

Community Care Fund

One-off Allowance for New Arrivals from Low-income Families Programme

Guidance Notes for Online Application

1. Objective

The Commission on Poverty endorsed the launch of the “One-off Allowance for New Arrivals from Low-income Families Programme” (hereafter “the Programme”) under the Community Care Fund (CCF) to provide an allowance to new arrivals from low-income families to help them adapt and integrate into the community so as to better prepare themselves for permanent settlement in Hong Kong, and provide them with additional resources to relieve the financial pressure. The CCF Task Force under the Commission on Poverty (hereafter “the Task Force”) has engaged Bank of China (Hong Kong) Limited as an agent (hereafter “BOCHK” or “Agent Bank”) to assist in implementing the Programme. The CCF Secretariat (hereafter “the Secretariat”) will provide administrative support to the Programme.

2. Eligibility Criteria

(a) Target beneficiaries^{Note 1} must meet **all** the following criteria:

- (i) having reached the age of 18 on or before 31 March 2021, as evidenced by their Hong Kong Identity Cards; and
- (ii) having entered Hong Kong for settlement for less than 7 years as at 31 March 2021 and:
 - (1) holding a Permit for Proceeding to Hong Kong and Macao (commonly known as “One-way Permit”); or
 - (2) with the right to land or on unconditional stay in Hong Kong; or
 - (3) staying in Hong Kong as a dependant (and his/her sponsor being a Hong Kong permanent resident or a non-permanent resident with the right to land or on unconditional stay in Hong Kong); and
- (iii) from low-income families, i.e. either item (1) or (2) as stipulated below:
 - (1) the applicant **or** a household member^{Note 2} residing with the applicant has received assistance since January 2020 / is receiving assistance under **one** of the following specified assistance schemes:
 - Comprehensive Social Security Assistance (CSSA) Scheme;
 - Normal Old Age Living Allowance / Higher Old Age Living

Note 1 Target beneficiaries must have entered Hong Kong for settlement before the end of the application period of the Programme.

Note 2 For the purpose of the Programme, household members refer to parents, children, spouse residing with the applicant in Hong Kong (including legally recognised adoptive parents/children and illegitimate children with proof of parentage). A couple lawfully married in a foreign jurisdiction is also included.

- Allowance^{Note 3};
- Working Family Allowance Scheme;
- Various means-tested student financial assistance schemes^{Note 4};
- Medical fee waiver mechanism under the Hospital Authority (HA)^{Note 5}; or

(2) the average monthly household income in the past three months^{Note 6} **should not exceed** the specified monthly household income limit applicable to the relevant household size below:

Household Size (persons)	Specified Monthly Household Income Limit (HKD)
1	\$15,100
2	\$22,000
3	\$26,800
4	\$33,500
5	\$36,900
6 or above	\$40,800

(b) The following persons are **ineligible** for 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 into Hong Kong under the following entry policies /

Note 3 Applicable to the household member(s) residing with the applicant only.

Note 4 Refer to means-tested student financial assistance schemes administered by the Student Finance Office of the Working Family and Student Financial Assistance Agency including Tertiary Student Finance Scheme – Publicly-funded Programmes, Financial Assistance Scheme for Post-secondary Students, tuition fee reimbursement for Diploma Yi Jin courses, tuition fee reimbursement under Financial Assistance Scheme for Designated Evening Adult Education courses, School Textbook Assistance Scheme, Student Travel Subsidy Scheme, Subsidy Scheme for Internet Access Charges, Kindergarten and Child Care Centre Fee Remission Scheme, and Grant for School-related Expenses for Kindergarten Students.

Note 5 Applicable to the medical fee waiver mechanism with a 12-month validity period.

