

## **SUPPORT SERVICE CENTRES FOR ETHNIC MINORITIES PROJECT BRIEF**

The Home Affairs Department (HAD) of the Government of the Hong Kong Special Administrative Region (Government) is inviting, through this Project Brief, interested and eligible non-profit-making organisations (NPOs) to submit a proposal to operate a support service centre for ethnic minorities in either Kowloon Central or New Territories East.

### **Background**

2. Hong Kong is a cosmopolitan city. Out of our 7.4 million population and excluding foreign domestic helpers, about 301 000 (4.1%) are ethnic minorities<sup>1</sup> (2021 Population Census). Some members of these ethnic minority groups encounter difficulties in accessing public services and integrating into the community.

3. The Government has commissioned NPOs to establish and operate eight support service centres in Wan Chai, Kwun Tong, Tuen Mun, Yuen Long, Yau Tsim Mong, Sham Shui Po, Tung Chung and Kwai Tsing with the aim to facilitate the integration of ethnic minorities into the community. The centre in Kwun Tong also provides general interpretation and translation services to assist ethnic minorities' use of public services.

4. To further strengthen support services for ethnic minorities to help them better integrate into the community and to meet the service demand in Kowloon Central and New Territories East, it was announced in the 2023 Policy Address that the Government will set up two additional support service centres for ethnic minorities, one in Kowloon Central and another in New Territories East, in 2024-25.

---

<sup>1</sup> Ethnic minorities refer to persons of non-Chinese ethnicity.

5. An invitation of proposals exercise is now conducted to invite interested and eligible NPOs to submit a proposal to operate a support service centre for ethnic minorities in either Kowloon Central (including Wong Tai Sin and Kowloon City) or New Territories East (including Sai Kung and Tseung Kwan O).

### **Project Objectives**

6. The service targets of the centres are those Hong Kong residents of ethnic minority origins who permanently settled in Hong Kong, especially those from South Asian countries, including India, Nepal and Pakistan, etc. To facilitate the integration of eligible ethnic minorities into the community and to enhance their access to public services, the two centres shall be newly established (not to be converted from any applicant's existing service centre(s) for ethnic minorities) and used exclusively for providing the following services for eligible ethnic minority groups in accordance with the grant agreement (Services):

- (a) Chinese (Cantonese) and English language programmes mentioned in paragraphs 22 to 24 below;
- (b) orientation and familiarisation programmes for ethnic minority new arrivals mentioned in paragraphs 25 and 26 below;
- (c) integration programmes and services mentioned in paragraphs 27 and 28 below;
- (d) dedicated programmes for ethnic minority youths to facilitate their personal development and integration into the community mentioned in paragraphs 29 to 31 below;
- (e) after school tutorial classes mentioned in paragraphs 32 to 38 below;
- (f) ethnic minority care team mentioned in paragraphs 39 to 40; and
- (g) any other support services which could facilitate their integration into the community.

## **Eligibility of Applicants**

7. An eligible applicant must be a bona fide NPO which fulfils the following requirements: -

- (a) has the legal capacity to contract; and is (i) a company incorporated or registered under the Companies Ordinance (Cap. 622) or the predecessor Companies Ordinance (as defined in Section 2 of the Companies Ordinance (Cap. 622)) or (ii) a trustee registered under the Registered Trustees Incorporation Ordinance (Cap. 306) or (iii) a body corporate in Hong Kong which have been established by legislation;
- (b) is a charitable institution or trust of a public character which is exempt from tax under section 88 of the Inland Revenue Ordinance (Cap. 112); and
- (c) has at least 5 years of experience in providing services (similar to all or any of the Services) to ethnic minorities in Hong Kong.

An organisation's failure to comply with any or all of the requirements specified in this paragraph 7 will result in its application not being further considered.

8. Joint applications from two or more organisations are allowed. Each applicant in a joint application shall comply with all of the requirements specified in paragraph 7 above. Failure of all or any of the organisations in a joint application in meeting the requirements in paragraph 7 above will result in the joint application not being further considered. In this invitation of proposals exercise, "joint application" refers to two or more organisations undertaking shared commitment, both financially and operationally, to run the same centre. Both organisations shall contribute to the output attainment level. The joint applicants shall work among themselves on the partnership arrangement, areas of responsibilities, allocation of resources, etc.

9. Organisations proposing to submit a joint application have to identify

the primary applicant organisation to liaise with HAD and to sign the grant agreement. The primary applicant organisation will be the primary obligor under the grant agreement and the primary point of contact with the Government. Services of the centres shall be run by the successful applicants (alternatively, operators) with their own staff. In case an applicant plans to partner or collaborate with or appoint other organisations in operating some of the Services, it shall provide in its application details of the proposed partnering, collaboration or appointment arrangement for consideration by the Government. However, regardless of the arrangement (whether joint application with another organisation or having another organisation to provide some of the Services), the organisation which has entered into the grant agreement with the Government will be responsible for all acts, omissions and defaults of its partner organisation, or other operators/providers of the Services (as the case may be).

10. Each eligible applicant may submit a proposal to apply for operating one centre in either -

- (a) Kowloon Central (including Wong Tai Sin and Kowloon City); or
- (b) New Territories East (including Sai Kung and Tseung Kwan O),

each referred to hereinafter as a “centre”.

### **Location of Centres**

11. Each applicant is required to (a) propose the specific district for the centre and provide relevant justification and rationale for the proposed location; and (b) identify suitable site in the intended district for setting up the new centre. Each applicant shall also ensure that the identified premises satisfy the requirements of the Education Bureau for holding classes and are in compliance with all applicable laws and regulations. It is however not required that an applicant shall already be a lessee of the proposed premises for the centre at the time of the application. Applicants may provide a letter of intent from the landlord for leasing the proposed premises for the centre, if available.

12. An applicant may propose alternative location(s) for establishing the centre in the intended district. In that case, the applicants shall clearly set out the priority of the locations in its application.

