

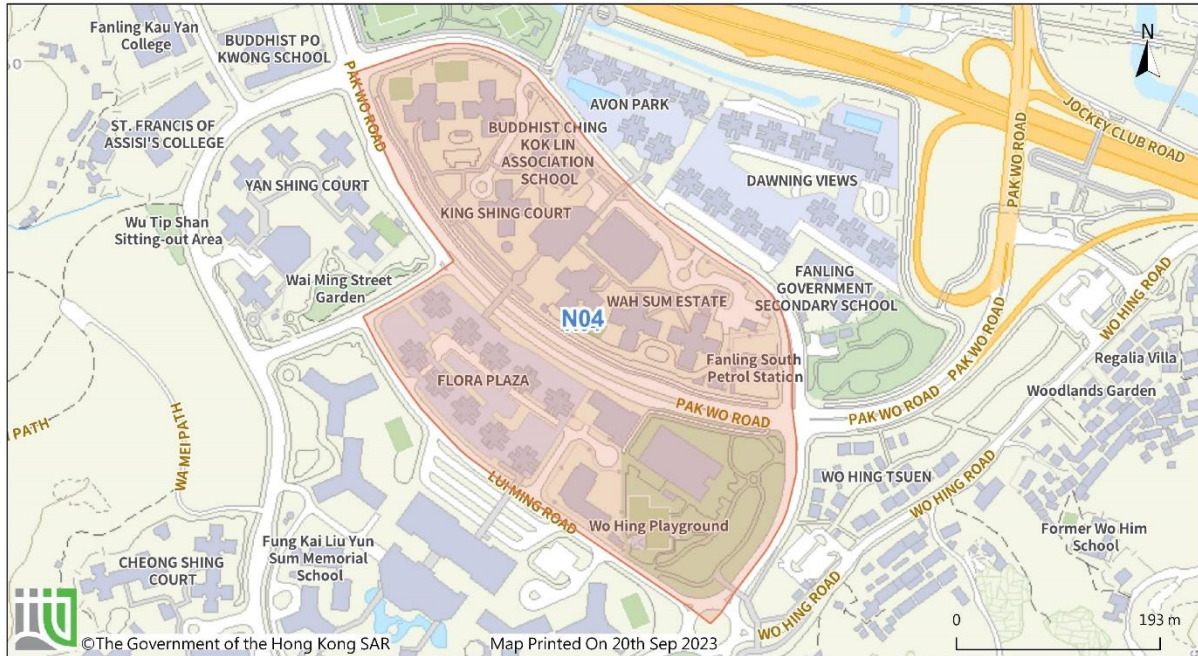
## Information on Sub-district Care Teams

District : North

Sub-district : Wah Do [Sub-district boundary map attached]



N04 Wah Do



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**Operating organisation :** Fanling Kai Fong Welfare Association

**Partnering organisation :** China Resources (Holdings) Co., Ltd.  
China Resources Ng Fung Limited

### Communication Channels of the Care Teams :

Telephone:	6879 1909
Email:	fanlingkaifong@gmail.com
Whatsapp:	6879 1909
Facebook:	北區華都關愛隊

### List of Care Team members :

Captain :	Mr YIU Ming
Vice-captain :	Mr POON Ho-yin
Members :	Mr CHENG Leong Ms CHAN Lai-sheung Mr TAM Shun-yu Mr LAU Hin-wah Ms HO Mei-lin

	<p>Mr TSE Shiu-mo  Ms TSE Wai-fong  Ms LAI Shuk-tsang  Ms LUI Yung-chi, Wendy</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 two 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.
(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	Provide information/services to at least 500 elderly households.

Service requirement	Key Performance Indicator (KPI)
arranging the elderly in need to receive home or other support services in item (f) or referral to relevant departments/organisations for professional services.	
(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 600 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 100 times of simple home repair services and 200 times of basic health checking services to those in need.

## 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.

Service Requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>Provide services up to 4 times as required by the Government.</p>
<p>(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.</p>	<p>Provide services up to 4 times as required by the Government.</p>

**B. Add-on Services**

Service requirement	Key Performance Indicator (KPI)
(a) Provide legal information to the residents	Organise law seminar 4 times
(b) Organise activities to promote the Basic Law, the National Security Law, rule of law education and civic awareness	Organise 4 promotional activities, including exhibitions, seminars and quiz.
(c) Organise activities in celebration of Hong Kong's return to the motherland and the National Day (e.g. parent-child carnival, basketball/football competition, etc.)	Organise the activities concerned 4 times
(d) Organise neighborhood activities	Organise the activity concerned twice, with 150 families participated.