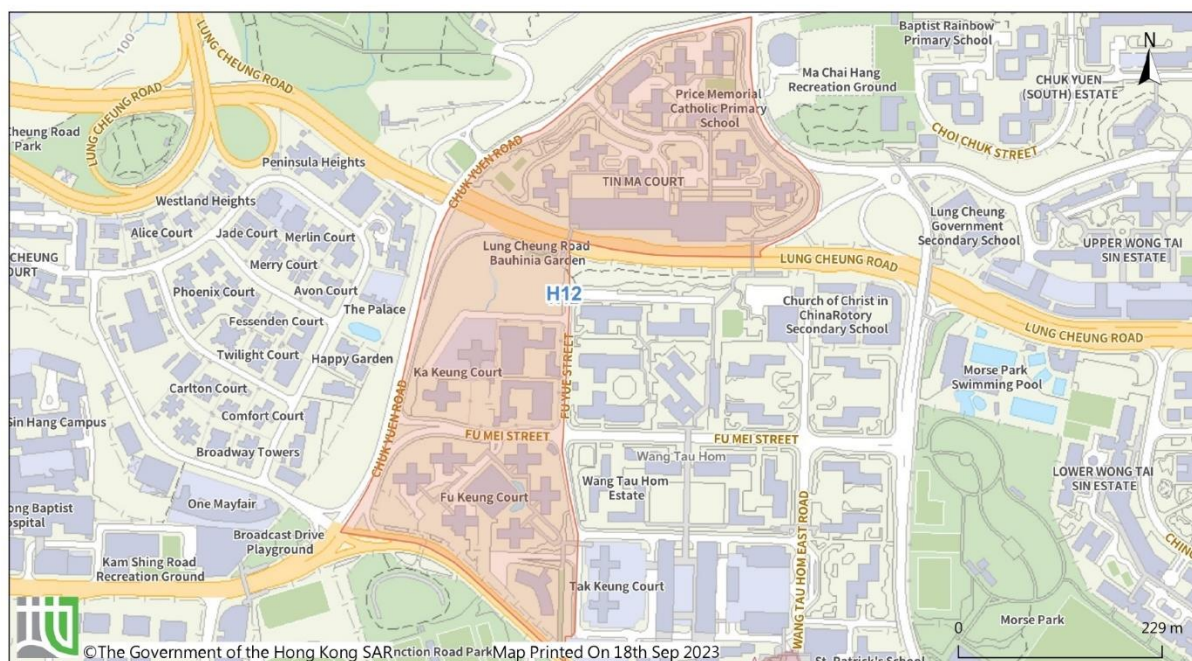# Information on Sub-district Care Teams

District：Wong Tai Sin

Sub-district：Tin Keung   **[Sub-district boundary map attached]**

Powered by GeoInfo Map: https://www.map.gov.hk

Note: The use of this map is subject to the Terms and Conditions and the IP Rights Notice of GeoInfo Map.

Operating organisation：   **Tin Keung Association**

Partnering organisation(s)：/

Communication Channels of the Care Team：

Telephone：	6364 2389
Email：	tinkeungcareteam@gmail.com
Whatsapp：	6364 2373
WeChat：	6364 2373
Facebook：	天強關愛隊

List of Care Team members：

Captain：	Ms NGAN Po-wan
Vice-captain：	Ms LUI Wing-ying

Members：	Ms LAU Yiu-hung
	Mr TSANG Cho-keung
	Ms PAK Yuen-lan
	Ms LIANG Dan-xia
	Mr LEUNG Kin-bong
	Mr LIO Kin-chung
	Mr WONG Kwok-sang
	Mr TING Ching-hoi
	Mr CHAN Cheong-yu, Stephen
	Mr AU Wing-hong

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 three 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 20% 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.	Provide information/services to 200 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.	Provide information/services to 200 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 simple home repair/electrical appliance repair/cleaning services for 60 times, recycling services for 12 times, escorting services for 24 times, 4 health talks and 2 anti-fraud talks 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 elder health day Offer simple health checks, health checks done by professionals and free vaccination for the elderly.	1. Provide simple health checks 4 times a month. 2. Provide health checks done by professionals twice. 3. Provide free vaccination for the elderly twice.
(b) Community civic education day Organise activities that promote the Basic Law, the National Security Law, rule of law education and sense of national identity.	Hold the event twice.

Service requirement	Key Performance Indicator (KPI)
(c) Hold community care events.	1. Distribute gift packs at the Mid-Autumn Festival twice. 2. Provide free haircut service for the elderly for 8 times. 3. Provide passport photo taking service for 4 times. 4. Hold 8 classes on using smartphones for the elderly. 5. Hold 4 training sessions for Care Team volunteers.
(d) Organise community festive event. Hold a carnival with singing and dancing performances and lucky draws in celebration of the National Day.	Hold the event twice.