincent asked Mr. Ng to go into detail about some of his experiences.

He works for HK Society for Rehabilitation, est. in 1959, and the main target group is the physical disabled in HK. The Rehab services are categorized into a number of areas. One is physical disabilities (autistic, hearing impaired, etc). Mr. Ng's agencies mainly provide services to PWD (people with disabilities), or chronic illness such as Alzheimer's, or Parkinson's disease. These are NCD non-communicable disease. They also provide community-based rehab, including more than 1000 vehicles for rehab buses, since accessible transportation is part of the agency. There is also training and train-the trainer in China. There are services providing elderly with long-term home care provided by Hong Kong Society for Rehabilitation . Mr. Ng said the organization is a medium-sized NGO, with about 300 staff. There are about 80 professionals, including social workers, dieticians, physical therapists, etc. The budget is around $100 millions. Half are government subsidies. Half are from fee members and donations from public works & other charities.

Vinnie said we'd like to know more about projects HK Society for Rehabilitation does, specifically what the social workers actually do.

Mr. Ng explained the Society divides into three areas. One is rehabilitation. He was responsible for this one. The second is long term care, mostly for older people. The third is accessible transportation. Rehabilitation social workers provide three types of services; one group dealing with cognitive behavior groups to manage people emotions. People with chronic illness probably have emotional problems; so the social workers help set up groups to manage these problems. Another group helps people with Stroke or Parkinson's for example, don't know how to rehabilitate or live with the disease. Some group will have OP or PT nurses that help with management of disease. Another group of social workers with rehabilitation use individual counseling provided in the hospital or are family based. In the hospital setting a person is admitted & they will receive medical treatment. This group will employ social workers to help patients to waive their hospital fee, provide advice, and counseling. Then the patient is discharged; most of the intensive & urgent issue is settled at this point. Then social workers can provide community-based rehab afterward. If they need intense and urgent counseling afterward, they will be referred to the family services center. In Mr. Ng's center they provide a counseling that is a basis for assessment when entering the group. The kind of counseling provided is usually Self-Help. This service is called community organizing approach. They put

people from the same disease into a group (similar to MESH groups in the United States). Mr. Ng said the social workers help organize this kind of group. There are around 100 self-help groups with different diseases, for example they have epilepsy associations. Different from an NGO, the board of directors of these is posted with the profession. Many times these self-help groups' exec boards are run by people with the conditions. Mr. Ng's board members are doctors, lawyers, and one is with disability. This is for his area of rehab. Social workers help organize the patients and self-help groups to identify needs and you'll see them organize group of patients. Then the patients will go to the government to demand for better rehab and better care.

Vinnie asked if social workers have any in-service training when coming into Mr. Ng's program. Mr. Ng explained what normally happens before anyone is hired to his organization. Normally social workers are now registered in SWRB, & go through formal training; one of the institutions or Universities. In the University curriculum, for BSW in HK, it includes a course "Working with Patients with Disease" but only this one course is required & it's not very intensive – training is generic. Students learn group, case, and community work, and they can practice in wide range of services. Once hired into Hong Kong Society for Rehabilitation, there is about 2 weeks of training and orientation provided. Mr. Ng's said they also ask new employees to take a course in university about medicine in social work. When entered into society for rehab, they require workers to take that course as a requirement. In their orientation program have training of self-management based on self-advocacy theory. Although they are trained on different disciplines, social workers don't know much about medical and therapies. But after years of practice and understanding other professions such as therapists, Mr. Ng said he learned about the medicinal practices.
He said one of the things social workers are trained in-service about is how to organize mesh groups and to know other services offered by NGOs; it's not very intensive but a very general orientation. According to Mr. Ng, this agency's program is quite good compared to other NGOs that have an orientation.

Vinnie asked if the trainings are classroom-based or are more interactive. Mr. Ng answered that they're both. Usually lecture, but some discussion happens too. What Mr. Ng things makes his program stand out more than others is the quality and program content; there are some NGOs where training is not as adequate; but in general the orientation for new staff for most NGOs has developed in the last few years.

Vinnie asked about the social rights of the people, and Mr. Ng said the rights for the people with disabilities are getting more and more aware from public. These people belong to marginal groups in the general public, may have different views than people with illnesses. In 1997 Mr. Ng's group set up new center in Kowloon; as stipulated in the social welfare policy; they had to go through community consultation – which meant they had to seek support from local residents & he had to meet local leaders of the area (chairman of mutual aid committee). The leaders & residents strongly objected and one of the reasons for the objection was that they're afraid the residents there may be infected by Mr. Ng's patients – but this kind of disease is related to immune system, not infectious. Mr. Ng even invited a medical professor to explain to the chairman that the residents couldn't catch the disease of these people; but only by their lifestyle. It might

have been a political issue rather than knowledge. Discriminating was an issue too; they didn't want to set up a "center" there; the people support it, but don't want it near them.

Mr. Ng said finally the government supported it, and after a while, some of the residents then received services. We want to let people know what we're doing. Eventually those who received services became "managers", and the most vocal residents are now members.
Mr. Ng said after training some clients to be cashiers, they can work in 7-11 for lower pay – called Social Enterprises, where the objective is to provide opportunities for work for those with disabilities. They needed to be financially independent; no funding outside. At present we don't have any law requiring quota for hiring disabilities in HK. But these measures have been discussed for 10yrs. Mr. Ng ended by saying the situation for employing PWD is not encouraging.

Appendix H TREATS, Kris Tong

February 1, 2007

Kris presented her job now as being isolated from the rest of the city physically. The office was in a residential area. The facilities for the small charity (TREATS) were given by a hospital with cheap rates. There is a young staff at TREATS, and it also had a "homey" feel.

Kris said she graduated about 13/14 years ago with a social work degree. She started doing some education about drug abuse, then training with suicide prevention. She also had experience with hospital authority; how to set up self-help groups; how to empower patients; and how to involve the community to participate in the groups. She mentioned she's a good friend of Anthony, and they went to the same university in the past. She had also worked with HKCSS, doing project-based work. Then joined TREATS and became director of the agency.

TREATS is more about providing direct services and not about advocating rights. They do not petition for rights, but Kris agreed that the value of social workers and what they do match what social rights are. She said the UN covenants on rights are documents that actualize those core values that social workers have. With Kris (and probably many social workers), they already had the same beliefs and values that are written within the UN documents, and only later found out after getting involved with social work, that their core beliefs are documented in the Covenants. Social workers inherently put the rights and values into practice, consciously or unconsciously.

Kris had started to teach young children to love their bodies, eventually teaching them not to abuse drugs or hurt themselves. The attitude of services is to teach respect and other values related to rights-based things. The existing service provided by TREATS is driven by the UN Covenants (Rights of Children).

