Information on Sub-district Care Teams

District：Sha Tin

Sub-district：Hin Ka   **[Sub-district boundary map attached]**
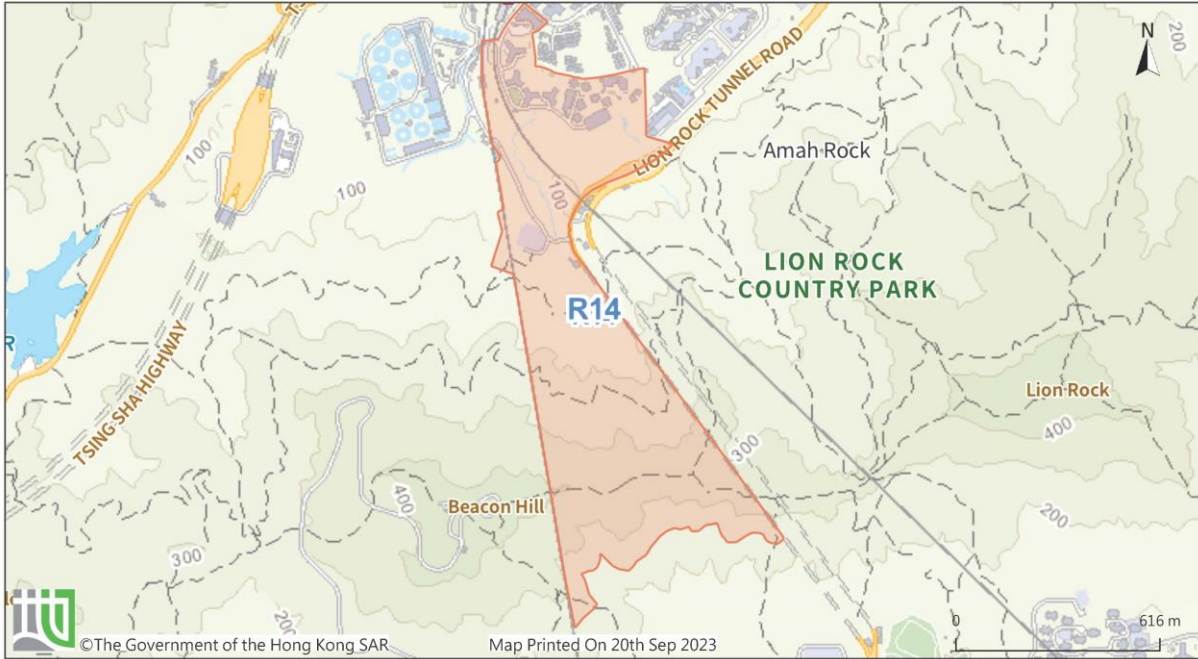
Operating organisation：   **Shatin Yan**

Partnering organisation(s)：/

Communication Channels of the Care Team：

Telephone：	9609 0446
Email：	ctshatinyan@gmail.com
Whatsapp：	9609 0446

List of Care Team members：

Captain：	Ms LAM Chung Yan
Vice-captain：	Mr CHOW Cheung Tai

Members：	Ms WONG Wing Yu
	Mr CHING Cheung, Henry
	Mr LI Yu Hin
	Ms Asma BATOOL
	Ms YU Mei Xian
	Mr KWAN Chin Pang
	Mr LEE Kwun Hei
	Ms LIN Yuen Wah
	Ms CHAN Mei Yee
	Ms ZHANG Ting

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)
(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 300 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 400 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 120 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 activities to promote the Basic Law, the National Security Law, rule of law education and national awareness	Organise the activities concerned 5 times 1. Colouring competition for promoting the Basic Law 2. Film appreciation session 3. Visits with the themes of rule of law education and sense of national identity 4. Activities related to the national development
(b) Organise festive activities	Organise the activities concerned 4 times 1. Celebrating Hong Kong's return to the motherland series 2. Variety shows and dinner/lunch in celebration of the National Day and the Mid-Autumn Festival

Service requirement	Key Performance Indicator (KPI)
(c) Organise neighbourhood social activities	Organise the activities concerned 4 times 1. Gathering for expressing gratitude to parents 2. Chinese New Year wishes to all families
(d) Organise activities to support the learning and development of children and young people, and provide relevant information	Organise the activities concerned 4 times 1. Personal growth fun day 2. Talks on life planning
(e) Provide health information and organise relevant activities	Organise the activities concerned 6 times 1. Simple health checks, vaccination services and/or free Chinese medical consultations on health day 2. Gaining an understanding of pain relief exercises and elderly degenerative diseases 3. Gaining an understanding of healthy eating and "triple H" related illnesses 4. Gaining an understanding of mental health and stress coping methods
(f) Support elderly services	Organise tea gathering while enjoying classic songs/Cantonese operatic songs 1 time