

New arrivals from the Mainland

The Government is concerned about the difficulties which some new arrivals may at times experience, which are largely similar to those faced by people who move their residence to another place and who have to adapt to a new environment. Hence, the Government has been active in providing support services to new arrivals to facilitate their integration into the community. These services are coordinated by the Home Affairs Department and involve a number of Government departments and bodies, including the Education Bureau, Labour Department, Employees Retraining Board and Social Welfare Department, under their respective policy areas. Examples of services provided are at the **Appendix**.

2. Same as other residents in Hong Kong, if new arrivals from the Mainland face any difficulties in utilizing public services (including those support services mentioned in the preceding paragraph), they can make enquiries or file their complaints through the established mechanisms applicable to the departments and bodies concerned. If they encounter discrimination under any ground covered by the existing anti-discrimination ordinances they can seek assistance from the Equal Opportunities Commission.

Services for New Arrivals from the Mainland

Service Handbook for New Arrivals

- The Home Affairs Department publishes and regularly updates a “Service Handbook for New Arrivals” to apprise the new arrivals of essential information, which includes the wide range of public services available to new arrivals and basic information about living in Hong Kong.

Employment

- The Labour Department provides comprehensive assistance and guidance for new arrivals through its job centres, telephone employment service hotline and interactive employment service website.
- Useful materials tailor-made for new arrivals are provided and regular tailor-made employment briefing sessions are conducted at the job centres to enhance new arrivals’ understanding of the local job market.
- New arrivals with special needs can also enroll in a variety of employment programmes including Job Matching Programme, Employment Programme for the Middle-aged and Work Trial Scheme.

Vocational Training

- The Employees Retraining Board offers full-time placement-tied training courses and part-time generic skills training courses which new arrivals can also enroll.
- Specially designed training course “Job Search Skills Course” are offered for new arrivals to help them adapt to the local labour market and enhance their employability.

Education

- Education Bureau (EDB) provides school placement service to the newly-arrived students. Students may attend a six-month full-time Initiation Programme that helps them integrate into the community and education system before their admission to the public sector schools.
- For those newly arrived students who enter public sector schools

direct, EDB provides schools with a School-based Support Scheme Grant to run support programmes for the students concerned.

- EDB also provides subsidies for non-governmental organisations to run a 60-hour Induction Programme which covers personal development, social adaptation as well as basic learning skills for these students.

Welfare Services

- Social Welfare Department and subvented non-government organisations (NGOs) operate 61 Integrated Family Service Centres to provide a continuum of preventive, supportive and therapeutic services for families with new arrivals from the Mainland and other families in need.
- These services include family life education, parent-child activities, enquiry service, volunteering training, outreaching service, various groups and programmes, and intensive counseling and referral service.
- Based on district needs, the 136 Integrated Children and Youth Services Centres also run various programmes to enhance the local knowledge of new arrival children and youth and facilitate their integration into the local community.