13. If the premises, facilities and equipment used for the centre are shared with another organisation/person, the applicant shall obtain prior written approval from that organisation/person on the shared use of the premises, facilities or equipment before lodging its application and provide details of the sharing arrangement in its application. Sharing of premises with other organisations/persons means designating an area within that premises exclusively as the centre for the exclusive use by the centre and the rest of the premises is to be used by other units of the applicant or other organisations/persons. The designated area of the premises which has been designated as the centre shall exclusively be used for the operation of the centre and not for other purposes. The grant agreement will prohibit further sharing of this designated area as the premises of the centre, to be used for other purposes. Any proposed rent, rate, management fees and other outgoings arising from the usage of the shared premises and to be funded by the grant from the Government must be on a pro rata basis taking into account the centre's actual usage of the shared premises. Under no circumstances would any part of the grant be used to subsidise the usage of the premises for other purposes other than the operation of the centres for the provision of Services for ethnic minorities in accordance with the grant agreement.

14. If proposed premises is in fact already provided to the applicant for use for a nominal rent by another Government bureau or department and that Government bureau or department has given approval for the applicant to use a designated area of that premises exclusively for operating the centre (which approval shall accompany with the application), the applicant should adjust the budget in the funding proposal in relation to the premises for the proposed centre, including rent, rate, and management fees. If the successful applicant has not already done so, HAD will request such adjustment of the budget in the funding proposal from the successful applicant and the corresponding amount of the Approved Project Costs (i.e. all items of project costs proposed to be incurred by the operator in the discharge of the Project and approved by the Government) shall

be adjusted downward.

## **Mode of Services**

15. Most Services of the centres shall be provided for ethnic minorities free of charge. If applicants intend to charge fees or collect deposits for any particular Services, they shall provide a detailed fee schedule or deposit arrangement in their proposals identifying the scope of each item of chargeable Services and the criteria upon which the deposits collected are to be refunded to service users. The fee schedule of chargeable Services shall be subject to separate approval by the Government and approval of the applicant's proposal does not signify approval of the fee schedule.

16. The Services provided by the centres shall be open to eligible members of the ethnic minorities on a territory-wide basis in Hong Kong. Under no circumstances may the centres confine its Services to only ethnic groups in its locality or a specific ethnic/religious community.

17. **The total annual committed output of each centre for all programmes and activities (excluding drop-in service and enquiry/hotline service) shall be no less than 8 000 participants, out of which no less than 1 800 participants shall be for Orientation and Familiarisation Programmes and Dedicated Programmes for Ethnic Minority Youths.**

## **Opening Hours**

18. The centres shall be open to provide the Services for eligible members of the ethnic minorities for at least 12 hours a day and six days a week, including Saturdays and Sundays. The centres are not required to open on general holidays as stipulated in sections (b) to (r) in the Schedule to General Holidays Ordinance (Cap. 149).

## **Centre staff**

19. Apart from the course tutors who will be providing the Chinese and English language programmes, the operators are expected to employ some staff members who are conversant in the relevant ethnic minority cultures and languages to facilitate communication with participants in the language programmes and other activities organised by the centres. Applicants shall state in their applications the number of such staff members to be employed for each of the languages relevant to their proposed target users, the qualification requirements of such staff members and any training to be provided for them.

20. To facilitate delivery of the Services and communication with service users, all staff shall be able to communicate in English, and all documents (including reports and returns, staff handbook, internal guidelines and forms, and external correspondences, etc.) shall be in English.

21. Each centre shall be led by a centre-in-charge and employ no less than two registered social workers to provide emotional support, counselling, referral and caring services.

## **Chinese (Cantonese) and English Language Programmes**

22. Each centre is required to organise Chinese (Cantonese) and English language programmes for ethnic minority **adults**. The objective of the language programmes is to promote the understanding of the Chinese and English languages and local cultures in order to meet participants' daily needs and to foster their integration into the community.

23. In designing the programmes, applicants shall have due regard to the specific needs of the ethnic groups. The following factors shall be taken into account –

- (a) **programme structure:** classes shall be provided at different levels (Basic, Intermediate and Advanced) with a view to serving students

with various language proficiency. The programme should primarily be delivered by classroom learning, and supplemented by a range of outside-classroom activities, such as outings or site visits, to allow the participants to practise the languages in real lives and enhance their understanding of the local community;

- (b) **curriculum:** a coherent, standardised, but flexible curriculum shall be adopted, with special emphasis on increasing social interaction skills of students. It should cover listening, speaking, reading and writing skills from basic to advanced level to equip students with skills for use in daily lives and at work;
- (c) **training hours:** the total number of training hours of the language classes **shall not be less than 700 hours per year**;
- (d) **class location and premises:** classes shall be conducted at the centres or premises at other locations convenient to the target group, and the successful applicant shall be fully responsible for all costs and liability associated with the use of the premises for the purposes of the project;
- (e) **tutors:** full-time or part-time tutors holding bachelor degrees from a local university or equivalent and preferably with relevant experience in teaching Chinese/English shall be recruited;
- (f) **size and composition of classes:** the minimum number of students in each class should be 10. In accordance with our experience, mix-ethnic classes are preferable to discourage students from using their native languages to communicate with each other; and
- (g) **method of enrolment:** the process of recruitment of students shall be open and fair, providing equal opportunities for eligible students from all backgrounds, including those from different ethnic minority communities. Enrolment must not be restricted to a



particular race or members of specific groups, and appropriate publicity shall be made in advance.

24. The successful applicant for each centre shall be fully responsible for the application for exemption from school registration pursuant to section 9(5) of the Education Ordinance (Cap. 279) and obtaining the certificate of Fire Service Installations and Equipment issued by Fire Service Installation Contractor registered under the Fire Services (Installation Contractors) Regulations (Cap. 95A), for that centre as may be necessary or required by the Government.

### **Orientation and Familiarisation Programmes**

25. Each centre is required to provide regular structured orientation and familiarisation programmes for ethnic minority new arrivals to facilitate their early and smooth integration into the local community. The centres shall develop programmes with a focus on assisting newly arrived ethnic minorities in familiarising themselves with the life in the Hong Kong community.

