

## The Hong Kong Refugee Advice Centre Limited 2nd Annual Report: 1 July 2008 to 30 June 2009

*“You saved my life; you made my life again.”*

*- An HKRAC client to her caseworker*

Hong Kong  
Refugee Advice  
Centre

a non-profit company\*

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## Vision, Mission & Values

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### **Vision**

The Hong Kong Refugee Advice Centre (**'HKRAC'**) strives to ensure that all refugees in Hong Kong have access to high-quality legal aid, fair refugee status determination procedures, and human rights so that they can begin to rebuild their lives.

### **Mission**

To provide high-quality, pro bono legal advice to refugees in Hong Kong; protect their rights, and generate awareness

### **Values**

To put the interests of refugees first, and at the core of all our endeavours

To maintain professional and ethical excellence

To be fearless, competent, collaborative and diligent in representing the interests of refugees

To raise awareness about refugee rights and promote a pro bono and volunteer culture within the Hong Kong Community

## Board Chair's Report

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1 July 2008 marked the launch of 'HKRAC: Phase One', an 18 month period during which our new organization has sought to establish itself as a direct services, legal aid organization for refugees and asylum-seekers in Hong Kong. The priority has been to build a solid reputation among asylum-seekers and refugee-serving agencies in Hong Kong by providing consistent, high-quality representation while adhering to strict ethical standards. We have worked collaboratively to raise the bar on ensuring refugee protection in Hong Kong and to serve as a model in the Asia-Pacific Region.

Our efforts have paid off and we have achieved these objectives. In 2009, we assisted hundreds of asylum-seekers through information sessions, general advice, customized legal advice, and/or full representation. 'Phase Two' will see further advancements as we strengthen our current services and implement new initiatives.

We owe an enormous debt of gratitude to those who have contributed volunteer hours and/or funding toward the protection of the most vulnerable population in Hong Kong. Our five law firm partners (Freshfields Bruckhaus Deringer, Latham & Watkins LLP, Linklaters, Shearman & Sterling LLP, and Skadden, Arps, Slate, Meagher & Flom) have set the standard and have provided an impressive precedent for the continuing development of a pro bono ethic in Hong Kong.

## Executive Director's Report

The 08/09 Reporting Year covers the first 12 months of the 18-month 'Phase One' period in the development of the HKRAC. We have survived this period on a lean budget of \$1.6 million, making the most of our resources, and overcoming by hurdles along the way. We are pleased that the HKRAC has surpassed a number of milestones.

In November 2008, we were recognized as a 'charitable institution' under the Inland Revenue Ordinance, which allows donors to make tax deductible donations to support us. With our recognition as a charitable institution, the HKRAC is now able to explore new fundraising opportunities. Moreover, we have recruited a strong and well-respected Board of Directors, and have received the support of a high-profile Advisory Committee made up of legal, medical, psychological, and community experts. We have established partnerships with five international law firms setting a precedent for pro bono legal aid in Hong Kong. We have to date recruited a committed and passionate roster of 180 volunteer caseworkers and interpreters. With this much support from partners, well-established institutions, experts, professionals, and passionate volunteers we plan to build our capacity and secure funding over the next three-years so that the HKRAC will become an integral part of Hong Kong civil society.

The HKRAC has improved client assistance by streamlining casework procedures and expanding our knowledge base. Each case can often take years from intake to decision by the United Nations High Commission for Refugees ('UNHCR'). 18 of our clients have been recognized as refugees.

Moving forward, all five law firm partners have agreed to renew these partnerships for the next annual

period. Grant applications for 'Phase Two' have been submitted and a target budget of \$4.3 million is being sought for the next annual period. We plan to use this funding to build capacity so that we can assist a greater number of refugees without sacrificing the high-standards of excellence and ethics that we strive to maintain in our casework.

