

Welcome to ISS-HK! This leaflet will guide you through the food and toiletries assistance delivered by ISS-HK.

INTERNATIONAL SOCIAL SERVICE HONG KONG BRANCH

ADMINISTERING AND DELIVERY OF ASSISTANCE FOR NON-REFOULEMENT CLAIMANTS

(Commissioned by Social Welfare Department)

FOOD & TOILETRIES ASSISTANCE LEAFLET

KWUN TONG OFFICE
Address: Unit 03-07, 12/F Kwun Tong Harbour Plaza, 182 Wai Yip St., Kwun Tong
Phone No.: 2789 7601

PRINCE EDWARD OFFICE
Address: 1st Floor, Li Po Chun Health Centre, 22 Arran Street, Prince Edward, Kowloon
Phone No.: 3473 1500

TUEN MUN OFFICE
Address: Units 1-12 & 25-28 19/F, Tuen Mun Central Square, 22 Hoi Wing Road, Tuen Mun, New Territories
Phone No.: 2358 9600



(Revised in Aug 2024)

1. TOILETRIES ASSISTANCE

Toiletry assistance is provided every month in prepack for eligible service users.

- Adult Male Prepack (11 yrs & above)
Adult Female Prepack (11 yrs & above)
Child Prepack (4-10 yrs old)
Toddler Prepack (1-3 yrs old)
Baby Prepack (below 1 yr old)
Delivery Prepack (For expectant mothers)

2. FOOD ASSISTANCE

ADULT / CHILD \$1,200 monthly

FOOD ASSISTANCE IS DELIVERED IN THE FORM OF E-TOKEN AND/OR FOOD IN-KIND

E-Token:



- Purchase food in contracted supermarket
Please show your face to the cashier at checkout
Sign two after-purchase receipts at checkout

For Terms and Conditions, please refer to the back of your E-Token.

TIPS: Use your E-Token smartly!

- Only purchase food for yourself and/or your family members with your respective E-Tokens
DO NOT give your E-Token away to anyone or use it for monetary gain
Keep your E-Token intact
If you have other food / meal resources, please contact your caseworker!
Any suspicious buying patterns/ behaviours will be investigated. If the case is established, you will be subject to a sanction!

COMPLIANCE WITH FOOD ASSISTANCE POLICIES

You are reminded to comply with the Food Assistance policies. If you have any of the below non-compliant acts, you will be subject to sanction :



A. For the following acts:

- 1) Failure to submit receipts for 3 consecutive months
2) Loss / Damage of E-Token
3) Mismatch signature on after-purchase receipts
4) Submission of fake receipts
5) Any Other...



5-STEP IMPROVEMENT SCHEME

1st : Warning Letter

2nd : 2 times top-up of E-Token in a month : \$600 each time

3rd : 4 times top-up of E-Token in a month : \$300 each time

4th : Final Warning Letter with 4 times top-up of E-Token in a month : \$300 each time

5th : 4 times collection of FOOD IN-KIND PREPACK in a month



Note: After completing the 5th level of the 5-Step Improvement Scheme, further violation will render another cycle of the 5-Step Improvement Scheme, starting from the 2nd step.

B. For the following misuses:

- 1) Selling or trading of the E-Token or the purchased food items
2) Bulk Purchase of unreasonable quantity of food, for example:
- Over \$400/ month for rice & noodles
- Over \$200/ month for beverage
3) Lending/ Transferring of E-token



SANCTIONS may include:



- Warning
4 times top-up of E-token in a month: \$300 x 4 times
4 times collection of FOOD IN-KIND PREPACK for 1 month or more



(ISS-HK reserves the right to make final decision on the duration & the type of sanctions depending on the severity of the acts.)

Any non-compliant acts with suspected criminal elements will be reported to the police.



Report to ISS-HK if you know any misuse, fraud, bulk purchase situations.