

(Translation)

**Minutes of the Fourth Meeting of the
Social Welfare Committee (2024) of the
Kwai Tsing District Council**

Date: 20 August 2024

Time: 2:30 p.m. – 3:26 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>
Miss CHU Lai-ling, MH (Chairman)	Start of Meeting	End of Meeting
Ms CHAN On-ni (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
Mr TSUI Hiu-kit	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 Miranda CHAN Oi-yi	Start of Meeting	End of Meeting
Mr PANG Yap-ming	Start of Meeting	End of Meeting
Mr AU Chi-fai	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 YU Kin-chung, Philip (Co-opted Member)	Start of Meeting	End of Meeting
Mr ZHAO Rong (Co-opted Member)	Start of Meeting	End of Meeting
Mr LAW King-shing, BBS, MH, JP (Co-opted Member)	Start of Meeting	End of Meeting

Standing Representatives of Departments and Institutions

Mr LAM Ka-yan, Leo Acting Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)3, Social Welfare Department

Ms LIN Shui-ngor, Miranda	Senior School Development Officer (Kwai Tsing)3, Education Bureau
Mr TSANG Kin-hang, Gary	Labour Officer (Workplace Consultation Promotion)2, Labour Department

Secretary

Miss LEUNG Man-sin, Kammy	Executive Assistant (Kwai Tsing) District Council (5), Kwai Tsing District Office
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Opening Remarks

The Chairman welcomed Members and representatives of government departments to the fourth meeting of the Social Welfare Committee (“SWC”) (2024) of the Kwai Tsing District Council (“K&T DC”).

Confirmation of Minutes of the 3rd Meeting (2024) held on 18 June 2024

2. Members endorsed the aforesaid minutes unanimously.

Discussion Items

Concern about the Support Services for Ethnic Minorities, New Immigrants and Students with Special Educational Needs in Kwai Tsing District

(Proposed by Ms CHENG Lam, Ms WANG Chung-wing, Ms LAM Chui-ling, MH, JP, Mr CHOW Kim-ho, Ms LEUNG Kar-ming, MH, Miss MOK Yee-ki, Mr NG Yam-fung Benny, Ms Miranda CHAN Oi-yi, Miss LO Yuen-ting, MH, Mr TSUI Hiu-kit, Ms GUO Huimin and Ms LAM Ying-wai)

(SWC Paper Nos. 8/D/2024, 8a/D/2024 and 8b/D/2024)

3. Members discussed the aforesaid matter, and put forth enquiries and opinions as follows:

- (i) As revealed by news reports or video-sharing websites, the problem of school bullying persisted in society at that time. Concern was thus expressed about school bullying. An enquiry was made about the number of complaints received by Social Welfare Department (“SWD”) against school bullying in Kwai Tsing District. Moreover, Members voiced concern that the schools involved might conceal or defer handling bullying cases. Therefore,

enquiries were raised as to whether the Department would record information on improper handling of school bullying incidents by schools, and how SWD would prevent and tackle the issue of school bullying in the district;

- (ii) Recommended recording and saving data on school bullying cases reported from different channels so as to further follow up and handle the issues of bullies as well as victims of bullying in the future. In response to the situation of victims of bullying, SWD should arrange for social workers or psychologists to actively support and assist them in emerging from the shadow of bullying. Meanwhile, government departments were recommended to reorganise resources according to the number of bullying cases in schools, and to review the needs of individual schools for timely resource allocation for schools with greater number of bullying cases in order to provide support;
- (iii) Enquired about the number of non-Chinese speaking (“NCS”) primary school pupils and secondary school students in Kwai Tsing District;
- (iv) Recommended Education Bureau (“EDB”) optimise the school allocation arrangement for newly-arrived NCS students. At that time, EDB generally enrolled students in schools based on the availability of school places in districts. EDB should consider whether schools had previously admitted NCS students from the same place and ponder over the schools’ performance in taking care of NCS students, so as to accord priority to newly-arrived NCS students for their enrolment in suitable schools, hence the provision of more effective support. EDB should focus on the well-being of students and allocate school places to NCS students more flexibly;
- (v) It is known that non-Chinese speakers mostly seek assistance from Hong Kong Community Network - LINK Centre, which is usually fully booked within a short period due to limited service quota. The written reply from SWD stated that the Integrated Family Service Centres (“IFSCs”) and Integrated Children and Youth Services Centres in Kwai Tsing District provided community support services for non-Chinese speakers. However, many non-Chinese speakers were not familiar with the services of the aforesaid centres, so it was recommended that SWD step up publicity among them. In addition, SWD was recommended to provide information about the services of the aforesaid centres to the schools in the district and maintain

