

CARING COMMUNITY

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Carer Support Platform

The Information Gateway for Carers (the Gateway), commissioned by the Social Welfare Department, was officially launched on November 30, 2023, by the Department of Social Work at Hong Kong Shue Yan University. The project received significant funding from the Hong Kong Jockey Club Charities Trust, amounting to HKD 13,388,000. The Gateway serves as an intermediary platform, integrating social welfare resources and providing updated information from service providers. It offers comprehensive service information to carers of older adults and persons with disabilities, including details on services, resources, carer activities, and caring knowledge. Carers can seek help whenever needed, ensuring they have access to the support they require.

Research activities are ongoing to evaluate the effectiveness of the Gateway. Preliminary results from an online questionnaire indicate high user satisfaction, with over 80% of users reporting they could locate more community resources through the Gateway and over 85% gaining a better understanding of their needs as carers. A focus group is scheduled for January 2025, one year after the website's launch, to gather additional qualitative feedback. The data collection will be used to improve the Gateway, and inform relevant organizations and government bodies to enable them to enhance their services.



Over the course of its first year, the Gateway recorded over 1.8 million web visits and registered approximately 600 social service units as information providers. The platform collected more than 4,500 sessions of social service information, over 1,000 activities for carers, and more than 150 sessions of caring knowledge. This extensive database allows carers to easily access community resources and select appropriate services and activities. Additionally, the team organizes workshops and public education activities to introduce its functions and applications to social service agencies, carers, and the public. The Gateway's impact is further corroborated by its engagement with various stakeholders in the social welfare sector, including briefings to District Councils, social welfare coordinating committees, and numerous workshops and exchange sessions with carers and social workers.



TRANSFORMING CARER SUPPORT

The Gateway has made a substantial impact on the social welfare sector, earning recognition as one of the "Most Influential Social Welfare Initiatives" at the National Day Dinner organized by Connecting Hearts. This accolade underscores the project's success in supporting carers and enhancing their access to vital resources and information.

The platform's extensive reach and engagement have been instrumental in developing a more informed and connected community of carers. With over 600 social service providers registered as information providers, the Gateway has created a robust network that facilitates the sharing of resources and best practices. This network not only benefits carers but also strengthens the overall social welfare infrastructure.

The team's public education efforts have also been noteworthy. Through workshops and briefings, the project has engaged thousands of carers and social workers, equipping them with the knowledge and tools needed to navigate the complex landscape of social services. These educational initiatives have empowered carers, enabling them to make informed decisions and access the support they need more effectively.



FOSTERING A CARING COMMUNITY

The Information Gateway for Carers has played a pivotal role in fostering a caring community by bridging the gap between carers and social service providers. By providing a centralized platform for information and resources, the Gateway has empowered carers to take charge of their caregiving responsibilities with greater confidence and competence. This initiative has not only improved the quality of care for older adults and persons with disabilities but has also strengthened the social fabric by promoting a culture of support and collaboration.

"The Information Gateway for Carers has revolutionized access to social welfare resources, empowering carers and fostering a more connected and supportive community."