Note 6 The average monthly household income in the past three months refers to the average monthly household income in the three months prior to the month of submission of an application (i.e. the average of the total monthly income of the applicant and his/her household member(s)), including earnings from employment and other income, i.e. salary, double pay/leave pay, overtime work/living/housing or rental/transport/travel/education/shift allowances, bonus/commission/tips, wages in lieu of notice of dismissal, fees for rendering services, salary of part-time job, income earned by means of self-employment, profits from business/investment, alimony, contributions from relatives/friends, interest income from fixed deposits, stock/shares, etc., rental income (e.g. income from rental of property/land/carpark/vehicle/vessel in Hong Kong and outside Hong Kong), monthly pension/widow's and children's compensation. Employee's mandatory contributions to a Mandatory Provident Fund Scheme made by an applicant and his/her household member(s), payment received from the "Cash Payout Scheme", financial assistance provided by the Government, charitable donations, assistance from other assistance programmes under the CCF, etc. are however not included. When calculating the monthly household income, applicants can refer to the monthly average amount of two irregular income items (i.e. double pay and bonus) accumulated over the respective period of time.

arrangements and their dependants:

- training;
 - study;
 - employment under the General Employment Policy;
 - investment under the General Employment Policy (i.e. to establish or to join in a business);
 - employment under the Admission Scheme for Mainland Talents and Professionals;
 - employment under the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents;
 - employment under the Immigration Arrangements for Non-local Graduates; or
 - employment under the Technology Talent Admission Scheme;
- (vi) foreign domestic helpers;
- (vii) visitors; and
- (viii) persons under custody (i.e. imprisoned, remanded or detained by the Correctional Services Department (CSD) on the date of submitting an application under the Programme).

3. Application Period

- (a) The Programme will be open for application from 27 September until 31 December 2020 (both dates inclusive). **Late applications will not be accepted.**
- (b) Applications are handled in phases according to the year of birth of eligible persons. Details are as follows:

Born in 1971 or before :	From 27 September 2020 onwards
Born in 1981 or before :	From 11 October 2020 onwards
All eligible persons :	From 25 October 2020 onwards

4. Submitting Applications

- (a) Applicants must make applications on an “individual” basis. If more than one household members are eligible for the Programme, each of them is required to submit an individual application.
- (b) Each applicant should submit one application only during the application period. **Multiple applications will be voided.** Withdrawal of the application, once submitted, will not be allowed unless for exceptional reasons. All information / documents submitted for application under the Programme will not be returned.
- (c) Should applicants require amending their personal particulars on the application forms after submission, they should make such requests to the Secretariat in

writing by completing a specified form available at the CCF website. Such amendment will delay the processing of applications and the disbursement of allowance. The Secretariat may request the applicants to submit a fresh application, if necessary.

- (d) For applicants who are incapable of managing their own affairs or mentally incapacitated, their agent or legal guardian (must be a Hong Kong resident aged 18 or above) can make an application on their behalf and collect the allowance for them when their eligibility under the Programme has been confirmed. Applications should be made on a paper application form, which is available for download at the CCF website.
- (e) Applicants holding a Certificate of Exemption should also make applications on a paper application form, which is available for download at the CCF website.

5. Required Information and Duplicate Copies of Documentary Proof

- (a) Applicants are required to provide the following information and should ensure that all information and duplicate copies of documentary proof provided are true and correct:
 - (i) Personal particulars;
 - (ii) Information of receipt of assistance under specified assistance schemes or monthly household income; and
 - (iii) Methods of collection of allowance.

If applicants fail to provide sufficient and accurate information and duplicate copies of documentary proof, the Secretariat / the Agent Bank will not further process these applications. The provision of personal data to the Secretariat / the Agent Bank by the applicant is voluntary. The information provided by the applicants under the Programme will only be used for the purposes as specified in the Personal Information Collection Statement.

