Information on Sub-district Care Teams
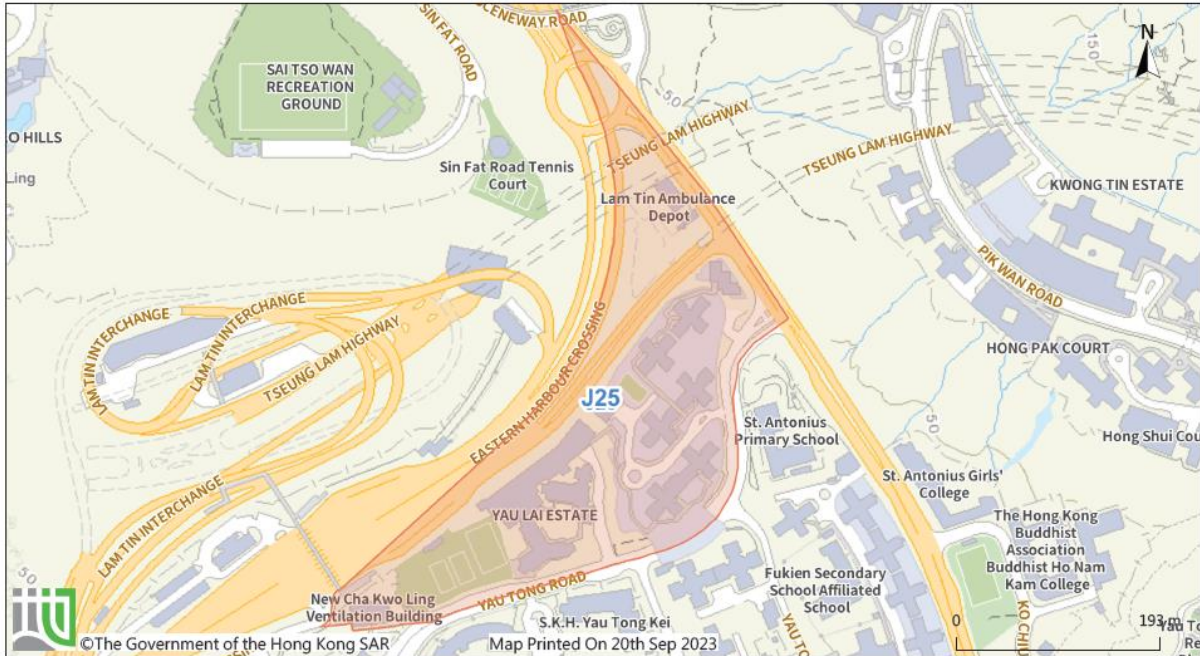
District：Kwun Tong

Sub-district：Yau Lai　　　**[Sub-district boundary map attached]**

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Operating organisation：　　Youth Kwun Tong Limited

Partnering organisation(s)：九龍社團聯會觀塘地區委員會
　　　　　　　　　　　　　　油塘晴空
　　　　　　　　　　　　　　油麗邨居民聯會
　　　　　　　　　　　　　　青匯社

Communication Channels of the Care Team：

Telephone:	6151 1665
Email:	careteamyaulai@gmail.com
Whatsapp:	6151 1665
WeChat:	6151 1665

List of Care Team members：

Captain：	Mr YIN Tak-fai
Vice-captain：	Ms TO Sin-yee

Members：	Mr FONG Yat-kwan
	Mr CAI Ziliang
	Mr FONG Hon-cheung
	Ms CHU Po-lan
	Mr CHIU Hing-fai
	Mr LAM Wai-kwong
	Mr KWAN Kin-wing
	Mr CHAU Chi-ping
	Ms TAM Cho-yi

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 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) Organise large-scale district festive activities Organise various festive activities in the sub-district 1. Chinese New Year celebration in Yau Lai 2. Show Appreciation to Parents in Yau Lai 3. Community Fun in Yau Lai - Dragon Boat Festival 4. Community Fun in Yau Lai - Mid-Autumn Festival 5. Display of buntings in the community 6. Community Fun Carnival in Celebration of the National Day	Organise the following activities: 1. Chinese New Year gift packs Twice in two years 2. Distribute festive gifts on Father's and Mother's Day Twice in two years 3. Distribute festive gifts during Dragon Boat Festival Twice in two years 4. Distribute festive gifts during Mid-Autumn Festival Twice in two years 5. Display of buntings in the community 4 times in two years 6. Community Fun Carnival in celebration of the National Day Twice in two years

Service requirement	Key Performance Indicator (KPI)
(b) Organise neighbourhood social activities Organise activies to foster harmonious relationships in the neighbourhood in sub-district, such as local tours and cultural, recreational and sports activities 1. Christmas Evening Gala	Organise the following activities: 1. Christmas Evening Gala Once in 2 years
(c) Support services for groups with specific or special needs, and designated activities 1. Passport photo-taking service	Organise the following activities: 1. Passport photo-taking service Twice in 2 years