



New Arrivals Guide



Welcome to Hong Kong



CENTRE FOR REFUGEES

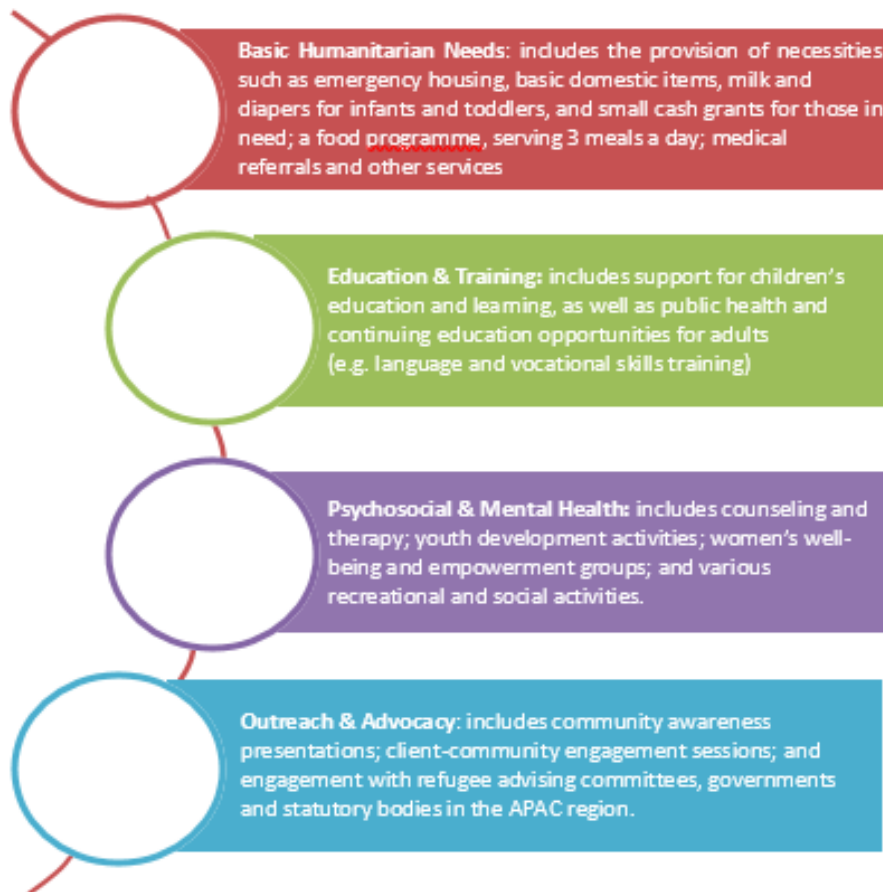
Helping Refugees Live with Dignity and Hope



CENTRE FOR REFUGEES

Helping Refugees Live with Dignity and Hope

For the past 30 years, Christian Action has relentlessly sought the well-being of refugees in Hong Kong. Today, as the first and only drop-in service, the Centre for Refugees fills a vital gap in humanitarian welfare by providing emergency shelter, food, education, counseling and community support to the most vulnerable and disadvantaged.



Our services are for registered clients only. Please contact us if you would like to register for a screening interview.

Opening hours: Case work officers

Monday to Friday: 9.30am -5pm

Saturday: 10.30am to 2pm

Sundays and public holidays closed

Please make an appointment before coming to the centre.

