**Annex B**

**Template of Output and Outcome Indicators**

1. Chinese (Cantonese) and English Language Programmes

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Output Indicator  Item | 1st Year | | | | | | | | | | |
| No. of Classes | No. of Students | | No. of Sessions  (Classroom) | | No. of Hours  (Classroom) | | No. of Sessions  (Outside Classroom) | | No. of Hours  (Outside Classroom) | |
| Each Class | Total | Each Class | Total | Each Class | Total | Each Class | Total | Each Class | Total |
| *e.g. Basic Chinese Class* | *5* | *15* | *75* | *18* | *90* | *27* | *135* | *2* | *10* | *8* | *40* |
| Basic Chinese Class |  |  |  |  |  |  |  |  |  |  |  |
| Intermediate Chinese Class |  |  |  |  |  |  |  |  |  |  |  |
| Advanced Chinese Class |  |  |  |  |  |  |  |  |  |  |  |
| Basic English Class |  |  |  |  |  |  |  |  |  |  |  |
| Intermediate English Class |  |  |  |  |  |  |  |  |  |  |  |
| Advanced English Class |  |  |  |  |  |  |  |  |  |  |  |
| Sub-Total |  |  |  |  |  |  |  |  |  |  |  |

Total no. of training hours in the 1st year (shall be no less than 700 hours)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Output Indicator  Item | 2nd Year | | | | | | | | | | |
| No. of Classes | No. of Students | | No. of Sessions  (Classroom) | | No. of Hours  (Classroom) | | No. of Sessions  (Outside Classroom) | | No. of Hours  (Outside Classroom) | |
| Each Class | Total | Each Class | Total | Each Class | Total | Each Class | Total | Each Class | Total |
| Basic Chinese Class |  |  |  |  |  |  |  |  |  |  |  |
| Intermediate Chinese Class |  |  |  |  |  |  |  |  |  |  |  |
| Advanced Chinese Class |  |  |  |  |  |  |  |  |  |  |  |
| Basic English Class |  |  |  |  |  |  |  |  |  |  |  |
| Intermediate English Class |  |  |  |  |  |  |  |  |  |  |  |
| Advanced English Class |  |  |  |  |  |  |  |  |  |  |  |
| Sub-Total |  |  |  |  |  |  |  |  |  |  |  |

Total no. of training hours in the 2nd year (shall be no less than 700 hours)

Outcome Indicators (please add new rows for additional indicators)

|  |  |  |
| --- | --- | --- |
| (i) |  | % of participants reported to have improvement in their Chinese / English proficiency; |
| (ii) |  | % of participants reported to have improvement in their social interaction skills; |
| (iii) |  | % of participants reported to have confidence in their integration into the community; and |
| (iv) |  | % of participants reported to have better understanding of the local culture. |

2. Orientation and Familiarisation Programmes (please add new rows for more programmes)

* **Sessions should be on occasion basis and not hour basis, e.g., a whole-day activity will be considered as one session and not two 3-hour sessions or three 2-hour sessions.**
* **For single session programmes, number of attendance shall be 100% of number of participants and for programmes with multiple sessions, number of attendance shall not be less than 80% of number of participants.**

| Output Indicator  Item | 1st Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| *Example 1*  *Orientation Workshop* | *4* | *12* | *48* | *15*  *Ethnic minorities* | *60*  *Ethnic minorities* | *180*  *Ethnic minorities* | *720*  *Ethnic minorities* |
| *Chinese (if any)* | *Chinese (if any)* | *Chinese (if any)* | *Chinese (if any)* |
| *Example 2*  *Community Tour* | *8* | *1* | *8* | *20*  *Ethnic minorities* | *160*  *Ethnic minorities* | *20*  *Ethnic minorities* | *160*  *Ethnic minorities* |
| *Chinese (if any)* | *Chinese (if any)* | *Chinese (if any)* | *Chinese (if any)* |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

| Output Indicator  Item | 2nd Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

