

## LCQ20: Barrier-free taxis

Following is a question by the Hon Nixie Lam and a written reply by the Secretary for Transport and Logistics, Mr Lam Sai-hung, in the Legislative Council today (March 27):

Question:

Regarding barrier-free taxis, will the Government inform this Council:

(1) of the respective numbers and percentages of urban, New Territories and Lantau barrier-free taxis in Hong Kong at present;

(2) as it has been reported that electric wheelchairs are relatively large in size and not all barrier-free taxis are electric wheelchair accessible, whether the authorities have kept the number of barrier-free taxis which are electric wheelchair accessible; if so, of the details; if not, the reasons for that;

(3) as the Chief Executive's 2023 Policy Address proposed that \$50 million would be earmarked to subsidise the trade to purchase wheelchair accessible electric taxis, of the support measures apart from such subsidy the Government has introduced to the taxi trade and drivers respectively to promote the popularisation of barrier-free taxis; whether it will draw up a timetable for increasing the number of barrier-free taxis; if so, of the details; if not, the reasons for that;

(4) as there are views that, in the light of the road conditions and topography of Hong Kong, the models of barrier-free taxis which allow wheelchair users to directly board and alight from them via their rear ends are more suitable for use in Hong Kong, but the existing taxi models available in the community are unable to cater for the needs of wheelchair users, whether the Government will strike a balance between road safety and the travel needs of wheelchair users, and consider allowing taxis, by amending the legislation, to be suitably modified to cater for the needs of wheelchair users;

(5) whether it has collaborated with the taxi trade in exploring with the manufacturers concerned the types of barrier-free taxis suitable for use in Hong Kong; if so, of the details; if not, how it meets the demands of wheelchair users for barrier-free taxis; and

(6) in order to facilitate wheelchair users' transfer between buses and barrier-free taxis, whether the authorities will explore the feasibility of setting up taxi pick-up/drop-off points at locations in the vicinity of large-scale bus-bus interchanges; if so, of the details; if not, the reasons for that?

Reply:

President,

â€‹The reply to the Hon Nixie Lam's question is as follows:

The Government is committed to the concept of "Transport for All", and has been improving public transport facilities and promoting a barrier-free transport system in collaboration with various public transport operators to facilitate the accessibility of public transport services for persons with disabilities and elderly persons.

(1) and (2) At present, there are 18 163 taxis in Hong Kong, of which 15 250 are urban taxis, 2 838 are New Territories (NT) taxis and 75 are Lantau taxis. As at end February 2024, about 4 700 taxis are wheelchair accessible. The relevant figures are tabulated below:

Number of wheelchair accessible taxis (percentage among the total number of the respective type of taxis)			
Urban taxis	NT taxis	Lantau taxis	Total
4 196 (27.5 per cent)	495 (17.4 per cent)	6 (8 per cent)	4 697 (25.9 per cent)

The design of the wheelchair accessible taxi models available in the market vary, including the height restriction inside the compartment and the maximum loading capacity of the wheelchair ramp. Since different electric wheelchair models vary in dimensions and weights, and the weight and height of wheelchair users may also vary to a certain extent, it is difficult to generalise which taxi model is suitable for access by electric wheelchairs. Passengers may choose the suitable taxi model based on their individual circumstances.

(3) Under the concept of "Transport for All", the Government has been actively encouraging the taxi trade to introduce more wheelchair accessible taxis and different models of such taxis, so as to provide more options for wheelchair users and facilitate their transportation needs. The Government also announced in the Chief Executive's 2023 Policy Address that \$50 million has been earmarked to subsidise the trade to purchase wheelchair accessible electric taxis.

To further improve the taxi service quality, the Government will soon introduce a taxi fleet regime, under which existing taxis may form a fleet and apply to the Transport Department (TD) for a Taxi Fleet Licence. The TD will regulate the operation and management of the taxi fleets through license conditions, and specify that the fleet must include a certain number of wheelchair accessible taxis so as to facilitate travelling by wheelchair users. The TD is actively carrying out the preparatory work and plans to invite the trade to apply for Taxi Fleet Licences in April this year, so that fleet taxis may commence operation as soon as possible. We expect that more wheelchair accessible taxis will come into service in phases.

