

有關九龍城區少數族裔老年照顧問題

有調查顯示，大多數少數族裔長者及護老者從未使用主流長者中心服務，更有逾半護老者對這些服務缺乏信心。根據人口普查數據顯示，2011 至 2021 年間，香港 65 歲或以上的少數族裔人口從 9,910 人增至 25,792 人。而九龍城作為的少數族裔的傳統聚居區域，在 2021 年少數族裔的人口比例已升至本區總人口的 10.7%。由此可見，在九龍城區少數族裔的老年人服務需求正在不斷增加。調查指出，語言障礙、文化差異及缺乏合適的服務轉介渠道等主要問題，都影響了少數族裔長者使用服務的信心。

鑒於上述情況，本人建議社會福利署在九龍城區採取以下行動：

1. 簡化社會福利署及其支助計劃下的長者服務的申請流程，並提供多語言版本的申請表格和指引，確保少數族裔能輕鬆理解和填寫；
2. 撥款予社區組織建立支持小組，提供文化敏感的活動及資源，促進少數族裔長者之間的互助和交流，減少孤立感；
3. 為區內少數族裔長者提供更多銜接服務，以協助他們了解主流服務，並提升服務提供者對少數族裔的服務能力。銜接服務在過渡期至關重要，能促進少數族裔與主流服務之間的連接；以及
4. 增強區內的翻譯及傳譯服務。在主流長者中心增設專業翻譯及傳譯服務，特別針對常用的少數族裔語言，確保清晰的溝通，提升服務使用的信心和便利性。

九龍城區議會
利哲宏議員

Regarding the elderly care of ethnic minorities in Kowloon City District

Surveys indicate that the majority of elderly minority groups and their caregivers have never used mainstream elder care services, with more than half of the caregivers lacking confidence in these services. According to the population census, from 2011 to 2021, the population of ethnic minorities aged 65 or above in Hong Kong increased from 9,910 to 25,792. Kowloon City, as a traditional settlement area for ethnic minorities, saw its proportion of the population increase to 10.7% of the district's total population in 2021. This indicates that the demand for elderly services among ethnic minorities is also continuously increasing. The survey points out that language barriers, cultural differences, and a lack of appropriate service referral channels are the main issues affecting the confidence of minority elders in using these services.

In light of the situation described, the following actions are suggested for the Social Welfare Department:

1. The Social Welfare Department should simplify the application process for elderly services and provide application forms and guidelines in multiple languages to ensure that ethnic minorities can easily understand and complete them.
2. Encourage community organisations to establish support groups that offer culturally sensitive activities and resources, fostering mutual aid and interaction among ethnic minority elders and reducing feelings of isolation.
3. Provide more bridging services for ethnic minority elders to help them understand mainstream services and enhance the service providers' capability to serve ethnic minorities. Bridging services are crucial during the transition period to facilitate the connection between ethnic minorities and mainstream services.
4. Enhance translation and interpretation services. Establish professional translation and interpretation services in mainstream elderly centres, especially for frequently used ethnic minority languages, to ensure clear communication and improve the confidence and convenience of using the services.

Kowloon City District Council
Member, Dr. Rizwan Ullah, MH