

Information on Sub-district Care Teams

District : Sha Tin

Sub-district : Wo Che Estate [Sub-district boundary map attached]



R03 - Wo Che Estate



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Operating organisation : Elegant Ladies Society

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone :	6875 5140
Email :	els.els2003@gmail.com
Whatsapp :	6875 5140
Facebook :	沙田區禾輦邨關愛隊

List of Care Team members :

Captain :	Miss LAW Yuen Pui
Vice-captain :	Ms YUE Shin Man, Anna

Members :	<p>Mr TANG Wai Keung Miss SHING Wan Ching Ms NGAI Shu, Susanna Ms TSANG Ying Yi Mr LEE Chi Wing Ms LI Xiao Hua Ms LAM Ting Mui Mr CHAN Man Kam Ms YUE Shuk Ming Mr CHAN Wai Man</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 500 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 600 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 170 times of services to those in need.</p>

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 8 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 8 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise activities for children's learning and development	<ol style="list-style-type: none"> 1. Parent-child visit to the Sha Tin Road Safety Park 1 time 2. Parent-child visit to fire stations in the district 1 time
(b) Support the learning and development of the youth	<ol style="list-style-type: none"> 1. Basketball competition for residents in Wo Che 1 time 2. Canoeing fun day 1 time 3. Time-travelling journey 1 time
(c) Support elderly services	<ol style="list-style-type: none"> 1. Afternoon tea gathering for Wo Che Estate 2 times 2. Cantonese operatic songs concerts 2 times

Service requirement	Key Performance Indicator (KPI)
(d) Provide health information	<ol style="list-style-type: none"> 1. Health check day for the elderly 1 time 2. Talks on Chinese medicine and free medical consultation services 2 times
(e) Organise activities to promote the Basic Law, the National Security Law, rule of law education and national awareness.	<ol style="list-style-type: none"> 1. Basic Law Quiz Competition 2 times 2. 4.15 National security education day 2 times
(f) Organise festive activities	<p>Thematic activities: “Celebrations for a Better Future Together in the Community” 3 times</p> <ol style="list-style-type: none"> 1. Rice dumplings for Tuen Ng Festival 2. Cultural heritage carnival in celebration of the National Day 3. Drawing competition in celebration of Hong Kong’s return to the motherland
(g) Organise cleanliness campaign, strengthen promotion and education on environmental hygiene and street management	Cleanliness campaign in Wo Che community 2 times
(h) Support waste reduction and recycling at district level	Donation and recycling for mutual benefits and waste reduction 2 times