

(Translation)

**Minutes of the 4th Meeting of  
Social Welfare and Women Development Committee,  
the 7th Term Kwun Tong District Council**

**Date:** 25 July 2024 (Thursday)  
**Time:** 2:30 p.m. – 3:57 p.m.  
**Venue:** Conference Room, Kwun Tong District Office,  
Unit 05-07, 20/F, Millennium City 6, 392 Kwun Tong Road,  
Kwun Tong, Kowloon

**Present**

Ms FU Pik-chun, MH (Chairlady)	Mr TSANG Wing-fai
Ms LEE Shuk-woon, Sophia (Vice-chairlady)	Ms CHING Hoi-yan
Mr YU Ka-ming	Mr WONG Chun-ping, MH, JP
Mr NG Ting-fung	Ms Zhan Baoyu
Mr LEE Ka-hang	Mr LAU Kar-wah
Mr LAM Fung, MH	Ms CHU Lok-wai
Mr LAM Wai	Mr TANG Wing-chun
Ms KAM Kin	Mr CHENG Keung-fung
Mr HUNG Kam-in, MH	Mr TAM Siu-cheuk
Ms LEUNG Sze-wan	Mr KWAN Kin-wing
Mr HSU Yau-wai	Mr PANG Chi-sang
Ms FENG Yunsi	

**In Attendance**

Ms CHAN Wai-chun, Regina	Assistant District Officer (Kwun Tong)1
Mr CHOW Lap-kan, Douglas	Senior Executive Officer (District Council), Kwun Tong District Office
Miss YIK Wai-sze, Cecilia	Senior Liaison Officer (2), Kwun Tong District Office
Miss Sandra LIM	Assistant District Social Welfare Officer (Kwun Tong)1, Social Welfare Department

**Secretary**

Mr WONG King-yui, Bobby	Executive Officer (District Council)1, Kwun Tong District Office
-------------------------	---

## **Opening Remarks**

The Chairlady welcomed all attendees to the 4th meeting of the Social Welfare and Women Development Committee (“SWWDC”) under the 7th Term Kwun Tong District Council (“KTDC”).

### **I. Confirmation of Minutes of Last Meeting**

2. Members did not raise any other comments. The minutes of the 3rd meeting were confirmed.

### **II. Proposal on Setting up Welfare Facilities at Development Areas 4 and 5 of Urban Renewal Authority Kwun Tong Town Centre Redevelopment Project by the Social Welfare Department** **(KTDC SWWDC Paper No. 3/2024)**

3. The representative of the Social Welfare Department (“SWD”) presented the paper.

4. Members raised views and enquiries as follows:

4.1 Members suggested that SWD provide relevant information on social welfare services in various sub-districts of Kwun Tong District to facilitate service referrals by Members or Care Teams.

4.2 Members enquired about the service details and charges for the Professional Outreach Teams for Private Residential Care Homes for Persons with Disabilities (“RCHDs”) and Specialised Co-parenting Support Centres (“SCSCs”).

4.3 Members recommended that SWD maintain close communication with Members and district personalities, and adjust the facilities in the project in the light of future developments and changes in the demographic structure of Kwun Tong District.

4.4 Members enquired whether SWD would provide children and youth services in the redevelopment project.

4.5 Members hoped that future operators of social welfare facilities would maintain close communication with local District Council (“DC”) members.

5. The representative of SWD responded to Members' views and enquiries as follows:
- 5.1 SWD stated that the above project, with a gross floor area of 17 200 square metres, was a mixed-use facility featuring public spaces, private residential premises and a shopping mall. Of this, 8 600 square metres were allocated for the relocation of government services, while about 3 000 square metres were designated for social welfare facilities. The department would provide some non-residential and more urgently needed services in the project.
- 5.2 SWD indicated that, in addition to the above project, the department had reserved premises in various development areas of Kwun Tong for the provision of additional social welfare services as suggested by Members. At the same time, the department would continue to identify suitable premises, including purchasing properties for the provision of social welfare facilities, to meet the needs of the public.
- 5.3 SWD stated that it would strengthen social welfare organisations' connections with district personalities and Care Teams to enhance collaboration among district stakeholders. As for case referrals, DC members were encouraged to continue using the existing referral methods so that the concerned residents could receive the necessary services in a timely manner.
- 5.4 Regarding the Professional Outreach Teams for Private RCHDs, SWD indicated that private RCHDs did not receive as much support as non-governmental organisations ("NGOs") providing subvented services. Therefore, SWD arranged for outreach teams to provide support to residents of private RCHDs and assist in enhancing the professional skills of private RCHD staff. The department added that this arrangement would not entail extra charges.
- 5.5 SWD stated that SCSCs provided one-stop co-parenting support services for separated/divorcing/divorced parents ("the parents") and/or their children; to assist the parents in carrying out parental responsibilities based on a child-focused principle, strengthen parent-child connection and provide support to children affected by parental separation/divorce and family change to promote their healthy growth and development.
- 5.6 SWD mentioned that the redevelopment project, located near the MTR and road sections with heavy traffic, would inevitably be affected by railway and traffic noise,

