

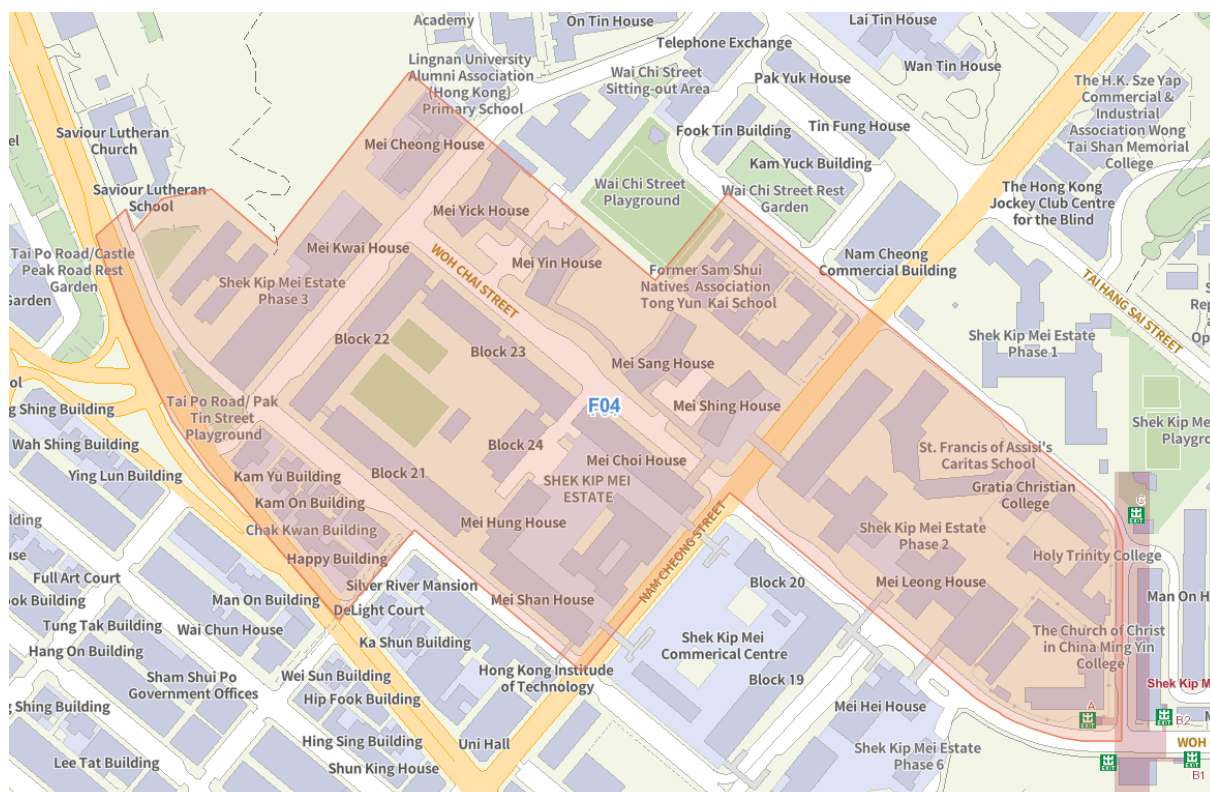
Information on Sub-district Care Teams

District : Sham Shui Po

Sub-district : Shek Kip Mei [Sub-district boundary map attached]



F04 - Shek Kip Mei



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Operating organisation : Shek Kip Mei Estate Resident Service Center

Partnering organisation(s) : China Travel Service (Holdings) Hong Kong Limited

China National Travel Service (HK) Charitable Fund Limited

Communication Channels of the Care Team :

Telephone no. :	6993 2003
Email address :	sspskwf04@gmail.com
WhatsApp :	6993 2003

List of Care Team members :

Captain :	Mr CHAN Kwok-wai
Vice-captain :	Mr WAN Kwok-hung

Members :	Ms HE Xiao Ling Ms HUANG Leijin Ms KAM Wing-mui Mr LU Qidi Ms XIE Ruitian Ms DUNG Yuk-ha, Rani Ms QIU Lin Mr CHAN Ming-tak Mr LIANG Siyuan Miss ZHEN Shaoqiong
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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 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.
(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.

Service requirement	Key Performance Indicator (KPI)
(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 2 000 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 800 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.).	Volunteers of the district concerned matched with corporate volunteers or youth volunteers in schools to carry out 200 simple furniture cleaning for needy families in the district and give away basic cleaning products.

Service requirement	Key Performance Indicator (KPI)
(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 of the building.	Visit "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company 2 times every year, and set up consultation counters for the buildings 2 times (at least 1-2 buildings each time).

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 8 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.

Service Requirement	Key Performance Indicator (KPI)
(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 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.	<ol style="list-style-type: none"> 1. Smartphone class for the elderly: about 80 times in two years 2. Health check for the elderly: no less than 80 times in two years 3. Health talk for the elderly: 2 times in two years
(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.	<ol style="list-style-type: none"> 1. Mother's Day celebration: 2 times in two years 2. Tuen Ng Festival activity: 2 times in two years 3. Carnival in celebration of Hong Kong's return to the motherland: 2 times in two years 4. National Day small-scale carnival: 2 times in two years 5. Mid-Autumn Festival activity: 1 time in two years 6. Halloween carnival: 2 times in two years 7. New Year's activity: 2 times in two years

Service requirement	Key Performance Indicator (KPI)
(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 session, etc., so as to enable the residents to have a better understanding of the Constitution and the Basic Law as well as to understand the importance of national security, and to raise their awareness of safeguarding national security.	<ol style="list-style-type: none"> 1. Patriotic film screening: 2 times in two years 2. Small-scale talk on national education: 4 times in two years 3. National Security Education Day small-scale carnival: 2 times in two years
(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.	<ol style="list-style-type: none"> 1. Concessionary passport photo taking: 2 times in two years 2. Academic class and after-school care service: 500 hours in two years 3. Family film screening: 2 times in two years 4. Culture/Arts class: 500 hours in two years 5. Information talk: 2 times in two years
(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.	<ol style="list-style-type: none"> 1. Volunteer training: 6 times in two years (total number of trainee: 50)
(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	<ol style="list-style-type: none"> 1. Adaptation course for new arrivals: 4 times in two years

Service requirement	Key Performance Indicator (KPI)
integration of new arrivals or ethnic minorities into the community.	