In the wake of the *FB v Director of Immigration* in December 2008, the Hong Kong Government is presently considering changes to the way in which the Hong Kong Immigration Department currently handles protections claims made by asylum-seekers under the United Nations Convention against Torture and Other Cruel, Inhuman or Degrading Treatment<sup>1</sup> or Punishment. We were honoured to have provided the Hong Kong Government with our comments and expertise in this area, and we are committed to playing a constructive role in this ongoing policy debate. Nevertheless, we do hope that someday the United Nations Convention Relating to the Status of Refugees will be extended to Hong Kong and fair and efficient procedures can be put into place that will cover both protection under the Convention Against Torture and the Refugee Convention.

These ongoing policy debates highlight the potential avenues for the HKRAC to contribute to Hong Kong society; we do, however, need to remain focused on our present core priorities: namely, fundraising not only for survival, but for strategic growth and the maintenance of our high quality legal aid to refugees and asylum-seekers.

Brian Barbour  
*Executive Director*

1. This is discussed further in page 14 under 'Recent Developments'.

## Introduction

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The HKRAC remains the only dedicated provider of pro bono legal aid to refugees seeking protection from the United Nations High Commissioner for Refugees (**‘UNHCR’**) in Hong Kong. The HKRAC is committed to maintaining the highest standards of quality and ethics in the provision of advice to refugees.

The HKRAC recruits, trains, and supervises volunteer lawyers, caseworkers, and interpreters in the provision of pro bono legal representation to refugees putting forward claims for asylum through UNHCR. The organization also makes referrals to local lawyers or psycho-social professionals where appropriate.

## Background & History

In October 2005, Christian Action piloted the Refugee Advice Unit (**'RAU'**), providing legal services for people seeking asylum before UNHCR. Recognizing the large gap in legal assistance for refugees and asylum-seekers in Hong Kong, two lawyers envisioned the creation of a non-governmental organization (**'NGO'**) that provides legal aid to refugees seeking protection from the UNHCR. The two founders, Raquel Amador and Jennifer Stone, piloted the RAU establishing a solid reputation among asylum-seekers and refugee-serving agencies in Hong Kong.

The HKRAC was launched as an independent organization on June 1, 2007. The organization has strengthened its legal expertise and capacity. In July 2008, recognizing the strength and potential impact of the organization, five law firms embraced the work of the HKRAC and committed both funds and pro bono hours to the legal representation provided by the Centre. Shearman & Sterling LLP was the first law firm to partner with the HKRAC. Building on that relationship, the HKRAC has now joined forces with Freshfields Bruckhaus Deringer, Latham & Watkins LLP, Linklaters, and Skadden, Arps, Slate, Meagher & Flom. The HKRAC has expanded its reach through fundraising and by forging independent partnerships with law faculties and law firms. It will continue to grow in order to meet the needs of refugees in Hong Kong.

## Report of Activities

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We are happy to report that the HKRAC has surpassed many of the milestones set out in our 'Phase One' strategic plan. Those milestones relate to five core activities: (1) recruitment and training of volunteer caseworkers and interpreters; (2) casework (providing legal advice to refugees & asylum-seekers); (3) short-term fundraising and long-term development strategy; (4) development of operating procedures; (5) expansion of programming; and (6) local and international advocacy.

## Milestone 1:

### *Recruitment & Training of Volunteer Caseworkers & Interpreters*

It would be impossible for our staff of four to represent even a fraction of Hong Kong's asylum-seekers on our own. Therefore, our work is based on a volunteer model. We recruit, train, and supervise volunteer caseworkers and interpreters in the skills necessary to represent asylum-seekers in a professional and ethical manner.

