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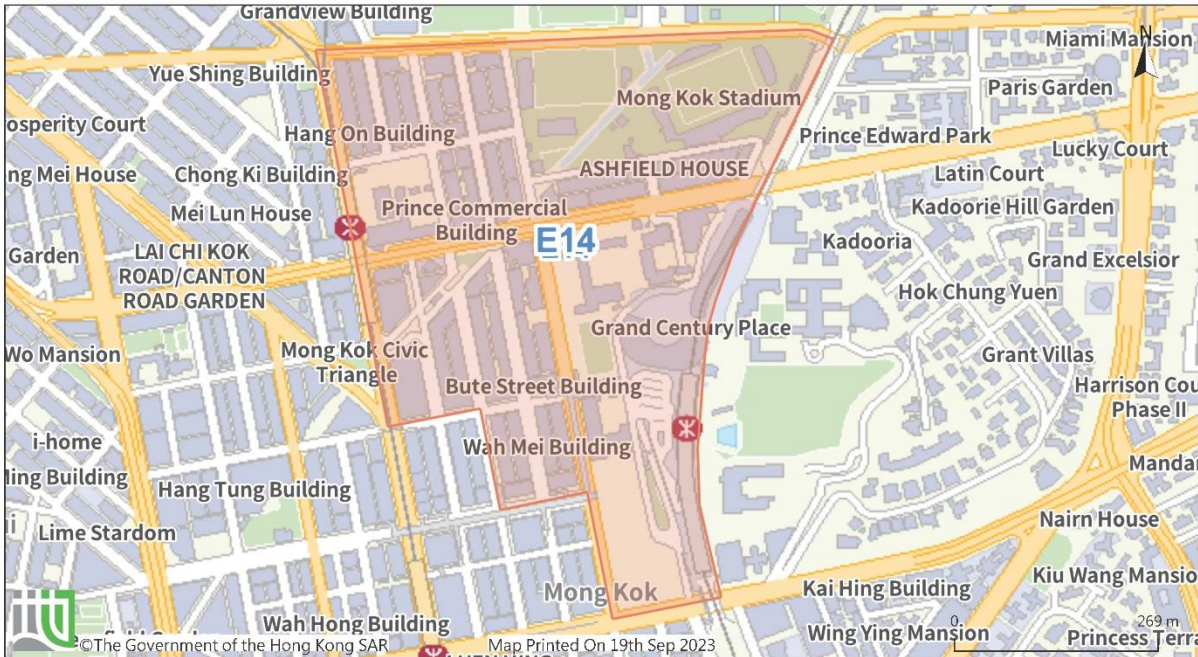
District：Yau Tsim Mong

Sub-district： Mong Kok East   [Sub-district boundary map attached]

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Operating organisation：   Mong Kok District Residence Association

Partnering organisation：   Yau Tsim Mong Federation of Association

Communication Channels of the Care Team：

Telephone：	5185 1355
Email：	mongkokeastdct@gmail.com
Whatsapp：	5185 1355
Facebook：	旺角東關愛隊

List of Care Team members：

Captain：	Mr WONG Tsz-shing
Vice-captain：	Mr POON Wai-hung
Members：	Mr WONG Chun-tat

Members：	Miss CHAN Pik-man
	Miss TSANG Yuan-yuan
	Ms TSUI Oi-ping
	Ms LEUNG Suk-mei
	Mr CHAN Wun-fat
	Ms XIE Wenmei
	Ms YE Xiu-jie
	Ms LI Yuan-yuan

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 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 no less than 15% of the residents 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 500 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 110 times of home or other support services to households in need.

Service requirement	Key Performance Indicator (KPI)
(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building.	Visit 6 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company every year, and compile information about the management, safety and sanitary conditions of the buildings.

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.

Service Requirement	Key Performance Indicator (KPI)
(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) National education seminar and exhibition on national condition	4 times
(b) Provision of simple health check-up services and health talks for the elderly	Check-ups: 192 times Talks: 4 times
(c) Provide support to building management and promotion of fire safety, quality building maintenance and cleanliness in the district (visits to residential buildings in the district, display of posters, distribution of leaflets, questionnaire campaign)	100 times
(d) Promote community care and integration (hand-made cards and distribution of festive gifts)	6 times

Service requirement	Key Performance Indicator (KPI)
(e) Organise local celebrations (1-day tour)	4 times
(f) Community Care Service Promotion Day	4 times
(g) Co-organise large-scale policy publicity and educational activities or major district celebrations related to the promotion of the National Security Law or the Basic Law or sense of national identity 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
(h) 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