

Information on Sub-district Care Teams

District : Sha Tin

Sub-district : Ma On Shan Town Centre [Sub-district boundary map attached]



R28 - Ma On Shan Town Centre



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Operating organisation : Flash Action

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone :	6879 9386
Email :	info@flashaction.org
Facebook :	馬鞍山市中心關愛隊

List of Care Team members :

Captain :	Ms KUNG Mei Chi
Vice-captain :	Miss HUANG Qingfeng
Members :	Mr WONG Wai Man, Raymond Miss KUNG Ka Ki Mr YEUNG Fu Ngai

	Miss TSUI Ka Lai Ms PANG Kam Mui Mr LO Shek Ching Mr FOK Lui Kwong Mr LIU Sin Kang Mr LAI Wai Fai
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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 20% 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 1 000 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 1 000 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 100 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 child learning and development activities	<ol style="list-style-type: none"> 1. STEM workshop 2 times 2. DIY hot glue keychain workshop 4 times 3. Making personalised name labels 2 times 4. Homework tutorial class 6 times
(b) Support youth learning and growth	<ol style="list-style-type: none"> 1. Webinar on starting up e-business 2 times 2. Youth exchange programme: cultural tour to Jiangmen 1 time 3. Youth exchange programme: exchange tour to the Greater Bay Area 1 time 4. Pop culture concert 1 time 5. Passport photo taking for students 2 times

Service requirement	Key Performance Indicator (KPI)
(c) Support services for the elderly	<ol style="list-style-type: none"> 1. Xiqu Centre guided tour 2 times 2. Experiencing Cantonese opera at Tea House Theatre 2 times 3. Cantonese operatic songs concert 2 times 4. Afternoon tea gathering for the elderly 2 times 5. Festive days special handicraft workshop 6 times
(d) Provide health information	<ol style="list-style-type: none"> 1. Free Chinese medical consultations 1 time 2. Osteoporosis seminar and bone density test day 1 time 3. Influenza vaccination 2 time
(e) Organise activities to promote the Basic Law, the National Security Law, rule of law education and sense of national identity	<ol style="list-style-type: none"> 1. Film show to foster understanding of our country 2 times 2. National security education exhibition 1 time 3. Basic Law education day carnival 1 time 4. Study tour: exploration of history and culture of Kam Tin 1 time
(f) Organise festive activities	Organise the activities concerned 3 times
(g) Organise clean-ups and enhance publicity and education on environmental hygiene and street management	<ol style="list-style-type: none"> 1. Clean-up day for all 2 times 2. Exhibition on cleaning education 1 time 3. Anti-mosquito clean-up day for all and anti-mosquito workshop 2 times

Service requirement	Key Performance Indicator (KPI)
(h) Support waste reduction and recycling at the district level	<ol style="list-style-type: none"> 1. Waste recycling point - gift redemption 24 times 2. Plastics recycling carnivals 2 times 3. Waste-to-energy workshops 2 times
(i) Promote ecology conservation	<ol style="list-style-type: none"> 1. Glass bottom boat coral viewing cruise in Hoi Ha Wan 1 time 2. Shoreline clean-up service group 1 time
(j) Provide building management advice	Exchange session for Owners' Corporation and residents as well as thematic talk 2 times