

Information on Sub-district Care Teams

District : Yuen Long

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



M21 Tsz Yau



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Operating organisation : Tin Shui Wai Resident Association Limited

Partnering organisation(s) : Federation of HK GuangXi Community Organisations Ltd.
HK GuangXi Youth Association Limited
Property Management Department of Henderson Land
New Territories Kaifong Association

Communication Channels of the Care Team :

Telephone no.:	6910 6061
Email address:	tsw27930917@gmail.com
Whatsapp:	6910 6061
WeChat:	6910 6061
Facebook:	慈祐關愛隊

List of Care Team members :

Captain :	Mr So Yuen
Vice-captain :	Dr Chen Xiaofeng
Members :	Ms Wong Wing Sze Ms Lam Oi Fung Mr Ho Keung Ms Sit Nim Meng Mr Wong Koon Mak Ms Lee Pui Chun Mr He Shichen Miss Ye Jia Rong, Gogo Ms Wang Yiyuan Ms Huang Lishi

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 home repairs to 110 elderly households; 2. Recruit and train 50 volunteers; and 3. Provide community vaccination services to 200 elders/people in need.

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 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 8 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	2 times with a total number of 200 participants
(b) Organise local tours to foster the bonding of neighbourhood	4 times with a total number of 480 participants
(c) Set up health service kiosks to provide basic health services to residents or elders in need	50 times with a total number of 1 000 participants