



## Chapter 2: Support Services for Ethnic Minorities

### Assistance from the Home Affairs Department

Home Affairs Department provides a range of support services, either by implementing its own programmes or through grants to non-profit-making organisations, to facilitate the integration of ethnic minorities into the community.

#### Support Service Centres

Six support service centres and two sub-centres provide various services for ethnic minorities, such as tailor-made learning classes, after-school tutorial classes, youth programmes as well as referral services and a series of integration programmes to facilitate their integration into the community. One of them also provides interpretation / translation services to assist ethnic minorities in their use of public services.

Centre	Address	Telephone
CHEER Centre	4/F, South Asia Commercial Centre 64 Tsun Yip Street, Kwun Tong, Kowloon	3106-3104
	<i>Free telephone interpretation service</i>	
	• Bahasa Indonesia	3755-6811
	• Nepali	3755-6822
	• Urdu	3755-6833
	• Punjabi	3755-6844
	• Tagalog	3755-6855
	• Thai	3755-6866
	• Hindi	3755-6877
• Vietnamese	3755-6888	
HOME Centre	Yau Tsim Mong Centre Shop B, G/F & 1/F, Sun Wah Building 73 Battery Street, Yau Ma Tei, Kowloon	3610-4418

	Sham Shui Po Sub-centre Shop A, G/F, South Ocean Building 130 Kiu Kiang Street Sham Shui Po, Kowloon	3610-4428
HOPE Centre	3/F, Tak Lee Commercial Building 113-117 Wan Chai Road, Wan Chai, Hong Kong	2836-3598 5188-8044
LINK Centre	Shop B-E, G/F, Cheong Nin Building 1013-1033 Kwai Chung Road, Kwai Chung	3955-1555
ONE Centre	Shop 101-102, Floor 1, Esplanade Place No. 101 Yip Wong Road, Tuen Mun, N.T.	2305-2080
TOUCH Sub-centre	Left Wing, G/F & 1/F, Block A 15 Tung Chung Waterfront Road Tung Chung, Hong Kong	2988-1422
YLTH Centre	3/F, Yuen Long District Community Services Building, 4 Yuen Long Tai Yuk Road Yuen Long, N.T.	2479-9757

### ***Community Support Teams***

Two Community Support Teams provide special services and training for the ethnic minority groups through their own communities.

<b>Target</b>	<b>Operator</b>	<b>Telephone</b>
Nepalese	Hong Kong Nepalese Federation	3547-2415
Pakistani	Pakistan Islamic Welfare Union Incorporated (HK) Limited	3543-2786

### ***District-based Integration Programme for Ethnic Minorities***

Various District Offices commission non-profit-making organisations to operate district-based integration programmes for ethnic minorities in districts with higher service demand. Activities include adaptation courses, mutual help networks for families and women, employees' training, volunteer service, talks and community visits, etc.

### *Ambassador Scheme for Ethnic Minorities*

Persons with similar background and experience as ambassadors were arranged to proactively contact the disadvantaged ethnic minorities, introduce to them Government services, and, where necessary, make referrals to relevant Government departments for follow-up.

Operator	Telephone
International Social Service - Hong Kong Branch	2864-6707

### *Ambassador Scheme for Ethnic Minority Youths*

Ambassadors familiar with ethnic minority cultures and languages and with a similar background were recruited to reach out to ethnic minority youths to share their experience, offer advice and make referrals as necessary.

Area	Operator	Telephone
New Territories	New Home Association	3618-1042
Urban	Christian Action	3188-0450

### *Radio Programmes*

Five radio programmes provide the target listeners with useful information, news and entertainment.

Programme (Language)	Schedule
<b>Radio Television Hong Kong</b>	
Selamat Pagi Indonesians (Cantonese / Bahasa Indonesia)	Every Sunday 6:00-8:00 am RTHK Radio 2 (FM94.8-96.9)
Saptahik Sandesh (Nepali)	Every Sunday 7:05-8:00 pm RTHK Radio 3 (Hong Kong-wide: AM567)
Hong Kong Ki Shaam (Urdu)	Every Sunday 8:05-9:00 pm RTHK Radio 3 (Hong Kong-wide: AM567)

<b>Metro Plus</b>	
Desi Tadka (Hindi)	Every Friday 10:00-11:00 pm Metro Plus AM1044
Siam Meung Yim (Thai)	Every Saturday 10:00-11:00 pm Metro Plus AM1044

### ***Language-related Financial Assistance Programmes***

The programmes provide financial assistance or subsidy for ethnic minorities in taking language examinations and specified language courses.

<b>Assistance</b>	<b>Operator</b>	<b>Telephone</b>
for taking language examinations	New Home Association	1833-266
for taking specified language courses	International Social Service - Hong Kong Branch	5188-8044

### ***Cross-cultural Learning Youth Programme***

This programme provides Cantonese classes, supplemented by mentorship sessions, as well as after-school tutorial classes for ethnic minority children.

<b>Operator</b>	<b>Telephone</b>
Baptist Oi Kwan Social Service	3413-1556
Caritas Hong Kong, Youth and Community Service	2552-4211 (Hong Kong) 2339-3713 (Kowloon) 3707-2012 (The New Territories)

### ***Language Programme***

This programme provides courses in practical Cantonese and English to ethnic minority adults.

<b>Operator</b>	<b>Telephone</b>
The Lok Sin Tong Benevolent Society, Kowloon	2382-0106
Hong Kong Family Welfare Society	2426-9621

### ***Mobile Information Service***

A team of “information ambassadors” distributes information kits to newly arrived ethnic minorities on their arrival at the Hong Kong International Airport and handle enquiries in their own native languages.

<b>Operator</b>	<b>Telephone</b>
International Social Service - Hong Kong Branch	9220-0270/ 9226-3907

### ***Website***

We operate a dedicated website ([www.had.gov.hk/rru](http://www.had.gov.hk/rru)) in six ethnic minority languages providing information of support services available to ethnic minorities.

### ***Race Relations Unit***

For other support services for ethnic minorities, please call our hotline at **2835-1747**.