Information on Sub-district Care Teams
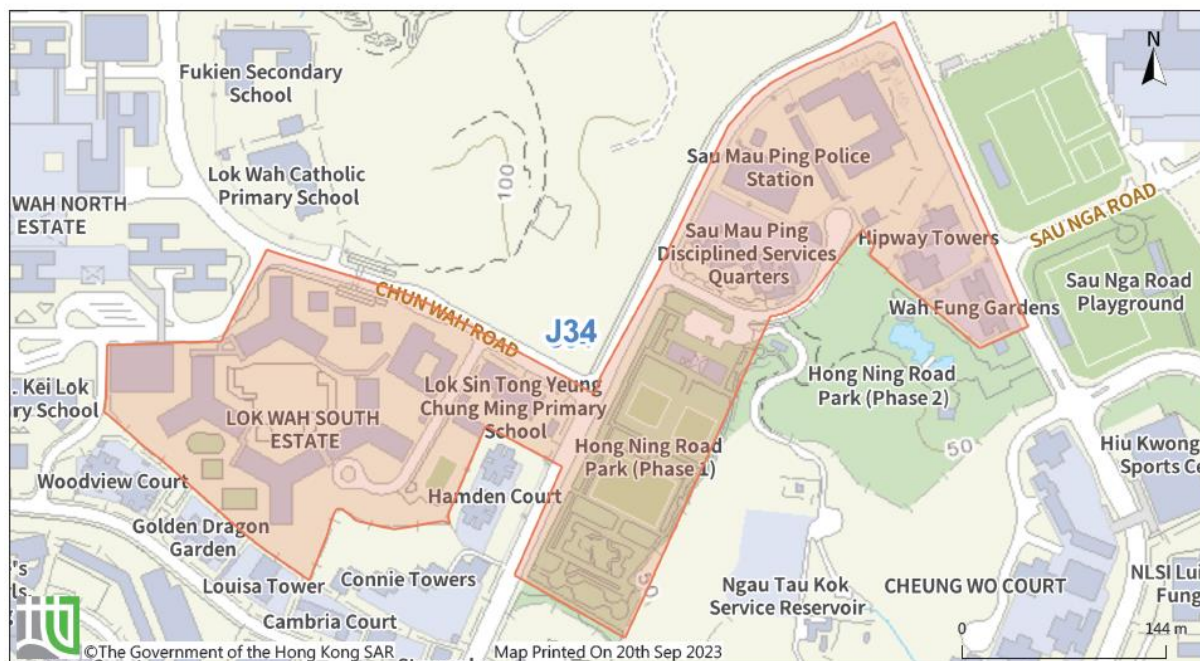
District：Kwun Tong

Sub-district：Lok Wah South   [Sub-district boundary map attached]

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Operating organisation：   Lok Wah's Garden
Partnering organisation(s)：工聯會康齡服務社
九龍社團聯會觀塘地區委員會

Communication Channels of the Care Team：

Telephone:	9342 7830
Whatsapp:	9342 7830
Email:	careteam.lws@gmail.com

List of Care Team members：

Captain：	Ms YAU Yuet-sheung
Vice-captain：	Mr SZE Tung-po, Eric

Members：	Mr LEE Ka-hang
	Ms LEE Pui-yin
	Ms CHAN Mei-kuen
	Ms CHUK Yuk-sha
	Mr WONG Kin-ming
	Mr WONG Chi-hung
	Ms ZHANG Meihua
	Ms ZOU Yanjiao
	MS TSE Wai-ling
	Mr FONG Yick-chung, Edwin

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) Provide health information to the elderly Health talks and screenings for the elderly Organise 4 health talks for the elderly in the sub-district, serving 150 people each time, to provide information about health and illnesses, simple health checks and screening services, and referral services for high-risk individuals to receive specialised services or treatment. Fall prevention promotion for the elderly Organise 4 muscle-strengthening classes in the sub-district (30 people per	Organise the activities 8 times. A total of 720 participants are expected.

Service requirement	Key Performance Indicator (KPI)
class), to share knowledge and skills about muscle-strengthening for fall prevention to 120 elderly.	
(b) Organise activities to promote the Basic Law, the National Security Law, education on rule of law, and national awareness. Civic education visits Organise 4 group visits, invite Legislative Council ("LegCo") members to introduce LegCo, and conduct visits to police stations and the Patriotic Education Centre, etc.	Organise the activities 4 times. A total of 200 participants are expected.
(c) Organise festive activities Parent-child movie appreciation Organise 2 free of charge movie appreciation sessions on festive days. Households of sub-divided units and low-income families in the district will be invited to participate.	Organise the activities twice. A total of 400 participants are expected.
(d) Organise neighbourhood social activities Parent-child activities Organise day camps or adventure training activities to allow residents in the sub-district (e.g. the elderly, young children and parent and child) to socialise Community guided tours Organise community guided tours to allow residents in the sub-district (e.g. youths, new arrivals and ethnic minorities) to socialise	Organise the activities 4 times. A total of 400 participants are expected.