The organization shares in its own capacity to do integration services aimed for children in Hong Kong. Kris showed in the Annual Report and pamphlet that special needs children and typical children share in creative ways of learning aimed to respect differences. The children buddy-up to share in everyday activities, and this is used to break stereotypes & integrate to create harmony starting at a young age. It hasn't been a very popular concept in Hong Kong, and only until recent years (maybe ten years ago). Kris said these are basic values about human rights because every child, no matter background or ability, should have equal rights to play and enjoy their lives as everyone. Participation & integration is a main goal of TREATS, not necessarily advocating.

Kris talked about the Children's Rights Covenant, and how articles 3, 4,6,12, and 31 are all relevant to her work. Vinnie asked about what specific activities they do to help children, and Kris again emphasized projects that help integrate ALL backgrounds and abilities. TREATS pairs up typical kids and special needs kids to work together. They can do an exploration project together in Hong Kong, or orienteering in the mall to illustrate equal participation. In Hong Kong, special needs children are very institutionalized (going to separate schools for instance). When they join with a buddy to do every day activities, like ordering lunch, they are having more equal participation. Kris said at first it may seem unrelated to social rights, but from another angle this is actualizing the rights (in Children's Rights covenant at least – not sure about ICESCR?).

To Kris, the articles are important guidelines because they're used when making and planning programs. Although social workers may not always have the specific guidelines from the Covenants in their heads, the same values are in their nature and are actualized through the practice.

Kris showed us in the pamphlet more activities TREATS does. There are 1 or 2 day programs, overnight and campsite programs that integrate using all playing and recreation to ensure a positive experience. When participants look back at their experience with special needs children, they'll remember good things & not give into the stereotypes. Most of the activities are for primary and secondary schools – which is where they recruit participants. They use interactive workshops and curriculum (in a fun way) to teach about friendship, peer pressure, diversity, and continually build to up to teach about the concepts of respect & integration. There is also a family program where families who don't have a strong support network in Hong Kong can join together with other families. There is also the business sector which TREATS is trying to work with. Although special needs children have help growing up through school, many businesses will not hire them after they have graduated. Using the Corporate Responsibility concept, TREATS is asking for volunteers from businesses to participate in some of the integration programs. They are doing it very softly, not to bombard the businesses in any way.

Kris said she does think some more advocating is needed. Last year they did a research project through Baptist University to study the integration in Hong Kong. According to the study, many people supported integration, but didn't know how.

After Vinnie asked how they measure/gauge the services' efficiency, Kris said they always have feedback opportunities for students and teachers who participate and also questionnaires for the children. There are three main changes they find through the program. One is knowledge- many understand integration more. Two is behavior – their behaviors are different toward others and show a more positive attitude (i.e. not making fun of someone with different abilities). A third change is emotionally; they find it easier to make friends and be more accepting. Kris gave an example about joining two types of children: gifted and special needs. They found that the gifted children struggled with social skills and afterwards the gifted kids saw how "lucky" they were and that making friends is valuable. The special needs children made friends easily.

Kris said a problem in Hong Kong was the culture does not find this topic urgent. Life and death situations and other services are more important, so funding is difficult to get. People think integration can wait & is not a priority. This is the biggest obstacle – because integration is an abstract concept, it's difficult to have HK's support. The way people donate reflects what they value, and they do not feel it's an urgent issue. Teachers are finding it difficult with special needs children now in classes to teach & manage the children. They want to make a harmonious setting, but it's difficult.

Vinnie asked how they let children know this program exists. She answered they usually recruit from schools all over the different territories. TREATS does prep-sessions with the students and teachers who will be involved with special needs kids; they want to make sure it's a positive experience for all. They do this when children are young before stereotypes are set-in and they can accept new concepts. The younger children see puppet shows and hear stories showing in a non-offensive way that diversity is good. The aspect of participation and integration is related to a lot of things dealing with social rights (we found).

Kris went on to say that education in HK is very specialized (it wouldn't make sense for an engineering student in HK do to something like this – one wouldn't get involved

with other subjects). For TREATS funding doesn't come from the government, mostly private donations. Kris expressed her feelings that HK needs to catch up with this issue of integration. TREATS has a small staff, some are social workers, psychologists, etc. and some are volunteers. They train staff through orientation, observation (job shadowing), must be first aid certified, and on-going training with special needs (i.e. sign language). They also train volunteers to give an overview of how to facilitate and what to expect.

Kris said the most effective way to train is to match personality. The type of trainer should match the target trainees (elderly would be more serious than children). Also orientation involving adequate amount of knowledge on the subject is crucial. Kris explained how she went to Australia to make sure she had the background on drug abuse and how to reinforce the information in a classroom setting. Hands-on practice is also crucial for social work. Without practice, the social work is no good because the education aspect is very basic.

Appendix I Boys' and Girls' Clubs Association of Hong Kong, Chan Kwok Bong

February 2, 2007

Bong gave us a background of his experience. He started at BGCA 13 years ago when he graduated University. He's worked mostly with children & youth, and he still does as a supervisor & social worker. His current work deals mainly with the community. In this district it involves the poor and low-income groups; he mentioned it's probably the poorest community in HK. A lot of work is done with and for ethnic minorities. Services focus on social cohesion for these groups which is a recent development in HK. In the US, social workers are accustomed to working with many different groups (ethnically, income, etc.) but this isn't the case in HK. Bong said they are currently in the process of implementing new services; mostly dealing with people getting to know each other better and "Celebrating Differences" – which is their motto.

Examples of Mutual Help: In Hong Kong, discrimination is not extremely obvious, but the ignorance is obvious (such as the separation in Hong Kong between races). People here in general are not willing to get to know each other better. An example of an activity to Celebrate Differences & bring people together is making curry. Curry is different from different regions. Participants can learn to cook together, trying others' types of curry. The goal is to learn different styles of cooking curry first (learning to cook together); then it shows how people can further learn to work together and see a new style of living together, appreciating others' differences. Cooking classes like this are part of a 'mutual help' program offered by BGCA. Another example of 'mutual help' program is where Mainland China residents teach those in Hong Kong about the language there; the ethnic minorities then teach new arrivals English. The language classes create a cycle where all people can teach others. That way no one is "left out", and everyone gets help.

At this BGCA children can come in on a daily basis after school. One focus is on ethnic minorities, and another is the volunteer movement, where the goal is to involve every resident in volunteering to create a better community. The agency wants to mobilize young people to help with elderly work, community clean ups, or teaching younger children and being mentors. Some of the youths involved organize themselves in festivals, such as the Lion Festival free of charge. Bong said when the young in a community are happy and celebrating together, it creates harmony in the community.

Children find out about BGCA from staff in the community. Social workers will "loiter" in parks and playgrounds and eventually become friends with the children in the open. After getting along, the workers invite them & show how they can participate more in the community. BGCA is an organization aimed at the young to do community work.