- (b) Applicants should provide a local contact telephone number (please provide an SMS-enabled local mobile phone number), a local correspondence address and an email address to facilitate the Secretariat / the Agent Bank to notify them of the application result and contact them for information / documents where necessary. **Failure to provide any means of contact may render the applications impossible for processing.**
- (c) **Applicants should upload duplicate copies of the following documentary proof when submitting applications. The duplicate copies of documentary proof submitted must clearly and completely display their contents:**
 - (i) The Hong Kong Identity Card (the front side) or a receipt of application for Hong Kong Identity Card of the applicant;

- (ii) Documentary proof of settlement in Hong Kong:
- (if applicable) the personal information page of a Permit for Proceeding to Hong Kong and Macao (i.e. One-way Permit) of the applicant; **or**
 - (if applicable) the dependant’s visa / entry permit of the applicant, the Hong Kong Permanent Identity Card / Hong Kong Identity Card (the front side) of his/her Sponsor, and a signed Declaration Form of Sponsor;
- (iii) Applicable to the applicant who opts to receive the allowance by way of bank transfer:
- documentary proof showing the name of the account holder and the bank account number of the applicant (e.g. the page of the passbook showing the name of the account holder, or a bank statement). The bank account should be a valid local Hong Kong dollar savings / current bank account held **solely under the name of the applicant**. The name of the account holder must be the same as that of the applicant. Applicants who opt to receive the allowance through their bank accounts at BOCHK are not required to produce the documentary proof of bank account;
- (iv) Applicable to the applicant or a household member residing with the applicant who has received assistance since January 2020 / is receiving assistance under specified assistance schemes^{Note 7}:
- documentary proof showing that the applicant or a household member residing with the applicant has passed the household-based means test under specified assistance schemes as tabulated below. If it is the household member who is the beneficiary of the specified assistance scheme, a documentary proof showing the relationship between the applicant and that household member (e.g. marriage certificate or birth certificate, etc.) should be submitted;

Specified Assistance Schemes	Documentary Proof ^{Note 8}	Remarks
CSSA Scheme	Issued by the Social Welfare Department (SWD): (1) Annex to Notification	Document should show that the validity

Note 7 If the applicant or a household member residing with the applicant has received assistance since January 2020 / is receiving assistance under more than one specified assistance schemes, please provide documentary proof of one scheme only. If the applicant and a household member residing with the applicant have received / are receiving assistance under any of the specified assistance schemes concurrently, please only provide the applicant’s information and relevant documentary proof. If more than one household members residing with the applicant have received / are receiving assistance under the specified assistance schemes, please only provide the information of one household member and relevant documentary proof.

Note 8 Please approach the relevant Government Department(s) and organisation(s) for re-issue of documentary proof if it is lost.

Specified Assistance Schemes	Documentary Proof ^{Note 8}	Remarks
	<p>of Successful Application / Revision of Assistance (i.e. the page showing “Waiver of Medical Charges for CSSA Recipients”); or</p> <p>(2) Certificate of CSSA Recipients (for Medical Waivers).</p>	<p>period of receiving CSSA falls in January 2020 or thereafter.</p>
<p>Normal Old Age Living Allowance / Higher Old Age Living Allowance</p>	<p>Issued by the SWD:</p> <p>(1) Notification of Successful Application;</p> <p>(2) Notification of Revision of Allowance;</p> <p>(3) Notification on Medical Fee Waiving for Higher Old Age Living Allowance Recipients Reaching the Age of 75; or</p> <p>(4) Certificate of Old Age Living Allowance Recipients (for Medical Waivers).</p>	<p>Document should show that the beneficiary is eligible for receiving allowance in January 2020 or thereafter.</p>
<p>Working Family Allowance Scheme</p>	<p>Notification of Application Result issued by the Working Family Allowance Office of the Working Family and Student Financial Assistance Agency (WFSFAA).</p>	<p>Document should show that the approved assistance months fall in January 2020 or thereafter.</p>
<p>Various means-tested student financial assistance schemes ^{See Note 4}</p>	<p>Issued by the Student Finance Office of the WFSFAA:</p> <p>(1) Notification of Application Result; or</p> <p>(2) Eligibility Certificate.</p>	<p>Document should show that the approved assistance period is 2019/20 or</p>

Specified Assistance Schemes	Documentary Proof ^{Note 8}	Remarks
		2020/21 academic year.
HA's medical fee waiver mechanism	Certificate for Waiver of Medical Charges with a 12-month validity period issued by the HA.	Document should show that the approved waiver period is valid in January 2020 or thereafter.