Opening hours Kitchen

Breakfast : 9.30am-10am (Monday to Friday)

Lunch: 12pm-12.30pm (Tuesday to Friday)

Lunch: 1pm-1.30pm (Mondays)

Lunch: 11.30am-12pm (Saturdays)

Dinner: 5pm-5.30pm (Monday to Friday)

Contact us:

Office line: 2723 6626

Work phone (whatsapp): 5938 3506

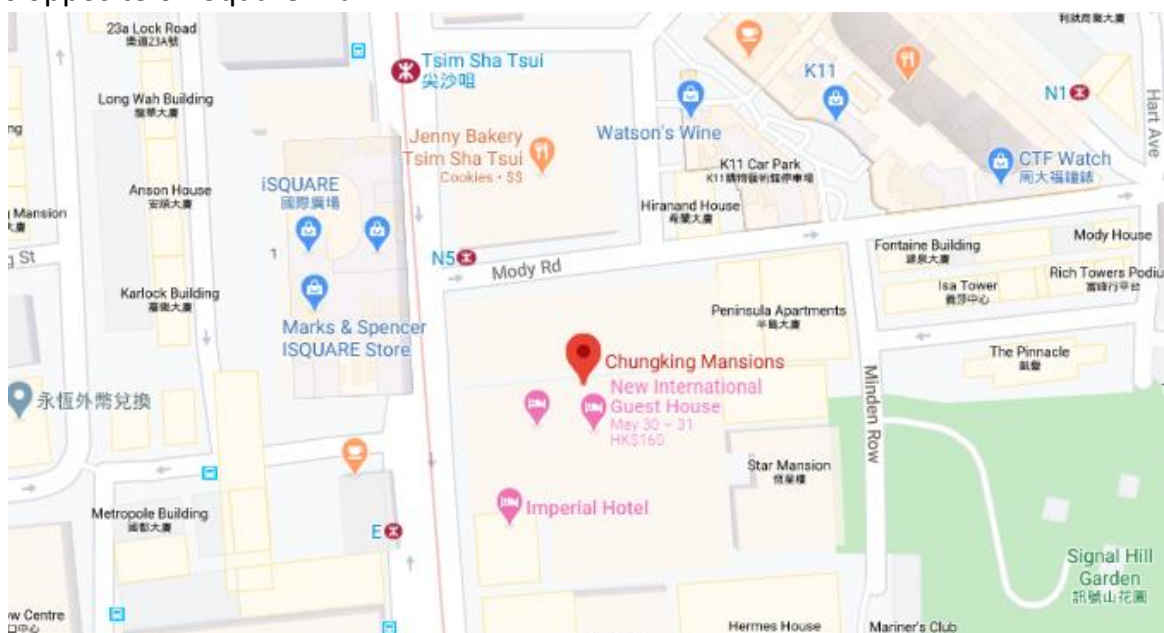
Fax: 2723 6331

Email: ckmsc@christian-action.org.hk

Where to find us:

17/F, Block E, 36-44 Nathan Road, Kowloon, Hong Kong

We are in Tsim Sha Tsui, opposite I square. If you take the MTR to TST station, take exit H. Our centre is opposite of ISquare Mall.



**UNIFIED
SCREENING
MECHANISM
(USM)
FLOWCHART**

GIS of the ImmD
5/F Skyline Tower
39 Wang Kwong Road,
Kowloon Bay,
Kowloon, Hong Kong
Tel: (852) 3128 8668



"If you do NOT have a Recognizance Document(RD)"

- 1 If your **visa has expired** or if you are in Hong Kong **illegally** and should you wish to seek **non-refoulement protection under the USM**, please approach the General Investigation Section (GIS) of the Immigration Department (ImmD) and **"surrender"** voluntarily.
 - 🕒 You may have to wait for one week for an appointment.
- 2 After completion of the procedures at the GIS a removal order will be issued against you and you will be **detained** for verification and investigation.
 - 🕒 The detention period may vary on a case by case basis. Most cases are resolved in a matter of weeks and only in certain circumstances will cases take longer.
- 3 You should make a **formal written application** at this time clearly stating:
 - 1) Your country of origin,
 - 2) Why you fear return and what harm you may face, and
 - 3) Hong Kong mailing address and mobile number.