An example of involving the young in community work was this January right after the smoking ban was implemented. Children designed an anti-smoking sticker & distributed them out around the community. Social workers & volunteers would go out with the children, but it gave them a sense of ownership & participation in the community. It was a "real" experience for them.

Bong said there are two ways of evaluating effectiveness of the programs: quantitative and qualitative. He said they do both, but qualitative is much more useful. They measure effectiveness in relation to social network and mutual help. They get info

& feedback mainly from interviews and focus groups, listening to the stories of the community. Change here is more important than final outcome (the means is more important then the end). An indicator of how well they are doing is observation in the community of children participating together (i.e. cross-cultural dancing in a community festival).

At BGCA there are 10 social workers serving 18 thousand young people. They service at the primary schools and the service center. They don't focus on individual cases, but emphasize working together to solve a problem (because there's a lack of social workers in Hong Kong, it would be inefficient in this case for them to do personal/individual social work cases). Mutual help is emphasized by this agency and the workers. Some at the center are experienced, and some are new. Bong said both are good because the practice & insight is needed, but the new workers bring in fresh ideas. The counseling knowledge is needed for the workers, but community organizing skills are more important for them to learn for this organization. The type of training they get is sharing with older/experienced workers and each other, classroom lectures, case studies, and "after-action review." After-action review is after a program is finished, they evaluate the program and discuss things learned.

Bong described how RBA is a westernized concept which is very liberal. Which can be good, but the development is not always so. Instead of talking about rights, we're dealing with duties & obligations. Compared to a more Eastern view (communitarianism??), there is more of a duty to *each other*, not the *individual* which is the more liberalized concept. The eastern movement is about: we ALL come from different background communities (location, religion, socially, etc). We are linked to these different groups. We want the best benefit for these specific groups we are associated with; it's our **duty** to deal with the **rights** we face.

The eastern view emphasizes relationships & networking. We have **rights**, and **obligations** we meet to achieve those rights (for us and others in our communities), in turn in the **future**, we are ALL helped. It's kind of the same idea as RBA – but very long-term & community-oriented instead of individual-oriented.

Another major concept of this view: help must come from community; solving own problems important…instead of social worker doing quick fix, your community helps solve your problem (and vice versa)

Appendix J HKCSS IT Resources, Pok Fook Sun

February 2, 2007

Pok gave us a background of what he does. He's been a social worker for almost twenty years. He graduated in 1987. He then became a community worker for NGOs. He said that many NGOs want to use IT to improve the operational efficiency of their social work. He took a course in IT in 1996. Became more interested in IT, got a Masters in IT a few years ago. Said it is very difficult to do IT work in NGOs.

Pok then gave us his life story. He worked in a squatter area after he graduated. His agency wanted to organize the people there into a self help group so they could speak out against any of the policies that the government has on the squatter area. For example, when the squatter was demolished, the squatters didn't have the right to the public housing the government provides. Often, people would come to them, but it was hard for them to help the individual, so it was more practical to organize the people into groups so they can help themselves. Trained them so they are aware of what rights they had and how to analyze their problems and solution. They organized lots of groups, designed to help reach out to relatives.

After a few years, Pok went to the US to get a Master's Degree, got it at University of Alabama. He was placed in DC. After he got his Masters, he came back to Hong Kong, got involved with the YWCA for 3 years. After that, went into University to be an instructor. He worked with placing students for hands on training. After that, he became a social worker with the Hong Kong Society for Rehabilitation. His job was to coordinate the volunteers, did a lot of IT projects as well, and had taken a 3 month IT course. He worked there for 18 months. Then get his masters in Philosophy and Communications in 1997 from City University. He then worked for Hong Kong Down Syndrome Association. Very small organization, lots of problems because of size. Quit because of conflicts because his bosses children were often also his clients. He then worked with BGCA, supervisor for Supported Employment for the Unemployed Youth. The program taught youth interpersonal skills and helped them find jobs. It was hard because most of the youth were troubled. They had to get them used to the way the job market works. He also worked with the United Christian Community House Service in the Supervised Elderly Service department. He supervised home care team and elderly base center and home help team. After that, went to HKCSS to become the System Consulted for IT.

Joe asked about the education the volunteers. They got a simple orientation. More important to know what issues the clients have over their knowledge of social rights. Had a doctor tell them about what chronic illness is. They served about 20 different types of chronic illnesses.

Joe asked whether or not the training they received was sufficient. For volunteers, the use of a short orientation was sufficient, but for social workers, they would need more training. Pok said that they could always use more training.

Vinnie asked what type of training Pok got when he worked with the Hong Kong Society of Rehabilitation, got a one two day training before hand, but there were lots of in service seminars.

Vinnie asked about what happened with the squatters. Pok told us a story about this person who was living a temporary housing area. This area was going to be demolished. One of the people who were living there came to the social workers claiming that he was going to get housing when the squat was demolished. This was because the government believed that he had another house because he used very little electricity. He wasn't qualified to go to another area. After he came to the social workers and told them his story, the workers decided to support him. He told them that he worked all day and only used the lights we he got up, and when he went to bed. When the government came to demolish the housing, the person barricaded himself in his bed and threatened to blow himself up. The social workers came to him and managed to negotiate with him and the government. They got the government to give the man public housing. Pok said that you need to fight and negotiate with the government to get what you want. After a long struggle, you can get what you deserve.

In forming the self-help groups, the social workers would teach them and give them advice, but the final decision to act was up to them.

Pok talked about how to influence the government to change its policies. It involves organizations working together. It involves a lot of negotiating and takes a long time. That it's hard to get it to give more resources to the citizens.

Vinnie asked whether the social workers would advocate, or get the people to do it. Pok said that the more radical social workers would advocate, participate in 'social action', protesting. The other thing they did is negotiate with the government to get the changes they need. They would often have talks with the high ranking government officials. It takes a long time. Sometimes, social action is very effective, if done at the right time.

Pok told us a story about how, back 1997, there was a problem with property rates. Property was very expensive, so the social workers decided to organize a protest. They took a group of about 20 students and went to a land auction was going on. They sat down in two rows and wore hats that spelled out (roughly translated): "There is link (corruption) between the government and the property developers". It was very effective, and the next day, it was in all the newspapers, a week later, the government changed it policy, created an incentive to cut down the price of the property. Choosing the right time is very important when it comes to social action.

Vinnie asked if Pok thought this would be just as effective today. Pok said that Hong Kong is getting more affluent, so the conflicts are less intense. So less people are interested in social action that is radical. They are more willing to do peaceful demonstration then radical activities. Pok said that he still believed that it would still be effective today, but less people are willing to do it.

We then asked Pok about what he does for HKCSS now. He said that he was responsible for updating the technology that NGOs use. The Council set up a program to update the NGO's IT support. They have three kinds of services:
Sale of Hardware and Software
Core Advocation Project (CAP)   Developed human resource and financial management system. Develop systems for new NGOs.
Help NGOs develop small systems   Websites, small management systems, etc.

