

Civil Service Newsletter

December 2024 Issue No. 118



75

熱烈慶祝 中華人民共和國
成立七十五周年
CELEBRATING the 75th Anniversary of
the Founding of the People's Republic of China

香港特別行政區政府
The Government of the Hong Kong Special Administrative Region



(This Newsletter is also available on the CSB website at <http://www.csb.gov.hk>)

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Civil servants and civil service volunteers commended for meritorious performance

Civil Service Bureau



The Chief Executive, Mr John Lee Ka-chiu (first row, ninth left); the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (first row, eighth left); the Chairman of the Public Service Commission, Ms Maisie Cheng Mei-sze (first row, ninth right); and the Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man (first row, eighth right), were pictured with award recipients of the Secretary for the Civil Service's Commendation Award Scheme.

At the Secretary for the Civil Service (SCS)'s Commendation Award cum Civil Service Volunteer Commendation Award Presentation Ceremony held on 21 November 2024, Mrs Ingrid Yeung Ho Poi-yan, the SCS, commended civil servants with consistently exemplary performance, and recognised civil service volunteer teams and individuals for their outstanding performance and contributions in participating in and promoting volunteer service. The Chief Executive, Mr John Lee Ka-chiu, also attended the ceremony to extend his congratulations to the award recipients.

Addressing the ceremony, Mrs Yeung commended the awardees for their dedication to serving the public, whether through their work or volunteer service, which set outstanding examples for the civil service. She said that strengthening the governance capabilities of the civil service is a key initiative of the Civil Service Bureau (CSB) in this year's Policy Address, and one of the major achievements in this regard is the promulgation of the updated Civil Service Code (the Code) in June this year. The Code outlines the core values that civil servants should uphold, including passion for public service, dedication to duty, and being people-oriented, which are fully reflected in the achievements of the awardees of the SCS' Commendation Award Scheme.

SCS's Commendation Award Scheme

The SCS's Commendation Award Scheme was introduced in 2004 to commend staff members who have achieved exemplary work performance continuously for five years or above. The scheme has a rigorous selection process requiring nominations from Permanent Secretaries, departmental heads or heads of grades and adjudication by a selection committee; the final decision on the awardees' list is made by the SCS. This year, a total of 100 civil servants from 42 bureaux and departments across 51 grades, including professional and technical grades, disciplined services and general grades, received the award (see the list of award recipients on pages 5-6).

With a view to motivating civil servants, including those with shorter service, to continuously strive for excellence, the CSB enhanced the SCS' Commendation Award Scheme this year by lifting the minimum service length requirement for an awardee to sustain 20 years of service for obtaining the travel award. A total of 12 civil servants with 5 to 17 years of service benefited from this initiative.



The SCS, Mrs Ingrid Yeung, commended the award-winning teams and individuals at the ceremony for their excellent performance, whether in their work or volunteer service, which set outstanding examples for the civil service.

Features

Civil Service Volunteer Commendation Scheme

As for the Civil Service Volunteer Commendation Scheme newly launched this year, six departmental volunteer teams received the Outstanding Volunteer Team Award, and eight volunteer teams received the Meritorious Volunteer Service Award. Besides, 337 civil servants were presented with individual awards under the scheme (see the list of award recipients on pages 6 to 8). Criteria for the awards included volunteer service hours; diversity of scope and type of volunteer service; features or innovativeness of activities; leadership of individual volunteers to mobilise colleagues to participate in volunteer activities; partnerships with departmental volunteer teams and collaborating organisations as well as continuous and dedicated efforts in planning and organising activities for departmental volunteer teams. Serving civil servants, non-civil service contract staff and retired civil servants are eligible for nomination for the awards.

Through the Civil Service Volunteer Commendation Scheme, civil servants' contribution to volunteer service will be recognised on a regular basis, further motivating more civil servants to take part in volunteer service, promoting a caring and supportive culture of volunteerism within the civil service, and enabling the public to have a better understanding of the civil service's efforts in helping the needy.



After a media interview, two of the awardees of the SCS's Commendation Award, Principal Ambulanceman of the Fire Services Department, Mr Chew Ming-tak (first left); and Senior Health Inspector of the Food and Environmental Hygiene Department, Mr Wong Ming-chun (second left), were pictured with three representatives from the winning teams of the Civil Service Volunteer Commendation Award, namely Chief Engineer of the Civil Engineering and Development Department, Ms Annie Law Po-yee (first right); Police Station Sergeant of the Hong Kong Police Force (HKPF) Mr Lam Hok-chim (second right) and the Assistant Commissioner of Police (Personnel) of the HKPF, Mr Ronny Chan Man-tak (third right).



The Chief Executive, Mr John Lee; the Secretary for the Civil Service, Mrs Ingrid Yeung; the Chairman of the Public Service Commission, Ms Maisie Cheng; and the Permanent Secretary for the Civil Service, Mr Clement Leung, were pictured with the representatives of award-winning volunteer teams and award recipients of the Civil Service Volunteer Commendation Scheme.

The Secretary for the Civil Service's Commendation Award 2024 - List of Award Recipients

Bureau / Department*	Name*
Agriculture, Fisheries and Conservation Department	Ms CHAN Ka-lai
Audit Commission	Miss CHIU Kit-leung, Bobo
Auxiliary Medical Service	Ms LAU Mei-fung
Buildings Department	Mr YIP Kwan-ho, Dick
Census and Statistics Department	Ms SIN Hung
Civil Aid Service	Mr LO Wai-ming
Civil Aviation Department	Miss LAM Wai-sze, Christine
Civil Engineering and Development Department	Mr CHUANG Tat-tang
	Ms CHUN Siu-yin
Civil Service Bureau	Mr NG Kwok-ching
Correctional Services Department	Ms CHAN Fung-lin
	Ms CHAN Kit-yuk
	Mr CHAN Yeung-pong
	Mr CHEUNG Man-ho
	Mr LAU Man-kit
Customs and Excise Department	Ms CHEUK Tze-lok
	Mr CHU Wai-shing
	Ms IP Kwok-wah, Karen
	Ms LEE Suk-yu
	Mr POON Wing-chau
Department of Health	Ms IU Po-lan
Department of Justice	Ms YAN Sau-wan
Development Bureau	Mr FUNG Chun-kong
	Ms LAI Sau-mei
Digital Policy Office	Dr LEW Shing-fong, Terry
Drainage Services Department	Mr TUNG Hing-kin
Education Bureau	Miss WONG Yuen-yin
	Ms YAN Kin-foon, Alice
Electrical and Mechanical Services Department	Mr CHAN Wai-chuen
	Mr TANG Choi-chin
Environmental Protection Department	Mr WONG Wai-leung
Fire Services Department	Mr CHEW Ming-tak
	Mr CHOW Siu-choy
	Mr CHUNG Chi-wai
	Mr LEE Chi-fai, Eric
	Mr LEE Kin-wai, Stephen
	Mr YU Ka-yui, Raymond

Bureau / Department*	Name*	
Food and Environmental Hygiene Department	Mr HO Wing-nin	
	Mr HUNG Sai-kit	
	Miss IP Wai-ting	
	Mr LAM Koon-yuen, Vincent	
	Mr WONG Ming-chun	
	Ms WONG Wai-king	
Highways Department	Mr WONG Pak-on	
Home Affairs Department	Ms WAN Siu-ling, Emily	
	Miss WONG Wai-man, Carol	
Home and Youth Affairs Bureau	Mr CHAN Yik-miu	
Hong Kong Police Force	Mr CHAN Yan-wing	
	Mr CHENG Chi-fai	
	Mr CHIU Chi-kit	
	Mr CHU Wai-leung	
	Mr CHUNG Fai	
	Mr Dominic Hibell	
	Mr KWAN Chun-ting	
	Mr LAI Yuk-fai, Alex	
	Mr LAM Yiu-cho, Raymond	
	Mr LAU Yeuk-lam	
	Mr LEE Lok-yan, Dominic	
	Mr LEE Tin-lung	
	Mr LEE Yiu-chung	
	Mr MOK Chun-kit	
	Ms SZE Yuk-sim, Maggie	
	Mr TSANG Ho-wai	
	Mr TSUI Wai-cheong	
	Mr WONG Wai-lun	
	Hongkong Post	Mr CHAN Yiu-fai
		Mr YIP Yiu-kuen
Housing Bureau	Mr LO Ka-wah	
Housing Department	Mr NG Chi-shing	
	Ms TSE Ho-fan	
Immigration Department	Mr CHAN Fu-ming, Ringo	
	Mr HO Siu-hang, Jacky	
	Ms LAU Mei-ying	
	Ms LING Pui-chi	
	Mr NG Ka-po	
	Mr TAM Yuen-ho, Patrick	

Features

The Secretary for the Civil Service's Commendation Award 2024 - List of Award Recipients

Bureau / Department*	Name*
Information Services Department	Miss SAIR Ying-ying, Teresa
Judiciary	Ms CHIM Fung-ling
	Ms CHUI Fung-king
Land Registry	Ms TING Yuet-ling, Bidy
Lands Department	Mr CHEUNG Wai-cheung, Colley
	Ms CHIU Yee-wan
Legal Aid Department	Ms LO Yuk-hing, Florence
Leisure and Cultural Services Department	Miss CHAN Choi-yuk, Priscilla
	Ms CHAN Wai-yuk
	Ms KO Kam-ling
	Ms LEE Pui-ling
	Mr LEUNG Kin-man
	Ms LI Ho-yan
	Ms SIU Wing-lin, Tina




Bureau / Department*	Name*
Marine Department	Mr SZE Pui-sing
Official Receiver's Office	Miss CHEUNG Ka-yan, Evonne
	Mr TANG Yuk-tung, Richard
Planning Department	Mr KWOK Ka-hei
Social Welfare Department	Ms CHONG Wai-chun
Transport Department	Ms LAU Mee-fung, Esther
	Ms LEE Sui-ping, Yolanda
	Mr TO Ka-wah
Water Supplies Department	Mr WONG Kwok-biu
Working Family and Student Financial Assistance Agency	Miss LEE King-shan

* In alphabetical order of the bureau /department and award recipients' names in English




Civil Service Volunteer Commendation Scheme 2024 - List of Team Award Recipients

Outstanding Volunteer Team Award

Large departments

	Gold Hong Kong Police Force Volunteer Teams
	Silver Hong Kong Fire Services Department Volunteer Team
	Bronze Oi Kwan Volunteer Group Limited (Correctional Services Department)

Small departments

	Gold Digital Policy Office Volunteer Team
	Silver Official Receiver's Office Volunteer Team
	Bronze Rating and Valuation Department Volunteer Service Team

Meritorious Volunteer Service Award

Civil Engineering and Development Department Volunteer Team

Oi Kwan Volunteer Group Limited (Correctional Services Department)

Hong Kong Customs and Excise Department Volunteer Team

Digital Policy Office Volunteer Team

Drainage Services Department Volunteer Team

Hong Kong Fire Services Department Volunteer Team

Police Volunteer Services Corps

Water Supplies Department Volunteer Team

Civil Service Volunteer Commendation Scheme 2024 - List of Individual Award Recipients

