

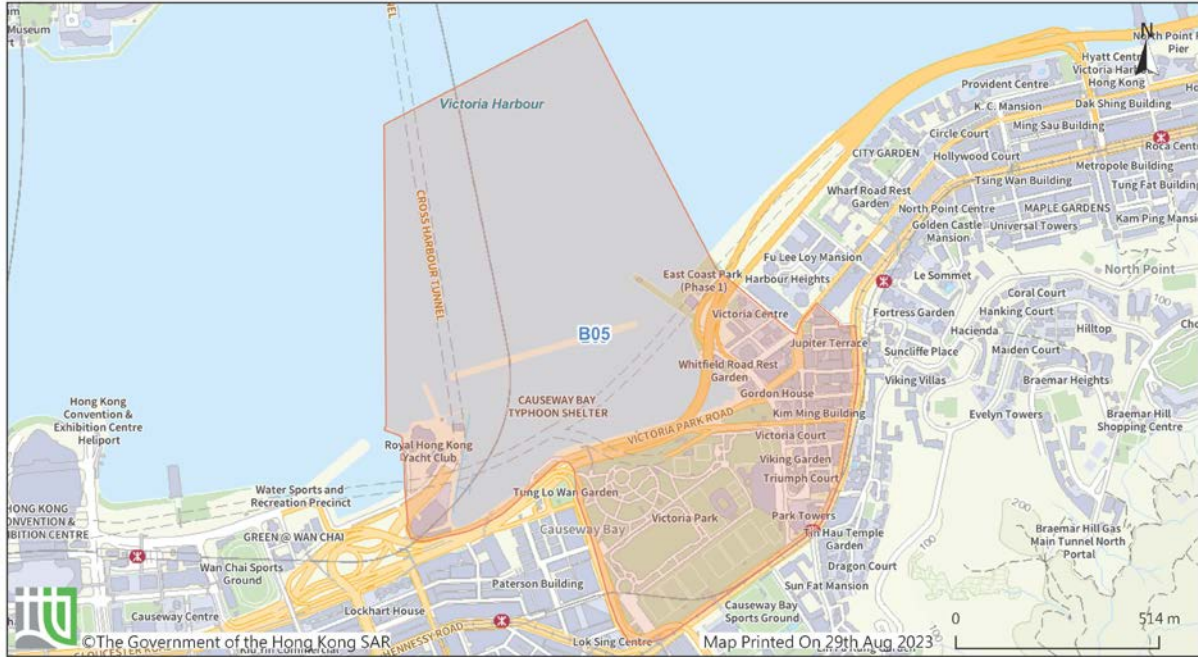
Information on Sub-district Care Teams

District: Wan Chai

Sub-district: Victoria Park [Sub-district boundary map attached]



B05 Victoria Park



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Operating organization: Bauhinia Association Limited

Partnering organization(s): /

Communication Channels of the Care Team:

| | |
|------------|----------------------------|
| Telephone: | 2535 6103 |
| Email: | victoriacareteam@gmail.com |
| Whatsapp: | 8482 3399 |
| WeChat: | 灣仔區維園關愛隊 |
| Facebook: | 灣仔區維園關愛隊 |
| Instagram: | victoriacareteam |

List of Care Team members:

| | |
|---------------|---|
| Captain: | Dr Chow Kit Bing Jennifer |
| Vice-Captain: | Mr Tsoi Ching Cheung |
| Members: | Mr Au Yeung Wai Yuen Mr Au Yeung Chun Cheung Mr Hui Tsun Wah Mr Wong Keung Yiu Peter Mr Wong Kwai Lam Ms Chan Kam To Donna Ms Chan Shuk Ying Mr Tsui Pui Hung Ms Cheung Choi Sheung Mr Sai Chun Yu |

Summary of Services for the Sub-district:**A. Mandatory Services****1. Community Care**

| Service requirement | Key Performance Indicator (KPI) |
|--|--|
| (a) To 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) To 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 not less than 90% of the residents of the sub-district within three months after the funding agreement takes effect. |
| (c) To 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 |

| Service requirement | Key Performance Indicator (KPI) |
|---|--|
| | agreement takes effect, the established liaison network shall cover not less than 20% of the households of the sub-district. |
| (d) To 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 300 elderly households. |
| (e) To visit/contact other households in need in the sub-district, establish contacts, and provide basic services for the residents, 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, to provide home or other support services to those in need (such as simple home repairs/cleaning, health talks, “Share and Care” activities like donation of used | Provide services for those in need at least 110 times. |

| Service requirement | Key Performance Indicator (KPI) |
|---|---|
| clothes for recycling, recruiting and training residents to be volunteers to serve other people in need, etc.). | |
| (g) To visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building. | Visit every year at least 2 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company, and compile information about the management, safety and sanitary conditions of the buildings. |

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 10 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. |

| Service requirement | Key Performance Indicator (KPI) |
|---|---|
| (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) To visit and record the singleton elderly, especially the hidden elderly, in the sub-district, introduce information on elderly services in the sub-district and the channels to obtain such services, as well as referring the elderly in need to relevant departments or organisations for follow-up actions; and to organise diversified activities as a medium of communication to publicise the Government's policies and to encourage the elderly to integrate into the community, e.g. to set up household cleansing and repairing teams, pet volunteers' teams, and haircut and hair styling teams to provide door-to-door services for the elderly in the sub-district. | To set up a Care Visiting Team to regularly visit 500 households of singleton/needly elderly each year to understand their needs, publicise the services of the Care Teams and present them with fortune bags. |
| (b) To organise activities to promote health education and provide health information to the residents, elderly and school children in the sub-district, e.g. organising health days for the elderly or school children, free health assessments for the elderly, provision of information on physical fitness, and health talks, etc. | Such activities will be organised six times with an average of not less than 100 participants per activity. |

| Service requirement | Key Performance Indicator (KPI) |
|---|---|
| (c) To organise activities for promotion of education on rule of law and raise the sense of national identity, e.g. organising activities in the sub-district to promote the Basic Law and the National Security Law, including exhibitions, seminars and quiz games. | Such activities will be organised four times with an average of not less than 100 participants per activity. |
| (d) To organise environmental publicity and educational activities to enhance the environmental awareness of residents in the sub-district and assisting in publicising the Government's environmental policies, e.g. educational activities on MSW Charging. | Related activities will be organised twice. In addition to used clothes recycling and book sharing, a one-day parent-child eco-tour will be organised for not less than 80 participants. |
| (e) To organise seminars on building management to enhance the quality of management, with professionals and lawyers answering enquires. | Such activities will be organised twice with an average of not less than 80 participants per activity. In addition, venues will be on loan to owners' corporations to hold not less than 50 meetings in the district each year. |
| (f) To collect public views on issues specified by Wan Chai District Office (WCDO) and relay them to government departments in writing. | WCDO will be assisted in collecting public views for four times. |
| (g) To organise celebrations for the National Day and Hong Kong's Return to the Motherland to raise the residents' sense of national identity and enhance their sense of belonging to the country, e.g. organising district flag-raising ceremonies, National Day and handover carnivals in the sub-district. | Activities will be organised three times with an average of not less than 300 participants per event. |

| Service requirement | Key Performance Indicator (KPI) |
|---|--|
| (h) To organise activities such as festive celebrations and social activities to promote neighbourhood relations, as well as self-improvement activities and parent-child interest classes in the sub-district. | Activities will be organised 10 times with an average of not less than 80 participants per activity. |