

## Information on Sub-district Care Teams

District : Central & Western District

Sub-district : Castle Road [Sub-district boundary map attached]



A03 – Castle Road



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**Operating organisation :** Central District Kai-Fong Welfare Association Limited

**Partnering organisation(s) :** FONG CHUNG SOCIAL SERVICE CENTRE (CENTRAL DISTRICT)  
MULTI STOREY BUILDING OWNERS ASSOCIATION OF CENTRAL DISTRICT (H.K.) LIMITED  
FONG CHUNG SOCIAL SERVICE CENTRE LIMITED  
LOK YEE SOCIETY  
YOUTH LINK  
MOUNT DAVIS KAI-FONG WELFARE ASSOCIATION  
Mountain and Ocean Friends Group  
WE ICON  
Western District Building Owners Association  
HONG KONG CENTRAL AND WESTERN DISTRICT WOMAN ASSOCIATION  
BELCHER'S AREA PROMOTION ASSOCIATION  
KENNEDY TOWN KAI-FONG WELFARE ASSOCIATION HONG KONG LIMITED  
ZJ ASSOCIATION

**Centre Stage Squarer Limited**  
**CHINA RESOURCES (HOLDINGS) COMPANY LIMITED**  
**CHINA RESOURCES ENTERPRISE, LIMITED**  
**Hong Kong Federation of Hainan Community Organisations Limited**  
**HONG KONG GUANGXI HECHI CITY FRIENDSHIP ASSOCIATION LIMITED**  
**FEDERATION OF HONG KONG-SHANGHAI ASSOCIATIONS LIMITED**  
**HK FEDERATION OF FUJIAN ASSOCIATIONS**  
**HENDERSON LAND DEVELOPMENT COMPANY LIMITED**  
**ASSOCIATION OF THE HONG KONG CENTRAL AND WESTERN**  
**DISTRICT LIMITED**  
**TUNG SIN TAN**  
**TUNG CHUN GROUP**  
**YHS Charitable Organization Limited**  
**Bontex International Limited**

**Communication Channels of the Care Team :**

Telephone:	8494 7768
Email:	castledct@gmail.com
WhatsApp:	8494 7768
Facebook:	中西區衛城關愛隊

**List of Care Team members :**

Captain :	Mr HA Tak Kin
Vice-captain :	Mr WONG Jia Jun Alwin
Members :	Mr FUNG Kar Leung Karl Ms TSANG Fung Chu Ms SONG Ping Mr YIM Yee Chung Mr WONG Wa Chun Mr YE Guorong Mr WONG Hei Chun Mr CHENG Wang Ming Mr SIU Leung Hing

## Summary of Services for the Sub-district :

### A. Mandatory Services

#### 1. Community Care

Service requirement	Key Performance Indicator (KPI)
(a) Set up communication channels of the Care Team with at least 2 channels, such as telephone, email, social media, instant messaging software, etc.	The relevant channels shall be opened within three weeks after the funding agreement takes effect, and shall be maintained until the end of the funding agreement.
(b) Widely publicise the communication channels and services of the Care Team to the residents of the sub-district.	Publicise the communication channels and services of the Care Team in the sub-district, covering no less than 90% of the residents of the sub-district within three months after the funding agreement takes effect.
(c) Establish a liaison network with the residents of the sub-district, facilitating the residents to contact the Care Team and assisting the Government to deliver information to the residents so as to strengthen ties with the residents.	Distribute in a timely manner the important information provided by the Government through the liaison network between the Care Team and the residents of the sub-district as required by the Government or as needed. Within one year after the funding agreement takes effect, the established liaison network shall cover not less than 15% of the households of the sub-district.
(d) Visit/contact elderly households in the sub-district, establish contacts, and provide basic services for the elderly, including providing information on public/social welfare/medical/other related services, assisting in applying for or making appointment for the above services, providing basic information technology assistance, and assisting in arranging the elderly in need to receive home or other support services in item (f) or referral to relevant departments/organisations for professional services.	Provide information/services to at least 100 elderly households.

Service requirement	Key Performance Indicator (KPI)
<p>(e) Visit/contact other households in need in the sub-district, establish contacts, and provide basic services for the households, including providing information on public/social welfare/medical/other related services, assisting in applying for or making appointment for the above services, providing basic information technology assistance, and assisting in arranging the households in need to receive home or other support services in item (f) or referral to relevant departments/organisations for professional services.</p>	<p>Provide information/services to at least 200 households in need.</p>
<p>(f) Depending on the circumstances of the sub-district, provide home or other support services to those in need (such as simple home repairs/cleaning, health talks, "Share and Care" activities like collection of old clothes for donation, recruiting and training residents to be volunteers to serve other people in need, etc.).</p>	<p>Provide health talks to people in need (services for at least 50 members of the public)</p>
<p>(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building.</p>	<p>Visit every year at least 3 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company, and compile information about the management, safety and sanitary conditions of the buildings.</p>

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When the heat/cold/temporary shelter is in operation, care about the needs of those who use/stay in the shelter and provide appropriate assistance.	Provide services up to 2 times as required by the Government.
(b) When there is a sudden incident/emergency/disaster in the district, care for the needs of the affected people and provide appropriate assistance, and forward important information to the residents as required by the Government.	Provide services up to 4 times as required by the Government.
(c) Provide emergency support for new policies/services of the Government or public organisations, such as assisting those in need to make applications (especially online applications), assisting in the distribution of materials or information, etc.	Provide services up to 4 times as required by the Government.

## B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise or co-organise national education promotion activities, such as activities to promote the Basic Law, the National Security Law, the rule of law education and national awareness.	Organise such activities four times  Number of participants: 400 in total
(b) Provide residents in the sub-district concerned with information relating to health and the society, such as talks on health, anti-deception, fire prevention and environmental protection, training on emerging media, etc.	Organise such activities six times  Number of participants: 300 in total
(c) Organise festive activities to celebrate the anniversary of the establishment of the HKSAR, the National Day, the Spring Festival and the Mid-autumn Festival, etc. to increase residents' understanding of Chinese culture, strengthen their sense of national identity and enhance their national pride.	Organise such activities four times  Number of participants: 400 in total
(d) Provide volunteers with training	Provide training for 10-15 volunteers once per year.