



香港特別行政區政府  
政務司司長私人辦公室  
人力資源規劃及扶貧統籌處

The Government of  
The Hong Kong Special Administrative Region  
Human Resources Planning and Poverty Co-ordination Unit  
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17 September 2018

Ms Joanne MAK  
Clerk to Subcommittee on Rights of Ethnic Minorities  
Legislative Council Complex  
1 Legislative Council Road  
Central, Hong Kong

Dear Ms Mak,

**Subcommittee on Rights of Ethnic Minorities  
Meeting on 5 June 2018**

The Subcommittee on Rights of Ethnic Minorities (EM) discussed the issues relating to EM women (including poverty and employment assistance) at the meeting on 5 June 2018 and raised a number of issues for the Administration to follow up. In consultation with the Labour and Welfare Bureau, the Hospital Authority (HA) and the Employees Retraining Board (ERB), I am writing to provide the supplementary information in response to the issues raised by Members' requests.

**(1) Outreach Efforts Targetting Ethnic Minorities**

The Working Family Allowance Office (WFAO) of the Working Family and Student Financial Assistance Agency has all along been committed to promoting the Low-income Working Family Allowance Scheme, which was renamed as the Working Family Allowance Scheme on 1 April 2018 upon implementation of a series of improvement measures, to EMs. WFAO has conducted the following outreaching work since the announcement of the

Scheme in late 2015 –

(a) Organising briefings for non-governmental organisations (NGOs) / organisations serving EMs	24 times
(b) Attending briefings organised by NGOs / organisations serving EMs	35 times
(c) Sending staff to assist in form-filling support service sessions arranged by NGOs / organisations serving EMs	14 times
(d) Organising other outreaching promotional visits (including visits to various religious centres and to schools with higher EM student populations)	25 times
(e) Advertising in the five radio programmes for EMs launched by the Home Affairs Department (HAD)	50 times

As for the Social Welfare Department (SWD), it has, since 2007, implemented the “Family Support Programme” (FSP) through Integrated Family Service Centres (IFSCs), Integrated Services Centres (ISCs), Family and Child Protective Services Units and Medical Social Services Units in the psychiatric setting to proactively contact and provide services for hard-to-reach individuals or families in need, including EMs, through more intensive support and outreaching services. Apart from proactive telephone calls, home visits and other outreaching services, IFSCs/ISCs also recruit and train ex-service users who have experienced similar problems or crises to become volunteers of FSP to contact those families, with a view to building up a caring and supportive community network for them. As at end-March 2018, there were about 4 640 volunteers under FSP. From 2007 to end-March 2018, FSP successfully contacted 109 955 individuals/families (including EMs/EM families) and provided them with support services. SWD does not have statistical information on the outreaching efforts targetting EMs made by IFSCs/ISCs.

## (2) Child Care Services for Ethnic Minorities

To assist parents who cannot take care of their young children temporarily because of work or other reasons (including EM families), SWD subsidises NGOs to provide a variety of child care services to meet the different needs of the parents and their young children. Among them, standalone child care centres (CCCs) and CCCs attached to kindergartens provide about 33 000

CCC places for children aged below three. Some of the above centres provide a total of 434 places of occasional child care service and 2 254 places of extended hours service (EHS) for children aged below six so as to support parents who cannot take care of their young children due to sudden engagements or long working hours.

To further address the service demand, SWD has implemented the Neighbourhood Support Child Care Project to provide flexible day child care services to children aged below nine in the neighbourhood, and to foster mutual help and care in the community across 18 districts in the territory. The Project includes two components, i.e. home-based child care services and centre-based care groups, providing no less than 954 places. The service operators have the flexibility to increase the places to meet the demand in the respective districts, for which additional funding will be provided.

To address the community demand for child care services and to support women to fulfil work and family commitments, starting from 2018-19, the Government will provide in phases a total of about 300 additional places in aided standalone CCCs in North District, Kwun Tong, Kwai Tsing and Sha Tin. The Government will keep in view the demand for various child care services and the planned provision of CCCs in districts with high demand.

The above child care services serve families including EM families in need of child care support.

### **(3) Foreign Domestic Workers' Access to Public Healthcare**

Public healthcare services in Hong Kong are heavily subsidised by the Government and targetted at local "Eligible Persons" (EP) who are mainly holders of Hong Kong Identity Card, including foreign domestic helpers holding Hong Kong Identity Card. The priority of public healthcare services provided by HA is given to EP and "Non-eligible Person" (NEP) requiring emergency treatment. The provision of non-emergency services to NEP is subject to the availability of HA's capacity to provide such services without adversely affecting the services to EP. It is to be determined by the clinical condition of the NEP on a cost-recovering episodic basis. As it is the Government's policy to provide public healthcare services to local residents at highly subsidised rates, different charges are applied for EP and NEP respectively.

#### (4) Domestic Violence Situation of Ethnic Minorities

SWD has been collecting the number of EMs newly involved in domestic violence cases and publishing regular reports on the Newly Reported Spouse/Cohabitant Battering Cases and Sexual Violence Cases on its website for public information. The statistics of cases involving EMs have been detailed in this report since August 2018.