Outcome Indicators (please add new rows for additional indicators)

|  |  |  |
| --- | --- | --- |
| (i) |  | % of participants reported to have increased knowledge and confidence for their integration into the local community; |
| (ii) |  | % of participants reported to have better awareness of community resources available; |
| (iii) |  | % of participants reported to have built up social supportive network with other members of ethnic minorities and local community; and |
| (iv) |  | % of participants reported to have improvement in problem solving skills and coping skills. |

3. Integration Programmes and Services (please add new rows for more programmes)

* **Sessions should be on occasion basis and not hour basis, e.g., a whole-day activity will be considered as one session and not two 3-hour sessions or three 2-hour sessions.**
* **For single session programmes, number of attendance shall be 100% of number of participants and for programmes with multiple sessions, number of attendance shall not be less than 80% of number of participants.**

(i) Programmes and activities

| Output Indicator  Item | 1st Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| 1. Programme Type (e.g. Employment Support Service, Social Inclusion Programme, Outreach Service, Mutual Support Groups, etc.) | | | | | | | |
| 1.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.4 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2. Programme Type (e.g. Employment Support Service, Social Inclusion Programme, Outreach Service, Mutual Support Groups, etc.) | | | | | | | |
| 2.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3. Programme Type (e.g. Employment Support Service, Social Inclusion Programme, Outreach Service, Mutual Support Groups, etc.) | | | | | | | |
| 3.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.4 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

| Output Indicator  Item | 2nd Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| 1. Programme Type (e.g. Employment Support Service, Social Inclusion Programme, Outreach Service, Mutual Support Groups, etc.) | | | | | | | |
| 1.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.4 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2. Programme Type (e.g. Employment Support Service, Social Inclusion Programme, Outreach Service, Mutual Support Groups, etc.) | | | | | | | |
| 2.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3. Programme Type (e.g. Employment Support Service, Social Inclusion Programme, Outreach Service, Mutual Support Groups, etc.) | | | | | | | |
| 3.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.4 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

(ii) Facilities and Tailor-made Services

| Output Indicator  Item | 1st Year | | 2nd Year | |
| --- | --- | --- | --- | --- |
| No. of Cases/Sessions | No. of ethnic minorities served | No. of Cases/Sessions | No. of ethnic minorities served |
| 1. Service Type (e.g. Counselling Service, Referral Service, Enquiry Service, Sight Translation, Booking for use of facilities, etc.) | | | | |
| 1.1 Service name |  |  |  |  |
| 1.2 Service name |  |  |  |  |
| 2. Service Type | | | | |
| 2.1 Service name |  |  |  |  |
| 2.2 Service name |  |  |  |  |
| 3. Service Type | | | | |
| 3.1 Service name |  |  |  |  |
| 3.2 Service name |  |  |  |  |
| Sub-total |  |  |  |  |

Outcome Indicators (please add new rows for additional indicators)

|  |  |  |
| --- | --- | --- |
| (i) |  | % of participants reported to have increased knowledge and confidence for their integration into the local community; |
| (ii) |  | % of participants reported to have better awareness of community resources available; |
| (iii) |  | % of participants reported to have built up social supportive network with other members of ethnic minorities and local community; and |
| (iv) |  | % of participants reported to have improvement in problem solving skills and coping skills. |

4. Dedicated Programmes for Ethnic Minority Youths (please add new rows for more programmes)

* **Sessions should be on occasion basis and not hour basis, e.g., a whole-day activity will be considered as one session and not two 3-hour sessions or three 2-hour sessions.**
* **For single session programmes, number of attendance shall be 100% of number of participants and for programmes with multiple sessions, number of attendance shall not be less than 80% of number of participants.**

(i) Programmes and activities for ethnic minority youths

| Output Indicator  Item | 1st Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| 1. Programme Type (e.g. Outdoor activities, uniform group, sports training, leadership training, water-based activities, recognised certificate course, etc.) | | | | | | | |
| 1.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2. Programme Type (e.g. Outdoor activities, uniform group, sports training, leadership training, water-based activities, recognised certificate course, etc.) | | | | | | | |
| 2.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3. Programme Type (e.g. Outdoor activities, uniform group, sports training, leadership training, water-based activities, recognised certificate course, etc.) | | | | | | | |
| 3.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

| Output Indicator  Item | 2nd Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| 1. Programme Type (e.g. Outdoor activities, uniform group, sports training, leadership training, water-based activities, recognised certificate course, etc.) | | | | | | | |
| 1.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 1.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2. Programme Type (e.g. Outdoor activities, uniform group, sports training, leadership training, water-based activities, recognised certificate course, etc.) | | | | | | | |
| 2.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 2.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3. Programme Type (e.g. Outdoor activities, uniform group, sports training, leadership training, water-based activities, recognised certificate course, etc.) | | | | | | | |
| 3.1 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.2 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| 3.3 Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

