

## Information on Sub-district Care Teams

District : Wong Tai Sin

Sub-district : Tsz Wan West [Sub-district boundary map attached]



### H16 - Tsz Wan West



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**Operating organisation :** Tsz Lok Community Residents' Association

**Partnering organisation(s) :** /

#### Communication Channels of the Care Team :

Telephone :	6846 4714
Whatsapp :	6846 4714

#### List of Care Team members :

Captain :	Ms YU Ching-tong, Eva
Vice-captain :	Ms SO Heung-lan

Members :	<p>Mr YUEN Kwok-keung</p> <p>Ms TANG Sau-ling</p> <p>Mr SUEN Wing-tak</p> <p>Mr CHEUNG Long-ho</p> <p>Ms SUN Siu-man</p> <p>Miss POON Yuk-ping</p> <p>Miss TSE Tsz-pui</p> <p>Mr LI Qing-chun</p> <p>Miss NG Charlie</p>
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### 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 15% of the households of the sub-district.

Service requirement	Key Performance Indicator (KPI)
<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 500 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 600 households in need.</p>
<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 old clothes for donation, recruiting and training residents to be volunteers to serve other people in need, etc.).</p>	<p>Provide 170 times of services to those in need.</p>

## 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 8 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) Hold large-scale health-related events such as health talks and health checks in the sub-district.	Hold the events for 4 times.
(b) (1) Host online quiz games on the rule of law and national education along with patriotic film screenings cum quiz prize presentation ceremonies. Invite schools within and near the district, students and residents to the events to foster their construction of national	<ol style="list-style-type: none"> <li>1. Hold activities for promotion of the rule of law and national education twice.</li> <li>2. Organise patriotic “red” one-day tours for 4 times.</li> </ol>

Service requirement	Key Performance Indicator (KPI)
<p>identity.</p> <p>(2) Host “red” one-day tours aimed at arousing patriotic sentiments to “red” tourist sites such as the Hong Kong Palace Museum to acquaint residents in the sub-district to national history and heighten their sense of belonging to the nation.</p>	
<p>(c) Hold large-scale celebration events for Hong Kong’s return to the Motherland and National Day</p>	<ol style="list-style-type: none"> <li>1. Organise a carnival and a colouring competition for National Day and Mid-Autumn Festival once and hold a National Day community fun day once.</li> <li>2. Hold a colouring competition twice in celebration of Hong Kong’s return to the Motherland.</li> <li>3. Hold a tea gathering twice in celebration of Hong Kong’s return to the Motherland.</li> </ol>
<p>(d) Organise leisure and cultural activities for children and teenagers in the sub-district and nearby areas.</p>	<p>Organise a total of 12 activities in two years.</p>