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(4) and (5) To ensure passenger safety and road safety, any vehicle

modifications must comply with relevant safety standards relating to vehicle construction (e.g. wheelchair tie-down systems and user restraining systems) as stipulated in the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation. Provided that the above statutory requirements are fulfilled, taxis which are currently not wheelchair accessible can be retrofitted with wheelchair accessible devices through modifications.

The TD has all along been open to the introduction of wheelchair accessible taxi models by the taxi trade or vehicle suppliers. The TD will also continue to maintain communication with the taxi trade and various vehicle suppliers to assist them in understanding the relevant standards and vetting procedures, and will help co-ordinate the trade's efforts in identifying models suitable for use on the roads in Hong Kong as and when necessary.

(6) The Government has been designating taxi pick-up and drop-off points across the territory and, where traffic situations allow, relaxing some no-stopping restrictions for taxis to pick-up or drop-off passengers, so as to facilitate riding of taxis by passengers.

Bus-Bus Interchanges (BBIs) are interchange stops for passengers to switch between different bus routes. The BBIs have relatively high utilisation (especially during peak hours), and most of them face certain geographical and spatial constraints. In considering whether it is appropriate to set up taxi pick-up and drop-off points at an individual BBI, the TD has to carefully assess all relevant factors (including the utilisation of the BBIs concerned, the provision of passenger facilities, the circulation space for buses and passengers) so as to avoid affecting the daily operation of the BBIs.

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## **LCQ16: Participating government departments of 1823**

Following is a question by Dr the Hon Ngan Man-yu and a written reply by the Secretary for Innovation, Technology and Industry, Professor Sun Dong, in the Legislative Council today (March 27):

Question:

There are views that at present, 1823 is responsible for handling enquiries, compliments and suggestions made by members of the public for 23 participating government departments. Compared with the structure of over 60 policy bureaux/government departments (B/Ds) in the entire Government, the number and proportion of B/Ds participating in 1823 are obviously on the low side, and the enquiries and views of many members of the public are still

unable to be conveyed to the relevant B/Ds through such one-stop service. In this connection, will the Government inform this Council:

(1) of the principles or criteria based on which the Government determines which B/Ds need to join 1823, and the unit whose decisions are final; when the relevant principles or criteria were drawn up;

(2) of the mechanism or procedures for B/Ds to join 1823;

(3) of the number of cases received by 1823 which were outside its service scope (such as cases involving non-participating B/Ds) in each of the past five years, with a breakdown by B/D;

(4) as it is learnt that there were a total of 21 participating government departments of 1823 in 2011, with the present number being 23, of the reasons why only two government departments newly joined 1823 in the past 12 years;

(5) whether it has reviewed if B/Ds not participating in 1823 need to join 1823; if it has, of the time when the last review was conducted and the details of the relevant work; and

(6) whether it has plans to increase the number of participating B/Ds of 1823; if so, of the details; if not, the reasons for that?

Reply:

President,

My consolidated reply to the various parts of the question raised by Dr the Hon Ngan is as follows:

1823 receives service requests and complaints to all bureaux/departments (B/Ds) from the public that require their handling, and handles public enquiries, compliments and suggestions for participating departments. Currently, 1823 has 23 participating departments, and the scope of enquiry service covers most government services that are closely related to citizens' livelihood, such as environment and food hygiene, public housing, public transportation, cultural and leisure activities, labour rights, financial assistance for education, working allowance and social security. In addition to regular services, 1823 will also provide short-term hotline support for major government projects and initiatives when necessary. For example, 1823 supported a number of epidemic-related hotlines during the COVID-19 epidemic and supported the election enquiry hotline on the Legislative Council and District Council election days. 1823 resolved 99 per cent of the telephone enquiries at the first time of calling. When 1823 receives an enquiry involving a non-participating department, it will provide the citizen with the telephone hotline number or contact method of the relevant department so that he/she can make enquiries directly to the relevant department.

All government departments have their own hotlines for answering public enquiries. Some departments also have telephone enquiry centres and district

offices, with dedicated staff answering public inquiries about the department's services. Some also set up hotlines for special projects or services, which are handled by staff with relevant domain knowledge. Departments will consider whether to invite 1823 to handle their enquiry hotline based on their actual operational situation. In general, 1823 is more suitable for handling general enquiries about government services. If the enquiries received by a department mostly involve specific details of the cases related to individual citizens, the domain knowledge of specialised departments, or matters related to law enforcement, it is more appropriate for the responsible staff of the department to handle the enquiries directly. When considering whether to provide services to individual departments, 1823 will consider various factors with the relevant departments, such as the expected nature and volume of incoming calls, to determine the most effective way to handle enquiries from members of the public.