26. These orientation and familiarisation programmes shall include: -

- (a) familiarisation programmes tailored to the needs of newly arrived ethnic minorities;
- (b) seminars or talks on public services to facilitate their access to such services;
- (c) tours to introduce community facilities and local culture;
- (d) programmes on language course to facilitate their communication with local Chinese in daily life; and
- (e) activities on local transportation and employment support, etc.

## **Integration Programmes and Services**

27. Each centre is required to provide ethnic minorities with a comprehensive range of integration programmes and services with a focus on assisting ethnic minorities in integrating into the Hong Kong community and meeting their priority needs such as language training, education, employment assistance or other social services.

28. These integration programmes and services shall include: -

- (a) personal development programmes tailored to the needs of ethnic minorities;
- (b) social inclusion programmes to provide opportunities for ethnic minorities and local Chinese to interact with each other;
- (c) general enquiry service and assistance including referral services and sight translation (i.e. oral translation of short written text) to facilitate their access to and use of various community services;
- (d) support groups and counseling services to assist ethnic minorities in adapting to living in an environment that is culturally different from their own; and
- (e) other innovative or value-added programmes conducive to their integration into the local community.

## **Dedicated programmes for ethnic minority youths**

29. Each centre is required to set up a youth unit to provide dedicated programmes to help the personal development of ethnic minority youths, including those who are unschooled and unemployed and those who are vulnerable to undesirable influences, such as drug abuse, triad societies and juvenile crimes.

30. The objectives of the youth units are as follows –

- (a) provide tailor-made programmes and activities to realise ethnic minority youths' potential and aspirations, and to enhance their self-confidence, sense of responsibility, communication ability and sense of belonging to the community;
- (b) direct ethnic minority youths to healthy lifestyles and spend their leisure time constructively by exploring their interests and hobbies;
- (c) empower ethnic minority youths to overcome their difficulties and problems;
- (d) provide guidance and support to ethnic minority youths and refer those with welfare and special counselling needs to Government departments or NPOs as appropriate; and
- (e) collaborate with local organisations to engage ethnic minority youths to join activities with Chinese and other youths to enhance social integration and racial harmony.

31. The dedicated programmes to be operated by the youth units shall include -

- (a) organising tailor-made programmes and classes including, but not limited to language classes, uniform groups activities, first aid training, courses with recognised certificates, programmes for rapport and team building, skills training, volunteering and community services, etc. to enable ethnic minority youths' personal development and realise their potential;
- (b) providing interest groups and healthy activities including arts and cultural activities, outdoor and adventure activities, sports

activities, water-based activities, interest classes, etc. to develop ethnic minority youths' interest and hobbies;

- (c) providing guidance and counselling services, either on an individual or group basis, to share ethnic minority youths' experience and difficulties, and to assist/empower them to overcome their difficulties or problems;
- (d) making referrals where necessary to appropriate Government departments or NPOs for follow-up according to ethnic minority youths' service needs;
- (e) liaising with District Offices, District Youth Committees, District Councils, ethnic minority organisations and local schools in organising district youth programmes and competitions to strengthen the self-esteem of ethnic minority youths, broaden their horizons and enhance mutual communication with Chinese and other youths to achieve social integration and racial harmony;
- (f) collaborating with the Ambassador Scheme for ethnic minority youths so that the ethnic minority youths identified in the Ambassador Scheme could be referred to the youth units for proper follow-up action if necessary; and
- (g) providing other innovative or value-added programmes conducive to ethnic minority youths' needs and integration into the local community.

### **After school tutorial classes**

32. Each centre is required to provide after school tutorial classes for ethnic minority students from Primary 1 to Secondary 3 with aims to -

- (a) assist ethnic minority students in their homework in areas which they find the most difficult; and
- (b) provide classroom-based activities for ethnic minority students to enhance their Chinese reading and writing skills as well as mathematical knowledge.

33. Applicants shall ensure that enrolment of students is conducted on an open and fair basis. It is advisable that the classes shall be conducted in the centres and at other locations convenient to the target group of ethnic minority students or other community venues. For fairness, premises open to all students irrespective of the school they are studying in and other grouping that they belong to is preferred.

34. The **total number of tutorial hours** of the tutorial classes **shall not be less than 1 000 hours per year**.

35. The **minimum ratio of tutor/helper to students** in each class **shall be 1:6**. The class structure shall preferably be in three levels (Primary 1 to 3, Primary 4 to 6 and Secondary 1 to 3), and shall cover the following, subject to the consideration by the applicants concerned on the specific circumstances of the classes and the needs of the students enrolled -

- (a) part of each session shall be tutorials covering homework supervision, and assistance in comprehension of all subjects particularly those in Chinese; and
- (b) the remaining of the session shall be pre-designed courses or activities focusing on Chinese or other subjects (such as Mathematics) to enable students to practise reading and writing of Chinese, and solving questions in Mathematics, so as to stimulate their interest of learning.

36. The successful applicant for each centre shall be fully responsible for

the application for exemption from school registration pursuant to section 9(5) of the Education Ordinance (Cap. 279) and obtaining the certificate of Fire Service Installations and Equipment issued by Fire Service Installation Contractor registered under the Fire Services (Installation Contractors) Regulations (Cap. 95A), for that centre as may be necessary or required by the Government.

37. If the applicants wish to provide tutorial classes for students of levels in addition to Primary 1 to Secondary 3 set out above, they shall provide the relevant details and justifications in their applications.

38. The successful applicants shall recruit part-time tutors to conduct classes. The tutors shall at least be students in local tertiary institutions, preferably those undergoing teacher training or with relevant experience. For classes especially those targeting more senior students, applicants shall consider recruiting persons with teacher qualifications to enhance the quality of the classes conducted. To assist in the discipline, applicants shall consider recruiting helpers, preferably those who can communicate with the majority of the students in their native languages to enable them to handle interpretation work to aid communication if necessary.

