

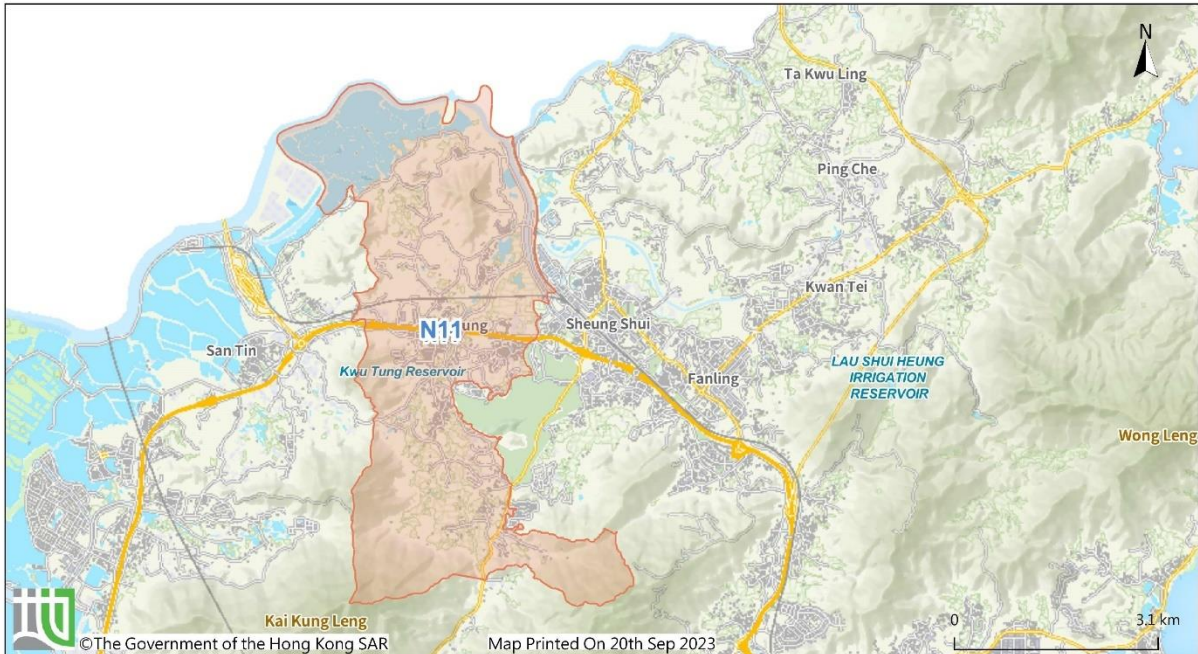
Information on Sub-district Care Teams

District : North

Sub-district : Sheung Shui Rural [Sub-district boundary map attached]



N11 Sheung Shui Rural



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Operating organisation : Sheung Shui Rural Association for People's Livelihood

Partnering organisation : -

Communication Channels of the Care Teams :

Telephone:	8493 8112
Email:	ssra.north2023@gmail.com
Whatsapp:	8493 8112
WeChat:	north84938112
Facebook:	北區上水鄉郊關愛隊
Instagram:	ssranorth2023

List of Care Team members :

Captain :	Mr HAU Hon-shek
Vice-captain :	Mr HAU Hon-yu
Members :	Mr KWOK Kam-cheung Ms HO Ka-yuk Mr CHU Chun-hang

	<p>Ms CHOI Carmen</p> <p>Mr CHAN Man-shing</p> <p>Mr LIU Chi-hin</p> <p>Mr LI Kwong-hung</p> <p>Mr TANG Tsz-yeung</p>
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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 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 three 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 15% of the households of the sub-district.

Service requirement	Key Performance Indicator (KPI)
<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 300 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 to relevant departments/organisations for professional services.</p>	<p>Provide information/services to at least 400 households in need.</p>
<p>(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.).</p>	<p>Provide at least 110 times of simple home repair services and 200 times of vaccination services to those in need.</p>

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 4 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) Organise “Elderly Health Day”	Organise the activity concerned 4 times.
(b) Organise activities to promote the Basic Law, the National Security Law, rule of law education and civic awareness (e.g. exhibition, seminar, quiz etc).	Organise the activities concerned 4 times.
(c) Organise festive activities (Parent-child Day on 1 July, National Day Celebration etc).	Organise the activities concerned 4 times.
(d) Organise family-caring and community activities	Organise the activities concerned 8 times.
(e) Through social network, to enhance local residents’ awareness on environmental improvements and encourage them to give suggestions on local minor works and transport; and report cases of hygiene black spots, illegal disposal of bulk trash and regulated electrical equipment, etc., and to refer the opinions collected to the government.	To raise or refer 20 suggestions/ cases to the government.