

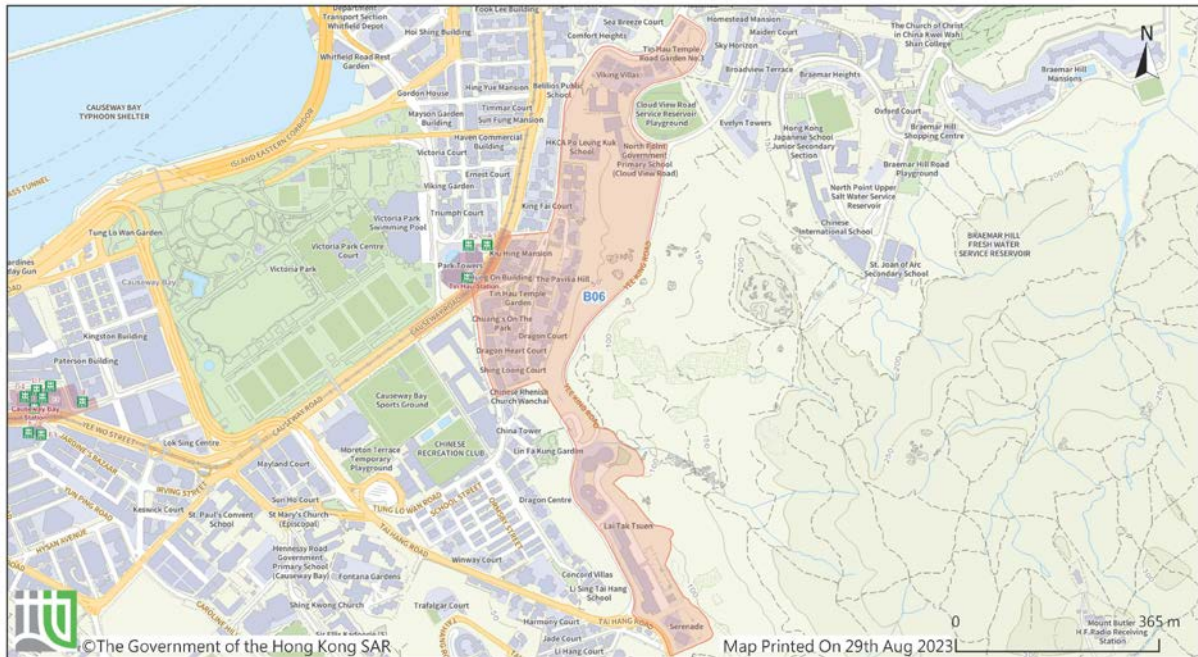
Information on Sub-district Care Teams

District: Wan Chai

Sub-district: Tin Hau [Sub-district boundary map attached]



B06 Tin Hau



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Operating organization: Centre Stage Squarer Limited

Partnering organization(s): Jinan Association Of Hongkong
Hong Kong Weihai Native Association
YuPanglin Charitable Trust
Savantas Policy Institute
Health for Community Association
New Age Youth Association
The World Hakka Business Association
Tin Hau Residents Association
Hong Kong Christian Mutual Improvement Society
Chuang Chung Wen Centre For The Elderly
The Hong Kong Wan Chai District Association Limited
Youth Converge Ltd
Community CareAge Foundation
St Jame's Settlement

Hong Kong Christian Mutual Improvement Society Inc.
CareAge Nurse Station

Communication Channels of the Care Team:

Telephone:	2566 0060
Email:	tinhaucareteam@gmail.com
Whatsapp:	6353 7901
Facebook:	天后關愛隊 Tin Hau Care Team

List of Care Team members:

Captain:	Mr Pang Chi Ping
Vice-Captain:	Dr Li Kwan Yuen
Members:	Mr Cheung Keung Mr Lin Dongming Mr Ma Chi Wing Mr Lam Yat Chin Mr Leung Po Hong Mr Cheung Woon Keung Mrs Lee Yok Moy Mr Tse Kwok Choi Alan Miss Chong Ping Ping

