



**List of Care Team members :**

Captain :	Mr TSUI Chi-to, Stephen
Vice-captain :	Mr YIU Hang
Members :	Ms HO Wing-kam, Christine Mr MIU Hoi-ming Ms SO Yi-ha Mr SHAM Hing-lam Mr CHUNG Yu-hin Mr CHEUNG Kin-chi Ms YAN Mei-wah Mr CHAN Ting-chiu Ms CHAN Mei-shuen Mr CHAN Kin-chung, Paul

**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)
<p>(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.</p>	<p>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.</p>
<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 300 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</p>	<p>Provide information/services to at least 700 households in need.</p>

Service requirement	Key Performance Indicator (KPI)
<p>professional services.</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 300 times of home or other support services to those in need, including health talks, book-floating and toy exchanging, donation of old clothes, recruiting and training residents to be volunteers to serve other people in need, etc.</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 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</p>	<p>Visit every year at least 24 "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)
of the building.	

## 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 for 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.
(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)
<p>(a) Organise elderly health activities, such as free medical consultations, health talks, simple health checks, carnivals, vaccination services and free haircuts, to enhance the elderly's awareness of disease prevention and improve their health. In addition, training courses will be organised to help the elderly grasp information technology or health data.</p>	<ol style="list-style-type: none"> <li>1. Information technology class for the elderly: 8 times in two years</li> <li>2. Blood glucose measurement: 8 times in two years</li> <li>3. Vaccination: 2 times in two years</li> <li>4. Basic healthcare service: 80 times in two years</li> <li>5. Free haircut: 2 times in two years</li> </ol>
<p>(b) Organise festive activities to celebrate the Anniversary of Hong Kong's return to the Motherland, National Day and other festivals, in the form of flag-raising ceremonies, carnivals, one-day tours and performances etc., to increase the residents' understanding of Chinese culture and to foster a sense of national identity among them.</p>	<ol style="list-style-type: none"> <li>1. Colouring competition in celebration of the Anniversary of Hong Kong's return to the Motherland: 1 time in two years</li> <li>2. Quiz game in celebration of the Anniversary of Hong Kong's return to the Motherland: 1 time in two years</li> <li>3. Carnival in celebration of the National Day: 1 time in two years</li> <li>4. Lunar New Year activity: 2 times in two years</li> <li>5. Mother's Day and Father's Day activity: 2 times in two years</li> <li>6. Tuen Ng Festival activity: 2 times in two years</li> <li>7. Mid-Autumn Festival activity: 2 times in two years</li> </ol>
<p>(c) Organise activities to promote national security and national education, e.g. activities to tie in with the "National Security Education Day" or "Constitution Day", visits, carnivals, exhibitions, talks, street counters and film screening sessions, etc., so as to enable the residents to have a better understanding of the Constitution and the Basic Law as</p>	<ol style="list-style-type: none"> <li>1. National security colouring competition: 4 times in 2 years</li> <li>2. National security quiz game: 4 times in 2 years</li> </ol>

Service requirement	Key Performance Indicator (KPI)
<p>well as to understand the importance of national security, and to raise their awareness of safeguarding national security.</p>	
<p>(d) Organise parent-child or youth activities such as workshops, visits and interest classes to promote harmony. In addition, life planning as well as education and career guidance activities will be organised for youngsters to promote technology learning, e.g. seminars, visits and workshops, etc., so as to help them understand their paths to further education and career, and plan for their future.</p>	<ol style="list-style-type: none"> <li>1. Talent workshop: 8 times in two years</li> <li>2. Interest class: 80 times in two years</li> <li>3. STEAM creative workshop: 8 times in two years</li> <li>4. Handcraft workshop: 8 times in two years</li> <li>5. Site visit for little scientists: 4 times in two years</li> </ol>
<p>(e) Recruit volunteers to join the service team, such as training, and arranging experiential activities and visits, etc., to promote participation in the Community Care Team's district services.</p>	<ol style="list-style-type: none"> <li>1. Volunteer training: 2 times in two years (total number of trainees: 160)</li> </ol>
<p>(f) Organise other activities, e.g. (where applicable) to provide building management advice for old and “three-nil” buildings within the district; fire prevention publicity and building safety promotion events; promotion of environmental awareness or sustainable development activities; cultural activities; and activities to promote integration of new arrivals or ethnic minorities into the community.</p>	<ol style="list-style-type: none"> <li>1. Talk on “three-nil” buildings: 1 time in two years</li> <li>2. Talk on fire prevention: 1 time in two years</li> <li>3. Environmental workshop: 2 times in two years</li> <li>4. Cultural activity: 4 times in two years</li> <li>5. Sports fun day: 1 time in two years</li> </ol>