

(Translation)

**Minutes of the Fifth Meeting of the
Community Involvement, Culture and Recreation Committee (2024) of the
Kwai Tsing District Council**

Date: 9 October 2024

Time: 2:30 p.m. – 3:50 p.m.

Venue: Kwai Tsing District Office (“K&T DO”) Conference Room

<u>Present</u>	<u>Time of Arrival</u>	<u>Time of Departure</u>
Mr POON Chi-shing, MH (Chairman)	Start of Meeting	End of Meeting
Ms Miranda CHAN Oi-yi (Vice Chairman)	Start of Meeting	End of Meeting
Ms WANG Chung-wing	Start of Meeting	End of Meeting
Mr NG Yam-fung Benny	Start of Meeting	End of Meeting
Mr LEE Wai-lok	Start of Meeting	End of Meeting
Mr CHOW Kim-ho	Start of Meeting	End of Meeting
Miss CHAU Kit-ying	Start of Meeting	End of Meeting
Ms LAM Ying-wai	Start of Meeting	End of Meeting
Ms LAM Chui-ling, MH, JP	Start of Meeting	End of Meeting
Ms LEUNG Kar-ming, MH	Start of Meeting	End of Meeting
Miss MOK Yee-ki	Start of Meeting	End of Meeting
Ms GUO Huimin	Start of Meeting	End of Meeting
Ms CHAN On-ni	Start of Meeting	End of Meeting
Mr CHAN Chi-wing, MH	Start of Meeting	End of Meeting
Mr PANG Yap-ming	Start of Meeting	End of Meeting
Miss WONG Shuk-man	Start of Meeting	End of Meeting
Mr YIP Cheung-chun, MH	Start of Meeting	End of Meeting
Ms LAU Mei-lo	Start of Meeting	End of Meeting
Mr LAU Hing-wah, James, BBS, MH, JP	Start of Meeting	End of Meeting
Mr AU Chi-fai	Start of Meeting	End of Meeting
Ms TANG Lai-ling	Start of Meeting	End of Meeting
Ms CHENG Lam	Start of Meeting	End of Meeting
Miss LO Yuen-ting, MH	Start of Meeting	End of Meeting
Mr SO Pak-tsan, MH	Start of Meeting	End of Meeting
Mr CHEUNG Yam-lung, MH (Co-opted Member)	Start of Meeting	End of Meeting
Mr CHUNG Wai-ming William (Co-opted Member)	Start of Meeting	End of Meeting
Ms TAM Wai Chun, BBS, MH (Co-opted Member)	Start of Meeting	End of Meeting

Standing Representatives of Departments and Institutions

Ms YIP Sau-ling, Irene	Deputy District Leisure Manager (District Support) Kwai Tsing, Leisure and Cultural Services Department
Mr NGAI Kwok-kwan, Maxx	Deputy District Leisure Manager (Kwai Tsing) ¹ , Leisure and Cultural Services Department
Miss LEUNG Wai-nga, Viola	Senior Manager (New Territories South) Promotion, Leisure and Cultural Services Department
Ms WONG Ching-yan	Senior Librarian (Kwai Tsing), Leisure and Cultural Services Department
Ms LO Un-chi, Chloe	Senior School Development Officer (Kwai Tsing) ² , Education Bureau

Secretary

Ms KONG Shirley	Executive Officer (District Council) ⁵ , Kwai Tsing District Office
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Opening Remark

The Chairman welcomed Members and representatives of government departments to the fifth meeting of the Community Involvement, Culture and Recreation Committee (“CICRC”) (2024) of Kwai Tsing District Council (“K&T DC”).

