Information on Sub-district Care Teams

District： **Tsuen Wan**

Sub-district： **Ting Sham** **[Sub-district boundary map attached]**
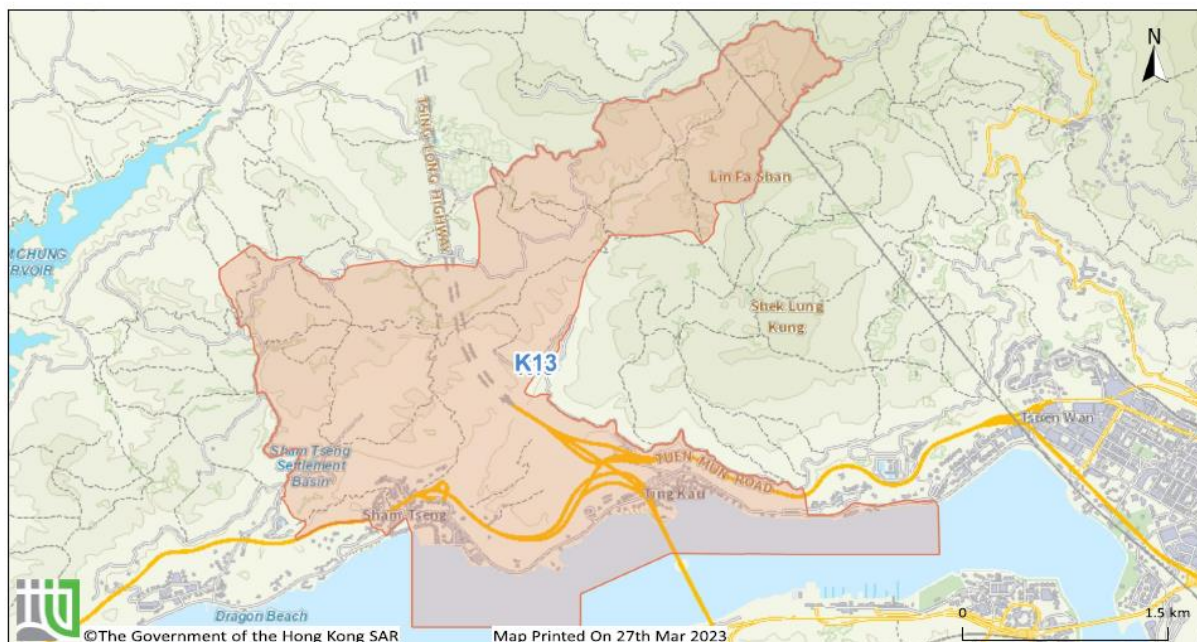
Operating organisation： **Federation of Hong Kong Guangdong Community Organisations Limited**

Partnering organisation： **Office of Mr CHENG Chit-pun**

Communication Channels of the Care Team：

Telephone：	6990 4655
Whatsapp：	6990 4655
Email：	tingshamcare@gmail.com
Facebook：	荃灣區汀深關愛隊

List of Care Team members：

Captain：	Mr HO Ngai-keung
Vice-captain：	Mr CHENG Chit-pun
Members：	Mr TSANG Ting-fat
	Mr LUNG Wilson
	Mr IP Chi-ming
	Mr LAU Ngai, Peter

	Mr KAN Tsz-yan, Arthur
	Mr YIU Chi-ming
	Ms CHENG Choi-lin
	Mr HUI Choi-mau
	Ms HO Sum-yi

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)
(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 400 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 400 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 1000 services to those in need.

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 3 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 5 times as required by the Government. Deploy manpower and provide basic supplies (including food and commodities) within two hours after the incident.
(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 5 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity, e.g. thematic talks and parents-children general education study tours.	4 times in total
(b) Organise activities in celebration of Hong Kong's return to the motherland, e.g. culture and art promoting carnivals. Professional art tutors will hold demonstrations so that residents of Tsuen Wan rural areas can take part in different cultural and art programmes.	2 times in total

Service requirement	Key Performance Indicator (KPI)
(c) Organise festive activities and parents-children activities, e.g. parents-children workshops on Mother's Day and Father's Day, Lunar New Year DIY workshops, Mid-autumn lantern riddles activities, family portrait taking, etc.	8 times in total
(d) Organise movie appreciation sessions in relation to national affairs.　Through watching movies such as My People, My Country and Chinese Doctors, the public can learn about the changes and development of the country in different times.　They can therefore gain a deeper understanding of the national history and affairs, enhancing their sense of belonging.	2 times in total