

# Formalizing the Informal Child Care Service – Nanny Buddy ~ Neighbourhood Support Child Care Project (NSCCP)

in Kowloon City and Yau. Tsim. Mong. District  
Tung Wah Group of Hospitals

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## Introduction

- Tung Wah Group of Hospitals initiated NSCCP in Kowloon City and Yau. Tsim. Mong. District in March 2009
- NSCCP helps to meet the needs unmet under conventional child care services by providing flexible round the clock service through qualified volunteers
- Mainly for children under 6 years old
- Half or full fee waiving for low income families

## Conventional Child Care Services Vs NSCCP

Most conventional child care services	NSCCP (Kowloon City and Yau. Tsim. Mong. District)
Structured	Non-structured
Fixed hours	Flexible round the clock service
Service by paid staff	Service by qualified volunteers
Service delivered in centre/ crèches	Service mainly at volunteers' home or child's residence
Sectional or hourly fee with meal charges	Hourly fee

## Why NSCCP?

- Child care needs unmet :
  - ~ Parents on extended irregular working hours
  - ~ Families in crisis (e.g. sickness, emotional problems, attending treatment) with unforeseen ad hoc needs undergoing immense pressures
- Due to financial constraint or lack of social support, some children left unattended at home, resulting in tragedies



## Users' and Volunteers' View

Mr. Pang, a working father who looked for ad hoc child care service while his wife was hospitalized.

"I was very stressful at that time. Luckily, the nanny helped me to take care of my baby so that I could continue my work in the daytime and visit my wife at night time."



Ms Chan, the mother of three young kids came at the time of divorce.

"I was so distressed to take care of three children. The support of nannies assisted me to get over the very difficult situation."

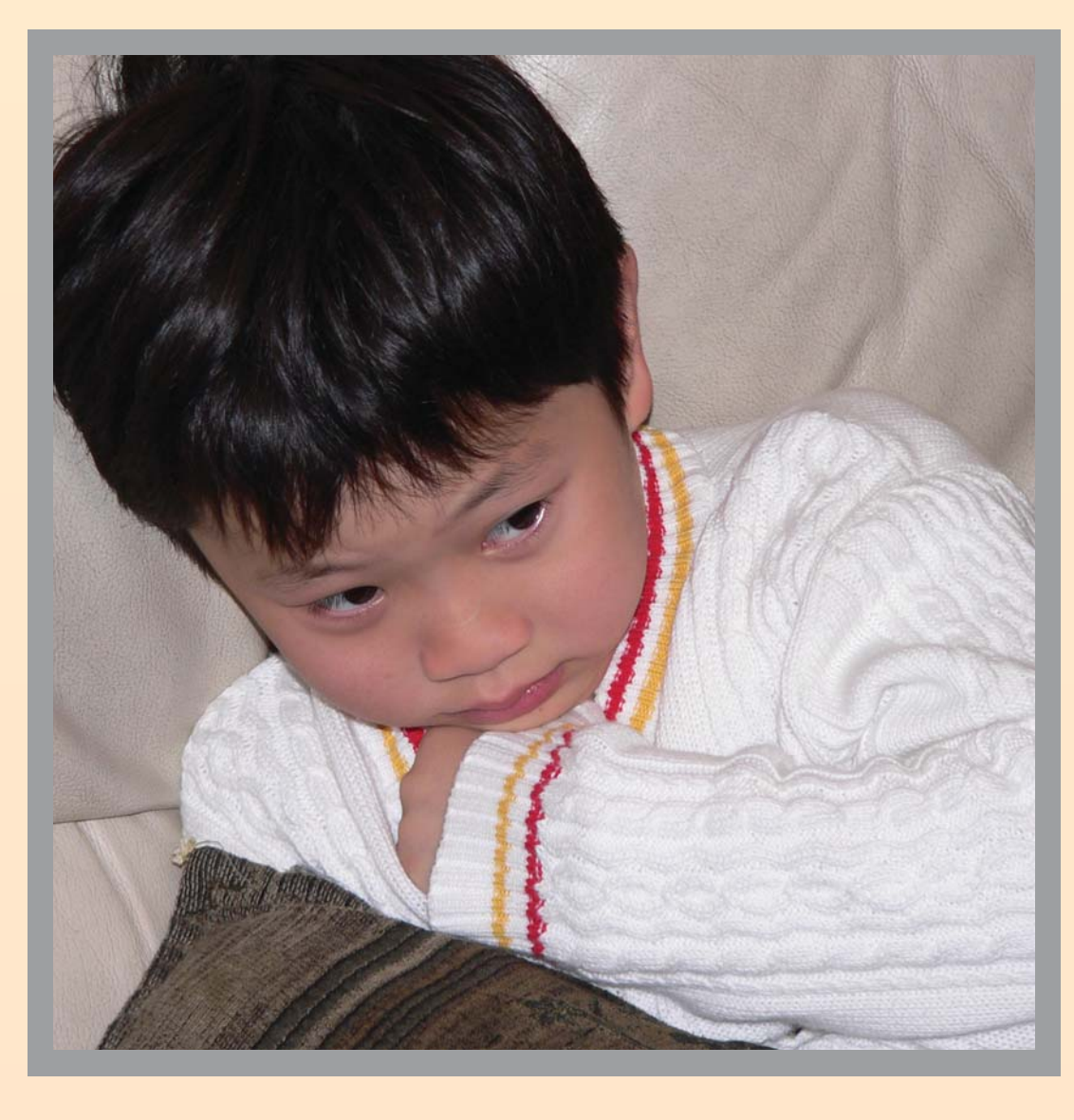
Mrs. Lee, a carer, a retired woman who is active in volunteer works.

