Information on Sub-district Care Teams
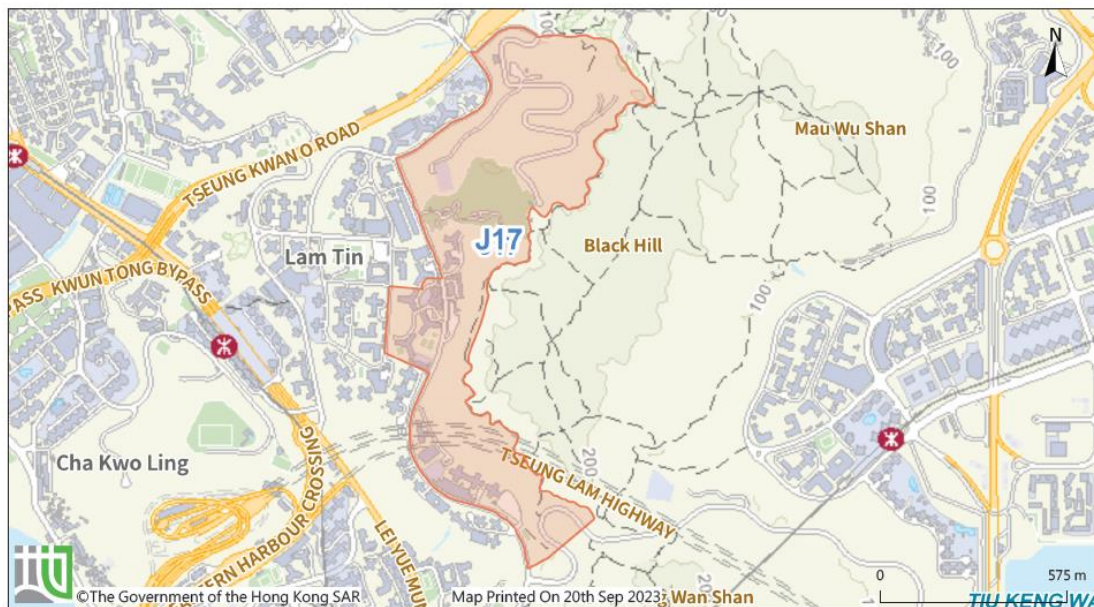
District：Kwun Tong

Sub-district：Kwong Tak   [Sub-district boundary map attached]

Operating organisation：   **Friend Of Tak Tin**

Partnering organisation(s)：九龍社團聯會觀塘地區委員會
花都鄉親聯合會

Communication Channels of the Care Team：

Telephone:	8493 0054
Whatsapp:	8493 0054
WeChat:	8493 0054

List of Care Team members：

Captain：	Mr CHENG Chi-teng
Vice-captain：	Mr SUNG Kwok-fai

Members：	Mr OR Chong-shing, Wilson
	Mr TAM Sze-chung
	Ms LO Shing-yee
	Mr LEUNG Chun-kit
	Ms CHEUNG Ka-yan
	Ms LEE Tan
	Mr CHOI Ching-wai
	Ms TSANG Yuet-lin
	Ms YU Juliana
	Ms YANG E

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 500 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 600 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 170 times of services to those in need.

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When the heat/cold/temporary shelter is in operation, care about the needs of those who use/stay in the shelter and provide appropriate assistance.	Provide services up to 8 times as required by the Government.
(b) 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.
(c) 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) Organise carnivals in celebration of Hong Kong's reunification with the Motherland and the National Day to enhance residents' sense of national identity.	Organise celebratory activities in the sub-district, including: Organise a carnival in celebration of Hong Kong's reunification with the Motherland, twice in two years Organise a carnival in celebration of the National Day, twice in two years
(b) Show care to residents in the sub-district and celebrate festivals together by distributing gifts before and after the festivals.	Distribute flowers on Mother's Day or tea leaves on Father's Day, twice in two years Distribute rice dumplings during Dragon Boat Festival, twice in two years Distribute mooncakes during Mid-Autumn

Service requirement	Key Performance Indicator (KPI)
	Festival, twice in two years
(c) Organise activities to promote the Basic Law or National Security Day Organise publicity activities in the sub-district, including exhibitions and quizzes.	Organise activities to promote the Basic Law/ the National Security Law/education on the rule of law and national awareness Hold an exhibition to promote the Basic Law/National Security Day, twice in two years
(d) Provide various health checks for the elderly/people in need in the district and birthday parties for the elderly.	Organise the activities regularly: 1) Body checks for the elderly: Blood pressure/weight measurement, twice per week, excluding public holidays 2) Birthday parties for the elderly Distribute gift packs and birthday buns to the elderly who have birthdays during the period at birthday parties held every 3 months 4 times per year, a total of 8 times 3) Distribute food to the elderly Arrange for volunteers to distribute hot meal boxes provided by voluntary groups 5 times per week, excluding public holidays