

## Information on Sub-district Care Teams

**District : Eastern**

**Sub-district : Fort Street [Sub-district boundary map attached]**



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**Operating organisation : Young Vanguard Association Limited**

**Partnering organisation(s) : The Federation of Jinjiang Hong Kong Associations Limited**

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

Telephone no. :	6812 4280
Email :	c20fort@gmail.com
Whatsapp :	6812 4280

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

Captain :	Mr Hung Lin Cham
Vice-captain :	Mr Chong Kwok Chung

Members :	Ms Tsoi Suet Leong Mr Yao Zong Ze Mr Lu Pui Shu Ms Cai Ying Ying Mr Wong Fu Shing Ms Yeung Mei Hung Mr Hung Siu Ho
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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 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 two 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.

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>	<p>Provide information/services to 400 elderly households.</p>
<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 400 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 simple repairs services or health information, etc. to those in need 110 times.</p>

Service requirement	Key Performance Indicator (KPI)
<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 2 "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)
<p>(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.</p>	<p>Provide services up to 6 times as required by the Government.</p>
<p>(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.</p>	<p>Provide services up to 4 times as required by the Government.</p>

Service Requirement	Key Performance Indicator (KPI)
(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 10 times as required by the Government.

### B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise variety show in celebration of the anniversary of the establishment of the HKSAR or the National Day to enhance residents' understanding of the nation and their sense of national identity.	Variety show in celebration of the anniversary of the establishment of the HKSAR or the National Day 2 times Number of participants: 800 in total
(b) Organise national education promotion activities, such as those for promoting the Constitution, the Basic Law, the National Security Law and sense of national identity.	Prize quiz game in relation to national education 2 times Number of participants: 1 200 in total
(c) Organise festive activities to distribute festive goods and share the festive atmosphere with residents to enhance community cohesion and deepen residents' importance to traditional festivals.	1. Distribution of turnip cake during Lunar New Year 2 times Number of participants: 1 200 people-time in total  2. Distribution of rice dumpling at Dragon Boat Festival 2 times Number of participants: 1 200 people-time in total
(d) Enhance professional support to the work of the Owners' Corporation.	Professional talk and exchange session 2 times Number of participants: 200 in total

Service requirement	Key Performance Indicator (KPI)
(e) Implement learning support programme for underprivileged students to provide financially distressed students with love and care from the society.	Learning support programme for underprivileged students 2 times Number of participants: 200 in total