

Information on Sub-district Care Teams

District : Kwun Tong

Sub-district : Kwun Tong Central [Sub-district boundary map attached]



J01 – Kwun Tong Central



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Operating organisation : **New Home Association Limited**

Partnering organisation(s) : 九龍社團聯會觀塘地區委員會
裕民中心之友
專業持續教育學會
裕民中心業主立案法團

Communication Channels of the Care Team :

Telephone:	5332 6981 / 9824 6050
Whatsapp:	5332 6981 / 9824 6050

List of Care Team members :

Captain :	Miss XU Xiaobin
Vice-captain :	Mr LEE Chung-pun

Members :	Ms LAU Suet-ching Ms MAI Xueli Ms CHAN Wing-tung Mr CHAN Wah-yu, Nelson Mr LEUNG Chun-kit, Allen Mr WONG Sun-hung Mr TO Yuet-sing
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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 5 "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 8 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 8 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
<p>(a) National Security Adventure Day Camps</p> <p>Plan to arrange thematic activities in the form of day camps for grassroots children, the youth and other interested parties in the district to enhance their physical and mental health, resilience, and ability to face adversities. National security knowledge will be integrated into the activities to deepen public understanding of the Basic Law and the National Security Law.</p>	Organise the activities 4 times
<p>(b) Festive-themed activities</p> <p>Organise festive celebratory activities with popular festivals as the theme in the sub-district to promote positive values in the community according to different activity themes, such as family harmony and a caring community, thereby enhancing residents' sense of belonging to the community and national identity.</p>	Organise the activities twice
<p>(c) Activities in celebration of Hong Kong's reunification with the Motherland</p> <p>Organise carnivals in the district every year on the occasion of Hong Kong's reunification with the Motherland or the National Day to enhance a sense of patriotism and national identity in the local community.</p>	Organise the activities twice
<p>(d) National education activity series</p> <p>Hold a seminar and thematic talk every year, with a total of 4 times in two years, to enhance the understanding of policies and laws among residents in the community, and strengthen their civic</p>	Organise the activities 4 times.

Service requirement	Key Performance Indicator (KPI)
awareness.	
<p>(e) Local cultural tour</p> <p>Lead residents in the community to explore Hong Kong's unique culture and experience the pleasure in learning so as to better understand Hong Kong's culture and enhance the residents' interest in and understanding of Hong Kong's history and culture.</p>	Organise the activities 4 times
<p>(f) New sports experience day</p> <p>Carry out the activities in booths, enabling participants to easily master the new sports. The activities will also enhance their physical strength, competitiveness and socialisation.</p>	Organise the activities twice