Starting in 2009, based on popular demand, we have decided to increase the number of caseworker trainings we provide to three annual training weekends per year in January, May and September. These training weekends entail approximately 12 to 16 hours of instruction in international refugee law, UNHCR refugee status determination procedures, client sensitivities, working with interpreters, document preparation, ethics, and other critical considerations. During this 08/09 Reporting Year, we held two tremendously successful caseworker trainings. The first was held on 6-7 December 2008, and was attended by 46 volunteers. The second was held on 9-10 May 2009, and was attended by 48 volunteers. To date, the HKRAC has trained 180 caseworkers and interpreters; and the participant feedback continues to be positive. We are consistently looking for ways to improve and innovate our training programs, and our next one is scheduled for September 2009.

Our volunteer interpreters are instrumental to the HKRAC's day-to-day operations. The vast majority of our clients require an interpreter to be able to provide information of suitable detail to support a claim for asylum. We have represented speakers of 37 different languages, and we have worked with 85 volunteer interpreters to date. In September 2008, the Marden Foundation provided additional funding to facilitate the implementation of a 'Training of Trainers' program followed by a nine-day 'Community Interpretation Training for Refugee Legal Aid'. The project brought expert trainer Alice Johnson from the American University of Cairo's Community Interpretation Program to Hong Kong to carry out these training sessions. It was very successful, and the first of its kind in Hong Kong. We have seen a tremendous improvement in the quality of interpreting in our day-to-day work. Moving forward, those interpreters who have trained to be trainers will implement annual trainings as well as some interim trainings as required when new interpreters join. However, with the recent passing of the Race Discrimination Ordinance, we now face pressure that our interpreters will decline our volunteer assignments in favour of paid engagements with the Hong Kong Government and other organizations.

## Milestone 2:

*Casework (providing legal advice to refugees & asylum-seekers)*

The HKRAC has continued to provide high quality representation to our clients. The HKRAC remains the only dedicated provider of pro bono legal aid to refugees making claims for asylum before the UNHCR in Hong Kong. Because refugee flows will always be an issue facing Hong Kong, so long as fundamental deprivations of human rights occur around the globe, the HKRAC will continue to have an invaluable role to play in the efficient and humane processing of refugee claims.

The HKRAC has assisted clients from a number of war-torn countries such as Afghanistan, Democratic Republic of Congo, Somalia, and Sri Lanka; countries in a state of political instability such as Bangladesh, Kenya, Pakistan, Uganda and Zimbabwe; and a number of other countries where our clients have suffered religious or other persecution. We have represented over 50 different ethnicities, and speakers of 37 different languages. 18 of our full representation clients have already been recognized as refugees, while most of our clients still await a final decision on their case. Among all those assisted by our Centre to date, we have achieved a 46% acceptance rate at the UNHCR. This is in line with international standards. We have also reached many through information sessions and cooperation with other NGOs who make referrals to our office.

We provide full legal representation to about four or five clients and their families per month in relation to their 'refugee status determination' applications to the UNHCR, and provide general advice or customized legal advice to around 30 to 50 people each month. The number we reach through our information dissemination and empowerment efforts is much more difficult to calculate. We have reached over 170 people to date through our information sessions at Christian Action's Chungking Mansion Services Centre ('CKMSC'), and we have reached countless others through other presentations.

Our numbers will likely increase once we are able to expand our staff. Our Director of Casework remains the only full-time supervisor with the authority to sign-off on all written submissions to the UNHCR. Each additional Refugee Advisor we hire could potentially double our current caseload, assuming we can find the office space, interpreters, and technology to support his/her work. Thus, we are exploring how we gain the funding required to increase the number of experienced Refugee Advisors on our staff, and thereby extend our capacity for providing full legal representation to more asylum-seekers.

## Milestone 3:

### *Short-term Fundraising and Long-term Development Strategy*

#### **Short-term Fundraising**

We were able to secure core funding for the 18 month duration of Phase One, and an additional HK\$110,522 through events and individual donations. We are actively pursuing funding opportunities for 'Phase Two' of our start-up to begin this August, 5 months ahead of schedule. This has been necessary as we are only meeting the needs of approximately 10% of the asylum-seekers in Hong Kong, and we do not have enough funding to provide competitive salaries and support badly needed programs. We have made applications to local and international funders to support all key areas and expand our programs in some additional areas.