Confirmation of Minutes of the Fourth Meeting (2024) held on 7 August 2024

2. Members endorsed the minutes unanimously.

Discussion Items

Request for Stepping up Publicity and Education for the Elderly in the District on the Use of Official Mobile Applications Such as “SmartPLAY”, “My Library”, “URBTIX”, etc., to Tie in with Digitalisation of Public Services

(Proposed by Mr POON Chi-shing, MH, Mr NG Yam-fung Benny, Ms LEUNG Kar-ming, MH, Miss LO Yuen-ting, MH, Miss WONG Shuk-man, Ms WANG Chung-wing, Ms Miranda CHAN Oi-yi, Ms CHENG Lam, Ms LAM Ying-wai, and Ms LAM Chui-ling, MH, JP)

(CICRC Paper Nos. 14/D/2024 & 14a/D/2024)

3. Members discussed the papers and put forth opinions as follows:

- (i) Recommended Leisure and Cultural Services Department (“LCSD”) step up publicity, such as setting up street booths and organising carnivals. Both the staff members of Care Teams and DC members’ ward offices are happy to serve as volunteers to support LCSD’s publicity activities. Members also recommended LCSD collaborate with Non-Governmental Organisations (“NGOs”) to regularly arrange service ambassadors or youth volunteers to teach elderly persons using mobile apps on a “one-on-one basis” at elderly gathering places, e.g. elderly centres;
- (ii) Reported that ethnic minorities might encounter difficulties while downloading mobile apps. In this connection, Members enquired of LCSD about its countermeasures. On the other hand, Members recommended LCSD design activities catering for the needs of ethnic minorities and new immigrant students;
- (iii) Criticised the existing sign-up procedure of group dance competitions through “SmartPLAY” for being overcomplicated as it requires multiple confirmations from teachers, students and parents during registration process. To complete the registration process, local students are required to go to the self-service stations at the event venues, whereas students born outside Hong Kong are required to go to the designated self-service stations in Kwun Chung. Therefore, Members recommended LCSD simplify the procedure by allowing schools to apply on behalf of their students as a group and restrict participants’ sign-up districts to avoid unfair situations caused by cross-district participation;
- (iv) Members enquired about the data on the public signing up for activities and booking venues through different channels. Besides, Members also enquired about the data on the public using mobile apps to book venues after the deployment of LCSD service ambassadors in order to evaluate effectiveness.
- (v) Stated that the official mobile app “My Library” of Hong Kong Public Libraries is not user-friendly as users have to enter precise keywords and select categories to search for books, hence the inconvenience; and
- (vi) Stated that the functions under some icons on the mobile ticketing app “URBTIX” do not align with general understanding, where users could probably be misled. Therefore, Members recommended displaying

functions directly in text. On the other hand, Members recommended including minority languages in that mobile app.

4. Deputy District Leisure Manager (District Support) Kwai Tsing, LCSD, briefly introduced the reply document and responded as follows:

- (i) The “SmartPLAY” system (“SmartPLAY”) has a thematic webpage and a mobile app which allow the public to register for personal accounts, search for and book recreational facilities, or sign up for recreational activities anytime and anywhere. In addition, the public can also use the touch control of SmartPLAY Smart Self-service Stations installed at approximately 240 recreational venues, including various District Leisure Services Offices, sports centres, swimming pools and sports grounds, to book for recreational facilities or sign up for recreational activities, during which the process is simple and quick;
- (ii) In addition to the service ambassadors who assist the public in registering and using SmartPLAY at the venues, the clerical staff members at both the venues and District Leisure Services Offices are also happy to guide the public in using SmartPLAY;
- (iii) Noted Members’ recommendation on holding outreach activities to promote SmartPLAY, and subject to the availability of resources, the recommendation would be considered for putting into practice;
- (iv) The technical issues related to the dance competition registration had been reported to relevant divisions of the Department. It was hoped that the issues would be solved as soon as possible;
- (v) The public can search for and book recreational facilities, or sign up for recreational activities anytime and anywhere through the SmartPLAY thematic webpage and mobile app. Although the data requested by Members were unavailable at that moment, it has been observed that long queues for venue booking or for recreational activity sign-ups outside District Leisure Services Offices no longer appear in early mornings. The Department would strive to improve the system to enhance both the user experience and the service quality of SmartPLAY; and

- (vi) Centre for Harmony and Enhancement of Ethnic Minority Residents offers free telephone interpretation services. Individuals in need can also utilise the translation tools on the market.