Pok said this was done to improve communication and efficiency between the NGOs, their clients, and HKCSS

They also encourage the NGOs to set up programs to teach people about technology.

Joe asked how IT can help communication between HKCSS and NGOs. Pok said that e-mail communication and websites speed up communication. When a fax would take three to four days to reach everyone, an e-mail will take 3-4 seconds. Much easier to keep everyone in touch, but Pok still doesn't think that they are efficient enough.

Vinnie asked about using a website to keep people informed. Pok said that the HKCSS website is very useful to convey information.

Amber asked about types of 'digital inclusion' proposals that NGOs submitted. Pok talked about an interesting proposal one NGO submitted, the program mixes the elderly and youth. The youth teach the elderly about technology and the elderly talk to the youth about their life experiences. Both the youth and the elderly thought it was a very valuable experience. Another is the 'Outreach IT training class', where people come to their house and teach them there. Pok said that IT very important to connect people, even the elderly.

Appendix K Action for REACH OUT, Kendy Yim

February 8, 2007

REACH OUT work for female sex workers in Hong Kong, mainly working with them when in needed. It is a home-like environment for them to make them feel comfortable. The idea is to attract them to come closer to the organization when support is needed. Workshops on legal rights are provided to the sex workers, the idea is so that they can have knowledge in this aspect. Other classes such as computer skills are provided to boost self-esteem. Rights-based approach are involved in this aspect that these rights for women are what they have. Women include karaoke, nightclub, "salon", and over 6000 clients and provide knowledge in health and rights. They encourage them to even join the organization and a peer education has been established by present and past sexual workers. Training is provided and they can be part of the team after finished training. Hotline is also available 12 hours a day.

Occupational health and safety survey is currently in place. Survey on attitude of police toward sexual workers was also done. These works are done for purpose of advocacy and as data collecting for even further advocacy to authority. The organization is undergoing integration, providing public education and policy advocacy, been engaged in media advertising and legislative counseling.

Feedbacks given regarding effectiveness?

Informal evaluations are asked but not common to fill out on hard copies.

Question: Most women are found by reaching out?

The organization is Kowloon based since that's where the majority of the industry is located. Lockhard Rd is a huge industry.

Question: What is the biggest obstacle in getting the information out?

Minorities fighting for discrimination and bias-opinion, because they are living in a main stream society where this area of work is considered "immoral."

Question: Volunteering workers, how to train them?

Traditional classroom definitely would not work. Small groups that give a sense of belonging are a good way to start off. The important factors here are trust and respect to gain that sense to talk about different issues such as health and rights. In order to start, the organization needs to gain the TRUST of the workers first, before they can become volunteer themselves and later they will be open to each other. The sense of responsibility also aids in carrying out duties. They are expected to be trained, learned, and helped the others later on.

Stats on prostitute workers?

There are about 200,000 prostitute workers (out of 7,000,000 people in Hong Kong). The profession is in a grey area regarding the legal issue in HK. If the person works independently is not considered illegal. Otherwise, organized work is not legal. (Unlike Amsterdam) (I.e. working for pimps is not legal)

REACH OUT does not really "reach out" to the work place; they go as far as approaching the prostitutes on the street. The organization also has others to approach the "pimps."

Relationship with Police: Not that good, but not that bad. Letters of initiation to meet with them have been written in the past but responses were minimal. They would like to establish a network with the legislation to gain a foothold.

Background of Kandy Yim

She used to work for the other "reach out" group, started as a volunteer. Master thesis: Street sex in Hong Kong . She feels that this issue is too narrative and shifted to other areas of work. OXFEM, Association Concerning Sexual Violence against women, part-time work and teaching were done to gain a broad area or experiences. She started in this organization 3 years ago as a legal officer. The principles of this area of social work are to believe that one should have some values to themselves.

Media network has been developed and they also work together with other NGOs and work on human rights. The purposes are to issues in sex workers and also in women, since many of them are single parents and immigrants they have a lot in common.

OXFEM Hong Kong? It could be a very interesting group if able to interview. Joyce Ho?

Appendix L Caritas Community Centre, Monica Li

February 9, 2007

Monica Li is a registered social worker of Caritas for over 10 years, over 8 years in this center. She started to provide mental health services in the center. The center is a community center serves over 100,000 in the neighborhood including children, youth, family, elderly, everyone. This is the central, oldest developed area of Hong Kong with a lot of single elderly with no family. The new arrival families are also very common in the area after 1997. After 1997 many laws have passed regarding emigration of families from mainland. These families tended to be large in size and very poor. The center has been a support to them and also to a vulnerable group with mental health illness. The center is very near Queen Mary Hospital with a psych division. The patients are often time referred to this center for services and are currently with many chronic mental health problems. The other focus: Youth's First episode Psychosis starts at 15 year old mostly. The center gives support to the youth and family regarding this problem due to the negative symptoms of the illness that causes many social complications.

The center does not work individually but rather they work in small group to rebuild confidence and social skills in order to integrate into the community. They also work with parents as well.

Question: Since the biggest help is support groups, what other programs are available?

Adventure-based counseling, done for early Psychosis. This is a kind of activity to develop and overcome their fear to social skills. They are tended to be challenging to the youth to help them to overcome anxiety and build up communication with others. Debriefing is also important in an aspect to evaluate the program.

Question: After these programs, how to gauge the effectiveness?

It is popular to have evidence-based practice. In support groups, questionnaire, self-administered, are given before and after. A number of questions, regarding their feelings towards the illness (disappointment, anxiety, negative feelings in general) and the knowledge of illness, and expectations are evaluated. Afterward, the questionnaires are given again for comparison.

Question: How to get to the groups about the service?

Different types of publications are used. Pamphlets and newsletters developed by Caritas are distributed to parents. Group relations with other organizations are also developed in order to let them know about their programs. They also do speeches with organizations in the area and many schools regarding their programs. New members are also welcome regarding their services needed in order to build a social network.
Question: Enough resources needed?

The government started to work on institutionalization of mental patients, but it is not enough community services to the patients. Caritas is a NGO, supported by the government but the mental services are not supported by the government. They have to find funding and support from other organizations such as churches since adventure based programs are expensive. The center ensures the ones in needed for the services are provided regarding their economic statuses (waiving the fees). The practice in Caritas has a policy that the families that is currently on social security are provided with $2000 a year to join the services provided by Caritas.

Question: How to promote this issue as an important problem [to government]?

Since medical services are expensive. Mental illness patients have been increasing annually. The government believes that it could become a burden on supporting the patients fully. Sometimes the community also rejects the mentally retarded patients.

Question: Are there any set of guidelines in programs?

Programs are tailor-made according to the groups. The group contents are subjective to change over the years due to different issues. Role-playing is done.

