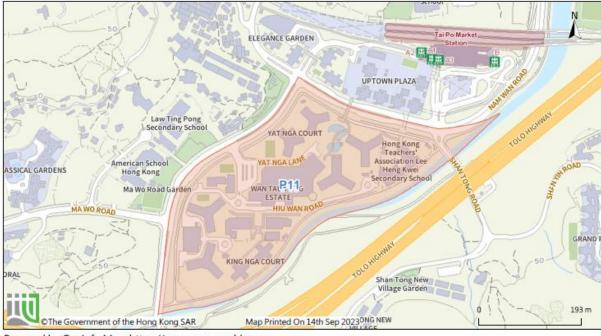# Information on Sub-district Care Teams

District：Tai Po

Sub-district：Wan Tau Tong　　[Sub-district boundary map attached]

Powered by GeoInfo Map: https://www.map.gov.hk

Note: The use of this map is subject to the Terms and Conditions and the IP Rights Notice of GeoInfo Map.

Operating organisation：　Wan Tau Tong People's Livelihood Concern Group

Partnering organisation(s)：／

Communication Channels of the Care Team：

Telephone：	9255 4422
Email：	wantautong92554422@gmail.com
Whatspp：	9255 4422
WeChat：	wtt92554422
Facebook：	大埔區關愛隊運頭塘小區專頁

List of Care Team members：

Captain：	Mr YU Chi-wing
Vice-captain：	Mr HO Kwok-kwong

Members：	Mr TONG Ka-lam
	Mr YU Kwok-yin
	Mr CHIN Chun-keung
	Ms LIU Fuwei
	Ms SIU Lan-lan
	Mr KAN Lok-fung Rockfal
	Ms LAM Pui-ying
	Mr YAP Yan-wing Stephen Reed
	Ms KWAN Lai-ping
	Ms CHENG Lai-ping

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 15% 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 300 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 400 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 100 times of services to those in need; and provide community healthcare services to not less than 200 persons 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 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) Provide information on healthcare and smart living to the middle-aged, elderly or those in need. 1. Health information sharing sessions 2. Smartphone training classes to recruit volunteers to teach the elderly or people in need on the use of smartphone	1. Provide health information activities and services (4 times) 2. Organise training classes (4 times)
(b) Organise celebratory activities for boosting sense of national identity 1. Free movie appreciation 2. Chinese traditional festive food production class	1. Organise movie appreciation (3 screenings) 2. Organise food production classes (3 times)

Service requirement	Key Performance Indicator (KPI)
(c) Promote environmental and hygiene improvement activities	Organise the relevant activities (2 times)
(d) Organise golden songs concerts or policy forums	Organise the relevant activities (4 times)