#### (5) Services for Ethnic Minorities Provided by the Employees Retraining Board

##### Arrangement of Teaching Assistants to Support Ethnic Minority Trainees

Interpretation services in class by teaching assistants who can speak English and EM languages are arranged by ERB when needed to enhance the effectiveness of learning by EMs. In 2017-18, ERB provided 30 classes of courses dedicated for EMs. Interpretation services in Nepali, Hindi and Urdu were provided in 70% of these classes, i.e. 21 classes.

##### Dedicated Placement-tied Training Courses for Ethnic Minorities

EMs who have completed the dedicated placement-tied training courses of ERB are provided with a six-month placement follow-up service, whereas a three-month placement follow-up service is generally provided for other trainees, in order to help them enter the job market.

In the past three years (2015-16 to 2017-18<sup>1</sup>), the placement rates of EMs who completed the dedicated placement-tied training courses are as follows:

Dedicated training courses for EMs	2015-16	2016-17	2017-18 <sup>1</sup>
Number of placements (Placement rate <sup>2</sup> )	46(58%)	47(71%)	17(65%)

<sup>1</sup> Estimated figures as at June 2018, as some courses have not yet completed the placement follow-up period.

<sup>2</sup> It refers to the percentage of trainees who engaged in employment during the placement follow-up period over the number of trainees who completed the placement-tied courses.

In 2017-18<sup>1</sup>, EMs who completed the dedicated placement-tied courses were mainly engaged in the job types of cook assistant, nail beautician and translator/editor/proof reader. Other job types include cleaning worker, packaging worker, receptionist, bookkeeper/account clerk, construction worker, and building attendant/security guard, etc.

In 2017-18<sup>1</sup>, the average monthly salaries of EMs who were engaged in employment during the placement follow-up period are \$12,400 and \$4,300 for full-time and part-time jobs respectively.

### Promotion of the Employees Retraining Board Training and Support Services to Ethnic Minorities

To foster awareness of more EMs to the ERB training courses and services, ERB published promotional leaflets in English and six EM languages<sup>3</sup>, as well as the Course Prospectus in English for distribution to EM groups through diverse channels. Advertisements are placed in newspapers in English, Urdu and Nepali to promote the courses for EMs.

ERB has been in close contact with the Support Service Centres for EMs operated by NGOs and funded by HAD in the dissemination of training courses and service information of ERB to EMs. Promotional leaflets are also delivered to EMs through NGOs under the "Ambassador Scheme for EMs" supported by HAD. Besides, ERB regularly updates information of the ERB courses and services featured in the "Your Guide to Services in Hong Kong" published by HAD for EMs.

In the past three years (i.e. 2015-16 to 2017-18), ERB organised a total of seven "Career Talks for Schools" for over 450 senior-secondary EM students. Employer representatives of various industries were invited to share industry overview, entry requirements and careers prospects with the students, ERB representatives also introduced to the students the ERB courses suitable for young people so as to assist them in planning future learning and career direction. In 2018-19, ERB will continue to conduct "Career Talk for Schools" for senior-secondary EM students, and will launch "Work Experience Activities", "Workshop on Job Search and Interviewing Skills" and "Summer Internship Programme" to facilitate EM students to better plan their career.

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<sup>3</sup> The six languages are Hindi, Urdu, Nepali, Indonesian, Tagalog and Thai. Starting from October 2018, promotional leaflets will be published in a total of seven EM languages including Punjabi.

In 2017-18, ERB provided funding to training bodies to organise two district-based promotional activities dedicated for EMs under the "Promotion Programme for Courses and Industries". In 2018-19, ERB will sponsor training bodies to organise two district-based promotional activities dedicated for EMs, and extend the "Work Experience Days" to cover EMs, with a view to stepping up the promotion of ERB dedicated courses for EMs and facilitating them to learn more employment information.

ERB Service Centres in Kwun Tong and Tin Shui Wai provide services to EMs on a district-based approach. EMs can register as members and make use of an array of training and employment support services, including joining dedicated workshops and group activities for EMs with content covering job searching skills, interviewing skills, vocational English and Cantonese.

ERB has set up 22 ERB Service Spots in Kwai Ching, Tsuen Wan and Kowloon West in collaboration with social service organisations. They provide enquiry and enrolment services for ERB courses, organise industry seminars and taster courses, and assist members of the public to register for ERB Training Consultancy Service. Among the 22 ERB Service Spots, three ERB Service Spots are set up at social service organisations providing services to EMs.

Yours sincerely,



( Ms Emily Mo )

Deputy Head

Human Resources Planning and Poverty Co-ordination Unit  
Chief Secretary for Administration's Private Office

- c.c. Secretary for Constitutional and Mainland Affairs (Attn.: Ms Cathy LI)  
Secretary for Labour and Welfare (Attn.: Mr Derrick CHOW)  
Secretary for Food and Health (Attn.: Jonathan CHIU)  
Employees Retraining Board (Attn.: Mr Patrick PANG)