

Information on Sub-district Care Teams

District : Tuen Mun

Sub-district : Yau Oi North [Sub-district boundary map attached]



L06 Yau Oi North



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Operating organisation : Yau Oi Residents Service Association

Partnering organisation(s) : China Resources (Holdings) Company Limited

Communication Channels of the Care Team :

Telephone:	9605 2577 / 9606 4229
Email:	ctyauoinorth@gmail.com
Whatsapp:	9605 2577 / 9606 4229
Facebook:	屯門友愛北關愛隊

List of Care Team members :

Captain :	Ms Hung Shun Na
Vice-captain :	Ms Wang Xueyi

Members :	Mr Chan Wan Sang Mr Cheung Kam Fuk Ms Ma Suk Chu Ms Wong Mo Siu Ms Kun Man Chau Hailey Mr Cheung Kin Sun Jackson Mr Chan Tsz Man Mr Ip Chun Yuen Mr Chung Chin To Mr Lo Kwok Hung
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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 established 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.

Service Requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>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.</p>
<p>(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.</p>	<p>Provide information/services to at least 600 elderly households.</p>
<p>(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</p>	<p>Provide information/services to at least 700 households in need.</p>

Service Requirement	Key Performance Indicator (KPI)
to relevant departments/organisations for professional services.	
(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 cleaning services to those in need.

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) 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.
(b) 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) Organise Easter egg design competition to celebrate the best in creativity and design.	Easter egg design competition Twice in two years

Service Requirement	Key Performance Indicator (KPI)
(b) Organise cooking competition to bring different regional dishes together.	A search for nostalgic flavours Once in two years
(c) Organise festive activities.	<ol style="list-style-type: none"> 1. Spreading love with Tuen Ng rice dumplings Twice in two years 2. Mid-Autumn Carnival Twice in two years 3. Chinese New Year residents fun day Twice in two years 4. Flowers for Mother's Day Twice in two years 5. Fai Chun writing workshop Twice in two years
(d) Organising neighbourhood social activities Organise social activities for residents of the sub-district, e.g. local tours and recreational activities, to foster a greater sense of neighbourhood.	<ol style="list-style-type: none"> 1. Parent-child and elderly sports classes 24 times in two years 2. Let's learn Putonghua 96 times in two years 3. Singing classes 12 times in two years 4. Origami classes

Service Requirement	Key Performance Indicator (KPI)
	<p>Twice in two years</p> <p>5. Family fun one-day tours 6 times in two years</p> <p>6. Afternoon tea gatherings for the elderly Twice in two years</p>
(e) Provide ID photo taking services.	Twice in two years
<p>(f) 1. Provide free haircut services to the elderly and people in need in the district.</p> <p>2. Invite Chinese medicine practitioners to talk about common epidemic diseases and prevention strategies, and to answer residents' enquiries.</p> <p>3. Help residents in the district know about their general physical conditions by measuring blood pressure and weight.</p>	<p>1. Free haircut services 12 times in two years</p> <p>2. Health talks Twice in two years</p> <p>3. Blood pressure and weight measuring services 96 times in two years</p>
<p>(g) 1. Organise public rental housing information talks and government policy sharing sessions and invite guest speakers to introduce the latest public housing information, and latest government policies.</p> <p>2. Organise talks to promote the Basic Law and the National Security Education Day to help residents understand more about rule of law.</p>	<p>1. Public rental housing information talks and government policies sharing sessions Twice in two years</p> <p>2. Talks on the Basic Law and the National Security Education Day Twice in two years</p>

Service Requirement	Key Performance Indicator (KPI)
<p>(h) 1. Activities in celebration of Hong Kong's return to the motherland.</p> <p>2. Activities in celebration of the National Day.</p>	<p>1. Mobilise residents to attend the district flag raising ceremonies Twice in two years</p> <p>2. Local one-day tours Twice in two years</p>