

Information on Sub-district Care Teams

District : Kowloon City

Sub-district : Ma Tau Kok [Sub-district boundary map attached]



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Operating organisation : TO KWA WAN RESIDENT SERVICE ORGANIZATION

Partnering organisation : KOWLOON CITY DISTRICT CELEBRATIONS ASSOCIATION LIMITED

Communication Channels of the Care Team :

Telephone :	5122 0394
Email :	careteamsmataukok@gmail.com
Whatsapp :	5122 0394
WeChat :	careteamsmataukok
Facebook :	Careteams Mataukok

List of Care Team members :

Captain :	Mr. CHAN Kin-ping
Vice-captain :	Mr. LIO Weng-tong

Members :	Ms. MAN Sze-wing Jessica Ms. LAM Suk-fong Jennifer Ms. WONG Hiu-ha Dorothy Mr. LAM Ka-kit Mr. SHIH Ching-chua Ms. XIAO Jun Mr. CHOW Ka-yuk Mr. CHUI Peng-yan Ms. WONG Yuk-ting Mr. LIU Wai-ho
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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 at least 110 times of services to those in need.

Service Requirement	Key Performance Indicator (KPI)
(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/ without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building.	Visit every year at least 12 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/ without hiring a management company, and compile information about the management, safety and sanitary conditions of the buildings.

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 health information for the elderly/people in need: Organise: 1. Vaccination days; 2. Hair cutting service days; 3. Health talks; and 4. Student chiropractic examinations.	10 times in total.
(b) Organise national education promotion activities to promote the Basic Law and the National Security Law: Organise national education promotion one-day tours.	4 times in total.
(c) Organise festive activities: Organise activities celebrating Hong Kong Special Administrative Region Establishment Day, National Day, Lunar New Year, Chinese Mid-Autumn Festival and Tuen Ng Festival.	12 times in total.
(d) Promote building safety and building cleanliness: Organise talks on building management and safety.	4 times in total.
(e) Strengthen connections with youth: Organise summer youth football competitions.	2 times in total.
(f) Provide support services to residents: Provide ID photo shooting service.	4 times in total.
(g) Organise neighbourliness activities: Organise one-day tour visit to transitional housing.	2 times in total.
(h) Provide training for volunteers.	2 times in total.