

Information on Sub-district Care Teams

District : Eastern

Sub-district : Lok Hong [Sub-district boundary map attached]



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Operating organisation : Cultural and Recreational Services Centre

Partnering organisation(s) : 維社之友

Communication Channels of the Care Team :

| | |
|------------|-----------------------|
| Telephone: | 6587 2530 |
| Email: | lkgroupec32@gmail.com |
| Whatsapp: | 6587 2530 |
| WeChat: | 樂康關愛隊 |

List of Care Team members :

| | |
|----------------|------------------------|
| Captain : | Ms Lin Cai Ying |
| Vice-captain : | Mr Kwok Chi Wah Andrew |

| | |
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| Members : | <p>Ms Li Fung Kuk</p> <p>Mr Yip Wa Ming</p> <p>Mr Wong Hon Kwong</p> <p>Mr Lee Chi Kong</p> <p>Ms Chau Ah Man</p> <p>Ms Liu Xiaoying</p> <p>Mr Siu Woon Fai</p> <p>Ms Ng Wai Fong</p> <p>Ms Lau Mee Yung</p> <p>Mr Li Kai Sing</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 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. |

| 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 150 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 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 simple home repairs/cleaning services to those in need at least 50 times.</p> |

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) Organise publicity activities on national education. | Talk 2 times Number of participants: 300 in total |
| (b) Provide health information to the elderly. | Health talk 4 times Number of participants: 600 in total |
| (c) Organise festive celebration feasts. | Festive celebration feast in celebration of the Mid-Autumn Festival and the National Day 2 times Number of participants: 480 in total |
| (d) Implement environmental protection activities: community plastic recycling programme. | Recycling station 312 times |
| (e) Organise volunteer training courses on simple home repairs/cleaning. | Volunteer training 4 times Number of participants: 30 in total |

| Service requirement | Key Performance Indicator (KPI) |
|----------------------------|---|
| (f) Organise festive tour. | One-day local tour 2 times Number of participants: 160 in total |