5. Senior Librarian (Kwai Tsing), LCSD, briefly introduced the reply document and responded as follows:

- (i) The Department promotes the electronic resources of libraries to the public through outreach activities, for example, by setting up booths during “Sport For All Day” to introduce electronic resources;
- (ii) In response to Members’ feedback on the complexity and inconvenience of “My Library” mobile app, the Department stated that libraries in Kwai Tsing District holds monthly reader education activities in the form of small groups to publicise libraries’ self-services, electronic services and various electronic resources, where the activity content include teaching users on the way to use “My Library” app. Besides, readers in need can make enquiries to on-duty librarians at service counters who are happy to provide immediate assistance; and
- (iii) Library collections primarily consist of Chinese and English materials. Thus, the main languages of “My Library” app are Chinese and English. The introductory webpage of library services on LCSD’s official website includes other languages to facilitate ethnic minorities’ browsing.

6. Senior Manager (New Territories South) Promotion, LCSD, noted Members’ recommendations on publicity activities and ethnic minority language support, and would relay such recommendations to the Ticketing Office.

7. The Chairman summarised the discussion as follows:

- (i) Requested LCSD to provide the data requested by Members after the meeting; and
- (ii) Recommended LCSD consider supporting more languages in different official mobile apps. Despite the fact that libraries’ collections comprise relatively few publications in ethnic minority languages, ethnic minorities can still choose to participate in other cultural and recreational programmes. If the system of LCSD supports a variety of languages, ethnic minorities

will no longer need to rely on translation services or tools. As a result, ethnic minority's participation would be facilitated in the activities organised by LCSD.

(Post-meeting note: The information papers submitted by LCSD regarding items (i) and (ii) above are included in the CICRC Circulation (Information) Paper No. 11/2024, which was circulated in CICRC on 22 November 2024.)

Enquiry about the Current Publicity Methods for the Activities Organised by LCSD in Kwai Tsing District

(Proposed by Miss LO Yuen-ting, MH)

(CICRC Paper Nos. 15/D/2024 & 15a/D/2024)

8. Members discussed the aforesaid item and put forth opinions as follows:
- (i) Members were only able to figure out the details of local activities through LCSD's online publicity or residents' alerts. In that context, LCSD was recommended to post off activity information on a monthly basis, as well as to periodically combining the content of various large-scale events into single posters for distribution through the Secretariat, instant messaging apps or email. In addition to sending relevant activity information to CICRC, it could also be sent to other DC Members, district committees, etc., for increasing the reach of publicity materials, hence the amplification of publicity effect;
 - (ii) As the printing volume of recreational activity booklets was relatively low, the view rate of the activity information could be significantly increased by information publication on social media platforms. On the other hand, the designated social media page of "LCSD Plusss" primarily introduces large-scale territory-wide activities rather than district activities. Therefore, Members recommended posting more Kwai Tsing District activities with hashtags on the designated social media page to facilitate public viewing, thereby attracting greater public participation in the activities; and
 - (iii) Reported that some NGOs in the district did not receive LCSD's electronic publicity materials.

9. Deputy District Leisure Manager (District Support) Kwai Tsing, LCSD, briefly introduced the reply document and responded as follows:

- (i) While some of the Department's special events are co-ordinated by the headquarters, they are supported and publicised by districts. Therefore, publicity activities will not be carried out until the press releases of the events have been issued. Should similar situations arise in the future, the Department will be consulted in order to provide K&T DC with early notifications;
- (ii) Noted Members' recommendation on introducing the activities in Kwai Tsing District through the designated social media page of "LCSDPlusss", as well as the recommendation of putting hashtags in posts to facilitate the public's viewing; and
- (iii) Noted Members' recommendation on the dissemination of activity information. In the future, the publicity materials of such activities will be distributed via email.

