

THE ZUBIN FOUNDATION

Improving the lives of Hong Kong's ethnic minority community

IMPACT REPORT 2021



Cover photos:

- Left: Young women scholarship recipients
- Centre: Counsellors from Ethnic Minority Well-Being Centre conduct well-being check-ups at Care Box distribution and offer counseling services to those who are in need
- Right: Young woman Red Box recipient

THE ZUBIN FOUNDATION (Registered Charity: IR 91/12344) improves the lives of Hong Kong's ethnic minorities by reducing suffering and providing opportunities. We do this through direct outreach and driving systemic change in the community.

BOARD OF DIRECTORS

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- Don Taylor, Board Director
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- Gladys Li
- Kay Chan
- Puja Kapai

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- Eric Chen
- Michael Wong
- Paul Wong
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- Sandy Chan, Operations Director
- Prachi Phadnis, CFO (pro bono)
- Sharon Etherington, HR Director (pro bono)
- · Winnie Ng, Project Director

SOCIAL MEDIA

in @the-zubin-foundation

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CONTACT US

TABLE OF CONTENTS

- Message from CEO
- 2021 Impact Highlights
- ∫ 5 Impact by Project
 - · Women and Girls
 - Providing Opportunities
 - Parents
 - Mental Health
 - Emergency Relief
 - Systemic Change

17 Financials and Staff

MESSAGE FROM CEO



Dear Friends,

As many of you will already know, one in four ethnic minority families lived in poverty pre-COVID-19. Since the onset of COVID-19 in 2020, the situation has worsened. With layoffs continuing in 2021 in catering and construction and jobs at the airport showing no sign of returning, the situation for many is dire. Families have been stuck in cramped subdivided homes with children trying to learn online and unemployed adults under stress. We have seen the direct link between economy and well-being and the significant impact of this in many areas of our work

2021 was a busy year for our outreach work, and we impacted the lives of 20,000 women, men, and children. In this report, you will find details of our impact by project type in the broad areas of women and girls, providing opportunities, parents, mental health, emergency relief, and systemic changes. You will also find details of our financials.

As I write this note, it would be remiss of me not to raise my concern for the future of the ethnic minority population in Hong Kong. I am most concerned about women and children, and mental health. We have seen a rise in women seeking legal assistance because of domestic abuse. We have witnessed the strain on children from hunger, poverty, and prolonged school closures, particularly on depression and anxiety levels. Many children are simply unable to learn at home, crammed into small spaces with so many people. Will these children ever catch up?

In the general community, we have sadly witnessed an increase in discrimination against ethnic minorities. COVID-19 has accentuated the stereotype that South Asians are "dirty", and this is having a direct impact on the lack of availability of rental accommodation for many ethnic minority families.

Our work over the last year has been made possible because of you. Whether you are a donor, a staff member or volunteer, a partner organisation, or one of our committee members, I thank you for your support. I hope that we can continue to count on you so we may serve the most vulnerable men, women, and children of Hong Kong.

With blessings and gratitude,

Shalini Mahtani, MBE Founder and CFO

14 March 2022

2021 IMPACT HIGHLIGHTS

The Zubin Foundation directly impacted the lives of 8,912 ethnic minority individuals through our outreach work. Our work on systemic change impacted 1,191 individuals. These numbers are conservative and do not include the impact on direct family members and the thousands who benefitted from our information sharing on jobs, opportunities and COVID-19. At a minimum, we impacted at least 20,000 lives in 2021.

