

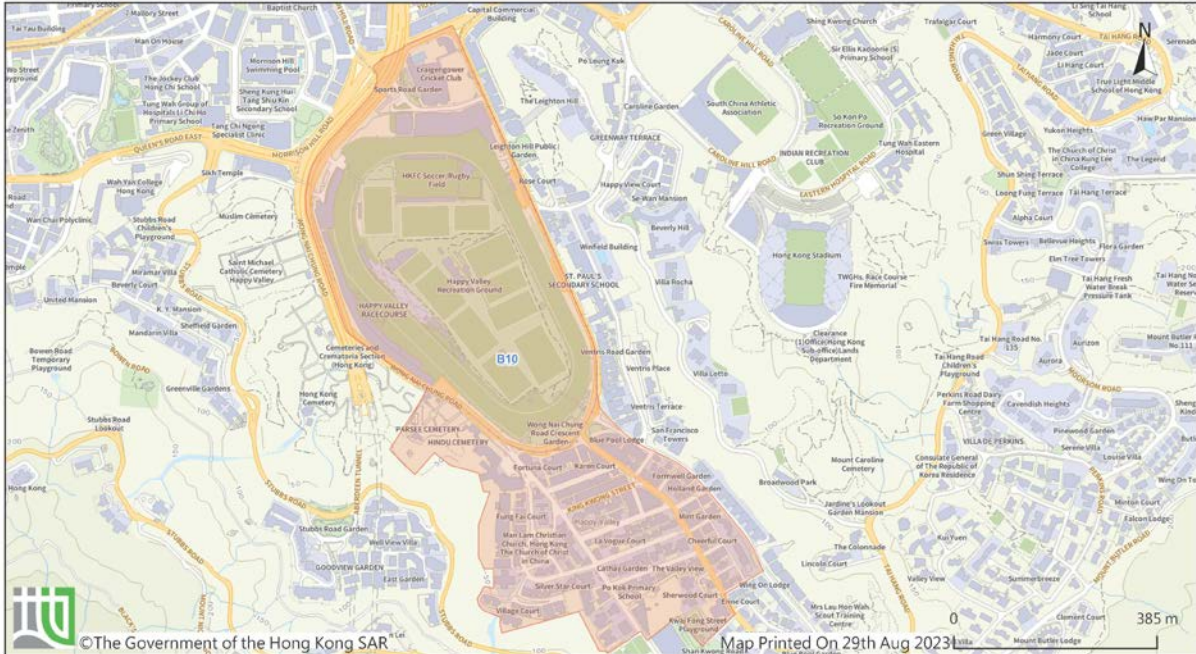
## Information on Sub-district Care Teams

**District:** Wan Chai

**Sub-district:** Happy Valley [Sub-district boundary map attached]



B10 Happy Valley



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**Operating organization:** New Century Society Limited

**Partnering organization(s):** Hong Kong Wan Chai District Association Limited  
Hong Kong Sage United Limited  
Happy Valley Community Association  
Happy Valley Residents Association  
Hong Kong Institute of Real Estate and Land Management  
Po Kok Primary School  
Precious Blood Primary School  
Society for Broadwood Community  
Hong Kong Causeway Bay Industry and Commerce Association Limited  
Hong Kong Wenchang Community Organisations Limited  
The Hong Kong Wuyi Association Company Limited

**Communication Channels of the Care Team:**

Telephone:	2892 1892
Email:	hvcomcareteam@gmail.com
Whatsapp:	8493 1513 / 8493 1803
Facebook:	灣仔區跑馬地關愛隊 Happy Valley Care Team

**List of Care Team members:**

Captain:	Ms Tsui Siu Yee April
Vice-Captain:	Dr Hsin Pang Gigi Che-Kwan
Members:	Mr Wang Meng Mr Yang Dong John Mr Chiu Wing Wai Mr Ng Chak Sum Sam Mr Wong King Put Mr Yuen Man To Mr Wong Kwok Kuen Simon Mr Tang Wai Keung Andrew Mr Yau Brian Mr Chu Siu Kei

**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 not less than 90% of the residents of the sub-district within three months after the funding agreement takes effect.

Service requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>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 in the sub-district.</p>
<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 150 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 200 households in need.</p>

Service requirement	Key Performance Indicator (KPI)
<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 used clothes for donation, recruiting and training residents to be volunteers to serve other people in need, etc.).</p>	<p>Provide services for those in need at least 50 times.</p>
<p>(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.</p>	<p>Visit every year at least three "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.</p>

## 2. Assistance in Emergencies

Service requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>Provide services up to 10 times as required by the Government.</p>
<p>(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</p>	<p>Provide services up to 4 times as required by the Government.</p>

Service requirement	Key Performance Indicator (KPI)
important information to the residents 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 at least twice with an average of not less than 100 participants per activity. The content of the activity includes: Activities will be organised as carnivals for promotion and publicity.
(b) To assist in the promotion and publicity of government policies (e.g. encouraging “three-nil” buildings to form owners’ corporations; raising public awareness of crime prevention, fire prevention, maintaining environmental hygiene, epidemic prevention and control as well as promotion of vaccination, etc.).	Activities will be organised at least four times in collaboration with relevant departments as directed by the Government. The content of the activity includes:  1. Distribution of leaflets at mobile kiosks
(c) To relay local views to the Government.	To collect public views on issues specified by the Wan Chai District Office and relay their views to government departments in writing at least twice per year. To collect the views of not less than 20 residents each time.

Service requirement	Key Performance Indicator (KPI)
<p>(d) To organise festive events such as celebrations of Hong Kong's Return to the Motherland, National Day celebrations, Spring Festival or Mid-Autumn Festival, etc. 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>	<p>Such activities will be organised at least three times with about 100 participants per activity. People of different backgrounds and age groups are encouraged to participate in those activities.</p>
<p>(e) Training of volunteers.</p>	<p>Provide training for at least 30 volunteers at least twice each year. Actively encourage young people to become volunteers.</p>