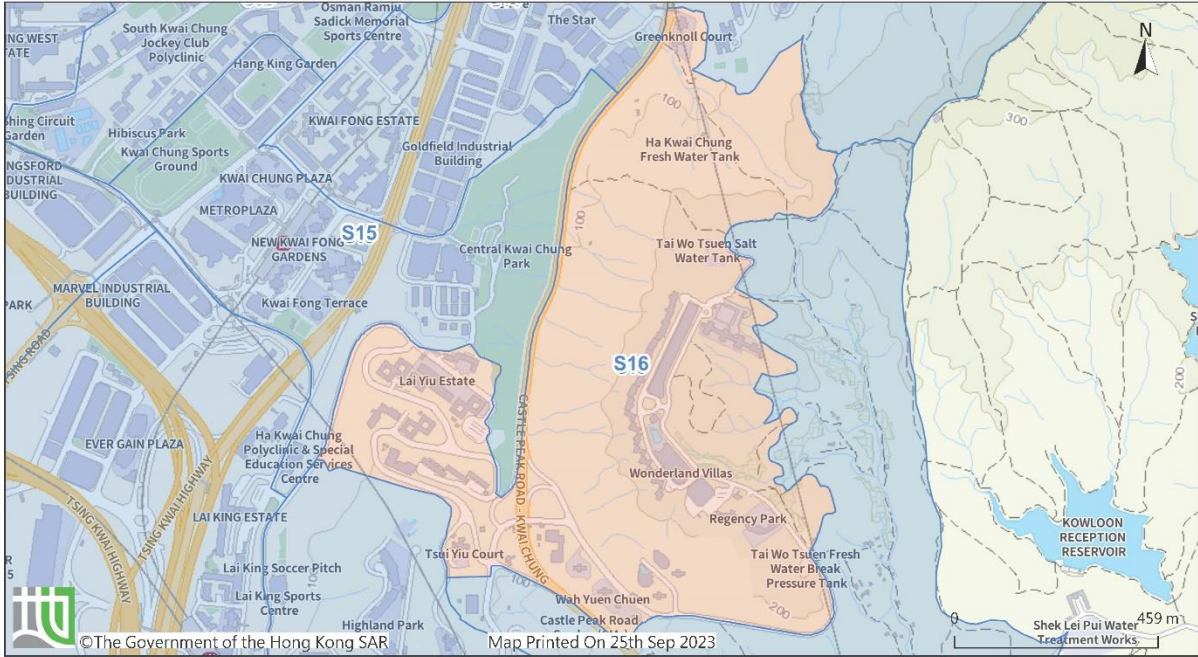


Information on Sub-district Care Teams

District : Kwai Tsing

Sub-district : Wah Lai [Sub-district boundary map attached]



Operating organisation : Kwai Chung Central & South Women Association

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone :	6365 4834
Email :	wahlaicareteams@gmail.com
Whatsapp :	6365 4834
Facebook :	https://www.facebook.com/wahlaicareteam

List of Care Team members :

Captain :	Mr WONG Yiu Chung
Vice-captain :	Mr YIP Cheung Chun
Members :	Ms LEE Yuk Kuen Mr FONG Yuk Cheung Christopher Mr LO Chor Sang Miss LO Wai Chi Ms LAM Choi Lan Mr HO Yiu Ming Ms LEUNG Yau Foon Ms KWOK Lai Wan Mr YIP Shiu Hung Ms YAU Yin Fun

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

Service requirement	Key Performance Indicator (KPI)
	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.
(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.

Service requirement	Key Performance Indicator (KPI)
(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 110 times of simple home repairs/age-friendly home upgrade/cleaning services to the elderly or those in need in the sub-district.

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 to the elderly community: <ul style="list-style-type: none"> (i) Regular health check service (ii) Free haircut (iii) Health information talks 	<ul style="list-style-type: none"> (i) 32 times (with an estimation of 480 participants) (ii) 16 times (with an estimation of 240 participants) (iii) 2 times (with an estimation of 200 participants)

Service requirement	Key Performance Indicator (KPI)
(b) Organise activities to promote the Basic Law, the National Security Law, rule of law education and sense of national identity – thematic visit/learning activities	2 times (with an estimation of 200 participants in total)
(c) Organise festive activities: (i) Organise a cultural extravaganza cum tea gathering to celebrate Hong Kong's return to the Motherland (ii) Singing performance to celebrate the National Day	(i) 2 times (with an estimation of 360 participants) (ii) 2 times (with an estimation of 600 participants)
(d) Organise family activities: (i) Birthday parties for families (ii) Family fun day	(i) 8 times (with an estimation of 400 participants) (ii) 2 times (with an estimation of 400 participants)
(e) Raise residents' awareness of improving the environment in the community, encourage residents to raise suggestions or make reports on District Minor Works, hygiene black spots and illegally abandoned vehicles in the district, collect views from residents and make referrals to the government departments concerned.	Make 20 suggestions or referrals to the government departments concerned.
(f) Organise traditional Chinese festive activities: (i) Chinese New Year activity (ii) Mid-autumn Festival activity	(i) 2 times (with an estimation of 600 participants) (ii) 1 time (with an estimation of 300 participants)