During the past five years, enquiries concerning participating departments accounted for an average of about 92 per cent of the total number of enquiries received by 1823, while enquiries involving non-participating departments accounted for only about eight per cent on average (see the Annex for the number of cases). The Efficiency Office will continue to review the manpower, operations and service scope of 1823 from time to time, and introduce new technologies with a view to providing convenient and high-quality services to the public.

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## **LCQ2: Special Scheme on Privately Owned Sites for Welfare Uses**

Following is a question by the Hon Andrew Lam and a reply by the Secretary for Labour and Welfare, Mr Chris Sun, in the Legislative Council today (March 27):

Question:

The Labour and Welfare Bureau and the Social Welfare Department launched the Special Scheme on Privately Owned Sites for Welfare Uses (the Special Sites Scheme) in September 2013 to encourage non-governmental organisations to better utilise their own sites, through expansion, redevelopment or new development, to provide or increase those welfare facilities considered by the Government as being in acute demand. However, in the reply to a question raised by a Member of this Council on March 29 last year, the Government indicated that as at early March last year, only six projects under the Special Sites Scheme had been completed and put into service, representing a completion rate of just about 8 per cent. In this connection, will the Government inform this Council:

(1) of the latest progress of various projects under the Special Sites

Scheme; whether it has set specific targets for expediting the progress of the projects; if so, of the details; if not, whether it will set relevant targets;

(2) whether it will set up a regular collaboration and co-ordination mechanism among the government departments involved in the processing of applications for the Special Sites Scheme, as well as actively promote the Special Sites Scheme and take the initiative to provide assistance for applicant organisations; and

(3) whether it has considered, after the submission of applications by organisations expressing an interest in taking part in the Special Sites Scheme, providing them with basic information about the sites concerned (e.g. land lease conditions, site planning, as well as traffic and noise restrictions) as early as possible, so as to assist them in commencing planning expeditiously and providing the most appropriate welfare facilities; if so, of the details?

Reply:

President,

The Government has all along been adopting a multi-pronged approach with long, medium and short-term strategies to identify suitable sites or premises for the provision of welfare services to meet their acute demand.

As a long-term strategy, the Government has incorporated the population-based planning ratios in the Hong Kong Planning Standards and Guidelines in respect of subvented elderly service facilities, child care facilities and rehabilitation facilities, with a view to reserving necessary sites and space for these facilities early in the planning process of new and redeveloped areas.

As regards the medium-term strategy, the Social Welfare Department (SWD) has been maintaining close contact with relevant government departments to identify suitable sites in the development or redevelopment of public housing estates and urban renewal projects for providing welfare facilities. The Government also endeavours to increase the provision of welfare facilities as appropriate through the Land Sale Programmes and the Special Scheme on Privately Owned Sites for Welfare Uses (the Scheme). In addition, we will make the best use of available government accommodation including vacant school premises and explore whether they are suitable for conversion into welfare facilities.

As a short-term strategy, the SWD, with the assistance of the Government Property Agency, has been striving to identify suitable premises for purchase through different channels for the provision of welfare facilities.

My reply to various parts of the question raised by Member is as follows:

(1) The Government implemented Phase One and Phase Two of the Scheme in September 2013 and April 2019 respectively, with a view to encouraging non-

governmental organisations (NGOs) to make better use of their sites through expansion, redevelopment or new development to provide or increase welfare facilities in acute demand. Out of the 88 project proposals received under Phase One and Phase Two of the Scheme, 23 proposals, which could not proceed further due to various reasons (including site constraints), had been withdrawn by the applicant organisations or removed from the Scheme. As at end-February 2024, six projects had been completed and commenced service, two projects had entered the construction stage, 10 projects were at the stage of detailed design, and 22 projects were at the stage of technical feasibility study (TFS). The remaining 25 projects are still at project formulation and preliminary planning stage, and the SWD will consider supporting the respective NGOs to proceed with TFS having regard to the actual progress of individual projects.

