

For Information
9 December 2011

Legislative Council Panel on Home Affairs

Enhanced Support Services for Ethnic Minorities and New Arrivals from the Mainland

Purpose

This paper informs Members of the initiatives to strengthen the support services for ethnic minorities (“EMs”) and new arrivals from the Mainland (“NAs”) by the Home Affairs Department (“HAD”) in 2011-12.

Background

2. Various government bureaux and departments have been providing a range of services and programmes to meet the service needs of EMs and NAs, such as social welfare services, educational support, employment assistance and housing services, etc. This paper sets out the support services provided by HAD to help EMs and NAs integrate into the community.

3. The support services for EMs have been transferred from the Constitutional and Mainland Affairs Bureau to HAD since April 2011. HAD commissions four non-government organisations (“NGOs”) to operate four support service centres for EMs to provide various tailor-made learning classes, counseling, integration programmes and interpretation services for EMs. We also sponsor two community support teams to provide special services for the EM groups through members of their own community. In addition, we provide funding for operating radio programmes in three EM languages (i.e. Bahasa Indonesian, Nepali and Urdu), publish guidebooks in English and six EM languages (i.e. Bahasa Indonesian, Tagalog, Thai, Hindi, Nepali and Urdu) on information on Government and NGO services for EMs, and implement the Harmony Scholarship Scheme for the EM students.

4. For the support services for NAs from the Mainland, HAD updates the comprehensive “Service Handbook for New Arrivals” on a regular basis, provides adaptation courses and subsidises community activities organised by local organisations, so as to help NAs know more about Hong Kong and adapt to local lives as soon as possible. HAD also conducts quarterly surveys to update information on the characteristics and service needs of NAs, the results of which are shared amongst the relevant bureaux, departments, NGOs and local organisations for reference.

Major Initiatives in 2011-2012

5. The Chief Executive announced in the 2010-11 Policy Address that the Government would enhance collaboration with NGOs and local organisations to step up efforts to facilitate the early integration of EMs and NAs into the community. In the 2011-12 Budget Speech, the Financial Secretary announced that HAD would set up a dedicated team to strengthen and integrate the support services for EMs and NAs.

6. In 2011-12, HAD has set up the dedicated team and introduced three major initiatives, namely “District-based Integration Programme”, “Expectation Management Programme” and “Ambassador Scheme”, for EMs and NAs. We have made good use of our district networks including District Offices and the services of NGOs and local organisations to better facilitate the integration of EMs and NAs into the local community. Details of progress of the three initiatives are set out in the following paragraphs.

District-based Integration Programmes

7. The District-based Integration Programmes aim to help EMs and NAs better understand Hong Kong, encourage them to participate more in the community and facilitate their early integration into the society. The programmes have been implemented by the relevant District Offices since April 2011 in districts with higher demand for services for EMs and NAs. The programmes for EMs have been implemented in Wan Chai, Kwun Tong, Yau Tsim Mong, Kwai Tsing, Tuen Mun and Yuen Long; while the programmes for NAs have been implemented in Kwun Tong, Wong Tai Sin, Sham Shui Po, Kwai Tsing, Yuen Long and Islands District. The District Offices have made good use of their district networks to provide a range of activities for EMs and NAs, including adaption courses, mutual help networks for families and women, employees’ training, volunteer service, talks on themes about family care and health education, and community visits, etc.

8. These programmes are well received by EMs and NAs. From the feedbacks collected through District Offices, most of the participants found the courses and visits useful, as they have gained a better understanding of Hong Kong and the districts they live in and enhanced their sense of belonging. Through these activities, EMs and NAs are able to establish social networks among themselves. These activities have also helped enhance mutual understanding of respective cultures and promote social harmony among EMs and NAs and the local community. Volunteer training for EM and NA youths has improved their interpersonal skills and self-confidence and encouraged them to contribute to the community. Many participants considered that the activities have improved their relationship with family members and the neighbourhood.

Expectation Management Programmes

9. In October 2011, HAD commissioned two NGOs which have good networks in the Mainland to implement the Expectation Management Programmes in Shenzhen and Guangzhou, so as to help prospective settlers have a better understanding of the circumstances in Hong Kong before deciding to live here. The programmes also seek to help prospective settlers strengthen their abilities to cope with difficulties they may face when settling in Hong Kong.

10 The programmes comprise the following activities for prospective settlers –

(a) Community Education

Organising different kinds of community education programmes, such as exhibitions introducing social, medical, welfare and educational services in Hong Kong, promotion through websites and online forum, hotline enquiry service, etc. to increase prospective settlers' understanding of issues pertinent to settlement in Hong Kong. Brochures on various kinds of useful information relating to living in Hong Kong for prospective settlers will also be published.

