

新聞稿

Press Release

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MTR Partners with Social Welfare NGOs to Strengthen Support for Individuals with SEN & Caregivers Joining Hands to Foster a More Inclusive & Welcoming Travel Experience

MTR Corporation is committed to promoting social inclusion and providing accessible services that cater for the diverse travel needs of passengers. The Corporation has partnered with Heep Hong Society and Caritas – Hong Kong to further understand the travel needs of individuals with special educational needs (SEN) and their caregivers, and to strengthen support on multiple fronts. These include introducing “Sensory Kits” across all heavy rail stations, as well as drawing on the expertise of the two social welfare organisations to provide training for frontline staff and advice on enhancements to station facilities, with a view to fostering a more inclusive and welcoming travel environment.

Serving over five million passenger trips every day, MTR operates a highly dynamic and busy railway system. For some individuals with SEN, unfamiliar environments, crowded stations, or station announcements may create additional stress for them and their accompanying caregivers. To provide greater peace of mind during their journeys, the Corporation earlier reached out to social welfare organisations to explore ways to enhance support across multiple fronts, including staff training, station assistance, and technology applications. Measures to be implemented include:

1. Strengthening Staff Training

- Training is being provided to frontline staff to deepen their understanding of individuals with different SEN, potential situations that these passengers may encounter during their journeys, and appropriate communication techniques, so as to offer suitable assistance when needed.

2. Enhancing Station Facilities and Passenger Support

- In collaboration with Heep Hong Society, “Sensory Kits” have been introduced across all 99 heavy rail stations and the Light Rail network. Each kit comprises palm-sized and reusable sensory toys that station staff can offer to passengers in need or their caregivers. The toys can help them redirect their attention through tactile engagement and relax when experiencing sensory overload, making their journeys more comfortable.

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- Interactive, railway-themed mini-games are under development for the “MTR · Care” App. Through simulated railway settings, the games aim to help users familiarise themselves with the railway environment in advance, as well as regulate their emotions and ease possible stress during journeys. The project team will invite users via the Heep Hong Society and Caritas to trial the games and gather feedback, with a launch planned in the coming months.

3. Promoting Mutual Understanding and Public Education

- Partnering with Caritas, roadshows will be held at 11 stations in October and November. Through interactive activities, the roadshows will showcase the daily life and travel needs of different passengers, with the aim of fostering greater public understanding and acceptance. (Please refer to the Annex for exhibition dates and station locations.)
- This summer, over 100 students with SEN and their caregivers participated in guided station tours. Through visits and on-site experiences, participants gained greater familiarity with station operations and station environments, while the tours also facilitated interactions between frontline staff and passengers.

"MTR is dedicated to understanding the travel needs of different passengers, ensuring everyone can enjoy peace of mind and convenience on their railway journeys. In recent years, society has placed greater emphasis on inclusive travel, as well as understanding and supporting individuals with SEN. A caring transit environment requires the collective efforts of the entire community. We also hope to take an extra step to provide more appropriate support and convenience to passengers in need, while fostering mutual understanding and respect as we work together towards an inclusive and friendly commuting environment," said Mr Jackie Cheung, General Manager - Customer Experience & Digital Development of MTR Corporation.

"MTR serves as one of the major modes of transportation for people in Hong Kong in their daily commute. Some individuals with SEN may experience stress when travelling due to environmental stimuli such as noise, lighting and crowding. Over the years, Heep Hong Society has been committed to helping children and youth of different abilities realise their potential and fostering an equal and inclusive society. We are pleased to see MTR actively seeking to understand the needs of different passengers, and we hope this collaboration will allow people in need and their caregivers to travel by railway with greater peace of mind, while contributing to a more inclusive society," said Mr Elvis Ng, Regional Manager of Heep Hong Society.

"For people with SEN, every journey can be a challenge. Building an inclusive and friendly travel environment requires the participation of the whole community. Caritas Rehabilitation Service has long been attentive to the needs of children with SEN and their caregivers. We are delighted to collaborate with MTR to stage roadshows at stations across Hong Kong, Kowloon and the New Territories to promote social inclusion. We hope that, with more understanding and acceptance from everyone, every journey can become a more comfortable and reassuring experience," said Ms Maggie Tse, Head of Rehabilitation Service, Caritas – Hong Kong.

As an integral part of Hong Kong's public transport network, the Corporation remains committed to a customer-centric approach, constantly enhancing station facilities and services, and deepening collaboration with social welfare organisations and community partners. By incorporating more caring elements into every journey, the Corporation aims to foster a more inclusive community.

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About MTR Corporation

To Keep Cities Moving, MTR makes encounters happen and rendezvous for a more connected tomorrow. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with over 45 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 46,000 dedicated staff*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, Chinese Mainland and beyond. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit www.mtr.com.hk.

*includes our subsidiaries, associates and joint ventures in Hong Kong and worldwide

Photo Caption:

1. Roadshows will be held at 11 stations in October and November to showcase the daily lives and travel needs of different passengers, with the aim of fostering greater public understanding. The left photo shows Mr Jackie Cheung, General Manager - Customer Experience & Digital Development of MTR Corporation (2nd right), Mr Elvis Ng, Regional Manager, Heep Hong Society (1st left) and Ms Maggie Tse, Head of Rehabilitation Service, Caritas – Hong Kong (2nd left).



2. The “Sensory Kit” comprises palm-sized and reusable sensory toys that station staff can offer to passengers in need or their caregivers.



3. MTR provides training for frontline staff to deepen their understanding of individuals with different special educational needs.



4. Over 100 students with SEN and their caregivers participated in guided station tours during the summer holiday, enabling them to gain greater familiarity with station operations and station environments.



Annex

Journeying with Neighbours Roadshow

Date	MTR Station
21 October	Admiralty
22 October	Choi Hung
23 October	Mong Kok East
26 October	Tsuen Wan
27 October	Kowloon Tong
28 October	Mei Foo
18 November	Tseung Kwan O
20 November	Sha Tin
21 November	Olympic
23 November	Fanling
24 November	Tiu Keng Leng