

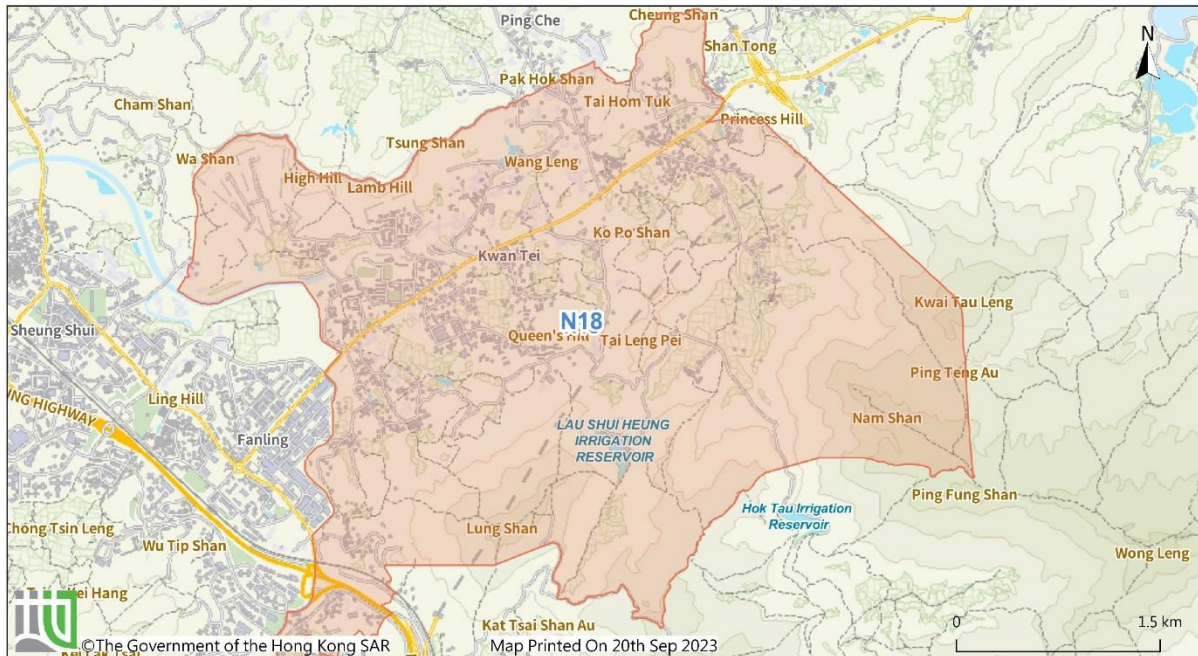
## Information on Sub-district Care Teams

District : North

Sub-district : Queen's Hill [Sub-district boundary map attached]



N18 Queen's Hill



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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 :** North District Women's Association Limited

**Partnering organisation :** Queen's Hill Community Service Association

### Communication Channels of the Care Teams :

Telephone:	6065 1613 6069 1512
Email:	queenshillct@gmail.com
Whatsapp:	6065 1613
WeChat:	6065 1613
Facebook:	北區皇后山關愛隊

### List of Care Team members :

Captain :	Mr WU King-pang
Vice-captain :	Mrs LIU LAM Lai-fong Fanny
	Ms CHU Mong-leng Ms LAM Chun-lai Ms JIANG Lan-fen

	<p>Ms LUK Lai-yee  Ms LI Qing  Ms CHEN Bao-cui  Ms NGAN Yuk-ching  Ms ZHANG Li-rong  Ms LIU Cui-chang</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 95% 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	Provide information/services to at least 700 elderly households.

Service requirement	Key Performance Indicator (KPI)
<p>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 800 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 150 times of simple home repair services and 200 times of vaccination services to those in need.</p>
<p>(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</p>	<p>Visit every year at least 4 "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.</p>

Service requirement	Key Performance Indicator (KPI)
<p>the reference of the District Office.</p> <p>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.</p>	

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>Provide services up to 4 times as required by the Government.</p>
<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 6 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 10 times as required by the Government.</p>

## B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Provide health information and checking services	Organise the activities concerned monthly, with 1,200 participants anticipated.
(b) Organise activities to promote the Basic Law, the National Security Law, rule of law education and civic awareness (e.g. visit police stations, LegCo, military camp, National Security Day Exhibition, etc.)	Organise the activities concerned 4 times, with 400 participants anticipated.
(c) Organise parent-child day in celebration to HK's return to the motherland/the National Day	Organise the activities concerned twice.
(d) Organise sports competitions in celebration to HK's return to the motherland/the National Day (including basketball, table tennis, badminton etc)	Organise the activity concerned twice.
(e) 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 15 suggestions/cases to the government.

Service requirement	Key Performance Indicator (KPI)
(f) Provide ID photo-taking services	Provide services to 600 local residents.
(g) Organise movie appreciation party in celebration to HK's return to the motherland/the National Day	Organise patriotic and inspirational movie appreciation party twice, with a quota of about 200 participants.
(h) Organise Mid-autumn Festival Carnival	Anticipated participants: 800.