#### **Long-term Development Strategy**

Our next objective after securing our core funding focused on long-term development strategies. Our results are briefly summarized below:

##### *Charitable Status*

As previously noted, the HKRAC was awarded charitable status under the Inland Revenue Ordinance effective from 10 November 2008.

##### *Law Firm Partnerships*

All of our five law firm partners have agreed to continue their partnerships with the HKRAC for at least another year. We are extremely proud of the partnerships we have forged in the public and private sectors in Hong Kong. Our existing law firm donors have set an incredible precedent for pro bono representation in Hong Kong. Not only do our partner law firms provide funding support, but they each commit significant pro bono legal aid hours to our clients as well. Recognizing the value of the relationships we have developed, a number of other law firms have expressed interest in developing similar

partnerships with the HKRAC in the future.

##### *Strategic Planning & Leadership Development*

The HKRAC was competitively selected by Asian Charity Services to be fully sponsored as a client organization to receive management consulting and leadership development services. These services include customized consulting, general training, and resource sharing in order to develop a strategic plan that is practical and achievable. It has already resulted in a long-term development strategy and implementation plan that is currently being implemented.

##### *Law School Initiative*

Both the Chinese University of Hong Kong ('CUHK') law faculty and Hong Kong University ('HKU') law faculty have agreed to pilot a refugee law initiative. Selected students participate in an internship with the HKRAC in which they receive academic credit for engaging in refugee casework supervised by both the HKRAC staff and a professor at their respective university. These initiatives were launched for the first time this summer from May 2009 through August 2009. The initiative was successful, and negotiations continue to make the initiative a permanent part of CUHK's and HKU's curriculums.

#### **Board of Directors & Advisory Committee**

We have recruited a powerful and active Board that is committed to guiding our organization into the next phase and ensuring its sustainability. We have also recruited an expert Advisory Committee that consists of legal, medical, psychological, and community experts, and will provide their expertise to ensure the highest quality programming.

## Milestone 4:

*Development of operating procedures*

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The Handbook of Operating Procedures, which serves as a transparent guide to our Board of Directors, staff and volunteers has been drafted. The Handbook addresses all aspects of our organization and its work including:

- The HKRAC's Mission, Vision and Values
- Staff and Volunteer Roles and Reporting Structure
- The HKRAC's Comprehensive Casework Procedures
- Our Client Complaint Mechanism
- Our Interpreter's Code of Conduct
- Intake questionnaire, casework templates, staff evaluation form and other forms
- Board of Directors' Manual

Since we are continually adapting and improving our protocols and procedures, this Handbook will be revised at regular intervals.

## Milestone 5:

### *Expansion of Programming*

The HKRAC focuses on direct services legal aid for asylum-seekers. Our programming has been expanded to cover the following activities:

#### **Referrals & collaboration with other NGOs**

The HKRAC is developing a comprehensive referrals guide. HKRAC makes referrals to medical doctors, professional psychologists and psychiatrists for diagnoses, medical reports, and treatment. HKRAC is also developing partnerships with NGOs that provide social services to refugees and asylum-seekers. For example, the HKRAC holds information sessions in different languages each month at Christian Action's Chungking Mansions Service Centre (**'CKMSC'**) facilities. We refer our clients to CKMSC for counseling, education, food, and other social services. In addition, we make similar referrals to International Social Service (**'ISS'**), RainLily (a rape crisis centre), St.

John's Counseling Service, and UNHCR based on the circumstances and needs of each client.

#### **Psycho-Social Programming**

In addition, the HKRAC plans to have a Psycho-Social Advisory Committee of medical and psychosocial experts firmly established by January 2010. This Advisory Committee will be made up of qualified medical, psychological and community experts who can address specific psycho-social issues affecting refugees and torture victims.