10. Senior Librarian (Kwai Tsing), LCSD, briefly introduced the reply document and responded as follows:

- (i) Noted Members' recommendation on the dissemination of activity information. On the other hand, an updated emailing list will be prepared; and
- (ii) The Department will proactively send electronic publicity materials to NGOs that had been in contact with libraries previously. In the event that other organisations are interested in receiving relevant information, they are welcome to contact the Department.

11. Senior Manager (New Territories South) Promotion, LCSD, briefly introduced the reply document and responded as follows:

- (i) The Department will report upcoming key activities at CICRC meetings;
- (ii) Noted Members' recommendation on the designated social media page, on which hashtags will be added to the posts of relevant activities in Kwai Tsing District;

- (iii) NGOs, which are interested in receiving publicity materials, are welcome to contact the Department so that their email addresses can be included in the email list; and
- (iv) The Department has launched a brand new one-stop performing arts web portal that allows members of the public to easily and conveniently search for performing arts programmes presented or sponsored by LCSD and the information about its venues. The website of the platform is www.performing-arts.gov.hk.

Information Paper

Report on the Cultural Activities in Kwai Tsing District Organised by LCSD

(CICRC Paper No. 16/I/2024)

12. Members noted the aforesaid paper and put forth opinions as follows:
- (i) In the past, more than one activity had been held under “18dART Community Arts Scheme in Kwai Tsing”. In view of that, Members enquired about the reasons for reducing the number of activities held this year;
 - (ii) The research report conducted by The Chinese University of Hong Kong showed that music was a popular genre of performing arts in Kwai Tsing District. However, LCSD had adopted the same theme and partnered with the same group for two consecutive years. Therefore, Members enquired of LCSD about its factors of consideration in selecting co-operation partners and activity themes; and
 - (iii) Enquired of LCSD about its expected time for conducting another scheme evaluation and its factors of consideration when adjusting performance content.
13. Senior Manager (New Territories South) Promotion, LCSD, responded as follows:
- (i) After consolidating resources, the Community Arts Scheme in 2024-25 has been adjusted to encompassing one project for each district;

- (ii) A cappella is a genre of music performing arts. Generally, each community arts project under the “18dART Community Arts Scheme” would be implemented in its corresponding district for several years in order to achieve a more profound effect. Relevant offices will continue to monitor the progress of the scheme, whereas the Department will consider making adjustment on the future direction of the activities after accepting participants’ opinions and reviewing the scheme’s effectiveness;

(Post-meeting note: LCSD added that Community Programmes Office will continue to monitor the progress of the scheme.)

- (iii) Earlier on, the Department had conducted a questionnaire survey on the activities held around the previous year, after which thousands of completed questionnaires were collected; and

(Post-meeting note: LCSD added that the survey covered the activities held from June 2023 to April 2024, and over 2 600 valid questionnaires were collected.)

- (iv) Noted Members’ recommendations, and will continue to study and evaluate the “18dART Community Arts Scheme”.

Report on the Recreational Activities and Sports Programmes in Kwai Tsing District by LCSD

(CICRC Paper No. 17/I/2024)

14. Members noted the aforesaid paper.

Report on the Promotional Activities and the Utilisation of Public Libraries in Kwai Tsing District by LCSD

(CICRC Paper No. 18/I/2024)

15. Members noted the aforesaid paper.

Year 2024/25 Kwai Tsing District Council Half-yearly Implementation Progress Report of Community Involvement Activities (April - September 2024)

(CICRC Paper No. 19/I/2024)

16. Members noted the aforesaid paper.

Any Other Business

17. Members expressed gratitude to various organisations and LCSD for their support in Kwai Tsing District Sports Festival, and then invited attendees to participate in the closing ceremony.

Date of Next Meeting

19. The next meeting was scheduled to be held on 4 December 2024 (Wednesday).

Kwai Tsing District Council Secretariat
November 2024