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 one to 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

Service requirement	Key Performance Indicator (KPI)
	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 in delivering 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.
(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 500 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 600 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 services for those in need at least 200 times.
(g) 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 two "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.
(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 organise national education promotion activities, such as activities to promote the Constitution, the Basic Law, the National Security Law and sense of national identity, as well as making every effort to encourage young people to take part in these activities.	Relevant activities will be organised six times with an average of not less than 30 participants per activity. The content of the activity includes the following parts: <ol style="list-style-type: none">1. Mobile promotion station (organised once a year)2. Seminar (organised once a year)3. Quiz game (organised once a year)

Service requirement	Key Performance Indicator (KPI)
(b)To assist in the promotion and publicity of government policies (e.g. briefings on building maintenance subsidies, lift safety, raising public awareness of crime prevention, fire prevention, environmental hygiene, epidemic prevention and control, as well as promotion of vaccination, etc.).	<p>Activities will be organised twice in collaboration with relevant departments as directed by the Government. The content of the activity includes the following parts:</p> <ol style="list-style-type: none"> 1. Distributing anti-crime publicity leaflets at mobile kiosks 2. Assisting members of the public in making appointments for vaccination 3. Visits fire stations/ambulance depots 4. Seminars on application for building maintenance subsidies
(c)To reflect local views to the Government.	To collect the views of local residents on various policies promulgated by the Government and to reflect their views to government departments. To collect the views of not less than 20 residents twice a year.
(d)To organise festive events such as Spring Festival, Dragon Boat Festival, celebrations for Hong Kong's Return to the Motherland, National Day celebrations and Mid-Autumn Festival so as to enhance residents' understanding of Chinese culture and history, and strengthen their sense of national identity and sense of belonging to the country.	<p>Such activities will be organised four times with 30 participants for each activity. People of different backgrounds and age groups are encouraged to participate in those activities.</p> <p>Great importance has always been attached to maintaining a harmonious relationship with the community. It is hoped that through actions and activities, mutual communication can be enhanced, thereby creating a sense of belonging. Therefore, various festive activities will be organised in the sub-district with distribution of souvenirs. These activities will be publicised through leaflets, posters and banners so that information can be accessed</p>

Service requirement	Key Performance Indicator (KPI)
	and shared by more residents.
<p>(e)To organise activities on different themes so as to strengthen ties in the community and promote civic awareness, including:</p> <ul style="list-style-type: none"> - Youth activities - Green activities - Festive or cultural activities - Health activities - Sports activities - Inclusive activities - Informative talks (e.g. talks on testament, water seepage, combating bid-rigging and further studies, etc.) 	<p>Related activities will be organised 10 times.</p> <p>To organise activities on different themes so as to strengthen ties in the community and promote civic awareness.</p> <ol style="list-style-type: none"> 1. To organise youth activity once: a number of 30 youngsters from Hong Kong will go for a two-day and one-night cultural exchange with local young people in the Mainland. 2. To organise green activity once: 30 participants will take part in a beach clean-up exercise to enhance their awareness of environmental protection. 3. To organise health activity once: free test of blood glucose level and blood pressure for residents on a regular basis. 4. To organise festive activities twice: distribution of flowers and gifts on Mother's Day and Father's Day. 5. To organise inclusive activity once: organising tea gathering for residents on a regular basis so as to enhance the communication among the residents in the district. 6. To organise health and informative talks for three times. 7. To organise sports activity once: encouraging the citizens to do more exercises so as to strengthen their family bonds.

Service requirement	Key Performance Indicator (KPI)
(f) Training of volunteers.	Provide training for 50 volunteers twice a year. Actively encourage young people to become volunteers.
(g) Production of special uniforms and printing of identity cards for Care Team members to prevent counterfeit acts.	Printing of identity cards will be completed within one week and production of uniforms will be completed within six weeks after the funding agreement takes effect.