

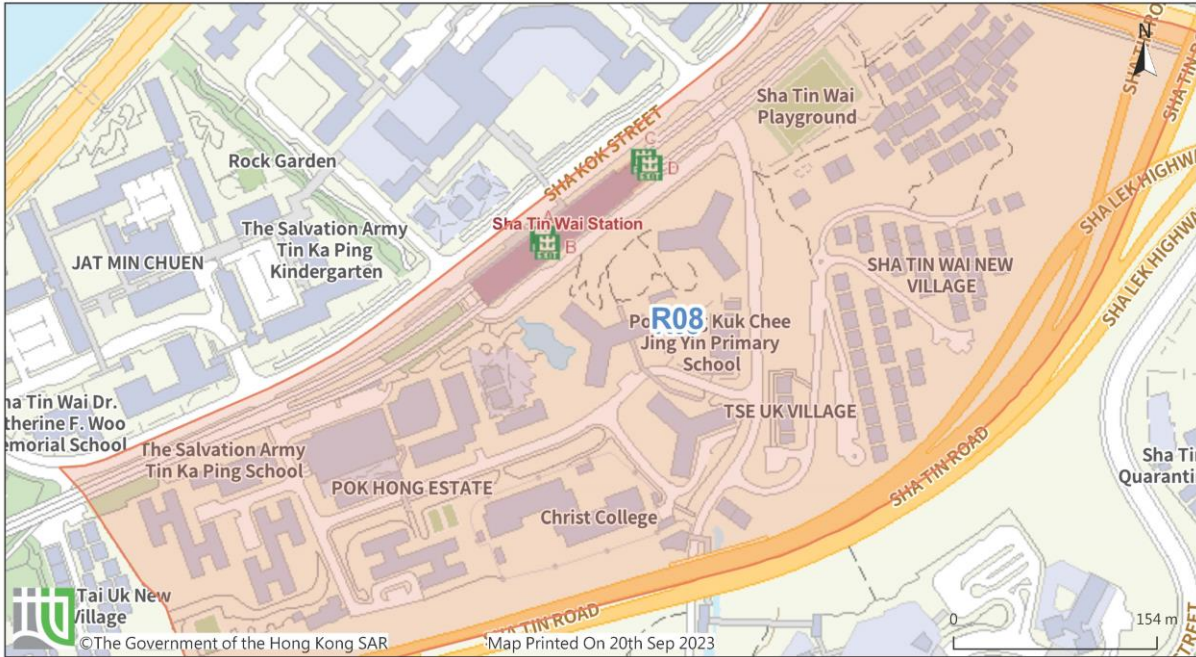
Information on Sub-district Care Teams

District : Sha Tin

Sub-district : Pok Hong [Sub-district boundary map attached]



R08 - Pok Hong



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Operating organisation : Phoenix Association

Partnering organisation(s) : Wo Sam Community Services Limited

郭宣彤社區服務處

Communication Channels of the Care Team :

Telephone :	9888 1731
Email :	phoenix.association.ph.st@gmail.com
Whatsapp :	9888 1731

List of Care Team members :

Captain :	Ms GUO Xuanton
Vice-captain :	Ms TANG Kit Ching

Members :	Miss SHU Yue Mr CHUNG Kam Fai Mr KWOK Man Kuen Ms CHOI Jenny Ms FAN Ko Yu Mr YAN Siu Kin Ms WONG Kwan Mr LEE Chun Lam Mr CHAN Kwok Tim Ms CHAN Lai Har
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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 300 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 400 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 110 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 learning and development activities for children	Organise the activities concerned 2 times
(b) Support youth learning and development	Organise the activities concerned 2 times
(c) Support elderly services	Organise the activities concerned 2 times

Service requirement	Key Performance Indicator (KPI)
(d) Provide health information	Organise the activities concerned 3 times
(e) Organise activities to promote the Basic Law, the National Security Law, rule of law education and national awareness	Organise the activities concerned 4 times
(f) Organise festive activities	Organise the activities concerned 4 times
(g) Series activities to promote neighbourliness	Organise the activities concerned 4 times
(h) Provide advice on building management	Organise the activities concerned 2 times