

SERVICE SPECIFICATIONS

1. Objectives

- 1.1 The objectives of providing the Services is to ensure that while a Service User's claim as an Asylum Seeker or Torture Claimant is being processed by the UNHCR or the Government, the Service User will not, during his stay in Hong Kong –
- (i) be left to sleep on the street;
 - (ii) be seriously hungry; or
 - (iii) be unable to satisfy the most basic requirements of hygiene.
- 1.2 The assistance provided by the Contractor to the Service Users should be mainly non-pecuniary to meet the basic needs of living of the Service Users and to prevent them from falling into the state of destitution during their stay in Hong Kong.

2. Scope of the Services

- 2.1 The Contractor shall provide the **Total Man-days** of the Services to the Service Users in the form of the following types of assistance –

(i) **Accommodation**

The Contractor shall ensure that Service Users having genuine housing need are provided with accommodation (including electricity, water, gas supply and other basic utilities). The Contractor shall cater for the special accommodation needs of a Service User who requires more attention, such as an unaccompanied minor, a single parent with child(ren), a family with child(ren), a single female, a victim of gender-based violence, or a Service User with mental and/or physical illness.

(ii) **Food**

The Contractor shall provide each Service User with food of different variety such as dry ration, meat, fish, and vegetable / fruit. The Contractor shall provide such food to very urgent or needy cases so requested by SWD even though the Contractor has not completed an assessment whether a person is qualified as a Service User. In doing so, the Contractor shall give regard to the nutritious, cultural, religious and other specific needs of each Service Users (such as providing baby / children food and food for persons with ill health). The Contractor shall arrange the Service Users to collect the food provided, taking into account the volume of the food to be collected, whether a Service User has appropriate storage facilities for the food and the place of residence of a Service User. The Contractor shall arrange for the Service Users to collect food provided with the frequency of once in not more than every 10 days.

(iii) Clothing and Other Basic Necessities

The Contractor shall provide clothing and other basic necessities (such as personal toiletries, household cleansing articles, women sanitary items and baby / children items, if applicable) to each Service User.

(iv) Petty Cash for Travelling Expenses

The Contractor shall not provide any assistance to a Service User in the form of payment in cash save that the Contractor shall provide a Service User with petty cash to meet the travelling expenses incurred by the Service User in Hong Kong for travelling by the cheapest means of transportation for purposes such as reporting to the Immigration Department or the UNHCR, attending medical appointments, meeting with lawyers or workers of the Contractor, attending spiritual worship and collecting food and basic necessities. The Contractor shall verify whether there is a genuine need for such Service User to incur the travelling expenses before making any payment in cash to the Service User.

(v) Counselling and referral

The Contractor has to provide casework services such as counselling, emotional support and making referrals to other relevant organisations for provision of Services to needy cases.

2.2 One Man-day of the Services shall be computed in accordance with the following table –

Item	<u>Type of Services</u>	<u>Unit (Man-day)</u>
(i)	Accommodation (as described in Sub-clause 2.1(i) above)	0.45
(ii)	Food (as described in Sub-clause 2.1(ii) above)	0.45
(iii)	Clothing and Other Basic Necessities (as described in Sub-clause 2.1(iii) above)	0.06
(iv)	Petty Cash for Travelling Expenses (as described in Sub-clause 2.1(iv) above)	0.04
		Total = 1

By way of example, the Contractor shall be considered to have provided 0.45 Man-day of the Services if a Service User has received only food or accommodation assistance for one day. For Sub-clause 2.1(iii) above, assistance rendered by providing clothing and other basic necessities to a Service User for one day is equivalent to 0.06 Man-day. For Sub-clause 2.1(iv) above, assistance on travelling expenses given to a Service User for one day is equivalent to 0.04 Man-day.

- 2.3 If the Contractor has provided only one or more of the items listed in Sub-clause 2.1 (i) to (iv) of the Services to a Service User for one day, the number of Man-days of the Services so provided shall be calculated in accordance with the above table.

3. Worker-to-Service User Ratio

The Contractor shall employ a team of professional workers (such as social workers and counsellors) and supporting staff (including finance, clerical and other non-professional staff) to implement the Contract with a Worker-to-Service User ratio of each professional worker and each supporting worker to not more than 150 Service Users.