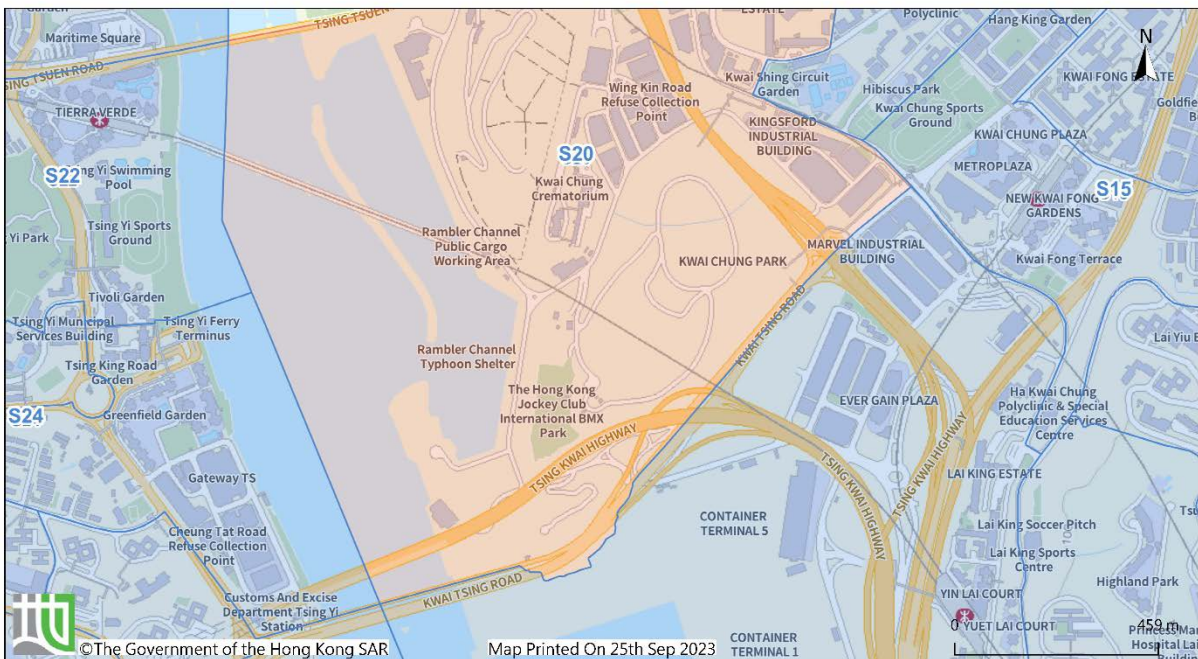
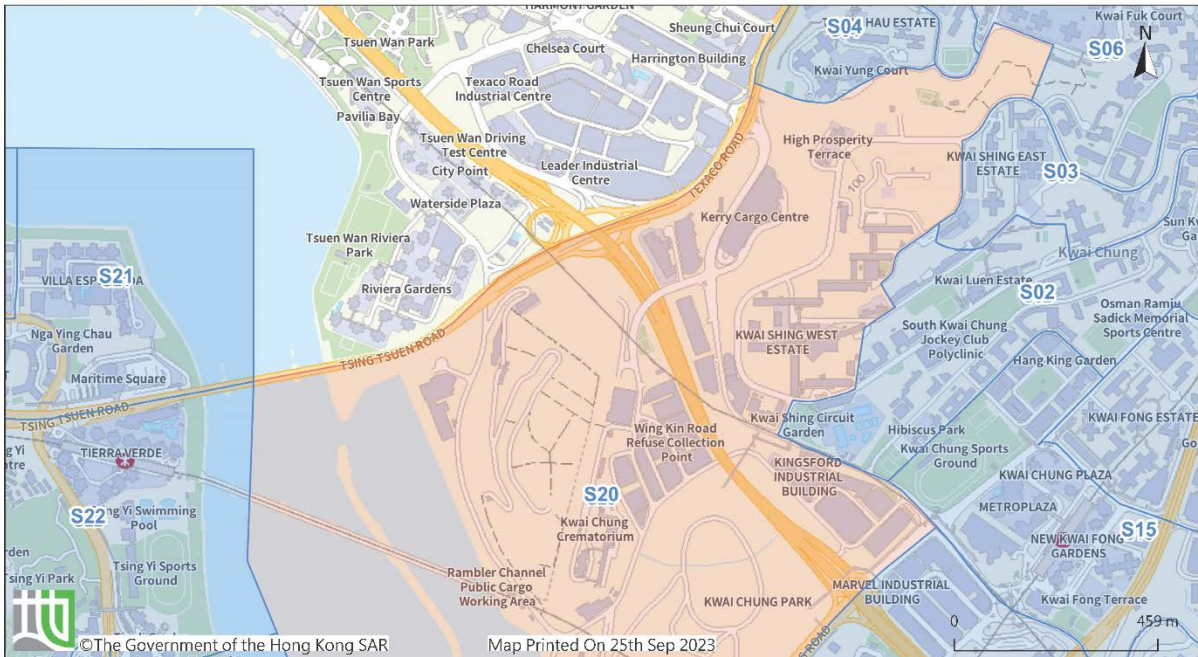


## Information on Sub-district Care Teams

District : Kwai Tsing

Sub-district : Kwai Shing West Estate [Sub-district boundary map attached]



**Operating organisation :** Kwai Shing Community Service Association

**Partnering organisation(s) :** /

**Communication Channels of the Care Team :**

Telephone :	6365 4907
Email :	kscsa2023@gmail.com
Whatsapp :	6365 4907

**List of Care Team members :**

Captain :	Ms LAU Mei Lo
Vice-captain :	Mr HO Kwok Wah
Members :	Mr LEE Yan Kit Mr CHEUNG Yam Lung Mr CHAN Chi Hang Mr WONG Kam Fai Dr CHANG Sau Fung Mr WONG Chiu Wah Kevin Miss PUN Ying Chi Gigi Mr LAU Yuen Tai Mr ZHANG Tenghai

## 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)
<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>
<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 simple home repairs/age-friendly home upgrade services to 110 households.</p>

## 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) Organise festive events and activities to promote sense of national identity: gift packs distribution in celebration of the National Day	1 time, with an estimation of 800 Kwai Shing West Estate residents to participate each time.
(b) Organise festive events and activities to promote sense of national identity: gift packs distribution in celebration of Hong Kong's return to the Motherland	1 time, with an estimation of 800 Kwai Shing West Estate residents to participate each time.
(c) Raise residents' awareness of improving the environment in the community, organise activities for the residents in the sub-district to promote improvement in the environment and hygiene.	4 times, 12 buildings in total.
(d) Organise oldies concert in the district to bring the residents together, enhance their social connection, and foster their sense of belonging to the community, and meanwhile, invite speakers to promote the latest government policies and education to participants to enhance citizens' understanding of relevant policies.	3 times, with 200 Kwai Shing West Estate residents to participate each time.