Question: Number of social workers in the center?

15, give or take. They are to serve the whole community divided in to different teams. For examples, some work for children and youth, some work for low income, new arrivals, some work for library services, single parents, MI, elderly, mentally illness. All workers have different level of education with 2 social worker-in-charge (require college degrees). They also have Social work assistants with high diploma.

Question: In service training?

The agency provides the workers with 30 hours a year for training. The relevant courses organized by HKCSS or other agencies with $5000 subsides are provided. There are also staff development programs, 2 whole days in a year. Most training is workshop, night or day. They have a choice to take courses relevant to services needed. These workshops are provided by outside organizations.

In house staff program, this center is under youth and community services. In this service there are over 200 to 300, there is a staff camp at the end of the year to have all the social workers get together to talk about certain topics. There will be guest speeches at first during camp. The workers are then divided into smaller groups to discuss and share experiences and opinions regarding the topics. Since many workers come from different areas of Hong Kong, many experiences are shared in terms of different knowledge and cases.

The case in LA is different than Hong Kong. In terms of youth mental health services, they are more community based in the US. The NGO does mostly the work since the social workers are more powerful with more knowledge. The US requires stricter in terms of education, licenses, and minimum hours of experiences. The US also have hospital run

by social workers in compare to Hong Kong where the psychologists have more power, more medical oriented. In the US, it is more integrated. They have developed a "Wrap Around Model" to develop more integration in terms of services provided for the patients. In comparison to Hong Kong, the services required by the patients need to seek resources needed independently.

In concern on social rights, the Chinese people look down on people with mental illness as a punishment from the Gods. Therefore, the mental patients do not feel like they have equal opportunities to participate in services. The social workers educate the patients in groups to what they are entitled to. They encourage them to participate in an equal base. The workers need to be sensitive to the group dynamics since the patients are individually different in terms of feelings. The goal is to build up confidences and trust. This type of self-help group for mental patients (8 year long), the patients are began to be very passive.

In terms of volunteering programs, the people feel the mental illness patients already received enough services. The volunteer program is design for them to help them and educate them that these kinds of patients can contribute by making visits to these patients and providing them to help. This is also considered community education in a way.

For the youth, volunteer services are organized in the library to give them opportunity and encourage them to reach out to the community to improve social skills since they are rejected in school in terms of education.

Appendix M Professor and Department Head, HKU, Professor Joe Leung

February 7, 2007

Leung said started to talk about the concepts of rights in Hong Kong how the political rights are far from par but in terms of economic and social rights we're somewhat aligned with the standards. Social rights are more ambitious. Over the years, people learn more about the concept of their rights; they can challenge government and what not. Example, the sale of government of management of commercial premises of housing estate, residents appealed due to unsatisfactory and what not, cost billion of dollars and a lot of time. In that sense, anybody can challenge the government through the legal system. People believe that the legal system upholds justice in Hong Kong. On the other hand, the government is not elected. But if officials in government not wanted, petition and what not can be seen through action. It's hard to perceive it as a concept but can usually be seen in action. Press and media are always involved where they have a complaint section for the people, same goes with the government. Whistle blowing always happens. Bottom line, press and media are active in terms of politics and everything else and they're more involve in the society then the western country (i.e. US). A lot of choices of papers and magazines are out there in Hong Kong to fit your political choices.

In a way, there is no violence involved in protest, despite the tensions in the Hong Kong between the people and government, compared to the western country. It only happened during the Cultural Revolution back in the 60s. This traced back to the colonial government where they set up a system for the people to make complaints, since they can not make reforms themselves, in order to make an more open government where the people might have advises on what they want to see. Complaints don't necessary reflect that system is wrong but it shows then more people are more aware of their rights. This is known as a complaint culture, people are aware of rights but not aware of their responsibility, an example of self-interest.

HK has always believed in minimum intervention, where government role is small in terms of rights. HK has been a paradise to attract investment due to low taxation (compare to standards in western) and minimal in labor laws. HK is flexible in terms of labor protection. Labor rights have not been a strong point, or feature, of the government compare to the government in Europe. The rights in HK have been falling behind.

Question: does lower class always realize their rights in terms of these issues?

A lot of protests are triggered by the party, involved more elderly people, less than a 100. This is a very common tactic to make use of raising the profile of the community to get the attention and the political resources for there are. The middle class is more aware of their rights; they are more relied on the politician. Some of the issues involved: Urban renewal, cutback for benefits, housing. Government has been having trouble to make public housing reform. Public housing is very common, second after Singapore. They are usually inherited from generation to generation.

Communitarianism vs. Individualism

Social capitalism is more common. Not a strong sense of community anymore, not a very distinct feature of community, more importantly, government is not involved. A lot of services are very centralized (?). Kinship is not the same as before, like traditional way in mainland. This longer is the case, maybe just in the New territories. Public housing started to engage back in 50s and 60s, where facilities are shared. Young people and adults will tend to become tied down if they're more involved, thus they don't get involved as much. Often time, they're off on their own and they form their own groups within community. Community based = loose term, it might involved the same community term, and/or same are. The social capitalism concept is promoted as a bridging concept then born, meaning they're trying to get groups with similar interests involved (i.e. women form their own group, same with physically challenged). Recently, it's more important to close the economic gaps and social welfare gaps, rich knowing the poor and single parent knowing the married parents. The concept is more acceptable since business sector is involved, corporate responsibility/social enterprise. Cross-sectors and crossing groups, involving everything. Sometimes community might be promoted to segregate rather than integrate to mainstream society. (i.e. specific centers for specific groups.) Stereotypes are reinforced rather than opening up to others. Example, bridging, people with different religious background can work together but does not need to have only one religion. As the society becomes more diversified, more groups might be creating more interest and it is the government's policy in China to learn more about each other values.

Question: Rights-based approach in teaching?

Law department is more common. There is no specific curriculum. The concept of rights is talked about in the course following the British tradition, talked about different ideology, different concepts. Rights and advocacy are also talked community work.

Question: Are international documents talked about?

Occasionally, children's rights are talked about, but HK is already a rich place, in terms of GPA. This term of economic prosperity provides basic social rights to the people (compare to starvation in third-world country). Medical system better than US (?), since poor people is well protected. This also goes same for education. Nevertheless, the gender issue is not really talked about. Less than 20% government budget (GDP?) delicates to social issues. 65% of budget delicate to social expenditure, largest in the world since a lot of things do not needed to be paid (i.e. military). But the actual amount is one of the lowest in the world. HK does not have a pension or insurance system funded by the government, however, only have a public assistance program. In some way to look at it, HK is poorly developed; on the other hand, people might be very well protected.

Question: Leung's past experiences in social worker?
Society for community organization (SoCo), Leung was one of the first organizations. He was first employed by a church organization before becoming a founder. He was involved in the social action and police was involved. Colonial environment was very

different back then. More of the past social workers education are talked about, relevancy?

