

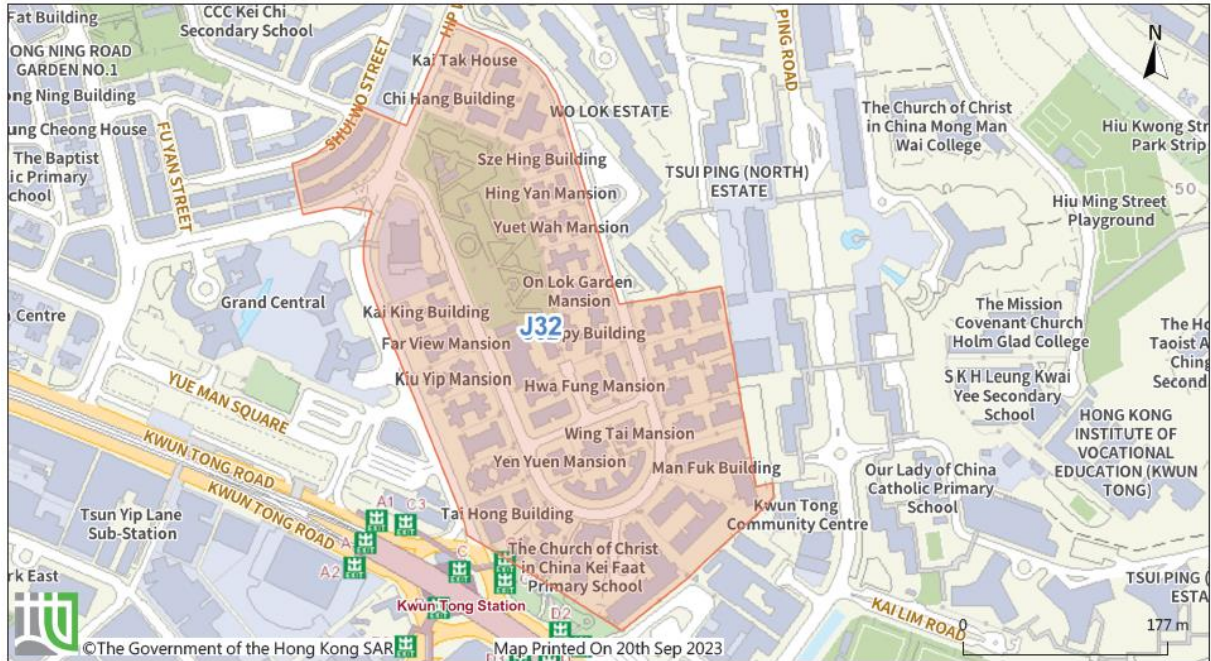
## Information on Sub-district Care Teams

District : Kwun Tong

Sub-district : Yuet Wah [Sub-district boundary map attached]



J32 – Yuet Wah



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Operating organisation : Hong Kong Federation Of Hainan Community Organisations Limited

Partnering organisation(s) : 月華街居民協會

九龍社團聯會觀塘地區委員會

### Communication Channels of the Care Team :

Telephone:	6152 7005
Whatsapp:	6152 7005
WeChat:	J32YUEHUA

### List of Care Team members :

Captain :	Mr KWAN Kam-tim
Vice-captain :	Mr CHEUNG Ka-ho

Members :	<p>Mr WONG Wa-hong</p> <p>Ms IP Siu-tung, Pienna</p> <p>Ms NG Wing-kwan</p> <p>Ms HE Dan</p> <p>Mr GUO Qifei</p> <p>Mr LAU Leung-nga</p> <p>Mr TING Woon-kwong, Henry</p> <p>Ms LEE Sin-kuk</p>
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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)
<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) (i) Provide support services by organising interest classes for families in need, including 24 indoor climbing classes (18 people per class) in two years (ii) Handmade soap classes and sending warmth to the Yuet Wah community, 8 handmade soap classes (10 people per class) in two years, training 80 volunteers. The finished products will be gifted to residents in Yuet Wah.	(a) 24 indoor climbing classes (18 people per class) in two years, serving 432 people in total in two years.  (b) Handmade soap classes (10 people per class), training 80 volunteers, with an estimation of 800 soaps to be gifted to 800 residents in Yuet Wah in two years.
(b) One health talk on women's health per year, serving 200 people each time	Serve 400 people in two years.

Service requirement	Key Performance Indicator (KPI)
(c) One themed visit or educational movie activity per year, with 60 participants each time.	Serve 120 people in two years.
(d) Commence the “Students Showing Love with a Caring Heart” programme, organise one visit per year to gather 100 students and youths to visit and show care to 300 elderly households.	Visit 600 elderly households in two years.
(e) Organise a carnival each year to celebrate Hong Kong’s reunification with the People’s Republic of China on 1 July, serving 600 Yuet Wah residents.	Serve 600 Yuet Wah residents each time and 1200 Yuet Wah residents in total in two years.
(f) (i) Show Appreciation on Mother’s Day in Yuet Wah (ii) Dragon Boat Festival Community Fun Day in Yuet Wah (iii) Mid-Autumn Festival Celebration in Yuet Wah	Distribute 1000 towel flowers per year, a total of 2000 flowers in two years. Distribute 800 rice dumplings per year, a total of 1600 dumplings in two years. Distribute 800 mooncakes per year, a total of 1600 mooncakes in two years.
(g) (i) One health talk for the elderly per year, serving 40 people each time. (ii) One talk on latest anti-scam information for the elderly per year, serving 40 people in each talk. (iii) Promotion of the latest government policies for the elderly and provide booking services once per year, serving 40 people each time. A total of 6 times in two years.	A total of 6 times in two years. Serving 240 people in two years.

Service requirement	Key Performance Indicator (KPI)
(h) A visit to send warmth in winter and promote anti-scam messages	Reach out to and visit 200 households per year to conduct anti-scam publicity and educational activities, serving 400 households in two years.
(i) National Day Fun Tour in Hong Kong	Serve 60 Yuet Wah residents, serving 120 people in two years.
(j) (i) Passport photo-taking service once per year (ii) Vaccination service once per year	(i) Passport photo-taking service once per year, serving 100 people (ii) Vaccination service once per year