

(Translation)

Minutes of the 11th Meeting of
Social Welfare Committee (4/25-26)

Date : 5 November 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 FONG Suet-ying, Shadow	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)2, Social Welfare Department
Miss CHONG Yin-fai	Social Work Officer 3 (Planning & Coordinating), 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

In Attendance:

For discussion of item 3

Ms Nancy SHAW

Senior Manager, New Territories West
Integrated Community Rehabilitation
Centre, SAHK

Mr Felix CHEUK

Manager, New Territories West Integrated
Community Rehabilitation Centre, SAHK

Ms Venus HO

Occupational Therapist I, New Territories
West Integrated Community
Rehabilitation Centre, SAHK

I Opening Remarks and Introduction

The Chairman welcomed Members and representatives from government departments to the 11th 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 Secretariat had not received any declaration of interests prior to this meeting. The Chairman enquired whether Members had to make declarations of interests immediately. No Member made a declaration of interests immediately.

II Item 1: Confirmation of Minutes of the 10th Meeting held on 27.8.2025

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 Services Provided by the Integrated Community Rehabilitation Centre

(TWDC SWC Paper No. 7/25-26)

6. The Chairman said that the Social Welfare Department (SWD) submitted the paper. The representatives from the department and organisation attending the meeting were:

(1) Miss FONG Suet-ying, Shadow, Assistant District Social Welfare Officer

- (Tsuen Wan/Kwai Tsing)² (ADSWO(TW/KwT)²), SWD;
- (2) Miss CHONG Yin-fai, Social Work Officer 3 (Planning & Coordinating) (SWO3(P&C)), SWD;
 - (3) Ms Nancy SHAW, Senior Manager, New Territories West Integrated Community Rehabilitation Centre (NTWICRC), SAHK;
 - (4) Mr Felix CHEUK, Manager, NTWICRC, SAHK; and
 - (5) Ms Venus HO, Occupational Therapist I, NTWICRC, SAHK.
7. Manager of the NTWICRC, SAHK introduced the services and service targets of the centre.
8. The views and enquiries of Members were summarised as follows:
- (1) a Member pointed out that many physically handicapped persons in the community might not proactively seek relevant services as they aged due to mental stress or lack of information. The Member enquired whether the NTWICRC had imposed restrictions on the age of service targets, and was worried that elderly service users might be denied services on account of their age; and
 - (2) a Member expressed concern over the continued service demand. Given that service users might rely on the relevant support for an extended period, the Member was worried that the waiting list would continue to grow and enquired whether the NTWICRC had adequate resources to cope with the potential increase in demand.
9. Senior Manager and Manager of the NTWICRC, SAHK responded as follows:
- (1) the service targets of the NTWICRC were persons aged 15 or above. Although there was no strict limit on age, persons with severe disabilities aged under 60 would be given priority for services, having regard to the nature of services provided. Existing service users would not have their services discontinued due to old age;
 - (2) to cater for persons in need of long-term rehabilitation, in addition to providing professional treatments and training, the NTWICRC was endeavoured to amplify rehabilitation outcomes and extend their effect to the daily lives of service users. The NTWICRC would formulate personalised plans through comprehensive integrated assessments, alongside with the guidance from therapists, support from frontline staff and involvement of carers, to assist service users in acquiring community living skills that were always useful for them;
 - (3) the NTWICRC had established a service referral mechanism. When the rehabilitation progress of a service user was satisfactory and his/her condition was improved, the social worker and therapist would discuss with his/her family members to consider referring the case to ancillary services at a district support centre for persons with disabilities (PWDs) or a district health centre for follow-up, thereby freeing up the resources of the NTWICRC for receiving new and severe cases; and
 - (4) according to the Chief Executive's 2024 Policy Address, the number of

similar rehabilitation centres would be gradually expanded to 14 across the territory, but only two had been put into operation at the current stage. Therefore, the Ntwicrc attached great importance to its collaborative relationships with district partners. Considering district stakeholders as the key drivers in the service chain, the Ntwicrc took up a role in service delivery and follow-up, with the hope that they could work together to build a more comprehensive community rehabilitation network.

