Information on Sub-district Care Teams

District： **Tsuen Wan**

Sub-district： **Hoi Bun** **[Sub-district boundary map attached]**

Operating organisation： **Tsuen Wan Hoi Bun District Community Association Limited**

Partnering organisation： **China Taiping Insurance (HK) Company Limited**

Communication Channels of the Care Team：

Telephone：	9847 6001
Email：	care@twhoibun.org
Whatsapp：	9847 6001
Facebook：	荃灣區海濱關愛隊

List of Care Team members：

Captain：	Mr CHENG Pak-keung
Vice-captain：	Mr MOK Yuen-kwan

Members：	Mr YIM Kin-kuo
	Ms WONG Wai-han
	Mr KO Wing-kwai, Eric
	Ms YU Wai-mun, Wendy
	Mr LAI Yiu-tung
	Ms CHAN Ka-yi
	Ms YUNG Sze-ki
	Ms MAN Chit
	Mr LIN Sze-yu
	Mr NG Wang

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.

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 20% 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 100 elderly households.

Service requirement	Key Performance Indicator (KPI)
(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 200 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.).	Provide at least 50 times of services to those in need.

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 4 times as required by the Government.

Service Requirement	Key Performance Indicator (KPI)
(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 4 times as required by the Government.

B.   Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Cultivate an affection for the country and Hong Kong (by holding major district festive activities). Through the organisation of large-scale celebrating activities, on-street booths, study tours or competitions, provide information on the love of the country and Hong Kong and general education for residents, which covers such topics as China's Constitution, the Basic Law, the National Security Law, the rule of law, the National Day, Hong Kong's return to the motherland, sense of national identity, latest updates on national affairs, etc.	(1) Organise Fun Day in Celebration of the National Day, Hong Kong's return to the motherland 2 times. (2) Set up on-street booths on topics about China's Constitution, the Basic Law, the National Security Law, the rule of law, the National Day or national affairs 6 times. (3) Organise red Hong Kong tours 2 times. (4) Organise field trips for having a better understanding of Hong Kong 4 times.

Service requirement	Key Performance Indicator (KPI)
(b) Promotion on policies and education Disseminate information and give explanations to residents via different channels on (i) HKSARG policies or initiatives (e.g. Policy Address or Budget); (ii) district affairs (e.g. road improvement or facilities improvement works); (iii) information which departments/statutory organisations want to disseminate (e.g. anti-crime messages from the HKPF, fire prevention messages from the FSD and anti-corruption messages from the ICAC); (iv) seasonal notifications from the Government (e.g. prevention of seasonal influenza, precaution against typhoons); (v) other information which residents are concerned about and find valuable. Assist the Government in collecting residents' views.	Organise talks/consultations 6 times
(c) Developing a volunteer team continuously Proactively recruit volunteers. Provide suitable training for volunteers by holding talks, workshops, experience activities, camps, etc. Promote the volunteer team to participate in the activities and services of the Care Team.	(1) Organise volunteer training 8 times (2) Organise volunteer retreat camp 1 time
(d) Pay-tribute-to-parents activities Organise activities to celebrate Mother's Day and Father's Day in order to recognise parents' contribution to the family. Children are also encouraged to pay tribute and express gratitude to their parents.	(1) Set up on-street booths and give away gifts on Father's Day and Mother's Day. (2) Prepare and send a small number of presents to the schools in the sub-district to encourage children to give the presents to their parents.
(e) Parent-child workshops or interest classes Organise various workshops or interest classes to parents, children or parent-child groups.	36 times in total

Service requirement	Key Performance Indicator (KPI)
(f) Promotion on reading Set up a smart bookcrossing machine in the sub-district so that parents can make appointments online to donate or collect books at their convenience. The smart bookcrossing machine is equipped with a disinfecting function to ensure cleanliness and hygiene.	Set up a smart bookcrossing machine at the office for the use by residents free of charge (including the donation and collection of second-hand books).