close liaison with the schools in order to facilitate their provision of relevant information to students and parents in need;

- (vi) According to the statistics of Census and Statistics Department in 2021, excluding the number of foreign domestic helpers, there were approximately 300 000 ethnic minorities in Hong Kong. Members reckoned that the existing 3 Outreaching Teams for Ethnic Minorities (“OTEMs”) were inadequate and thus enquired whether SWD would allocate resources to arrange designated members from the OTEMs to follow up the cases referred by Care Teams, while strengthening co-operation with Care Teams;
- (vii) Understood that OTEMs would serve as a gateway to mainstream welfare services for ethnic minorities. Nonetheless, due to cultural differences between ethnic minorities and Chinese, it was believed that follow-ups carried out by social workers who speak the same languages and share the same cultural backgrounds could achieve better results. Also, an enquiry was raised as to whether SWD would offer corresponding professional training for frontline social workers to facilitate their provision of mainstream welfare services to ethnic minorities. Moreover, Members enquired of SWD whether it would recruit capable ethnic minorities to community service teams for enhancing the effectiveness in their response to the needs of ethnic minorities;
- (viii) EDB’s support for ethnic minority students is insufficient. As ethnic minorities have special customs and habits, and most ethnic minority students commute across districts, schools must allocate additional resources to organise activities and arrange transportation (such as free-of-charge school bus services) for them. Therefore, EDB was recommended to allocate more resources based on specific circumstances and strengthen support for the sponsoring bodies of schools where ethnic minority students attend;
- (ix) Noted that in recent years, some local students assessed with special educational needs (“SEN”) have not been admitted to schools in Kwai Tsing district and had to attend schools in other district. In that context, Members enquired about the number of SEN school places in Kwai Tsing District and whether the places were inadequate at that time; and

- (x) Although EDB has enhanced its support for students with SEN through the three-tier support model, the number of such students is increasing with a keen demand for special education. Therefore, the Government still has to enhance support to those students and relevant schools. Meanwhile, as the Department encourages integrated education, parents can choose to enrol their children with SEN in ordinary schools, hence the higher demand for social workers in ordinary schools. While the Department has introduced “one school social worker for each school” and “two school social workers for each school” arrangements in primary and secondary schools respectively, “one school social worker for two schools” arrangement is implemented among kindergartens. Kindergartens also have a great demand for social workers, so it was hoped that the “one school social worker for each school” arrangement could be implemented at kindergartens as well.

4. Acting Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)³, SWD, responded as follows:

- (i) Welfare services operated by SWD or non-governmental organisations (“NGOs”) have always provided welfare services to those in need regardless of race (including ethnic minorities, new immigrants and students with SEN and their families). SWD had sponsored 3 NGOs to establish OTEMs, so as to reach out to ethnic minorities with welfare needs and serve as their links and gateways to mainstream welfare services for early detection and intervention of cases in need and provision of welfare services. Apart from outreach services, the OTEMs also delivered referral services and telephone consultation services, as well as transitional support (e.g. group work services, counselling services and drop-in services) for people in need but not yet covered by mainstream services. In addition, the OTEMs not only possess vehicles to render services in relatively remote ethnic minority communities, but also contact and collaborate with relevant government departments and teams (including Ethnic Minority Care Teams) to provide support for ethnic minorities in need as appropriate. Furthermore, SWD noted Member’s opinions regarding service publicity; and
- (ii) To enhance youth’s mental health and stress resilience, SWD has implemented the “two school social workers for each school”

arrangement in over 460 secondary schools across the territory since the 2019/20 school year. Apart from raising the number of school social workers, the posts of social work officers have also been increased to strengthen the supervisory support for school social workers in dealing with complicated cases, thereby offering students with better counselling and services. On the other hand, SWD did not keep statistics on school bullying.