Outstanding Volunteer Leader Award

Bureau/Department	Name
Architectural Services Department	Ms MO Yin-ling
Civil Engineering and Development Department	Ms LAW Po-yee, Annie
Customs and Excise Department	Ms WONG Kit-fong
Drainage Services Department	Ms POON Wing-chi
Fire Services Department	Mr CHOW Chin-choi
Hong Kong Police Force	Mr LAM Hok-chim
Water Supplies Department	Ms TAM Ka-yan

Excellent Volunteer Award



Gold Prize

Bureau / Department*	Name*
Agriculture, Fisheries and Conservation Department	Mr LEUNG Yiu-hung
Civil Engineering and Development Department	Ms LAW Po-yee, Annie
	Mr PAU Ka-wai, William
Customs and Excise Department	Mr CHAN Chun-kei
	Ms LAM Lai-hing
	Ms LO Yuen-man, Ivy
Digital Policy Office	Mr LEE Ka-po, Wilson
	Ms LEE Yuk-yee, Anna
Education Bureau	Miss LAM Pui-man, Sandy
	Miss LEUNG Hoi-yan
	Mr POW Michael
Fire Services Department	Mr CHAN Chun-yip
	Mr CHAN Wai-leung
	Mr KWOK Sin-yin
	Mr LAI Ka-chun

Bureau / Department*	Name*
Fire Services Department	Ms LAM Man-li
	Mr LAU Chun-kit
	Mr LEE Tat-shing
	Mr MA Kai-yiu
	Ms MOK Shuk-wa, Stella
	Mr NG Wai-lap
	Mr NG Wai-lun
	Mr YIP Kui-man
	Mr YUNG Wai-hong
Hong Kong Police Force	Mr CHAN Chun-yin
	Mr CHAN Kwok-fai
	Mr CHAN Shing-kin, Mike
	Mr CHENG Yuk-yuen, Pedro
	Mr CHEUNG Chi-lung
	Ms CHEUNG Fong-ling

Features

Bureau / Department*	Name*
Hong Kong Police Force	Ms CHEUNG Ka-man
	Miss CHIU Chi-kwan, Kathie
	Ms CHIU Wing-lan, Margaret
	Ms FONG Leong
	Mr HO Chung-hang
	Mr LAM Chun-yin
	Mr LAM Ki-fung, Keven
	Mr LAU Tat-ming
	Mr LEE Chung-wah
	Ms LEE Ming-san

Bureau / Department*	Name*
Hong Kong Police Force	Mr LEE Wai-shing
	Ms LEUNG Sau-ping
	Ms LEUNG Siu-ling, Deny
	Mr LO Ka-yan
	Mr LO Kwok-wai
	Mr MA Sin-ki
	Mr SO Chun-kit, Raymond
	Mr WONG Che-shing, Ian
	Mr YUNG Kin-wing, Kenneth
Immigration Department	Ms CHAN Lau-ying, Judy

Evergreen Volunteer Award



Gold Prize

Bureau / Department*	Name*
Customs and Excise Department	Mr CHAU Wing-kuen
	Mr LEUNG Wai-hung
Digital Policy Office	Ms LI Shui-yuk, Cendy
Fire Services Department	Mr CHAU Siu-cheung
	Mr CHENG Ki-lung
	Mr KONG Kun-wa
	Mr LAM Chun-fat
	Mr LAM Sau-keung
	Mr LAM Tze-kin
	Mr LO Tik-to
	Mr LO Yue-nam
	Mr LUI Wai-yuen
	Mr WAN Yuk-choi
Mr WONG Ping-lam	

Bureau / Department*	Name*
Fire Services Department	Mr WONG Wai-kit
Hong Kong Police Force	Miss CHAN Woon-wah, Hellen
	Mr CHU Wai-kim
	Mr HON Siu-chung, Aries
	Mr LAI Siu-keung
	Mr LEE Ching
	Mr LIU Chee-man
	Ms OR Hing-chun
Immigration Department	Ms CHEUNG Kah-ling, Karen
Water Supplies Department	Mr KWAN Chu-yin
	Mr MA Hin-chuen
	Ms MOK Yuen-ping

* In alphabetical order of the bureau /department and award recipients' names in English

Celebrating the 75th Anniversary of the Founding of the People's Republic of China - Featured events across 18 districts and civil service volunteer service

Civil Service Bureau and Home Affairs Department

To celebrate the 75th anniversary of the founding of the People's Republic of China (PRC), the HKSAR Government has joined hands with various sectors in the community to organise a series of fascinating events. A wide array of activities have been organised by the Home Affairs Department across 18 districts to celebrate the joyous occasion with the public. Seventy-five volunteer teams from government bureaux and departments have also actively co-ordinated volunteer service on the theme of National Day celebration to promote patriotism with affection for our country and Hong Kong in the community. An overwhelming response has been received from civil service bodies, and celebration activities, such as gala dinners, guided cultural tours, movie appreciation events, and seminars on patriotic education, have been organised to showcase the Chinese culture, which fully demonstrated the strong sense of patriotism among civil service bodies.



Central and Western



Celebration Series for National Day and the 14th Central and Western District Festival – Electronic Sports Experience Day in the Central and Western District



Kwun Tong



Kwun Tong Chinese Cultural Fest - Celebrating the 75th Anniversary of the Founding of the People's Republic of China



Southern



Aberdeen Fire Dragon Dance in Celebration of Mid-Autumn Festival and National Day

Features



Yau Tsim Mong



Let's All Dance for Our Beloved Country and Thousand Year Old Heritage



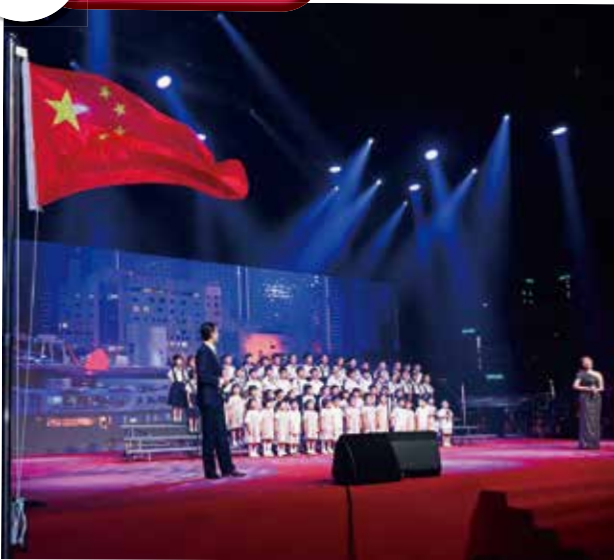
Kowloon City



Celebration of the 75th Anniversary of the Founding of the People's Republic of China - "Kowloon City Welcomes the National Games" Sports Carnival



Wan Chai



"Love Our Home, Treasure Our Country" Variety Show



Sham Shui Po



Exchange tour to Shanghai and Beijing in Celebration of the 75th Anniversary of the Founding of the People's Republic of China and the 27th Anniversary of the Establishment of the Hong Kong Special Administrative Region



Wong Tai Sin



Wong Tai Sin in Celebration of the 75th Anniversary of the Founding of the People's Republic of China - Youth Chinese Marching Parade



Sai Kung



Sai Kung Fun Day in Celebration of the 75th Anniversary of the Founding of the People's Republic of China



Tuen Mun



For the first time, a drone show was held above the sea in Tuen Mun Castle Peak Bay, using 750 drones to showcase the country's various achievements and Tuen Mun's distinctive features, with a view to celebrating the National Day with the public.

Features



North



North District Dance Competition 2024 in Celebration of the 75th Anniversary of the Founding of the People's Republic of China



Kwai Tsing



Kwai Tsing District Golden Oldies Show in Celebration of 75th Anniversary of the Founding of the People's Republic of China



Eastern



Eastern District Drone Show cum Variety Show in Celebration of the 75th Anniversary of the Founding of the People's Republic of China



Sha Tin



Parent-child Cultural Tour in Celebration of the 75th Anniversary of the Founding of the People's Republic of China



Tai Po



The Opening Ceremony of Tai Po District Activities in Celebration of the 75th Anniversary of the Founding of the People's Republic of China – Lam Tsuen River Grand Parade, Drone and Variety Show



Yuen Long



"Celebrate 75@Yuen Long" Bazaar x Concert

Features



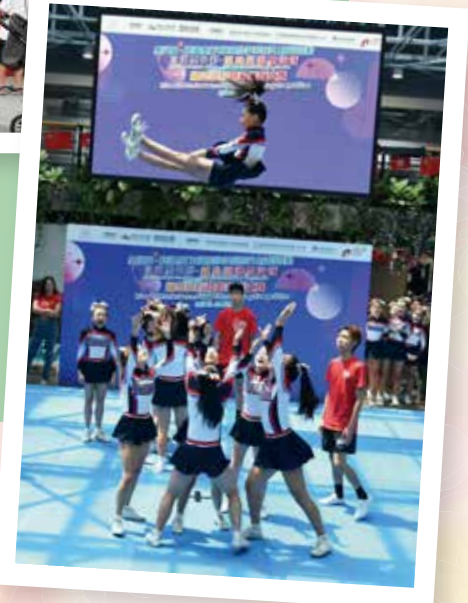
Tsuen Wan



Dragon Boat Open Competition in Celebration of the National Day



Islands



Cheers to the National Day - Islands District National Day Seaside Hebei Province Xiaoluban Circus Performance cum Islands District Inter-school Cheerleading Competition

Civil Service Volunteer Service in Celebration of the Founding of the People's Republic of China



The Civil Service Bureau's (CSB) Volunteer Team helped the Hong Kong Society for the Deaf to organise "Hong Kong Sign Language Day 2024" games at a shopping mall in Tai Wai on 22 September 2024, where members of the public could learn sign language and play games to encourage them to communicate more with the hearing impaired. Photo shows the Secretary for the Civil Service, Mrs Ingrid Yeung (second row, fifth left); the Permanent Secretary for the Civil Service, Mr Clement Leung (second row, centre); Deputy Secretary for the Civil Service, Ms Eureka Cheung (second row, fifth right); Deputy Secretary for the Civil Service, Mr Alex Chan (second row, fourth right); Deputy Secretary for the Civil Service, Miss Shirley Lau (second row, fourth left); and the Director of General Grades of the CSB, Mr Hermes Chan (second row, third left) and the CSB Volunteer Team signing "I love you".

The Civil Aviation Department held an aviation-themed youth activity at its headquarters on 5 October 2024, to celebrate the 75th Anniversary of the Founding of the People's Republic of China and enhance young people's understanding of the aviation development in Hong Kong. Photo shows young people participating in the demonstration session of air traffic control tower simulator.



On 14 September 2024, the Education Bureau's Volunteer Team assisted the Education Bureau in organising "Calligraphy 1,000+" for primary and secondary school students across Hong Kong to come together to celebrate the 75th Anniversary of the Founding of the People's Republic of China and in sending best wishes for the country's prosperity through the art of calligraphy, which is rooted in the rich and vibrant traditions of Chinese culture. More than 1,800 students from 81 primary schools and 61 secondary schools participated in the event, alongside 300 principals, teachers, and guests.



Hong Kong Fire Services Department Volunteer Team assisted The Neighbourhood Advice-Action Council in organising "Celebration of the 75th Anniversary and Mid-Autumn Festival with people with disabilities at Pleasant & Leisure Manors" event at the self-financed "Hostel for Persons with Disabilities" in Tuen Mun on 7 September 2024. Members of the hostel enjoyed the festive mood through National Day promotional activities, a fire safety talk and making lanterns.



