

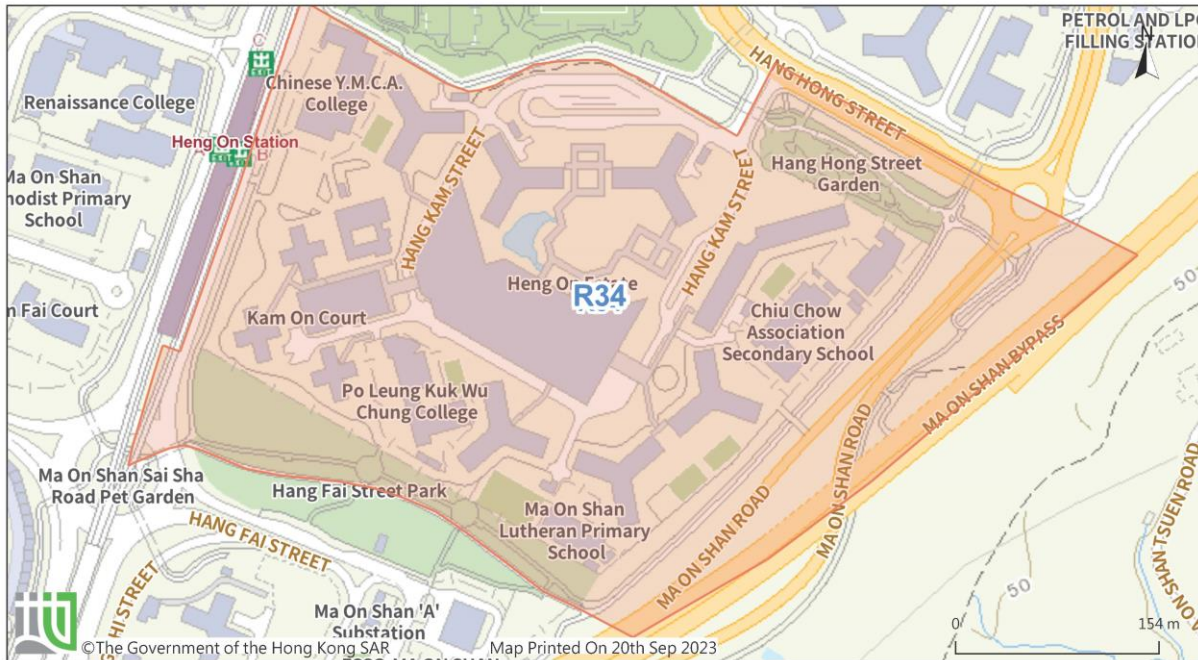
Information on Sub-district Care Teams

District : Sha Tin

Sub-district : Heng On [Sub-district boundary map attached]



R34 - Heng On



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Operating organisation : Heng On Friends Society

Partnering organisation(s) : Hong Kong Ladies Dynamic Association Limited

Hong Kong College of Technology

Communication Channels of the Care Team :

Telephone :	8493 0433
Email :	hengonfriendssociety@gmail.com
Whatsapp :	8493 0433

List of Care Team members :

Captain :	Mr FANG Hao Liang
Vice-captain :	Mr LAU Sai Man

Members :	<p>Mr LEUNG Yiu Choi</p> <p>Mr LEE, Johnny</p> <p>Dr(Degree) LAM King Yee</p> <p>Mr NG Man Pan</p> <p>Mr WU Zhibao</p> <p>Mr YUEN Wai Ho, Terry</p> <p>Mr IP Wai Ming</p> <p>Mr KWOK Yuk Sing</p> <p>Ms HUI Sim Hing</p> <p>Ms CHUNG Siu Hung</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 two 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 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 400 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 500 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 at least 120 times of simple home repair and cleaning services to those in need.</p> <ol style="list-style-type: none"> 1. Thematic talks on household matters 3 times, 200 participants. 2. Simple home repair and cleaning services, serving 120 persons.

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 8 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 8 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise learning and development activities for children	<ol style="list-style-type: none"> 1. Parent-child historical and cultural tour 1 time, 100 participants in total 2. Activity in expressing gratitude to parents 1 time, 200 participants in total
(b) Support the learning and growth activities for the youth	<ol style="list-style-type: none"> 1. Articulation and employment sharing session for the youth 1 time, 100 participants in total 2. Sports experience day 2 times, 100 participants in total
(c) Support the elderly services	<ol style="list-style-type: none"> 1. Smartphone training classes for the elderly 4 times, 200 participants in total 2. One-day tour for the elderly 2 times, 200 participants in total

Service requirement	Key Performance Indicator (KPI)
(d) Provide health information	Heng On health information day 3 times, 750 participants in total
(e) Organise activities to promote the Basic Law, the National Security Law, rule of law education and national awareness	<ol style="list-style-type: none"> 1. National education visits for Heng On 3 times, 150 participants in total 2. National education fun day for Heng On 1 time, 1 000 participants in total
(f) Organising festive activities	<ol style="list-style-type: none"> 1. Flag raising day in celebration of Hong Kong's return to the motherland 1 time, 200 participants in total 2. Film appreciation sessions in celebration of the National Day 2 times, 300 participants in total
(g) Organise cleanliness campaign, strengthen promotion and education on environmental hygiene and street management	Clean-up for Heng On community 2 times, 500 participants in total
(h) Support waste reduction and recycling at district level	Environmental protection for Heng On 2 times, 200 participants in total
(i) Provide advice on building management	Safety and cleanliness promotion day for Heng On 2 times, 400 participants