Information on Sub-district Care Teams
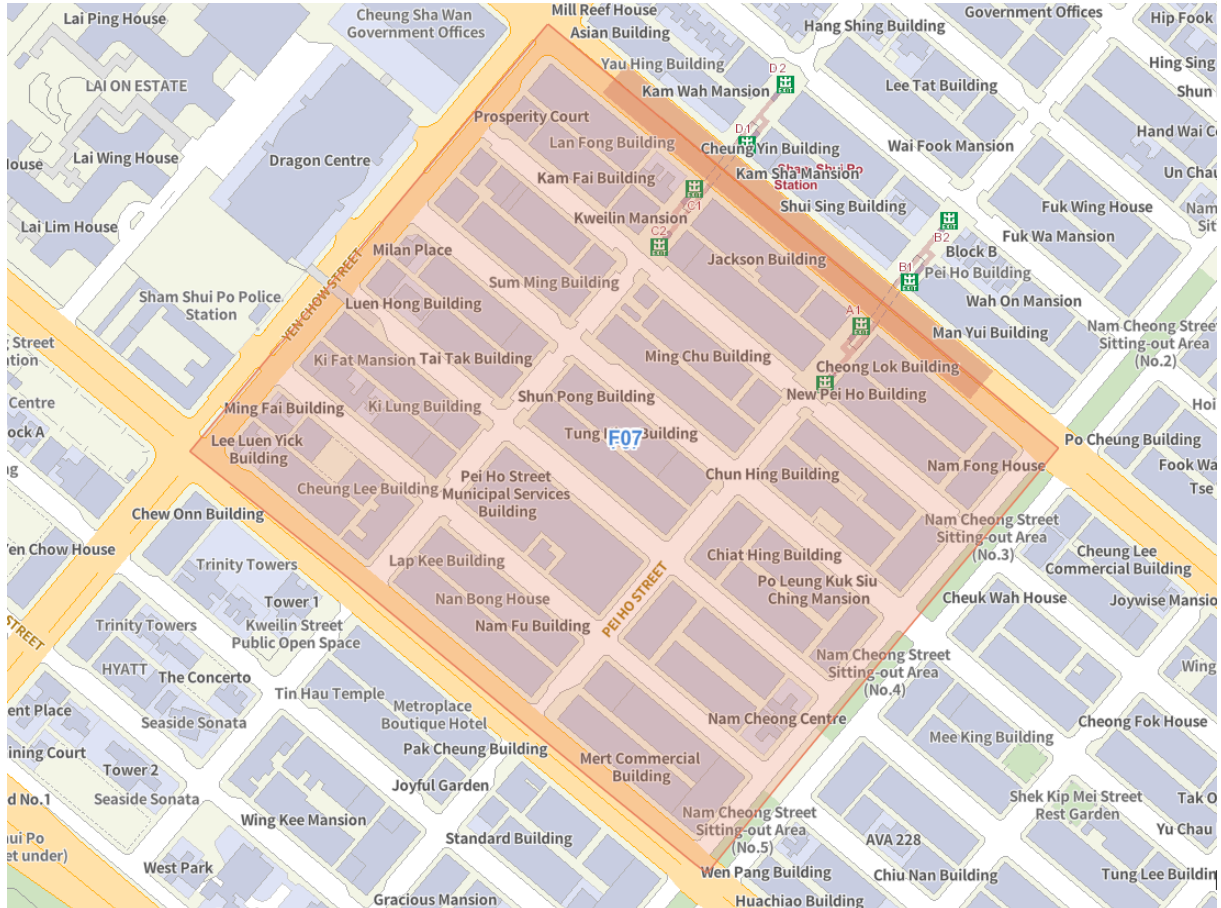
District：Sham Shui Po

Sub-district：Nam Cheong Central　　　**[Sub-district boundary map attached]**

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Operating organisation：　**Sham Shui Po Neighbourhood Cares Association**

Partnering organisation(s)：　**Hong Kong Federation of Guangzhou Associations**

　　　　　　　　　　　　　　China Resources (Holdings) Company Limited

　　　　　　　　　　　　　　China Resources Land Limited

Communication Channels of the Care Team：

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List of Care Team members：

Captain：	Ms LAU Pui-yuk
Vice-captain：	Mr AU Chi-hoe, Admund
Members：	Mr LUI Kam-shing
	Ms KOON Wai-shan
	Mr WU Chuk-yin
	Ms PANG Man-sheung, Dawn
	Ms YU Sau-chu
	Ms CHENG Mui
	Ms LEE Siu-mei
	Mr YEUNG Tak-wah
	Ms KUANG Chun-mei
	Mr CHAN Ka-hung

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 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 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 600 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	Provide information/services to at least 700 households in need.

Service requirement	Key Performance Indicator (KPI)
professional services.	
(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 simple home repair/cleaning services at least 170 times for those in need, organise health talks regularly, and recruit and train residents in the district to serve the community continuously.
(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	Visit every year at least 50 "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.

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 up to 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)
(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.	1. Free haircut service for the elderly: 4 times in two years 2. Simple health check and health talk for the elderly: 4 times in two years 3. Smartphone class for the elderly: 4 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.	1. Film screening in celebration of Hong Kong's return to the motherland: 1 time in two years 2. Tuen Ng Festival activity: 2 times in two years 3. Mid-Autumn Festival activity: 2 times in two years 4. Chinese New Year tour: 2 times in two years 5. Family photo-taking on Mother's Day and Father's Day: 2 times in two years 6. National Day carnival: 1 time in two years
(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 well as to understand the importance of national security, and to raise their	1. National security colouring and quiz competition: 2 times in two years 2. National security education street counters: 6 times in two years

Service requirement	Key Performance Indicator (KPI)
awareness of safeguarding national security.	
(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.	1. Talent workshop: 4 times in two years 2. Talk on education / life planning: 2 times in two years 3. Grooming and manicure workshop: 2 times in two years 4. Family film screening: 2 times in two years 5. Book fair visit: 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.	1. Volunteer training: 2 times in two years (total number of trainees: 160) 2. Volunteer Award Presentation Ceremony for Care Team in Nam Cheong Central: 2 times in two years, 100 persons each time
(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.	1. Building management activity: 2 times in two years 2. Visit to building resource centres of Urban Renewal Authority/relevant organisations and luncheon: 2 times in two years 3. Environmental awareness-related guided tour: 2 times in two years 4. Guided cultural tour: 4 times in two years 5. Sharing session with old and new Hong Kong people: 2 times in two years 6. Support for students living in subdivided units: 1 time (160

Service requirement	Key Performance Indicator (KPI)
	beneficiaries)