

Information on Sub-district Care Teams

District : Sha Tin

Sub-district : City One [Sub-district boundary map attached]



R04 - City One



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Operating organisation : City One Shatin Ladies' Association

Partnering organisation(s) : /

Communication Channels of the Care Team :

| | |
|-------------|------------------|
| Telephone : | 9150 1883 |
| Email : | semkwk@gmail.com |
| Facebook : | 沙田第一城關愛隊 |
| Instagram : | cityone_ladies |

List of Care Team members :

| | |
|----------------|------------------------|
| Captain : | Mr WONG Ka Wing |
| Vice-captain : | Ms LO Yin Bing, Susana |

| | |
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| Members : | <p>Ms WONG Wing Chan, Janet</p> <p>Mr YIM Hon Ming</p> <p>Ms LI Lai King, Yorcake</p> <p>Mr LAW Po Hon</p> <p>Mr LAU Chi Kwan</p> <p>Mr HO Ho Yin</p> <p>Mr LAM Tsz Yeung</p> <p>Mr LAW Kwong Keung</p> <p>Mr LO Wai Ching</p> <p>Ms NGAN Miu Bing</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 100 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 200 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 persons in need with support services including:</p> <ol style="list-style-type: none"> 1. Provide simple home repair services to singleton/doubleton elderly, with a target of 50 households. 2. Organise elderly health day once a year, 2 times in total in two years. Each time delivers one 3-hour session, with a target of 100 participants. |

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) Provide health information and organise vaccination days for the elderly and the needy groups | Organise the activities concerned 2 times |
| (b) 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. Promote the Basic Law/National Security Day 2 times 2. Organise visits with the themes of rule of law education and national awareness 4 times |
| (c) Organise festive activities | <ol style="list-style-type: none"> 1. Mother's Day activities 2 times 2. Celebration activities for Hong Kong's return to the motherland 2 times 3. Celebration activities for the National Day 2 times 4. Rice dumplings giveaway for the elderly 2 times 5. Mooncakes for the Mid-Autumn Festival celebration 2 times |

| Service requirement | Key Performance Indicator (KPI) |
|---|--|
| (d) Offer professional services, including advisory services on seepage in residential units and legal advice services, and hold regular talks in the district to provide residents with relevant information | <ol style="list-style-type: none"> 1. Regular consultation service 2. Thematic talks 2 times |
| (e) City One volunteers training programme | Organise the activities concerned 2 times |