*** The application can be written in your own language.**
- 4 Once ImmD concludes its investigation, a **Recognizance document(RD)** may be issued to you. **The recognizance document is not a visa** and simply provide you with conditional release. **You cannot access material assistance without a RD.**
- 5 If your application is accepted, the ImmD will mail you a **"Notice to persons making a non-refoulement claim"** and give you an appointment to take your fingerprints and photograph and provide a briefing of the relevant procedures.
 - 🕒 It may take a few weeks before you receive this from the ImmD.
- 6 You will be fingerprinted and photographed and a Duty Lawyer will be appointed to you. The ImmD will provide you with a **Non-refoulement Claim Form**.
 - 🕒 The form needs to be completed and returned within **28 days** with the assistance of a Duty Lawyer.
- 7 Screening interview
 - 🕒 You may have to wait weeks or months before you are called for a screening interview.

Claim
Substantiated

Claim
Rejected

14 days
to appeal

Appeal Substantiated

Appeal Rejected

**Non-Refoulement
Protection**

**Material
Assistance**



Please register with the Social Welfare Department (SWD). You may be asked to show confirmation of your USM claim. If you do not have any written confirmation, SWD may obtain your consent to contact ImmD for verification directly.

- 🕒 The confirmation process may take some time.

Once confirmation has been obtained by SWD, they will refer your case to International Social Service (ISS) via fax. You will be able to obtain a medical waiver for medical treatment at public hospitals if required.



ISS will contact you and give an appointment for an in-take interview.

- 🕒 You may have to wait for a few weeks before you are given an in-take interview. No assistance will be available during the waiting period but you may approach the ISS office for emergency food.



Once ISS has conducted an in-take interview, you may be provided with food and shelter.



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

The UNHCR Sub-Office at Hong Kong SAR
Room 911, Yau Ma Tei Carpark Bldg.,
250 Shanghai Street Kowloon,
Hong Kong Special Administrative Region, China

UNIFIED SCREENING MECHANISM (USM) FLOWCHART



"If you already have a Recognizance Document(RD)"



1

If you already have a Recognizance Document(RD) and if you wish to seek non-refoulement protection under the USM, you should make a formal **written** application stating:

- 1) Your country of origin,
- 2) Why you fear return and what harm you may face, and
- 3) Hong Kong mailing address and mobile number.

* The application can be written in your own language.



2

You should mail the application to the **Removal Assessment Section of the Hong Kong Immigration Department** directly.

Removal Assessment Section(RAS) of the Immigration Department
Address

Unit 903B-910A, 9/F, Skyline Tower,
39 Wang Kwong Road, Kowloon Bay, Kowloon.



3

If your application is accepted, the ImmD will mail you a **"Notice to persons making a non-refoulement claim"** and give you an appointment to take your fingerprints and photograph and provide a briefing of the relevant procedures.

⌚ It may take a few weeks before you receive this from the ImmD.



4

You will be fingerprinted and photographed and a Duty Lawyer will be appointed to you. The ImmD will provide you with a **Non-refoulement Claim Form**.

⌚ The form needs to be completed and returned within **28 days** with the assistance of a Duty Lawyer.



5

Screening interview

⌚ You may have to wait weeks or months before you are called for a screening interview.

Claim Substantiated



Claim Rejected

14 days to appeal



Appeal Rejected

Appeal Substantiated

Non-Refoulement Protection

Skyline Tower

Kowloon Bay Immigration Department: General Investigation Service

Immigration Department 5/F Skyline Tower 39 Wang Kwong Road Kowloon Bay, Kowloon Hong Kong Tel: (852) 3128 8668	香港 九龍九龍灣 宏光道三十九號 宏天廣場五樓 入境事務處	Nearest MTR station: Kowloon Bay Exit B
---	---	--

Location Map:



Social Assistance

In order to receive social assistance, you need to have a recognition document and an open USM claim (received the Notice to persons making a non-refoulement claim”).

STEP 1: Social Welfare Department

You must first register with the Social Welfare Department (SWD). You may be asked to show confirmation of your USM claim. If you do not have any written confirmation, SWD may obtain your consent to contact ImmD for verification directly. **(The confirmation process may take some time)** Once confirmation has been obtained by SWD, they will refer your case to International Social Service (ISS) via fax.