5. Senior School Development Officer (Kwai Tsing) 3, EDB, responded as follows:

- (i) EDB has all along been adopting a “zero tolerance” policy on school bullying. Any bullying act, irrespective of form or for whatever reasons, is totally unacceptable. Its circulars and guidelines have laid down in details the principles of handling school bullying, as well as relevant procedures, methods and follow-up actions. EDB also requires schools to take bullying incidents seriously, implement proactive measures and adopt the Whole School Approach (“WSA”) in formulating and implementing anti-bullying policies. EDB requests that in the event of bullying incidents, schools must stringently follow up the incidents, give primary consideration to the safety of students, as well as intervene immediately and stop the bullying as soon as possible in accordance with school-based crisis management mechanism. For school bullying incidents of a more serious nature (such as those involving serious violence or injury), schools must notify EDB as soon as possible to facilitate EDB’s provision of assistance. If illegal acts are involved, schools should actively contact the Police for appropriate handling measures;
- (ii) EDB has all along been driving schools to create a safe learning environment and a caring and harmonious campus culture, while adopting a multi-pronged approach to implement the policy on prevention and handling of school bullying. The approach adopted includes stepping up schools’ efforts in nurturing students’ empathy and proper values through school curriculum, learning and teaching resources and diversified learning activities, as well as cultivating students’ positive thinking and caring and respectful attitudes, whilst establishing a positive school culture through various student projects and events on personal growth. Additionally, EDB assists schools in providing support to students in need through WSA and cross-disciplinary (including counsellors, school social workers and school-based educational

psychologists) collaboration;

- (iii) In the 2023/24 school year, there were 1 350 NCS students in Kwai Tsing District, including 960 primary school pupils and 390 secondary school students;
- (iv) EDB is committed to encouraging and supporting early adaptation to the local education system and mastery of the Chinese language among NCS students (including ethnic minority students). It has always adopted diverse strategies to provide NCS students with all-encompassing learning support from pre-primary to secondary levels, including curriculum development, learning and teaching resources, teacher training, professional support, additional funding, multiple career options, as well as parent education and support, so as to help NCS students master Chinese language and integrate into society. Relevant measures have broadly benefitted schools, teachers, as well as NCS students and their parents. EDB will render placement assistance to children from 6 to 15 (including NCS students) who are eligible to enrol in public sector schools and make placement arrangement based on their districts of residence and vacancies of schools. Schools will also provide support to their enrolled NCS students;
- (v) Moreover, “The Chief Executive’s 2023 Policy Address” proposed multiple measures to continue strengthening support for NCS students to master Chinese language and integrate into society. Relevant support measures include designing Online Chinese Language Self-learning Resources for NCS students to furnish them with diverse learning materials to help expand their learning and consolidate what they have learned in lessons, using adapted learning materials of the Youth Chinese Test to prepare after-school Chinese language courses for lower primary NCS students on a trial basis, expanding the Summer Bridging Programme to include NCS students advancing to primary 5 and primary 6 so as to provide more comprehensive and sustained support of Chinese language learning, as well as increasing the number of schools that provide NCS students with school-based life planning services in order to assist them setting personal goals and plans for the future;
- (vi) EDB has also been endeavoured to help newly-arrived children (including newly-arrived NCS children) adjust to their learning environment in Hong Kong and integrate into the community. EDB provides them with support

services (including a six-month full-time Initiation Programme organised by local schools), which help them adapt to the local society and education system as early as possible and foster their personal development before enrolling in mainstream schools. If newly-arrived children choose to enrol in mainstream schools direct, they can attend a 60-hour Induction Programme offered by NGOs in their spare time. The programme content covers areas of language education, learning skills, personal growth and development, and social adaptation;

