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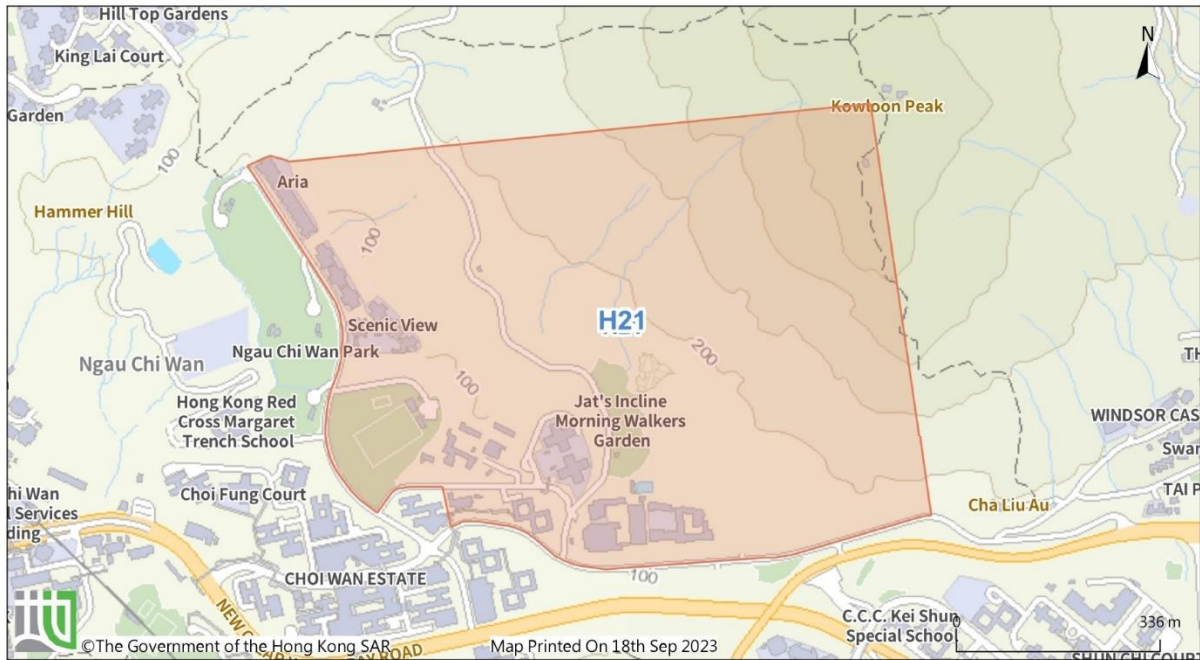
District：Wong Tai Sin

Sub-district：Choi Wan East   [Sub-district boundary map attached]

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Operating organisation：   Choi Wan Infancy Place

Partnering organisation(s)： /

Communication Channels of the Care Team：

Telephone：	5490 0659
Whatsapp：	5490 0659

List of Care Team members：

Captain：	Mr LUI Tsz-chung
Vice-captain：	Ms LAM Ngar-kam

Members：	Mr LEUNG Tang-fung
	Mr NG Kwok-hung, Paul
	Mr CHAN Yuen-chit, Victor
	Mr LEUNG Kwan-ching
	Ms HO Man-sheung
	Miss LAM Yan-tung
	Mr CHAN Lap-yee
	Mr TSANG Kam-cheung
	Ms CHU Wai-ying
	Mr LIU Chor-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 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)
(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 100 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 at least 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 at least 50 times of simple home repair and 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) Large-scale cultural and entertainment events on festive occasions Organise carnivals, parent-child fun days and so on to share joy with the public and build a harmonious community.	Hold cultural and entertainment events on festive occasions for 4 times.
(b) National education promotion activities.	Hold the event "Know More About National Education" once per year.
(c) Foster family harmony and offer support to parents and students.	Hold an "Outstanding Student Recognition Ceremony" once per year to encourage parents and students in the district in the cultivation of a positive learning attitude.

Service requirement	Key Performance Indicator (KPI)
(d) Celebration events for Hong Kong's return to the Motherland and National Day	Hold the events twice per year.
(e) "Love Carries On" parent-child film appreciation	Hold the parent-child film appreciation event twice.