### **Ethnic Minority Care Team**

39. Each centre is required to set up an ethnic minority care team (Ethnic Minority Care Team or Care Team) to provide dedicated caring services to ethnic minorities. The serving areas for the Care Team of the Kowloon Central centre include Kowloon City and Wong Tai Sin, and those for the Care Team of the New Territories East centre include Sai Kung, Tai Po and North. The Care Team shall be led by a social worker and assisted by two ethnic minority programme workers. The Care Team is under the management of the centre-in-charge and is required to recruit a team of not less than 10 ethnic minority volunteers to assist in the household visits and other duties.

40. Through the networks in the local and ethnic minority communities as well as referrals from District Services and Community Care Teams (District Care

Teams), the Care Team shall –

- (a) make available means of contact, 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 Care Team;
- (b) 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;
- (c) 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;
- (d) 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 the services of support service centres for ethnic minorities, including the interpretation service provided by CHEER Support Service Centre for Ethnic Minorities, and distribute leaflets on support services to ethnic minorities;
- (e) visit the ethnic minority households in the serving areas as referred by HAD/District Offices/District Care Teams;
- (f) identify ethnic minority households or individuals requiring special attention and support<sup>2</sup>, subsequently referring them (if necessary) to relevant Government departments or organisations

---

<sup>2</sup> Households requiring special attention and support includes households living in subdivided units, low-income households, as well as those with persons with disabilities or chronic diseases, unpaid primary carers (referring to individuals who provide unpaid care to family members or others, such as persons with disabilities or chronic diseases and elderlies, and provide care for the longest duration within a week), single parents, children with special educational needs and new arrivals.

for arrangement of professional services;

- (g) make referral to District Care Teams for provision of household cleaning and simple home appliance repair services for ethnic minority households in need;
- (h) 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;
- (i) disseminate Government messages as required by HAD or any other Government departments in relation to large-scale accident/major emergency/disastrous event;
- (j) provide emergency assistance to other Care Teams/District Care Teams/District Offices outside the serving areas mentioned in paragraph 39 during large-scale accident/major emergency/disastrous event involving a large number of ethnic minorities, as required by HAD;
- (k) assist the Government to promote new policies or to help distribution of materials as required by HAD or any other Government departments; and
- (l) organise policy promotion, education or celebratory activities for the ethnic minority communities in the serving areas.

### **Monitoring and Evaluation of Services**

41. Output and outcome indicators shall be submitted to the Government on a regular basis and will be used by the Government to monitor the performance of the operators. The Government will meet the operators on a need basis to review their performance. Applicants shall state in their applications their commitment in terms of the attainment levels on an annual basis in respect of the



indicators set out below. Applicants may also suggest additional indicators and other assessment tools in their applications.

(I) Chinese (Cantonese) and English Language Programmes

(a) Output indicators

- (i) No. of classes in Basic, Intermediate and Advanced Levels;
- (ii) No. of students in each class;
- (iii) No. of training sessions for each class;
- (iv) No. of hours of classroom learning for each class; and
- (v) No. of hours of outside classroom activities for each class.

(b) Outcome indicators

- (i) percentage (%) 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.

(II) Orientation and Familiarisation Programmes

(a) Output indicators

- (i) No. of each type of programme;
- (ii) No. of sessions for each type of programme;
- (iii) No. of participants served in each programme; and
- (iv) No. of participants served in each session of programme activity.

(b) Outcome 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.

(III) Integration Programmes and Services

(c) Output indicators

- (i) No. of each type of programme;
- (ii) No. of sessions for each type of programme;
- (iii) No. of participants served in each programme;
- (iv) No. of participants served in each session of programme activity;
- (v) No. of general enquiries, sight translation, guidance/counselling cases served; and
- (vi) No. of referrals made to appropriate Government departments/NPOs for follow-up action.

(d) Outcome 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.

(IV) Dedicated programmes for ethnic minority youths

(a) Output indicators

- (i) No. of each type of programme;
- (ii) No. of sessions for each type of programme;
- (iii) No. of participants served in each programme;
- (iv) No. of participants served in each session of programme activity;
- (v) No. of guidance/counseling cases served; and
- (vi) No. of referrals made to appropriate Government departments/NPOs for follow-up action.

(b) Outcome 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 capacity 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.

(V) After school tutorial classes

(a) Output indicators

- (i) No. of classes in each level;
- (ii) No. of students in each class;
- (iii) No. of sessions for each class; and
- (iv) No. of hours for each class.

(b) Outcome 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.

(VI) Ethnic Minority Care Team

(a) Output indicators

- (i) Provide at least **2 contacts** for the public to contact the Care Team and establish the relevant channels within **3 weeks** of the commencement of operation of the centre;
- (ii) 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 the commencement of operation of the centre;
- (iii) 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 be able to collect feedback from the ethnic minority communities;

- (iv) 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 the ethnic minorities;
- (v) Conduct visit to ethnic minority households within **1 week** after receiving referral from HAD/District Offices/District Care Teams;
- (vi) 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;
- (vii) Make referral to District Care Teams for provision of household cleaning and simple home appliance repair services for ethnic minority households within **1 week** upon identifying such need/receiving the relevant request;
- (viii) During the centre's operation hours, provide initial assistance to the affected ethnic minorities of large-scale accident/major emergency/disastrous event in the serving areas 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;
- (ix) Disseminate the message through the Care Team's established communication networks within **1 hour** upon receiving the relevant message in relation to large-scale accident/major emergency/disastrous event during the centre's operation hours, or **as soon as**

**practicable if** outside the operation hours of the centre;

- (x) During the centre's operation hours, provide initial assistance to other Care Teams/District Offices outside the serving areas in large-scale accident/major emergency/disastrous event involving a large number of ethnic minorities, within **3 hours** after receiving request from HAD;
- (xi) 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; and
- (xii) 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.

(b) Outcome 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.

(VII) Innovative or Value-added Programmes (if any)

(a) Output indicators

- (i) No. of each type of programme;
- (ii) No. of sessions for each type of programme;
- (iii) No. of participants served in each programme;

- (iv) No. of participants served in each session of programme activity;

(b) Outcome 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.