10. The views and enquiries of Members were further summarised as follows:
 - (1) a Member proposed inviting DC Members to visit the Ntwicrc, and believed that they would gain a deeper understanding of the services provided by the Ntwicrc through first-hand experience of the therapeutic equipment. Moreover, the Member suggested that the Ntwicrc should establish cooperation relationship with the Care Teams to jointly take forward promotional campaigns in the community, thereby raising the public's awareness on relevant services; and
 - (2) a Member enquired whether cases currently receiving services at other organisations but whose needs were not yet fully fulfilled could be referred to the Ntwicrc, and whether the Ntwicrc would provide services such as wheelchair assessment, fitting and modifications of rehabilitation seats for elders who were not users of residential care homes (particularly elderly persons experiencing mobility difficulties due to ageing but the existing wheelchair was unsuitable). Besides, the Member enquired whether physically handicapped persons who lived with family members but lacked daytime care (especially in situation where family members must leave home for work and were unable to provide care) were eligible to apply for meal delivery services.

11. Manager and Occupational Therapist I of the Ntwicrc, SAHK responded as follows:
 - (1) the Ntwicrc accepted service referral applications. However, with a view to ensuring effective utilisation of public money and social resources, the cases must meet the eligibility criteria (priority would be accorded to persons with severe disabilities aged under 60 but not receiving other daytime services) and have reasonable grounds for referral (for example, the service location was inconvenient or the service type had been mismatched) rather than relying on subjective factors such as personal preferences. The Ntwicrc would discuss the cases in detail with the referring units having regard to individual circumstances before making decisions;
 - (2) the Ntwicrc welcomed visits by Members. Through personally taking part in the simulated training activities (such as simulating rehabilitation training for PWDs) guided by therapists, Members could gain a deeper understanding of the services provided by the Ntwicrc, as well as render more effective assistance in directing local residents in need towards more appropriate support;
 - (3) as regards the meal delivery service, since the implementation of the service

concerned had been regularised for only two months, it was still at the stage where the actual demand was under observation at present. The Ntwicrc opined that the overall care resources in the district were relatively sufficient. As support could be provided by spouse, children or foreign domestic helpers in most families, there was no significant demand for meal delivery services for the time being. In regard to cases with genuine needs of long-term meal delivery services, the Ntwicrc would first assess whether the existing resources were sufficient to provide support. In the meantime, it would actively encourage service users to utilise food delivery platforms and other community resources, while relevant skills training would also be incorporated within the scope of guidance for occupational therapists;

- (4) for cases requiring wheelchair services, if the service user had already received other elderly services and was only in need of wheelchair-related support, the Ntwicrc would refer the case to a dedicated unit providing wheelchair services (such as the SAHK Jockey Club Rehabilitation Seating Service Centre). The unit concerned offered free professional assessments for service users (to be conducted either at home or at its centre), and therapists would recommend suitable wheelchair models based on their physical conditions. It also offered one-stop services including quotations, ordering, size adjustments and accessory configurations, as well as wheelchair repair and transportation arrangements. The Ntwicrc had previously collaborated with the aforesaid unit by deploying mobile service vehicles to promote its services and provide on-site wheelchair check-up services in the district; and
- (5) if a case had multiple rehabilitation needs (such as requiring functional training due to falls caused by functional decline, or carers seeking support due to pressure) concurrently, these needs would likewise be covered by the service scope of the Ntwicrc. Occupational therapists would offer wheelchair selection advice, alongside comprehensive support including personal care (such as bathing services), respite care, escort services and rehabilitation training at the centre.

12. A Member was concerned about the service arrangements for persons who were in need but fell outside the age range of service targets (under 15 and over 60), as well as the service demand in areas where the issue of ageing population was more severe (such as Fuk Loi Estate). The Member enquired of the SWD about the number of places of relevant services at present, the number of additional places under future service expansion plans and the statistical data on the demand for relevant services in the district.

