

## Notes to Applicants

## 1. Eligibility Criteria

Applicants shall meet all of the following five criteria:

## 1.1 People holding one of the following Hong Kong resident statuses:

- (i) Ethnic minorities (see Note 1) who are holders of Hong Kong Permanent Identity Cards; **or**
- (ii) Ethnic minorities who are holders of Hong Kong Identity Cards and have the right to land or on unconditional stay in Hong Kong or stay in Hong Kong as dependants (and their sponsors are Hong Kong permanent residents, or non-permanent residents with the right to land or on unconditional stay in Hong Kong). They must have resided in Hong Kong for less than 7 years as at the date submitting an application. Please refer to the issue date of dependant visa/entry permit;

## 1.2 From low-income families:

- (i) The applicant or family member residing with the applicant (see Note 2) has passed the family/household-based means-test establishing eligibility for assistance under any one of the following specified assistance schemes (i.e. Comprehensive Social Security Assistance (“CSSA”) Scheme; or student financial assistance schemes under the Student Financial Assistance Agency (“SFAA”); or Hospital Authority Medical Fee Waiving Mechanism (excluding one-off waiver)); **or**

Specified Assistance Schemes	Supporting Documents to be Submitted (must be valid on the date of submission of application form)
<b>[1] CSSA Scheme</b>	Certificate of Comprehensive Social Security Assistance Recipients (for Medical Waivers)
<b>[2] Student financial assistance schemes under the SFAA</b>	
(i) Tertiary Student Finance Scheme - Publicly-funded Programmes	Notification of Result of the respective year
(ii) Financial Assistance Scheme for Post-secondary Students	Notification of Result of the respective year
(iii) Financial Assistance for Primary and Secondary Students (i.e. the School Textbook Assistance Scheme, Student Travel Subsidy Scheme, Subsidy Scheme for Internet Access Charges, Examination Fee Remission Scheme), Project Yi Jin (full fee reimbursement) or Financial Assistance Scheme for Designated Evening Adult Education Courses (full/half fee reimbursement)	Notification of Result (Eligibility Assessment of Primary and Secondary Students)/ Eligibility Certificate (Financial Assistance for Primary and Secondary Students) of the respective year
(iv) Kindergarten and Child Care Centre Fee Remission Scheme	Notification of Result of the respective year
<b>[3] Hospital Authority Medical Fee Waiving Mechanism (i.e. Waiving Mechanism for Public Hospitals and Clinics) (excluding one-off waiver)</b>	Hospital Authority’s Certificate for Waiver of Medical Charges

Note 1: Refer to non-Chinese speaking (NCS) people.

Note 2: Refer to father, mother, son, daughter, husband or wife residing with the applicant (including legally recognised adoptive parents/children and illegitimate children with proof of parentage).

- (ii) With an average monthly household income (see Note 3) below the following specified income limit applicable to the relevant household size:

Household Size (persons)	Income Limit (HK\$)
1	6,000
2	13,125
3	19,500
4	26,250
5	33,300
6 or above	36,450

\* The specified income limit will be subject to updates. For details, please visit the websites of the Home Affairs Department ([www.had.gov.hk](http://www.had.gov.hk)) or International Social Service Hong Kong Branch ([www.isskh-hope.org](http://www.isskh-hope.org))

1.3 The applicant must be a non-school participant.

1.4 The applicant must participate in specified language courses of the Employees Retraining Board with 80% attendance or above.

Specified Language Courses		
Name of Course	Course Code	Amount of Subsidy (HK\$)
Foundation Certificate in Basic English II (Part-time)	E01	<b>\$700</b>
Foundation Certificate in Vocational Cantonese I (Daily Life) for Non-Chinese Speakers (Part-time)	E02	<b>\$350</b>
Foundation Certificate in Vocational Cantonese II (Social Life) for Non-Chinese Speakers (Part-time)	E03	<b>\$350</b>
Foundation Certificate in Vocational Cantonese III (Workplace) for Non-Chinese Speakers (Part-time)	E04	<b>\$350</b>
Foundation Certificate in Vocational Cantonese IV (Discussion) for Non-Chinese Speakers (Part-time)	E05	<b>\$350</b>
Foundation Certificate in Workplace Chinese (Reading and Writing) I for Non-Chinese Speakers (Part-time)	E06	<b>\$350</b>
Foundation Certificate in Workplace Chinese (Reading and Writing) II for Non-Chinese Speakers (Part-time)	E07	<b>\$350</b>
Foundation Certificate in Employment Set Sail (English Medium) (Part-time)	E08	<b>\$420</b>

\* Courses can be adjusted as deemed appropriate by the Government. For details, please visit the websites of the Home Affairs Department ([www.had.gov.hk](http://www.had.gov.hk)), or International Social Service Hong Kong Branch ([www.isskh-hope.org](http://www.isskh-hope.org)).

