

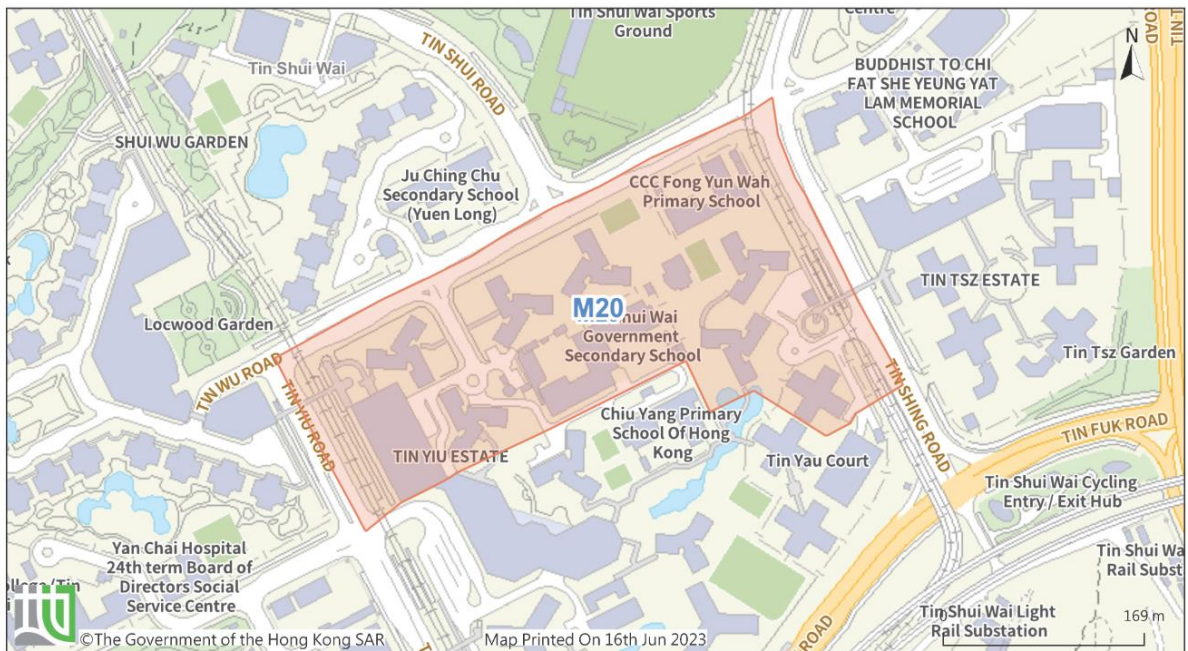
Information on Sub-district Care Teams

District : Yuen Long

Sub-district : Yiu Yau [Sub-district boundary map attached]



M20 Yiu Yau



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Operating organisation : Tsz Yau Service Association

Partnering organisation(s) : NTGG Volunteer

New Home Association Limited

Communication Channels of the Care Team :

Telephone no.:	6014 6989
Email address:	yycaresteam@gmail.com
Whatsapp:	6014 6989
Facebook:	元朗區耀祐關愛隊
WeChat:	耀祐關愛隊 (yy60146989)

List of Care Team members :

Captain :	Ms Ma Shuk Yin
Vice-captain :	Mr Ching Tsun Wah
Members :	Mr Chan Ka Fai Mr Leung Ka Wai Miss Un Hiu Tung Miss Lai Yu Kwan Mr Adnan Saeed Mr Yeung Che Shing Mr Ng Kwai Moon Miss Koo Ching Man, Dorathy Ms Lu Mei Lan Ms Lin Hui 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 and 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 95% 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)
<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 350 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 450 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>	<ol style="list-style-type: none"> 1. Provide simple repair services to 110 households in need and elderly households; and 2. Recruit and train 50 volunteers.

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 assistance as appropriate.	Provide services up to 10 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) and 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 local visits and learning activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity	4 times with a total number of 400 participants
(b) Organise Community Vaccination Days	2 times with a total number of 200 participants
(c) Organise social activities to foster the bonding of neighbourhood	4 times with a total number of 400 participants
(d) Organise festive activities and distribute festive gifts	6 times with a total number of 3 000 participants
(e) Provide hair-cutting services to residents or elders in need	12 times with a total number of 1 200 participants

Service Requirement	Key Performance Indicator (KPI)
(f) Provide basic health services to residents or elders in need	100 times with a total number of 1 200 participants