

Information on Sub-district Care Teams

District : Yuen Long

Sub-district : Shui Oi [Sub-district boundary map attached]



M23 Shui Oi



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Operating organisation : Tin Shui Wai Women Association Limited

Partnering organisation : Citic Limited

Communication Channels of the Care Team :

Telephone no. :	8494 1909
Whatsapp:	8494 1909
Facebook:	元朗瑞愛區關愛隊

List of Care Team members :

Captain :	Mr Tong Tak Chun
Vice-captain :	Mr Lee Yau Chiu
Members :	<p>Ms Yiu Leung Leung</p> <p>Ms Kwong Yuet Sum</p> <p>Mr Kwok Keung</p> <p>Ms Chiu Mui Wah, Daira</p> <p>Mr Wong Chi Ngai</p> <p>Ms Chow Siu Kam</p> <p>Mr Leung Yat Ching</p> <p>Mr Wong Yau</p> <p>Mr Chui Wing On</p> <p>Ms Lee Ka Yan</p>

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 400 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 120 elderly households; and 2. Provide home cleaning and pest control services to 120 elderly households.

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 8 times as required by the Government.

B. Add-on Services

Service Requirement	Key Performance Indicator (KPI)
(a) Organise 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 neighbourhood social activities	4 times with a total number of 400 participants
(c) Organise information seminar/residents' meetings for public rental housing residents	4 times with a total number of 400 participants
(d) Organise collection and recycling activities	12 times with a total number of 400 participants
(e) Set up health service kiosks	50 times with a total number of 2 000 participants
(f) Provide influenza/COVID vaccination services for the community	2 times with a total number of 200 participants