1.5 The applicant can only apply for the subsidy twice per year and no more than four times in three years.

1.6 Those who belong to the following categories are not eligible under the Programme:

- (i) Persons admitted into Hong Kong under the Capital Investment Entrant Scheme and their dependants;
- (ii) Persons admitted into Hong Kong under the Quality Migrant Admission Scheme and their dependants;
- (iii) Persons admitted into Hong Kong for employment as imported workers under the Supplementary Labour Scheme;
- (iv) Persons admitted into Hong Kong under the Working Holiday Scheme;
- (v) Persons admitted under the following immigration policies/arrangements and their dependants: training, study, employment or investment under the General Employment Policy, employment under the Admission Scheme for Mainland Talents and Professionals, or employment under the Immigration Arrangements for Non-local Graduates;
- (vi) Foreign domestic helpers;
- (vii) Visitors; or
- (viii) Persons under custody.

Note 3: The average monthly household income in the past 3 months refers to the average monthly household income of the 3 months prior to the submission of application (i.e. the average of the total monthly income of the applicant and family members residing with the applicant (Note 2 refers)), including earnings from employment and other income (i.e. including salary, double pay/ leave pay, job allowance, bonus/ commission/ tips, fees for rendering services, profits from business/ investment, alimony, contribution from relatives/ friends, interests from fixed deposits, stock and shares, etc., rental income, monthly pension/ widow's and children's

compensation). Mandatory contribution to mandatory provident fund schemes, payment under Government's "Scheme \$6,000", financial assistance provided by the Government, charitable donations and financial assistance from assistance programmes of the Community Care Fund, etc. of the applicant and family members residing with him/her are however not included.

## 2. Application Procedure

- 2.1 Application forms and detailed guidance notes are available at District Service Centres of International Social Service Hong Kong Branch, Public Enquiry Service Centres of the Home Affairs Department and Support Service Centres for Ethnic Minorities; and websites of the Home Affairs Department and International Social Service Hong Kong Branch.
- 2.2 The applicant must provide the required information in this Form. Failure to provide the information may result in non-processing of the application by International Social Service Hong Kong Branch.
- 2.3 The applicant must submit copies of the following 3 types of documentary proofs together with the application form:

### A. Personal Particulars

Type of Supporting Documents	Notes
1. Copy of HKIC or Acknowledgement of Application for a HKIC	Must provide
2. Copy of valid dependant visa/entry permit; Copy of Hong Kong Permanent Identity Card/HKIC of the sponsor of the application for dependant visa/entry permit	For ethnic minority applicants who are holders of dependant visa/entry permit and have resided in Hong Kong for less than 7 years

### B. Family Income

Type of Supporting Documents	Notes
1. Copies of relevant supporting documents of the specified assistance schemes as chosen in part 3 of the form	For applicants/family members residing with the applicants who have passed the family/household-based means-test of the specified assistance schemes
2. Copy of documentary proof for the relationship of the family member with the applicant (e.g. marriage certificate or birth certificate, etc.)	For the applicant's family member who applied for the specified assistance scheme concerned

### C. Course Details

Type of Supporting Documents	Notes
1. Copies of attendance certificate/ graduate certificate	Must provide

- 2.4 The courses that are on-going as at 17 October 2011 or commenced on or after 17 October 2011 will be regarded as eligible under the Programme.
- 2.5 The duly completed application forms together with copies of relevant documentary proof should be sent by mail to International Social Service (Hong Kong Branch) HOPE Support Service Centre for Ethnic Minorities, or dropped into the deposit box at the HOPE Centre or one of the District Service Centres of International Social Service Hong Kong Branch (see 8 below for locations of the District Service Centres).
- 2.6 The applicant should ensure accuracy of the information provided and have signed on the application form. Duplicate submissions or subsequent amendment of information therein may delay the processing of application and reimbursement of financial assistance. Duplicate submissions will not be processed. The application form, once submitted, cannot be withdrawn except with valid reasons. Applicants are advised to keep a copy of a duly completed form for future reference.

## 3. Processing of Application

- 3.1 International Social Service Hong Kong Branch will vet every application form, including verifying the applicants' eligibility and checking the supporting documents submitted by the applicant.
- 3.2 The case officer may contact the applicants regarding the information on the application form. Failure to provide additional information promptly may result in non-processing of the application or delay in the processing of the application.
- 3.3 International Social Service Hong Kong Branch will finish the vetting of the application within 10 working days and inform the applicant of the result by phone.

## 4. Procedure of Appeal

- 4.1 Applicants who disagree with the application results can appeal in writing with justifications within 15 working days of the date of rejection of the application.

## 5. Disbursement of Subsidy

- 5.1 International Social Service Hong Kong Branch will inform the successful applicants to pick up the cheque.
- 5.2 If the applicant cannot collect the subsidy in person, he or she may authorize another person to collect the subsidy at the HOPE Centre or the designated centre of International Social Service Hong Kong Branch. The person should bring a Letter of Authorization, copy of the HKIC and his or her HKIC for verification.

