

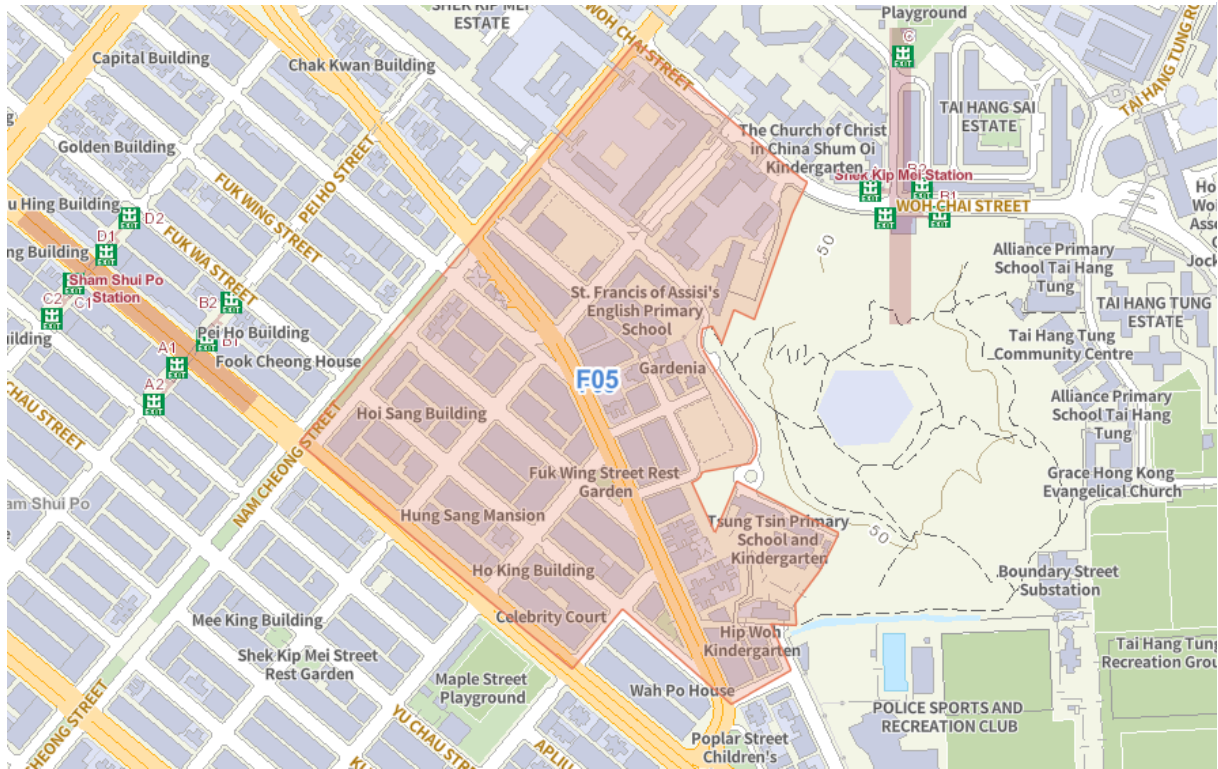
Information on Sub-district Care Teams

District : Sham Shui Po

Sub-district : Nam Cheong East [Sub-district boundary map attached]



F05 - Nam Cheong East



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Operating organisation : Friends of Nam Cheong East

Partnering organisation(s) : Hong Kong Shanxi Chamber of Commerce Limited

China CITIC Bank International

Communication Channels of the Care Team :

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|-----------------|-----------------------|
| Telephone no. : | 5536 3903 |
| Email address : | f05careteam@gmail.com |
| WhatsApp : | 5536 3903 |

List of Care Team members :

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|----------------|---|
| Captain : | Mr NG-tang |
| Vice-captain : | Mr CHAN Lung-kit |
| Members : | Mr LEE Chi-hung Ms TAM Suet-yan Sharon |

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| | <p>Mr WONG Tim-fuk Gary</p> <p>Mr NG Ting-ho</p> <p>Miss CHOI Lai-han</p> <p>Mr KWOK Tak-leung</p> <p>Mr SO Ah-hung</p> <p>Miss TAM Kwok-chi</p> <p>Ms CHENG Kit-yee</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 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 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 20% of the households of the sub-district. |

| Service requirement | Key Performance Indicator (KPI) |
|--|--|
| <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 500 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 professional services.</p> | <p>Provide information/services to at least 600 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 300 times of simple home repair services to residents in need, for instance, changing of door locks, light bulbs, installation of handrails, etc., and organising health talks and collecting old clothes for donation.</p> |

| Service requirement | Key Performance Indicator (KPI) |
|---|---|
| <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 of the building.</p> | <p>Visit every year 14 "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. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations, including applying to the District Office for provision of one-off cleaning services for the common areas of the building. Organise meetings for residents of "three-nil" buildings to promote building management and building public safety awareness.</p> |

2. Assistance in Emergencies

| Service Requirement | Key Performance Indicator (KPI) |
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| <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 2 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 4 times as required by the Government.</p> |

| 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 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. Community free medical consultation day: 2 times 2. Free haircut for the elderly: 4 times 3. Vaccination service: 2 times 4. Health check for the elderly: 8 times 5. Smartphone training course: 4 times |
| (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. Carnival in celebration of the Anniversary of Hong Kong's return to the Motherland/the National Day: 2 times 2. Tuen Ng Festival/ Mid-Autumn Festival activity: 2 times 3. New Year walk: 2 times 4. Mother's Day or Father's Day activity: 2 times |
| (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 | <ol style="list-style-type: none"> 1. Street counter for national security education: 4 times 2. Visit to the Legislative Council under "One Country, Two Systems": 2 times 3. Visit to disciplined service or the exhibition on national education: 2 times 4. Community film screening session: 2 times |

| Service requirement | Key Performance Indicator (KPI) |
|--|--|
| <p>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.</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"> 1. Parent-child handicraft workshop: 2 times 2. Youth science and art workshop: 2 times 3. Talk on life planning and further education: 2 times |
| <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"> 1. Provide training for 30 volunteers every year (total number of trainees 60) |
| <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"> 1. Talk on “three-nil” buildings: 2 times 2. Talk on fire prevention and building safety activity: 2 times 3. Talk on environmental awareness and environmental hygiene: 2 times 4. Cultural guided-tour: 2 times 5. Workshop on community integration: 4 times 6. Installation of household smoke detector: about 200 households |