

(Translation)

Islands District Council
Minutes of Meeting of
Community Involvement, Culture and Recreation Committee

Date : 14 October 2025 (Tuesday)
Time : 2:30 p.m.
Venue : Islands District Council Conference Room,
14/F, Harbour Building, 38 Pier Road, Central, Hong Kong

Present

Chairman

Mr WONG Man-hon, MH

Vice-Chairman

Mr HUI Chun-lung, MH

Members

Mr HO Siu-kei
Mr HO Chun-fai
Mr YU Hon-kwan, MH, JP
Mr NG Man-kit
Mr CHOW Yuen-kuk, Jonathan
Ms KWOK Wai-man, Mealoha
Mr WONG Hon-kuen, Ken
Mr YIP Pui-kei
Mr LAU Chin-pang
Ms LAU Suk-han
Ms LAU Shun-ting

Co-opted Members

Ms XIANG Ming-han
Mr NG Tak-wai

Attendance by Invitation

Mr CHAO Ka-man, Stanley	Senior Liaison Officer (1), Islands District Office
Ms LIU Pui-shan, Lis	Senior Liaison Officer (2), Islands District Office
Mr Wilson CHAN	Chief Management Services Officer (Digital Inclusion and Research)2, Digital Policy Office
Mr Patrick NGAI	Senior Systems Manager (Digital Inclusion and Research)4, Digital Policy Office

Ms CHEN Ying-sin, Bobo
Ms TSANG Shuk-mei, Belinda

Project Assistant, Fong Chung Social Service Centre
Islands District Community-based Help Desks Event
Coordinator, Fong Chung Social Service Centre

In Attendance

Ms AU YUENG Wing-sum, Livia
Mr IP Cheuk-man, Ryerson

Assistant District Officer (Islands)2, Islands District Office
Assistant District Officer (Islands)2 Designate,
Islands District Office

Ms CHU Lai-ye, Agnes

Deputy District Leisure Manager (District Support) Islands,
Leisure and Cultural Services Department

Ms CHUNG Chi-yuen, Candy

Senior Librarian (Islands),
Leisure and Cultural Services Department

Ms LEUNG Wai-nga, Viola

Senior Manager (New Territories South) Promotion,
Leisure and Cultural Services Department

Ms HO Yee-hung

Senior School Development Officer (Wanchai & Islands),
Education Bureau

Secretary

Ms CHAN Ying-tung, Shadow

Executive Officer (District Council)1, Islands District Office

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**Welcoming Remarks**

The Chairman welcomed representatives of government departments, representatives of organisation and Members to the meeting, and introduced the following representative of department:

- (a) Mr IP Cheuk-man, Ryerson, Assistant District Officer (Islands)2 Designate, who would replace Ms AU YUENG Wing-sum, Livia.

I. Confirmation of Minutes of Meeting held on 9 September 2025

2. The Chairman said that the captioned minutes had incorporated the amendments proposed by government departments and Members, and had been distributed to Members for perusal before the meeting. The minutes were confirmed unanimously without further amendments proposed by Members.

II. Half-yearly implementation progress of Community Involvement Programme of the Islands District Office in 2025-26 (April to September 2025)  
(CICRC Paper No. 22/2025)

3. The Chairman asked Members to refer to CICRC Paper No. 22/2025, and

welcomed the guests who attended the meeting to respond to the question: Mr CHAO Ka-man, Stanley, Senior Liaison Officer (1) and Ms LIU Pui-shan, Lis, Senior Liaison Officer (2) of the Islands District Office.

4. Members noted the content of the paper.

III. Brief Introduction of the “Smart Silver” Digital Inclusion Programme for Elders  
(CICRC Paper No. 18/2025)

5. The Chairman asked Members to refer to CICRC Paper No. 18/2025, and welcomed the guests who attended the meeting to elaborate on the paper: Mr Wilson CHAN, Chief Management Services Officer (Digital Inclusion and Research)<sup>2</sup> and Mr Patrick NGAI, Senior Systems Manager (Digital Inclusion and Research)<sup>4</sup> of the Digital Policy Office (DPO); and Ms CHEN Ying-sin, Bobo, Project Assistant and Ms TSANG Shuk-mei, Belinda, Islands District Community-based Help Desks Event Coordinator of Fong Chung Social Service Centre (FCSSC).

