

## District Services and Community Care Teams Code of Conduct

### I. Introduction

District Services and Community Care Teams (Care Teams) are engaged by the Government to support its district work and strengthen district networks. Care Teams organise caring activities (such as visiting the needy), assist in handling incidents and emergencies, help the Government disseminate information to the public and convey the views of the public to the Government.

2. This Code of Conduct aims to facilitate the public's understanding of the duties and authority of Care Teams and the guidelines they need to observe when performing duties, so as to protect service users and enable Care Teams to perform their duties more effectively.

### II. Code of Conduct for Care Teams

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<b>Attitude and Conduct</b>	
1. Care Teams uphold a high standard of honesty, integrity and probity.	i. Care Teams will not take any cash or non-cash reward from service users.
2. Where Care Teams consider that service users require assistance from relevant departments or professional organisations for follow-up, case referrals will only be made with the service users' consent.	ii. Care Teams will not comment arbitrarily or make personal decisions on behalf of service users when they need professional advice (such as that relating to social welfare or health assessment).
3. Care Teams will turn down unreasonable requests or requests falling outside their scope of services from service users politely.	iii. Care Teams will not solicit/ provide/accept any monetary or private interests (including loans, purchases on credit and soliciting patronage for personal or other persons' business, etc.) in the name of Care Team.
4. If households do not wish to be visited, Care Teams will try to leave their contact information for future communication and then leave politely.	iv. Care Teams will not enter into any financial relationships with service users (including making purchases or investments on behalf of service users).
	v. Care Teams will not take any photos or videos without service users' consent.

<b>The Use of Data and the Principle of Confidentiality for Care Teams</b>	
<p>5. Care Teams will collect and process personal data according to the provisions of the Personal Data (Privacy) Ordinance (Cap. 486).</p>	<p>vi. Care Teams will not discuss the cases of service users publicly or disclose any of the personal data collected or other relevant data to unauthorised persons.</p>
<p>6. Care Teams will respect the privacy of service users and their family members and keep the personal data collected and other relevant data confidential.</p>	
<b>Fraud Prevention Measures</b>	
<p>7. Care Teams will display Care Team Member Certificates of Identity or Care Team Volunteer Certificates of Identity and wear Care Team uniform when performing duties. In case of doubt about the identity of visitors, please call 182 111 to verify the identity of Care Team members and volunteers.</p>	

Home Affairs Department  
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