

Introduction
of
Support Service Centre for
Ethnic Minorities
operated
by
Hong Kong Christian Service



香港基督教服務處
HONG KONG CHRISTIAN SERVICE
全人關心 卓越創新
care for all excel in all

Mr. Ng Shui Lai, Chief Executive

7 April 2009

Hong Kong Christian Service

Name of the centre:
Centre for **H**armony and **E**nhancement
of **E**thnic Minority **R**esidents
(**CHEER**)



Location of the centre:
Kwun Tong, Kowloon
(G/F, Kwun Tong Vocational Training Centre,
5 Tsui Ping Road, Kwun Tong, Kln. HK)

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Objectives:

- To facilitate **better integration** of Ethnic Minorities
- To facilitate Ethnic Minorities to have **a cheerful and harmonious life** in the society



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Main Service Contents:

I. Interpretation & Translation Service

- To provide easily accessible interpretation service to the EM and service providers in English, Chinese and 7 EM languages (*Urdu, Nepali, Hindi, Punjabi, Thai, Tagalog and Bahasa*)
- *On-phone interpretation* through Hotlines operated by interpreters speaking English and/or Cantonese and 7 designated EM languages from *8am to 10pm each day except general holidays*
- *On-sight (verbal) interpretation* will be provided during opening / drop-in hours of the centre (*Monday-Saturday at 10am -10pm and Sunday at 10am -6pm except general holidays*)



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- *Pre-booking ob-site interpretation service and written translation of materials* (where no specialized terminology or more sophisticated conceptual information is required) will be provided *according to the availability of resources and manpower*
- *In case of emergency help for interpretation service out of operation hour* is necessary, the request will be received by *a English speaking staff who is in a standby mode duty* during non-operation hours. The responsible staff will try to contact suitable interpreters to provide services upon availability of resources and manpower



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- *A group of interpreters who meet the minimum requirements below will be recruited:*
 - Form 5 or equivalent
 - Satisfy the examiners in the language tests in both English/Chinese and one of the 7 designated EM languages
- *On-job training* on interpretation and translation skills, code of ethics and practice will be provided. *On-going assessment examinations* will be conducted to assess interpreters' proficiency.
- A *handbook on Code of Ethics and Code of Practice* will be published and introduced to the interpreters.
- A *manual for organization users* will be published to give practical guidelines on best use of the service and skills in communicating with the interpreters.



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Main Service Contents:

II. Multiple Levels of Language Programs

- To enhance the EM's proficiency in Chinese and English and foster their integration into the society, various levels of languages training programs will be organized *according to their ethnicities, language abilities, needs in their adjustment stage and ages*.
- *Three distinctive levels of Chinese and English training curriculums* will be developed including:
 - Elementary Chinese and English Courses
 - Intermediate Chinese and English Courses
 - Advance English Courses
- In general, there will be 10 sessions, with a total of 15 training hours in each level of course.



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- To support and facilitate the EM to acquire better Chinese and English, the following *supportive measures* will be offered:
 - *Outside classroom activities* will be organized so as to enable participants to practice more on what they have learnt in classes
 - A *peer mentorship scheme* will be established to match up EM from different levels of courses
 - Through the collaboration with the strategic partners, language classes will be run in various *satellite locations* according to needs
 - *Nursery support* to parents with young kids will be provided during classes
 - A *self-learning package* will be published to encourage self-learning
 - A *home mentorship scheme* will be established with trained mentors providing language training at the homes of those EM who have difficulty in attending formal classes



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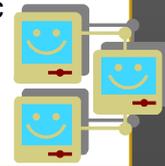
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Main Service Contents:

III. Three Aspects of Integration Programs

- To equip EM with useful skills and knowledge essential for their daily living and integration in HK, *three aspects of integration* programs will be organized according to the adjustment proficiency of the EM people. These include:
 - *Technical Literacy Programs*, which aims at offering training workshops for the EM to acquire basic technical knowledge and skills that are significant for their daily living such as basic computer skills



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- *Cultural Literacy Programs*, in which activities will be organized in enhancing the EM's understanding about the local cultures, customs and history
- *Social Literacy Programs*, in which activities will be organized in enhancing the EM's knowledge about HK society including community resources and policies
- Other *support will be rendered to meet specific needs* including *counseling and referral* services, setting up of *mutual support groups* etc.



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Main Service Contents:

IV. Other value-added programs

- A *multi-lingual webpage* will be launched to introduce essential social and public services information to the EM people
- A *scholarship scheme* will be set up to offer financial support to EM users with good participation to enroll other accredited training courses so as to encourage their motivation for further development



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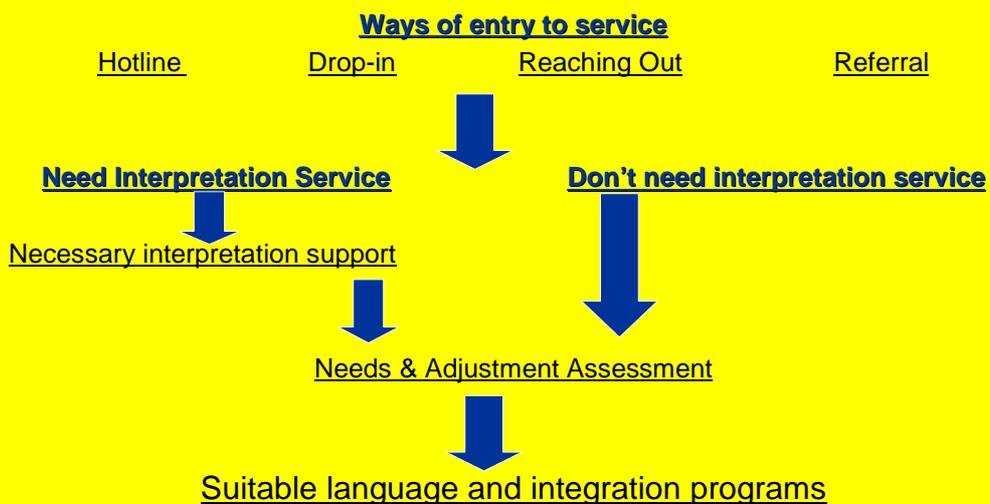
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Overall Service Flow :



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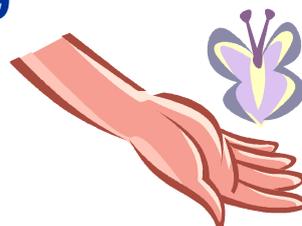
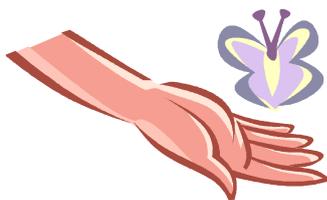
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**Proposed Commencement Date
of the Centre:**

13th July 2009



Let's work hand in hand to build a harmonious society!