(b) Support Network for Prospective Settlers

Organising talks, workshops, mutual support groups, volunteering and recreational activities, family activities, community visits, etc, for prospective settlers and NAs. This would help promote information exchange, experience sharing as well as mutual support among participants.

(c) Training Courses

Organising various kinds of training courses, such as Cantonese, English, computer, emotional management, leadership training, and facts about Hong Kong to enhance the prospective settlers' understanding of Hong Kong and to strengthen their abilities to cope with difficulties they may face when settling in Hong Kong.

Ambassador Scheme

11. The Ambassador Scheme aims to provide outreach services to disadvantaged groups of EMs and NAs. We will arrange persons with similar background and experience to proactively contact the disadvantaged EMs and NAs, provide them with neighbourhood support and, where necessary, make referrals to relevant government departments for specific follow-up.

12. We plan to introduce the scheme in early 2012 in districts with a higher service need. NGOs and local organisations will be commissioned to implement the scheme through a quotation exercise.

13. The commissioned NGOs and local organisations will recruit and provide training for persons with background and experience similar to those of EMs or NAs as ambassadors. We will encourage NGOs and local organisations to recruit more ambassadors and voluntary workers so as to help cultivate a caring culture for EMs and NAs in the community.

Assistance Programmes under the Community Care Fund (“CCF”)

14. In addition, HAD has implemented two assistance programmes for EMs and NAs under the CCF as follows-

- (a) The trial scheme on provision of financial assistance to EMs and NAs for taking language examinations has been rolled out since September 2011. The purpose of the scheme is to subsidise eligible EMs and NAs to take international public examinations for Chinese and English proficiency for continuing education or employment, thereby enhancing their competitiveness and enabling their early integration into the community; and
- (b) The trial scheme on provision of subsidy to EMs and NAs to enroll in language courses will be launched in the first quarter of 2012. The purpose of the Scheme is to enhance the employability of low-income and non-school-attending EMs and NAs and facilitate their integration into the community.

15. In addition, the CCF also rolled out in early October 2011 the programme to provide a one-off allowance of \$6,000 to new arrivals from low-income families who have entered Hong Kong for settlement to facilitate their integration and adaptation into the community.

Media Partnership

16. Apart from the above major initiatives, HAD has fostered media partnership through engaging a local radio network under the branding of “Get into Harmony” to promote social harmony. In the programmes, the hosts of the “On a Clear Day” (在晴朗的一天出發), together with District Council Chairmen (or senior officials) and NGOs, visited EMs and NAs and turned the visits into radio programmes for 13 consecutive weeks. The visits were dynamic and interactive in nature, and built on the traditions and daily lives of EMs or NAs. The themes of these 13 programmes are set out at [Annex](#). We plan to launch two more series of radio programmes with different media partners in the coming months.

Advice Sought

17. Members are invited to note the above initiatives of HAD.

Home Affairs Department
December 2011

Theme of Radio Programmes of Commercial Radio – “Get into Harmony”

<u>Episode</u>	<u>Date</u>	<u>Visited organization</u>	<u>Guest</u>	<u>Theme</u>
1	12.4.2011	Christian Action SHINE Centre	<ul style="list-style-type: none"> ➤ A Registered Social Worker ➤ A Pakistani family 	<ul style="list-style-type: none"> ➤ Introducing activities of the Support Service Centres for Ethnic Minorities (EMs) ➤ A Pakistani family chatted with the programme host and made hand painting on the host’s hand
2	19.4.2011	International Social Service – Hong Kong Branch, Support Service Centre for Ethnic Minorities	<ul style="list-style-type: none"> ➤ Centre-in-charge ➤ Tutor of Cantonese course ➤ A Nepali girl 	<ul style="list-style-type: none"> ➤ Introducing activities of the Support Service Centres for EMs ➤ A Nepali girl shared her daily life in Cantonese and sang Filipino songs
3	26.4.2011	Chomolongma Multicultural Community Centre	<ul style="list-style-type: none"> ➤ Centre-in-charge ➤ A Nepali mother and her daughter 	<ul style="list-style-type: none"> ➤ Introducing activities of the Support Service Centres for EMs ➤ A Nepali mother and her daughter introduced Nepali food, read Nepali poems and Cantonese tongue twister
4	3.5.2011	CHEER Centre, Support Service Centre for Ethnic Minorities	<ul style="list-style-type: none"> ➤ Centre-in-charge ➤ Pakistani sisters 	<ul style="list-style-type: none"> ➤ Introducing activities of the Support Service Centres for EMs ➤ Two Pakistani sisters talked about Pakistani food, their school lives and aspirations
5	10.5.2011	Wanchai Li Sing Tai Hang School	<ul style="list-style-type: none"> ➤ Chairman of Wanchai District Council ➤ Teacher of Li Sing Tai Hang School ➤ A Filipino student 	<ul style="list-style-type: none"> ➤ Introducing integration activities in Wanchai ➤ A Filipino student shared her experience of learning Chinese at school and sang Cantonese songs