"My children are grown up and have their own families. I would make good use of my time to help those parents in need, it is really meaningful. I have been well-equipped with more modern child care knowledge that facilitates me to communicate with my grandchildren."

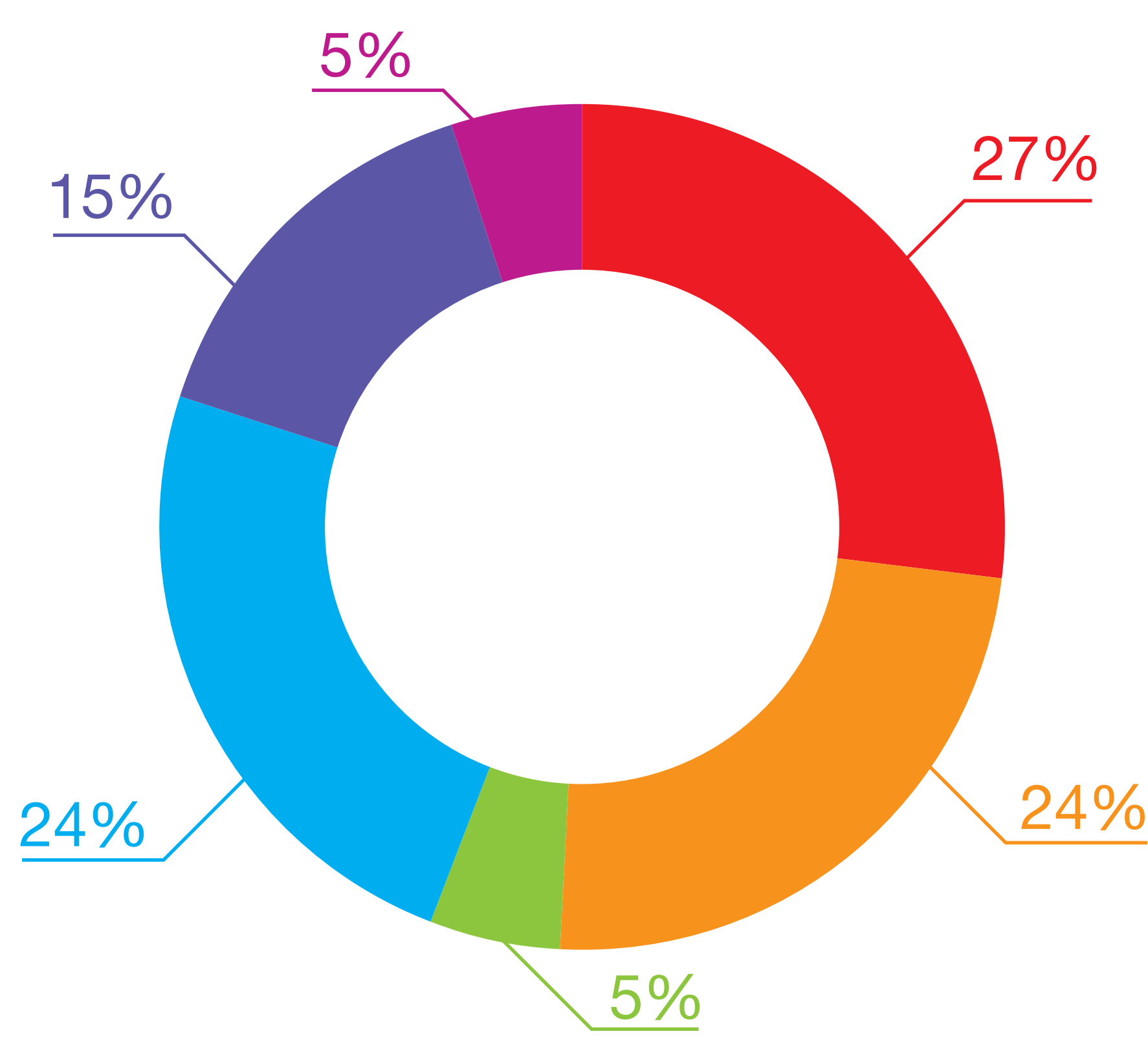


Mrs. Wong, a mother who entrusted her autistic child to a carer of the Project and later she turned up to join and has been trained up to be a carer.

"I find great difficulties in taking care of my child. Through the Project, the nannies share the experiences and skills with me. I know that I'm not alone. I feel relieved and supported. So I would like to help others in return."



## NSCCP offers assistance to ....



287 applications have been received from 16.3.2009 till 30.4.2010. They are...

- parents/caregivers occupied by ad hoc issue
- parents/caregivers suffer from chronic illness, physical handicap or in need of residential placement
- both parents occupied by full time jobs
- single parenthood or broken families
- other family members in need of special care and attention
- child comes from big family with three young kids or more

## 165 Volunteers have been recruited. They are...

- With a BIG heart to serve
- 99% have prior child care experience
- 88% are of secondary school level or above
- Received 14 hours child care pre-service training

## Role of Social Worker

- Recruit, screen, train, motivate & supervise volunteers
- Screening – home visits, interviews etc.
- Case intake, matching & monthly check-up visits

## Achievement since March 2009

- Timely service to 287 children
- Relieve the stress of working parents & families in crisis
- Development of support network (volunteers / parents / children) & social capital

In view of the utilization of the project, the service demand raised tremendously with an increase of 455%.



## Challenges ahead

- Expand & develop the pool of qualified & devoted volunteers
- Ensure service quality – through stringent screening & close supervision of volunteers etc.
- Avoid abuse of service

## Conclusion

- NSCCP has proven to meet the service gaps in child care effectively
- Long-term policy planning with regard to further development of neighbourhood level child care support network is highly recommended.