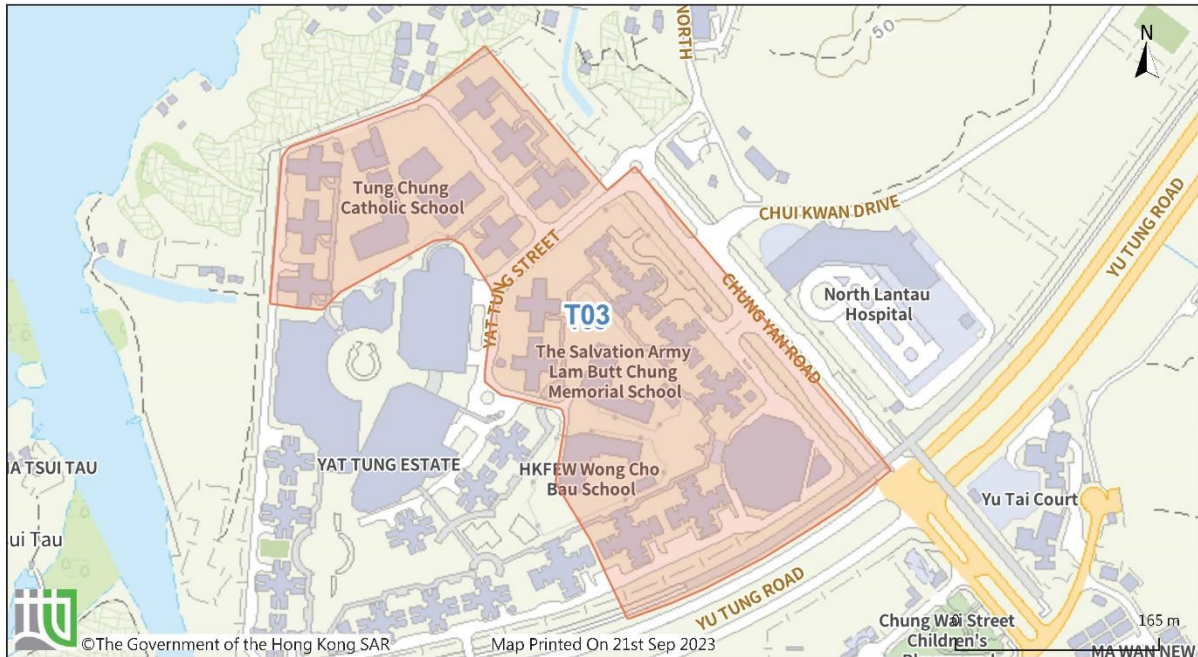# Information on Sub-district Care Teams

District：Islands

Sub-district：Yat Tung Estate North   **[Sub-district boundary map attached]**

Operating organisation：   **OIWA Limited**

Partnering organisation(s)： **Nil**

Nil

Communication Channels of the Care Team：

Telephone:	5223 1343
Email:	careteam@oiwa.org.hk
Whatsapp:	5223 1343
Wechat:	careteamoiwa
Facebook:	離島區逸東邨北關愛隊

List of Care Team members：

Captain：	Ms LAU Suk-han
Vice-captain：	Ms WONG Fung-kwan

Members：	Ms WONG Wai-lin
	Ms AU Yuen-ha
	Mr WONG Ching-cheung
	Mrs QIU Xian-hua
	Ms YANG Jie
	Dr WONG Chao-hing, Andrew
	Ms LEUNG Shun-oi
	Ms CHU Pui-lam
	Mr YEUNG Kit-hung
	Mr TSE Chi-lung

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.

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 at least 500 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 at least 600 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 at least 170 times of services to those in need.

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 3 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) To provide health information to the elderly. To organise Elderly Health Day events in the sub-district to provide simple health check services, disseminate fitness-related information, and organise talks and games.	To hold such events 8 times, including: 1. Elderly Health Check Day event: twice 2. Vaccination Day: twice 3. Health Ambassador Training Programme: 2 phases (12 times) 4. Fitness-related Training Programme on Muscle Gain and Fall Prevention for the Elderly: 2 phases (12 times) 5. "Healthy Eating" Cooking/ Medicated Recipe Course for the Elderly: 2 phases (12 times)

Service requirement	Key Performance Indicator (KPI)
(b) To organise activities promoting the Basic Law, the National Security Law, rule of law education and the sense of national identity. To organise promotional activities in the sub-district, including exhibitions, talks, and quiz games.	To hold such events 4 times. Activities include: 1. Basic Law: Community Quiz Game Competition (once) 2. National Security Law: Islands District National Security Education Day Chinese-style Foot Drill Parade (twice) 3. Chinese-style Foot Drill Training Course (4 phases, 4 sessions per phase, 16 sessions in total)
(c) To organise festive events. To organise various festival events in sub-districts, including the Flag Raising Ceremony on 1st July (e.g. the flag raising ceremony in schools to enhance students' national awareness and their sense of national identity), the National Day celebration (e.g. the clansmen culture carnival held during the National Day to introduce residents to different clansmen cultures and enhance citizens' affinity for the nation and their sense of national identity) etc.	To hold such events 7 times. Events include: 1. July 1 District Flag Raising Ceremony cum Film Sharing Session (twice) 2. October 1 National Day Flag Raising Ceremony cum Film Sharing Session (twice) 3. Chinese New Year Celebration・Chinese New Year Carnival (once) 4. "Praise to Parents・Celebration of Dragon Boat Festival" Passing on love with rice dumplings (twice)
(d) To organise neighbourhood social activities. To organise social activities promoting neighbourliness for residents of the sub-district, such as local tours, cultural and recreational activities and carnivals promoting inter-generational harmony, etc.	To hold such events 4 times. Activities include: 1. Islands District Community Cup Badminton Competition (once) 2. Islands District Community Cup Table Tennis Competition (once) 3. "Passing on love" Volunteer Award Presentation Ceremony (離島一叮暨「傳・承愛」義工嘉許禮) (twice)

Service requirement	Key Performance Indicator (KPI)
(e) Organise training for district leaders to enhance the ability of district management.	District Leadership Training Programme (Yat Tung Estate North) To hold such activities 18 times, including: 1. District Leadership Training Programme (8 sessions) 2. Workshop on Policy Making Enrichment (8 sessions) 3. Site visit (twice)