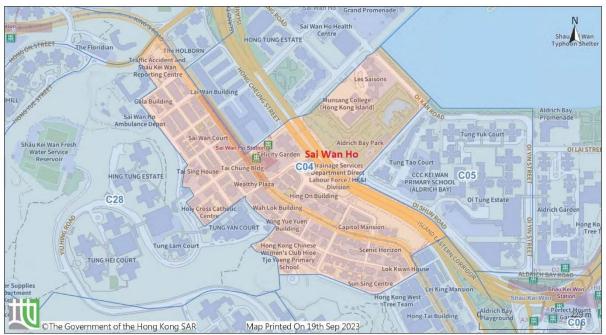
Information on Sub-district Care Teams

District: Eastern

Sub-district: Sai Wan Ho [Sub-district boundary map attached]





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Operating organisation: Luen Yip Hop Lik Tong Charity Foundation Limited

Partnering organisation(s): Zhong Shan-Hong Kong-Macau-Taiwan Youth Exchange

Promotion Association Limited

Communication Channels of the Care Team:

Telephone no.:	5902 6312
Email address:	care04swh@gmail.com
Whatsapp:	5902 6312
WeChat:	5902 6312
Facebook:	西灣河關愛隊

List of Care Team members:

Captain:	Mr Yeung Kam Wah
Vice-captain:	Mr Lam Tsz Hung

Members:	Ms Cheng Ching Wa
	Mr Fung Chun Ming
	Mr Choy Keung On
	Mr Hui Ka Hung
	Mr Tam Kwok Keung
	Mr Chung Yuk Lun
	Mr Kong Chack Ho
	Ms Siu Lai Na
	Ms Chiu Ming Wai

Summary of Services for the Sub-district \div

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 two 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 subdistrict 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 20% of the households of the sub-district.

Service requirement	Key Performance Indicator (KPI)
(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 600 elderly households.
(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.	Provide information/services to 800 households in need.
(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.).	Provide on-site checking of air-conditioners, home repairs, home cleaning and health check-up services to those in need 400 times.

Service	requirement	t

(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 assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building.

Key Performance Indicator (KPI)

Visit every year 15 "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.

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When there is a sudden	Provide services up to 4 times as required by
incident/emergency/disaster in the	the Government.
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.	
(b) Provide emergency support for new	Provide services up to 4 times as required by
policies/services of the Government or	the Government.
public organisations, such as assisting	
those in need to make applications	
(especially online applications), assisting	
in the distribution of materials or	
information, etc.	

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Reflect local views to the Government.	Collect public views on specified issues
	4 times
	Number of participants: 400 in total
(b) Assist in the promotion and publicity for	1. Anti-scam activity and talk
the Government policies, raise public	2 times
awareness of crime prevention, fire	Number of participants: 200 in total
safety, etc. and promote anti-epidemic	
measures such as vaccination.	2. Fire safety at home activity and talk
	2 times
	Number of participants: 200 in total
	3. Influenza vaccination programme
	2 times
	Number of participants: 200 in total
(c) Organise festive activities (during the	1. Cultural activity: fai chun calligraphy
anniversary of the establishment of the	2 times
HKSAR, the National Day, Lunar New Year,	Number of participants: 600 in total
etc.) to enhance residents' understanding	
of Chinese culture, their sense of national	2. National flag distribution in celebration of
identity and national pride.	the anniversary of the establishment of
	the HKSAR
	2 times
	Number of participants: 200 in total
	3. Variety show in celebration of the
	National Day
	2 times
	Number of participants: 500 in total
	4. Lunar New Year care campaign
	2 times
	Number of participants: 1 000 in total

Service requirement	Key Performance Indicator (KPI)
(d)Organise national education promotion	National Security Education Day
activities and activities to promote the	2 times
Constitution, the Basic Law, the National	Number of participants: 400 in total
Security Law and sense of national	
identity, and make every effort to	2. National education exhibition
encourage young people to take part in	2 times
the activities.	Number of participants: 400 in total
(e) Provide community plastic recycling	Recycling service station
service station.	312 times