(ii) Facilities and Tailor-made Services for Ethnic Minority Youths

| Output Indicator  Item | 1st Year | | 2nd Year | |
| --- | --- | --- | --- | --- |
| No. of Cases/Sessions | No. of ethnic minorities served | No. of Cases/Sessions | No. of ethnic minorities served |
| 1. Service Type (e.g. Counselling Service, Referral Service, Booking for use of facilities, etc.) | | | | |
| 1.1 Service name |  |  |  |  |
| 1.2 Service name |  |  |  |  |
| 2. Service Type | | | | |
| 2.1 Service name |  |  |  |  |
| 2.2 Service name |  |  |  |  |
| Sub-total |  |  |  |  |

Outcome Indicators (please add new rows for additional indicators)

|  |  |  |
| --- | --- | --- |
| (i) |  | % of programmes having achieved their programme goals; |
| (ii) |  | % of participants served indicating satisfaction after receiving the service; |
| (iii) |  | % of participants served indicating their potential and personal growth have been realised; |
| (iv) |  | % of participants served reported to have improvement in problem solving skills and coping skills. |
| (v) |  | % of participants served reported to have built up social supportive network with other members of ethnic minorities and local community; and |
| (vi) |  | % of participants served indicating to have increased knowledge and confidence for their integration into the local community. |

5. After School Tutorial Classes (please add new rows for more programmes)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Output  Indicator  Item | 1st Year | | | | | | | 2nd Year | | | | | | |
| No. of Classes | No. of Students | | No. of Sessions | | No. of Hours | | No. of Classes | No. of Students | | No. of Sessions | | No. of Hours | |
| Each Class | Total | Each Class | Total | Each Class | Total | Each Class | Total | Each Class | Total | Each Class | Total |
| *e.g. P.1-P.3 Class* | *8* | *12* | *96* | *36* | *288* | *54* | *432* | *8* | *12* | *96* | *36* | *288* | *54* | *432* |
| P.1-P.3 Class |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| P.4-P.6 Class |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| S.1-S.3 Class |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sub-Total |  |  |  |  |  |  | # |  |  |  |  |  |  | # |

# Total no. of tutorial hours shall be no less than 1 000 hours per year.

*e.g. Students have to enrol every \*~~month~~ / quarter / ~~semester~~ / \_\_\_\_\_\_\_\_\_\_\_\_ (please specify).*

Students have to enrol every \*month / quarter / semester / \_\_\_\_\_\_\_\_\_\_\_\_ (please specify).

(\* Please delete as appropriate.)

Outcome Indicators (please add new rows for additional indicators)

|  |  |  |
| --- | --- | --- |
| (i) |  | % of participants reported to have improvement in their overall academic performance; |
| (ii) |  | % of participants reported to feel more supportive in the completion of homework; |
| (iii) |  | % of participants reported to have more confidence in achieving better Chinese proficiency; and |
| (iv) |  | % of participants reported to have more confidence in solving Mathematics questions. |