- (vii) EDB has all along been encouraging ordinary schools to implement integrated education through WSA and cater for students with SEN in accordance with 5 basic principles of early identification, early intervention, WSA, home-school co-operation and cross-sector collaboration. Besides, EDB encourages schools to adopt the three-tier support model and provide support to students as appropriate based on their individual circumstances and SEN so as to cater to their different learning needs. On top of regular subvention for ordinary schools, EDB has been providing schools with additional resources, professional support and teacher training. Furthermore, EDB adopts a diversified approach, which includes promoting collaboration between schools and NGOs, to step up support for SEN students by schools. All public sector ordinary schools has already created a Special Educational Needs Coordinator post, which the incumbent is responsible for leading the Student Support Team to continuously plan, implement and review various support measures and resource utilisation. The coordinator also works in a collaborated inter-disciplinary team and closely co-operates with other subject sections and professionals to enhance the effectiveness of the support;
- (viii) In terms of support for students with more severe or multiple disabilities, subject to the assessment and recommendation of experts and the consent of parents, EDB will refer the students to suitable types of aided special schools for enhanced support services; and
- (ix) EDB has maintained information on students with SEN by grade, type of SEN and level of support required, so as to facilitate the provision of resources and support services to schools. All public sector ordinary schools in Hong Kong have implemented integrated education with WSA, and each school would provide appropriate support according to the individual circumstances

and SEN of its students.

Concern about the Implementation Status of the Community Care Service Voucher Scheme for the Elderly in Kwai Tsing District

(Proposed by Miss CHU Lai-ling, MH, Ms LEUNG Kar-ming, MH, Miss LO Yuen-ting, MH, Mr TSUI Hiu-kit, Mr NG Yam-fung Benny, Ms CHENG Lam, Ms LAM Ying-wai, Ms LAM Chui-ling, MH, JP, Ms Miranda CHAN Oi-yi, Ms GUO Huimin, Ms WANG Chung-wing, Mr CHOW Kim-ho and Miss MOK Yee-ki)

(SWC Paper Nos. 9/D/2024 and 9a/D/2024)

6. Members discussed the aforesaid matter, and put forth enquiries and opinions as follows:

- (i) Intended to learn about the details of the Standardised Care Need Assessment Mechanism for Elderly Services (“SCNAMES”), e.g. procedures and content of the assessment;
- (ii) Enquired that among the service providers listed in SWD’s reply document, which of them could provide rental services of assistive technology products, and what categories and scopes of such products were provided;
- (iii) Enquired about the number of holders of Community Care Service Voucher for the Elderly (“CCSV”) in need of care which SWD had actively approached, as well as the types of services provided to them;
- (iv) According to data from the 2021 population census, the population of Kwai Tsing District aged over 65 was about 100 000, but only around 1 300 local elderly persons held CCSV. Therefore, Members remarked that the proportion of elderly persons with CCSV in the district was relatively low. Furthermore, about 30% of the holders did not use CCSV, so Members would like to know the reason and enquired whether there was a resource misallocation. Besides, they doubted whether the services provided by the 19 Recognised Service Providers (“RSPs”) of Kwai Tsing District could sufficiently address the needs of the elderly persons in the district. Enquiries were also raised about the average service hours for the elderly users of CCSV in Kwai Tsing District, as well as the number of the elderly persons enjoying cross-district services;