42. To ensure that the performance of the operators is effectively monitored, the operators will be required to provide regular progress reports and statistical returns on their performance and services. They will also be required to submit quarterly financial reports on their operation. Furthermore, the Government reserves the rights (on its own or through an independent assessor) to conduct independent monitoring and evaluation of the Services.

43. Specifically, the Government reserves the right to: -

- (a) pay announced or surprised visits/audits to examine the performance of the operators, actual output on key components of the Services, quality of the Services and standards achieved or not achieved, areas of concern/complaints and outcome, as well as financial records;
- (b) commission a body to monitor the operation of the centres and to make recommendations on the future mode of operation and the scope of services to be provided; and

(c) contact service users and other stakeholders.

44. In any event, the operators shall co-operate with the Government or any independent assessor which may be appointed by the Government in conducting the performance evaluation of the Project.

45. The operators shall also implement their own in-house on-going monitoring and review mechanism in line with the grant agreement to ensure that the programme objectives are met and that the intended output and outcome level and quality of the Services could be achieved.

### **Crisis Management and Contingency Plan**

46. The operators must develop operational guidelines for crisis management as well as a contingency plan to specify strategies for the continuation of service, and shall ensure that the contingency plan can be activated at all time should the operators encounter difficulties in providing any of the Services as stipulated in this Project Brief. The operators shall inform HAD as soon as possible when the contingency plan is activated and the alternative mode of provision of service is implemented. Where there will be any circumstances which could hinder the normal mode of delivery of the Services, under the contingency plan, the operator must adjust its mode of providing the services and make the utmost effort to meet the committed output and catch up with any shortfall.

47. Any back-up Services provided under the contingency plan must meet all the requirements of this Project Brief. In this regard, no additional allowance or compensation in any form will be payable by the Government in activating the contingency plan.

### **Funding**

48. Subject to the successful applicant's due and proper performance of all of its rights and obligations in accordance with the grant agreement, the



Government would provide a one-off grant of up to HK\$2.5 million to the successful applicant to subsidise the setting up of a new centre.

49. The one-off setting up grant of a new centre may only cover capital expenditure for setting up the centre, such as refurbishment and fitting-out works, purchase of equipment and furniture and installation of telephones. It may also be used to cover a reasonable proportion of staff cost for staff deployed during the preparatory period to prepare for commencement of operation of the centre, including staff recruitment, networking, service promotion, setting up of the centre website, setting up of the membership system, overseeing fitting-out work, purchasing necessary furniture and equipment and rent of the chosen premises before the commencement of operation of the centre.

50. In addition, the Government has earmarked an annual recurrent operating grant of up to HK\$11 million for the operation of each centre. The operating grant may subject to downward adjustment if the premises is already provided by another Government bureau or department based on the arrangement as mentioned in paragraph 14 above.

51. The recurrent operating grant may only cover any recurrent expenditure, such as staff emoluments of centre staff (including contribution to mandatory provident fund), office operation cost (including rent, utilities, insurance, audit fee and administration fee), service implementation cost and publicity cost. Gratuity, overtime pay and bonus for centre staff will not be considered. The grant period for the recurrent operating grant is two years starting from commencement date of service and the operators must provide the Services required under the grant agreement throughout this grant period.

52. For the recurrent operating grant, only operating expenses directly incurred for the provision of the Services for ethnic minorities by the centres will be funded. Reshuffling of funding between the one-off setting up grant and the recurrent operating grant is not permitted.

53. The recurrent operating grant may be extended for such period of time and for such number of times at the sole discretion of the Government. The

Government will review future services in the light of the experience gained during the implementation of the project.

54. The Government will not accept any liabilities beyond the approved budget and no supplementary provisions will be considered. The operators have no authority to represent the Government or bind the Government to any obligation. The centres shall be operated by the operators as principal but not as agent for Government. The operators shall indemnify and hold the Government indemnified against any and all losses, claims, damages, costs, charges, expenses, liabilities, demands, proceedings, and actions which the Government may sustain or incur or which may be brought or established against it by any person arising from or in relation to the operation of the centre or provision of any Services.

55. The operator shall not, without the prior written consent of the Government, accept cash donation, funding or sponsorships from any other organisations or persons for the operation of the centre. If any applicant intends to run the centre under co-sponsorship (viz., one in the form of grant from HAD and another from another organisation or person), they shall provide in their application the relevant justification for consideration by the Government. The Government reserves the right to make further downward adjustment to the proposed budget and the resulting Approved Project Costs should any expenditure items be covered by any cash donation, funding or sponsorship of any other person or organisation.

### **Payment Arrangements**

56. Payment of both the one-off setting up grant and the recurrent operating grant will be made at intervals to be set out in the grant agreement.

57. The Government reserves the right to withhold payment of the grant, including the one-off setting up grant and the recurrent grant, from time to time to an operator in the event that –

- (a) the performance of the operator is considered not satisfactory or

having substantially deviated from the original plan;

- (b) part of the payment is disputed by the Government on reasonable ground;
- (c) the Government has reasonable ground to believe that the operator is or will be liable to the Government under the indemnity clause for the loss or damage suffered by the Government;
- (d) a large amount of the grant remains unspent in the account of the project;
- (e) the Government has reasonable ground to believe that the operator has engaged or is engaging or is about to engage in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security; or
- (f) the withholding is required by any applicable law.

58. Payment made by the Government to the operators shall not preclude the Government from exercising its rights to request it to remedy any defect or breach which may be discovered subsequent to the payment.

### **Project Income and Residual Funds**

59. All incomes generated from the operation of the centres, irrespective of whether they have been declared in the application, shall be used solely for operating or in support of the centres and the Services they provide for the members of the eligible ethnic minorities in Hong Kong.

60. All income of the project (including the grant from HAD, the amount to be contributed by the operator to the project, if any; cash donation, if approved; project income, bank interest) and expenditure related to the project, have to be

reported in the quarterly financial reports and audited in the annual audited accounts. Upon the completion or termination of the project, the amount to be returned is the entire unspent amount of the aforesaid project income as audited in the relevant audited accounts.