The Home Affairs Department Volunteer Team, together with the volunteers from the Information Services Department, organised "Celebrating the National Day - Visit to Elderly Community Centre" on 12 November 2024. Led by Director of Home Affairs, Mrs Alice Cheung, and Director of Information Services, Mrs Apollonia Liu, the volunteers visited St. James' Settlement Wan Chai District Elderly Community Centre to show care and send blessings to the elderly. The volunteers exercised and played games with them, sharing the joy of the 75th Anniversary of the Founding of the People's Republic of China.

Smart Statistics: C&SD's Digital Transformation in the Era of Big Data

Census and Statistics Department

In recent years, the Census and Statistics Department (C&SD) has been actively exploring the application of artificial intelligence (AI) and data science in official statistical work, aiming to undertake digital transformation to enhance operational efficiency and quality of statistical services in the era of big data.

To promote digital transformation, C&SD strives to take forward significant development in two areas as follows:

Enhancing efficiency by using AI models in compilation of trade statistics

C&SD processes around 70,000 import/export declarations daily, totalling 18 million or so annually for compilation of external merchandise trade statistics. In 2023, this process involved the verification of nearly 3.6 million commodity classifications and their declared unit values across 8,000 statistical categories.

The challenge lies in accurately validating these raw inputs for monthly compilation of trade statistics within a very short timeframe. For many years, considerable manual efforts have been required for reviewing the commodity descriptions, which are generally in free-text format and difficult to be processed by traditional rule-based computer systems.

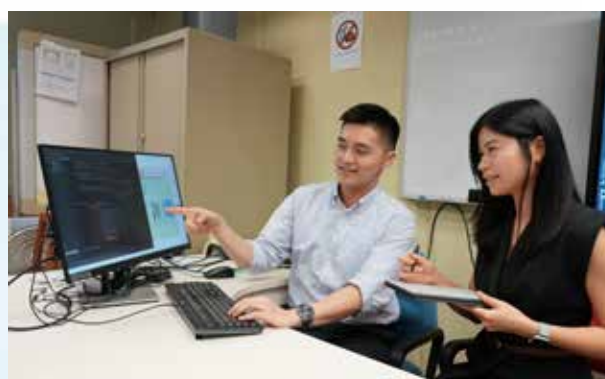
Since 2018, C&SD has been exploring the use of AI models to analyse a large volume of unstructured textual data, with an aim to enhance the quality and efficiency of the data validation process by leveraging AI.

Our in-house developed AI models utilise deep learning algorithms, which were trained on millions

of labelled commodity descriptions to predict the commodity code and validate the unit value for each trade declaration.

This innovative approach to automated commodity coding and unit value anomaly detection greatly reduces the need for manual checks, while enhancing data quality at the same time. The new initiative also helped us cope with the extreme challenges during the COVID-19 epidemic.

Since early this year, we have fully implemented the new approach in our workflows and reduced the manpower required by 40%. The resources were re-allocated to establish two strategic branches in C&SD: the Data Science Branch and the Social Data Development Branch. Besides, the manpower in some other statistical domains involving the use of big data has been strengthened. This enables us to



Two statisticians were inspecting AI programme code for compiling trade statistics.

better prepare for the dynamic era of big data and deliver more sophisticated statistical analyses across various areas.

Harnessing administrative data to re-engineer population censuses in Hong Kong

Aside from conventional sample surveys, C&SD has also been exploring new data sources for statistical compilation, aiming to reduce data collection costs and the burden on respondents, while ensuring the quality of statistics compiled.

C&SD plans to utilise administrative data collected from various government departments more extensively and systematically starting from the 2026 Population Census, primarily in the following two areas:

First, we aim to replace some census questions (such as those on the rents of public housing and amounts of welfare payments) with administrative data, so as to reduce data collection costs and the burden on respondents. C&SD has employed self-developed AI-based record linkage tools to efficiently and accurately match census sample data with administrative records at the living quarters level.

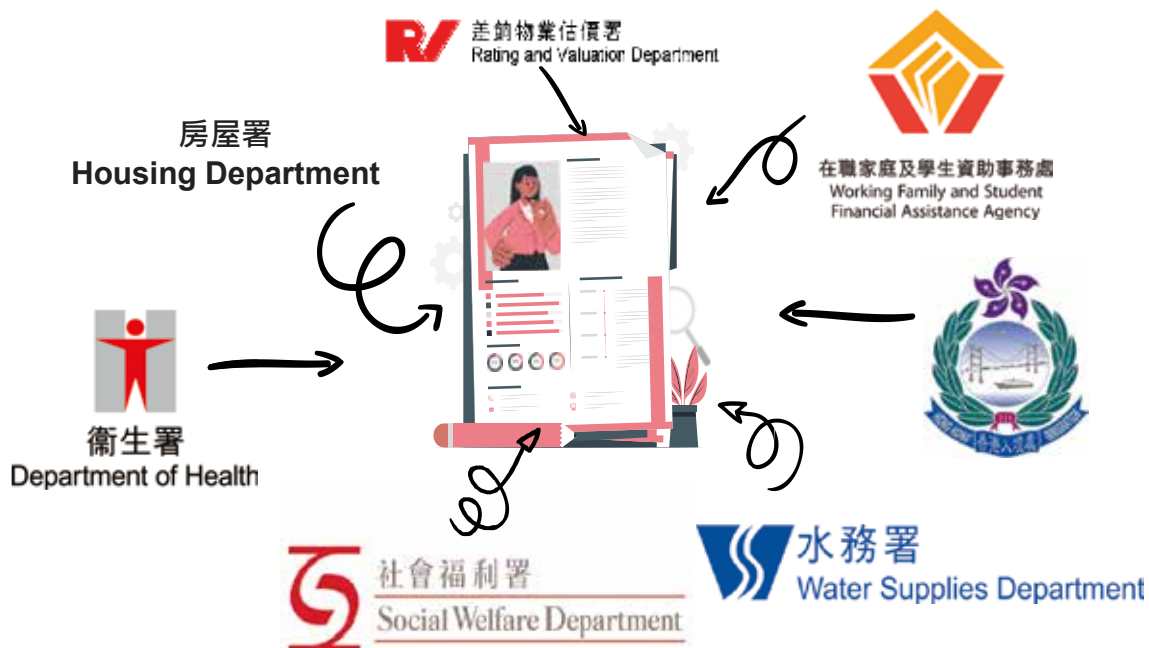
Second, we aim to replace the “Short Form” questionnaire covering around 90% of all households in the 2031 Population Census with administrative

data. Through comprehensive utilisation of anonymised immigration records, C&SD can now compile more precise population estimates without relying on the “Short Form” questionnaire, thereby significantly reducing the scale of operation and the costs involved.

It is expected that this new workflow of incorporating more administrative data and re-engineering work processes will significantly reduce costs. C&SD estimates that the total costs incurred for 2026 and 2031 Population Censuses will be reduced by 40%, saving around HK\$680 million at current prices.

In addition to the above two new initiatives, our forward-looking big data strategy encompasses the exploration and application of cutting-edge technologies, such as drone-assisted and web scraping-based intelligent data collection, and computer vision technology for document processing. Through a comprehensive capacity building programme covering data science training, inter-departmental data science project collaborations and information technology infrastructure upgrades, C&SD has greatly enhanced its capabilities to capitalise on digital transformation opportunities.

These initiatives underscore our dedication to harnessing the power of AI, ensuring that C&SD remains at the forefront of smart statistics in an increasingly digital world.



Modernising the 2026 Population Census: A collaborative data ecosystem of various administrative sources.

Elderly-friendly designs — Making the cyberspace more accessible to senior citizens

Digital Policy Office



With the vibrant development of digital technology, digital inclusion and accessibility designs have become increasingly important. In light of the ageing population, we have attached greater importance to the needs of the elderly in using digital technologies. In view of this, the Digital Policy Office has launched the Elderly-friendly Website/Mobile Application Design Guide (Design Guide) to provide recommendations and examples on areas such as the contents, functionalities, and layout designs of websites and mobile applications for reference purpose.

The Design Guide is formulated with reference to the guidelines promulgated by the Ministry of Industry and Information Technology on universal elderly-friendly design standards for websites and mobile applications respectively, the Web Content Accessibility Guidelines by the World Wide Web Consortium, as well as the feedback collected from local elderly service organisations.

Four principles and 18 baseline design criteria are set out in the Design Guide, and some examples for illustrating the four principles are extracted as follows:

Principle 1 - Clear and Easy-to-understand Content

Recommendations include using simple and easy-to-understand texts, and providing concise link descriptions.

Before Rectification

Steps on Handwashing

Wet your hands with water, then apply soap. Scrub your hands and fingers. Finally, rinse your hands with water and dry your hands with disposable towel.

After Rectification

Steps on Handwashing



Example 1: When a process involving multiple steps (such as the steps for handwashing) is described in the content, illustrations should be provided to make the content more interesting and easier for the elderly to remember.

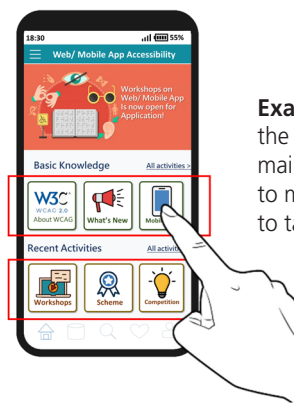
Principle 2 - Layout is Easy to Read and Operate

Recommendations include using appropriate colour contrast, larger font size or text enlargement features, and providing larger clickable areas for targets (such as buttons), etc.

Before Rectification



After Rectification



Example 2: Enlarge the size of the clickable focus area of the main component (e.g. buttons) to make it easier for the elderly to tap.

Principle 3 - Provide Clear Steps and Instructions

Recommendations include providing error identification and suggestion function for forms, avoiding setting usage time limits, or providing functionality to extend time limits, etc.

Example 3: The error alert on the page clearly explains how to correct the relevant parts.

All bureaux and departments are encouraged to widely adopt elderly-friendly designs in their websites and mobile applications, so as to provide our senior citizens with the keys to the digital world.

For further information about the Design Guide, please download it via the link below :

https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/application_design_guide/doc/elderly_friendly_design_guide_eng.pdf



Elderly-friendly Website /
Mobile Application Design Guide

Principle 4 – Compatible with Third-party Tools

Recommendations include supporting voice input method, which enables the elderly to interact with websites or mobile applications through voice input.

Example 4: The page supports voice input, making it more convenient for the elderly who are not good at using keyboard to input information.

For any enquiries, please email us at wac@digitalpolicy.gov.hk or call us at 3974 6026.

Combating tenancy abuse of public rental housing

to optimise the use of social resources

Housing Department



Public rental housing (PRH) is a precious resource of the community, which should be optimally used and rationally allocated to those genuinely in need. Combating PRH tenancy abuse through a multi-pronged approach has been a priority of the Hong Kong Housing Authority (HKHA).