The implementation of projects under the Scheme by the NGOs would be affected by various factors, including the restrictions of the surrounding environment of the sites concerned, the provision of communal and transport facilities, requirements prescribed in the land lease, restrictions stipulated in the outline zoning plan (OZP), outcome of local consultations, etc. The development progress also depends on whether the applicant organisations will revise the project proposals during the process or require more time to prepare the relevant documents and the requisite information for submission. As the NGOs are generally not specialised in development projects, they may need more time to complete the relevant procedures in the planning process. In view that the time needed to take forward individual projects may vary due to planning and development restrictions of the sites, technical problems, NGOs' own factors, etc, we do not consider it appropriate to set targets for the projects under the Scheme.

(2) To facilitate and coordinate the implementation of projects under the Scheme, the SWD has been providing one-stop assistance to the applicant organisations throughout the planning and development process, and has devised various guidelines and templates on the preparation of funding applications and tender documents for NGOs' reference. The SWD has been maintaining close contact with relevant government departments, including the Architectural Services Department, Lands Department (LandsD), Planning Department (PlanD) and Buildings Department (BD) to provide assistance and co-ordination to the NGOs regarding issues involved in individual projects, including amendment to OZP, obtaining planning permission and lease modification. To further assist the applicant organisations in pressing ahead with their projects, the SWD has proactively invited each of the NGOs participating in the Scheme for a meeting between December 2022 and May 2023 to review and discuss the progress of their projects. In addition, the Director of Social Welfare has convened an inter-departmental meeting in September 2023 with representatives from various departments specialising in planning, land administration, traffic and environment matters, etc to strengthen the co-ordination among government departments and the NGOs and to facilitate the applicant organisations in tackling technical problems of their individual projects during the planning stage. The SWD will continue to take the initiative to arrange for the NGOs to meet with the government departments concerned having regard to the circumstances of individual

projects so as to expedite their implementation.

(3) To enable the applicant organisations to take note of the potential restrictions of their project proposals as early as possible, the SWD will invite relevant government departments, including the PlanD, the LandsD, the BD, the Transport Department, the Environmental Protection Department, etc, to provide initial comments on the project proposals after reaching a consensus with the NGOs on project details such as development parameters, type of services and number of service places to be provided. The comments from the departments (including restrictions on land lease, land use planning, traffic, etc) will be consolidated and conveyed to the NGOs for reference. The consultants engaged by the NGOs will then conduct TFS on the projects and submit various technical assessments (including traffic, noise, drainage impact assessments, etc) to relevant government departments for approval. The consultants will also assist the NGOs in dealing with technical and other relevant issues, including amendment to OZP, obtaining planning permission and lease modification, in order to take forward the projects.

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## LCQ15: Structural safety of school premises

Following is a question by the Hon Lillian Kwok and a written reply by the Secretary for Development, Ms Bernadette Linn, in the Legislative Council today (March 27):

Question:

It has been reported that as at the end of January this year, at least 14 schools have not complied with statutory notices for mandatory building inspection before the specified time frames, and some of those schools have still not complied with the relevant statutory notices for mandatory building inspection even after more than 10 years since their expiry. In this connection, will the Government inform this Council:

(1) of the number of schools in Hong Kong with their premises already undergone the prescribed inspection under the Mandatory Building Inspection Scheme (MBIS) in the past 10 years; among them, the number of school premises for which prescribed repair was required upon such inspections, together with a breakdown by the current progress of such repair works (namely repair works completed, repair works in progress, and repair works currently under co-ordination);

(2) whether the authorities have initiated prosecution procedures against the schools that have not complied with the statutory notices for mandatory building inspection before the specified time frames; if so, of the details;



(3) whether the authorities will provide schools with additional support in respect of the prescribed inspection and repair works under the MBIS, such as reviewing and streamlining the application procedures for the relevant subsidy schemes for aided schools; if so, of the details; if not, the reasons for that; and

(4) whether the authorities have received requests for assistance from schools relating to structural safety issues of their premises; if so, of the details?

Reply:

President,

Having consulted the Education Bureau (EDB), my reply is as follows:

(1) As of February this year, the Buildings Department (BD) has issued a total of 63 notices under the Mandatory Building Inspection Scheme (MBIS) in respect of non-government buildings used for school purpose (including aided and non-aided schools), 49 of which have completed the prescribed inspections and repair works (if required) and were issued compliance letters from the BD certifying compliance with the MBIS notices. The 14 schools with non-compliant MBIS notices have all appointed Registered Inspectors (RIs) and completed the prescribed inspections. Their compliance status is as follows:

	No. of schools involved		
MBIS notice not yet expired	1 (Prescribed repair works being organised/arranged)		
Expired MBIS notices that have not been complied with	13		
	Prescribed repair works being organised/arranged	Prescribed repair works underway	Repair works completed (Note)
	5	1	7

Note: Certificates of Building Repair submitted by RIs are under processing by the BD.

