

# Community Support for Carers: “Call for Ideas” Programme

## Application Guidelines

### I. Background

Hong Kong is a rapidly ageing society - it is becoming more common for an elderly to take care of another elderly. On the other hand, since schools were suspended and non-emergency rehabilitation services were largely reduced under the pandemic, students and people with disabilities had to stay at home which in turn exerted huge pressure on carers. Coupled with tragedies concerning family carers from time to time, the hardship faced by carers has attracted attention from various sectors once again.

We believe there are passionate groups and people in the community with expertise, capacity and knowledge, who can become the important source of community support to family carers. The Hong Kong Council of Social Service (HKCSS) and PolyU Jockey Club Design Institute for Social Innovation (JCDISI) are co-organising the “Community Support for Carers: ‘Call for Ideas’ Programme”, recruiting passionate teams who are interested in developing carer-related initiatives to put forward innovative ideas, establish a community support network for carers, and alleviate their heavy burdens. The programme is under Season 13 of PolyU Jockey Club “Operation SolInno”<sup>1</sup>.

We cordially invite all interested parties to join us. We (JCDISI & HKCSS) will select 6-9 teams to participate in the co-creation workshops. Throughout the workshops, JCDISI will provide design thinking training and professional support for selected teams to verify their ideas and modify their action plans. After the workshops, we will further select 3 outstanding teams to enter the Action Project stage. The teams will carry out the action plans together with JCDISI within a one-year period, with supports including

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<sup>1</sup> PolyU Jockey Club “Operation SolInno” is a social innovation programme organised by the Jockey Club Design Institute for Social Innovation at The Hong Kong Polytechnic University (PolyU) and is funded by The Hong Kong Jockey Club Charities Trust. “Community Support for Carers” is the theme for Season 13 of the Programme. Programme website: <http://polyujcsainno.hk>

financial, programme design and community liaison from PolyU Jockey Club “Operation SolInno”<sup>2</sup>.

Please refer to this Application Guidelines for application details, complete and submit the Preliminary Proposal and online application form. We look forward to your participation, together we aspire to build a more carer-friendly community!

## II. Format and Themes

The Preliminary Proposal should cover at least one of the below themes. Covering multiple themes is also acceptable. There is no restriction on the format of the proposed initiative, it could be public education programme, training, service development, spatial utilisation, information sharing platform or product development.

### 1. Enhance public awareness on the carer identity, promote identification of carers in need, and encourage community support for carers

It is common in our society to assume caring responsibility as the obligations of certain family members, mostly the female in the family. For this reason, many women take up the role as “carers” and sometimes overlook their personal well-being, namely physical, mental, social and spiritual needs.

How might we visualise carers’ situation, so that carers themselves can be more conscious of their own needs, and different stakeholders in the community can identify and understand carers, thereby provide them with suitable community support?

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<sup>2</sup> Apart from the assistance provided by JCDISI’s staff team, JCDISI would also support expenses related to service/product development. All expenses should follow JCDISI’s funding principle, and the maximum amount shall not exceed HKD 200,000. Should there be any dispute, the organisers reserve the rights for the final decision.

## **2. Promote information sharing and mutual support among carers so as to enhance carers' capacity**

Unprepared freshman carers handling the sudden caring responsibility may feel extra helpless when unable to locate suitable community resources and services; experienced carers may need extra support in going through the grief when family member passes away; carers for persons with disability are both physically and mentally exhausted... Carers at different stages and carers of persons with different conditions differ in their needs. How might we tailor community support to enhance the accessibility of information, mental support and mutual support network for different carers?

## **3. Develop community-based respite service initiatives**

One of the major difficulties faced by family carers is that they have to take care of the family member around the clock, meaning there is no room for resting or fulfilling their own needs. How might we connect community resources and strengthen the support to carers provided by various stakeholders (such as merchants, property management units), so as to create a physical space for carers to take a break, or help carers spare some time from their usual schedule for a breath?