## 6. Random Check

- 6.1 International Social Service Hong Kong Branch will conduct random check on selected cases in the course of processing the application or after the disbursement of subsidy. The selected applicant is required to provide additional information or produce the original copies of the supporting documents in person at the International Social Service Hong Kong Branch for verification. Such investigation may affect the application result. Applicants may also be requested to refund the amount as certified by International Social Service Hong Kong Branch as overpayment or payment by mistake.
- 6.2 Any person, who knowingly or wilfully makes any false statement or withholds any information for the purpose of obtaining financial assistance under the Programme, is a criminal offence. The person may be liable to prosecution and on conviction to imprisonment for a maximum of 14 years under the Theft Ordinance (Cap. 210).

## 7. Complaint Procedure

- 7.1 Complaints must be lodged in writing and addressed to the Chief Executive of the International Social Service Hong Kong Branch.

## 8. Enquiry

For details of the Programme, please visit the websites of the Home Affairs Department ([www.had.gov.hk](http://www.had.gov.hk)) or the International Social Service Hong Kong Branch ([www.isshk-hope.org](http://www.isshk-hope.org)) or call the programme hotline **5188 8044** (Monday 9:00 am to 6:00 pm, Tuesday to Sunday 9:00 am to 9:00 pm, closed on public holidays), of International Social Service (Hong Kong Branch) HOPE Support Service Centre for Ethnic Minorities.

Centres	Address	Telephone	Fax
HOPE Support Service Centre for Ethnic Minorities	3/F, Tak Lee Commercial Building, 113-117 Wan Chai Road, Wanchai	2836 3598	2508 0207
International Social Service–Hong Kong Branch Headquarters	6/F, Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong	2834 6863	2834 7627
Shamshuipo (South) Centre	G/F, High Block, Nam Cheong Community Centre, Nam Cheong Estate, Shamshuipo, Kowloon	2386 6967	2386 3231
Mongkok Centre	1/F, Li Po Chun Health Centre, 22 Arran Street, Prince Edward, Kowloon	3473 1500	2578 2136
Wong Tai Sin Centre	Unit 1, G/F, Lung Wo House, Lower Wong Tai Sin Estate, Wong Tai Sin, Kowloon	2300 1200	2388 0045
Kwun Tong Centre	Podium Level, Restaurant Block, Ping Shek Estate, Kowloon	2345 9122	2345 1921
Sheung Shui Centre	2/F, 2 Lung Wan Street, North District Community Centre, Sheung Shui, N.T.	2353 6119	2671 7100
Tsuen Wan Centre	11/F, Tsuen Wan Hoover Plaza, 118 Chuen Lung Street, Tsuen Wan, N.T.	2475 5201	2475 5067
Yuen Long Centre	Unit 1, G/F, Shan Shui House, Shui Pin Wai Estate, Yuen Long, New Territories	2388 8859	2477 6933
Tin Shui Wai (North) Centre	2/F, Ancillary Facilities Block, Tin Yuet Estate, Tin Shui Wai, New Territories	2446 1223	2446 3313

## **Appendix 2: Personal Information Collection Statement**

### **Personal Information Collection Statement**

#### Purpose of Collection

1. The information provided in this application form (“this Form”) and other information that may be provided for the purposes of the Programme (“the Data”) will be used by International Social Service Hong Kong Branch for one or more of the following purposes and any directly related purposes in respect of the Programme:
  - 1.1 To process your application and receipt of payment, if applicable, under the Programme (including but not limited to the process(es) referred to in Part 7 of this Form) and, if required, to communicate with you for matters relating to the Programme;
  - 1.2 To administer the Programme including but not limited to effecting payment to you and conducting random check.
  - 1.3 For statistics purposes on the condition that the resulting statistics will not be made available in a form which will identify the data subjects or any of them; and
  - 1.4 Any other purposes as may be required, authorized or permitted by law.
2. The provision of the Data is voluntary, but if you do not provide sufficient and accurate data, the International Social Service Hong Kong Branch may not be able to process your application and may disqualify your application.

#### Classes of Persons to Whom the Data may be Transferred

For the purpose stated in this Form, the Data may be transferred to relevant bureaux/ departments of the Government, including but not limited to the Home Affairs Department, on the purpose of statistics and investigation.

#### Access to Personal Data

Except where there is an exemption provided under the Personal Data (Privacy) Ordinance (Cap. 486), you have the right to request access to and correction of the Data when they have not been erased. Your right of access includes the right to obtain a copy of the Data subject to the payment of a fee.

#### Access and Correction Requests on Personal Data

If you request access to personal data, enquire about the personal data privacy policy, or request correction of data obtained from a data access request, you could call 2836 3598 to contact with the Project Officer of the HOPE Support Service Centre for Ethnic Minorities under International Social Service Hong Kong Branch.