WOMEN AND GIRLS

CALL MIRA

856

calls received from women in crisis

392

women and girls helped

GRASSROOTS WOMEN

in Yau Tsim Mong

7

women ambassadors trained to help grassroots families

71

families helped by grassroots women trained

EMERGENCY RELIEF

CARE BOX

4,500

individuals received basic food necessities equivalent to

54,000

meals

RED BOX

250

women and girls received period products

CRITICAL CARE

Thousands received critical COVID-19 messages in multiple languages

SYSTEMIC CHANGE

REPRESENTATION

participants in virtual Town Hall and free webinars

AWARENESS

220 delegates at The Zubin Foundation Conference

teachers, social workers, corporate staff and others received racial awareness training

POLICY RECOMMENDATIONS

written policy submissions to HKSARG

ZUBIN CRACKERS

21 students who developed the crackers

4 ethnic minorities employed to assemble the crackers in a Hong Kong factory

HK\$550K+

revenue generated (nett surplus) for the special education needs centre for children improving
Hong
ethnic
by reducing
and providing

PROVIDING OPPORTUNITIES

JOBS AND INTERNSHIPS

31

people placed in jobs (full time and part time)

52

students placed in internships

CAPACITY BUILDING

416

hours of skills training for youth

GRASSROOTS YOUTH

25

youth trained to help grassroots families

120

families helped by youth trained

SCHOLARSHIPS

31

2

scholarships given scholarship fairs organised

HK\$820,000

monetary value of scholarships

PARENTS

WORKSHOPS

158

parents received parenting skills training

SUPPORT GROUPS

84

parents supported

MENTAL HEALTH

ADULTS: ETHNIC MINORITY WELL-BEING CENTRE

69

individuals received 1-to-1 counselling **540**

counselling hours provided

CHILDREN'S COUNSELLING CENTRE (started in April 2021)

CLIVINE (Started in Ap

21

children received 1-to-1 counselling

2021 FINANCE

Income

Surplus

the lives of

Kong's minorities

suffering

opportunities

HK\$11.74 million

Expenses HK

HK\$9.09 million

HK\$2.65 million

90% of expenses on projects

10% of expenses on admin

12 full time staff

12

part time staff

WOMEN AND GIRLS

Women and girls are among the most marginalised in the ethnic minority community. They tend to be less educated than their male counterparts and many feel isolated.

CALL MIRA

Helpline for Women and Girls in Crisis

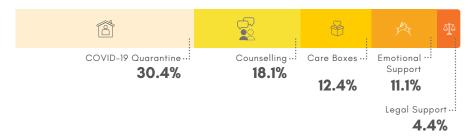
In its 4th year, Call Mira is the only helpline for ethnic minority women and girls. It operates in Hindi, Urdu and English from Monday to Friday (10.00am to 4.00pm). Call Mira works in collaboration with legal leads, shelter homes, government services and other NGOs.

856

CALLS RECEIVED FROM WOMEN IN CRISIS

WOMEN AND GIRLS

Nature of Calls (n = 629)



Demographics

New Callers by Age (n = 73)



GRASSROOTS WOMEN

in Yau Tsim Mong

Grassroots women were trained for community leadership roles. They were given:

- Skills allowing them to reach out to other grassroots families
- Information to help relay to families in the community

The women ambassadors assisted families with issues from financial difficulties to housing problems, child education and mental health.

HOURS OF TRAINING
BASICS IN MENTAL HEALTH COMMUNICATION
SKILLS AND SAFETY DURING HOME VISIT



WOMEN AMBASSADORS TRAINED



FAMILIES HELPED BY GRASSROOTS
WOMEN AMBASSADORS TRAINED



66

I really like coming to the monthly gatherings, I am learning a lot, and I feel like I am doing something for myself, and taking a break from being a 'mother'.

- Dickey Ihamo, Jordan



287
INDIVIDUALS
HELPED WITH FOOD VOUCHERS FOR BASIC GROCERIES

66

It's always good to learn new things and it's priceless when you are able to use what you have learned to help others in need. I feel happy and proud being an ambassador and contributing for a better community.