6. With the aid of PowerPoint presentation and videos, Mr Wilson CHAN and Ms Bobo CHEN briefly presented the captioned programme as follows:

- (a) The “Smart Silver” Digital Inclusion Programme for Elders (“Smart Silver” Programme) provided regular and fixed-point training on digital technologies and technical support for elderly people aged 60 or above, particularly singleton or doubleton elders living in old districts and public housing. It covered topics such as smartphone operation know-how, the use of digital government services (e.g. iAM Smart, eHealth and SmartPLAY), cybersecurity, etc., with a view to enhancing the ability of elderly people to use digital technologies more effectively. Its anti-scam training content was also updated from time to time to help elderly people cope with the constantly evolving fraudulent practices.
- (b) The FCSSC had been commissioned as the implementing organisation of the “Smart Silver” Programme in the Central and Western District, Southern District and Islands District, with two community support stations established in each district. Each support station provided 12 sessions of technical support services per week (each session lasting at least two hours) and two sessions of digital training courses (each session lasting at least one hour). As of August this year, the FCSSC had provided services for over 8 500 attendances of elderly people across the Central and Western District, Southern District and Islands District.
- (c) The implementing organisation encouraged participants to invite family members to attend the training courses together. In addition to basic training and technical support services, flexible training schedules and one-to-one training were also provided to ensure learning effectiveness

and service quality.

- (d) Furthermore, the implementing organisation collaborated with the Association of the Hong Kong Central and Western District, the Hong Kong Southern District Community Association, the Peng Chau Rural Committee, and the Tung Chung Liaison Office of the Hong Kong Federation of Trade Unions to operate service stations for elderly people in the respective districts. Apart from regular and fixed-point support services, each support station conducted monthly home visits to promote the “Smart Silver” Programme and reach out to more elderly people. At the same time, through district organisations, district-level police resources and networks of elderly volunteers, the implementing organisation organised a series of digital technology learning and hands-on activities in Tung Chung and Peng Chau.
- (e) The implementing organisation also promoted the “Smart Silver” Programme through a Facebook page, leaflets and easy roll banners, enabling elderly people to learn about the themes of the digital training courses offered each month.

7. Members expressed their views as follows:

- (a) Many users reported that their experience with iAM Smart had been unsatisfactory, encountering problems such as difficulties with account registration and failure to link directly to other government mobile applications. In this regard, Members suggested that the DPO optimise the application’s design.
- (b) Members asked whether Multi-functional Smart Lampposts (smart lampposts) were related to the “Smart Silver” Programme, and enquired about the progress of the rollout of smart lampposts in Tung Chung.
- (c) The implementing organisation of the “Smart Silver” Programme had to serve elderly people in the Central and Western District, Southern District and Islands District at the same time, resulting in very extensive coverage. With regard to the Islands District, the implementing organisation had currently only set up community support stations in Ma Wan New Village in Tung Chung and Peng Chau. Members therefore enquired whether the DPO would expand the “Smart Silver” Programme’s support stations to other locations in Tung Chung or to other areas within the Islands District (such as Mui Wo, Cheung Chau or Lamma Island).

8. The Chairman said that the Islands District covered a vast area and had a population of more than 10 000 elderly people, and therefore enquired whether the DPO would expand the “Smart Silver” Programme, as well as what its short-, medium- and long-term arrangements would be.

9. Mr Wilson CHAN gave a consolidated response as follows:
- (a) He said that he had relayed feedback on the user experience of iAM Smart to the relevant section. He added that iAM Smart could currently be used to directly connect to and log in to other government mobile applications (such as eHealth and HA Go). The DPO would continue to optimise iAM Smart by exploring ways to streamline processes and introduce more digital services, while ensuring that users' personal data were adequately protected.
  - (b) As the smart lamppost project was handled by another section, he was unable to provide information on this matter.
  - (c) In addition to the regular and fixed-point support services under the "Smart Silver" Programme, the implementing organisation also provided digital support services to the elderly through outreach activities, thereby serving those living in remote areas. The DPO would continue to collect data and feedback on the "Smart Silver" Programme, and would review its arrangements and service coverage.

10. Members expressed their views as follows:

- (a) The Hospital Authority currently provided tele-consultation service to the public through HA Go. As most elderly people in Mui Wo were not proficient in using digital technologies, they had to go to clinics for tele-consultations. However, Members considered that the ideal goal should be to enable elderly people to receive tele-consultation services at home, whether with the assistance of family members or even independently. Members suggested that the DPO set up mobile digital service stations in areas with a larger elderly population, such as Mui Wo and Tai O, to provide targeted support for elderly people in using HA Go.
- (b) Members cited a past example where banks previously rolled out video teller services across Tai O, but the services could not be fully implemented because the elderly were unfamiliar with operating the equipment. Subsequently, the banks despatched staff to Tai O on a weekly basis to assist and teach elderly people how to use the equipment. Therefore, Members hoped that the DPO could provide more digital support services to elderly people living in remote areas of the Islands District, so that they could benefit from digital technologies.
- (c) The captioned programme was expected to benefit 100 000 elders, but currently about one-third of Hong Kong's population were elderly people, who needed time to learn how to use digital services. Members therefore enquired whether the DPO would allocate additional resources to implement the programme so as to benefit more elderly people.