Optimal training for social worker?

System of accreditation, with rapid increase in degrees, there are a lot of social workers are produced. Supply exceeds demand. Employers are putting pressure on Universities to teach certain subjects. Students are expected to be take liberal arts classes to be exposed to different areas other than social work as well. On the other hand, a competent social worker does not need only specific knowledge, rather, transferable skills, such as computer skills, leadership, communication, public speaking are also important and those skills cannot be just learned through courses. These dynamic skills are what employers look for. Oversea (US, Canada, or China) programs were developed for students to expose to a different environment, whether by a supervisor or university. It is this exposure that demonstrates the characters of an individual. This kind of training cannot compare to the formal professional training.

Appendix N LegCo Member and Lecturer, HKPU, Dr. Fernando Cheung

February 9, 2007

Introduced ourselves, what our project is.

Beth asked about what Fernando's background is, was he ever a social worker? He studied social work and is a registered social worker, but he's never actually practiced. Hong Kong registration is broad, different then US. Got his masters from California State, got his undergrad in Hong Kong.

Was in US, came back 10 years ago, elected to position. When in the states, he worked as middle management and director in the bay area.

Beth asked biggest difference between HK and US. HK depend a lot on government support, social work is pretty well developed in Hong Kong. For one thing, an organization like HKCSS doesn't exist in the US. It is a very powerful force, having all the NGOs organized under one organization. 80% of social service comes from NGOs. Primarily government funding in HK, in US, everything much more divided, not as much from the government. Here in Hong, they traditionally relay on one department, much similar then in the US. Different funding then the US. Hong Kong's social work sector is very professional, HK is pretty well developed, staple funding for many years. It has developed specialized agencies and organizations, which don't have to worry about raising money, 100% goes to service quality and not raising money. But this changed after the handover.

Beth mentioned the community based approach, but that's its hard to bring back. Fernando agrees. Now, the organizations have to worry about there survival. The government takes the position that the public service and social service are not efficient. They are introducing competition amount the NGOs, introducing very elaborate quality control, **Service Quality System.**. NGOs have to prove their worth. Numbers, contractual requirements, etc are needed. Different before this, there was a saying "NGOs and the Government are partners" During the colonial times, the government would put up green and white papers. Green paper for consultation, White for actual policy. The NGOs, government, and groups would meet and discuss where they want to go in terms of social policies. In developing these papers, there was a process of consultation and negation. When these became policy, they became a 5 year process. And every year, they were reviewed and 'rolled over'. They are very elaborate, detail money, manpower, they were 'rational and transparent', the whole profession knows what is going to happen in the next five years. You have a feel of what is going to happen. You have subvention. And constant financial support, it doesn't go away unless something drastic happens. All of that has changed in the last few years. Its much more like the US now, except there isn't a big pool of money as there is in the US from private donors. People and NGOs are 'stuck', one system is dismantled; NGOs have to scramble for money from various government offices. The total funding hasn't been cut, but they are asking for a lot more.

These new contractual agreements stipulate the quantity of the social services provided, but not the quality. You work according to the contract, not what society needs.

Beth inquired about the Service Quality, asked about how it works. That they look at what the agencies did in the past. The old way of funding, they were never afraid of not having enough money to operate; the old one was a reimbursement policy. There was a fixed type of personnel arrangement. It was fixed, it was standardized. Everything fit into the government, like an extension of the government, in the financial system itself, but they had the autonomy to provide the services they thought society needed. Didn't worry about money and could do whatever they want. But now, it's different now. They now get the money in a lump sum. Salaries went down "dropped like waterfall". The NGOs are afraid because this lump sum is not enough, doesn't take into account for what they are, but how effective they are.

This new way of putting limitations on the content of service effects what services they can provide. After the Lump Sum Grant from welfare reform, there is much tighter control of service content. Spells out exactly what they should provide. If you don't meet that, your contract might be terminated. SQS (service quality standards), keep records of everything. Clients complain that social workers are not doing what they are supposed of doing, to much bureaucracy, not enough social services.

Beth asked about the RBA in the US. The Covenant, did you see any of this in the US explicitly. In the US, there is affirmative action. Implement polices in education, legal services, minorities, elderly to use legal means to pursue their rights. Asian and Chinese organization sue for substandard housing. He had worked in Oakland. There role was being to advocate for the rights of their clients. Work with health care organizations, fight for more languages, do the same in education. In 95-96 had a collaboration of multiple groups to have everyone get counted in elections. But the Covenant is never specifically mentioned

Beth asked whether the UN documents were taught by professors at HKPU. It really depends on the lectures, in this profession, when you teach social polices, these convents do get mentioned, in general. HK society doesn't hold a lot of values in rights, don't approach relationships that way, there isn't a sense of rights for everyone, because very old government relationships was not based on rights, it was based on mercy. In HK, when it was a colony, it was based on 'borrowed time' people come here as refugees, there isn't much of s sense of rights; you should be grateful for what you have. Not quite the same now as it was. A good portion of HK natives have visited the rest of the world, and are starting to bring western values back with them. It's changing, but by in large, they still have the old attitude. Political structure is the same. Very much a 'one way street', anything they give is a gift, "take it or leave it". It became worse after Handover. The colonial government was very smart in that it allowed for consultation they understand that in order to maintain stability, communication should be kept open, as long as it doesn't interfere with government ideas. 80's labor groups was in charge in UK, so the governor represented that in HK, 9 year free education, public housing, etc. Quite a bit more open in terms of between non-government and government.

Beth asked about his platform. Fernando has been pushing more for better government communication, it should be more transparent. Just last year, the Social Welfare Department got a school to conduct a study. Assumed people where lazy, studied work fairs. The study showed that most recipients believed that Income maintenance program as not a right, but as a welfare program, which is a much more negative term then in the US, seen as a handout. Welfarism, very negative term. Government thinks it's a great thing but the people are lazy, but this is not the case.

Beth asked about when he was a director, what he did to train the social workers while they worked. Some services are required to have in service training. Basic principles have to be learned, work safety, health, CPR, etc. Beth mentioned the abstractness of our project. The problem is not the social workers understanding the RBA, but the business of the people. Work load is unbearable; workers have 90 cases, when in the US they have 25. They also worry about the funding source. Talked about Urban Renewal, government buys up property, by displaces the people living there, the government says these programs will help, but they don't in the short term. The people file lots of complaints, so they have social workers counsel these people. But if the government didn't have these programs, they wouldn't need the social workers council people. There are enough social workers, but not enough money. NGOs are very timid, they don't have a lot of options, few can survive without the government, rather not 'rock the boat'. Whatever the government says, they do. Fernando said the project is basically impossible. The RBA needs power, and the political structure doesn't allow for this power. NO NGO in HK devotes their service to fight in court, to use legal means. It's much harder to fight the government here. This isn't the case in the US. The RBA needs political power. Policy making is key. A lot of things are implicit. For example, in HK, the Secretary for Education is threatening the Institute of Education. The VP of the Institute of Education recently disclosed that top officials in the government have threatened him and the president, saying their colleagues should shut there mouths and stop criticizing the government and the different teaching methods and class sizes. The VP said the top officials have told him to fire people who do this. These things do happen. Fernando talked about how is probably going to get in trouble for the stuff he says.