### III. Eligibility and Targets

1. The main applicant of the team must belong to one of the following types of organisation:
  - i. Charitable institutions of a public character, which are exempt from tax under section 88 of the Inland Revenue Ordinance; OR
  - ii. Social enterprises included in SE Directory<sup>3</sup>; OR
  - iii. Self-help Organisations of Persons with Disabilities / Chronic Illnesses received SWD funding support under a 2-year time-defined “Financial Support Scheme for Self-help Organisations of Persons with Disabilities / Chronic Illnesses (2020-2022)”<sup>4</sup>

Other team members could belong to any organisations registered under Hong Kong’s Societies Ordinance (e.g. charity organisations, social enterprises, non-profit organisations, etc.).

2. The team should consist of 4 to 6 members. Members could come from one organisation or multiple organisations. We encourage teams to include members from different professions or backgrounds. For example, service users such as carers could be one of the team members.
3. Target(s) of the preliminary proposal must be unpaid family carers.
4. Each person should only participate in one team.

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<sup>3</sup> According to the website of SE Directory: <https://www.socialenterprise.org.hk/en>

<sup>4</sup> According to the list from the Social Welfare Department website:  
[https://www.swd.gov.hk/en/index/site\\_pubsvc/page\\_rehab/sub\\_listofserv/id\\_supportcom/id\\_selfhelpgr/](https://www.swd.gov.hk/en/index/site_pubsvc/page_rehab/sub_listofserv/id_supportcom/id_selfhelpgr/)

#### IV. Timeline

Time	Stage	Description
10 December 2021 to 21 January 2022	Open for Application	Form a core team of 4-6 members. Complete and submit the <u><a href="#">online application form</a></u> (upload the <u><a href="#">Preliminary Proposal</a></u> in the form). For any enquiries, please contact Ms. Cora Chan at 2876 2425 / <a href="mailto:cora.chan@hkcss.org.hk">cora.chan@hkcss.org.hk</a> or Ms. Becky Fung at 2876 2435 / <a href="mailto:becky.fung@hkcss.org.hk">becky.fung@hkcss.org.hk</a> .  Online application form: <a href="https://bit.ly/3Htwyws">https://bit.ly/3Htwyws</a>
	Deadline	<b>23:59 on 11 February 2022 (Friday)</b>
7 January 2022	"Community Support for Carers" Social Innovation Symposium cum "Call for Ideas" Programme Briefing Session	Speakers from the academia, NGO sector, etc. will be invited to share related experiences and join discussion with the audience in brainstorming solutions to build a carer-friendly community. It would be followed by a briefing session on the application details. The afternoon session will be a Design Thinking Experience Workshop. Participants will have a taste of design thinking and understand how it can be applied on the topic of carers. All interested parties are welcome!

<p>24 January 2022</p>	<p>Design Thinking Experience Workshop</p>	<p>The workshop that was originally scheduled on 7 January, 2022 is now rescheduled and will be conducted by Zoom. Interested parties should register again. It is first-come-first-served and participants who have successfully registered for the original session will be prioritized.</p> <p>Date: 24 January 2022 (Monday)  Time: 2:00pm-5:30pm  Language: Cantonese  Registration:  <a href="https://forms.office.com/r/kXbmXJGBa6">https://forms.office.com/r/kXbmXJGBa6</a></p>
<p>February 2022</p>	<p>Panel Selection</p>	<p>All Preliminary Proposals will be screened by the selection panel. 6 to 9 teams will be selected to participate the co-creation workshops in this round of selection.</p>
<p>Late February 2022</p>	<p>Result Announcement</p>	<p>Selected teams will be notified by email no later than early March 2022.</p>
<p>March to April 2022</p>	<p>Co-Creation Workshops</p>	<p>Selected teams will participate in 4 sessions of co-creation workshops to formulate a feasible action plan and present it to the selection panel at the last workshop. The panel will further select 3 outstanding teams to enter the Action Project stage.</p>

Late April 2022 to April 2023	Action Project (action plan implementation, mid-term sharing, final report)	The final 3 teams will carry out the action plan within the one-year period of Action Project, present mid-term progress at a sharing session in October 2022, and produce a final report after the completion of the Action Project. Details of the mid-term sharing and final report are subject to the organisers' arrangement.
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## V. Co-Creation Workshops and Action Project

With supports from cross-sector collaborators and design consultants, selected teams are going to deliver a comprehensive, feasible and impactful action plan. After going through the final selection, the 3 final teams will implement the action plan together with JCDISI within one year, with support in financial, programme design and community liaison from PolyU Jockey Club "Operation Solnno".

