

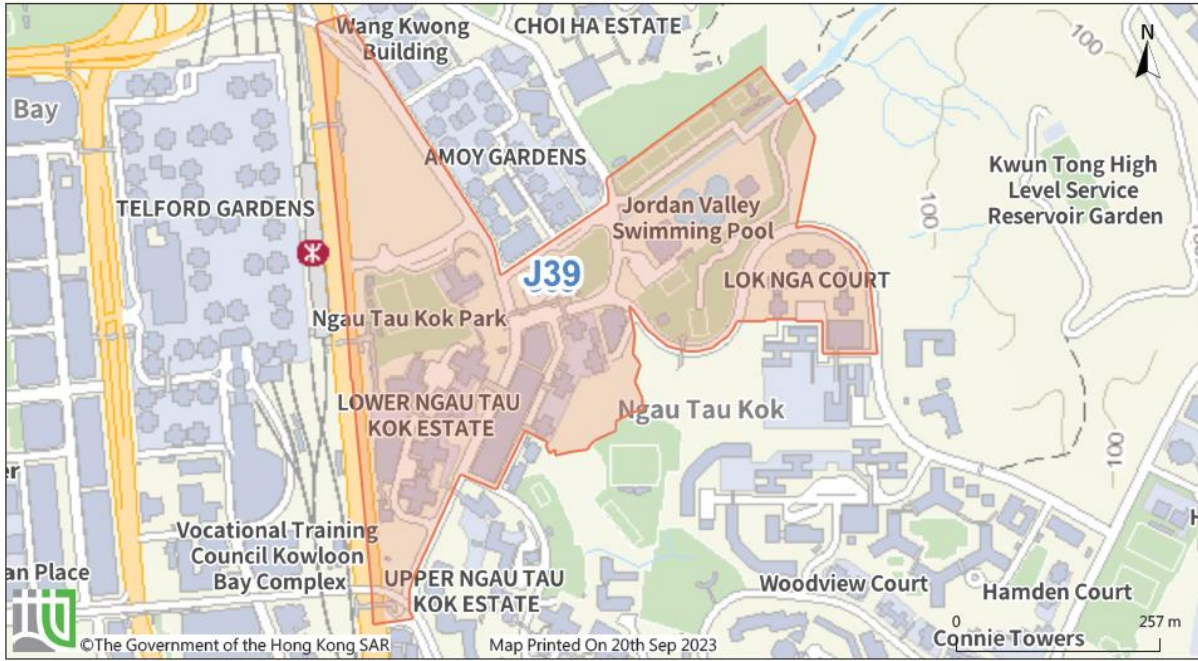
## Information on Sub-district Care Teams

District : Kwun Tong

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



### J39 – Lower Ngau Tau Kok Estate



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Note: The use of this map is subject to the Terms and Conditions and the IP Rights Notice of GeoInfo Map.

**Operating organisation :** The Resident Union Of Lower Ngau Tau Kok Estate

**Partnering organisation(s) :** 牛頭角區街坊福利會

吳川旅港同鄉會有限公司

九龍社團聯會觀塘地區委員會

#### Communication Channels of the Care Team :

Telephone:	9606 3845
Whatsapp:	9606 3845

#### List of Care Team members :

Captain :	Ms PONG Hing-fa
Vice-captain :	Ms WONG Chau-wan

Members :	<p>Ms HUANG Lanyu</p> <p>Mr CHAN Yiu-wing</p> <p>Mr LEUNG Kwan-chak</p> <p>Ms LUO Jinping</p> <p>Ms CHEN Caixia</p> <p>Mr CHAN Chi-wah</p> <p>Mr CHEUNG Yiu-pan</p> <p>Ms YU Xiaohua</p> <p>Ms HE Liying</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) Organise various festive activities in the sub-district, including: - Carnival in celebration of Hong Kong's reunification with the Motherland, to enhance residents' sense of national identity. - Carnival in celebration of the National Day, to enhance the public's sense of national belonging and identity.	Organise the activities 4 times
(b) Showing Appreciation to Parents in Lower Ngau Tau Kok Estate Community Fun in Lower Ngau Tau Kok Estate – Dragon Boat Festival Celebration Community Fun in Lower Ngau Tau Kok Estate – Mid-Autumn Festival Celebration	1. Distribute gifts on Mother's Day and Father's Day Twice in two years 2. Distribute rice dumplings during Dragon Boat Festival Twice in two years 3. Distribute mooncakes and lanterns during Mid-Autumn Festival

Service requirement	Key Performance Indicator (KPI)
	Twice in two years
(c) Activities related to the Basic Law, the National Security Law, education on the rule of law and national awareness	Organise an exhibition to promote the Basic Law/National Security Day once