Besides, 267 aided schools without receiving MBIS notices have voluntarily carried out inspections and repairs according to the requirements under the MBIS/Mandatory Window Inspection Scheme (MWIS) in order to participate in the EDB's new programme for conducting the first round of window and building inspections (see paragraph (3) below for details). According to the Certificates of Building Inspection/Certificates of Building Repair submitted by the RIs concerned to the BD, 199 schools have completed the prescribed inspections and 10 schools have completed the repair works.

(2) Since there is progress in the repair works for the schools with non-compliant MBIS notices as mentioned in paragraph (1) above, no further enforcement action has been taken by the BD at this stage. The BD will continue to communicate with the schools and the RIs concerned and provide assistance for early completion of the required repair works where necessary.

(3) Schools are obliged to keep their school premises in good condition and to comply with the statutory notices issued under the MBIS/MWIS. The EDB would provide financial support to aided schools. On receipt of statutory notices, aided schools can apply for the MBIS/MWIS subsidies from the EDB, and appoint RIs or Qualified Persons on their own to conduct the relevant inspections and Registered Contractors to carry out the required repair works. Details of the relevant subsidy scheme are on the EDB's website.

Starting from 2020-21, the EDB has launched a new programme. Professionals and contractors appointed by the EDB would be able to conduct the first round of window and building inspections and carry out the required repair works for aided schools with building ages reached 10 years and 30 years respectively. If eligible aided schools receive the MBIS notices, they can opt to participate in the programme or apply for the above-mentioned MBIS/MWIS subsidies to arrange the relevant inspections and repair works on their own. Aided schools with school premise reaching the relevant building ages but have not yet received the statutory notices can also participate in the new programme by the EDB on a voluntary basis.

(4) In the past year, the EDB and the BD did not receive any request for assistance in respect of structural safety issues of school premises.

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## [LCQ10: Neighbourhood Support Child Care Project](#)

Following is a question by Reverend Canon the Hon Peter Douglas Koon and a written reply by the Secretary for Labour and Welfare, Mr Chris Sun, in the Legislative Council today (March 27):

Question:

The Neighbourhood Support Child Care Project (the Care Project) aims to provide families in need of support with a flexible form of day child care service at the neighbourhood level, including centre-based care service and home-based child care service provided by home-based child carers (HCCs). In this connection, will the Government inform this Council:

(1) of the current number of service centres under the Care Project, as well as the following information on various service centres: (i) the utilisation

rate, (ii) the minimum number of places, (iii) the number of children served, and (iv) the number of applications waiting for the service;

(2) of the respective current numbers of HCCs providing care service at their own residences and other suitable places as approved by the operators, as well as their average service hours, together with a breakdown by District Council district;

(3) whether it has compiled statistics on the respective numbers of accidents causing injuries to HCCs and children since the implementation of the Care Project; if so, of the details; if not, the reasons for that, and whether it will consider compiling such statistics;

(4) as there are views that HCCs are unevenly distributed across the territory, whether the authorities will review the relevant reasons and establish a database, so that the manpower of HCCs can be deployed to districts with demand; if so, of the details; if not, the reasons for that;

(5) whether it will consider discussing with the operators of the Care Project the extension of service hours of the service centres, so as to better meet the needs of dual-income parents (especially those from grass-roots families who need to work longer hours) with newborns to children up to the age of nine; if so, of the details; if not, the reasons for that;

(6) as there are views that HCCs provide some sort of "volunteer" service, and that the persons concerned can become HCCs upon completion of only a few hours of basic briefing and training provided by the operators, resulting in varying service quality, whether the Government will consider promoting professionalism in the development of HCCs, such as by introducing systematic and more comprehensive training programmes and assessment mechanism, setting up an enrolment and registration system, as well as providing on-the-job retraining and value-added programmes; if so, of the details; if not, the reasons for that; and

(7) whether it will consider setting up a comprehensive monitoring mechanism for HCCs, such as by conducting random checks on the operators, requiring the operators to regularly assess the performance of HCCs, imposing stringent penalties on non-compliant HCCs, setting up a transparent complaint and feedback system, as well as conducting questionnaire surveys on service users; if so, of the details; if not, the reasons for that?

