

## Information on Sub-district Care Teams

District : Kwun Tong

Sub-district : Yau Tong West [Sub-district boundary map attached]



J26 – Yau Tong West



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**Operating organisation :** Yau Tong District Kai-Fong Welfare Association Limited

**Partnering organisation(s) :** 中國五礦香港控股有限公司  
藝恒愛心行動  
九龍社團聯會觀塘地區委員會  
油塘區婦女會  
藍田油塘四山居民協會  
觀華遊樂社  
鯉魚門街坊福利會  
鯉魚門商會

**Communication Channels of the Care Team :**

Telephone:	9794 9350
Email:	careteams.ytw@gmail.com
Whatsapp:	9794 9350

**List of Care Team members :**

Captain :	Mr TSANG Yau-cheung
Vice-captain :	Ms CHEUNG Kwai-yi, Jodia
Members :	Ms CHEUNG Yuet-ling Ms LEE Kwai-fun Mr WONG Yung Mr LUI Tung-hai Ms LI Sau-ling Ms WONG Lai-chun

### 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 500 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 600 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 170 times of services to those in need.</p>

Service requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>Visit every year at least 9 "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.</p>

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>Provide services up to 8 times as required by the Government.</p>
<p>(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.</p>	<p>Provide services up to 8 times as required by the Government.</p>

Service Requirement	Key Performance Indicator (KPI)
(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) Provide health information to the elderly Organise health talks for the elderly in the sub-district and provide simple health checks, e.g. free blood sugar testing and blood pressure measurement services.	Organise the activities twice
(b) Organise activities and seminars to promote the Basic Law, the National Security Law, education on the rule of law and national awareness.	Organise the activities once
(c) Organise festive activities Organise various festive activities in the sub-district, including flag raising ceremony in celebration of Hong Kong's reunification with the Motherland (e.g. holding flag raising ceremony at schools to enhance students' national awareness and residents' sense of national identity); National Day celebrations (e.g. holding a clansmen cultural carnival to introduce different clansmen cultures with a view to enhancing people's sense of national belonging and identity).	<ol style="list-style-type: none"> <li>1. Distribute flowers on Mother's Day, rice dumplings during Dragon Boat Festival, mooncakes during Mid-Autumn Festival for a total of 6 times</li> <li>2. Organise carnivals twice</li> </ol>

Service requirement	Key Performance Indicator (KPI)
(d) Organise social activities for residents to foster harmonious relationships in the neighbourhood.	Organise a local one-day tour once
(e) Organise designated activities, such as passport photo-taking service, for groups with special needs.	Organise the activities once
(f) Visit the "squatter areas" in the sub-district to understand the housing, environmental and hygienic conditions of the area and consolidate the relevant information for District Office's reference. Referrals may be made to relevant departments or organisations depending on the situation of the area and the needs of the residents.	Visit at least 100 squatter households and inspect the squatter area 4 times a year to consolidate information on the housing, environmental and hygienic conditions of the area and make appropriate referrals.