Social Welfare Department (Yau Ma Tei)

Address:

G/F2, Yau Ma Tei Community Centre, 250 Shanghai Street, Kowloon, Hong Kong

How to get there:

1. Take railway to Yau Ma Tei station
2. Go to Exit C
3. Walk to Yau Ma Tei Community Centre (follow the arrows below)
(~5mins)



International Social Service (ISS)

ISS will contact you and give an appointment for an in-take interview. **(You may have to wait for a few weeks before you are given an in-take interview. You will not have access to material assistance during this time, however you may approach the ISS office for emergency food)**

Once an ISS has conducted an in-take interview, and you fulfill the criteria, you will be provided with food support (HKD1200 per month) and rent support (HKD1500 per month).

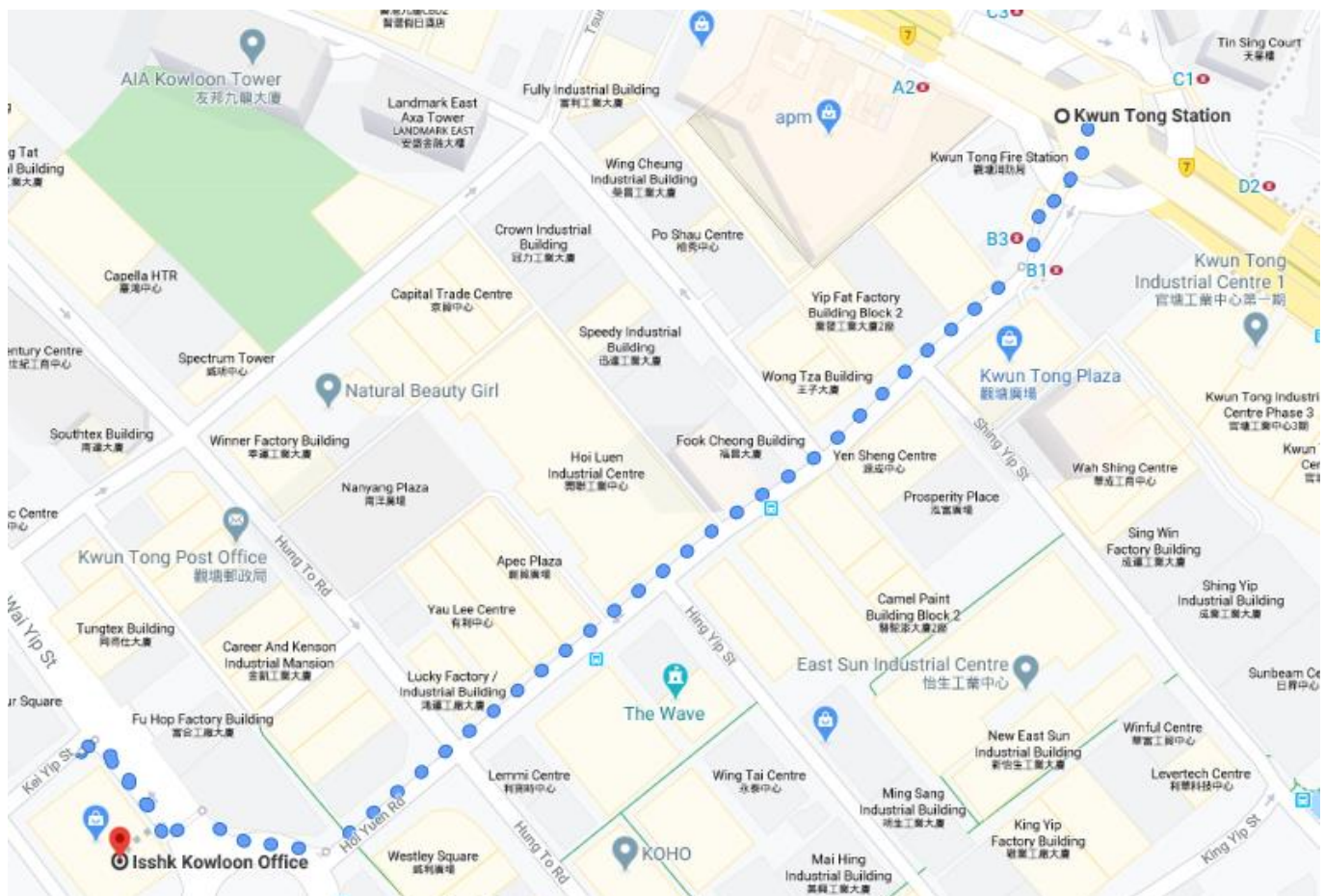
Kowloon District

Tel: 2789 7601

Fax: 2392 5675

Email: astc@isshk.org

Address: Unit 03-07, 12/F, Kwun Tong Harbour Plaza, 182 Wai Yip Street, Kwun Tong, Kowloon ([view map](#))