- (v) The CCSV launched by SWD has helped respond to the expectations and demands of elderly persons to age in place. However, there are numerous elderly doubletons and singletons in the community. They have keen demands for CCSV and community care services (“CCS”), but only 1 300 people held CCSV at that time. An enquiry was made as to whether the issuance of CCSV to an elderly person was subject to SWD’s approval even after the individual had received an invitation letter from SWD to apply for CCSV;
- (vi) Quite a few elderly persons in the district had enquired about information of CCSV, reflecting their insufficient knowledge of CCSV. Thus, an enquiry was made about the channels and methods of SWD to publicise CCSV at that time. SWD was recommended to step up the publicity for CCSV, so that elderly persons could have a better understanding of relevant information and services;
- (vii) Some service providers require elderly persons to become members in order to use their services. In that context, Members enquired how local elderly persons could enjoy such services if they did not want to apply for the membership;
- (viii) Enquired whether the service quotas for the 19 RSPs in the district could be increased; and
- (ix) Recommended SWD co-operate with DC members and District Care Teams. SWD could provide application forms for relevant services or direct contact details of the staff concerned, so that when Care Teams or DC members pay home visits to elderly persons, they could present the forms to elderly persons in need or arrange for them to directly contact the responsible staff of the Department, thereby offering the elderly persons speedier and more effective follow-up services.

7. Acting Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)³, SWD, responded as follows:

- (i) “Ageing in place as the core, institutional care as back-up” is the Government's elderly care policy. With a view to allowing the elderly to enjoy their golden years in familiar environments, the Government has been

rendering various care and support services at the community level to facilitate ageing in place. SWD's SCNAMES and Central Waiting List for Subsidised Long Term Care Services ("CWL") provide assessment and registration at single entry point so as to facilitate elderly persons in making applications, waitlisting and allocation of subsidised long term care services ("LTC"). Frail elderly persons who are assessed and recommended for CCS or Residential Care Services ("RCS") under SCNAMES are eligible to apply for subsidised CCS. Eligible frail elders may choose "home-based" or "centre-based" CCS provided by subvented NGOs, which include nursing care, rehabilitation exercises, escort, meals, and support services for carers. Eligible frail elderly persons may also choose to receive subsidised CCS under the CCSV Scheme;

- (ii) Elderly persons in need or their family members can file applications for subsidised LTC to SWD's Medical Social Services Units and IFSCs or elderly service units in the respective districts. Under SCNAMES, accredited assessors will adopt an internationally recognised assessment tool named "interRAI-Home Care" and conduct comprehensive assessments on the elderly applicants' abilities in regard of daily activity performance, cognition and communication, emotion and behaviour, bodily functioning, health conditions, social support, living environment, etc. The long term care needs of the applicants are then identified for the matching of suitable LTC. Elderly persons, who have been assessed under SCNAMES as suitable for CCS or RCS and who have been included in CWL but yet to receive RCS or subsidised CCS, can apply for CCSV;
- (iii) SWD will send letters to eligible elders on CWL and invite them to participate in the scheme. Eligible elderly persons can also download application forms from the SWD website or submit applications through the Voucher Information System for the Elderly. In general, the Community Care Service Voucher Office will complete approval and issue CCSV within 2 to 4 weeks upon receipt of an application. Elderly persons can purchase relevant services from RSPs after receiving the CCSV. In 2024-25, the ceiling value of CCSV was \$10,455. The service fee that an elderly person is required to pay is calculated on the "affordable users pay" principle, so that financially disadvantaged users can receive more government subsidies;
- (iv) The applicable scope of CCSV has been expanded to the rental of assistive

technology products for enhancing the quality of life of elderly persons and alleviating carers' pressure. Such products primarily cover aids for daily living (e.g. nursing bed, special function mattress and geriatric chair), walking/transfer aids (e.g. special function wheelchair/walking aid, and handrail and/or inclined platform), and bath/commode aids;