Beth asked if we could quote him, he said it was fine.

Appendix O The Comfort Care Concern Group, Eddie Chan

Vinnie introduced us.

Mr. Chan introduced himself, the CCCG, which was founded in 1987. Major aims are to train and mobilize volunteers in hospitals; they serve 6 hospitals in the area. They mainly serve the terminally ill. They provide training to volunteers and private counseling services, which started in 1995. They receive no government funding, everything comes from donors. They have been doing a lot more fundraising in the last five years. Their major contributor is the Jockey Club. Half their money comes from the Jockey Club, other half comes from fundraising.

Vinnie asked about terminally ill patents, what type of diseases they deal with, and how they present their services. They don't go to the hospitals as much because of SARS, but they used to always visit to hospitals. They have 6 hospitals that they serve, with 20 teams divided between them. They had around half of their volunteers quit because of SARS, before the epidemic, they had 80 volunteers, now, they only have about 30. The hospitals set up extensive procedures for the people who want to come in and visit. They set up lots of required training programs in disease control, etc. These are the reasons people quit; time isn't stable for visits; they want a regular schedule. Since SARS, they have switched more to community work, selected private homes to go to instead of hospitals.

Amber asked him to explain what private homes are. They are like nursing homes, but take care of patients like rehab center. This isn't there preferred work for the volunteers; they wanted to get into hospitals. They are not terminal in the nursing homes, unlike in the hospital. After a year of this pilot project, they were not very successful.

Vinnie asked about the volunteers being social works, which they are not. They are on average housewives, mid 40s. They only have 2 registered social workers, 4 full time staff; everyone else is a volunteer.

Vinnie asked about what types of training the volunteers got. Chan said they got communication training, quality of service, cultural education. After the basic training, which they have to attend 100% of, they enter the screening procedure, which makes sure their motivation and skill are high enough.

Amber had a question, she wondered how they recruited people, are they connected to the clients? Chan said they advertise from mass media. They also get friends to volunteer, lots of networking stuff. Very few volunteers are connected to their clients

Vinnie went back to the services they provided, asked about what they did. They usually go three times a week, they visit in pairs, talk to the nurse, they want to know which patients are the biggest concerns. When they have a basic understanding, if the patient has special needs, they will go to him directly; otherwise, they assign a team to talk to the person. They also talk the relatives of the ill.

Vinnie went to the volunteer training, asked what the 8 training sessions are. The majority is in classroom format, but they also do workshops, role-playings, and demonstrations. Vinnie mentioned the type of training, wondered if the classroom training is works well enough. Chan thinks it does. But in service training is not enough, sharing, case studies, would be good. Experience sharing would be good. Networking, shared experience. Debriefings are very important.
Amber asked about, what difficulties they face when conducting their work. Chan said it's not easy for a social worker.

Chan said he would answer in two parts. One, Shatin hospital, has many organizations to provide services. They have a full schedule of volunteers. Patients don't always want to talk, but they want to talk with volunteers (his words, not mine). Chan said the longer they are into the hospital, the more they are willing to talk. It's what in the inside that matters, how romantic.

Vinnie clarified that its important to make a connection. Chan said that sometimes they provide home visits, which have to be requested by the patent.

Amber said that their report mentions lots of education, that it focuses a lot more on community based issues. These topics are a lot more sensitive then in the US. How do you promote death in Chinese society? Have lots of programs to train people about how to deal with death. They also provide this for other organizations. They try to promote an understanding of death by responding to issues in the news. Using the media is very useful since death is not seen as a daily concern. Chan talked about girl that got killed by getting stuck in a mini bus. They used this to help 'promote' death.

Chan talked about how money is a big deal. Many organizations are having this problem.

Chan talked about after someone dies, handling the funeral is hard, very complex, and people don't have time to greave or think about death. Death is seen as unlucky, people who have a death in the family are often not accepted by other families. They have to do more, hard to get ideas across to people, to change the mentality.

Amber talked about gambling. To win at gambling, young gamblers often sleep in coffins for good luck. In some ways, they are conservative. There group is not religiously affiliated. But religion can give insight into death. Chan talked about the Chinese belief of 'god'. How they don't believe in an all powerful 'god', but that they see there deceased elders are their 'gods'.

Chan talked about his work experience: he has worked here for eight years. After his first internship with the Cancer Partisan Service Center he wanted to commit to serving people. When he heard CCCG, he wanted to work here, stared working him right after internship.

Vinnie talked about what area their organization fell into. Chan talked about how they worked with people as young as 23 and as old as 90, that they didn't fall into a specific category, but they mostly worked with elderly. He talked about how they referred people

to other agencies, and they often got referred to themselves, but that they sometimes have to reject cases because they don't have the manpower.

Appendix P Young Women's Christian Association, Stephanie So

Vinnie introduced us. He talked about of project. Vinnie asked Stephanie to introduce the center. Stephanie said it's YWCA, not YMCA, people get confused. The YWCA works with children, they have a nursery. They also work with elderly, middle-aged women, etc. In the past they do some women's rights work. This is a new center, reopened in 2003 because of SARS. In the past the center did Community Development. Stephanie is a CD worker. Work for some residents that are living in villages and rebuilt areas. Said it's much different then what people think

Vinnie asked how many YWCAs there are. Stephanie said there are 62 of them; this is the <u>only</u> one that does Women's Rights. They have other programs as well: Women and Marriage, Economic Development, Women in the Workforce. Have some seniors who joined 50 years ago. They are still doing programs as volunteers, very helpful

Vinnie asked if all the services are for women. Stephanie said that they aren't, both women and men can be members. Amber asked about Women Economic Development Stephanie said 3-4 years ago during the economic depression factories moved to China. They created some retraining courses for women, including professions such as Security Guards. 10 years ago, women didn't work in this profession, but now they do, and they do it very well. After the retraining course, they continue to work with them. They discuss Health Issues in the workplace, etc. "It is the after work" that matters, continuing education.

