

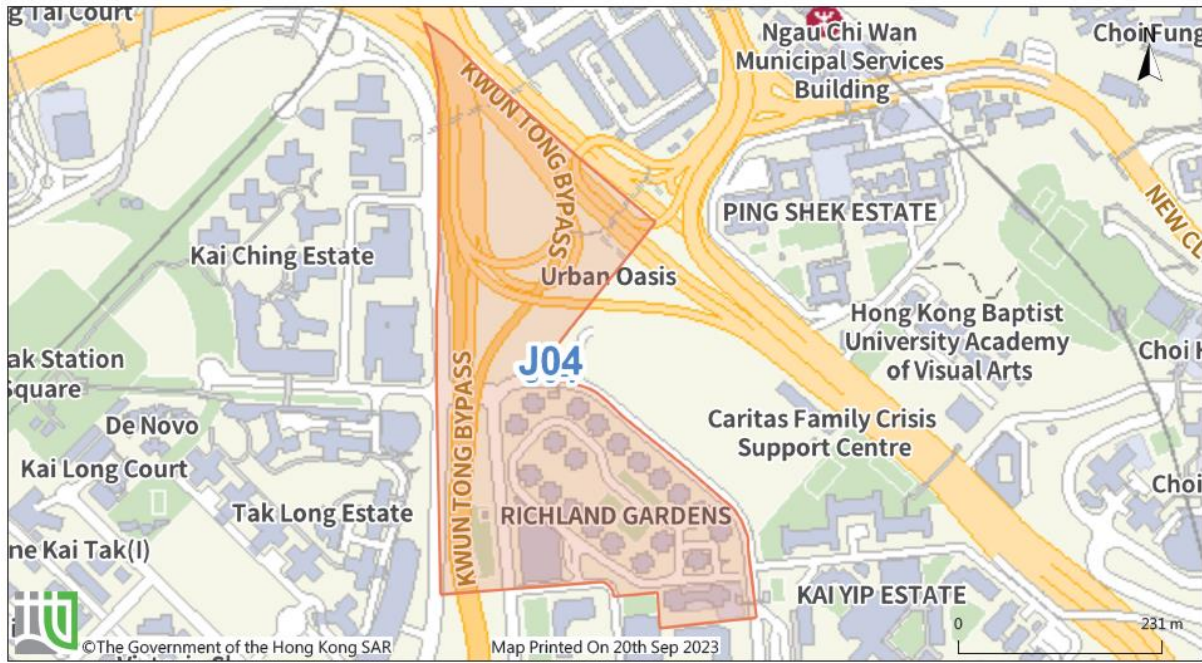
Information on Sub-district Care Teams

District : Kwun Tong

Sub-district : Lai Ching [Sub-district boundary map attached]



J04 – Lai Ching



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Operating organisation : Richland Action

Partnering organisation(s) : 九龍社團聯會觀塘地區委員會
中華輝煌會
華人愛國愛港慈善基金會
藝慧芸集
慕光英文書院
青年觀塘有限公司

Communication Channels of the Care Team :

Telephone:	8482 3333
Email:	richlandaction.careteam@gmail.com
Whatsapp:	8482 3333
WeChat:	8482 3333
Facebook:	麗晶動力 關愛隊

List of Care Team members :

Captain :	Mr POON Chun-yuen
Vice-captain :	Ms CHAN Ka-man
Members :	Ms CHEUNG Oi-king Mr AU YEUNG Ho-tak Mr HO Wah-hon Mr AHMED Monju Ms LEE Choi-foon Ms FAN Lai-yim Mr SHEK Shun-wai

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)
<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 at least 100 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 at least 200 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>Provide at least 50 times of services to those 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 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)
(a) Celebrate Hong Kong's reunification with the Motherland and the National Day 1. Display of buntings in the community 2. Carnival in celebration of Hong Kong's reunification with the Motherland 3. Carnival in celebration of the National Day	1. Display buntings in the community 4 times in two years 2. Hold a carnival in celebration of Hong Kong's reunification with the Motherland twice in two years 3. Hold a carnival in celebration of the National Day once in two years
(b) Organise a neighbourly tour	Organise a local tour for residents in the sub-district to foster harmonious relationships in the neighbourhood. 4 times in two years, with 120 participants each time.

Service requirement	Key Performance Indicator (KPI)
<p>(c) Organise district festive activities</p> <p>Organise various festive activities in the sub-district</p> <ol style="list-style-type: none"> 1. Distribute gift packs during Dragon Boat Festival 2. Distribute gift packs during Mid-Autumn Festival 	<p>Organise the following activities:</p> <ol style="list-style-type: none"> 1. Distribute gift packs during Dragon Boat Festival twice in two years 2. Distribute gift packs during Mid-Autumn Festival twice in two years
<p>(d) Provide a housing estate information talk for the elderly/people in need in the sub-district</p>	<p>Explain building maintenance and other information</p>
<p>(e) Provide influenza vaccination to the elderly/people in need in the sub-district</p>	<p>Provide influenza vaccination service twice in two years</p>
<p>(f) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and national awareness</p>	<p>Organise the following activities:</p> <ol style="list-style-type: none"> 1. Set up a publicity street counter twice in two years, with 10 volunteers each time