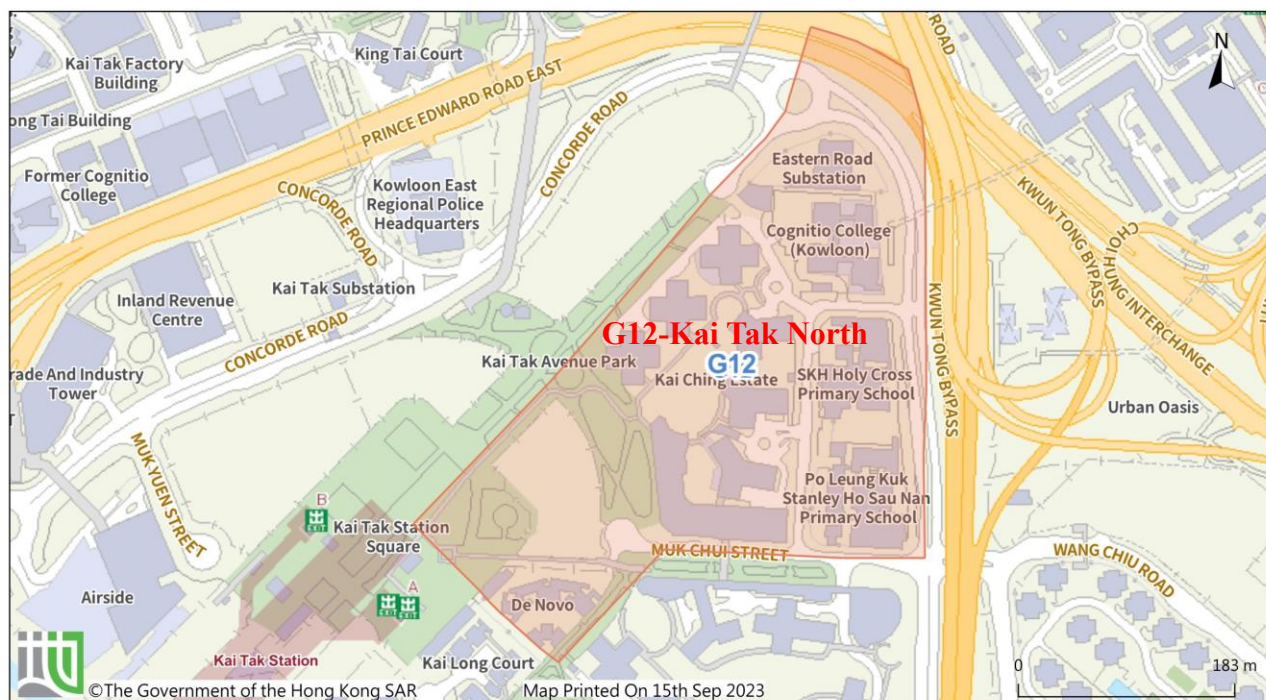# Information on Sub-district Care Teams

District :   **Kowloon City**

Sub-district :   **Kai Tak North**   **[Sub-district boundary map attached]**

Powered by GeoInfo Map: https://www.map.gov.hk

Note: The use of this map is subject to the Terms and Conditions and the IP Rights Notice of GeoInfo Map.

Operating organisation :   **JINAN UNIVERSITY HONG KONG STUDENTS ASSOCIATION**

Partnering organisation :   **YIN LAI WOMEN ASSOCIATION**

Communication Channels of the Care Team :

Telephone :	5646 7357
Email :	kaitaknorthcareteam@gmail.com
Whatsapp :	5646 7357
WeChat :	5646 7357
Facebook :	啟德北關愛隊

List of Care Team members :

Captain :	Ms. WONG Tik-wa
Vice-captain :	Ms. KWOK Sze-man

Members :	Mr. LAM Wai
	Mr. LAU Wai-kwong
	Ms. YU Rong
	Ms. CHAN Tsz-ha
	Ms. LAU Hei-yuk
	Ms. PANG Yuk-mui Winnie
	Ms. WANG Cailu
	Mr. LAM Chun-sang
	Ms. CHAU Shuk-ling
	Ms. LI Miaoqing

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.

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.
Organise national education promotion activities to promote the Basic Law and the National Security Law: 1. Mobile promotion booths; and 2. Talks.	6 times in total.
(b) 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.

	Service Requirement	Key Performance Indicator (KPI)
(c)	1. Strengthen connections with youth: Distribution of back-to-school stationery kits. 2. Organise neighbourliness social activities: Organise coastal conservation and clean-up one-day tour.	2 one-day tours.
(d)	Provide mental health information for residents: Organise family issues and emotional support program.	48 times in total.