Information on Sub-district Care Teams
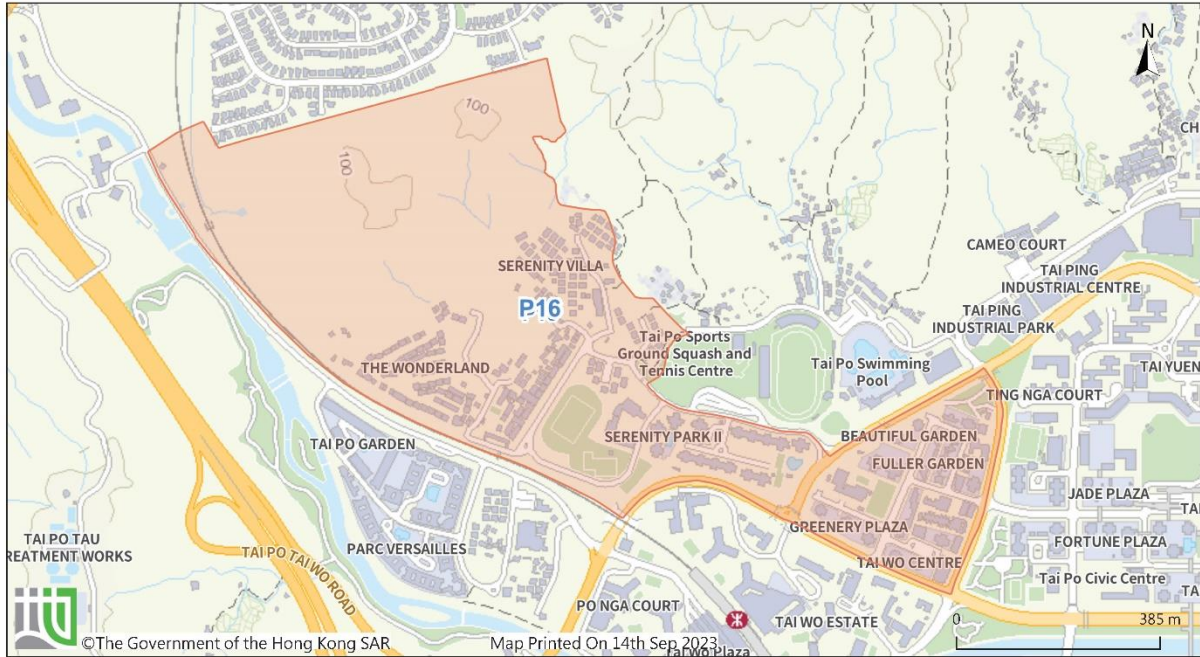
District：Tai Po

Sub-district：Old Market & Serenity　　　**[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：　　**Tui Pu Zhi You**

Partnering organisation(s)：/

Communication Channels of the Care Team：

Telephone：	9140 5474
Email：	tuipucareteam@gmail.com
Whatsapp：	9140 5474
Facebook：	大埔區關愛隊舊墟及太湖小區
Instagram：	tuipucareteam

List of Care Team members：

Captain：	Mr LAU Man-kit

Vice-captain：	Mr TSUI Yun-yung, Terry
Members：	Ms CHAN Shun-yu
	Mr LO Tang-kwong
	Mr TANG Pik-hang
	Mr FUNG Hing-chuen
	Mr FAN Hoi-kit
	Ms CHAN Kin-kwan
	Ms FUNG Wai-kwan
	Ms LAM Tai-sin
	Ms LEUNG Wai-yin
	Mr CHAN Chi-nam

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)
(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 110 times of services to those in need.

Service requirement	Key Performance Indicator (KPI)
(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 of the building.	Visit every year at least 2 "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.

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.

Service Requirement	Key Performance Indicator (KPI)
(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 health information to the elderly and needy groups	1. Vaccination Day (2 times) 2. Health talks and check-ups (8 times)
(b) Organise activities under the theme of promoting 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. Organise visit tour in relation to education on the rule of law and sense of national identity (4 times)
(c) Organise celebratory activities	1. One-day tour in celebration of the Mother's Day (2 times) 2. Activities to distribute rice dumplings to the elderly (2 times) 3. Activities to distribute mooncakes in celebration of the Chinese Mid-Autumn Festival (2 times) 4. Activities in celebration of Hong Kong's return to the motherland (2 times) 5. Activities in celebration of the National Day (2 times)
(d) Volunteer leadership training to enhance the skills of volunteers in various aspects, encourage young people to engage in volunteering services, enhance their sense of belonging to the community	1. Volunteer leadership training programme (1 time) 2. Volunteer recreational activities (4 times)

Service requirement	Key Performance Indicator (KPI)
and promote a community with harmony across generations	
(e) Volunteer training programme to encourage the participation of residents in the district to establish community bonds and strengthen neighbourhood relationship	1. Volunteer training programme (2 times)