

**Social Welfare Department**  
**Upgrading of Central and Western/Islands Social Security Field Unit**  
**Tung Chung Sub-office to**  
**Tung Chung Social Security Field Unit**

**Purpose**

This paper is to inform Members of the upgrading of Central and Western/Islands Social Security Field Unit Tung Chung Sub-office of Social Welfare Department (SWD) to Tung Chung Social Security Field Unit.

**Background**

2. The Central and Western/Islands Field Unit Tung Chung Sub-office (TCSO) was set up in 2008 with the aim to facilitate easy accessibility for the residents of Tung Chung and Tai O to apply for Comprehensive Social Security Assistance (CSSA) and Social Security Allowance (SSA). The management of TCSO is under the administration of Central and Western/Islands Social Security Field Unit (CWIFU). The supervisor and clerical officer of CWIFU therefore had to take care of the office in Western district and TCSO in Tung Chung at the same time. Owing to the long distance between the two offices, the supervisor and clerical officer can only be on duty one day a week at TCSO which is not desirable from the management perspective. With the growing population in Lantau Island, an independent social security field unit will be better able to provide service to the residents of the whole Lantau Island. Through acquisition of additional resources including re-deployment of internal resources within SWD, TCSO will be upgraded to Tung Chung Social Security Field Unit with effect from 13 June 2011 to serve cases of the whole Lantau Island. Upon upgrading, the Tung Chung Social Security Field Unit will continue to provide service in the existing office of TCSO at G/F, Adjacent to Chau Yat House, Yat Tung (I) Estate, Tung Chung, N.T.

**Arrangement of Cases**

3. Upon its upgrading with effect from 13 June 2011, the Tung Chung Social

Security Field Unit will start to handle all new CSSA and SSA applications from the residents of Lantau Island. For existing CSSA and SSA cases of Lantau Island which were originally handled by Central and Western/Islands Social Security Field Unit, these cases will be transferred to Tung Chung Social Security Field Unit for follow-up action on 4 July 2011 in order to ensure smooth transfer of cases.

### **Impact on Service**

4. Upon upgrading, the Tung Chung Social Security Field Unit will have one additional Social Security Officer I to serve as the Supervisor, one additional Clerical Officer and one additional Workman II posts. These additional staff members will not only enhance management performance, but also facilitates service provisions such that the residents of South Lantau can conveniently apply for or renew CSSA and SSA applications at Tung Chung Social Security Field Unit without the need to travel a long way to the office of Central and Western/Islands Social Security Field Unit located at Western district. The significantly reduced travelling time for staff to conduct home visits will in turn enhance the efficiency and quality of our service.

### **Publicity**

5. We have put up notices at the offices of Central and Western/Islands Social Security Field Unit and Tung Chung Sub-office respectively to inform the public on 1 June 2011 about the upgrading of Tung Chung Social Security Field Unit and the related arrangements. Letters were also issued to the relevant departments and District Councillors in early June 2011. Besides, the SWD website was updated to notify the public of such arrangement.

### **Advice Sought**

6. Members are invited to note the content of this paper.

Social Welfare Department

Central Western, Southern and Islands District Social Welfare Office

June 2011