Joint efforts to combat tenancy abuse

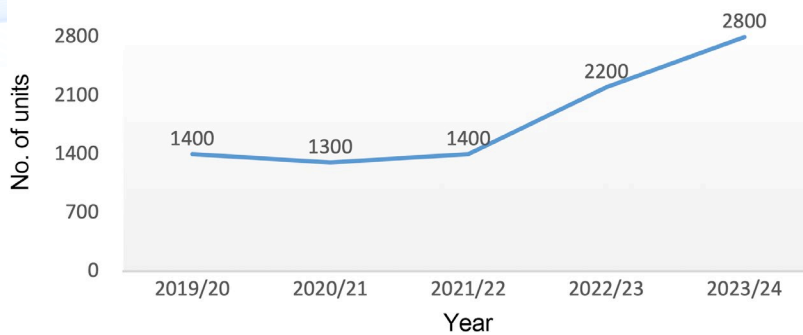
Last year, HKHA rolled out a series of effective new measures, including requiring all PRH tenants to make declarations on their occupancy status and domestic property ownership in Hong Kong every two years since admission to public housing. The frontline staff of housing estates under the Housing Department (HD) and its central dedicated team (namely the Public Housing Resources Management Sub-section (PHRM)) have been making strenuous efforts to strengthen investigations into suspected PRH tenancy abuse cases and proactively liaising with other government departments. Examples include working with the Land Registry to carry out data comparison and verification, investigating tenants' property ownership in the Mainland in collaboration with the Mainland authorities through obtaining key information, and encouraging property services agents to allocate resources for detection of tenancy abuse.

Prominent results in improving living conditions

Over the past two years, our colleagues have made assiduous efforts to identify PRH units involved in tenancy abuse. In 2022-23 and 2023-24, a total of 5,000 units were recovered due to tenancy abuse and breach of tenancy agreements or housing policies, equivalent to the number of units in a medium-sized estate. Compared with the previous years, the number has more than doubled, clearly reflecting the team's determination and concerted effort to combat tenancy abuse. Upon successful recovery of a PRH unit, HD can promptly allocate the unit to a PRH applicant. As many of the PRH applicants are currently living in sub-divided units, their living environment can be improved if they are allocated a PRH unit.

Good Stories of Civil Servants

Units recovered due to tenancy abuse and breach of tenancy agreements or housing policies



With the ever-increasing construction costs, the current average cost of a PRH unit has nearly reached HK\$1 million. In the past two years, HKHA has strengthened its efforts to combat PRH tenancy abuse and the number of units recovered has added up to 5,000, equivalent to building a medium-sized housing estate, saving about HK\$5 billion in construction costs. Upon recovery, these units can be promptly allocated to those in need.



The number of units recovered over the last two years is equivalent to building a medium-sized estate. Photo shows Chun Yeung Estate in Fo Tan with approximately 4,800 units and around 12,200 residents.

With the aid of technology and despite limited resources, PHRM managed to complete in March 2024 the searches of property ownership for the 88,000 households required to make declarations in October 2023. Among them, about 400 households were verified to own domestic properties in Hong Kong. HD has gradually carried out tenancy enforcement and prosecution actions against those making false statements. At present, the team is conducting searches of property ownership in batches for those 250,000 households required to make declarations in April 2024, and carefully reviewing each property / land ownership for necessary follow-up actions, which are even more challenging. These measures not only create a deterrent effect but also demonstrate the determination of HKHA and HD colleagues to combat tenancy abuse.

Increase in successful prosecution cases

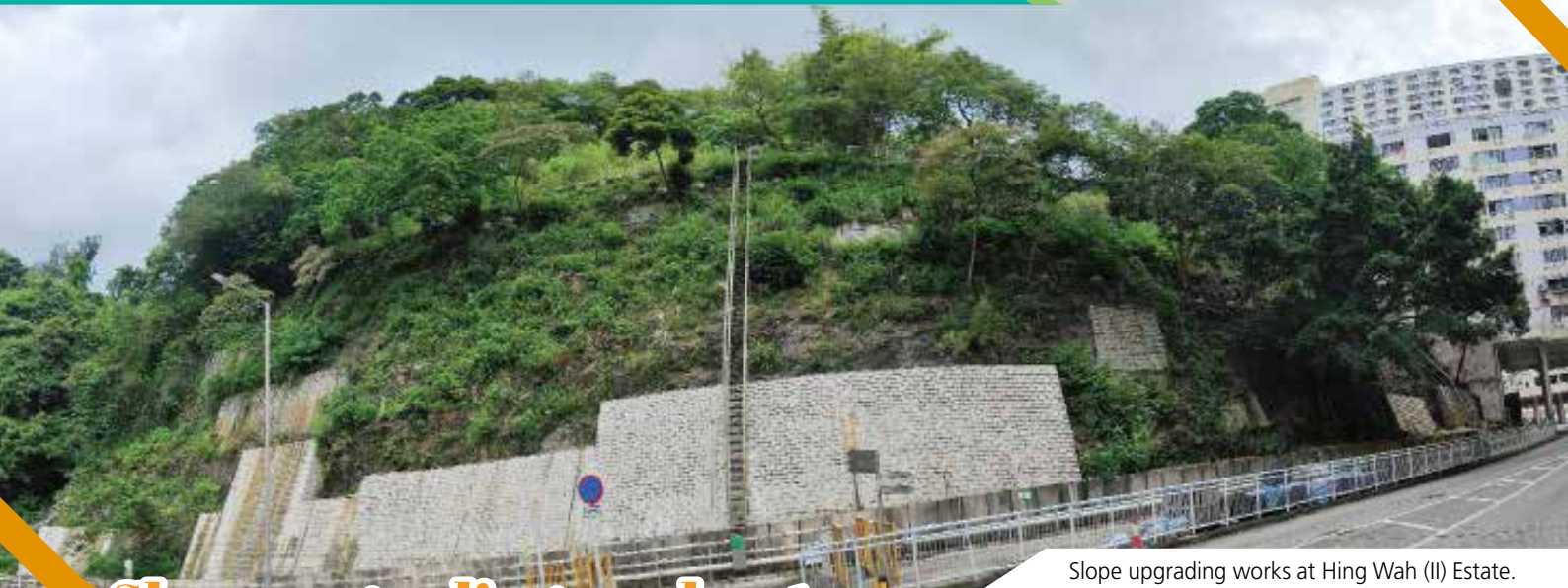
With the implementation of the new measure on making declarations, the workload of the Cautioned Statement Team under PHRM has surged, and colleagues of the team have worked overtime on their own initiative, for meeting with households on weekday evenings, Saturdays and Sundays, for instance. The team members, despite having less time for rest and family life, have derived a great sense of satisfaction from carrying through such a meaningful task. For 2023 as a whole, PRH tenants in about 180 cases were prosecuted and convicted for violating the Housing Ordinance. In 2024 (as of July), PRH tenants in over 300 cases were prosecuted and convicted. HKHA expects that the new measure can enhance the deterrent effect and facilitate the recovery of more PRH units involved in tenancy abuse.

Rational use of public housing resources

There is a strong consensus in the community that the Government should proactively combat PRH tenancy abuse. HD colleagues are fully aware of the great responsibility on their shoulders. Despite manpower shortage, they have gone the extra mile by striving to flexibly allocate their existing manpower and resources, and have left no stone unturned in identifying suspected PRH abuse cases, with targets exceeded in this respect, which has fully demonstrated the strong team spirit of HD colleagues. Senior Housing Manager (Public Housing Resources Management), Mr Choy Kwan-wing, received The Ombudsman's Award 2024 for Officers of Public Organisations. Mr Choy was commended by the Office of The Ombudsman, Hong Kong for being open-minded, sincere and pragmatic in listening to public views and handling all cases of reports and investigations in a fair and impartial manner to ensure proper allocation of public housing resources to those with pressing needs. Committed to serving the community, HD colleagues will continue to actively explore new measures, such as the application of information technology to detect tenancy abuse, in order to rigorously combat the problem on all fronts and ensure effective use of public housing resources.



Senior Housing Manager (Public Housing Resources Management), Mr Choy Kwan-wing (right), received The Ombudsman's Award 2024 for Officers of Public Organisations.



Slope upgrading works at Hing Wah (II) Estate.

Slope upgrading works at Hing Wah (II) Estate **Going the extra mile to provide people-oriented services**

Housing Department

The Housing Department (HD) is responsible for the management of around 1,700 man-made slopes, and its Geotechnical Engineering Management Unit (the Unit) regularly carries out slope maintenance and upgrading works where necessary to ensure slope safety.

Having considered that the slope for upgrading works at Hing Wah (II) Estate was in close proximity to a school and residential buildings, the project team of the Unit attached great importance to maintaining close communication with stakeholders for better understanding of their needs. When liaising with the special school adjacent to the slope, colleagues learned from a representative of the school that the noise issue arising from the works was a cause for concern as the school served children with mild and moderate intellectual disability who have unique patterns of sensory responses, and specific sounds might trigger anxiety or strong reactions among the students. Therefore, it was hoped that no noisy works would be conducted during school hours (i.e. before 3:30 p.m. on weekdays).



The slope was in close proximity to a school and residential buildings.



A representative of the school for children with mild and moderate intellectual disability indicated that specific sounds might trigger anxiety or strong reactions among the students.

Extensive drilling was required in the slope works. If the works could be conducted in the daytime, the construction time of the project might be shortened for achieving effective cost control. With an innovative and people-oriented mindset, our team had rounds of discussions to address this challenge, and identified a win-win solution by using silenced drilling equipment for the project.

The silenced drilling equipment operating at a lower noise level than general drilling rigs available in the market was first adopted in the slope works undertaken by HD. To better achieve noise reduction effect, the team adjusted the drilling speed and installed a tailor-made sound insulation box on the outer side of the motor. After repeated attempts of calibration, the noise generated during drilling was reduced to a level similar to that of the surrounding sound. Within the school premises, neither teachers nor students were aware of the drilling noise.

The challenging noise problem was eventually resolved and the project was completed eight months ahead of the schedule initially anticipated. The expenditures incurred were also within the original estimates. It was very encouraging that the team received an appreciation letter from the Principal of the school in recognition of the all-out efforts of the project team.

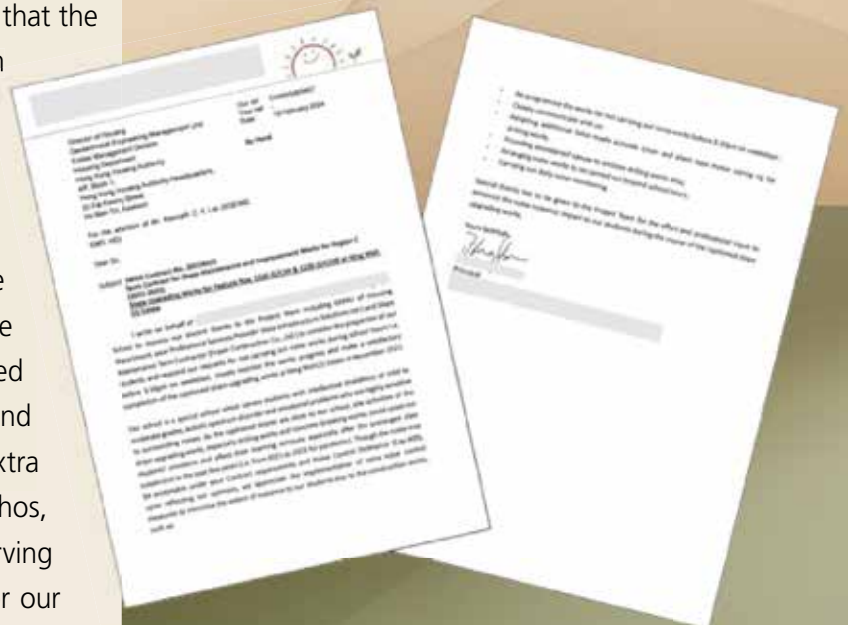
Through the above works project, HD has gained a deeper understanding of the significance of the people-oriented service ethos: more targeted services can be provided if we are more caring, communicative and innovative in service delivery, and go the extra mile in our work. Adhering to the service ethos, HD will continue to strive for excellence in serving the public, so as to build a better future for our community.



