

Information on Sub-district Care Teams

District : Tsuen Wan

Sub-district : Lei Muk Shue West [Sub-district boundary map attached]



K18 – Lei Muk Shue West



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Operating organisation : Tsuen Wan Kwai Ching District Women's Association

Partnering organisation(s) : Chinachem Group

Federation of Public Housing Estates – Tsuen Wan Office

Communication Channels of the Care Team :

Telephone :	6060 8586
Email :	twlmswcareteam@gmail.com
Whatsapp:	6060 8586
Facebook:	荃灣區梨木樹西關愛隊

List of Care Team members :

Captain :	Ms Chan Shun-shun
Vice-captain :	Mr Chui Pak-hung
Members :	Mr Fung Cheuk-sum Mr Siu Chi-sun Ms Kwok Sau-wah Ms Cheung Tai-fong

	<p>Mr Cheung Yuen-sun Ms Chan Yau-ling Ms Cheung Lee Ms Li Lai-yung Mr Chan Ka-san</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 25% 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 900 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 1 000 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 200 times of services to those in need.</p>

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 8 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) Provide health information for elders and people in need in the sub-district as well as organise various activities.	Organise the health activities including: <ol style="list-style-type: none"> 1. Health service kiosk: about 80 times in two years 2. Blood glucose level checking: a total of 8 times in two years 3. Vaccination outreach day: a total of 2 times in two years 4. Health talks: a total of 12 times in two years 5. Free haircut services: 6 times

Service requirement	Key Performance Indicator (KPI)
(b) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity.	1. The Basic Law/National Security Promotion Day: 2 times 2. Visits to promote education on the rule of law and sense of national identity: 4 times
(c) Organise festive activities.	Organise the activities including: <ol style="list-style-type: none"> 1. Festive activities <ol style="list-style-type: none"> a) Mother's Day events: 2 times b) Dragon Boat Festival events: 2 times c) Mid-autumn Festival events: 2 times d) Lei Muk Shue fun day celebrating Hong Kong's return to the motherland: 2 times e) Activities in celebration of the National Day: 2 times f) Lunar New Year fai chun writing: 2 times 2) Activities to enhance sense of national identity and understanding of national culture <ol style="list-style-type: none"> a. Chinese costume experience day: 1 time
(d) Organising neighbourhood social activities Organise social activities for residents of the sub-district, e.g. local tours and recreational activities, to foster a greater sense of neighbourhood.	Organise the activities including: <ul style="list-style-type: none"> Local tours: 4 times Classes: <ol style="list-style-type: none"> a. Talent class b. Singing class c. IT class (the use of smartphone) d. DIY workshop e. Volunteer training programme f. Young pilot training class g. Recital and speech training class h. Sports class

Service requirement	Key Performance Indicator (KPI)
(e) Promotional activities on matters of concern to residents/residents' meetings	1. Housing/public rental housing talks: 6 times 2. Government policies sharing sessions: 4 times
(f) Support services for groups with specific or special needs, and designated activities	Organise the activities including: 1. Passport photos taking services: 4 times 2. Bookcrossing activities: 4 times
(g) Support for life planning of young people	Organise the activities supporting the future of young people including: 1. Activities on further studies and career paths 2. Activities on life planning