- Deise Lopes, To Kwa Wan

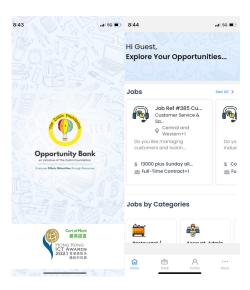
GRASSROOTS GIRLS

12
GRASSROOTS GIRLS
EMPOWERED WITH LIFE SKILLS INCLUDING HEALTH, WELLNESS
AND RESILIENCE TRAINING

PROVIDING OPPORTUNITIES

One in four ethnic minority families live in poverty. With increased unemployment in catering, construction and the airport, the working poor have become poorer. The Zubin Foundation believes the best way out of poverty is through gainful education and employment.

APP AND WEB PORTAL



The Zubin Foundation together with our partners in the private sector, developed the Opportunity Bank app - available for free to download on iOS and Android - and the web portal. The aim of Opportunity Bank is to provide ethnic minorities in Hong Kong with an easy-to-access platform for jobs, training, welfare schemes in Hong Kong, and general COVID-19 related information.

Opportunity Bank received the Certificate of Merit in the Hong Kong ICT Award 2021 in the Smart People (Smart Inclusion) Category.

15,000 USERS OF OPPORTUNITY BANK

1,338 OPPORTUNITY BANK APPLOOM

JOBS AND INTERNSHIPS

Our aim is to match individuals to internships and jobs with inclusive employers across industries and job types.

31

PEOPLE PLACED IN JOBS - PART TIME AND FULL TIME

52

STUDENTS PLACED IN INTERNSHIPS

201,800

TOTAL MONTHLY INCOME OF ALL JOBS AND INTERNSHIPS

66

I learnt a lot in terms of project skills and communication. I was very satisfied with my employer - Walgreens Boots Alliance. I am also thankful for making new friends in the company. We used to lunch together and learn together during our internship.



- Kwok Samia Sara interned at Walgreens Boots Alliance

66



The Zubin Foundation Internship Programme enabled Clement Shield Group to commit further to its policy of inclusivity in the workplace. The experience once again proved the value of engaging young, enthusiastic and socially responsible members of the non-ethnic Chinese community. From an organisational standpoint, the pre-existing staff in Clement Shield gained both tangible and intangible benefits from the interaction and look forward to further rounds of engagement via such programmes.

-David Neil Bennett, Deputy General Manager, Clement Shield Group

CAPACITY BUILDING

Individuals are taught skills required to gain and retain employment. This is done virtually through the use of committed volunteers covering topics like CV clinic, job interview techniques, career exploration and office etiquette.

HOURS OF SKILLS
TRAINING FOR YOUTH

100

52

CORPORATES PROVIDED PRO BONO TRAINERS

66

I've been in that position, being in a foreign place and feeling like a minority, and felt I could really empathise with them. It was a rewarding experience for me because I got to work on projects that I normally wouldn't work on.

- Alex Jürgenson, Volunteer Trainer from Gecko Strategic Solutions

Source: Time Auction (2021). How Alex Offered His Expertise to Support Students in Career Development. Retrieved from: https://bit.ly/3p8Crrb

UNIQUE OPPORTUNITIES

18 YOUTH PARTICIPATED; 6 PROJECTS GENERATED

A unique opportunity for STEM inclined youth to receive training from experts on how to engage in sustainability and redesign a community space in Hong Kong.

SCHOLARSHIPS

The Zubin Foundation provides scholarships to students from low-income families who wish to study at a tertiary level. An independent Scholarships Committee interviews all candidates.

31 SCHOLARSHIPS GIVEN (124 APPLICATIONS RECEIVED)

Thanks to this scholarship I don't have to do part-time jobs to fund my education. I am now confident of planning my studies and future.

- Aqsa Bibi, age 22, Year 1, Bachelors of Arts, The University of Hong Kong



Over two days, the Scholarship Committee interviewed many students in need of financial assistance to either begin or continue their further studies. The process is always eye opening and demonstrates the need in the community. Chairing this Committee is immensely rewarding.

- Catherine Husted, Chair Scholarships Committee and Board Vice-Chair, The Zubin Foundation

UNIVERSITY AND TERTIARY EDUCATION

Scholarship Fair

The Scholarship Fair brings all Hong Kong universities together in one place and we invite ethnic minority families to attend and learn about further education. This has the additional benefit of universities informing families about financial scholarships available.

