

Information on Sub-district Care Teams

District : Tai Po

Sub-district : Tai Yuen [Sub-district boundary map attached]



P04 - Tai Yuen



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Operating organisation : Joyteam Volunteers Alliance Limited

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone :	5135 5305
Email :	taiyuencareteam@gmail.com
Whatsapp :	5135 5305
WeChat :	wxid_ju4bxo7qf2th12
Facebook :	大埔區關愛隊大元小區

List of Care Team members :

Captain :	Mr NG Chi-wa
Vice-captain :	Mr CHING Kwo

Members :	<p>Mr HO Chu-ping</p> <p>Ms HO Tung-mui</p> <p>Ms TSANG Siu-mui</p> <p>Ms WONG Mi-lan</p> <p>Ms WU Siu-hung</p> <p>Mr KWONG Tin-chung</p> <p>Ms CHAU Po-po</p> <p>Ms YEUNG Tsz-ying</p> <p>Mr WONG Chak-hin</p> <p>Mr CHAN Chi-wai</p>
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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 15% 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 500 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 600 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 170 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 4 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 4 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise national education-related activities to publicise national/Hong Kong laws or policies and to enhance residents' understanding of the country and Hong Kong in the district	<ol style="list-style-type: none"> 1. Street booth to publicise National Security Education Day (1 time per year) 2. Local one-day tour to publicise sense of national identity (1 time per year)
(b) Provide healthcare activities/information to the elderly/those in need in the district	<ol style="list-style-type: none"> 1. Healthcare service station (1 time per week) 2. Vaccination service (1 time per year) 3. Health talk (1 time per year)
(c) Organise celebratory activities	<ol style="list-style-type: none"> 1. Distribute red packet envelopes at the Lunar New Year (1 time per year) 2. Distribute soap flowers on the Mother's Day (1 time per year) 3. Produce souvenirs for distribution to celebrate and publicise Hong Kong's return to the motherland (1 time per

Service requirement	Key Performance Indicator (KPI)
	<p>year)</p> <ol style="list-style-type: none"> 4. Distribute rice dumplings at the Tuen Ng Festival (1 time per year) 5. Distribute mooncakes and fruits at the Chinese Mid-Autumn Festival (1 time per year) 6. Organise a tour to the Mainland in celebration of the National Day (1 time per year)
(d) Other dedicated events	<ol style="list-style-type: none"> 1. Care Team Kick-off Ceremony (1 time in the first year) 2. ID photo-taking service (1 time per year) 3. Talk on will-making (1 time per year) 4. Movie appreciation (1 time per year) 5. Distribute wall calendars (1 time per year)