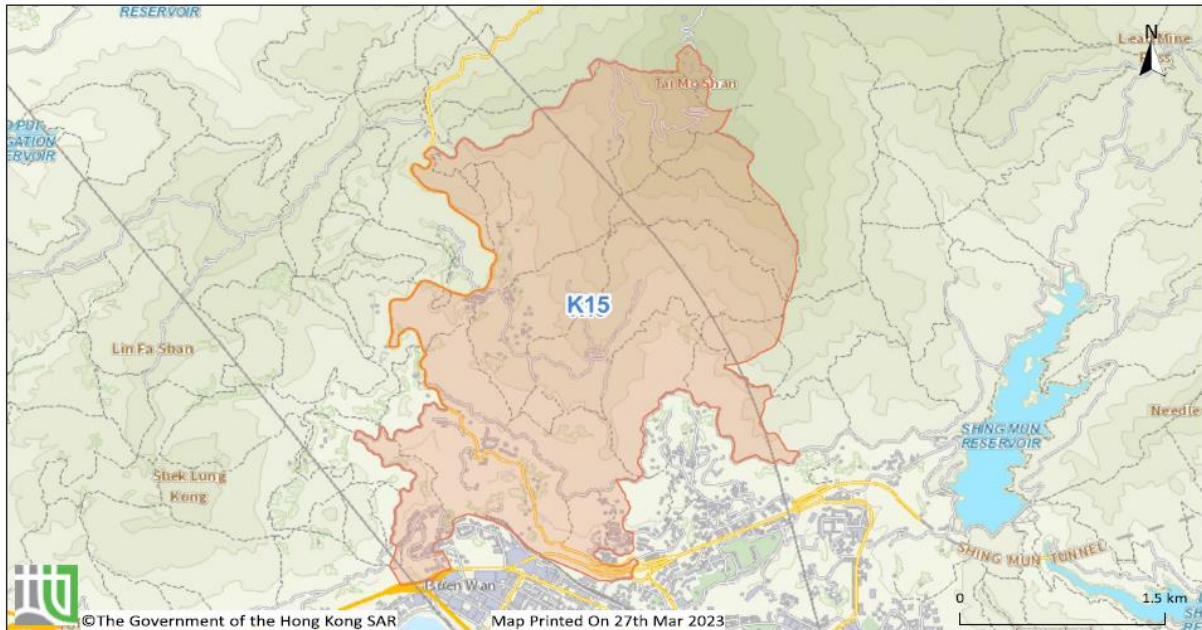# Information on Sub-district Care Teams

District： **Tsuen Wan**

Sub-district： **Allway** **[Sub-district boundary map attached]**

Powered by GeoInfo Map: https://www.map.gov.hk
Note: The use of this map is subject to the Terms and Conditions and the IP Rights Notice of GeoInfo Map.

Operating organisation： **Spore Care**

Partnering organisation： 潤愛同行社區服務平台 **under China Resources Property Management Limited**

Communication Channels of the Care Team：

Telephone：	9061 6050
Whatsapp：	9061 6050

List of Care Team members：

Captain：	Ms LAM Yuen-pun
Vice-captain：	Mr ZHU Yiwen
Members：	Mr TSO Tat-ming
	Mr CHOI Ching-fai
	Ms WONG Yuk-ling
	Mr LEE Yee-shing
	Mr CHENG Yik-man
	Mr CHEN Yiu-nam

	Ms WONG Siu-ling
	Mr CHEUNG Yat-chuen
	Ms LO Yuk-kuen
	Mr LAM Kwok-on

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 15% 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 450 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 830 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.
(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) Online health talks or classes/health checks cum health talks/health checks	Organise the activities 22 times.
(b) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity.	Organise the activities 4 times.
(c) Organising festive activities 1. Organise activities in celebration of the National Day/Hong Kong's return to the motherland. 2. Organise care activities during traditional Chinese festivals, e.g. giving away Chinese New Year cakes and sending rice dumplings and mooncakes to the elderly. 3. Movie appreciation sessions in celebration of Hong Kong's return to the motherland	Organise the activities 10 times.
(d) Building management seminars/talks	Organise the activities 2 times.

Service requirement	Key Performance Indicator (KPI)
(e) Raise residents' and pedestrians' awareness of improving the environment in the community.	Organise the activities 2 times.