

Information on Sub-district Care Teams

District : North

Sub-district : Fanling South [Sub-district boundary map attached]



N07 Fanling South



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Operating organisation : Hong Kong Citizen United Association

Partnering organisation : -

Communication Channels of the Care Teams :

Telephone:	9710 0974
Email:	info@hkcu.com
Whatsapp:	9710 0974
WeChat:	9710 0974
Facebook:	粉嶺南關愛隊

List of Care Team members :

Captain :	Ms CHIU Siu-yung
Vice-captain :	Mr HUNG Chi-fu, Tommy
Members :	Mr SUNG Wai-tak, Herman Mr WAN Kai-wah Mr LIU Ka-ho Mr SZE TO Wai-haap

	<p>Ms YAO Ren-yan Ms CHAN Wing-sum, Amy Ms SHUN Ling Mr WU Chuang-zheng Mr LEE Cheuk-wa Ms CHOW Lap-mui</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 20% 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	Provide information/services to at least 100 elderly households.

Service requirement	Key Performance Indicator (KPI)
<p>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>(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 200 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 30 times of simple home repair services and 50 times of health services to those in need.</p>

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 4 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.
(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) Organise activities to promote the Basic Law, the National Security Law, rule of law education and civic awareness (e.g. mobile stations, seminars, quiz etc.)	Organise the activities concerned 6 times, at least 100 participants for each event .
(b) Assist in promotion of government policies (e.g. anti-crime, environmental hygiene, anti-epidemic etc.)	Organise the activities concerned 6 times (e.g. visit fire stations, mobile stations for vaccination appointment etc.).
(c) Reflect district opinions to the government.	Collect public opinions on topics assigned by the District Office. 4 times per year, with at least 20 public members' opinions collected. Opinions collected will be referred to the government departments in writing.
(d) Organise festive activities	Organise the activities concerned 6 times, at least 100 participants for each event.
(e) Organise various types of theme activities (e.g. environmental protection, sports, inclusive programme, youth activities etc.)	Organise the activities concerned 4 times.
(f) Volunteer training	Provide 4 training sessions to 50 volunteers annually,