

**For Discussion on
10 July 2023**

**LEGISLATIVE COUNCIL
PANEL ON HOME AFFAIRS, CULTURE AND SPORTS**

**District Services and Community Care Teams
in Tsuen Wan and Southern District**

PURPOSE

This paper briefs Members on the launch of the District Services and Community Care Teams (Care Teams) in Tsuen Wan and Southern District.

BACKGROUND

2. As announced in the 2022 Policy Address, Care Teams will be set up in the 18 districts to consolidate community resources and forces and to support the Government's district work and strengthen community network. Care Teams will organise caring activities and assist in handling emergencies. They can also help the Government disseminate information to the public and relay the views of the public to the Government.

3. The Government delineates the 18 districts into 452 sub-districts, with one Care Team for each sub-district. Organisations will form Care Teams through a two-stage selection process¹. District Officers are the commanders of all Care Teams in their districts.

4. The Government provides Care Teams with some of the resources required. Subject to the circumstances of individual sub-districts, the total amount of funding for each Care Team for a two-year service agreement ranges from about \$800,000 to \$1,200,000. The Government also encourages the organisations to consolidate the community efforts and provide services through sponsorship, donation and internal resources.

¹ The two-stage selection process consists of (i) organisation selection stage and (ii) service proposal assessment stage. Qualifications of applicant organisations are assessed in the first stage. Service proposals submitted by organisations passing the first stage are assessed in the second stage.

CARE TEAMS IN TSUEN WAN AND SOUTHERN DISTRICT

Formation

5. Pursuant to the 2022 Policy Address, Care Teams were formed in Tsuen Wan and Southern District first. With 19 and 17 sub-districts respectively, two districts received applications from 27 and 33 organisations. Upon completion of the two-stage selection process, the Government announced the selection results on 30 March 2023. The selected organisations formed the Care Teams for the relevant sub-districts with a two-year service period.

6. The selected organisations in two districts include clansmen associations, women's groups, youth groups, residents' organisations and fishermen groups. Those organisations have served the community for years with extensive service experiences and district network. Among 408 Care Team members, 66 are young people and 147 are women, representing a diverse and inclusive composition of members.

7. Besides, Care Teams in two districts partner with a total of 80 organisations including non-governmental organisations, commercial organisations and medical organisations, leveraging the synergy among the Government, the business sector and the community to provide caring services to the community.

Service Proposal

8. To strengthen communication with the public, each Care Team is required to set up at least two communication channels (such as telephone, email, social media and messaging applications) within three weeks after the funding agreement comes into effect, so as to facilitate residents to make enquiries and seek assistance. Care Teams are also required to publicise the communication channels and services of Care Teams to not less than 90% of the residents of the sub-districts. A communication network that can reach out to not less than 15% of the residents of the sub-districts will also need to be established by Care Teams within one year to ensure timely dissemination of important information.

9. Care Teams in two districts will, in total, visit or contact 20 000 elderly households and 20 000 other households in need (such as low-income households, residents of sub-divided units and persons with chronic diseases) to establish contacts, and to provide information on public, social welfare, medical or other related services and assist in applying or making appointment for the services. They will also provide home or other support services (such as installing home handrails for residents in need, organising smart phone classes for the elderly, installing fire detectors and assisting in basic home maintenance and cleansing) to around 10 000 households in total.

10. Annually, Care Teams in two districts will, in total, visit 70 “three-nil” buildings² or old buildings where the owners’ corporations are defunct or no management company is engaged, so as to understand the management, safety and sanitary conditions of the buildings, compile the relevant information and make referrals to relevant departments (for example, applications for provision of cleansing services for the common parts of the building through the District-led Actions Scheme).

11. In case of emergencies, Care Teams in two districts will mobilise their district networks to assess the needs of the residents affected, provide assistance as appropriate and disseminate important information. Care Teams will show care for shelter users and provide suitable assistance during the operation of heat, cold or temporary shelters. For new policies and services of the Government or public organisations, they will also provide support to persons in need.