6. Ethnic Minority Care Team

| Service Requirements | Key Performance Indicator | 1st Year | 2nd Year |
| --- | --- | --- | --- |
| 1. Community Caring | | | |
| 1.1 Make available means of contacts, such as mobile phone number, email address, social media (i.e. Facebook, Instagram) and instant communication application (i.e. WhatsApp, WeChat) for the public to contact the Ethnic Minority Care Team (Care Team) | Provide at least **2 contacts** for the public to contact the Care Team and establish the relevant channels within **3 weeks** of commencement of operation of the centre |  |  |
| 1.2 Promote the means of contact and services of the Care Team to the members of the centre and ethnic minority communities in the serving areas | Promote the means of contact and services of the Care Team to no less than **[90%]** of the members of the centre within **[3 months]** of commencement of operation of the centre |  |  |
| 1.3 Set up two-way communication networks for dissemination of Government messages to the ethnic minority communities and collecting their feedback in the serving areas of the Care Team | Timely disseminate important information provided by the Government through the communication networks as required by the Government. The communication network shall be established within **3 months** of the commencement of operation of the centre and able to collect feedback from the ethnic minority communities |  |  |
| 1.4 Reach out to ethnic minority households or individuals through household visits or outreach services in the serving areas of the Care Team and introduce the public services available as well as services of support service centres for ethnic minorities, including the interpretation service provided by CHEER Centre and distribute leaflets on support services to ethnic minorities | Reach out to at least **500 ethnic minority households/ individuals** through household visits/outreach services **per year** and introduce the public services available as well as the services of support service centres to ethnic minorities |  |  |
| 1.5 Visit the ethnic minority households in the serving areas as referred by HAD/District Offices/District Care Teams | Conduct visit to ethnic minority households within **1 week** after receiving referral from HAD/District Offices/District Care Teams |  |  |
| 1.6 Identify ethnic minority households/individuals requiring special attention and support, subsequently referring them (if necessary) to relevant Government departments or organisations for the arrangement of professional services | Identify at least **50 ethnic minority households/ individuals** in need **per year** and make referral (if necessary) to relevant Government departments or organisations for arrangement of professional services |  |  |
| 1.7 Make referral to District Care Teams for provision of household cleaning and simple home appliance repair services for ethnic minority households in need | Make referral within **1 week** upon identifying such need/ receiving the relevant request |  |  |
| 2. Assisting in Large-scale Accident/Major Emergency/Disastrous Event | | | |
| 2.1 Provide assistance to and visit the affected ethnic minorities during large-scale accident/major emergency/disastrous event in the serving areas of the Care Team | During the centre’s operation hours, provide initial assistance to the affected ethnic minorities within **3 hours** after receiving the referral from HAD/District Offices/ District Care Teams; Follow up action (if necessary) shall be conducted within **2 days** of the relevant event |  |  |
| 2.2 Disseminate Government messages as required by HAD or any other Government departments in relation to large-scale accident/major emergency/disastrous event | Disseminate the message through the Care Team’s established communication networks within **1 hour** upon receiving the relevant message during the centre’s operation hours, or **as soon as practicable if** outside the operation hours of the centre |  |  |
| 2.3 Provide emergency assistance to other Ethnic Minority Care Teams/ District Care Teams/District Offices outside the serving areas in large-scale accident/major emergency/disastrous event involving a large number of ethnic minorities, as required by HAD | During the centre’s operation hours, provide initial assistance within **3 hours** after receiving request from HAD |  |  |
| 1. Additional Services   [The Team can propose additional/value-added services for HAD’s consideration] | | | |
| 3.1 Assist the Government to promote new policies or to help distribution of materials as required by HAD or any other Government departments | Disseminate the message of new policies through the Care Team’s communication networks within **1 week** after receiving the request from HAD or any other Government departments |  |  |
| 3.2 Organise policy promotion, education or celebratory activities for the ethnic minority communities in the serving areas | Organise at least **6** policy promotion, education or celebratory activities for at least a total of **120 ethnic minority participants** **per year** in the serving areas |  |  |
| 3.3 Additional/value-added services as proposed by the Care Team for HAD’s consideration | Key performance indicators of additional/value-added services as proposed by the Care Team for HAD’s consideration |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1st Year | 2nd Year | 2-year Total |
| No. of ethnic minority households visited/individuals reached out |  |  |  |
| No. of ethnic minority households/individuals in need referred to relevant Government departments or organisations for arrangement of professional services |  |  |  |
| No. of ethnic minorities participants in the policy promotion, education or celebratory activities |  |  |  |
| Total |  |  |  |