Activities of the Psycho-Social Advisory Committee or its individual members in 2010 will include:

- Evaluations, referral, and treatment of medical and psychiatric disorders
- Preparation of medical and/or psychological

- reports for asylum cases
- Referral to all other psycho-social related services, i.e., crisis intervention, counseling, and social support
  - Situation assessment, identification of gaps, and coordination of efforts
  - Efforts to increase community education and sensitization so as to enhance the capacity of the Hong Kong and refugee communities to assist people with psycho-social needs themselves
  - Discussion with other Hong Kong service providers with the long-term goal of initiating a symposium (possibly in 2011) to address gaps, overlaps, and shortfalls in medical, psychological, and social services for torture victims
  - Improve and expand the psycho-social support module included at all of our training sessions, in order to make everyone who works with us aware of the special needs and considerations that must be taken into account when working with victims of torture, and also the psycho-social impact that such work can have on the caseworker and interpreter

### Asylum-seeker Aid

The HKRAC is committed to maintaining the highest standards of quality and ethics in the provision of advice to asylum-seekers. We provide 4 kinds of advice to refugees: (1) information dissemination and empowerment; (2) general advice; (3) customized legal advice; and (4) full legal representation.

At information dissemination and empowerment programmes, the HKRAC explains the UNHCR refugee status determination process ('the RSD process'), the HKRAC's services, and other services available in Hong Kong. These programmes are provided to prospective clients, the public, the press,

and to educational and government institutions upon request. The HKRAC reaches hundreds of people in this way, believing that generating community understanding and support is part of the long-term solution for refugees and torture victims.

HKRAC provides general advice to asylum-seekers. General advice is advice to a non-client on an ad hoc basis, and it may include:

- Document preparation guidelines;
- Basic information regarding the HKRAC services, UNHCR processes, and international refugee law; and
- Referrals to other organizations.

HKRAC believes that a powerful impact can be made through general and customized legal advice. Our organization prioritizes full representation for vulnerable clients and challenging or complicated claims (see below), while also providing customized legal advice for self-representation to individuals based on their particular needs.

Customized legal advice to individual asylum-seekers may include:

- Detailed advice on self-representation at UNHCR;
- Information on the UNHCR RSD process;
- Instruction about refugee procedural rights during UNHCR interviews;
- Analysis of the merits of a particular claim, including evidence and country of origin information; and
- Explanation of relevant international refugee law and its application to an asylum-seekers' legal claim.

The HKRAC provides full representation to about

five asylum-seekers and their families per month. Representation often requires 100 to 300 total hours of work and generally involves: (a) training and supervision of volunteer caseworkers and interpreters; (b) client intake and screening; (c) preparation of a testimony and legal brief; (d) referrals for psycho-social assessments and care; (e) attending and preparing for UNHCR interviews; and (g) representation at appeal if necessary.

Priority for representation is given to the following types of claimants and claims:

- Victims of torture;
- Victims of sexual and gender-based violence;
- Victims of trafficking;
- Individuals with profound or complex psycho-social needs;
- Individuals with serious medical conditions or physical disabilities;
- Individuals with serious security issues in Hong Kong;
- Individuals from linguistically or socially isolated groups;
- Unaccompanied minors;
- Women heads of household;
- Claims involving complex legal issues;
- Claims involving with potential exclusion/cessation issues;
- Claims involving military service evasion; and
- Claims with religious conversion issues.

Although we continue to attract volunteer caseworkers, we plan to hire an additional Refugee Advisor as part of our 'Phase Two' development; this will assist us to manage an increased caseload at a consistently high quality.

## Milestone 6:

*Local & International Advocacy:*

We have established our place in the regional and sub-regional contexts as a founding member of the Asia Pacific Refugee Rights Network (**'APRRN'**) and the East Asia Sub-Regional Refugee Rights Network. The HKRAC serves on the Steering Committee of the APRRN. We are also founding members of the Southern Refugee Legal Aid Network (**'SRLAN'**), which strives to empower legal aid organizations in the global south. Having these connections opens doors to many additional kinds of support regionally; and it will also raise the bar for quality provision of services, particularly in underdeveloped countries, throughout the region.

