



香港特別行政區政府
效率促進辦公室
Efficiency Office
The Government of the Hong Kong
Special Administrative Region

By E-mail

22 January 2021

Mr Daniel SIN
Clerk
Panel on Information Technology and Broadcasting
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

Dear Mr Sin,

**Legislative Council
Panel on Information Technology and Broadcasting**

**Reply to Motion Passed under Agenda Item IV
“Introduction of and Proposed Injection into
the Social Innovation and Entrepreneurship Development Fund”
at the Meeting held on 11 January 2021**

At the meeting of the Panel on Information Technology and Broadcasting held on 11 January 2021, Members passed a motion as follows:

“That, given the present keen demand among elderlies for learning to use smartphones and the lack of working opportunities for young people who know how to make good use of the smartphones, this Panel urges the Government to rectify the misallocation of resources in society by launching programmes to hire the young people as instructors to provide guidance for the elderlies on the use of smartphones, with a view to integrating technologies into people's daily lives and developing Hong Kong as a smart city.”

We concur with the suggestion of the motion to promote the use of information technology by the elderly. The Government has all along been committed to promoting digital inclusion and active participation of various sectors of the community to assist those in need, including the elderly, in understanding and using technological products and services for full integration into the digital society. As for the suggestion of the motion, including promoting the participation of the youth, the Social Innovation and Entrepreneurship Development Fund (“Fund”) will actively explore and implement suitable measure to take it forward with the Fund’s existing innovative programmes/projects or new programmes/projects to be launched or supported, hopefully within this year.

At present, digital inclusion measures benefiting the elderly are mainly undertaken by the Office of the Government Chief Information Officer (“OGCIO”). The relevant measures include:

(a) ICT Outreach Programme for the Elderly

Under the Information and Communications Technology (“ICT”) Outreach Programme for the Elderly (“the Outreach Programme”), six non-profit-making organisations¹ teach the elderly, including institutionalised elders, elders receiving day care centre or home care services, hidden elders, etc. to use tablets, smartphones and other technology products through various activities to encourage wider adoption of digital technologies in their daily living. The Outreach Programme has benefited more than 11 000 elders since its launch in 2013-14.

(b) Enriched ICT Training Programme for the Elderly

Under the Enriched ICT Training Programme for the Elderly (“the Training Programme”), 11 Elder Academies (“EAs”)² offer over 100 advanced ICT training courses to the elderly for

¹ Namely, Caritas Hong Kong - Services for the Elderly, Hong Kong Chinese Women’s Club, Hong Kong Lutheran Social Service, the Neighbourhood Advice-Action Council, Po Leung Kuk, and Yan Chai Hospital Social Services Department.

² Namely, HKSKH Eastern District Elder Academy, Hong Kong Island Elder Academies Cluster, Institute of Active Ageing of the Hong Kong Polytechnic University, Kowloon West Elder Academies Cluster, LST YKH & Buddhist HWCP Innovation Elder Academy, Elder Academy of the Open University of Hong Kong, Kiangsu-Chekiang (Shatin) Elder Academy, New Territories West Elder Academies Cluster, Pak Kau Caritas Elder Academy, Pui Shing Elder Academy, and TM Hope Elder Academy.

free, covering topics such as digital government services, social media, cyber security, wealth management and health management, etc. to further enhance their knowledge in adopting digital technologies in daily living. Upon completion of the advanced training courses, the elderly participants may even serve as teaching assistants to help more elders acquire technology knowledge. At the same time, young students can also take part in voluntary work, such as serving as teaching assistants together with the elderly, exchanging digital living experience, fostering inter-generational harmony. The Training Programme has benefited over 3 000 elders since its launch in February 2019.

(c) Web-based Learning Portal for the Elderly

In October 2019, OGCIO launched the Elderly IT Learning Portal (“the Portal”), a web-based learning portal, to facilitate more elderly people in learning digital technologies. The Portal has so far launched 13 learning modules, covering online shopping, protection of mobile devices, cyber security and smart healthcare etc. The Portal also provides training in an interactive manner, such as virtual reality videos and interactive quizzes etc. As at the end of December 2020, the Portal recorded around 15 600 visits and around 1.6 million hits.

The Portal also added videos to teach elders how to use the interactive map dashboard of the “COVID-19 Thematic Website” and the mobile application of “GovHK Notifications” to keep them abreast of the latest situation of the epidemic, and encourage them to use the “LeaveHomeSafe” mobile app to develop a habit of recording their whereabouts, thereby minimising the risk of further transmission of the virus.

In view of the COVID-19 epidemic situation, the Outreach Programme and the Training Programme have been conducted remotely, such as through telephone, instant messaging software, web conferencing software or in the form of short videos etc. since the end of January 2020 so that the elderly can continue learning digital technologies at home.

Riding on the digital inclusion measures targeting at the elderly as set out above, the Fund will explore with OGCIO as to how to inspire and support young people through promoting social innovation and nurturing social entrepreneurship and their innovative ideas, products and services, to participate in the implementation and enhancement of those digital inclusion measures with the aim of further enhancing the capability and interest of elderly in adopting digital technologies.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'Elsa Hung', with a stylized, looped end.

(Elsa HUNG)
for Commissioner for Efficiency

c.c. Government Chief Information Officer (Attn: Mr Kingsley WONG)