

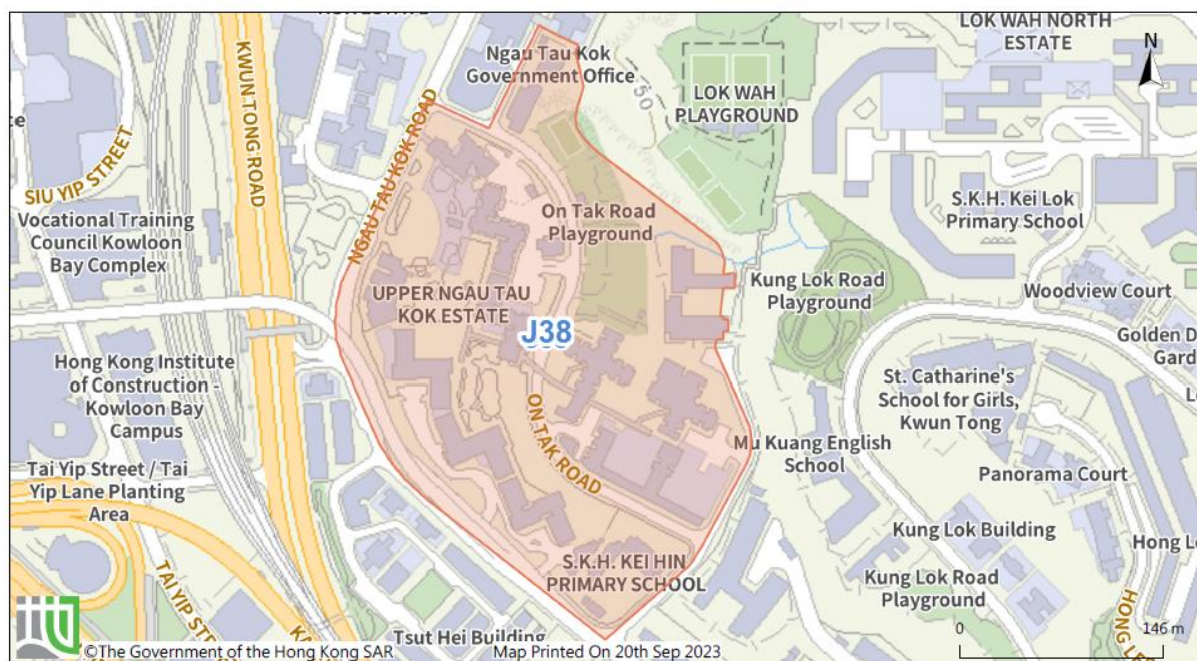
Information on Sub-district Care Teams

District : Kwun Tong

Sub-district : Upper Ngau Tau Kok Estate [Sub-district boundary map attached]



J38 - Upper Ngau Tau Kok Estate



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Operating organisation : Home Of Upper Ngau Tau Kok

Partnering organisation(s) : 九龍社團聯會觀塘地區委員會

Communication Channels of the Care Team :

Telephone:	6357 5762
Email:	ktj38careteam@yahoo.com
Whatsapp:	6357 5762
WeChat:	Ktj38careteam

List of Care Team members :

Captain :	Ms CHEUNG Yu-ching
Vice-captain :	Mr YU Ka-ming

Members :	Mr MUI Yu-wa Ms IRUM, Bibi Ms TSUI Kam-mui Ms LIANG Yunying Ms WONG Yim-na Ms FUNG Lai-kuen Ms KWOK Shuk-fan
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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)
(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 activities to promote the Basic Law, the National Security Law, education on the rule of law and national awareness. Organise publicity activities in the district, including exhibitions, talks and quizzes.	Once in two years
(b) Organise festive activities Organise various festive activities in the sub-district every year, including putting up decorations for Hong Kong's reunification with the Motherland on 1 July and organising celebratory activities for the National Day, to enhance residents' sense of national identity.	To put up decorations in the sub-district to celebrate 1 July and the National Day, and organise celebratory activities for the National Day twice in two years, with each activity held once per year.

Service requirement	Key Performance Indicator (KPI)
(c) Organise neighbourhood social activities	Organise a local one-day tour for residents in the sub-district to foster harmonious relationships in the neighbourhood, twice in two years.
(d) Organise caregiving activities during traditional Chinese festivals (Dragon Boat Festival, Mid-Autumn Festival, Lunar New Year)	Show care to families in need and elderly singletons or elderly doubletons, including : 1. Distribute flowers on Mother's Day twice in two years, 500 flowers each time. 2. Distribute rice dumplings twice in two years, 500 dumplings each time. 3. Distribute mooncakes during Mid-Autumn Festival twice in two years, 500 mooncakes each time. 4. Distribute 1000 gift packs during Lunar New Year, twice in two years.
(e) Provide simple health checks for residents in need in the sub-district (weight and blood pressure measurement, etc.).	Set up mobile service stations in the sub-district, provide simple health checks twice per month, a total of 48 times in two years. Including : 1. Weight measurement 2. Blood pressure measurement