### **Project Bank Account and Interest**

61. The operators **shall keep a separate risk-free interest-bearing Hong Kong Dollar account with a bank licensed in Hong Kong.** The account will be used solely and exclusively for processing all receipts and payments of the project. Payments from that account shall be made by the authorised representative(s) of the organisation that receives the approved grant. Any unspent balance of the project income as described in paragraph 60 above shall be kept at all times in that account. All interest income generated from the project bank account shall be solely used for the provision of Services for eligible ethnic minorities by the centres. Under no circumstances shall the interest earned be applied for other uses outside the approved scope under the grant agreement.

### **No Double Funding**

62. In the application, the applicant shall disclose to the Government information of all grant amounts which have been received or are receivable under Other Funding Schemes and warrant and undertakes that none of the Other Funding Schemes cover any amount covered in any item set out in the proposed budget or otherwise any expenditure for setting up or operating the centre. “Other Funding Scheme” means any funding programmes provided by another Government bureau or department or any subvention payable by another Government bureau or department to the applicant as a subvented body.

### **Commencement of Services**

63. The centres are tentatively scheduled to commence operation in October 2024 for a period of two years. The Government reserves the right to adjust the commencement date as it may consider necessary.

## **Application Procedures**

64. Eligible organisations interested in the project may submit an application either in English or in Chinese. **For applications in Chinese, English translation for the parts on detailed proposals on delivery of Services and the information set out under respective headings in paragraphs 22 to 40 of this Project Brief shall be provided.** The application shall contain a detailed proposal, in **original plus eight hard copies** (a total of nine copies) and one soft copy (in compact disc MS Word format), in a sealed envelope marked “**Application for Support Service Centre for Ethnic Minorities**” and shall be **delivered by hand** to the following address **at or before 5:00 pm on 5 April 2024:**

**Home Affairs Department  
Headquarters, Division III  
Race Relations Unit  
15/F, Southorn Centre,  
130 Hennessy Road,  
Wan Chai, Hong Kong  
(Attn : Chief Executive Officer (3))**

**Late submission or submission by mail, facsimile or email, or amendment of proposal after the closing date will not be accepted.** It is the responsibility of the organisation submitting proposal to ensure that the proposal is placed correctly as mentioned above. No claim for misplacement of proposal for whatever reasons will be considered. In case a rainstorm black warning or typhoon signal No. 8 or above is hoisted or extreme conditions after a super typhoon have been declared between 2:00 p.m. and 5:00 p.m. on the closing date, the closing time for submitting proposals will be extended to 5:00 p.m. on the first ensuing working day.

65. The application shall be in the format of the proposal template in **Annex A** and contain all the information as required in paragraphs 65(I) to 65(VII).

(I) Information on the applicant and its joint applicants (if any)

- Background of the organisation and documentary proof of eligibility to apply -
  - Full official name of the organisation in both Chinese and English
  - Details of registration of organisation as stated in paragraph 7 above
  - Name of key management personnel (including chairperson/chief executive/director)
  - Authorised contact person of the organisation and means of contact
  - Official address, telephone number, fax number, website address
  - Existing services provided by the organisation
  - Existing staff structure and organisation chart
  - The latest audited financial statement
- Track record and experience of the applicant and its joint applicants (if any) in providing services and programmes for ethnic minorities in Hong Kong similar to the Services

(II) Service design and general operation of Services

- Overall strategy and means by which the objectives as mentioned in paragraph 6 of this Project Brief can be achieved
- Intended location within the district proximity and justifications to support the choice of location, including whether the intended location is in compliance with all applicable laws and regulations, e.g. the delivery of Services will not contravene any terms and condition(s) of the tenancy agreement in force (if an applicant proposes a number of alternative locations for establishing the centre, it shall set out the priority of the locations)
- Letter of intent from the landlord for leasing the premises to the applicant (if any)
- Intended size of the centre (area 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 centres shall be no less than the hours as stipulated in paragraph 18 of this Project Brief
- Detailed proposals on delivery of Services including implementation schedule, with separate descriptions for Chinese (Cantonese) and English language programmes, orientation and familiarisation programmes for ethnic minority new arrivals, integration programmes and services, dedicated programmes for ethnic minority youths, after school tutorial classes and Ethnic Minority Care Team respectively, including the information set out under respective headings in paragraphs 22 to 40 of this Project Brief
- Innovative initiatives and value added proposals in delivering the Services for the benefits of service users (if any)
- Measures in reaching out and engaging ethnic minorities in need of Services (including the setting up of centre website and social media platforms, promulgation and publicity of the Services to enhance accessibility of Services to ethnic minorities, and dissemination of Government messages to ethnic minorities)
- Details of membership system in maintaining membership database for dissemination of information to members and effective communication with them, the estimated number of members that can be recruited in the first and second year, and the measures to recruit new members
- Details of measures in improving the attendance of service users and avoiding waste of resources (including reward and sanction mechanism)

### (III) Performance management

- Proposed annual achievement level for each expected attainment levels of various Services (i.e. all output and outcome indicators listed in paragraph 41 of this Project Brief and any other additional indicators and assessment tools proposed by the applicant). For output and outcome indicators, applicants shall complete the template of output and outcome indicators at **Annex B** and submit together with the proposal.
- Detailed description of internal monitoring, evaluation and quality assurance mechanism (e.g. complaint handling procedures) of the Services
- Detailed operational guidelines for crisis management and contingency plan as stipulated in paragraphs 46 and 47 of this Project Brief

### (IV) Human Resources Management

- Detailed description of the staffing structure, establishment and job responsibilities of all staff, including the 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

### (V) Implementation Plan

- Detailed work plan/mechanism for orchestrating the implementation of Services to meet the target commencement date, with timeframe for setting up the centres, including preparatory work, staff recruitment and service promotion, setting up of centre website, setting up of membership system, design of member subscription form, programme enrolment form, feedback for, internal forms, etc.



