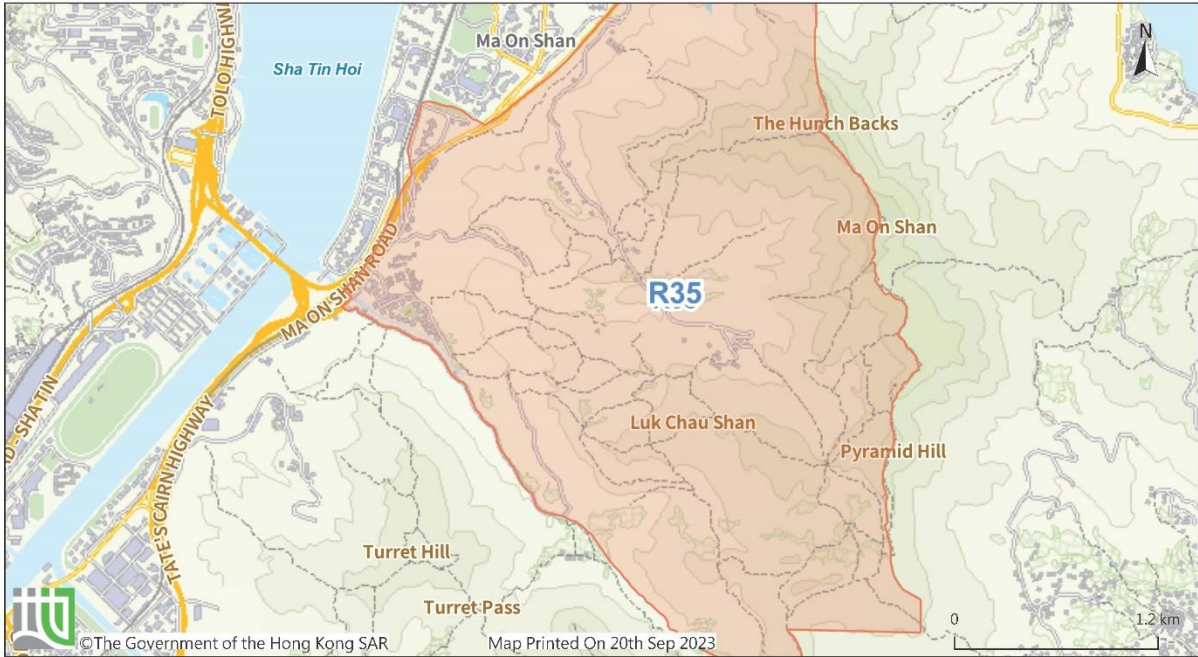# Information on Sub-district Care Teams

District：Sha Tin

Sub-district：Tai Shui Hang [Sub-district boundary map attached]

Operating organisation： **Yan On Estate Residents Association**

Partnering organisation(s)：/

Communication Channels of the Care Team：

Telephone：	5340 3017
Email：	taishuihangcareteam@gmail.com
Facebook：	大水坑關愛隊

List of Care Team members：

Captain：	Mr CHU Wun Chiu
Vice-captain：	Mr LAI Yuyi
Members：	Mr CHEUNG Tim Fuk Miss NGAI Ho Fung Ms LAI Oi Lan

	Ms DENG Jinyang
	Ms TONG Mei Wan
	Mr YU Wai Hin, Ellis
	Mr TAM Sung Kin
	Ms CHAN Tung
	Ms LIU Shuk Kwan
	Mr LEUNG Wai Shing

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 three 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 800 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 800 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 150 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) Support services for the elderly	1. Xiqu Centre guided tours 2 times 2. Experiencing Cantonese opera at Tea House Theatre 2 times 3. Afternoon tea gatherings for the elderly 2 times 4. Handicraft workshops for festive days 6 times
(b) Provide health information	1. Health carnivals for all 2 times 2. Free Chinese medical consultations 2 times 3. Osteoporosis seminar and bone density test day 2 times 4. Influenza vaccination 2 times
(c) Organise activities to promote the Basic Law, the National Security Law, rule of law education and national awareness	1. Film show to foster understanding of our country 2 times 2. National security education exhibitions 2 times 3. Basic Law education day carnivals 2 times

Service requirement	Key Performance Indicator (KPI)
	4. Study tour: exploration of history and culture of Kam Tin 2 times
(d) Provide building management advice	Exchange session for Owners' Corporation and residents as well as thematic talk 2 times
(e) Support youth learning and growth	1. Youth exchange tour to the Greater Bay Area 1 time 2. Passport photo takings for students 2 times 3. Cycling guided tours 2 times
(f) Organise festive activities	Organise the activities concerned 2 times
(g) Organise child learning and development activities	1. Planting workshops 4 times 2. DIY hot glue keychain workshops 4 times 3. Making personalised name labels 2 times 4. Paper clay workshops 4 times
(h) Organise clean-ups and enhance publicity and education on environmental hygiene and street management	1. Exhibitions on cleaning education 2 times 2. Anti-mosquito clean-up day for all and anti-mosquito workshop 2 times

Service requirement	Key Performance Indicator (KPI)
(i) Support waste reduction and recycling at the district level	1. Plastics recycling carnivals 2 times 2. Waste-to-energy workshops 2 times
(j) Promote ecology conservation	1. Glass bottom boat coral viewing cruise in Hoi Ha Wan 2 times 2. Shoreline clean-up service group 2 times