

Information on Sub-district Care Teams

District : Kowloon City

Sub-district : Lung Shing

[Sub-district boundary map attached]



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Operating organisation : ASSOCIATION OF KOWLOON CITY'S FRIEND

Partnering organisation : THE LOK SIN TONG BENEVOLENT SOCIETY KOWLOON

Communication Channels of the Care Team :

| | |
|-------------|-----------------------------|
| Telephone : | 5540 2124 |
| Email : | aokcf2023@gmail.com |
| Whatsapp : | 5540 2124 |
| WeChat : | 龍城關愛隊 |
| Facebook : | 龍城關愛隊 |
| Instagram : | asso_of_klncityfd_careteams |
| YouTube : | 龍城關愛隊 |

List of Care Team members :

| | |
|----------------|-------------------------|
| Captain : | Mr. LEE Shing-kan |
| Vice-captain : | Mr. MOK Michael Man-too |

| | |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Members : | Mr. KU Ka-yin Mr. LUI Kwok-wai Mr. FUNG Sai-kit Ms. LAU Oi-sze Ms. CHEUNG Chi-kwan, Lupina Mr. NG Kwong Ms. CHAN Pik-lin, Florence Mr. POON Chi-lun Allen Ms. HO Shuk-han Ms. LEE CHUI-ling |
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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 47 "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: Organise health talks. | 4 times in total. |

| Service Requirement | Key Performance Indicator (KPI) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| (b) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity: 1. Mobile promotion booths; and 2. Talks. | 6 times in total. |
| (c) Organise festive activities: Organise activities celebrating Hong Kong Special Administrative Region Establishment Day, National Day, Lunar New Year and Chinese Mid-Autumn Festival. | 8 times in total. |
| (d) 1. Strengthen connections with youth: Organise back-to-school opening information booths. 2. Organise neighbourliness activities: Organise family farm tours. | 4 family farm tours. |
| (e) Assist in providing information and services related to building management: Organise building management sharing tea gathering. | 2 times in total. |
| (f) Raise residents' awareness of maintaining and improving the cleanliness of the environment in the community: Inspecting hygiene black spots. | 72 times in total. |
| (g) Organise ethnic minority integration activities: 1. Ethnic Minority integration talk; 2. Language and homework classes for ethnic minorities; and 3. Visits to ethnic minority,. | |