Reply:

President,

The reply to the Member's question is as follows:

(1) and (2) The Social Welfare Department (SWD) subsidises non-governmental organisations (NGOs) to set up one service team in each of the 18 districts of Hong Kong to operate the Neighbourhood Support Child Care Project (NSCCP). The NSCCP includes home-based child care service (HCCS) which is provided by

the home-based child carers (HCCs) at their own residence or a suitable place as approved by the service operators for children aged under nine, and the centre-based care groups (CCGs) which is provided at the service centres of the service operators for children aged three to under nine. The SWD requires service operators of each district to provide not less than 53 service places, including 39 HCCS places and 14 CCG places (i.e. the total number of service places in all 18 districts should be not less than 954). Service operators can flexibly increase the number of HCCS places on top of the requirement so as to meet the actual service demand, and additional funding will be granted accordingly. Besides, the service does not require central waitlisting and parents can directly apply to the service operators for services according to their needs. Therefore, the SWD does not maintain the information on the number of applications waitlisted for the service and the average utilisation rate.

The number of children served and the number of HCCs under the NSCCP by District Council districts are set out at Annex. According to the requirements, each HCC is not allowed to take care of more than three children under the age of nine (including the HCC's own children) at the same time. The SWD does not maintain the information on the average service hours of HCCs.

(3) Since the launch of the NSCCP in 2008, the SWD has received three and four reports of accidents respectively leading to the injury of HCCs or young children, all of which were minor accidents without serious physical injuries involved. Besides, the SWD received a report of serious injury of an infant when receiving service in January this year and the case is under the investigation of the Police. All the service operators submitted reports to the SWD within three calendar days following the incidents in accordance with the service agreements signed with the SWD. The SWD will continue to take into account the circumstances of the cases and require service operators to re-examine the assessment and service matching arrangement of the HCCS and to strengthen the training for HCCs.

(4) In order to respond more effectively to the districts' demand for day child care services, the SWD has reviewed the distribution, service needs, and training needs of HCCs in the districts. Making reference to the analysis of districts' demand for services, the SWD plans to, on the basis of one service team in each district, add one more service team each for the five districts with higher service needs, i.e. Kwun Tong, Sham Shui Po, Sha Tin, Tuen Mun and Yuen Long, in the fourth quarter of this year, increasing the number of service teams in Hong Kong from 18 to 23.

(5) Currently, the general operating hour of CCGs is from 9am/1pm to 9pm on weekdays (Mondays to Fridays) and some weekends. The SWD plans to adjust the operating hour of CCGs in the fourth quarter of this year to 9am to 9pm on weekdays, and to require service operators to provide more opening sessions on weekends. Service operators may also flexibly provide extra opening sessions to meet the service demand in respective districts.

(6) and (7) On service monitoring and quality assurance, the SWD has all along required service operators to establish mechanisms to recruit, assess,

screen and train up suitable HCCs, and arrange service matching. Social workers of the service operators are required to conduct monthly home visits to HCCs who are providing services, and the child care workers of the operators are also required to provide them with monthly individual training/supervision. Apart from providing further enhanced training to HCCs on a regular basis (including child care skills, child protection awareness and home safety, etc.), service operators also need to continuously evaluate and follow up on the performance of HCCs to ensure service quality. Relevant figures on training/supervision are included in the service quality indicators, and the service operators are required to submit relevant statistical information to the SWD on a quarterly basis. The SWD, through regular and unannounced visits, assesses whether the performance of the service operators meet the requirements of the service agreement.

To enhance the NSCCP, the SWD plans to strengthen training for HCCs in the fourth quarter of this year. Trainees are required to undergo 14 hours of basic training, the content of which is standardised and formulated by the SWD, including infants and young children's physical and psychological development, special development milestones and needs of growth, care and communication skills, home safety and hygiene, handling of accidents/special accidents, etc. Trainees must pass the assessment before being arranged to provide services; and HCCs who are arranged to take care of children with special learning needs must receive an additional four hours of advanced training to acquire the knowledge and skills in caring for relevant children. Service operators are required to evaluate the child care skills and knowledge of HCCs after completing the training, their confidence in providing care services, and whether the home environment is suitable for providing care services, before arranging HCCs to provide services.