Being people-oriented and innovative, the project team identified a win-win solution for the project after extensive deliberation.



To better achieve noise reduction effect, the project team installed a tailor-made sound insulation box on the outer side of the motor.



In the appreciation letter, the Principal of the school recognised HD's efforts in noise reduction, which was a great encouragement to our colleagues.



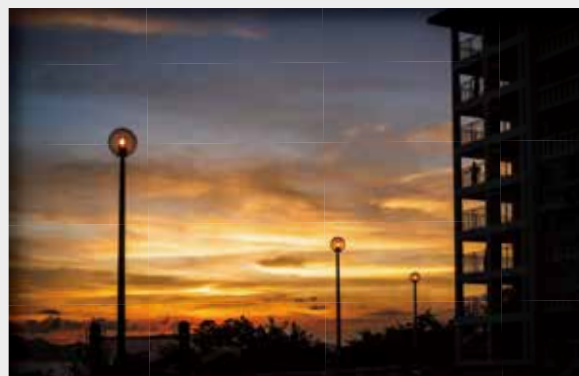
Redevelopment of Wah Fu Estate for a new vibrant community

Housing Department

Wah Fu Estate with a history of over half a century.

With a history of over half a century, Wah Fu Estate (WFE) is currently under redevelopment. The project team of the Housing Department (HD) is well aware of various concerns and queries the residents raised about the redevelopment arrangements. For long-time residents living in WFE for decades, moving home is not just a shift in living space, but also a journey evoking mixed feelings.

To strengthen communication with the residents of WFE and extend care for them along the way, HD has been actively liaising with the residents and various stakeholders since 2018 by listening carefully to their voices, answering their questions about the redevelopment arrangements, and exploring together ways to create a new community more liveable for everyone. Meanwhile, HD also takes a stroll down memory lane with the local residents through organising various events to have a nostalgic look at the rich history and share the memories of WFE over the past 50-odd years, including its friendly and nice neighbourhood, distinctive public space along the hillside, and the caring culture unique to the public housing community. HD has compiled these stories and the latest information about the redevelopment into a regularly published

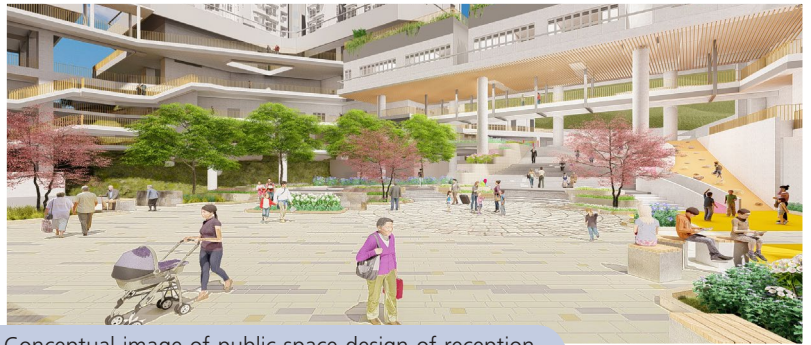


A stunning sunset view from Wah Fu Estate.

newsletter titled "On the Road to Redevelopment" for distribution to all residents. These interesting stories not only refresh the collective memories of WFE residents and inspire their designs for the future community, but also convey the residents' aspirations for their new homes.



Conceptual image of architectural design of reception estates for the redevelopment of Wah Fu Estate.



Conceptual image of public space design of reception estates for the redevelopment of Wah Fu Estate.

In order to better gauge the residents' views on planning, design and public space of the new community, HD has organised the "Subjects of Wah Fu" design workshops from 2022 to 2024. At a workshop held in June 2023, a grandmother recalled the blissful moments she spent with her granddaughter in WFE gazing up at the starlit sky together and recounting legends of myth, hoping that such an experience might help nurture her granddaughter's interest in learning more about the universe, and her granddaughter would get admitted into university in her pursuit of knowledge. Much inspired by her story, the project team of HD modified the initial design of a pavilion for leisure into a multi-purpose "Stargazing Pavilion" for stargazing, shelter from the sun, and social activities. HD expects that this distinctive facility will serve as a landmark in the new community featuring the fond memories and aspirations shared by all the residents, while allowing the legacy of the star-gazing story to inspire many others in the new neighbourhood.



A "Subjects of Wah Fu" workshop on public space design.

As civil servants, the project team members of HD have an important mission of building a liveable community. They believe that as long as they serve in the public with enthusiasm and proactively responding to their needs with an innovative mindset, they can build a better Hong Kong together. It is expected that the new community that will emerge after WFE redevelopment will not only enhance the living environment of residents, but also enable the passing down of the unique history, culture, and values of WFE to future generations for Hong Kong's further advancement.

C&ED Volunteer Team works closely with the ophthalmic healthcare team to protect children's eye health

Customs and Excise Department



Group photo of the Customs and Excise Department Volunteer Team with the staff members of the CUHK Eye Centre.

This year, the Customs and Excise Department Volunteer Team (the Volunteer Team) continues to render staunch support to the CUHK Jockey Club Myopia Prevention Programme (the Programme). Launched in October 2021 by The Chinese University of Hong Kong together with the Hong Kong Jockey Club, the three-year Programme has mainly provided services for children of ethnic minorities, with special educational needs and from low-income families. Through eye check-ups, health education and related research, it aims at achieving

early detection of eye diseases among these children and offering them proper treatment, which are vital to safeguarding their visual health and preventing potential complications, thereby bringing about positive changes to the community.

The Volunteer Team has been actively providing a range of supporting services for the activities under the Programme, including crowd management, blood pressure checking, service registration and basic vision tests. This year, as co-ordinated by the Civil Service Bureau, the Volunteer Team partners with the Home² Youth Hostel to support the Programme. The event was held at the Hong Kong Eye Hospital on 14 September 2024 for providing children in need with comprehensive vision tests.

On the day of the event, the working staff briefed the volunteers before the kick-off on their roles and responsibilities, as well as the operation of the equipment, in order that they could effectively communicate with the participants and their parents. Following the briefing session, volunteers carried out their assigned tasks in groups to ensure that the event would proceed smoothly. Working in tandem with the medical staff and youth volunteers, members of the Volunteer Team fully demonstrated their strong team spirit and collaboration capabilities to foster understanding, trust and friendship among all parties. In the course of volunteering, the volunteers were able to develop better communication skills and act with higher efficiency.



The working staff briefed the volunteers on the rundown of the event.



Optometrists explained the operation of the equipment to the volunteers.

Civil Service Volunteer Service



C&E and youth volunteers conducted vision tests for the service recipients.

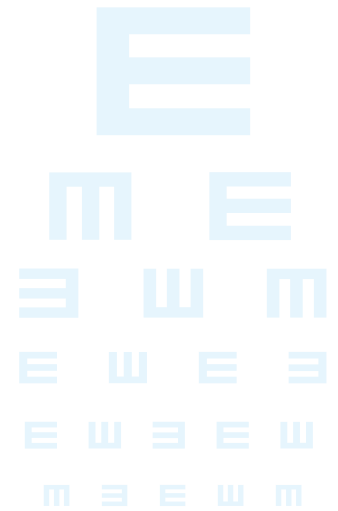
On arrival at the eye hospital for taking part in the check-ups, the children naturally felt anxious or puzzled. However, they soon became at ease with the help of the Volunteer Team and the youth volunteers and went through the check-ups without difficulty. Before leaving, all the children expressed thanks to the medical staff and the volunteers with a grin on their face. This meaningful event has raised the children's awareness of proper eye care, which was conducive to controlling myopic progression and preventing the development of myopia-related complications.

Volunteerism has a far-reaching impact. Through volunteer services, our colleagues and youth volunteers can further develop social responsibility and truly understand the value of caring for others, resulting in stronger motivation to support good causes in future. Meanwhile, this kind of volunteer work has not only strengthened colleagues' sense of belonging to the department, but also enhanced the overall image of the Government.

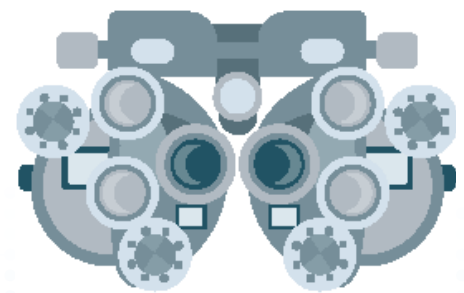
The Volunteer Team will, in close collaboration with various organisations, stay committed to providing people and families with much-needed support, so as to foster a caring spirit in our community.



A volunteer measured the height and weight of a child.



Volunteers performed basic vision tests for the children.



Assistant Commissioner (Excise and Strategic Support), Mr Rudy Hui Kim (back row, fifth left) showed support for the Customs and Excise Department Volunteer Team at the CUHK Jockey Club Myopia Prevention Programme Awards Ceremony.

Civil Service Volunteer Service



Group photo of the volunteer team and children at the Parade Ground of Tai Kwun.

Civil service volunteer service in celebration of the founding of the People's Republic of China — Guided heritage and art tour of Tai Kwun

Lands Department

With full support of the Civil Service Bureau and generous sponsorship from the Hong Kong Jockey Club (HKJC), a guided heritage and art tour of Tai Kwun was organised by the Lands Department (LandsD) in collaboration with the Hong Kong Children & Youth Services Jockey Club Tin Ping Integrated Children & Youth Services Centre for children from grassroots families on 20 October 2024. Mr Maurice Loo Kam-wah, Director of Lands, and Mr Freely Cheng Kei, Head of External Affairs of the HKJC, also participated in the event to show their support.

Accompanied by the LandsD Volunteer Team and the volunteers from the Development Bureau, 20 grassroots children aged 6 to 12 from the North District took a docent-led tour to explore the cluster of historic buildings with over 180 years of history at Tai Kwun, allowing them to learn more about the history and cultural heritage of our city. During the tour, the children were particularly interested in the setting of courtrooms in the former Central Magistracy, and could not wait to sit at the magistrate's chair to experience what it was like to be a judge. When the children were touring around B Hall and D Hall of the former Victoria Prison, their excitement reached fever pitch, with hilarious shouts of "Set me free!" resounding through the halls.

With this year marking the 75th anniversary of the founding of the People's Republic of China, the LandsD Volunteer Team took the opportunity to celebrate this meaningful occasion with the



Participating children visited the former Central Magistracy.



Young participants toured around D Hall of the former Victoria Prison.

children. A special workshop on Chinese-style bamboo-woven handicrafts was organised by HKJC for them to have a taste of the traditional Chinese handicraft of bamboo weaving. With the guidance of the workshop instructor and assistance of the volunteers, the children unleashed their creativity by weaving the bamboo materials into unique patterns of vivid-coloured handicrafts.