<u>Episode</u>	<u>Date</u>	<u>Visited organization</u>	<u>Guest</u>	<u>Theme</u>
6	17.5.2011	Sham Shui Po New Home Association	<ul style="list-style-type: none"> ➤ Chairman of Sham Shui Po District Council ➤ Executive Officer of New Home Association ➤ A new arrival (NA) mother and her daughter from Hunan 	<ul style="list-style-type: none"> ➤ Introducing the District-based Integration Programme for NAs in Sham Shui Po ➤ An NA mother and her daughter shared their lives in Hong Kong and hometown food
7	24.5.2011	Tuen Mun Yan Oi Tong Community Centre	<ul style="list-style-type: none"> ➤ Chairman of Tuen Mun District Council ➤ Centre-in-charge of Yan Oi Tong ➤ A Pakistani woman 	<ul style="list-style-type: none"> ➤ Introducing integration activities in Tuen Mun ➤ A Pakistani woman shared her experience of learning Cantonese and Pakistani food
8	31.5.2011	Yau Tsim Mong Yang Memorial Methodist Social Service	<ul style="list-style-type: none"> ➤ Permanent Secretary for Home Affairs ➤ Member of Yau Tsim Mong District Council ➤ Centre-in-charge of Yang Memorial Methodist Social Service ➤ Two Nepali working women 	<ul style="list-style-type: none"> ➤ Introducing support services provided by HAD to help EMs integrate into the community ➤ Two Nepali women who had once participated in retraining courses shared their experiences of working in Hong Kong and sang Nepali songs
9	7.6.2011	Kwai Tsing The Boys' and Girls' Clubs Association of Hong Kong	<ul style="list-style-type: none"> ➤ Chairman of Kwai Tsing District Council ➤ Assistant Supervisor of The Boys' and Girls' Clubs Association of Hong Kong ➤ An NA student from Zhaoqing 	<ul style="list-style-type: none"> ➤ Introducing "Children District Council Member Scheme" , an activity organized in Kwai Tsing to help NA students integrate into the community ➤ Wrapping Zhaoqing Glutinous Rice Dumpling with NA students

<u>Episode</u>	<u>Date</u>	<u>Visited organization</u>	<u>Guest</u>	<u>Theme</u>
10	14.6.2011	Yuen Long Tin Shui Wai Women Association	<ul style="list-style-type: none"> ➤ Chairman of Yuen Long District Council ➤ Social Worker of Tin Shui Wai Women Association ➤ Two NA women 	<ul style="list-style-type: none"> ➤ Introducing activities which help NAs integrate into the community in Yuen Long ➤ NA women shared how to adapt to the lives in Hong Kong
11	21.6.2011	Islands Neighbourhood Advice Action Council	<ul style="list-style-type: none"> ➤ Chairman of Community Affairs, Culture and Recreational Committee, Islands District Council ➤ Centre-in-charge of Neighbourhood Advice Action Council ➤ An NA woman from Shaanxi 	<ul style="list-style-type: none"> ➤ Introducing activities which help NAs integrate into the community in Tung Chung ➤ An NA woman shared hometown food and her experience of how to adapt to the life in Hong Kong
12	28.6.2011	Kwun Tong Caritas-Ngau Tau Kok Community Centre	<ul style="list-style-type: none"> ➤ Chairman of Kwun Tong District Council ➤ Social Worker of Caritas-Ngau Tau Kok Community Centre ➤ Two NA women 	<ul style="list-style-type: none"> ➤ Introducing activities which help NAs integrate into the community in Kwun Tong ➤ Two NA women shared their lives after settling in Hong Kong
13	5.7.2011	Wong Tai Sin Hong Kong Employment Development Service Limited	<ul style="list-style-type: none"> ➤ Chairman of Wong Tai Sin District Council ➤ Senior Project Manager of Hong Kong Employment Development Service Limited ➤ An NA woman 	<ul style="list-style-type: none"> ➤ Introducing activities which help NAs integrate into the community in Wong Tai Sin ➤ An NA woman shared her feelings on participating in painting classes with her children