- Detailed description of fallback or contingency measures/plans to ensure the timely delivery of Services if the project work or Services' implementation to meet the target commencement date is behind schedule

(VI) Relevant operation experience and co-ordination strategies

- 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 or service agencies to facilitate the delivery of Services and to make appropriate referrals

(VII) Financial Management

- Detailed breakdown of the budgets of the project, including one-off setting up expenses (with breakdowns of, for example, refurbishment and fitting-out works; purchase of furniture and equipment; and installation of facilities) and a separate budget for annual recurrent operating expenses (with breakdowns of, for example, staff emoluments; office operation costs; service implementation costs of Services such as those of Chinese (Cantonese) and English language programmes, orientation and familiarisation programmes, integration programmes and services, dedicated programmes for ethnic minority youths, after school tutorial classes and Ethnic Minority Care Team; and promotion and publicity costs), and cash flow projection throughout the grant period
- Applicant organisation's funding contribution (which shall be paid into a designated interest bearing bank account in respect of each year of the service period by the first month of that year), 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

(including the Services concerned and the amount of the proposed fees as a percentage of the estimated cost of the Services)

- Description of deposit collection and refund mechanism, if any (including the Services concerned and the amount of the proposed deposit)

66. HAD reserves the right to seek clarification or missing information. Alternatively, HAD may disqualify a proposal for any missing information or document, or proceed to evaluate the proposal on an as is basis, except that an applicant's failure to comply with any or all of the requirements specified in paragraph 7 above will result in invalidation of an applicant's proposal.

67. Organisations are advised to regularly check for any up-to-date announcement regarding the invitation exercise at HAD website ([www.had.gov.hk](http://www.had.gov.hk)).

68. If the application is successful, the approved proposal from the successful applicant will form part of the grant agreement with the Government (subject to any further modifications or supplements as the Government may stipulate) but will not prevail over the terms of the grant agreement in the event of any inconsistency.

69. Under no circumstances whatsoever shall the Government be responsible for or liable to applicants for the costs and expenses incurred by them in preparing, submitting or presenting the proposals or in explaining or clarifying proposals or in any related communication with the Government, whether before, on or after the closing date.

70. Applicants are requested to note that their submitted proposals shall remain valid for acceptance for at least 180 days from the closing date.

*N.B.: If before the expiry of the agreed validity period, the proposal is withdrawn, applicants are advised that due notice will be taken of their action and this may well prejudice their future standing in other Government projects.*

71. The applicant hereby grants or in case it is not empowered to do so, shall at its own costs and expenses procure the grant of an irrevocable, non-exclusive, royalty-free, worldwide, perpetual, sub-licensable and transferable licence for the benefits of the Government, its authorized users, assigns and successors-in-title to do any of the acts restricted by copyright under sections 22 to 29 of the Copyright Ordinance (Cap. 528) in respect of its submitted proposal and accompanying materials, and materials contained in its presentation and demonstration (if any) for all purposes provided for or contemplated by this Project Brief, including without limitation proposal evaluation, assessment, monitoring of the progress of the approved project, review, audit and record keeping, and for all other purposes incidental thereto.

### **Assessment of Applications**

72. A Vetting Panel comprising representatives of relevant Government bureaux and/or departments will be formed to assess the applications. Applicants may be invited to present their proposals to the Vetting Panel if needed. Major considerations for assessing the applications for operating a support service centre for ethnic minorities will include: -

- (a) Service design and general operation of Services [maximum score : 40];
- (b) Performance management [maximum score : 35];
- (c) Human Resources Management [maximum score : 12];
- (d) Implementation Plan [maximum score : 8];
- (e) Relevant operation experience and coordination strategies [maximum score : 10]; and
- (f) Financial management [maximum score : 15].

The maximum score of the assessment is 120. Proposals under the passing score of 60 will not be further considered. For each of the two districts, conforming proposal for a centre therein with the highest score will normally be recommended for the award of the grant agreement for the centre in that district.

73. Without prejudice to other provisions of this project brief, the Government reserves the right to exclude an applicant from being further considered on grounds including: -

- (a) bankruptcy;
- (b) winding up;
- (c) insolvency;
- (d) significant or persistent deficiencies in performance of any substantive requirement or obligation under any prior agreement(s) with the Government; or
- (e) engagement in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security.

### **Contractual Requirement**

74. Successful applicants will be invited to execute a written grant agreement with the Government which shall be in form and substance as prescribed by the Government. References in this project brief to the grant agreement shall mean the aforesaid agreement. They shall comply with all the terms and conditions laid down in the grant agreement and all requirements, directions and orders as may be issued by the Government from time to time in respect of the centre and the Services provided thereat.

75. Where an operator demonstrates unsatisfactory performance and is unable to make acceptable progress to improve its performance, the Government may consider termination of the grant agreement (resulting in withdrawal of grant) at any time prior to the expiry of the two years' duration by giving seven days' written notice of such termination to the operator.

76. The following events shall lead to immediate termination of the grant agreement –

- (a) an operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security, or
- (b) the continued engagement of the operator or the continued performance of the grant agreement is contrary to the interest of national security, or
- (c) the Government reasonably believes that any of the events mentioned in paragraph 76(a) and (b) above is about to occur.

### **Announcement of Results**

77. It is planned that all applicants would be informed of the outcome of their applications tentatively by late June 2024. The Government reserves the right to adjust the date of announcement of results as it may consider necessary.

### **Briefing Session**

78. A briefing session will be held to explain the expectations and requirements of the project and to answer enquiries. Details of the briefing session are as follows:

Date : 11 March 2024 (Monday)  
Time : 4:00 pm to 5:30 pm  
Place : Conference Room  
30/F Southorn Centre, 130 Hennessy Road  
Wanchai, Hong Kong

79. All interested parties are recommended to attend before submitting their proposals in order to acquaint themselves with the requirements of this project. To facilitate arrangement, interested organisations which wish to send representatives to attend the briefing session should fill in the reply slip at **Annex C** and return it by fax (no. 2121 1716) or email (had\_ssc\_enq@had.gov.hk) before 12:00 noon on 6 March 2024 (Wednesday).