- (d) If neither the applicant nor a household member residing with the applicant is a beneficiary of any of the above specified assistance schemes since January 2020, the applicant is required to declare that his/her average monthly household income in the past three months does not exceed the monthly household income limit applicable to the relevant household size. Submission of relevant income proof is not required at this stage.
- (e) The acceptable format of image files of the documentary proof to be uploaded is as follows:

Image Type	<ul style="list-style-type: none"> JPG, PDF or PNG
File Size	<ul style="list-style-type: none"> 5MB
Filename Length	<ul style="list-style-type: none"> Maximum 100 allowed characters One Chinese character is counted as three allowed characters
Filename Characters	<ul style="list-style-type: none"> English letter A-Z; a-z; Number 0-9; Chinese characters
Image Size*	<ul style="list-style-type: none"> For Hong Kong Identity Card/Hong Kong Permanent Identity Card: 8.5 cm (width) x 5.5 cm (height) For other documentary proof: 21cm (maximum width) x 29 cm (maximum height)
Image Resolution*	<ul style="list-style-type: none"> From 150 dpi to 200 dpi

* This is the recommended standard for scanned copies for uploading purpose. Please ignore this if you upload JPG or PDF digital files. Uploaded document(s) will still be accepted if this standard is not met but the images are clear and legible. The applicant may be required to provide the documentary proof again if the contents of the uploaded images cannot be clearly read by the Secretariat / the Agent Bank.

- (f) Applicants should ensure that they have completed the online application process before their applications can be processed.

6. Processing Applications

- (a) The date of application will be the date recorded in the system of the Agent Bank.
- (b) After completing online application, the Agent Bank will provide an application number for recording and enquiry purposes.
- (c) The Agent Bank will perform preliminary checking of each application based on the information and duplicate copies of documentary proof provided by applicants. Afterwards, the applications will be passed to the Secretariat for vetting in order to determine the eligibility of applicants under the Programme.
- (d) In the course of processing, the Secretariat / the Agent Bank may contact applicants by phone, SMS, email or letter for clarification / submission of supplementary information and/or documents.
- (e) When making a telephone enquiry to applicants on their information specified in the application form, the officer of the Secretariat / the Agent Bank responsible for processing applications will provide his/her name, post title and telephone number, and briefly describe part of the information of the application form to prove his/her identity. The Secretariat / the Agent Bank will not collect any irrelevant information. Please call the hotline of the Programme if in doubts.
- (f) The Secretariat will conduct data matching of the information of applicants with the data held by the Immigration Department and the CSD to ascertain the eligibility of the applicants under the Programme. Where necessary, the Secretariat will disclose the information provided by applicants in the application form and other information submitted under the Programme to relevant Bureaux/Departments of the Government of the Hong Kong Special Administrative Region (hereafter “the Government”) and organisations (including but not limited to the SWD, the Working Family and Student Financial Assistance Agency, the Hospital Authority and other relevant Government offices involved in the administration and operation of the Programme). The Secretariat will also check and obtain other information of the applicants from the said relevant Bureaux/Departments of the Government and organisations.
- (g) To facilitate further verification of the eligibility of applicants under the Programme, the Secretariat may request the applicants to provide the original copies of documentary proof. Besides, the applicants may be required to provide information of their household members who are the beneficiaries of assistance under specified assistance schemes and the written consent of these household members for verifying their personal information against that held by the Government Departments and organisations administering the specified assistance schemes. **Failure to provide required information / documents may render applications impossible for processing.**

- (h) After vetting applications, the Secretariat / the Agent Bank will issue a “Notification of Application Result” to applicants via SMS and email or letter.
- (i) For applications with all the required information and documentary proof, it takes about eight weeks for the Secretariat / the Agent Bank to process them counting from the date of acknowledgement of receipt. Yet, the processing time will vary case-by-case.
- (j) Under some circumstances, the Secretariat / the Agent Bank may require applicants to provide supplementary information and/or documents. **Failure to provide the required information and/or documents before the specified deadline may render applications impossible for processing without further notice.**
- (k) Applicants who will reach the age of 18 by 31 March 2021 can still make applications although they are under 18 on the date of submission. If they meet the eligibility of the Programme, allowance will be disbursed to them after reaching 18.

