**Annex A**

**Proposal**

**Application for Support Service Centre for Ethnic Minorities**

**(Intended district)**

Submitted by: Name of applicant

Submission date: Date of submission

**Table of Content**

|  |  |  |
| --- | --- | --- |
|  |  | Page |
| 1. | Information on the applicant |  |
|  | 1.1 … |  |
|  | 1.2 … |  |
|  | 1.3 … |  |
|  | ……. |  |
| 2. | Service design and operation of Services |  |
|  | 2.1 … |  |
|  | 2.2 … |  |
|  | 2.3 … |  |
|  | ……. |  |
| 3. | Performance Management |  |
|  | 3.1 … |  |
|  | 3.2 … |  |
|  | 3.3 … |  |
|  | ……. |  |
| 4. | Human Resources Management |  |
|  | 4.1 … |  |
|  | 4.2 … |  |
|  | 4.3 … |  |
|  | ………. |  |
| 5. | Implementation Plan |  |
|  | 5.1 … |  |
|  | 5.2 … |  |
|  | 5.3 … |  |
|  | ………. |  |
| 6. | Relevant operation experience and co-ordination strategies |  |
|  | 6.1 … |  |
|  | 6.2 … |  |
|  | 6.3 … |  |
|  | ………. |  |
| 7. | Financial Management |  |
|  | 7.1 … |  |
|  | 7.2 … |  |
|  | 7.3 … |  |
|  | ………. |  |
|  | Attachments and Appendices (if any) |  |

1. **Information on the applicant**

Information shall include but not limited to the followings –

* Background information of the organisation and documentary proof of eligibility to apply
  + Full official name of the organisation in Chinese and English
  + Details of registration of organisation
  + Name of key management personnel
  + Authorised contact person of the organisation and means of contact
  + Official address, telephone number, fax number, website address of the organisation
  + Existing services provided by the organisation
  + Existing staff structure and organisation chart
  + The latest audited financial statement
* Track record and experience of the applicant in providing services and programmes for ethnic minorities in Hong Kong similar to the Services

1. **Service design and operation of Services**

Information shall include but not limited to the followings –

* Overall strategy and means by which the objectives of the Project can be achieved
* Intended location with justifications to support the choice and whether the intended location is in compliance with all applicable laws and regulations
* Letter of intent from the landlord for leasing the premises to the applicant (if any)
* Intended size of the centre that is designated as the centre to be exclusively used for the operation of the centre
* List of other locations, which are not the designated premises of the centre, where any Services will be conducted (if any)
* Photos, illustrated sketches/diagrams and draft layout plans of the target premises (if any)
* Descriptions of the types and quantities of equipment, fittings and furniture required
* Details of sharing arrangements with other organisations/units on premises/facilities/equipment (if applicable)
* Opening hours of the centre
* Detailed proposals on delivery of Services
  + Chinese (Cantonese) and English Language Programmes
  + Orientation and Familiarisation Programmes
  + Integration Programmes and Services
  + Dedicated Programmes for Ethnic Minority Youths
  + After School Tutorial Classes
  + Ethnic Minority Care Team
  + Innovative / Value-added Programmes (if any)
  + Implementation schedule
* Measures in ensuring high attendance of service users and avoiding waste of resources
* Publicity and promotion
  + Measures in reaching out and engaging ethnic minorities in need of Services
  + Centre website
  + Social media platforms
* Details of membership system
  + Membership database for dissemination of information to members and effective communication with them
  + Targeted numbers of members in the first year and second year

1. **Performance management**

Information shall include but not limited to the followings –

* Output and outcome indicators for all Services by completing **Annex B** to the Project Brief
* Detailed description of monitoring mechanism and evaluation measures
* Detailed description of quality assurance mechanism, including complaint handling procedures
* Detailed operational guidelines for crisis management and contingency plan

1. **Human Resources Management**

Information shall include but not limited to the followings –

* Staff structure
* Manpower establishment
* Job responsibilities of all staff
* Number of ethnic minority staff members
* Qualification and relevant working experience requirements in recruiting staff
* Detailed description of staff selection, orientation, training and development programme

1. **Implementation plan**

Information shall include but not limited to the followings –

* Detailed work plan for orchestrating the implementation of Services to meet the target commencement date
* Timeframe for setting up the centre
  + Preparatory work, renovation of centre premises, procurement of furniture and equipment, etc.
  + Staff recruitment
  + Promotion of Services
  + Setting up of centre website
  + Setting up of membership system
  + Design of member subscription form, programme enrolment form, feedback form, internal forms, etc.
* Detailed description of fallback or contingency measures/plans to ensure the timely delivery of Services if the project work or service implementation to meet the target commencement date is behind schedule

1. **Relevant operation experience and co-ordination strategies**

Information shall include but not limited to the followings –

* Experience, performance, commitment and organisational support in providing services for ethnic minorities in Hong Kong
* Detailed description of existing networks in providing services for ethnic minorities and means to maintain existing networks and establish new networks with other organisations to facilitate the delivery of Services and to make appropriate referrals

1. **Financial management**

Information shall include but not limited to the followings –

* Detailed breakdown of the one-off setting up budget for preparatory work, e.g. refurbishment and fitting-out works, purchase of furniture and equipment, and installation of facilities, development of centre website, etc.
* Detailed breakdown of the annual operating budget, e.g. staff emoluments, office operation costs, implementation costs of Services, promotion and publicity costs, etc.
* Cash flow projection
* Applicant organisation’s funding contribution (if any)
* Description of financial management and control system
* Description of whether Services are provided free of charge, and fee-charging proposal and fee waiving mechanism (if any)
  + Services concerned
  + Amount of proposed fee
  + Fee waiving mechanism (if any)
* Description of deposit collection and refund mechanism (if any)
  + Services concerned
  + Amount of proposed deposit
  + Criteria for refund