13. ADSWO(TW/KwT)2 of the SWD suggested that Members could refer to the designated webpage for rehabilitation services on the website of the SWD to learn about the information of rehabilitation services provided for different age groups.

14. Senior Manager of the Ntwicrc, SAHK responded that the SAHK's scope of

services covered the rehabilitation needs of all age groups. In addition to the NTWICRC specifically serving individuals aged 15 and above, the SAHK operated early education and training centres as well as special child care centres for children aged zero to six, and provided special education support for school-age children. Moreover, the SAHK had established a parents resource centre at Shek Wai Kok Estate to provide ongoing support for PWDs of all ages and their parents.

V Item 4: Establishment of a Database on Singleton Elderly Persons to Form an Integrated Resources and Services Network

(TWDC SWC Paper No. 8/25-26)

15. The Chairman said that Dr CHEUNG Man-ka and Mr CHAN Shing-gee submitted the paper. The representatives from the department responsible for giving responses were:

- (1) Miss FONG Suet-ying, Shadow, ADSWO(TW/KwT)2, SWD; and
- (2) Miss CHONG Yin-fai, SWO3(P&C), SWD.

Besides, the written reply of the SWD was tabled at the meeting.

16. Dr CHEUNG Man-ka introduced the paper.

17. ADSWO(TW/KwT)2 of the SWD responded as follows:

- (1) the SWD had piloted the implementation of “District Services and Community Care Teams – Scheme on Supporting Elderly and Carers” in Tsuen Wan and Southern districts in March 2024, and it had been fully extended to all 18 districts across the territory in April 2025. Through systematic visits conducted by the District Services and Community Care Teams (the “Care Teams”), the scheme concerned aimed to identify singleton and doubleton elderly households, as well as carers of elderly persons and PWDs in need of assistance in the community, and refer the cases with needs to welfare service units for follow-up. In addition, eligible elderly persons and PWDs would be referred for the installation of emergency alarm system (commonly known as the “EAS”). As of the end of September 2025, the 19 Care Teams in the district had already reached out to 2 141 households in need, carried out 5 096 care actions and completed support and service referrals 2 272 times;
- (2) the SWD had launched the first phase of the Carer Support Data Platform, and had consolidated the data from the Housing Department (HD) and SWD to more precisely identify and care for the high-risk singleton and doubleton elderly households, as well as carers of elderly persons and PWDs lacking community support. It had also invited the Care Teams to approach and visit these high-risk households. The pilot scheme concerned had carried out trial runs in Kwun Tong and Sha Tin districts in July 2025, and had been extended to all districts across the territory in September 2025. As of 30 September 2025, the Care Teams had successfully visited 10 000 targeted households and referred 640 cases to welfare service units under the scheme concerned; and
- (3) the SWD had implemented the Support for Carers Project, aiming to enhance

the capabilities of frontline property management personnel in identifying and assisting carers in need. The Government also planned to install intelligent accident detection systems for nearly 300 high-risk families so that they could report home accidents in a timely manner. Besides, the SWD would continue to optimise the services and functions of the Information Gateway for Carers.

18. The views and enquiries of Members were summarised as follows:
 - (1) a Member enquired of the SWD which units (such as family members, the Police, the SWD or other relevant organisations, etc.) would receive notifications when the intelligent accident detection system detected an accident involving an elderly person; and
 - (2) a Member suggested that the SWD should incorporate an additional field in the administrative system for managing the information of elderly persons applying for allowances (such as the Old Age Living Allowance and the Old Age Allowance) to indicate whether the applicant was a singleton or doubleton elder, with a view to compiling a list of high-risk elderly individuals, facilitating subsequent follow-up, obtaining relevant information at source, and ultimately improving service efficiency.

