

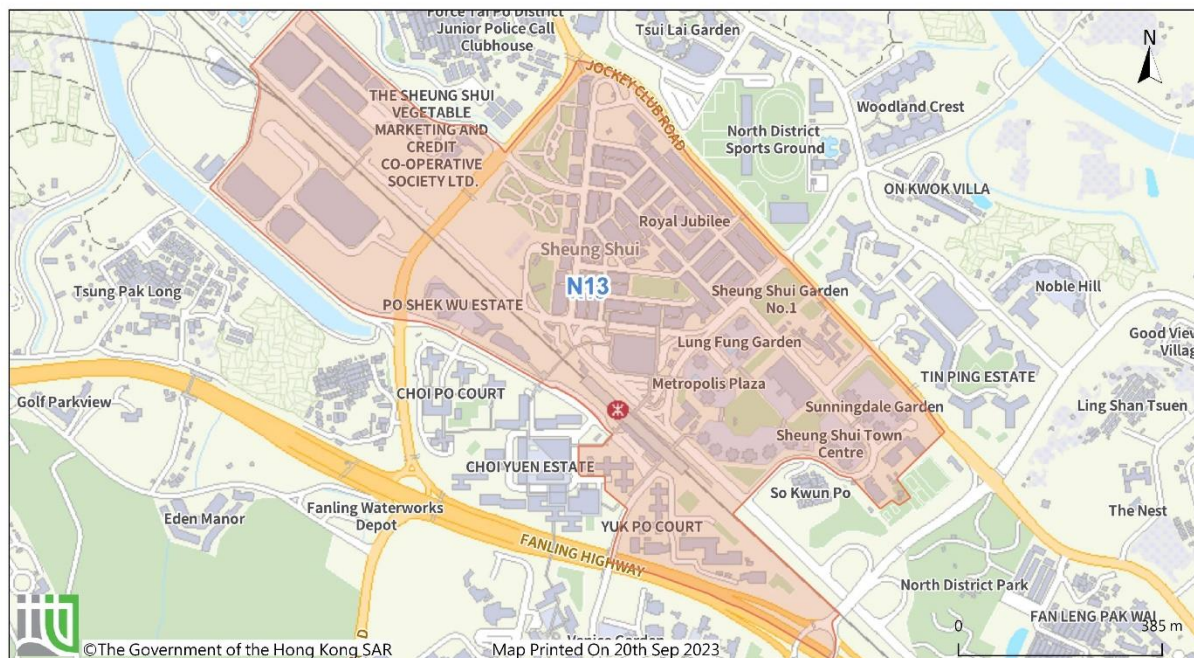
Information on Sub-district Care Teams

District : North

Sub-district : Shek Wu Hui [Sub-district boundary map attached]



N13 Shek Wu Hui



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Note: The use of this map is subject to the Terms and Conditions and the IP Rights Notice of GeoInfo Map.

Operating organisation : North District Volunteer Group

**Partnering organisation : Federation of HK Guangxi Community Organisations
Tung Wah Group of Hospitals**

Communication Channels of the Care Teams :

| | |
|------------|----------------------------|
| Telephone: | 6366 6410 |
| Email: | ndvolunteergroup@gmail.com |
| Whatsapp: | 6366 6410 |
| WeChat: | Ndv63666410 |
| Facebook: | 北區石湖墟關愛隊-新界北義工團 |

List of Care Team members :

| | |
|----------------|-----------------------------------|
| Captain : | Mr HUNG Wing-yip |
| Vice-captain : | Mr LO Chi-chiu |
| Members : | Mr CHU Wai-lam Mr TSANG Tsz-ho |

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|--|--|
| | Ms YU Hoi-lam Ms YEUNG Kwan-ying Ms TANG Fung-lun, Candy Mr WONG Tsz-fung Mr AU Kar-keung Mr LO Ka-lok Ms TIU Kwai-ping Mr WONG Kit-bon |
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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 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 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) |
|---|---|
| (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 500 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 600 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 200 times of simple home repair services and 200 times of vaccination services to those 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 every year at least 48 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company, 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 2 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 activities on health information for the elderly (e.g. seminar and checking etc) | Organise the activities concerned 8 times. |
| (b) Organise activities to promote the Basic Law, the National Security Law, rule of law education and civic awareness. | Organise the activities concerned 4 times. |
| (c) Organise festive activities (e.g. “1 July Tour”, “National Day Vegetarian Banquet” etc) | Organise the activities concerned 4 times. |
| (d) Deliver “anti-fraud” messages to local residents | Organise the activities concerned 8 times. |
| (e) Deliver “anti-shop front extensions” messages to shops in the sub-district | Organise the activities concerned 8 times. |
| (f) Deliver “anti-occupation of public places” messages to “goods distributors” around Sheung Shui MTR Station | Organise the activities concerned 8 times. |