

Annex 3

Figures of services provided by the Nepalese Community Support Team of the Home Affairs Department

2012-2013

Services	Number	Geographical distribution	Number of service participants	Service details
Outreach services	153	Whole territory, mainly in Yau Tsim Mong, Yuen Long, Wan Chai and Tsuen Wan	About 1 000	Introducing services of the Team in places frequented by Nepalese, such as parks
Home visits	43		43	Visiting Nepalese families to understand their needs and introduce to them public service
Case referrals	177		177	Making referrals to government departments or organisations concerned for follow-ups mainly on employment support, housing, education, medical, welfare and immigration matters
Escort/ interpretation services	179		179	Assisting Nepalese in access to public services
Enquiry	1 232		1 232	Involving telephone and in-person enquiries on public services
Others (including language classes, after-school tutorials, interest classes and support groups)	11		1 075	Facilitating Nepalese in their integration into the community

2013-2014

Services	Number	Geographical distribution	Number of service participants	Service details
Outreach services	126	Whole territory, mainly in Yau Tsim Mong, Yuen Long, Wan Chai and Tsuen Wan	About 1 000	Introducing services of the Team in places frequented by Nepalese, such as parks
Home visits	52		52	Visiting Nepalese families to understand their needs and introduce to them public services
Case referrals	265		265	Making referrals to government departments or organisations concerned for follow-ups mainly on employment support, housing, education, medical, welfare and immigration matters
Escort/ interpretation services	159		159	Assisting Nepalese in access to public services
Enquiry	1 241		1 241	Involving telephone and in-person enquiries on public services
Others (including language classes, after-school tutorials, interest classes and support groups)	8		330	Facilitating Nepalese in their integration into the community

2014-2015

Services	Number	Geographical distribution	Number of service participants	Service details
Outreach services	140	Whole territory, mainly in Yau Tsim Mong, Yuen Long, Wan Chai and Tsuen Wan	About 1 000	Introducing services of the Team in places frequented by Nepalese, such as parks
Home visits	72		72	Visiting Nepalese families to understand their needs and introduce to them public services
Case referrals	341		341	Making referrals to government departments or organisations concerned for follow-ups mainly on employment support, housing, education, medical, welfare and immigration matters
Escort/ interpretation services	118		118	Assisting Nepalese in access to public services
Enquiry	1 622		1 622	Involving telephone and in-person enquiries on public services
Others (including language classes, after-school tutorials, interest classes and support groups)	17		1 535	Facilitating Nepalese in their integration into the community