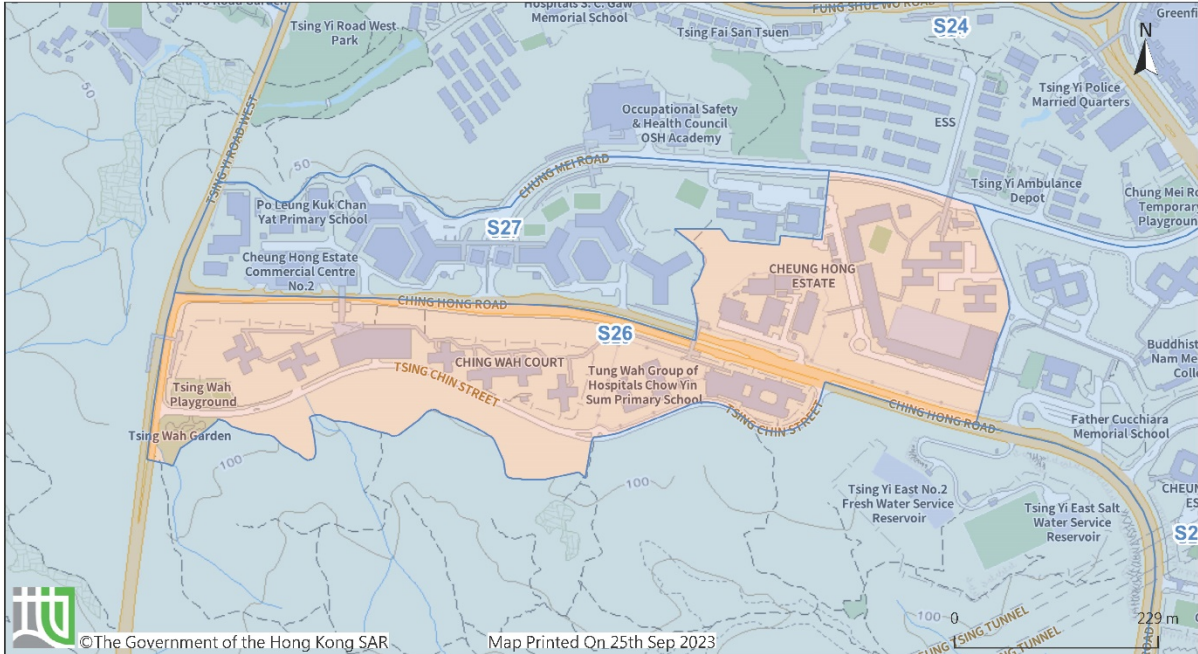# Information on Sub-district Care Teams

District：**Kwai Tsing**

Sub-district：**Cheung Hong** [Sub-district boundary map attached]

Operating organisation： **Cheung Hong Estate Residents Association**

Partnering organisation(s)： **The Elderly Right Concern Group of Tsing Yi**

Communication Channels of the Care Team：

Telephone:	6365 4851
Email:	cheunghongcareteam@gmail.com
Whatsapp:	6365 4851

List of Care Team members：

Captain：	Mr TSUI Hiu Kit
Vice-captain：	Ms CHOW Ching Sum

Members：	Mr LEE Tan Chun
	Ms CHONG Nga Fan
	Mr LIN Jin Dian
	Ms WANG Hua
	Mr KO Kui Cheung
	Mr WONG Tak Kau
	Ms LAI Ching
	Ms TSE Po Ling
	Ms SHING Wai Fung

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 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.
(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 4 times of influenza vaccination service in the community (number of participants: 1000).

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) Sharing sessions on community and government policies	10 times (2500 participants in total)
(b) Mid-autumn Festival carnival	1 time (800 participants)
(c) Organise '"I love Hong Kong" Day Tour', an activity on rule of law education and sense of national identity related to the Basic Law, the National Security Law, national security, etc.	1 time (200 participants)

Service requirement	Key Performance Indicator (KPI)

(d) Activities in celebration of Hong Kong's return to the Motherland:
   (i) Gift packs distribution to celebrate Hong Kong's return to the Motherland
   (ii) Exhibition on history and knowledge of Hong Kong's return to the Motherland
	(i) 2 times (2000 participants in total)
	(ii) 6 times of street booth exhibitions (1500 participants in total)

(e) Lantern Festival activity	2 carnivals (1600 participants)
(f) Spring Festival gift packs distribution	2 times (2000 participants)
(g) Organise "Harmonious Family Calendar Card" Activity - to produce calendar cards for families.	With a target of 1000 households participation in total