Selected team shall commit to participate in all 4 sessions of workshops throughout the selection process, and implement the modified proposal at the Action Project stage within the specified project period if passed the final selection.

### Preview of Co-Creation Workshops

**Number of sessions** : A total of 4 sessions, 6 hours each

**Tentative Schedule** : 18, 25 March and 1, 8 April, 2022 (4 consecutive Fridays)

**Time** : 10:00-13:00 ; 14:00-17:00

The workshops will mainly be conducted in Cantonese, with supporting materials in English. Simultaneous interpreters could be arranged if necessary.

#### **Tentative topics**

- 1<sup>st</sup> session : Introduction on Design Thinking methodology and skills; site visits and interviews
- 2<sup>nd</sup> session : Understand service target(s)' needs, ideate possible solutions, create prototypes
- 3<sup>rd</sup> session : Prototype testing, collecting feedbacks
- 4<sup>th</sup> session : Cross-sector co-creation, final proposal pitching

The exact date and time of the co-creation workshops are subject to the final decision of the organiser.



## VI. Selection Criteria

The assessment criteria of Preliminary Proposals are as below:

Scoring Items	Percentage	Description
Social Impact	30%	Whether targeted carers could benefit from the initiative(s); raise public's awareness in carer issue; mobilise more stakeholders to heed the carer issue.
Feasibility	30%	Comprehensive idea with clear focus and aim, relevant to the main theme(s), appropriate allocation of resources, sustainable, etc.
Innovativeness	20%	Initiative(s) derived from a fresh angle, or using new approach/technique; identification of new service gap or pain point, etc.
Team Capability	20%	Whether the team is knowledgeable about the targeted carer, the team's relevant competence, experiences, etc.

## VII. Deadline

Interested parties should form a core team, complete and submit the online application form (upload the Preliminary Proposal in the form) by **23:59 on 11 February 2022**. Late applications will not be entertained.

## VIII. "Community Support for Carers" Social Innovation Symposium cum "Call for Ideas" Programme Briefing Session

"Community Support for Carers" Social Innovation Symposium cum "Call for Ideas" Programme Briefing Session will be held on 7 January 2022 (Friday). Speakers from the academia, NGO sector, etc. will be invited to share related experiences and join

discussion with the audience in brainstorming solutions to building a carer-friendly community. It would be followed by a briefing session on the application details. The afternoon session will be a Design Thinking Experience Workshop. Participants will have a taste of design thinking and understand how it can be applied on the topic of carers. All interested parties are welcome!

## **IX. Design Thinking Experience Workshop**

The workshop that was originally scheduled on 7 January, 2022 is now rescheduled and will be conducted by Zoom. Interested parties should register again. It is first-come-first-served and participants who have successfully registered for the original session will be prioritized.

Date: 24 January 2022 (Monday)

Time: 2:00pm-5:30pm

Language: Cantonese

Registration: <https://forms.office.com/r/kXbmXJGBa6>

## **X. Points to Note**

- Teams applying for the programme shall commit to participate in all 4 sessions of workshops throughout the selection process, and implement the modified proposal at the Action Project stage within the specified project period if passed the final selection.
- The final 3 teams will be invited to video shootings in July and August 2022, for documentation and promotion purposes. The teams will also be invited to a sharing session in October 2022 to share mid-term progress with the sector and stakeholders. Details are subjected to the organisers' arrangement.
- The team will be requested to provide relevant registration of their organisations. Those who fail to provide the required information will be disqualified.

- Personal information collected in the application procedures will be used for the below purposes:
  - Application processing and panel selection
  - Programme operation
  - Result announcement and publicity
  - Follow up with the applicants
  - Necessary disclosure in response to any legal requirements
  - Record and impact measurement of the programme
  - Any relevant purposes

## XI. Enquiries

Frequently Asked Questions: <https://www.polyujcsinno.hk/en/topic/s12/s13/carers>

For other enquiries, please contact us at:

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