

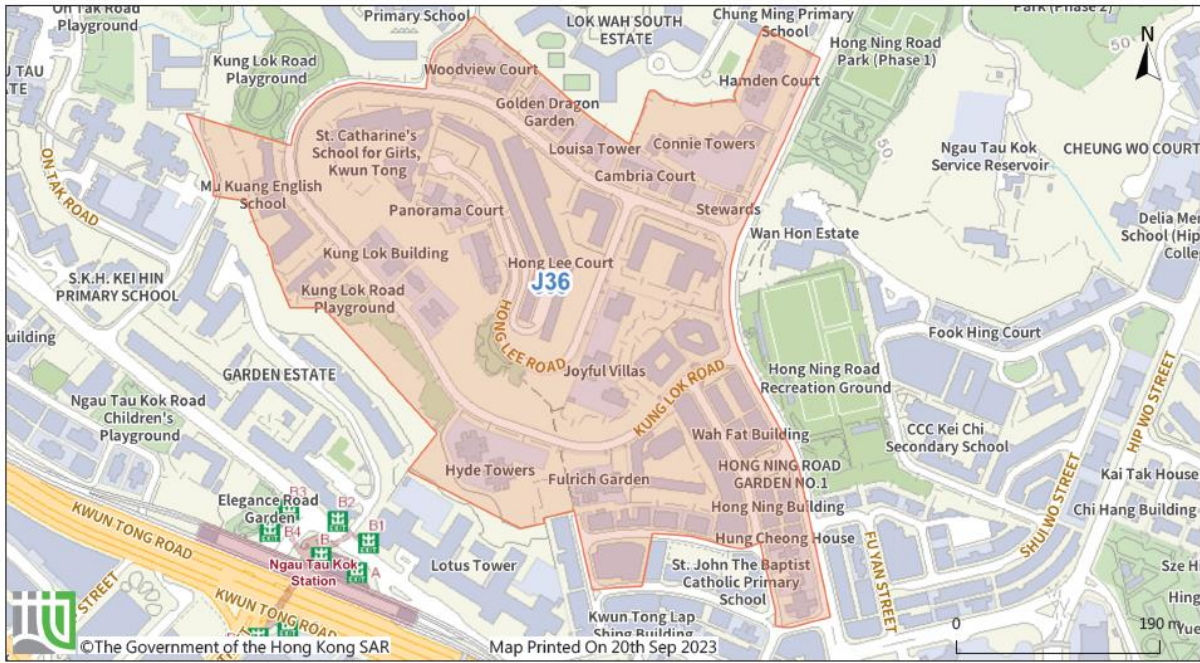
Information on Sub-district Care Teams

District : Kwun Tong

Sub-district : Hong Lok [Sub-district boundary map attached]



J36 – Hong Lok



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Operating organisation : The Resident Association Of Hong Lok District

Partnering organisation(s) : 九龍社團聯會觀塘地區委員會
香港北京社團總會

Communication Channels of the Care Team :

Telephone:	6933 9018
Email:	honglok929@gmail.com
Whatsapp:	6933 9018
WeChat:	6933 9018

List of Care Team members :

Captain :	Ms HSU Yau-yau
Vice-captain :	Ms YAN Foon-lan

Members :	<p>Ms LAM Shuk-yu</p> <p>Ms YU Judith</p> <p>Mr MA Yat-chiu</p> <p>Mr YEUNG Chun-hing, Vincent</p> <p>Mr NG Hoi-kit, Ricky</p> <p>Ms CHEUNG Ling-chu, Sally</p> <p>Mr LAU Kwok-cheong</p> <p>Ms WU Fuhao</p> <p>Ms KWOK Kam-chi</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 300 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 400 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 110 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) Provide health information to the elderly Organise health day for the elderly in the sub-district and provide simple health checks, fitness information, talks and games.	Organise the activities 4 times
(b) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and national awareness. Organise publicity activities in the sub-district, including exhibitions, talks and quizzes.	Organise the activities 4 times 4 group visits

Service requirement	Key Performance Indicator (KPI)
<p>(c) Organise festive activities</p> <p>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).</p>	<p>Organise the activities 6 times</p>
<p>(d) Organise neighbourhood social activities for residents in the sub-district to foster harmonious relationships</p> <p>- Local tours</p>	<p>Organise the activities 4 times</p>
<p>(e) Provide escort services for medical appointments and document applications, etc., to groups with special needs in the district. A total of 8 times in two years, serving an estimated 30 people.</p>	<p>A total of 8 times in two years, serving an estimated 30 people</p>
<p>(f) Organise neighbourhood social activities for residents in the sub-district to foster harmonious relationships</p> <p>- Movie appreciation</p>	<p>Organise the activities 4 times</p>