Information on Sub-district Care Teams
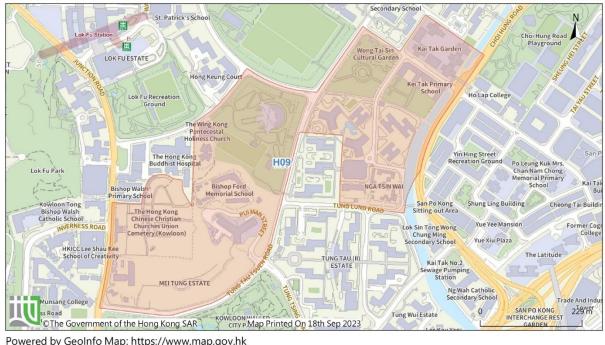
District：Wong Tai Sin

Sub-district：Tung Mei　　**[Sub-district boundary map attached]**

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Operating organisation：　　**New Home Association Limited**

Partnering organisation(s)：/

Communication Channels of the Care Team：

Telephone：	9741 0297 / 6904 4584
Whatsapp：	9741 0297 / 6904 4584

List of Care Team members：

Captain：	Ms WONG Kam-mei, Jenny
Vice-captain：	Ms CHENG Tan-ying

Members：	Ms ZHANG Shun-er
	Ms LI Shao-chun
	Mr LEE Wun-kam
	Mr WONG Kwok-yan
	Mr TSUI Hoi-wah
	Mr LAI Lap-chi
	Mr SUEN Ka-kui
	Ms CHENG Tan-fong
	Ms LIN Xiao-yan
	Ms YIP Yau-ching

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.	Visit 300 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.	Visit 400 households in need to provide information and services.
(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 110 times of simple home cleaning 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 4 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise elderly health day in Tung Mei to promote health management concepts and raise awareness of elderly health through teaching the elderly some simple emerging sports.	Hold the event twice.
(b) Organise a series of community mystery game activities for young people in the sub-district. Improve the community's understanding of policies and the law and raise civic awareness by incorporating National Security Law elements into the games.	Hold the event for 8 times.

Service requirement	Key Performance Indicator (KPI)
(c) Organise festive celebrations under the theme "Love in Tung Mei".	Hold the event twice.
(d) Organise green field trips and visit the latest environmentally friendly facilities in Hong Kong.	Hold the event for 4 times.
(e) Organise youth adventure camps titled "Positive Tung Mei" to improve the ability of grassroots children and youth to deal with adversities through participation in activities about physical and mental health and resilience.	Hold the event for 4 times.