The LandsD Volunteer Team has been actively participating in a diverse range of volunteer services to show care for people in need. The Team looks forward to colleagues' continued support to the volunteer services for promoting a caring and harmonious community.



Colourful bamboo-woven handicrafts made by the children.

Civil Service Volunteer Service



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (first row, fourth right); the Acting Directors of Food and Environmental Hygiene, Dr Christine Wong Wang (first row, third right) and Mr Arsene Yiu Kai-cheuk (first row, third left); and the Chief Executive of The Lok Sin Tong Benevolent Society, Kowloon, Ms Alice Lau Oi-sze (first row, fifth right), were pictured with the volunteers of the Food and Environmental Hygiene Department Staff Club.



The Secretary for the Civil Service, Mrs Ingrid Yeung (fourth right), the FEHD volunteer team and over ten residents of Lok Sin Village made handicrafts together to celebrate the National Day.



The Secretary for the Civil Service, Mrs Ingrid Yeung (second right), the Deputy Secretary for the Civil Service, Mr Alex Chan Yuen-tak (first left), and the Acting Directors of Food and Environmental Hygiene, Dr Christine Wong (second left) and Mr Arsene Yiu (first right), visited the residents of Lok Sin Village.

Volunteer service to show care for families in need and celebrate the National Day

Food and Environmental Hygiene Department

To celebrate the 75th anniversary of the founding of the People's Republic of China, the Food and Environmental Hygiene Department (FEHD) Staff Club responded to the call of the Civil Service Bureau by organising a diverse range of volunteer services to share the joy of the National Day with the public, and to show care to people in need. On 9 November 2024, more than 40 volunteers from the FEHD Staff Club visited the grassroot families living in Lok Sin Village, a transitional housing development in Tai Po, to extend care to them and celebrate the National Day together.

This event, co-organised with The Lok Sin Tong Benevolent Society, Kowloon (Lok Sin Tong), was the third volunteer activity held by the FEHD in celebration of the 75th National Day. The Secretary for the Civil Service, Mrs Ingrid Yeung, the Acting Directors of Food and Environmental Hygiene, Dr Christine Wong and Mr Arsene Yiu, together with the Chief Executive of Lok Sin Tong, Ms Alice Lau, attended the activity to show their support.

On the event day, the volunteers and over ten residents of Lok Sin Village came together at the activity room of the village, making handicrafts with festive elements of the National Day. The fun-packed workshop

was brimming with a joyous aura. The volunteers then paid home visits in about 20 groups to the residents and distributed gift packs to them.

The enthusiastic colleagues made good use of their spare time to volunteer in this meaningful event, which not only demonstrated their care and concern for society, but also enabled the residents to feel the warmth and support from the civil service volunteer team, thereby further enhancing community cohesion. The FEHD volunteer team will sustain its effort to actively organise and promote various kinds of volunteer activities, and contribute to the society by sharing love and care with the needy.

Sharing love through heartwarming artwork

Civil Service Newsletter Editorial Board



A heartening and colourful drawing, paired with words of encouragement, often strikes a chord with viewers and cheers them up. This is the driving force behind the illustration drawn by Ms Terrie Lin Po-yin, a retired Chief Inspector of Police. Since her retirement, the one-time policewoman has immersed herself in the creative world of art, and many readers have been buoyed up by the healing power of her works. She has also collaborated with various organisations to hold art workshops for promoting a positive outlook on life to our society. Passionate about her fulfilling life after retirement, Ms Lin believes that she can do her best to continue her contributions to the community in a different phase of her life.





Ms Lin had served the Police Force for over 36 years since 1985.



Ms Lin (centre) served as an instructor at the Police College for more than 20 years.

Unceasing efforts in self-enhancement and the revamp of police training

Ms Lin joined the Hong Kong Police Force (the Force) in 1985. During her career spanning over 36 years in the Force, she had been posted to the Commercial Crime Bureau, Airport District, and Police Recruitment Division, and had also undertaken training duties in the Police College. She said, "Joining the Force had completely changed the trajectory of my life. This profession had not only broadened my horizon, but also made my aspiration of serving the community come true." Policing duties are challenging, wide-ranging and ever-changing. While fully aware of the importance of frontline experience in policing, Ms Lin regarded professional knowledge as equally indispensable. Therefore, she availed herself of every opportunity to pursue continuous learning and kept upgrading herself in such aspects as English language and psychological study. "In return for the valuable learning opportunities offered by the Force, I am resolved to put what I've learnt into good use both for its benefit and that of the community."

During the 20-plus years of her service as an instructor in the Police College, Ms Lin had compiled teaching materials on her own, and introduced a programme on positive psychology for providing frontline police constables with relevant training, thus embarking on a new approach to teaching. She said, "In order to make this programme more professional and practical, I studied a master's course in counselling. With the ever-increasing work stress experienced by police officers and civil servants, it is essential for them to learn how to develop a positive mindset and an optimistic attitude, because this not only enhances their work efficiency, but also strengthens their psychological resilience, enabling them to achieve a work-life balance."



The *Diary of Famui* was Ms Lin's first publication under the pen name "Littleink", and the main character, *Famui*, was created based on her childhood experience.

Uplifting drawings and messages for readers

"Happiness is a choice", one of Ms Lin's mottos in her teaching, has been her philosophy of life. To Ms Lin, art creation is a source of sheer happiness. She has been keen on drawing since childhood. As it happened, she was approached by the Hong Kong Christian Service to create the picture book *The Diary of Famui* in 2009, which depicts the life of the young protagonist, *Famui*, as she interacts with her parents suffering from depression, bringing home to children what it's like living with mood disorders. Since then, *Famui*, with her round eyes and hair in bunches, has taken centre stage in Ms Lin's interesting collection of pictures, always conveying positive energy with a pure heart.

Ms Lin is adamant that "creative work is meant to carry a message", and with that in mind, she has sustained her drive to create illustrations under her self-given, meaningful pen name – "Littleink". And "Littleink" was adopted as the name of the character which debuted in her later works. Wearing short, sleek hair and with a strand of grey hair adorning her right-side fringe, this character is in a way a self-portrait of the illustrator. Through "Littleink", Ms Lin's insights into life and memorable travel experiences have been captured in her vivid illustrations.

Ms Lin's journey of artistic creation first emerged as a recipe for self-healing, allowing her to express her feelings, organise her thoughts and find solace in drawing at will on a mobile phone or tablet whenever she felt flustered or dearly missed her departed family members.



Ms Lin has created many artistic works to convey positive messages.

"Engaging in creative works always gives me peace of mind," she said, "and I can draw non-stop for hours." These creations not only enable Ms Lin to communicate her feelings with readers, but also serve as "chicken soup for the soul" that brings them comfort. She is deeply touched by every single message or reassuring word in response to her works shared with friends or through social media, which motivates her to continue her endeavours in illustration drawing. "I've always valued close interactions among people, which will make the world a better place."

"The power of art sometimes goes far beyond our imagination." Ms Lin shared with us a story that has lived in her memory. A friend of hers once gave a postcard featuring *Famui* to a terminal cancer patient, who then kept it beside her bed as a kind of self-encouragement. "We may not be able to ease the physical suffering of patients, but it would be most meaningful if we could let them feel the warmth from others through a small piece of artwork," she said. Such a profound realisation has strengthened Ms Lin's belief in artistic appeal and charm, leading her to focus on creating illustrations with positive, soul-nourishing messages for giving her readers an emotional uplift in difficult times.



Ms Lin organised art exhibitions and workshops for participants of different ages, inspiring them to stay positive, kind and joyful through art therapy and interactive creation.

Never-ending cause to promote positive education

Since retiring in 2021, Ms Lin has devoted herself to artistic creation and contemplated the idea of holding exhibitions to showcase her works. Her first exhibition with over 80 pieces of drawings was staged at the Police Officers' Club in end-2023, with loads of close friends and former colleagues turning up to show their support. And the increasing popularity of her works has brought about opportunities to partner with different organisations.

Hong Kong Housing Society (HKHS) is one of the collaborating organisations. As invited by the HKHS, she held exhibitions and art workshops at the Exhibition Centre of the HKHS located at Prosperous Garden in Yau Ma Tei. The workshops, with elements of "positive psychology" incorporated, inspired participants of different ages to stay positive, kind and joyful, and to enhance their resilience through art therapy and interactive creation. "I found it gratifying when participants told me at the end of each workshop that they had become aware of the importance of physical and mental health, and that they could not wait to convey the positive energy to their family members and friends."

At the invitation of a primary school, Famui, the cheerful and optimistic character created by Ms Lin, appeared in the education setting through a mini-exhibition of her drawings held on the school's open



Ms Lin's first public exhibition was held at the Police Officers' Club in late 2023, showcasing more than 80 pieces of her works.

day. To enrich the interactive and creative elements of arts education, students were invited to take part in creative work, so that they could showcase their artwork to their parents on the open day while fostering a positive mindset. She added, "I hope that children can develop an active and positive attitude towards life through experiential learning in art, enabling them to end up more resilient in overcoming various challenges in life."



During the interview, Ms Lin drew a picture to encourage fellow civil servants, reminding us that "We should learn to cherish ourselves. Wherever we go, shine like the sun!"

Shining like the sun in good self-care

During the interview, Ms Lin drew an impromptu picture to encourage civil service colleagues. In the drawing, Famui wears a smile and holds a sun-like balloon in her hand, with a warm reminder which reads "We should learn to cherish ourselves. Wherever we go, shine like the sun!" Ms Lin elaborated on the message behind her drawing, "This piece of work echoes the idea that I have been putting across – we have to strike a delicate balance among many aspects of life. Amidst the hectic work schedule, remember to love yourselves, spare some time for your families and develop your interests. Instead of struggling with stress to the point of feeling as if a cloud were hanging over us, why not work out a formula for happiness, brightening up the day with a splash of warm colours, and sharing joy with people around us?"

She also advised civil servants to make early planning for retirement life. "While retiring from work may seem to be something of the distant future for many of us, we'd better get prepared for the next phase of life as early as possible, and shouldn't wait till retirement to pursue any activities or hobbies. Rather, we should explore our interests, and in this way we can continue to lead a fulfilling, purposeful life even after our career comes to an end." Ms Lin emphasised that colleagues should be mindful of their physical and mental health while still in the workforce instead of leaving the health issue unaddressed till retirement.



Ms Lin went on an inspiring trip to Xizang.

Marvellous moments along inspiring journeys

Ms Lin, who is always on the go, waxed lyrical about how rewarding and enjoyable her retirement life has been. Aside from occupying herself with projects on holding exhibitions and workshops jointly with various organisations and schools, she also spares some time to travel and relax herself. What she saw and heard during her pleasurable trips has given her much inspiration for her creation works. One example is her tour to Xizang, on return from which she made postcards for people close to her, using the drawings she did on the trip to share with them the unforgettable episodes and enlightening moments all along.

From a law enforcer in the Force to an illustrator in the art arena, Ms Lin has been serving the community wholeheartedly and fond of portraying eventful chapters in life. Caring and enthusiastic, she is committed to instilling positive energy in society through her drawings, bringing brightness and hope to her readers.

Iodine Status of the Local Population

Department of Health

Iodine is an essential micronutrient required for the production of thyroid hormone to support growth and development. Persistently insufficient iodine intake will cause significant health consequences across the age spectrum, including hypothyroidism, delayed physical development, impaired mental functions and other consequences, collectively known as iodine deficiency disorders.