UNIVERSITIES AND TERTIARY INSTITUTES PARTICIPATED

90
INDIVIDUALS ATTENDED
THE FAIR

INTERNATIONAL AND PRIVATE SCHOOLS

Scholarship Fair

Many ethnic minorities struggle to learn Cantonese in public secondary schools and they lack the support from school and home to improve. At international and private schools the language of instruction is English and it is therefore much easier for non-Chinese speaking population. This fair seeks to encourage international and private schools to give financial scholarships to ethnic minorities in need.

SCHOOLS PARTICIPATED

115
INDIVIDUALS ATTENDED
THE FAIR

GRASSROOTS YOUTH

in Tung Chung

Tung Chung has one of the largest ethnic minority populations in Hong Kong. Our aim is to identify and empower youth leaders who are current tertiary students, recent graduates from university or in their early career stage to become community ambassadors and help their communities.

25
YOUTH TRAINED TO BE
COMMUNITY AMBASSADORS

120
LOW-INCOME FAMILIES VISITED AND PROVIDED FACE MASKS, HAND SANITISERS, AND TOYS FOR CHILDREN

PARENTS

The average size of the ethnic minority family is much larger than the average size of a Hong Kong Chinese family. It is not uncommon for families we serve to have 5 or more children. Coupled with these larger family sizes, many in the community, particularly mothers, lack formal education.

WORKSHOPS AND SUPPORT GROUPS

With the growing population of ethnic minorities who attend public schools, we are invited by them to provide parenting workshops in English, Nepali, Hindi and Urdu to parents of ethnic minority children in those schools. In addition, we also provide ongoing emotional support to low-income families, particularly mothers, through support groups.

66

Sometimes I forget to encourage my child when he fails, and I yell instead. I'm not a perfect parent and need these reminders.

- Indian Mother

158

PARENTS RECEIVED PARENTING SKILLS TRAINING

84

PARENTS RECEIVED EMOTIONAL SUPPORT THROUGH SUPPORT GROUPS

4

I feel like my problems are so little when I listen to other parents. It's nice to meet new parents and make new friends.

- Nepali Parent

MENTAL HEALTH

There has been a decline in the mental health of many in the community, because of COVID-19. Many have lost jobs. Furthermore, with school closures, many of our children are cramped into sub-divided flats of 150-200 sq.ft. The mental health of adults and children continues to diminish.

ETHNIC MINORITY WELL-BEING CENTRE For Adults

The Ethnic Minority Well-Being Centre is the only provider of one-to-one free counselling services for low-income individuals who suffer from depression, anxiety, and stress. Counselling is provided by professionals, in English, Hindi, Urdu and Nepali. The University of Hong Kong, through the Department of Psychiatry is independently conducting research to validate the impact of our counselling on the mental health of our service recipients.

69

INDIVIDUALS RECEIVED 1-TO-1 COUNSELLING

540

COUNSELLING HOURS

66

The counselling has brought a great change in the way I think and live. I have learnt to focus on solutions instead of (the) problems, understand myself better as well as present my feelings and thoughts in healthier manner. Counselling has taught me to let go of some of the things and thinking that it's not end of the world. I hope to pass what I have learnt in these sessions to my kids. I really value the free counselling service.

- Female counselling recipient, 37 years old

66

It has been a pleasure to be a part of the advisory committee of The Zubin Foundation's Ethnic Minority Well-Being Centre and be able to support their work in providing therapies and interventions to people from minorities in their preferred languages. It is essential that people get the services they need and The Zubin Foundation is best placed to provide these in the third sector.

 - Dinesh Bhingra, CBE, Emeritus Professor of Mental Health and Cultural Diversity at the Institute of Psychiatry, Psychology and Neuroscience at King's College London and past President of World Psychiatric Association, U.K.