as well as air quality issues. The department considered it inadvisable to provide child care or other related services in the project.

6. Members raised views and enquiries as follows:

- 6.1 Members believed that neighbourhood elderly centres (“NECs”) should be located near residential areas to facilitate the elderly in accessing NEC services. However, given that there were not many residential dwellings surrounding the redevelopment project, Members enquired whether this would reduce the effectiveness of the facilities.
- 6.2 Members suggested providing various social welfare services in the redevelopment project, including spiritual support services, support services for children with special needs, mental health centre services, child-minding services, and carer support services.
- 6.3 Members recommended that SWD incorporate more artificial intelligence and information technology elements into social welfare facilities. They also enquired about the current status of information sharing among social welfare organisations and how to avoid service overlap.
- 6.4 Members suggested that SWD give more opportunities to smaller NGOs when selecting service providers in future.
- 6.5 Members enquired whether cases for SCSCs were referred by social workers.
- 6.6 Members suggested that SCSCs provide services to parents wishing to divorce, assisting them in mending their relationships.
- 6.7 Members recommended that SWD arrange for parents who were about to divorce to attend classes at SCSCs, so that both parties could understand how to handle the various issues faced by separated/divorced families.

7. The representative of SWD responded to Members’ views and enquiries as follows:

- 7.1 SWD explained that at present, there were not many NECs in Kwun Tong Central, and the NECs closest to the redevelopment project were the Mrs Aw Boon Haw Neighbourhood Elderly Centre in Wo Lok Estate and the Christian Family Service Centre on Tsui Ping Road. The redevelopment project, conveniently located, could

provide accessible services within walking distance to nearby elderly residents.

- 7.2 SWD mentioned that the existing service providers would consider providing corresponding and up-to-date services based on the needs of the elderly in the district, such as spiritual support services for the elderly.
- 7.3 SWD indicated that many social welfare organisations had been equipped with artificial intelligence and gerontechnology to provide services. It was believed that future social welfare facilities would adopt more innovative technologies to offer better services to users.
- 7.4 SWD stated that cases for SCSCs were generally referred by social workers, but in some cases, help-seekers sought assistance directly from SCSCs. Cases directed by the court or involving custody issues were followed up by the Family and Child Protective Services Units of SWD.
- 7.5 SWD indicated that it had planned to establish service units to support children with special needs in the soon-to-be-completed public housing in Kwun Tong District. Additionally, the Health Bureau had plans to set up a health centre in Kwun Tong District, which would include providing mental health assessments for residents.
- 7.6 Regarding information sharing, SWD stated that the department currently had an internal client information system containing data on its clients. Due to restrictions under the Personal Data (Privacy) Ordinance, SWD was unable to share information with other government departments or NGOs; however, social welfare units could still enquire about each other's cases via email or direct phone call if necessary.

8. Members enquired about the charges for the Professional Outreach Teams for Private RCHDs and the Multi-disciplinary Outreaching Support Teams for the Elderly and whether the community care service vouchers for the elderly ("CCSVs") or the health care vouchers could be used to pay these charges.

9. The representative of SWD stated that these services did not entail additional charges. The outreach teams provided services to residents of residential care homes ("RCHs") requiring special support and offered professional guidance to the staff of private RCHs. The representative added that CCSV was designed for elderly individuals who were on the waiting list for long-term residential care services. It subsidised them to choose service items and service combinations within the voucher's value from recognised service providers, including service units operated by SWD-

subvented NGOs, non-profit-making organisations/social enterprises or private organisations, based on the principle of “affordable users pay”.

