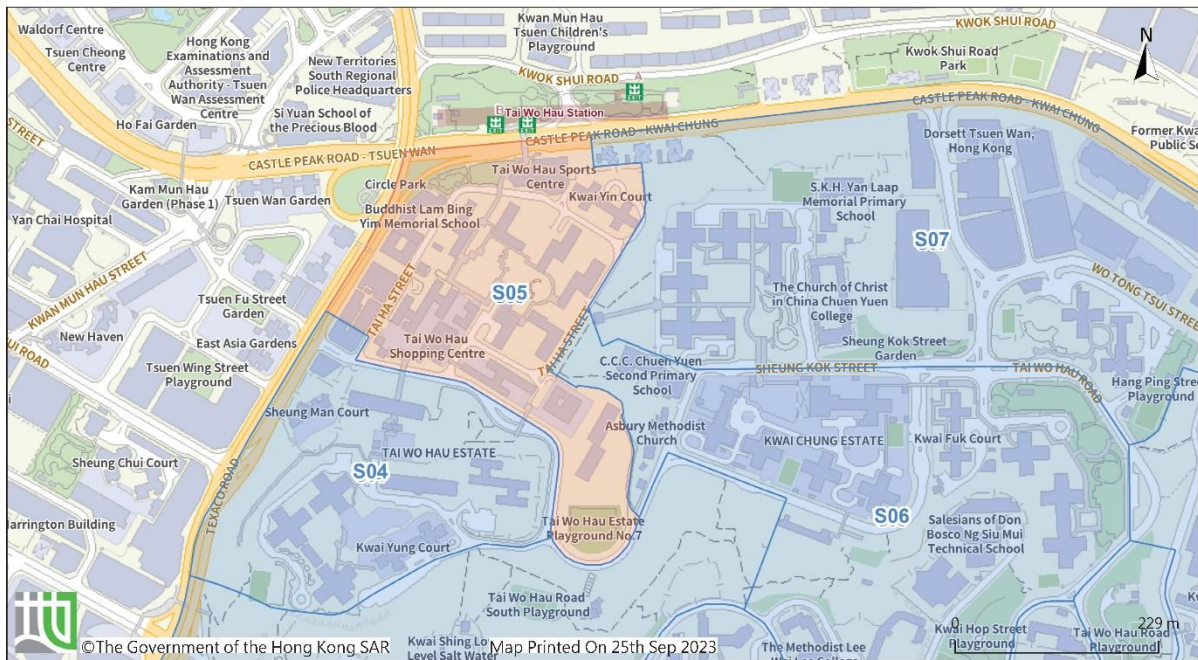# Information on Sub-district Care Teams

District：Kwai Tsing

Sub-district：Lower Tai Wo Hau   [Sub-district boundary map attached]

Operating organisation：   **Kwai Chung Friend's Association**

Partnering organisation(s)：   **Tai Wo Hau Interactive Services Network**

The Hong Kong Federation of Trade Unions Hong Ling Society

The Hong Kong Federation of Trade Unions Workers' Medical Clinics

The Hong Kong Federation of Trade Unions Occupational Retraining Centre Limited

Hong Kong Ladies Dynamic Association

FTU Community Caring Unit

Hong Kong Youth Power Association

Kwai Shing Community Service Association

Hong Kong Federation of Employees Unions in Public Utilities

Hong Kong Construction Industry Employees General union

Lok Kwan Social Service

New Home Association Limited

Communication Channels of the Care Team：

Telephone：	6365 4234
Email：	KwaiChung2023@gmail.com
Whatsapp:	6365 4234
Facebook:	下大窩口小區關愛隊
Instagram	kwaichung2023

List of Care Team members：

Captain：	Mr HUNG Yun Sang
Vice-captain：	Ms TONG Hui Ping
Members：	Ms LI Kin Ying
	Miss YEUNG Kristie
	Mr JAN Ming Yan
	Ms LAM Ching Kiu
	Mr NG Sai Yuet
	Ms CHUNG Tim Mui
	Ms HUANG Min
	Mr LEUNG Ming
	Ms YUNG Yin Ling
	Mr AU Chi Fai

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 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 15% of the households of the sub-district.
(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 300 elderly households.

Service requirement	Key Performance Indicator (KPI)
(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 400 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.).	(i) Invite professional tutors to conduct 6 haircut training sessions for those who are interested in learning hair cutting and provide free haircut service to the elderly with no less than 400 service recipients. (ii) Provide simple home repairs services or age-friendly home upgrades and safety enhancement services to no less than 110 elderly households in the sub-district.

Service requirement	Key Performance Indicator (KPI)
(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.	Visit every year 3 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company, assist in the management of the buildings, and provide one-off disinfection services for the common areas of the buildings and the households 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 4 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) Health talk "Health Care for the Elderly"	Organise 4 sessions, with an estimation of 400 participants in total.
(b) (i) Organise activities to promote the Basic Law, the National Security Law, rule of law education and sense of national identity (ii) Parent-child calligraphy class	(i) Organise 4 sessions, with an estimation of 400 participants in total. (ii) Organise 10 sessions, with an estimation of 30 participants.
(c) (i) Celebration of the National Day – parent-child film appreciation (ii) Family carnival in celebration of Hong Kong's return to the Motherland and the National Day	(i) 2 sessions, with an estimation of 400 participants. (ii) 2 sessions, with an estimation of 2000 participants in total.
(d) Raise residents' awareness of improving the environment of the community	Collect residents' views in the sub-district and make 20 suggestions or referrals to the relevant government departments.