

**CHANGES TO OUR TRANSPORT ALLOWANCE POLICY
EFFECTIVE FROM 1 JULY 2016**

Dear Justice Centre Clients,

In order to continue to provide all our services and programmes to you in a sustainable way, we have to make a range of changes to our operations, including changes to some of our services as explained below.

Please be assured we are committed to providing you with the best possible support throughout your protection claim and we are available to answer your questions about these changes.

Changes to our transport allowance policy

We have implemented a new Transport Allowance Policy effective from 1 July 2016 until further notice (as posted in our office and on our website). The key changes are:

- You will receive an attendance allowance of **HK\$40** for each adult and **HK\$20** for each child aged 3-12 if you come for a scheduled appointment or at an information session topic for the first time.
- We cannot provide you with any attendance allowance if you come to our offices without a scheduled appointment.
- We will continue to hold drop-in sessions as published on our monthly schedule, but will not be able to provide interpreters during those sessions. During these sessions we will help you make a future appointment with a caseworker and an interpreter so your questions can be answered in full.
- We will not be able to provide you an attendance allowance during the drop-in sessions. However, you will receive a transport allowance as stated above when you come to our office again for your scheduled appointment.
- Other parts of our transport allowance policy remain the same. As a remainder, please arrive at your scheduled appointment on time. We will not provide you with the transport allowance if you are more than 30 minutes late.

We apologise if these changes have caused you inconvenience and thank you for your understanding.

Justice Centre Hong Kong