CHILDREN'S COUNSELLING CENTRE

The Zubin Foundation started to provide one-to-one children's counselling to children in English, Hindi, and Urdu in April 2021.

21
CHILDREN RECEIVED
1-TO-1 COUNSELLING

211
COUNSELLING HOURS
PROVIDED

66

My daughter started to attend sessions at Children's Counselling Centre and since the last 10 weeks I can see a positive change in her behaviour. The sessions helped us know and understand how to help our child. She is more confident and also understands how to adapt to her surroundings better. We thank The Zubin Foundation and their staff for their help.

- Mother of girl, aged10

Main issues faced by ethnic minority children are:	
Anxiety and Depression	Parent and Child Conflict
Bullying and Discrimination	Anger Management

EMERGENCY RELIEF

Emergency relief seeks to provide tangible support to those in critical need.

CARE BOX

Food Boxes for Families in Need

The Care Box addresses hunger in the ethnic minority community by providing dry food items that can support a 5-member family for 3 weeks.

4,500

INDIVIDUALS RECEIVED
BASIC FOOD NECESSITIES

54,000

MEALS SUPPORTED HK\$

299,000

MONETARY VALUE OF FACE MASKS AND GROCERIES PROVIDED

RED BOX

Sanitary Care for Women and Girls

The Red Box aims to tackle period poverty in Hong Kong by supplying period products to young ethnic minority women and girls.

250

WOMEN AND GIRLS RECEIVED PERIOD PRODUCTS 30,000

SANITARY NAPKINS PROVIDED

HKŚ

102,000

MONETARY VALUE OF SANITARY NAPKINS PROVIDED

CRITICAL CARE

49 INDIVIDUALS

RECEIVED SUBSIDISED FLIGHTS, QUARANTINE HOTEL ROOMS AND MEALS

21 LAPTOPS

PROVIDED TO FAMILIES WITH 84 CHILDREN IN TOTAL

146 ADULTS

ATTENDED COVID-19 TALKS IN PUNJABI, NEPALI AND URDU

THOUSANDS

RECEIVED CRITICAL INFORMATION ON COVID IN MULTIPLE LANGUAGES THROUGH SOCIAL MEDIA

SYSTEMIC CHANGE

In addition to outreach work in the community, The Zubin Foundation seeks to make Hong Kong more inclusive to ethnic minorities by driving systemic change.

REPRESENTATION

T PEOPLE

AT ROUND TABLE DISCUSSION WITH THE EDUCATION BUREAU, PARENTS, CHILDREN AND TEACHERS

86 PEOPLE

AT VIRTUAL TOWN HALL WITH CHIEF SECRETARY, UNDER SECRETARY FOR EDUCATION, UNDER SECRETARY FOR FOOD AND HEALTH AND ASSISTANT DIRECTOR OF HOME AFFAIRS DEPARTMENT





20 PEOPLE

AT ROUND TABLE WITH SECRETARY FOR HEALTH ABOUT COVID-19 VACCINATION WITH VARIOUS RELIGIOUS LEADERS



POLICY RECOMMENDATIONS

We made written and verbal submissions to the administrations on matters that may significantly affect the lives of the ethnic minority community.

Written submission for the 2021 Chief Executive Policy address Written submission for the proposed mandatory reporting for suspected child abuse cases

THE INSTITUTE OF RACIAL EQUALITY

Raising Awareness

The aim is to enhance the awareness of the public, including schools and companies, about the racial issues in Hong Kong.

