# Information on Sub-district Care Teams

**District**： **Sai Kung**

**Sub-district**： **Nam On** **[Sub-district boundary map attached]**



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**Operating organisation**： **Tseung Kwan O Pine Association**

**Partnering organisation(s)**： **FTU Community Caring Unit**

**The Hong Kong Federation of Trade Unions Occupational Retraining Centre Limited**

**New Home Association Limited**

**Lok Kwan Social Service**

**Hong Kong Construction Industry Employees General Union**

**Hong Kong Federation of Employees Unions in Public Utilities**

**The Hong Kong Federation of Trade Unions Hong Ling Society**

**H.K. Federation of Trade Unions Workers' Medical Clinics**

**Hong Kong Ladies Dynamic Association Limited**

**Hong Kong Youth Power Association**

**Agglomerate Companionship Charity Association Ltd.**

**Communication Channels of the Care Team：**

| Telephone: | 5490 8749 |
|---|---|
| Email: | info.namon.careteam@gmail.com |
| Facebook: | 西貢關愛隊聯席 |

**List of Care Team members：**

| Captain： | Ms Lee Yan |
|---|---|
| Vice-captain： | Mr Woo Yuk Chun |
| Members： | Mr Ku Wai Yip |
| | Ms Cheng Ka Yiu |
| | Ms He Wei Qing |
| | Mr Wu Chi Kin |
| | Mr Kiu Wai Kei |
| | Mr Lai Kin Hang |
| | Ms Lui Suet Fee |
| | Ms Tse Ngai Ires |
| | Ms Kwong Siu Mui |

**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. |

| Service requirement | Key Performance Indicator (KPI) |
|---|---|
| (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 no 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 arranging the elderly 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 100 elderly households. |
| (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 200 households in need. |

| Service requirement | Key Performance Indicator (KPI) |
|---|---|
| (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 influenza vaccination services, set up health check-up street booths, visit elderly households and organise volunteer training to serve those in need for at least 53 times. |

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 4 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 4 times as required by the Government. |

B. **Add-on Services**

| Service requirement | Key Performance Indicator (KPI) |
|---|---|
| (a) Organise care activities and visit singleton and disabled households in the district. | To be organised 4 times<br>Number of participants: 1 700 in total |
| (b) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and national awareness, including exhibitions, talks, quizzes, etc. | To be organised 4 times |

| Service requirement | Key Performance Indicator (KPI) |
| --- | --- |
| (c) Organise activities in celebration of Hong Kong's return to the motherland. | 1. Promotion street booth<br>   To be organised 4 times<br>2. Half-day tour<br>   To be organised twice<br>   Number of participants: 240 in total |
| (d) Organise activities in celebration of the National Day. | 1. Promotion street booth<br>   To be organised 4 times<br>2. Half-day tour<br>   To be organised twice<br>   Number of participants: 240 in total |
| (e) Provide free haircut services for the elderly. | To be provided bimonthly<br>Number of participants: 50 each time |