

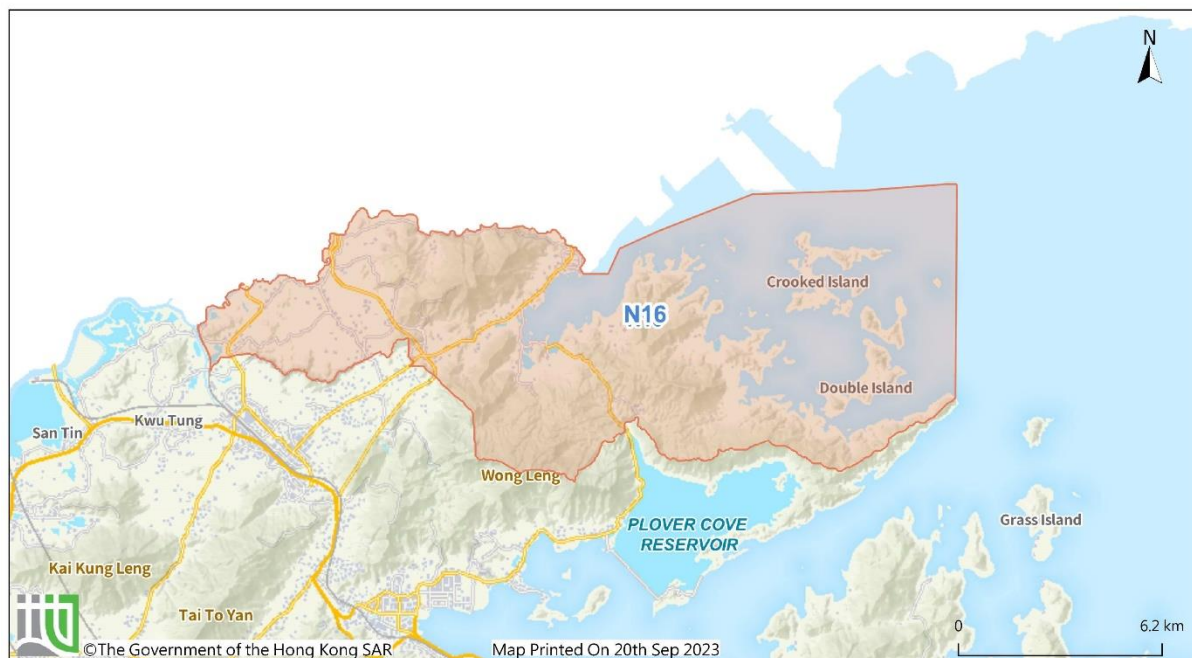
Information on Sub-district Care Teams

District : North

Sub-district : Sha Ta [Sub-district boundary map attached]



N16 Sha Ta



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Operating organisation : New Era Youth Organization Company Limited

**Partnering organisation : Sha Tau Kok Inhabitants Association, Hong Kong
Ta Kwu Ling District Rural Committee**

Communication Channels of the Care Teams :

Telephone:	9343 7334 9515 7334
Email:	ndshatacareteam@gmail.com
Whatsapp:	9343 7334 9515 7334
WeChat:	N16shatacareteam N16shatacareteam2
Facebook:	北區沙打關愛隊
Instagram:	northdistrict_shatacareteam

List of Care Team members :

Captain :	Mr KO Wai-kei
Vice-captain :	Ms WAN Yuet-ping, Iris

Members	Mr LEE Ho Mr LAW Chung-yin Mr CHENG Fuk-ming Mr CHENG Siu-fai Mr SO Tik-ka Mr TSUI Lo-loi Mr CHO Yuk-lung
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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 20% 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 300 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 400 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 110 times of simple home repair 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 5 "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 health information activities for the elderly	Organise the activities 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 (flag raising ceremony in celebration of HK's return to the motherland, National Day homeland cultural carnival, etc)	Organise the activity concerned 4 times.