

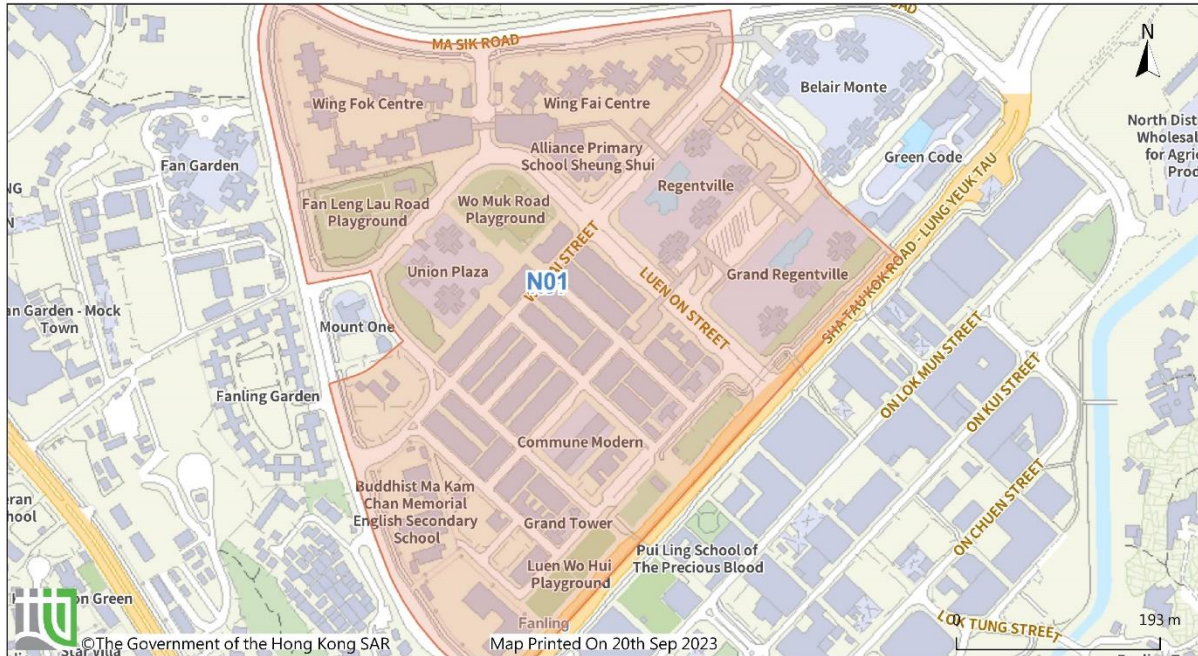
## Information on Sub-district Care Teams

District : North

Sub-district : Luen Wo Hui [Sub-district boundary map attached]



N01 Luen Wo Hui



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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 :** Luen Wo Hui Residential Association

**Partnering organisation :** -

### Communication Channels of the Care Teams :

Telephone:	9515 6712
Email:	lwh.careteam@gmail.com
Whatsapp:	9515 6712
Facebook:	北區聯和墟關愛隊

### List of Care Team members :

Captain :	Mr TSANG Hing-lung
Vice-captain :	Ms CHEUNG Uen-lam

Members :	<p>Mr FONG Iek-leong</p> <p>Mr CHUNG Lai-kau</p> <p>Ms WONG Wing-yi</p> <p>Ms PANG Yuet-sin</p> <p>Ms YUNG Hiu-lam</p> <p>Ms NGAN Wai-fong</p> <p>Ms HO Fung-yee</p> <p>Ms LIU Li</p> <p>Ms LEE Suet-kwan</p> <p>Ms LEE Yuk-kwan</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 600 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 600 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</p>	<p>Provide at least 100 times of simple home repair services and 800 times of vaccination services to those in need.</p>

Service requirement	Key Performance Indicator (KPI)
need, etc.).	
(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building.	Visit every year at least 39 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company, and compile information about the management, safety and sanitary conditions of the buildings.

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When the heat/cold/temporary shelter is in operation, care about the needs of those who use/stay in the shelter and provide appropriate assistance.	Provide services up to 2 times as required by the Government.
(b) 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 4 times as required by the Government.

Service Requirement	Key Performance Indicator (KPI)
(c) 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 4 times as required by the Government.

## B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Publicity on “Municipal Solid Waste Charging” Policy	To hold a “Luen Wo Hui Care Team Kick-off Ceremony cum Environmental Protection Carnival” within six months after the funding agreement takes effect.
(b) Set up street counters regularly to provide government and community information to the residents	Once per month, totally 24 times.
(c) Organise festive activities	<ol style="list-style-type: none"><li>1. Afternoon tea in celebration of Hong Kong’s return to the motherland: once per year, totally twice.</li><li>2. Gift giving in celebration of the National Day: once per year, totally twice.</li><li>3. Giving of gold coin chocolates in celebration of the Lunar New Year: once per year, totally twice.</li><li>4. Lantern riddles in celebration of the Mid-autumn Festival: once per year, totally twice.</li></ol>
(d) Organise activities to promote the Basic Law, the National Security Law, rule of law education and civic awareness (e.g. visit police stations, LegCo, National Security Day Exhibition, etc.)	Organise the activities concerned 4 times.

Service requirement	Key Performance Indicator (KPI)
(e) Organise neighbourhood activities (such as environmental protection workshop, handcraft classes, etc.)	Organise the activities concerned 8 times, totalled about 120 participants.
(f) Distribute souvenirs to shops in the sub-district to promote the message of “anti-shop front extensions”	Organise the activity concerned half-yearly, totally 4 times.
(g) Through social network, to enhance local residents’ awareness on environmental improvements and encourage them to give suggestions on local minor works and report cases of hygiene black spots, abandoned vehicles, etc., and to refer the opinions collected to the government.	To raise or refer 20 suggestions/ cases to the government.