Iodine status of the general population

The Department of Health (DH) conducted the third Population Health Survey (PHS) 2020-22 among land-based non-institutional population aged 15 or above in Hong Kong (excluding foreign domestic helpers and visitors) to collect information on population health, which included, among others, assessing the use of iodised salt at home, consumption of iodine-rich food (including seaweed and ready-to-eat seaweed snack) and iodine-containing supplements, as well as undertaking biochemical testing of urinary iodine concentration (UIC) ($\mu\text{g/L}$) to assess the iodine status of the local population.

The survey found that the median UIC of persons aged 15 to 84 was $91.3 \mu\text{g/L}$, and the median UIC for females ($88.1 \mu\text{g/L}$) was lower than that of males ($93.7 \mu\text{g/L}$) in this age group. According to the epidemiological criteria set by the World Health Organization, 100 to $199 \mu\text{g/L}$ for median UIC is classified as “adequate” iodine intake. In Hong



Poster of Joint Recommendation on Iodine Intake for Members of the Public.

Kong, iodine intake was “insufficient” with “mild iodine deficiency status” for persons aged 35 or above (median UIC of persons aged 35 to 54 and 55 to 84 was $92.7 \mu\text{g/L}$ and $79.8 \mu\text{g/L}$ respectively), while persons aged 15 to 34 were classified as having “adequate” iodine intake (the median UIC of persons aged 15 to 34 was $107.5 \mu\text{g/L}$).

Iodised salt and iodine-rich food provide sources for maintaining adequate iodine nutrition. However, the survey findings showed that only 21% of the respondents used iodised salt at home and only 8.7% of them consumed seaweed at least once per week.

Vulnerable target groups

DH commissioned The Chinese University of Hong Kong to conduct a territory-wide Iodine Survey in 2019 to assess the iodine status of three vulnerable groups, namely school-aged children, pregnant women and lactating women in Hong Kong. The survey revealed that the iodine intake of school-aged children was considered “adequate”, while that of pregnant and lactating women was “insufficient” (except pregnant women taking iodine-containing supplements at an average daily intake equal to or above 150 µg).

Meeting the dietary iodine requirement and preventing iodine deficiency

DH and the Centre for Food Safety of the Food and Environmental Hygiene Department have jointly set up the Working Group on Prevention of Iodine Deficiency Disorders, which consists of representatives from the Hospital Authority, the Hong Kong College of Community Medicine, the

Hong Kong College of Family Physicians, the Hong Kong College of Obstetricians and Gynaecologists, the Hong Kong College of Paediatricians, and the Hong Kong College of Physicians. After reviewing the key findings of PHS 2020-22 and the latest scientific evidence, the Working Group recommended that members of the public should increase iodine intake to maintain adequate iodine nutrition through consuming iodine-rich food and using iodised salt, and pregnant and lactating women were advised to take supplements containing at least 150 µg iodine each day. Please refer to the Joint Recommendation on Iodine Intake for Members of the Public for further details. For more information, please visit the website of the Centre for Health Protection of DH (<https://www.chp.gov.hk/en/features/37474.html>).



The website of the Centre for Health Protection of DH



How to maintain adequate iodine nutrition?

1. Consume iodine-rich foods

- Consume food with more iodine as part of a healthy balanced diet. Seaweed, kelp, seafood, marine fish, eggs, milk, dairy products are food rich in iodine
- When choosing iodine-rich snacks, avoid those which are high in salt or fat content



2. Use iodised salt

- Use iodised salt instead of ordinary table salt, keeping total salt intake below 5g (1 teaspoon) per day to lower the risk of raised blood pressure
- As iodine content in iodised salt may be affected by humidity, heat and sunlight, iodised salt should be stored in a tight and coloured container and kept in a cool dry place



- To minimise loss of iodine through the cooking process, in particular from prolonged boiling and pressure cooking, add iodised salt to food as close to the time of serving as possible
- Persons with thyroid problems should seek medical advice regarding use of iodised salt

3. Additional measures for pregnant and lactating women

- Take iodine-containing supplements containing at least 150µg iodine per day
- Seek medical advice if in doubt
- Persons with existing medical conditions or thyroid problems should consult healthcare professionals and take supplements as instructed

Relieving Stress through Mindfulness

Civil Service Bureau and
Hong Kong Family Welfare Society

Hectic life and busy work often put us under tremendous pressure, making us upset, exhausted and agitated. Through stress-reducing mindfulness exercises, we can clear our minds, keep anxiety at bay, and be truly aware of how we think and feel, which in turn will enhance both our physical and mental well-being. Studies have shown that mindfulness practices can help those with emotional problems, and we can stay away from the stresses and strains of everyday life by practising mindfulness exercises regularly.



Mindfulness is the awareness that arises from paying attention on purpose, in the present moment non-judgmentally in the service of self-understanding, wisdom and compassion.

Although the philosophy and technique of mindfulness originated from Buddhism, its essence is about the wisdom of life and embarking on introspection. Practising mindfulness helps us enhance self-awareness and self-understanding so that we are no longer dominated by our own preferences, prejudices and expectations. Those who suffer from emotional distress are more prone to being perturbed by the future, whereas mindfulness enables them to pay attention to the present moment, and be aware of their thinking, feeling and body sensation.

Mindfulness can be practised in different forms, among which breathing exercise is a common one. Here're some easy steps to get started:

01 Preparation

Find a quiet place. Sit in a chair with your back against the seat back, your feet on the floor and your hands on your thighs.



02 Part one of the exercise

Close your eyes, relax your body, and start to pay attention to your breathing. When inhaling, try to feel whether the air entering your nose is warm or cool; when exhaling, try to feel whether cold or warm air is coming out from your nose. Be aware of such a difference when breathing, and this will enable you to experience and stay aware of the changes in your body.



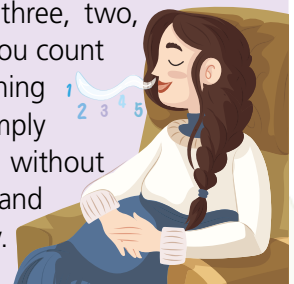
03 Part two of the exercise

Continue to breathe slowly, and put your hands on the belly. When breathing in, take note of whether your belly is expanding or contracting. And then be aware of the ups and downs of your belly while breathing in and out.



04 Part three of the exercise

Try to inhale and count from one to five slowly: "one, two, three, four, five". Breathe in deeply when you count to five, and hold the breath. Then breathe out slowly and count from five to one: "five, four, three, two, one". Exhale fully when you count to one. When something crosses your mind, simply focus on your breathing without making any judgement, and let the thought fade away.



These three parts of exercise can be practised in the above order at your own pace for about 10 minutes or more twice a day in the morning and evening. In addition to breathing exercise, there are other forms of mindfulness practices: eating, walking and stretching, to name but a few.

The fast pace of work and our busy schedule often affect our emotions, making it difficult for us to feel connected with the present moment. Let us practise plenty of mindfulness exercises to regain peace of mind and keep ourselves in shape.

National Studies Training for Civil Servants

Series on “The 75th Anniversary of the Founding of the People’s Republic of China: Striving towards a New Era”

The Civil Service College has launched “The 75th Anniversary of the Founding of the People’s Republic of China: Striving towards a New Era” Series to nurture civil servants’ patriotism and awareness of national security. The contents cover modern Chinese history, developments in the contemporary China, the country’s foreign affairs and national security, and so on.

Civil Service College
Civil Service Bureau

New Thematic Study Programme on Modern Chinese History

The new programme consists of five sessions, making use of important historical events to depict Chinese people’s will to succeed despite the difficulties faced by China in the modern age, thereby deepening civil servants’ understanding of the history of the country’s endeavours over the past century and Hong Kong’s role and mission in the journey of national rejuvenation. An overwhelming response was received from colleagues. Around 270 middle and senior-level civil servants from more than 40 bureaux and departments attended the first two sessions of the programme held in September and November.



The Thematic Study Programme on Modern Chinese History was delivered by the Executive Director of the Academy of Chinese Studies, Dr Yau Yat.

Understanding our country’s developments towards a new era through various thematic seminars

The College has also organised key seminars for civil servants including: **the Series on the Country’s Foreign Affairs** which elucidates national foreign affairs strategies and international landscape by relevant officials of the Ministry of Foreign Affairs; **the Series on Holistic Approach to National Security** which provides a comprehensive analysis of the development of the holistic approach to national security, its main content, the challenges of safeguarding national security and its significance to the country’s development; and **the Series on National Innovation and Technology**, which introduces the country’s development and applications of innovation and technology.



The College jointly organised with the Office of the Commissioner of the Ministry of Foreign Affairs in the HKSAR the Series on the Country’s Foreign Affairs.



The Series on Holistic Approach to National Security were delivered by experts of the China Institutes of Contemporary International Relations.



The Series on National Innovation and Technology provided updates on the country’s developments in various fields of innovation and technology.

E-learning

The College has launched a dedicated webpage on “The 75th Anniversary of the Founding of the People’s Republic of China” at Cyber Learning Centre Plus to showcase our country’s achievements and developments in areas such as technology, economy and, culture. Highlights of the above seminars are also provided on the webpage. Colleagues are welcome to visit the dedicated webpage for continuous learning on national affairs.



<https://www.clcplus.csc.gov.hk/clcplus/portal/externalLink/12768>

Appointment of Senior Civil Servants

Effective from	Name	Post
July 23, 2024	Andrew Lai Chi-wah	Permanent Secretary for Financial Services and the Treasury (Treasury)
July 29, 2024	Vivian Sum Fong-kwang	Permanent Secretary for Culture, Sports and Tourism
August 5, 2024	Maggie Wong Siu-chu	Permanent Secretary for Commerce and Economic Development
August 12, 2024	Angelina Cheung Fung Wing-ping	Commissioner for Tourism
August 19, 2024	Aaron Liu Kong-cheung	Director-General of Trade and Industry
September 5, 2024	Maurice Loo Kam-wah	Director of Lands
October 8, 2024	Benjamin Chan Sze-wai	Commissioner of Inland Revenue
November 11, 2024	Irene Young Bick-kwan	Permanent Secretary for Environment and Ecology (Food)
November 18, 2024	Donald Ng Man-kit	Director of Food and Environmental Hygiene

As at 30 November 2024

Hong Kong Police Force

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Colleagues on

2024 Honours List

Civil Service Bureau



The 2024 Honours List was gazetted. Warm congratulations to our current and former civil service colleagues who are on the Honours List.