Vinnie asked about how they get people involved, what mediums. Stephanie said they have some advertising programs, they send out leaflets every season, they send them to everyone they can, especially people who are already YWCA members. They also post information on their website. Vinnie asked about the leaflets we had received. Stephanie said that it wasn't something they published, but they used it to educate about the CEDAW. They want to provide the idea; the main concept. Vinnie asked if when they educate people about the CEDAW, do they know anything about it. Stephanie said that no, they have no idea; they don't realize their rights, their "individual", they don't see the big problem. The average monthly salary in HK is $10000 for men, 8,500 for women; they don't know about this inequality. They often form groups to discuss these gender issues. They do different kinds of programs, educational programs. They try to get their staff to change their minds about these issues. For half the year, they do a big colorful ?. They often form groups to talk about issues that might not be apparent, like Sexual Harassment.

Amber said that we are going to promote RBA and that we would like to know how you teach the CEDAW. Stephanie said that they are doing a lot of work with single women. They offer free legal advisory service. Talk about their rights to such things as child support, custody, etc. They don't know men have to pay child support. They just think that the son has to ask for it from the father; they don't know they actually had the right.

Vinnie ask about divorces in HK, and if the father needs to pay child support. Stephanie said that they do, but they often disappear, go to Mainland China. They do some

advocacy work with other women's rights agencies in Hong Kong. There are eleven organizations together that meet every month and do something. For example, they do something on seventh of March because of the women's festival. They try to raise women's rights issues together.

Vinnie asked about the education, whether they do small group training or not. Stephanie said yes, there are different departments in YWCA each do extra curricular activities, but they are not compulsorily. Amber asked how many members they have, how many women. Stephanie said that they have 1000 members. There are four departments, Women's Service, Clinical Psychology, Consoling, and a Hotline Service. Not all members live in community; many members come from different areas. They get trained for a long period of time. Some are very experience volunteers.

Amber asked if the hotline was 24 hours. Stephanie said that it wasn't because they don't get subsidies. They don't get subsidies for Women's Service, but the other areas they do. Amber asked how they know to call the hotline. Stephanie said that HKCSS has a call service, when they call HKCSS, they can choose different kinds of service. They do pamphlets as well, some media coverage, do networking with schools. Amber explained the HKCSS hotline: if you want to look at some services, you can call the hotline and get access to the different services, just like a directory.

Vinnie asked how many volunteers they had. Stephanie said there are 385, with an additional 100 for hotline. They have connections with Girl's schools, every year do programs with schools and invite them to join. Get other people in the community to help. Amber asked what kind of training the volunteers get for the hotline. Stephanie said that there training is very comprehensive; two meetings with the volunteers, have a talk: "What is Counseling", then they have interviews, then they take a test. They then get 4 month of training. After that, they receive placement. They work with clients with basic problems. Most of the clients have mental health problem. Vinnie asked who provided the training. Stephanie said they get professionals, social service workers, doctors, etc. Vinnie asked how many social workers they had working there. Stephanie said that they had 20 here, 800-900 all over HK.

Vinnie asked how they measure the quality of the work. Stephanie said that everyday they enter information into their computer systems about their clients. She said that the hotline is very important, lets them figure out what the issues are. Amber asked if they use the data to do community education. Stephanie said yes.

Stephanie talked about a program called "Harmony January" The group will learn about Domestic Violence Ordnance. She said the DVO is out , so they need to act .Vinnie asked what they best ways to educate social workers and volunteers about these documents. Stephanie said that you must change there preconceived notions. She said that it can be very difficult.

Amber asked how they educate people about the CEDAW. Stephanie said that they some training to promote it to workers. They also have a Young Women Leadership Program designed to promote it to female University Students. They provide intensive literary training during Chinese New Year. They look at some different documents, invite LegCo

members to speak. Have leaders come to speak. Vinnie asked about how they educate the workers about Covenant, and then if they teach it others. Stephanie said that things have changed a lot, Hong Kong girls are very strong willed. Amber asked how they promote the rights of women. Stephanie said that knowing the CEDAW is good, but experience is better. She talked about the packet we received, that it was produced by the government and that they use it for training.

Amber said that we want to develop a program like this. Stephanie said that kits like this are very useful if you want to spread ideas. She talked about the rights people have, and that often the people the social workers work with don't fully understand what rights the government gives them.. Stephanie said that when you are talking about rights, it gets very boring. Internally, we have staff training, but it's not compulsory. The social workers don't think they need to know it, they don't think it's important. If you want to interest people, you have to put a spin on. You have to make it more 'soft and interesting', she said it's very difficult to promote rights issues.

Vinnie said that basically; make it less boring, which works good for the community, but about the staff? Stephanie said that it's compulsory for them to do it. They have an - orientation program, talk about history, why its' important. They have a video that talks about women's service. She said that it would be better if it was more interesting. They have volunteers that meet and collect issues from newspapers. They use many different methods to teach rights. They have a program for Valentines Day; new target group is single women in HK, 'finding Mr. Right'. The program exists because it's hard for women over thirty to meet men. They have a new program, "Single Zone". Vinnie asked what kind of program it was. Stephanie didn't know. Stephanie said that there are more single women then there were in the past. Amber said that many men go back to Chine. Stephanie said that Citibank published a study saying that women had 51% of the money in Hong Kong. Stephanie said that while they focus primarily on women, they have some programs for men.

Appendix Q Table of Programs and Rights-based Principles

	Express Linkage to Rights	Accountability	Empowerment	Participation	Attn. to Vulnerable groups
Community development					
Elderly gift-making	3	3	4	5	4
Kwai Chung service learning: Anti-smoking campaign	3	5	5	5	5
Organize student trips to aged home; provide household cleaning	3	5	4	5	5
Organize volunteer program for clients to reach out to community	3	5	5	5	5
Peer counseling & self-help groups					
Self support groups for families in deprived areas	3	4	5	5	4
Self-organized groups for parents of children in poverty	3	4	5	5	4
Self-help counseling for chronic illness patients	3	5	5	5	4
Self-help groups for those who have lost loved one	3	5	5	5	4
Peer training & education on legal rights	5	5	5	5	4
Peer education about HIV/AIDS for school children	3	4	5	5	4
Social cohesion and integration programs					
"Buddy" system	3	5	4	5	5
After-school programs	3	5	4	5	5
Training/hiring physically and mentally disabled to work	4	5	4	5	5
Mass media					
Booklets on CEDAW	5	5	4	2	4
Publications on legal rights	5	5	4	3	3
DVDs, VDCs, websites explaining CEDAW	5	4	4	2	4
Specialized activities					
Conduct games & sports activities with hospital patients	3	4	3	5	4
Day camps for special needs & typical children	4	4	3	5	5
Orienteering programs for special needs & typical children	4	4	3	5	5
Support services exposing children to cultural activities	4	4	3	5	5
Adventure-learning with special needs & gifted children	3	4	4	5	5
Adventure-based counseling (ropes course)	3	4	4	5	5

Key

Value	Meaning
5	Principle is obviously satisfied
4	Principle is somewhat being satisfied
3	Principle may or may not be satisfied
2	Not obvious if principle is satisfied
1	Principle not being satisfied