7. Random Check of Applications

- (a) The Programme has established a random check mechanism. The Secretariat / the Agent Bank will conduct random check on income eligibility in the course of processing applications or after disbursement of allowance to verify the eligibility of applicants. Selected applicants will receive a letter or email issued by the Secretariat / the Agent Bank. They should provide information and documentary proof on their household income in the past three months prior to the month of application to the Secretariat / the Agent Bank by the specified deadline. In this connection, applicants should keep the income proof of their households properly for inspection.
- (b) Applicants should fully co-operate with the Secretariat / the Agent Bank in conducting random check. The Secretariat has the right to revoke the eligibility of the applicants under the Programme and/or request them to refund the full amount of allowance disbursed (if any) if the applicants wilfully obstruct staff from conducting investigation, withhold any information or fail to provide the required information / documents by the specified deadline.

8. Disbursement of Allowance

- (a) The Secretariat will disburse an one-off allowance of HK\$10,000 to each eligible applicant via the Agent Bank.
- (b) Applicants can opt to receive the allowance by way of bank transfer or order cheque. **Once submitted, applicants are not allowed to change their options,**

the bank account number and cheque collection branch.

- (c) For applicants who opt to receive the allowance by way of bank transfer, the allowance will be credited to the bank account as specified in their application forms. Applicants must provide the information of a valid local Hong Kong dollar savings / current bank account held **solely under his/her name**. Joint account, credit card account, loan account, fixed deposit account, investment account or foreign currency account are not accepted.
- (d) For applicants who opt to receive the allowance through bank transfer to their bank accounts maintained with the Agent Bank, the Agent Bank will verify the information provided by the applicant against its own records (including the applicant's name, Hong Kong Identity Card number and bank account number).
- (e) Each bank has its specific code. Applicants should consult their respective banks if they are not clear about the bank code and/or the bank account number before filling in the information.
- (f) Applicants should make sure that the bank name and bank account number provided are correct. The Task Force, the Secretariat and the Agent Bank will not be responsible for any late payment, loss of the allowance amount and/or the administrative fee charged by the bank owing to the omission or provision of incorrect bank account number.
- (g) For eligible applicants who opt to receive the allowance by way of bank transfer, the Secretariat will disburse the allowance to them through order cheque if direct payment cannot be made successfully. To avoid any inconvenience so caused, applicants should make sure that their bank accounts are valid local Hong Kong dollar savings / current bank accounts. The Task Force, the Secretariat and the Agent Bank will not be responsible for any loss arising from unsuccessful bank transfer and/or the administrative fee charged by the bank.
- (h) Applicants opting to receive the allowance by way of order cheque must select a branch of BOCHK to collect the cheque.
- (i) Applicants opting to collect the allowance by way of order cheque must bring along their Hong Kong Identity Cards to collect the cheque in person at the chosen branch of BOCHK within the specified period as indicated in the "Notification of Application Result". The staff of BOCHK will verify the applicants' names and Hong Kong Identity Card numbers at the counter before giving them the cheque. Applicants failing to collect the cheque within the specified period without reasonable grounds will not be given the allowance.
- (j) In the event that an applicant fails to collect the order cheque within its validity period (i.e. 180 days from the issue date of the cheque) or an applicant has collected the order cheque but has not encashed / deposited it to the bank before it becomes invalid, the applicant shall have forfeited the right to receive the

allowance.

- (k) If applicants are found ineligible for allowance under the Programme after disbursement of the allowance, they should return the amount certified by the Secretariat to be overpayment or erroneous payment made.

9. Review Mechanism

- (a) Applicants who disagree with the application results can seek a review in writing with justifications within 14 days upon receipt of the “Notification of Application Result” (Address: 4/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong).
- (b) The decision of the Task Force / the Secretariat on review of application results shall be final.

10. Enquiries

For details of the Programme, please visit the CCF website (www.communitycarefund.hk) or call the designated hotline of the Programme operated by BOCHK at 3988 1810.