**Home Affairs Department**  
**February 2024**

**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

## **2. 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

### **3. 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

### **4. 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

### **5. 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
- Service promotion
- 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

## **6. 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

## **7. 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

**Template of Output and Outcome Indicators****1. Chinese (Cantonese) and English Language Programmes**

Output Indicator  Item	1 <sup>st</sup> 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
<i>e.g. Basic Chinese Class</i>	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 1<sup>st</sup> year

(shall be no less than 700 hours)

Output Indicator  Item	2 <sup>nd</sup> 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 2<sup>nd</sup> 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	1 <sup>st</sup> 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	60	180	720
				Ethnic minorities	Ethnic minorities	Ethnic minorities	Ethnic minorities
				Chinese (if any)	Chinese (if any)	Chinese (if any)	Chinese (if any)
Example 2 Community Tour	8	1	8	20	160	20	160
				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	2 <sup>nd</sup> 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	1 <sup>st</sup> 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)

Output Indicator  Item	1 <sup>st</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
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)

Output Indicator Item	1 <sup>st</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
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	2 <sup>nd</sup> 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

Output Indicator  Item	2 <sup>nd</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
				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

Output Indicator Item	2 <sup>nd</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
				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

Item \ Output Indicator	1 <sup>st</sup> Year		2 <sup>nd</sup> 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	1 <sup>st</sup> 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)

Output Indicator  Item	1 <sup>st</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
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)

Output Indicator Item	1 <sup>st</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
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	2 <sup>nd</sup> 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

Output Indicator  Item	2 <sup>nd</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
				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

Output Indicator Item	2 <sup>nd</sup> Year						
	No. of Programmes	No. of Sessions		No. of Participants		No. of Attendance	
		Each Programme	Total	Each Programme	Total	Each Programme	Total
					Chinese (if any)		Chinese (if any)

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

Output Indicator Item	1 <sup>st</sup> Year		2 <sup>nd</sup> 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	1 <sup>st</sup> Year							2 <sup>nd</sup> 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
<i>e.g. P.1-P.3 Class</i>	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	1 <sup>st</sup> Year	2 <sup>nd</sup> 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 <b>2 contacts</b> for the public to contact the Care Team and establish the relevant channels within <b>3 weeks</b> 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 <b>[90%]</b> of the members of the centre within <b>[3 months]</b> 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 <b>3 months</b> 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 <b>500 ethnic minority households/ individuals</b> through household visits/outreach services <b>per year</b> 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 <b>1 week</b> 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 <b>50 ethnic minority households/ individuals</b> in need <b>per year</b> and make referral (if necessary) to relevant Government departments or organisations for arrangement of professional services		

Service Requirements	Key Performance Indicator	1 <sup>st</sup> Year	2 <sup>nd</sup> Year
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 <b>1 week</b> 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 <b>3 hours</b> after receiving the referral from HAD/District Offices/ District Care Teams; Follow up action (if necessary) shall be conducted within <b>2 days</b> 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 <b>1 hour</b> upon receiving the relevant message during the centre's operation hours, or <b>as soon as practicable if</b> 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 <b>3 hours</b> after receiving request from HAD		
3. 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 <b>1 week</b> 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 <b>6</b> policy promotion, education or celebratory activities for at least a total of <b>120 ethnic minority participants per year</b> 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		

	1 <sup>st</sup> Year	2 <sup>nd</sup> 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	1 <sup>st</sup> 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	2 <sup>nd</sup> 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	1 <sup>st</sup> year						
	2 <sup>nd</sup> year						
	2-year total						
Orientation and Familiarisation Programmes	1 <sup>st</sup> year						
	2 <sup>nd</sup> year						
	2-year total						
Integration Programmes and Services	1 <sup>st</sup> year						
	2 <sup>nd</sup> year						
	2-year total						
Dedicated Programmes for Ethnic Minority Youths	1 <sup>st</sup> year						
	2 <sup>nd</sup> year						
	2-year total						
After School Tutorial Classes	1 <sup>st</sup> year						
	2 <sup>nd</sup> year						
	2-year total						
Ethnic Minority Care Team	1 <sup>st</sup> year						
	2 <sup>nd</sup> year						
	2-year total						
Innovative or Value-added Programmes (if any)	1 <sup>st</sup> year						
	2 <sup>nd</sup> year						
	2-year total						

Programme Type		No. of programmes	No. of sessions	No. of participants*		No. of attendance	
				EMs	Chinese	EMs	Chinese
Grand Total	1 <sup>st</sup> year*						
	2 <sup>nd</sup> 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	1 <sup>st</sup> year		
	2 <sup>nd</sup> year		
	2-year total		
Services under Dedicated Programmes for Youths	1 <sup>st</sup> year		
	2 <sup>nd</sup> year		
	2-year total		
Grand Total	1 <sup>st</sup> year		
	2 <sup>nd</sup> year		
	2-year total		

To : Home Affairs Department (Attn: Miss Cherry TSE)  
Email : had\_ssc\_enq@had.gov.hk  
Fax: 2121 1716

**Reply Slip**

**(Please reply before 12:00 noon on 6 March 2024 (Wednesday))**

**Briefing Session on  
Application for government funding to establish and operate  
Support Service Centre for Ethnic Minorities**

Date : 11 March 2024 (Monday)  
Time : 4:00 pm to 5:30 pm  
Venue : Conference Room, 30/F Southorn Centre, 130 Hennessy Road,  
Wanchai, Hong Kong

The following representative(s) of my agency will attend the briefing session:

Name	Post / Service Unit	Contact No.
1.		
2.		

Note :

1. Due to limited seats of the venue, please arrange not more than two representatives to attend the briefing session. Nomination within the quota will be automatically accepted without further notification.
2. **Organisations are advised to regularly check for any up-to-date announcement regarding the invitation exercise at HAD website ([www.had.gov.hk](http://www.had.gov.hk)).**

☐

The Briefing Session will be conducted in Cantonese. Please tick in the box if simultaneous interpretation service in English is required.

Name: \_\_\_\_\_

Post: \_\_\_\_\_

Agency: \_\_\_\_\_

Tel. No.: \_\_\_\_\_

Date: \_\_\_\_\_