Information on Sub-district Care Teams

District：Tai Po

Sub-district：Tai Po Hui　　[Sub-district boundary map attached]

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Operating organisation：　Tai Po District Residents Association

Partnering organisation(s)：/

Communication Channels of the Care Team：

Telephone：	6942 8376 / 6938 4586
Email：	taipomarketcareteam@gmail.com
Whatsapp：	6942 8376
WeChat：	taipomarketcareteam
Facebook：	大埔區關愛隊大埔墟小區
Instagram：	taipomarketcareteam

List of Care Team members：

Captain：	Mr WAN Koon-kau
Vice-captain：	Ms LAU Shui-ping, Daisy
Members：	Mr YIP Yan
	Mr PANG Hok-ming
	Mr HUNG Chi-po
	Ms LAM Suk-fa
	Ms HO Chiu-lan, Shirley
	Ms WONG Suet-chun
	Mr CHAN Tsz-kin
	Mr LEE Cho-sang
	Ms TANG Suet-fan, Sinly
	Mr WAI Chi-yin

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.

Service requirement	Key Performance Indicator (KPI)
(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 25% of the households of the sub-district.
(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 500 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	Provide information/services to at least 600 households in need.

Service requirement	Key Performance Indicator (KPI)
professional services.	
(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 170 times of services to those in need.
(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas	Visit every year at least 10 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company, and compile information about the management, safety and sanitary conditions of the buildings.

Service requirement	Key Performance Indicator (KPI)
of the building.	

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When the heat/cold/temporary shelter is in operation, care about the needs of those who use/stay in the shelter and provide appropriate assistance.	Provide services up to 8 times as required by the Government.
(b) 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 4 times as required by the Government.
(c) 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 4 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Provide healthcare information/activities to the elderly/those in need in the district	Organise health-related activities: 1. Healthcare service station (24 times) 2. Blood glucose testing activities (8 times) 3. Vaccination service day (2 times) 4. Health talk (4 times) 5. Free haircutting services (8 times)
(b) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity	1. Promote the Basic Law/National Security Education Day (2 times) 2. Visit tour in relation to education on the rule of law and sense of national identity (2 times)
(c) Organise celebratory activities	1. Activities in celebration of the Father's Day and Mother's Day (2 times) 2. Activities in celebration of the Tuen Ng Festival (2 times) 3. Activities in celebration of the Chinese Mid-Autumn Festival (2 times) 4. Tai Po Market Fun Day in celebration of Hong Kong's return to the motherland (2 times) 5. Activities in celebration of the National Day (2 times) 6. Writing New Year scrolls to celebrate the Lunar New Year (2 times)
(d) Organise parent-child family activities	Organise family and individual photo-taking day (2 times)

Service requirement	Key Performance Indicator (KPI)
(e) Special dedicated events to support specific groups, especially the people in need	Organise movie appreciation (2 times)