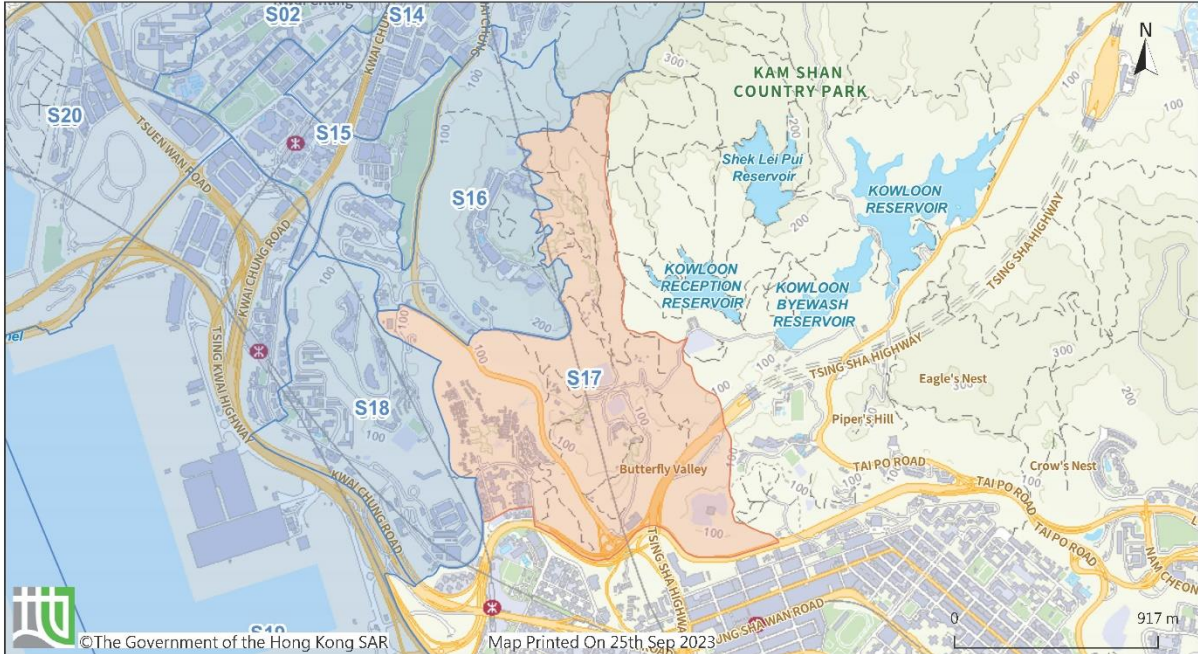


Information on Sub-district Care Teams

District : Kwai Tsing

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



Operating organisation : Wah Lai Residents Association

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone :	6365 4835
Email :	laiwahcareteam@gmail.com
Whatsapp :	6365 4835
WeChat	6365 4835
Facebook :	荔華關愛隊

List of Care Team members :

Captain :	Miss CHU Lai Ling
Vice-captain :	Mr SIU Kin Fai
Members :	Ms WONG Lee Ting Ms Tran Diem Hoa Mr WONG Yat Keung Mr Hui Wai Keung Mr LAU Pui Tim Mr CHENG Wai Man Mr YU Wah Kai Mr HASSAN Adnan Dr CHOI Siu Chung Miss CHAN Wing Chin

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.

Service requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>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.</p>
<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 at least 300 elderly households:</p> <ul style="list-style-type: none"> (i) Assist the elderly in applying for different government benefits/subsidies, filling in necessary forms, assist the elderly in filling in forms/applications regarding new government policies and make phone calls to contact and visit the elderly in the sub-district (ii) Free weighing and blood pressure measurement for the elderly: 1 time per month, with an estimation to serve 40-60 elderly people in the sub-district each time (iii) Free blood glucose and cholesterol level measuring activities for the elderly: 2 times, serving about 60-70 elderly people each time

Service requirement	Key Performance Indicator (KPI)
<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 at least 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 at least 110 times of services to those in need:</p> <ul style="list-style-type: none"> (i) Organise 3 volunteer trainings, with about 24 participants each time. (ii) Organise 1 talk on will, with a target of participation of 150-180 people in need. (iii) Provide simple home repairs for 40-50 elderly households.

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) Carnival in celebration of the National Day 2023	1 time, with a target of 500 participants
(b) Carnival in celebration of the National Day 2024	1 time, with a target of 500 participants
(c) Smartphone class for the elderly	4 times, with an estimation of 10-20 elderly people to be attracted for participation each time
(d) Organise “Wish you a Great Fortune” Chinese New Year event and offer traditional New Year food to people in need in the district.	2 times, serving about 800 residents in the district each time
(e) Women’s Day – Group activities for women	2 activities, a total of 32 sessions, with 80 participants in total
(f) Fun local day tour	2 times, 1 vehicle each time (60 people for each vehicle)
(g) Easter film appreciation	2 sessions, with participation of 120 children in the district in total

Service requirement	Key Performance Indicator (KPI)
(h) Organise “Celebrate Tuen Ng Festival Joyously” activity and offer festive food to people in need in the district	2 times, serving about 800 residents in the district each time
(i) Carnival in celebration of Hong Kong’s return to the Motherland – the 27th anniversary	1 time, with a target of 500 participants
(j) Carnival in celebration of Hong Kong’s return to the Motherland – the 28th anniversary	1 time, with a target of 500 participants
(k) Happy Summer Holiday - hobbies classes for children	2 times, 40 sessions in total, with at least 80 children to participate
(l) Organise “Play with Lanterns in Mid-Autumn Festival” activity and give away lanterns to the children in the district	With an estimation to serve 600 children in the district
(m) National education day tour	2 times, 1 vehicle each time (60 people for each vehicle)
(n) Christmas card design competition	2 times, serving 400 residents in total
(o) Multi-cultural inclusion day	1 time, with an estimation of participation of 400 residents in the district