- (v) As at late June 2024, there were approximately 1 300 elderly holders of CCSV living in Kwai Tsing District, 70% of whom were using CCSV at that time. The utilisation rate of CCSV was influenced by multiple factors. According to the results of the survey conducted by SWD in 2021 and 2022, the majority of the elderly respondents stated that they had not yet used CCSV because they did not have immediate needs for the service. SWD has been introducing and publicising CCSV to eligible elderly persons and the public through diverse publicity methods (including holding briefings, playing publicity videos on online platforms, and attending radio and television interviews), so as to encourage elderly persons who are eligible to join the scheme. SWD noted Members' opinions on strengthening publicity and co-operating with DC members and Care Teams. It would continue to take forward relevant publicity work;
- (vi) Within a month elderly persons have received CCSV, SWD will take the initiative to contact them or their carers for learning about whether they have encountered difficulty in using CCSV. Every year, SWD contacts CCSV holders who have yet to use the services for 3 consecutive months, as well as their carers or the responsible staff members for learning about the reasons the elderly persons did not use their CCSV and reviewing their service needs; and
- (vii) SWD has been inviting eligible local NGOs, social enterprises, non-profit organisations, private organisations and licensed private hospitals to submit applications to join the CCSV Scheme as RSPs. RSPs providing CCSV services are required to sign a Service Agreement, comply with the terms and conditions in the Service Agreement as well as the Service Specifications, and offer services according to the information filled in during application. SWD would increase the number of CCSV to 12 000 in 2025-26. Generally, elderly recipients of CCSV services from RSPs do not have to become members of the providers in advance.

Concern about the Operational Status of Drug Treatment Facilities for Youth in Kwai Tsing District

(Proposed by Miss CHU Lai-ling, MH, Ms LEUNG Kar-ming, MH, Miss LO Yuen-ting, MH, Mr TSUI Hiu-kit, Mr NG Yam-fung Benny, Ms CHENG Lam, Ms LAM Ying-wai, Ms LAM Chui-ling, MH, JP, Ms Miranda CHAN Oi-yi, Ms GUO Huimin, Ms WANG Chung-wing, Mr CHOW Kim-ho and Miss MOK Yee-ki)
(SWC Paper Nos. 10/D/2024 and 10a/D/2024)

8. Members enquired about the operational status of drug treatment facilities for youth in Kwai Tsing District.

9. Acting Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)³, SWD, responded as follows:

- (i) Led by Narcotics Division of Security Bureau, SWD helps drug users (including young drug users) abstain from their drug habits and reintegrate into society through community-based services and residential services. Such services include individual and group counselling, vocational training, social skills training, and aftercare services;
- (ii) As regards community services, Counselling Centres for Psychotropic Substance Abusers provide services to habitual/occasional/potential psychotropic substance abusers and young people at risk. The services include (1) case and group counselling for psychotropic substance abusers and their family members; (2) periodic organisation of preventive education programmes for students of secondary schools, post-secondary institutions and vocational training organisations, as well as community members; (3) professional training for allied professionals; and (4) on-site medical support service for needy people to early identify and motivate drug abusers to seek early treatment and rehabilitation services. Centres for Drug Counselling provide services include (1) helping drug abusers to abstain from drug abuse; (2) assisting ex-drug abusers to maintain abstinence; (3) assisting drug abusers and family members of drug abusers to deal with problems resulting from drug abuse; and (4) providing on-site medical support service to early identify and motivate drug abusers to seek early treatment and rehabilitation services. Modes of their services include

individual and group counselling, group activities and anti-drug education and publicity events; and

- (iii) Regarding residential services, residential drug treatment and rehabilitation services are targeted at drug abusers who wish to seek voluntary residential drug treatment and rehabilitation for social reintegration. Such services include religious-based programmes, peer support, intensive counselling, vocational training, social skills training, and aftercare service. At that time, there were 30-odd residential drug treatment and rehabilitation centres and halfway houses across Hong Kong. The operating agencies will develop a range of drug treatment and rehabilitation programmes using different treatment models based on the backgrounds and needs of drug abusers. A total of 13 residential drug treatment and rehabilitation centres and halfway houses were subvented by SWD. Two of them were located in Kwai Tsing District, namely Evangelical Lutheran Church Social Service - Hong Kong, Ling Oi Centre (serving males), and Operation Dawn Girl Center (serving females).

Any Other Business

10. There was no other business.

Date of Next Meeting

11. The next meeting was scheduled to be held on 22 October 2024 (Tuesday).

Kwai Tsing District Council Secretariat
October 2024