Outcome Indicators (please add new rows for additional indicators)

|  |  |  |
| --- | --- | --- |
| (i) |  | % of ethnic minorities served reported to be satisfied with the services provided; |
| (ii) |  | % of ethnic minorities served reported to have better awareness of community resources available; |
| (iii) |  | % of ethnic minorities served reported to be referred to the suitable Government departments or organisations for follow-up actions; and |
| (iv) |  | % of ethnic minorities served reported to have better understanding on Government’s new policy/initiative. |

7. Innovative or Value-added Programmes (if any)

* **Sessions should be on occasion basis and not hour basis, e.g., a whole-day activity will be considered as one session and not two 3-hour sessions or three 2-hour sessions.**
* **For single session programmes, number of attendance shall be 100% of number of participants and for programmes with multiple sessions, number of attendance shall not be less than 80% of number of participants.**

| Output Indicator  Item | 1st Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

| Output Indicator  Item | 2nd Year | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No. of Programmes | No. of Sessions | | No. of Participants | | No. of Attendance | |
| Each Programme | Total | Each Programme | Total | Each Programme | Total |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Programme name |  |  |  | Ethnic minorities | Ethnic minorities | Ethnic minorities | Ethnic minorities |
| Chinese (if any) | Chinese (if any) | Chinese (if any) | Chinese (if any) |
| Sub-total |  |  |  |  | Ethnic minorities |  | Ethnic minorities |
| Chinese (if any) | Chinese (if any) |

Outcome Indicators (please add new rows for additional indicators)

|  |  |  |
| --- | --- | --- |
| (i) |  | % of participants reported to have increased knowledge and confidence for their integration into the local community; |
| (ii) |  | % of participants reported to have better awareness of community resources available; |
| (iii) |  | % of participants reported to have built up social supportive network with other members of ethnic minorities and local community; and |
| (iv) |  | % of participants reported to have improvement in problem solving skills and coping skills. |

**Total Committed Output**

(1) Programmes and Activities

| **Programme Type** | | **No. of programmes** | **No. of sessions** | **No. of participants\*** | | **No. of attendance** | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **EMs** | **Chinese** | **EMs** | **Chinese** |
| Chinese (Cantonese) and English Language Programmes | 1st year |  |  |  |  |  |  |
| 2nd year |  |  |  |  |  |  |
| 2-year total |  |  |  |  |  |  |
| Orientation and Familiarisation Programmes | 1st year |  |  |  |  |  |  |
| 2nd year |  |  |  |  |  |  |
| 2-year total |  |  |  |  |  |  |
| Integration Programmes and Services | 1st year |  |  |  |  |  |  |
| 2nd year |  |  |  |  |  |  |
| 2-year total |  |  |  |  |  |  |
| Dedicated Programmes for Ethnic Minority Youths | 1st year |  |  |  |  |  |  |
| 2nd year |  |  |  |  |  |  |
| 2-year total |  |  |  |  |  |  |
| After School Tutorial Classes | 1st year |  |  |  |  |  |  |
| 2nd year |  |  |  |  |  |  |
| 2-year total |  |  |  |  |  |  |
| Ethnic Minority Care Team | 1st year |  |  |  |  |  |  |
| 2nd year |  |  |  |  |  |  |
| 2-year total |  |  |  |  |  |  |
| Innovative or Value-added Programmes (if any) | 1st year |  |  |  |  |  |  |
| 2nd year |  |  |  |  |  |  |
| 2-year total |  |  |  |  |  |  |
| **Grand Total** | **1st year\*** |  |  |  |  |  |  |
| **2nd year\*** |  |  |  |  |  |  |
| **2-year total** |  |  |  |  |  |  |

\* Grand total no. of participants shall be no less than 8 000 per year.

(2) Facilities and Tailor-made Services

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Type** |  | **No. of cases/sessions** | **No. of ethnic minorities served** |
| Services under Integration Programmes and Services | 1st year |  |  |
| 2nd year |  |  |
| 2-year total |  |  |
| Services under Dedicated Programmes for Youths | 1st year |  |  |
| 2nd year |  |  |
| 2-year total |  |  |
| **Grand Total** | **1st year** |  |  |
| **2nd year** |  |  |
| **2-year total** |  |  |