

Information on Sub-district Care Teams

District : Yuen Long

Sub-district : Fu Yan [Sub-district boundary map attached]



M30 Fu Yan



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Operating organisation :

Fu En Ju Min Association

Partnering organisation(s) :

Hong Kong Federation of Hainan Community Organisations Limited

FTU Community Caring Unit

The Hong Kong Federation of Trade Unions Hong Ling Society

FTU Employment Development Service Limited

Hong Kong Federation of Trade Unions Workers' Medical Clinics

Hong Kong Youth Power Association

Hong Kong Ladies Dynamic Association Limited

Hong Kong Construction Industry Employees General Union

Hong Kong Federation of Employees Unions in Public Utilities

Lok Kwan Social Service

New Home Association

Communication Channels of the Care Team :

Telephone no.:	6094 9621
Email:	fuen.jma@gmail.com
Whatsapp:	6094 9621
Facebook:	元朗區富恩關愛隊

List of Care Team members :

Captain :	Ms Lau Kwai Yung
Vice-captain :	Mrs Wong Chun Kiu
Members :	Mr Chan Kin Man Ms Wong Siu Hong Mr Ng Yung Fai Ms Wong Siu Mei, Simee Mr Cheng Wai Choi Ms Ting Kwai Fan Ms Ng Ka Yee Miss Yu Wai Nog Mrs Leung Oi Luen Mr Cheung Ka Kon

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 and 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 95% 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	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

Service Requirement	Key Performance Indicator (KPI)
information to the residents so as to strengthen ties with the residents.	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.
(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 550 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 660 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	<ol style="list-style-type: none"> 1. Provide 90 times of simple home repairs/home cleaning/facilities enhancement services to elders or households in need in the sub-district; and 2. Provide 20 times of facility enhancement services to students in the sub-district.

Service Requirement	Key Performance Indicator (KPI)
training residents to be volunteers to serve other people in need, etc.).	

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 for 10 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 for 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 for 4 times as required by the Government.

B. Add-on Services

Service Requirement	Key Performance Indicator (KPI)
(a) Raise residents' awareness of improving the environment in the community, including: <ol style="list-style-type: none"> 1. launching anti-mosquito campaigns; 2. collecting views from residents in the sub-district and relaying them to 	36 times with a total number of 400 participants

Service Requirement	Key Performance Indicator (KPI)
<p>government departments for follow-up; and</p> <p>3. mobilising volunteers to inspect the environmental hygiene conditions in the sub-district.</p>	
<p>(b) Support youth learning and growth, including:</p> <ol style="list-style-type: none"> 1. organising film appreciation sessions in celebration of the HKSAR Establishment Day; 2. organising film appreciation sessions in celebration of the National Day; 3. organising thematic information sessions for youth; 4. subsidising students to purchase musical instruments; and 5. subsidising students to purchase supplementary exercises. 	<p>Organise 6 activities with a total number of 700 participants; Subsidise a total of 70 students</p>
<p>(c) Provide health information to elders, including:</p> <ol style="list-style-type: none"> 1. providing elderly health care services; 2. organising health/thematic information sessions for elders; 3. organising smartphone training classes for elders; and 4. Provide hair-cutting services to elders. 	<p>88 times with a total number of 2 100 participants</p>
<p>(d) Promote the Basic Law and the National Security Law</p>	<p>Organise talks for 3 times with a total number of 1 100 participants</p> <p>Organise one-day tour for 1 time with a total number of 120 participants</p>
<p>(e) Provide vaccination services</p>	<p>2 times with a total number of 200 households in need served</p>
<p>(f) Provide free passport photo-taking services</p>	<p>2 times serving a total of 500 people</p>
<p>(g) Organise free colour painting classes for</p>	<p>8 times with a total number of 32 participants</p>

Service Requirement	Key Performance Indicator (KPI)
women	