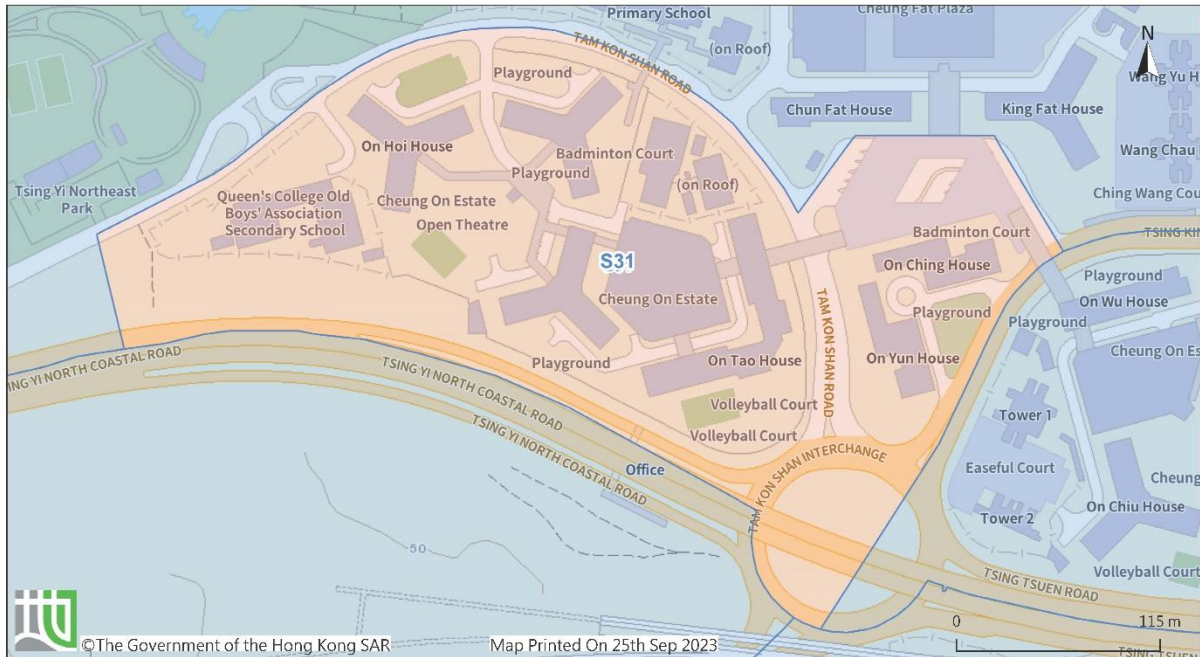


Information on Sub-district Care Teams

District : Kwai Tsing

Sub-district : Cheung On [Sub-district boundary map attached]



Operating organisation : Tsing Yi Residents Association

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone:	6365 4973
Email:	cheungoncareteam@gmail.com
Whatsapp:	(+852) 6365 4973

List of Care Team members :

Captain :	Mr LAW King Shing
Vice-captain :	Ms WANG Chung Wing

Members :	<p>Mr LING Yuk Hang</p> <p>Mr CHONG Kam Fung</p> <p>Mr SO Chi Shing</p> <p>Ms LEUNG Suen</p> <p>Mr LAU Wan Hing</p> <p>Mr YAU Ka Shing</p> <p>Ms CHAN Sze Wun</p> <p>Mr CHAN Ka Hei</p> <p>Mr ZHANG Jingcheng</p>
-----------	---

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.

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 no less than 350 and at most 650 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 no less than 450 and at most 850 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>(i) Provide simple home repairs/age-friendly home upgrade services to no less than 120 elderly households in the sub-district.</p> <p>(ii) Organise 2 times of influenza vaccination service, hiring professional medical institutions to provide vaccination service to at least 200 people in need.</p>

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) Distribute souvenirs related to the National Security Education Day	Distribute souvenirs to 1000 residents in the sub-district each year.
(b) Celebration for the National Day – afternoon tea gathering for the elderly	2 times, 360 elderly participants in total
(c) (i) Celebration for the National Day – gift packs distribution to the residents (ii) Distribution of gift packs in celebration of Hong Kong’s return to the Motherland	(i) With a target of 750 Cheung On residents to participate (ii) 2 times, 2800 residents in Cheung On sub-district in total

Service requirement	Key Performance Indicator (KPI)
(d) Learn about Hong Kong history to connect past to present: day tour to the exhibition centres of the disciplined services in Hong Kong/museums/other spots as appropriate	4 times, with a target of no less than 400 and at most 480 residents to participate
(e) Learn about the motherland's development to keep pace with the times: mainland study tour	1 time, 18 participants in total
(f) Mid-Autumn Festival and Christmas carnivals	Organise 1 Mid-Autumn Festival carnival and 1 Christmas carnival with a total of 560 residents to participate.
(g) Relay public opinions in the district to government departments: collect opinions about community problems in the aspects of traffic, environment, etc. and relay them to government departments	Conduct surveys via street booths or questionnaires to collect residents' opinions in the district and make at least 20 suggestions or referrals to the relevant government departments.