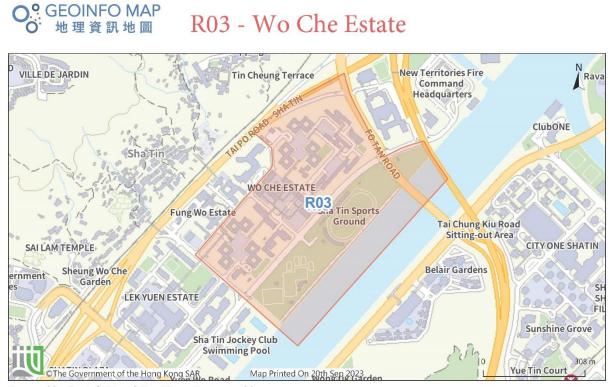
#### Information on Sub-district Care Teams

#### District : Sha Tin

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



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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 :	沙田區禾輋邨關愛隊

#### List of Care Team members :

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

Members :	Mr TANG Wai Keung
	Miss SHING Wan Ching
	Ms NGAI Shu, Susanna
	Ms TSANG Ying Yi
	Mr LEE Chi Wing
	Ms Ll Xiao Hua
	Ms LAM Ting Mui
	Mr CHAN Man Kam
	Ms YUE Shuk Ming
	Mr CHAN Wai Man

# Summary of Services for the Sub-district:

# A. Mandatory Services

## 1. Community Care

Service requirement	Key Performance Indicator (KPI)
<ul> <li>(a) Set up communication channels of the Care Team with at least 2 channels, such as telephone, email, social media, instant messaging software, etc.</li> </ul>	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)
(d) Visit/contact elderly households in the	Provide information/services to at least 500
sub-district, establish contacts, and	elderly households.
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.	
(e) Visit/contact other households in need in	Provide information/services to at least 600
the sub-district, establish contacts, and	households in need.
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.	
(f) Depending on the circumstances of the	Provide at least 170 times of services to
sub-district, provide home or other	those in need.
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.).	

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When there is a sudden	Provide services up to 8 times as required by
incident/emergency/disaster in the	the Government.
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.	
(b) Provide emergency support for new	Provide services up to 8 times as required by
policies/services of the Government or	the Government.
public organisations, such as assisting	
those in need to make applications	
(especially online applications), assisting	
in the distribution of materials or	
information, etc.	

## B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise activities for children's learning and development	<ol> <li>Parent-child visit to the Sha Tin Road Safety Park 1 time</li> <li>Parent-child visit to fire stations in the district 1 time</li> </ol>
(b) Support the learning and development of the youth	<ol> <li>Basketball competition for residents in Wo Che 1 time</li> <li>Canoeing fun day 1 time</li> <li>Time-travelling journey 1 time</li> </ol>
(c) Support elderly services	<ol> <li>Afternoon tea gathering for Wo Che Estate 2 times</li> <li>Cantonese operatic songs concerts 2 times</li> </ol>

Service requirement	Key Performance Indicator (KPI)
(d) Provide health information	<ol> <li>Health check day for the elderly 1 time</li> <li>Talks on Chinese medicine and free medical consultation services 2 times</li> </ol>
(e)Organise activities to promote the Basic Law, the National Security Law, rule of law education and national awareness.	<ol> <li>Basic Law Quiz Competition 2 times</li> <li>4.15 National security education day 2 times</li> </ol>
(f)Organise festive activities	<ul> <li>Thematic activities: "Celebrations for a Better Future Together in the Community"</li> <li>3 times</li> <li>1. Rice dumplings for Tuen Ng Festival</li> <li>2. Cultural heritage carnival in celebration of the National Day</li> <li>3. Drawing competition in celebration of Hong Kong's return to the motherland</li> </ul>
(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