19. ADSWO(TW/KwT)2 of the SWD responded as follows:
 - (1) the CLP Power Hong Kong Limited (CLP) utilised the data of the smart metering system to continuously monitor the electricity consumption pattern of elderly households, with the aim of automatically notifying frontline social workers and designated carers for timely intervention upon identification of abnormal situations. The CLP had launched the Community Watch & Care Service Pilot Programme in 2018 to install the aforementioned system for singleton elders. The programme concerned had entered the second phase in August 2025; and
 - (2) the SWD noted the Member's suggestion on providing an additional field for applicants to indicate whether they were singleton or doubleton elders during the procedures of elderly persons applying for relevant allowances.

20. The views and enquiries of Members were further summarised as follows:
 - (1) a Member enquired whether Tsuen Wan district was covered in the second phase of the aforesaid pilot programme, and proposed establishing a mechanism so that the Care Teams could refer elderly persons and PWDs in need in the district to relevant contracting organisations for installing the system concerned; and
 - (2) a Member suggested stepping up efforts in identifying the potential service demand of persons in need in the healthcare system. Medical personnel could proactively learn about the caregiving and living conditions of the PWDs and carers of elderly persons during their consultations, thereby improving data collection and identifying cases in need of support as early as possible.

21. The Chairman suggested that the SWD should establish a systematic data collection mechanism. When elderly persons applied for JoyYou Card (at aged 60) and various welfare allowances (at aged 65), their household status (such as singleton, doubleton or living with family members) should be registered at the same time for setting up an age-based automatic identification system. The Chairman pointed out that some elders might discontinue their medication or eat less because of emotional distress, resulting in accidents at home. Therefore, he suggested that the SWD, together with the Care Teams, elderly centres and healthcare units, should proactively identify various types of elderly groups based on the age groups of elderly persons and establish a long-term tracking mechanism, so as to ensure that support for the elderly remained consistent and uninterrupted.

22. ADSWO(TW/KwT)2 of the SWD responded as follows:

- (1) the CLP would install smart meters in all 18 districts across the territory (including Tsuen Wan district) in phases, and the second phase of the aforesaid pilot programme had already started in August 2025 in collaboration with welfare organisations; and
- (2) the SWD actively encouraged the Care Teams to carry out outreach services, aiming to approach hidden and high-risk cases in a proactive manner. In the meantime, the SWD had cooperated with the Hospital Authority and the HD to launch two pilot schemes. Starting from July 2025, the Designated Hotline for Carer Support would promptly intervene and provide assistance when carers receiving the allowance for low-income carers were hospitalised and their family members lacked community support.

VI Item 5: Any Other Business

23. The Chairman said that the SWD had invited Members to serve as the new-term members of the Tsuen Wan and Kwai Tsing District Service Quality Groups on Residential Care Homes for Persons with Disabilities (RCHDs) (2025-27) and Residential Care Homes for the Elderly (RCHEs) (2026-27), who would offer views on the facilities and services of residential care homes to enhance their service quality.

24. The Chairman announced the Members whose names had been consented by the Chairman of the Tsuen Wan District Council to serve on the following Service Quality Groups:

- (1) Ms WONG Shuk-fan, Luparker and Mr TSANG Tai would join the Service Quality Group on RCHDs; and
- (2) Mr FUNG Cheuk-sum and Mr WONG Kai-chun would join the Service Quality Group on RCHEs.

25. Mr MOK Yuen-kwan said that the International Day of Persons with Disabilities would be held on 14 November 2025 from 2 p.m. to 7:30 p.m. at the Atrium of D·PARK. The theme of the activities that day was “promoting the employment of PWDs”. The activities included interactive booths (showcasing vocational skills of PWDs by rehabilitation organisations) and stalls (selling products made by PWDs). The ceremony would be held from 4:30 p.m. to 5:30 p.m. The officiating guests included

the Secretary for Labour and Welfare, the Chairperson of the Equal Opportunities Commission, Deputy Director of the SWD, the Chairperson of the Hong Kong Joint Council for People with Disabilities and multiple members of the Legislative Council.

VII Adjournment of Meeting

26. The Chairman reminded Members that the next meeting was scheduled for 17 December 2025 (Wednesday) and the deadline for submission of papers was 2 December 2025 (Tuesday).

Tsuen Wan District Council Secretariat
11 November 2025