

## Information on Sub-district Care Teams

**District : Eastern**

**Sub-district : Heng Fa Chuen [Sub-district boundary map attached]**



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**Operating organisation : HFC GROUP**

**Partnering organisation(s) : /**

### **Communication Channels of the Care Team :**

Telephone:	5399 6647
Email:	hfcgroup2023@gmail.com
Whatsapp:	5399 6647
Wechat:	HFCGROUP
Facebook:	東區關愛隊(杏花邨)

### **List of Care Team members :**

Captain :	Mr Ho Ngai Kam Stanley
Vice-captain :	Mr Cheung Davis

Members :	<p>Mr Wong Long Kiu</p> <p>Ms Chung Wai Ping</p> <p>Ms Tang Yin Yi</p> <p>Mr Lee Hei Lok</p> <p>Ms Yeung Oi Kwan</p> <p>Ms Lam Pui Yik</p> <p>Mr Chow Yiu Ming</p> <p>Ms Yau Wai Wa</p> <p>Mr Wong Man Chiu</p> <p>Mr Chan To</p>
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### 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 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 95% 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 20% of the households of the sub-district.

Service requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<ol style="list-style-type: none"> <li>1. Tea gathering cum health talks for the elderly 2 times Number of people to be contacted: at least 240 elderly households</li> <li>2. Health check-ups for the elderly 10 times Number of participants: at least 300</li> </ol>
<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>	<ol style="list-style-type: none"> <li>1. One-day tour 2 times Provide information/services to at least 200 households in need</li> <li>2. Escort services for medical consultations 2 times Number of participants: at least 40 people in need</li> <li>3. Influenza vaccination programme 10 times Number of participants: 1 200 in total</li> </ol>
<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>	<ol style="list-style-type: none"> <li>1. Health talk 4 times Number of participants: 200 people in need in total</li> <li>2. ID photography day Number of participants: at least 1 200 residents in need in total</li> </ol>

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) 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.
(b) 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) Provide training for volunteers.	Volunteer training programme 2 times Number of participants: 100 in total
(b) Organise festive activities to celebrate the anniversary of the establishment of the HKSAR, the National Day, Lunar New Year, the Mid-Autumn Festival, etc. to enhance residents' understanding of Chinese culture, their sense of national identity and national pride.	<ol style="list-style-type: none"> <li>1. Carnival in celebration of the anniversary of the establishment of the HKSAR 1 time Number of participants: 2 000 in total</li> <li>2. Cultural show in celebration of the National Day 1 time Number of participants: 55 in total</li> <li>3. Mid-Autumn Festival evening gala 2 times Number of participants: 6 000 in total</li> <li>4. Christmas and New Year evening gala</li> </ol>

Service requirement	Key Performance Indicator (KPI)
	<p>2 times Number of participants: 1 000 people-time in total</p> <p>5. Lunar New Year lion dance performance 2 times Number of participants: 300 people-time in total</p>
(c) Organise activities on the rule of law and sense of national identity to promote the Basic Law and the National Security Law.	<p>Visit to the Legislative Council Complex and public exhibition on national security, as well as talk and street promotion counter 6 times Number of participants: 2 000 in total</p>
(d) Reflect local views to the Government.	<p>Collect public views on specific issues 4 times Number of participants: 200 in total</p>
(e) Organise various thematic activities, including charitable, family, sports, environmental protection and social inclusion activities, to reach out to the community and raise civic awareness.	<p>1. Year-end feast 2 times Number of participants: 600 in total</p> <p>2. Film appreciation activity 2 times Number of participants: 400 in total</p> <p>3. Basketball training class for the youth 2 times Number of participants: 24 in total</p> <p>4. Lunar New Year tour 2 times Number of participants: 500 in total</p> <p>5. Cricket training class 4 times Number of participants: 10 in total</p>