PEOPLE
PARTICIPATED IN 2 FREE WEBINARS
ORGANISED FOR THE PUBLIC

CONFERENCE
"WHAT IS THE STATUS OF HONG KONG'S
ETHNIC MINORITIES?" ATTENDED BY 220
PEOPLE

25 TALKS

GIVEN AT SCHOOLS, UNIVERSITIES, COMPANIES AND NGOS; MORE THAN 500 PEOPLE TRAINED 199

TEACHERS AND SOCIAL WORKERS TRAINED

66

As a Hong Kong Chinese person who attended one of the best local girls' schools, race discrimination in our city was not an issue I had to worry about. Two years ago, I started to date an Indian man and have since opened my eyes to rampant racial discrimination against dark-skinned people. Companies need to invest in ensuring their staff and industries understand the racism that prevails in our community and take steps to become better allies

- Clarissa Lui, aged 22, Speaker at the Conference

ZUBIN CRACKERS FOR SOCIAL GOOD

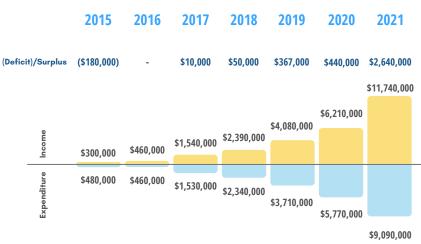
Raising Awareness

The Zubin Crackers was an awareness building and fundraising campaign. The crackers were developed by diverse students from public and international schools who learnt about business and sustainability. The crackers were made in Hong Kong, providing employment to 4 ethnic minorities. A total of 30,000 crackers were sold in Hong Kong generating a revenue of over HK\$550K towards setting up of a special education needs centre for ethnic minority children in 2022. The crackers helped us raise awareness of the status of Hong Kong's ethnic minority community in the media.

FINANCIAL AND STAFF

2015-2021 AUDITED INCOME AND EXPENDITURE

(Currency in HKD)



NATURE OF EXPENSES

(Currency in HKD)



2021 INCOME BREAKDOWN

(Currency in HKD)

Income Breakdown



STAFF



TESTIMONIALS



Call Mira has been my lifeline. I first called in August 2021 because I was very lonely. Both my husband and I have disabilities and live in public housing. We have no family in Hong Kong. Thanks to The Zubin Foundation we were provided with food and more importantly friendship and love.

- Dolly Wadhwani, aged 76, Call Mira Caller

The Irish Business community were honoured to partner with The Zubin Foundation in the design and delivery of the Social Entrepreneur Academy (SEA) program. The program exposed teenagers to practical innovation and business skills to make a difference in their communities through social entrepreneurship. One of the program's highlights was the engagement and exposure of the exceptional talent within the ethnic minority participants; they blossomed more and more as the program progressed. It became evident that we were witnessing the birth of some next-generation experts and leaders.

- Ray Porter, President, The Irish Chamber of Commerce



The Department of Psychiatry at HKU commends The Zubin Foundation for its dedication and efforts in providing counselling services in Hindi, Urdu, Nepali and English to bridge the mental health service utilisation among ethnic minorities due to language barriers and stigma. We are pleased to participate in the Ethnic Minority Well-Being Centre by providing research and evaluation consultation

- Yi Nam Suen, Research Assistant Professor, The University of Hong Kong



- Puja Kapai, Legal Lead, Call Mira, Associate Professor of Law, The University of Hong Kong





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I am very thankful for the one-to-one training programme, and this training helps build my confidence in the upcoming job interviews and overall in my life.

- Online training series attendee Maria Khan, University of Wollongong-Hong Kong

DONATE NOW

The Zubin Mahtani Gidumal Foundation Limited is a registered charity in Hong Kong (IR 91/12344).

All donations over HK\$100 will receive a donation receipt.

 Donation by Paypal www.zubinfoundation.org/donate



 Donation by cheque should be made payable to "The Zubin Mahtani Gidumal Foundation Limited"

and posted to:

The Zubin Mahtani Gidumal Foundation Limited

Unit F, 5th Floor, High Fashion Centre

No. 1 Kwai Hei Street Kwai Fong, Hong Kong

Attention: Ms Anky Chau, Office Manager

• Donation by bank transfer to our bank account

Bank name: HSBC

Account name: The Zubin Mahtani Gidumal Foundation Limited

Account number: **848 516316-292**



THANK YOU FOR YOUR SUPPORT