Information on Sub-district Care Teams
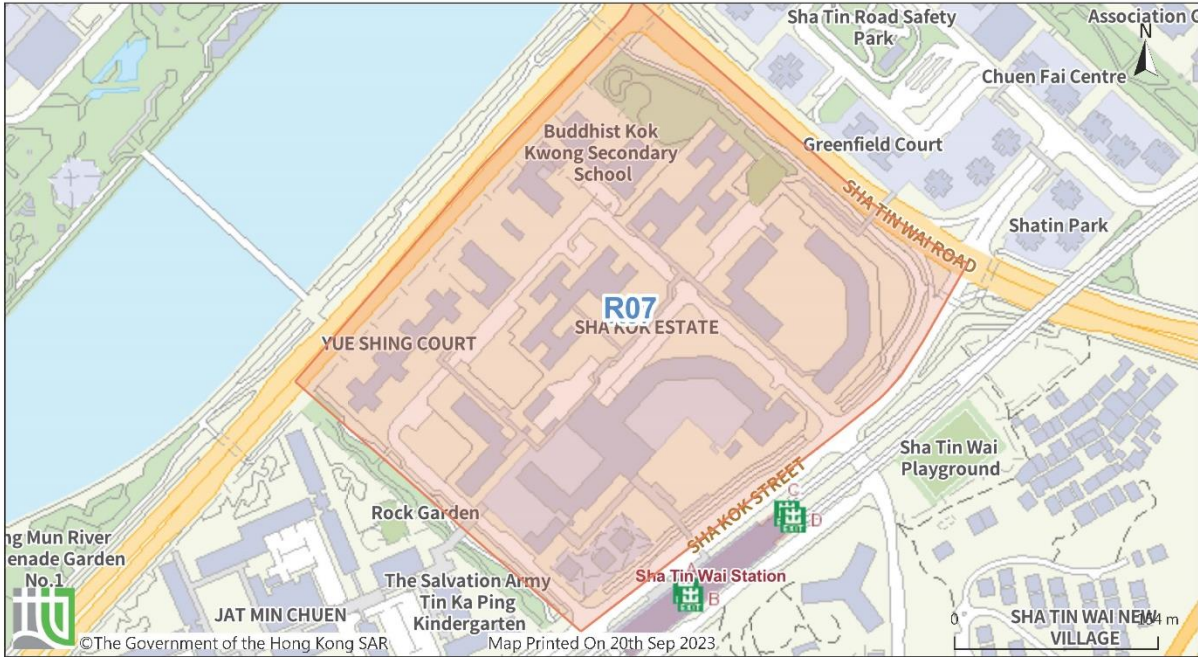
District：Sha Tin

Sub-district：Sha Kok   **[Sub-district boundary map attached]**

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Operating organisation：   **Sha Kok Estate People's Association**

Partnering organisation(s)：/

Communication Channels of the Care Team：

Telephone：	9136 2447
Email：	sk91362447@gmail.com
Whatsapp：	9136 2447

List of Care Team members：

Captain：	Mr HA Kim Kwan
Vice-captain：	Ms YEUNG Sin Hung

Members：	Mr LAU Tak Cheung
	Ms SO Wai Ching
	Ms MOK Ka Man, Carmen
	Mrs CHENG So Ying
	Mr FUNG Ling Chung
	Mr LAM Siu Man
	Ms YE Shu Fen
	Ms MAK Ah Chun
	Ms YEUNG Sin Chun
	Ms YU Fung Ching

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 400 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 170 times of services to those in need.

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 national education promotion activities, such as activities to promote the Constitution, the Basic Law, the National Security Law and national awareness	1. Visit to the Legislative Council for better understanding of "One Country, Two Systems" 2 times 2. National security education online quiz competition 2 times 3. Constitution Day (street counters and quiz games) 2 times 4. Film shows to foster understanding of our country 4 times
(b) Assist in the promotion and publicity work for government policies (enhancing the crime prevention, fire prevention, environmental hygiene and anti-epidemic awareness among the public, and promoting vaccination, etc.)	1. Organise anti-crime and anti-deception talks to enhance public awareness 3 times 2. Visit fire stations 4 times 3. Support the benevolent act of organ donation (street counters) 6 times 4. Assist in making influenza vaccination appointments 4 times

Service requirement	Key Performance Indicator (KPI)
(c) Organise festive activities	1. Handicraft workshop on Chinese New Year ornaments 4 times 2. Distribute Chinese New Year calendars 2 times 3. One-day tour for celebrating the Parents' Day 2 times 4. Rice dumplings for the elderly 2 times 5. Film appreciation session in celebration of Hong Kong's return to the motherland 2 times 6. Parent-child workshop on Chinese pastries in celebration of the National Day 4 times 7. Lantern making workshop for the Mid-Autumn Festival 2 times 8. Mooncakes for the elderly in celebration of the Mid-Autumn Festival 2 times 9. Chinese New Year pudding for the elderly 2 times
(d) Organise different thematic activities to reach out to the community and raise civic awareness	1. Mobile phone course for the elderly 8 times 2. Passport photo-taking services 2 times 3. Promotion activities for prevention of domestic strain injuries – classes on stretching exercises for domestic pain-causing illnesses 6 classes 4. Talks and workshops to promote waste reduction in the community 4 times
(e) Organise trainings for volunteers	Workshop on volunteer training 4 times