Information on Sub-district Care Teams
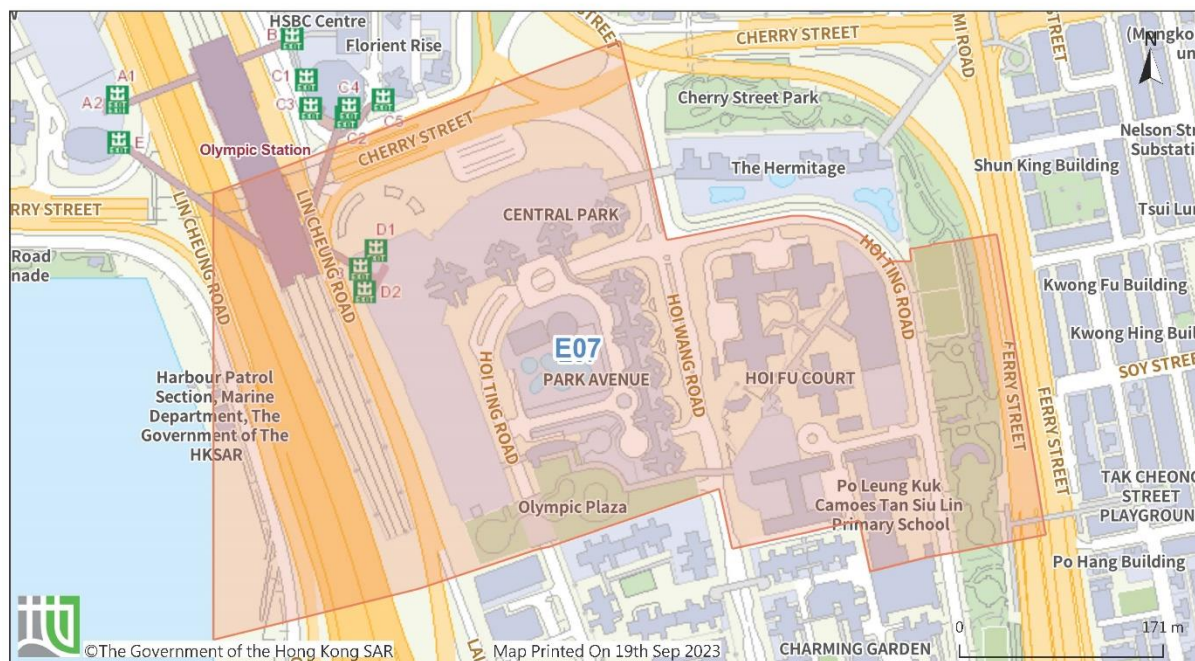
District：Yau Tsim Mong

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

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Operating organisation：   Hoi Fu Court Friends of Harmony Neighbourhood

Partnering organisations：   Hong Kong Federation of HuiChow Associations Ltd.

EMF Social Services Centre Limited

Communication Channels of the Care Team：

Telephone：	6735 0647
Email：	fupakdct@gmail.com
Whatsapp：	6735 0647
WeChat：	ytmfupak07
Facebook：	油尖旺區富柏關愛隊

List of Care Team members：

Captain：	Mr CHEUNG Man-tik
Vice-captain：	Mr LUO Wei-cong

Members：	Mr KU Pang-fai
	Mr LEE Siu-hok, William
	Mr LAM Wing-fat
	Ms POON Yuet-wah
	Mr LAM Chung-yin
	Mr CHU Ki-sum
	Mr LAM Yik-lung
	Ms CHAU Hung
	Mr CHAN Tat-sing
	Mr SO Chun-him

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 two 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 at least 400 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 350 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 200 times of simple home repairs and cleaning services to those in need.

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 9 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) Co-organise large-scale policy-related publicity and educational activities relating to the promotion of the National Security Law, the Basic Law or the sense of national identity, as well as large-scale district festive events, with other Community Care Teams in the district.	1. Large-scale district celebrations for the National Day: 2 times 2. Large-scale district celebrations for the HKSAR Establishment Day: 2 times 3. Large-scale district publicity and educational activities on National Security Education Day: 2 times
(b) Co-organise activities with other Community Care Teams in the district to promote community inclusion – "Mentorship Programme for Ethnic Minorities in Yau Tsim Mong".	2 phases

Service requirement	Key Performance Indicator (KPI)
(c) Continuous learning courses in the sub-district	15 courses
(d) Information Day on Government Policies by Community Care Team	2 times
(e) Health Check Day by Community Care Team	8 times