Members considered that in addition to the number of service users, the DPO should also assess the effectiveness of the programme using other indicators, such as the initiative of the elderly people in using technology.

- (d) The DPO mentioned that the “Smart Silver” Programme had provided services for over 8 500 attendances of elderly people. Members asked whether this figure covered only elderly people in the Islands District; if not, they requested the DPO to provide a breakdown of the number of service recipients at the two support stations in the Islands District. Members also said that many elderly people lived in public housing estates in the district. They therefore suggested that the DPO consider setting up support stations within the housing estates, as well as using mobile support stations to reach more elderly people in the district.
- (e) Members suggested that the service centre include training on registering for and using Facebook, so that the elderly could access course information via Facebook.

11. Mr Wilson CHAN gave a consolidated response as follows:

- (a) When designing the training curriculum, the implementing organisations covered a wide range of application scenarios, including tele-consultation, and provided appropriate support to the elderly. In addition, the DPO had been maintaining communication with relevant departments, including the Hospital Authority, to regularly review and update the course materials and training content.
- (b) The implementing organisations would continue to monitor the needs for digital support services among elderly residents in remote areas of the Islands District, and would provide services for them through outreach activities. The future development of the “Smart Silver” Programme would depend on the Government’s overall fiscal position. The DPO would continue to review the effectiveness of the programme to ensure that resources were well used and that the needs of the elderly were properly addressed.
- (c) The DPO not only aimed to serve more elderly people, but also attached great importance to service quality. It would therefore require implementing organisations to review their service quality, for example by proactively seeking feedback from participating elders on whether the training courses had helped them acquire new knowledge and skills, as well as their level of satisfaction with the services.
- (d) He explained that the figure of over 8 500 attendances referred to the combined total for the Central and Western District, Southern District and Islands District. The Tung Chung support station served about

200 attendances per month, while the Peng Chau support station served about 100 attendances per month. Implementing organisations in each district also encouraged elderly people to help other elders in need by participating as sharers or volunteers in different types of activities, such as outings, competitions or sharing sessions.

12. Members said that the Islands District covered a vast area, including a new town and multiple islands, where transportation was relatively inconvenient and the service needs of elderly people were substantial. It was therefore suggested that, in the next phase of the “Smart Silver” Programme, the DPO should consider engaging a dedicated implementing organisation specifically for the Islands District, so as to concentrate resources on establishing more support stations.

13. The Chairman said that the population of the Tung Chung New Town was expected to grow to 300 000 in the future, resulting in strong demand for the services. It was inconvenient for residents in the urban area to go to the support station in Ma Wan New Village. The Chairman therefore suggested that the implementing organisation set up support stations in public housing estates in Tung Chung to serve more elderly people and enhance the effectiveness of the programme.

14. Mr Wilson CHAN expressed gratitude for the Chairman and Members for their views, and said that the DPO would continue to review the captioned programme so as to effectively address the needs of the community and the elderly.

#### IV. Reports on the work of the Leisure and Cultural Services Department in the Islands District

(i) Arts and Cultural Programme  
(CICRC Paper No. 19/2025)

15. The Chairman asked Members to refer to CICRC Paper No. 19/2025, and welcomed the guest who attended the meeting to elaborate on the paper: Ms LEUNG Wai-nga, Viola, Senior Manager (New Territories South) Promotion of the Leisure and Cultural Services Department (LCSD).

16. Ms Viola LEUNG briefly presented the paper.

(ii) Extension Activities of Public Libraries  
(CICRC Paper No. 20/2025)

17. The Chairman asked Members to refer to CICRC Paper No. 20/2025, and welcomed the guest who attended the meeting to elaborate on the paper: Ms CHUNG Chi-yuen, Candy, Senior Librarian (Islands) of the LCSD.

18. Ms Candy CHUNG briefly presented the paper.

(iii) Recreation and Sports Activities  
(CICRC Paper No. 21/2025)

19. The Chairman asked Members to refer to CICRC Paper No. 21/2025, and welcomed the guest who attended the meeting to elaborate on the paper: Ms CHU Lai-ye, Agnes, Deputy District Leisure Manager (District Support) Islands of the LCSD.

20. Ms Agnes CHU briefly presented the paper.

21. Members noted the content of the above papers.

V. Any Other Business

22. No further issues were raised by Members.

VI. Date of Next Meeting

23. There being no other business, the meeting was adjourned at 3:15 p.m. The next meeting would be held at 10:00 a.m. on 2 December 2025 (Tuesday).

(Post-meeting note: The next meeting was rescheduled to 11:30 a.m. on 16 December 2025 (Tuesday).)

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