

## Information on Sub-district Care Teams

District : Wong Tai Sin

Sub-district : Chi Choi [Sub-district boundary map attached]



### H24 - Chi Choi



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**Operating organisation :** Ngau Chi Wan Friends' Association

**Partnering organisation(s) :** Hong Kong Federation of Trade Unions Workers' Medical Clinics

Hong Kong Construction Industry Employees General Union

Hong Kong Federation of Employees Unions in Public Utilities

Hong Kong Youth Power Association

Hong Kong Ladies Dynamic Association Limited

The Hong Kong Federation of Trade Unions Occupational Retraining Centre Limited

The Hong Kong Federation of Trade Unions Hong Ling Society

FTU Community Caring Unit

Lok Kwan Social Service

New Home Association Limited

**Communication Channels of the Care Team :**

Telephone :	6156 2249
Whatsapp :	6156 2249

**List of Care Team members :**

Captain :	Ms LAM Man-wa
Vice-captain :	Mr CHU Sau-kwan
Members :	Ms HOU Hui-mei Ms YAM Ching Mr KUNG Garry Ms CHAN Sze-wan Mr SO Ka-lok Mr PANG Sum-kin Ms FUNG Sze-mei Mr NG Wai-keung Mr WONG Chun-man

**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.

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 to deliver 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 20% of the households of 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 1000 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</p>	<p>Provide information/services to 1000 households in need.</p>

Service requirement	Key Performance Indicator (KPI)
professional 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 repair 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) Talks on elderly health  Invite healthcare professionals/scholars/social workers to offer information on elderly health and	Hold the event for 4 times.

Service requirement	Key Performance Indicator (KPI)
illnesses and simple health check service.	
<p>(b) Civic education in the community</p> <p>Organise promotional activities such as visits to the Legislation Council, police stations, the Patriotic Education Centre, the Museum of Coastal Defence, memorial sites of the War of Resistance and so on to enhance the community's awareness of the Basic Law and the National Security Law and to heighten the sense of national identity through education on the rule of law.</p>	Hold the events for at least 6 times.
<p>(c) Festive activities in the district</p> <p>Recruit volunteers in the district for collaborations with other care teams in the district and the care teams of other districts on the organisation of caring activities.</p>	Hold the activities for at least 15 times.
<p>(d) Courses on digital life</p> <p>Offer courses on information technology inseparable from life for various age groups to make the residents' lives more convenient.</p>	Organise the activity for 5 times.
<p>(e) Community information and service kiosks</p> <p>Set up street booths at suitable locations in the sub-district to publicise government policies and community news. Assist with applications for Old</p>	Hold the event for 50 times.

Service requirement	Key Performance Indicator (KPI)
<p>Age Living Allowance, JoyYou Cards, voter registration and so on. Offer regular simple health check and publicity service involving the measurement of blood pressure and weight for those in need.</p>	
<p>(f) Integration programme</p> <p>Collaborate with schools in the district to offer adaptation courses and activities to new arrivals from the Mainland or ethnic minorities.</p>	<p>Organise the activities for 6 times.</p>