

(Translation)

Minutes of the 12<sup>th</sup> Meeting of  
Social Welfare Committee (5/25-26)

Date : 17 December 2025  
Time : 2:30 p.m.  
Venue : Main Conference Room, Tsuen Wan District Office

Present:

Mr CHU Tak-wing, MH (Chairman)  
Ms LAM Yuen-pun (Vice Chairlady)  
Ms WONG Shuk-fan, Luparker  
Mr KOO Yeung-pong, MH  
Mr NG Chun-yu  
Mr CHOW Sum-ming  
Dr CHEUNG Man-ka, MH  
Mr CHAN Chun-chung  
Ms CHAN Shun-shun  
Mr MOK Yuen-kwan  
Mr TSANG Tai  
Mr FUNG Cheuk-sum  
Ms WAH Mei-ling  
Mr WONG Kai-chun  
Mr KOT Siu-yuen, MH  
Mr CHENG Chit-pun  
Mr LAU Chung-kong  
Mr CHAN Shing-jee

Government Representatives

Mr CHEUNG Chak-ho, Alex	Assistant District Officer (Tsuen Wan), Tsuen Wan District Office
Miss CHAN Shuk-ying	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)3, Social Welfare Department

Tsuen Wan District Council Secretariat Representatives

Mr LIM Kuen	Senior Executive Officer (District Council), Tsuen Wan District Office
Miss CHENG Nga-wai, Alice (Secretary)	Executive Officer (District Council)1, Tsuen Wan District Office
Miss WONG Yuen-chee, Connie	Executive Assistant (Community Involvement)5, Tsuen Wan District Office

In Attendance:

For discussion of item 3

Mr CHAN Yee, Wilson	Chief Management Services Officer (Digital Inclusion and Research) <sup>2</sup> , Digital Policy Office
Mr NGAI Wing-chung, Patrick	Senior Systems Manager (Digital Inclusion and Research) <sup>4</sup> , Digital Policy Office
Ms CHAN Shun-shun	President, Tsuen Wan Kwai Ching District Women's Association

I Opening Remarks and Introduction

The Chairman welcomed Members and representatives from government departments to the 12<sup>th</sup> meeting of the Social Welfare Committee.

2. The Chairman said that no Member had submitted an application for absence from this meeting.

3. The Chairman stated that according to the requirements stipulated in the Tsuen Wan District Council Standing Orders, if a District Council (DC) Member found that he/she had any direct personal or pecuniary interests in a discussion item or relevant matters when attending a meeting of the Council or dealing with matters related to the Council, the DC Member should declare the interests. The Chairman said that Ms CHAN Shun-shun had made a declaration of interests to him with regard to the subject matter of agenda item 3 prior to this meeting. She disclosed herself as the President of the Tsuen Wan Kwai Ching District Women's Association (TWKCDWA). The Chairman had ruled that Ms CHAN Shun-shun could engage in the discussion but should refrain from participating in the resolution and voting of the subject matter concerned.

II Item 1: Confirmation of Minutes of the 11<sup>th</sup> Meeting held on 5.11.2025

4. The Chairman said that the Secretariat had not received any proposed amendment prior to this meeting. The Chairman enquired whether Members had to put forth proposed amendments immediately. No Member put forth a proposed amendment immediately. Members unanimously endorsed the captioned minutes.

III Item 2: Matters Arising from the Minutes of the Previous Meetings

5. The Chairman said that there were no matters arising from the minutes of the previous meeting.

IV Item 3: Briefing on the "Smart Silver" Digital Inclusion Programme for Elders (TWDC SWC Paper No. 9/25-26)

6. The Chairman said that the Digital Policy Office (DPO) submitted the paper. The representatives from the department and organisation attending the meeting were:

(1) Mr CHAN Yee, Wilson, Chief Management Services Officer (Digital

- Inclusion and Research)2 (CMSO(DIR)2), DPO;
- (2) Mr NGAI Wing-chung, Patrick, Senior Systems Manager (Digital Inclusion and Research)4, DPO; and
  - (3) Ms CHAN Shun-shun, President, TWKCDWA.
7. CMSO(DIR)2 of the DPO and President of the TWKCDWA introduced the paper.
8. The views of Members were summarised as follows:
- (1) a Member welcomed and supported the “Smart Silver” Digital Inclusion Programme (the “‘Smart Silver’ Programme”), and shared that her ward office and the Care Team had also assisted in taking forward the said programme, during which she had witnessed first-hand the immense benefits gained by the elderly participants from taking part in the programme. The Member opined that the “Smart Silver” Elderly IT Learning Portal boasted abundant learning and teaching resources, covering knowledge in various fields, such as smart financial management, smart mobility, online shopping and smart health, etc. It was suitable for elders to engage in online learning independently, and also provided the Care Team with learning resources and discussion topics for its weekly tea gathering activities with elders; and
  - (2) a Member pointed out that his ward office often assisted elders in solving operational issues of their mobile phones, reflecting the pressing demand for relevant services. The Member hoped that the DPO would continue to implement and extend the “Silver Smart” Programme. In addition to properly utilising the existing manpower resources (including the Care Team members and volunteers serving in the “Smart Silver” Programme, etc.), the Members suggested that the DPO should redouble the effort in promoting the “Smart Silver” Programme among family members of elderly persons and should place particular emphasis on taking forward strategies that fostered inter-generational harmony. For example, schools could recruit and train students from primary three to secondary three to serve as “junior volunteers”, and invite these digital-savvy youngsters to assist in equipping elders with relevant knowledge. Such approach would not only expand the service coverage of the “Smart Silver” Programme and ease the existing manpower pressure, but also help foster exchanges between generations and promote social harmony.
9. CMSO(DIR)2 of the DPO responded as follows:
- (1) the DPO thanked DC Members, the Care Teams and local organisations for their support and participation, and said that it would continue to encourage partner organisations in various districts to develop diversified service models that were tailored to community needs. For example, an organisation had promoted “family group learning” by encouraging elders to participate in the programme together with their family members, thereby enhancing support for the elderly in using digital technology. There was also an organisation promoting inter-generational harmony by engaging

youth volunteers to assist elders in dealing with daily digital application issues. Moreover, some organisations had even established cooperation relationships with schools to enable students to take part in digital teaching and promotional campaigns for elderly persons through extra-curriculum activities or service learning activities, thereby promoting harmony across generations; and

- (2) the modes of operation of different community-based help desks (the “help desks”) were characterised by unique attributes. For example, some help desks were established using DC Members’ ward offices, service centres of organisations or by renting shops in shopping malls, etc. In terms of promotion, apart from the publicity carried out by the organisations themselves, the Government had also produced promotional videos and placed advertisements on tram bodies, buses or tram stops and e-notice boards at various housing estates to raise public awareness. The DPO would continue to gather insights and draw on the operational experiences of various help desks, including the aforementioned innovative cooperation models and their day-to-day practices, with a view to enhancing the overall service strategies and benefitting a greater number of elders.

#### V Adjournment of Meeting

10. The Chairman reminded Members that the next meeting was scheduled for 25 February 2026 (Wednesday) and the deadline for submission of papers was 5 February 2026 (Thursday).

Tsuen Wan District Council Secretariat  
29 December 2025