10. Members endorsed the paper.

**III. Social Welfare Department – Report on the data on major social services in Kwun Tong District  
(KTDC SWWDC Paper No. 4/2024)**

11. The representative of SWD presented the paper.

12. Members raised views and enquiries as follows:

12.1 Members suggested that SWD provide more detailed data by sub-district and category to facilitate Members in offering corresponding support to the sub-districts they served, such as organising recruitment events for unemployed recipients of Comprehensive Social Security Assistance (“CSSA”).

12.2 Members enquired whether Kwun Tong District had the highest number of CSSA applicants among all districts in Hong Kong.

12.3 Members enquired whether the number of cases referred by the two hotlines, “Mental Health Support Hotline” and “Designated Hotline for Carer Support”, had been included in the case figures listed in SWD’s paper.

12.4 Members pointed out that there had been two recent suicide cases in Lok Wah South Estate and enquired about the service status of the “Mental Health Support Hotline” and the “Designated Hotline for Carer Support”. Since frontline security guards in housing estates had come into more frequent contact with such cases, Members asked whether SWD would provide support services for them.

12.5 Members enquired whether SWD could provide presentation materials to Members after the meeting.

12.6 Members suggested that SWD introduce advanced technology to provide real-time social welfare data and present the data in graphical format.

13. The representative of SWD responded to Members' views and enquiries as follows:
- 13.1 SWD expressed understanding that Members wished to obtain more detailed and precise data; however, the current system was unable to provide case figures for each sub-district in Kwun Tong District.
  - 13.2 SWD mentioned that under certain exceptional circumstances, SWD would consider manually compiling relevant figures when reviewing service needs/provision, but these figures were intended primarily for internal reference.
  - 13.3 SWD stated that in May, the number of CSSA applicants in Kwun Tong District accounted for 12.9% of the total in Hong Kong, which was the highest in the territory.
  - 13.4 Regarding the suicide cases in Lok Wah South Estate, SWD stated that the "Designated Hotline for Carer Support" and the "Mental Health Support Hotline" primarily provided immediate intervention services for those in need. In the long term, cases would be referred to relevant service units for follow-up, including Integrated Family Service Centres and Social Security Field Units. Such cases had been included in the service data mentioned earlier.
  - 13.5 SWD had provided training for frontline security guards in housing estates to enhance their ability to identify individuals in the community with mental health needs.
  - 13.6 Concerning student suicide cases, SWD mentioned that special arrangements had been made earlier in Kwun Tong District, under which 13 Integrated Children and Youth Services Centres in the district were paired with 33 secondary schools to strengthen connections and provide additional support services for students and their families.
14. Members noted the paper.

#### **IV. Any Other Business**

15. The Chairlady stated that the Hospital Authority had earlier written to invite KTDC to nominate two DC members to participate in "the 5th District Advisory Committee on the Expansion of United Christian Hospital" ("DAC"). The Chairman of KTDC had earlier referred the matter related to nominating Members to join DAC to SWWDC for follow-up discussion.

16. The Chairlady indicated that the number of DC members interested in joining DAC exceeded the quota limit. Therefore, the nominees were selected through lot drawing. After the draw, the Chairlady announced that Ms Sophia LEE and Ms CHING Hoi-yan would join DAC.

17. Members pointed out that the Progress Report of Public Housing Projects under the Housing Department mentioned that each project would include social welfare facilities. They enquired whether SWD could specify the types of social welfare facilities for each project.

18. The representative of SWD explained that since the projects had not yet been completed, the completion dates or detailed information about the social welfare facilities could not be provided. The representative would enquire with the concerned service branches about the relevant information and would explain it to Members at a later meeting.

19. The Chairlady stated that SWD should have planned the types of social welfare facilities before the commencement of the projects. Therefore, she hoped that the department could provide the relevant information at the upcoming meeting.

20. Members noted the paper.

**V. Date of Next Meeting**

21. The next meeting was scheduled to be held on 26 September 2024 (Thursday).

22. There being no other business, the meeting was adjourned at 3:57 p.m.

The minutes of the meeting were confirmed on 26 September 2024.

**Kwun Tong District Council Secretariat**  
**September 2024**