Gold Bauhinia Star (GBS)

Miss Eliza Lee Man-ching, JP
Miss Cathy Chu Man-ling, JP
Mr Joe Wong Chi-cho, JP

Silver Bauhinia Star (SBS)

Dr Leung Siu-fai, JP
Ir Chan Pai-ming, JP
Mr Brian Lo Sai-hung, JP
Ms Carol Yuen Siu-wai, JP
Mr Daniel Cheng Chung-wai, JP
Ir Pang Yiu-hung, JP

Hong Kong Police Medal for Distinguished Service (PDSM)

Mr Johnson Chan Joon-sun, PMSM
Ms Chan Yee-lai, PMSM
Mr Ronny Chan Man-tak

Hong Kong Fire Services Medal for Distinguished Service (FSDSM)

Mr Leung Wai-lok
Mr Hoi Wai-ming
Mr Chan Derek Armstrong
Mr Lau Kwok-fu

Hong Kong Immigration Service Medal for Distinguished Service (IDSM)

Mr Ching Wo-mok
Mr Hillson Fan Hiu-sing

Hong Kong Customs and Excise Medal for Distinguished Service (CDSM)

Mr Mark Woo Wai-kwan
Ms Ng Kit-ching

Hong Kong Correctional Services Medal for Distinguished Service (CSDSM)

Mr Leung Chi-wai

Government Flying Service Medal for Distinguished Service (GDSM)

Mr Suen Chi-wah

Bronze Bauhinia Star (BBS)

Ms Macella Lee Sui-chun, JP
Ir Chui Si-kay, JP
Mr Stephen Leung Kin-man, JP
Ir John Kwong Ka-sing, JP
Mr Kingsley Wong King-man
Ir Chau Siu-hei
Ms Amy Cheung Yi-mei
Mr Tan Tick-ye
Ms Beverly Yan Man-wai
Mr Alan Lo Kam-lun

Hong Kong Police Medal for Meritorious Service (PMSM)

Mr Lee Kwok-cheong
Ms Lam Man-han
Mr See Kwong-hung
Mr Ho Chi-kin
Mr Thomas Yu Wai-leung
Ms Louise Ng Wing-yin
Mr Mo Kim-hoo
Mr Lee Chung-wah
Mr Peter David Whitton
Mr Cheung Wai-wah
Mr Cheung Sau-wan
Ms Cheung Yee-ling
Mr Rayond Leung Wai-on
Mr Chan Yau-fu
Mr Tsang Fan-kwok
Mr Fung Hing-nam
Mr Wong Chung-fai
Mr Yeung Po-wing

Mr Edwin Lau Tat-fai
Mr Cheng Ka-chun
Mr Cheng Kim-wan
Mr Siu Sze-ming

Hong Kong Fire Services Medal for Meritorious Service (FSMSM)

Mr Leung Kar-chun
Mr Chong Wing-on
Mr Chan Chun-wing
Mr Lo Yiu-hong
Mr Pang Kin-on
Mr Yeung Lap-sun
Mr Yeung Kai-wang
Mr Kwan Chun-wai

Hong Kong Immigration Service Medal for Meritorious Service (IMSM)

Mr Bryan Ip Siu-keung
Ms Gladys Wong May-tak
Mr Wallace Yau Ling
Ms Irene Hui Yan-yan
Mr William Poon Siu-chuen

Hong Kong Customs and Excise Medal for Meritorious Service (CMSM)

Mr Lee Ka-ming
Ms Gladys Ma Siu-fong
Mr Wong Chi-wai
Ms Yeung Kai-fei

Hong Kong Correctional Services Medal for Meritorious Service (CSMSM)

Mr Alan Yu Hon-lun
Ms Paggie Chau Fung-ling
Mr Yuen Sui-hang
Mr Lo Chun-fung

Government Flying Service Medal for Meritorious Service (GMSM)

Captain Eric Leung Man-chiu, MBB

Medal of Honour (MH)

Ms Nancy Lee Suk-fun

Ms Leung Yvetta Ruth

Mr Chan Kwok-kee

Ms Liao Kathlin

Mr Chin Hon-fai

Mr Tam Siu-chung

Chief Executive's Commendation for Community Service

Mr Willy Pang Lai-fai

Chief Executive's Commendation for Government/Public Service

Mr Michael Lam Siu-chung

Ms Maggie Yang Mei-kei, JP

Mr Mui Kei-fat, JP

Mrs Apollonia Liu Lee Ho-kei, JP

Mr Tsang Keung, SBS

Mr Wilson Cario Lam Chi-wai, PMSM

Mr Lam Wai-leung, PMSM

Mr Ralph Yeung Yiu-chung, PMSM

Mr Chung Sze-pong, PMSM

Dr Wilson Lai Wai-sang, IMSM

Mr Wallace Ng Long-ting

Mr Anthony Chau Tin-hang

Mr Ivan Leung Man-fung

Mr Lawrence Peng Si-yun

Ms Daphne Siu Man-suen

Mr Fong Sin-hang

Mr Wong Sik-fai

Mr Pau Yik-wai

Mr Pak Chi-fung

Mr Jacky Ng Tsz-kin

Mr Jason Ng Yan-wai

Mr Ng Ka-ho

Mr Heung Ping-lung

Mr Ho Yue-yeung

Mr Shea Cheuk-lai

Mr Terry Yu Chun-hei

Mr Ng Man-chun

Miss Ng Ka-yuet

Mr Ng Ping-chung

Ms Sally Ng Chi-hin

Mr Ng Long-him

Mr Ng Shing-chiu

Ms Ng Wing-yi

Ms Ng Wai-in

Mr Ng Yung-ki

Mr Lui Man-chap

Ms Lui Carman

Ms Becky Lee Yat-heung

Mr Will Lee Ming-sing

Mr Li Pak-him

Mr Lee Pui-kuen

Mr Lee Ka-ting

Mr Lee Shu-kuen

Ms Lee Ka-lee

Mr Li Wai-chun

Mr Hinson Li Chak-hung

Mr Chow Yan-kit

Ms Chau Mei-fung

Mr Davis Chow Ting-fung

Mr Chow Hoi-hung

Mr Chau Ka-ho

Ms Chow Wai-han

Mr Lam Tsz-fung

Mr Lam King-fung

Ms Lam Sui-kwan

Ms Lam Yin-ming

Mr Yau Ka-wing

Ms Shiu Wan-ye

Mr Orr Hoi-tong

Ms Karen Woo Ka-yun

Ms Wai Ching

Ms Keng Lai-nga

Mr Yuen Siu-kee

Mr Yuen Chi-hang

Ms Selina Yuen Yin-wah

Mr Ma Kiu-fai

Mr Simon Cheung Pak-kit

Mr Jang Chun-kit

Mr Cheung Pak-shing

Miss Chick Pik-mui

Mr Leung Tsz-ki

Miss Heidi Leung Yuk-ping

Miss Leung On-ki

Mr Leung Chun-wing

Mr Leung Kwok-lam

Mr Leung Wai-pan

Mr Leung Lok-man

Miss Chong Man-yan

Mr Mok Kwun-pan

Mr Mok Kwok-kit

Mr Hui Hong-kit

Ms Kwok Sze-wai

Ms Kwok Sin-man

Mr John Kwok Kai-kwok

Ms Kwok Hoi-ying

Ms Kwok Hiu-kwan

Mr Chan Chi-fung

Mr Chan Wan-kin

Mr Jason Chan Wing-kui

Mr Chan Vincent

Mr Chan Chi-sing

Mr Chan Sze-hoi

Ms Chan Sin-wern

Mr Chan Ka-kui

Mr Chen Wai-man

Mr Chan Kwok-wai

Mr Chan Pui-kin

Miss Chan Nga-heung

Mr Chan Ka-ming

Ms Yuki Chan Wai-yin

Miss Crystal Chan Wing-sum

Mr Chan Hon-kiu

Mr Chan Lung-kit

Mr Chan Hung-kwan

Ms Fu Yuet-ye

Ms Jackie Lo Lai-fong

Mr Pang Ka-wing

Mr Tsang Chi-wing

Mr Tsang Hong-yin

Mr Tsang Hoi-leung

Ms Ching Yu-ting

Ms Fung Chun-yi

Mr Fung Po-lo

Ms Wong Tin-in

Mr Wong Man-kwai

Ms Wong On-ni

Ms Wong Emma

Ms Sera Wong Kam-fung

Mr Thomas Wong Chin-ho

Mr Wong Tin-pui

Mr Huang Wei-lun

Miss Wong Yui-ling

Ms Wong Sze-yue

Ms Wong Hin-ting

Mr Yeung Yat-long

Mr Yeung Ying-ki

Mr Yeung Wan-fei

Mr Jeffery Yip Chun-hin

Mr Ip Chak-piu

Mr Chim Chun-yiu

Mr Lui Ka-chun

Captain Lui Tak-shun

Ir Leakey Lau Lik-kee

Ms Lau Siu-ching

Mr Lau Wing-yuk

Mr Lau Wai-hung

Mr Lau Wan-tat

Ms Lau Ka-bik

Mr Lau Kim-wut

Mr Lau Tak-wing

Ms Lau Hiu-tan

Mr Lau Kam-ming

Ms Sandra Lau Lai-ming

Mr Loh Vernon

Mr Frankie Au Yeung Man-kit

Mr Choi Tin-yau

Mr Choi Chun-yin

Mr Choi Ka-ho

Ms Tang Chor-ho

Ms Cheng Nga-ching

Mr Lai Kai-tung

Mr Lai Kwok-yung

Mr Lai Tat-hoi

Mr Henry Lai Hin-lun

Miss Lo Huen-ting

Ms Lo Lok-man

Ms Lung Ka-kei

Ms Noel Tai Yan

Mr Tai Sheung-king

Miss Miu Mei-yu

Mr Tse Wai-shing

Ms Nam Shuk-kam

Mr Ray Kwong Wai-yin

Ms Ngai Siu-wai

Mr Lo Tin-wai

Ms Lo Po-chu

Mr Tam Wai-lun

為加深大眾了解在2024年「公務員事務局局長嘉許狀計劃」及「公務員義工嘉許計劃」中獲獎公務員的工作成就和義工服務方面的卓越表現，公務員事務局與香港電台攜手製作了一套十集的五分鐘電視特輯《同心為民 公務員好故事》及一集十分鐘的電視特輯《義工善行 公務員好故事》。節目已於二零二四年十二月中在港台電視31台播出，同事可掃描相關二維碼重溫特輯。

To enhance public understanding of the award-winning civil servants' work achievements and their outstanding performance in volunteer service under the Secretary for the Civil Service's Commendation Award Scheme and the Civil Service Volunteer Commendation Scheme 2024, the Civil Service Bureau and Radio Television Hong Kong (RTHK) have jointly produced a ten-episode television series entitled "United to serve the community - Good stories of civil servants", with each episode lasting for five minutes, and a special ten-minute television programme entitled "Volunteering for the well-being of our community - Good stories of civil servants". The programmes were broadcast on RTHK TV31 in mid-December 2024. Colleagues may scan the QR code for the TV programme archive.

同心為民 公務員好故事

United to serve the community
Good stories of civil servants

《同心為民 公務員好故事》

電視特輯 (節目重溫)

"United to serve the community —
Good stories of civil servants"
TV programme (Archive)



01 救護傳承
消防處 Fire Services Department



02 聲影有情
康樂及文化事務署 Leisure and Cultural Services Department



03 規劃有道
規劃署 Planning Department



04 方便之門
食物環境衛生署 Food and Environmental Hygiene Department



05 為民先鋒
民政事務總署 Home Affairs Department



06 海事縱橫
海事處 Marine Department



07 流暢通行
入境事務處 Immigration Department



08 專業溝通
土木工程拓展署 Civil Engineering and Development Department



09 齒輪互動
運輸署 Transport Department



10 信任之選
香港郵政 Hongkong Post

義工善行 公務員好故事

Volunteering for the well-being of our community
Good stories of civil servants

《義工善行 公務員好故事》

電視特輯 (節目重溫)

"Volunteering for the well-being of our community -
Good stories of civil servants"
TV programme (Archive)