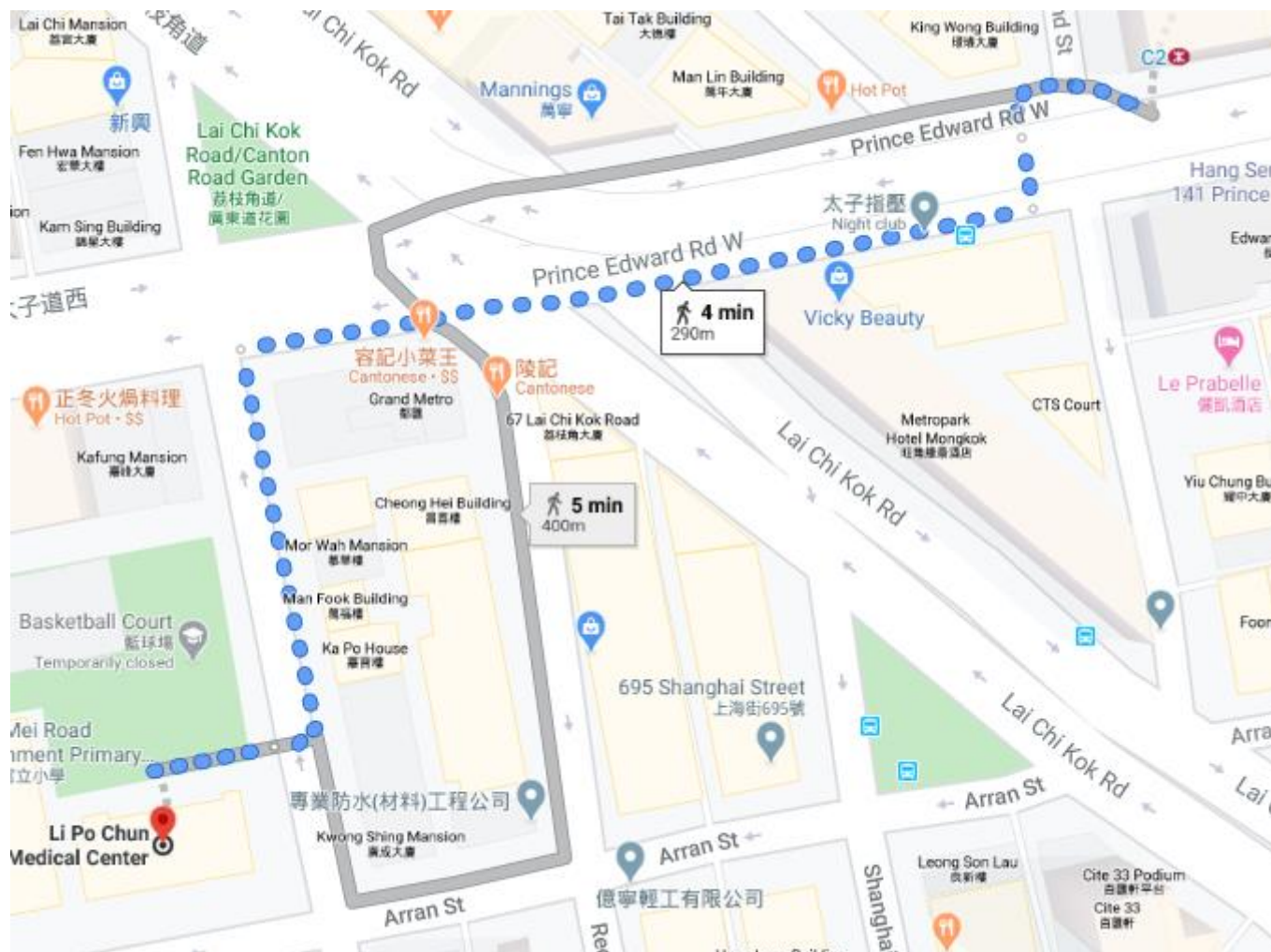
Hong Kong & Islands District

Tel: 3473 1500

Fax: 2392 2591

Email: astc@isshk.org

Address: 1/F, Li Po Chun Health Centre, 22 Arran Street, Prince Edward, Kowloon ([view map](#))



New Territories District

Tel: 2358 9600

Fax: 2475 5067

Email: astc@isshk.org

Address: 19/F, Tuen Mun Central Square, 22 Hoi Wing Road, Tuen Mun, N.T. ([view map](#))

Emergency numbers & medical care

Emergency number/Ambulance/Police	999
Police Hotline	+852 2527 7177
Hong Kong Observatory (for weather information)	+852 1878 200
Hong Kong International Airport	+852 2181 8888
Hong Kong Immigration Department	+852 2824 6111
UNHCR	+852 2388 3278
Christian Action – Centre for Refugees	+852 2723 6626
Telephone Interpretation (HK Christian Service)	+852 3755 3877 (Hindi) +852 3755 6833 (Urdu)
Duty lawyer service	+852 2526 5969
Hong Kong Observatory (for weather information)	+852 1878 200
Telephone directory enquiries	1081

Hospital / Doctor appointments

In order to receive free medical care, you need to be client of ISS and apply for a medical waiver prior to the appointment.

1. Seek an appointment at the desired medical facility.
2. Approach to closest Social Welfare Department office to obtain a medical waiver before you attend the medical centre. If your appointment is in the afternoon, please apply for a medical waiver on the day of your appointment in the morning. In case your appointment is in the morning, please apply for a waiver on the day before your appointment.
