Information on Sub-district Care Teams

District：**Sha Tin**

Sub-district：**Wu Kai Sha**　　　**[Sub-district boundary map attached]**

Operating organisation：　**Shatin Ma On Shan Residents Federation**

Partnering organisation(s)：**/**

Communication Channels of the Care Team：

Telephone：	6632 0090
Email：	wukaishacareteam@gmail.com
Facebook：	烏溪沙關愛隊 Wukaisha Care Team

List of Care Team members：

Captain：	Mr CHUK Hing Toi
Vice-captain：	Mr WOO Chi Ching, Ronald

Members：	Ms CHOW Fung Ching
	Mr WONG Yau Kit
	Mr WONG Ming Yeung
	Mr LIU Yiu Hung
	Ms LAI Ying Wa, Cherry
	Mr NGAI Sai Fung
	Ms LAU Kit Ying
	Mr NG Ching Pok
	Mr KWOK Ching
	Ms CHIK Ka Man

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 95% 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 16% 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 110 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 250 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 60 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 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 8 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise large-scale parent-child fun days during the periods celebrating Hong Kong's return to the motherland on 1 July and the National Day on 1 October.	Organise the activities concerned 4 times
(b) Organise activities to promote the Basic Law, the National Security Law, rule of law education and national awareness — Themed visits/learning for children and the youth	Organise the activities concerned 4 times
(c) Seek to work with organisations in the Sha Tin District (e.g. Sha Tin DHC Express) to provide the elderly with health-related information, activities and services on a regular basis	Organise the activities concerned 4 times

Service requirement	Key Performance Indicator (KPI)
(d) Encourage local residents to raise feasible suggestions or take the initiative to make reports on District Minor Works, hygiene black spots and illegally abandoned vehicles, so as to encourage residents to raise awareness of improving the environment in the community	Views and messages will be collected from local residents. Put forward 20 proposals or referrals to the government departments concerned
(e) Enhance the residents' sense of identity and belonging to Hong Kong and enrich the cultural life of the residents during their leisure time.	1. Private screening of films 2 times 2. One-day local tour 2 times