12. Besides, Care Teams in two districts will provide or organise over 1 700 additional services and activities, covering national education, policy promotion and large-scale celebratory activities (such as celebration for the National Day and the HKSAR Establishment Day, Chinese cultural fairs, free Chinese medical consultations, clean-up of rural areas, cultural tours and sharing healthcare information with the elderly). Some Care Teams will also provide residents with various volunteer training, e.g. basic home maintenance and cleansing, thereby encouraging residents to become

² Buildings which do not have owners’ corporations or any form of residents’ organisations, or have not engaged property management companies.

volunteers to give back to society, and developing their sense of belonging to the community.

13. The key performance indicators of Care Teams in two districts have been uploaded onto the website of the Home Affairs Department³.

Implementation

14. After commencing operation in May 2023, Care Teams in two districts have already set up at least two communication channels (including telephone, email, social media and instant messaging applications) to facilitate members of the public to contact them. In fact, the majority of Care Teams made available contacts via telephone, email and instant messaging applications, while quite some of them also created social media channels.

15. Care Teams in two districts have started providing caring services to persons in need. As of end-June, Care Teams in two districts have visited/contacted over 2 000 elderly households and 1 000 other households in need, and provided assistance (e.g. basic home maintenance, moving services and assisting in registering for consumption vouchers) based on the needs of the households. Among others, the Care Team for Ap Lei Chau Estate delivered drinking water to residents in need during the urgent plumbing maintenance in the estate. The Care Team in the Southern District visited residents of “A Square”, the first transitional housing in the Southern District, to understand their needs and help them integrate into the community. The Rural and Ting Sham Care Teams of Tsuen Wan District arranged free family photo-taking sessions for residents during the Father’s Day to foster family harmony. Besides, in the aftermath of the tragedies happened in Plaza Hollywood and Sham Shui Po, Care Teams in two districts disseminated information on emotional support services available in society to local residents through social media.

³ https://www.had.gov.hk/en/public_services/district_services_community_care_teams/subdistrictcareteams.htm

16. As regards emergency relief services, Care Teams in Tsuen Wan have, so far, provided emergency assistance on two occasions under the command of the Tsuen Wan District Office (TWDO), namely assisting TWDO in setting up inter-departmental help desk at Princess Margaret Hospital after a serious traffic accident on Texaco Road on 16 May, and providing relief support to affected residents after a fire broke out in Wing Shue House of Lei Muk Shue Estate on 14 June. Care Teams in Tsuen Wan also participated in TWDO's briefing session in June on emergency support to Sham Tseng under storm surge to understand emergency measures of TWDO in time of storm surge and serious flooding in Sham Tseng.

17. Meanwhile, Care Teams in Southern District showed care for users of the heat shelters and took part in a flood-relief drill in Pok Fu Lam Village and a major incident drill of Fire Service Department (FSD). Members of the Care Teams in Southern District also attended the course on cardiopulmonary resuscitation and automated external defibrillators jointly held by the Southern District Office (SDO) and FSD on 12 June 2023 to get prepared for providing emergency assistance. The Shek Yue Care Team, together with SDO, visited and assisted affected residents after a fire broke out in Yue Kwong Chuen, Aberdeen at the midnight of 19 June 2023. It also visited Yue Kwong Chuen with FSD on the following day to promote fire safety messages.

18. In respect of policy promotion, Care Teams in two districts actively promoted the Government's proposals on improving governance at the district level in May 2023. They set up a total of 85 street counters to introduce the proposals to members of the public. Also, Care Teams in two districts proactively promoted organ donations and appealed to members of the public to sign up for organ donations.

CONCLUSION

19. Members are invited to note the launch of Care Teams in Tsuen Wan and Southern District. Selection of Care Teams in the remaining 16 districts is underway. It is expected that Care Teams in the remaining districts will be formed progressively in the third quarter of 2023.

Home and Youth Affairs Bureau
Home Affairs Department
July 2023