3. If your appointment is at the hospital or if you have been hospitalized, you should approach the Medical Social Work Unit of the hospital to obtain a medical waiver. You may ask the counter desk in the hospital to provide you the accurate directory.

However, in case of an emergency, the HK hospital will treat you even without a medical waiver!

Dental care

All dentists in Hong Kong are private and medical fees will not be waived. If it is a dental emergency you may try the hospital below. They only provide free or subsidized dental works that are currently in sync with their teaching schedule for the University.

Public transportation

In Hong Kong, people mostly use MTR, buses, taxis and the ferry to get around.

a. Octopus

The octopus card is a pass for the MTR which is slightly cheaper than the single tickets. There are different categories.

Type	Price (HK Dollar)
Adult 	\$150
Elder 	\$70
Child 	\$70



For the MTR, you tap the octopus card on the sensor to enter the paid area or to exit it. With buses and ferries, you only tap them when you enter. No need to tap again when you exit.

b. Single journey tickets

How to buy the single journey tickets?

1. Select your destination (tap the destination station on the screen).
2. Choose either Adult or Concessionary tickets.
3. If you want to buy 2 or more tickets, choose multiple and select the numbers.
4. Insert enough coins into the hole (see picture below).



Tap the ticket when you enter the paid area and insert it when you exit.

c. Cash

Only In the bus you can pay cash. The screen will tell you the amount of money you have to pay. Put the coins in the slot next to the bus driver. There won't be any change!