## Recent Developments

Two separate screening mechanisms for international protection exist in Hong Kong. The first was established by the Hong Kong government in response to the *Prabakar* judgment (2004 Hong Kong Court of Final Appeal). This process sees the Hong Kong Immigration Department considering claims under the United Nations Convention Against Torture ('**CAT Claims**'); a CAT claimant applies to stay in Hong Kong on the grounds that their deportation could lead to them becoming a victim of torture.<sup>1</sup> The second is refugee status determination administered by the Hong Kong Office of the UNHCR. The HKRAC only provides legal advice in relation to refugee status determination, but the HKRAC takes an active interest in CAT Claims under Hong Kong law, because these impact on our clients' rights. The 08/09 Reporting Year marks a turning point in how CAT Claims are dealt with in Hong Kong.

In December of 2008, the Hong Kong Court of First Instance ruled in *FB v Director of Immigration* that the Hong Kong Government's procedures for dealing with CAT Claims procedures were unfair to the Applicants and did not meet the high standards of fairness required by the *Prabakar* judgment, because:<sup>2</sup>(1) legal representatives were not allowed at the interviews or during completion of the questionnaire; (2) publicly funded legal aid was not available; (3) the examining officer and the decision-maker were not the same person; (4) the decision-makers were not sufficiently trained; and (5) there was no oral hearing on appeal. Since the *FB Case* was handed down, the CAT system has been shut down for revision, and there are currently upwards of 5,000 claimants, and we understand that over 300 new applications are made each month.

The *FB Case* is the latest in a series of landmark Court decisions that have dealt with the position of asylum-seekers and refugees in Hong Kong. We should also acknowledge that most of these decisions are the result of the efforts of the lawyers at Barnes & Daly:<sup>3</sup>

- *Secretary for Security v Sakthevel Prabakar* ('*Prabakar*'), FACV 16/2003: High standards of fairness must be applied to claims for protection under the Convention Against Torture
- *C v Director of Immigration* HCAL 132/2006: Non-refoulement is a principal of customary international law, but does not apply to Hong Kong (Appeal to be heard this Fall)
- *FB v Director of Immigration* HCAL 51/2007: Hong Kong's CAT Procedures do not satisfy the high standards of fairness required by *Prabakar*
- *A v Director of Immigration* CACV 314/2007: The grounds and procedure for detention of CAT claimants must be accessible and ascertainable by the detainee
- *Bag of Rice Case* (out-of-court settlement with the Hong Kong Social Welfare Department): Claimants must be provided with shelter and food while they await a decision on their asylum claim
- *Iqbal Shahid v Secretary for Justice* HCAL 150/2008 (Scheduled for appeal): CAT claimants and asylum-seekers released on recognizance cannot be prosecuted for taking up employment

In addition to the above case law, the Hong Kong Law Society and Bar Association recently released a joint-position paper that advocated for the Hong Kong Government to take over refugee status determination in addition to CAT Claims for purposes of fairness and efficiency.

1. Article 3(1) of the United Nations Convention Against Torture and other inhuman Treatment: "No State Party shall expel, return ('refouler') or extradite a person to another State where there are substantial grounds for believing that he would be in danger of being subjected to torture. (2) For the purpose of determining whether there are such grounds, the competent authorities shall take into account all relevant considerations including, where applicable, the existence in the State concerned of a consistent pattern of gross, flagrant or mass violations of human rights".

2. *FB v Director of Immigration* [2008] HKFEC 2072.

3. Partner, Mark Daly sits on the Advisory Committee of the Hong Kong Refugee Advice Centre Ltd

## Acknowledgments

We would like to acknowledge and give special thanks to Denise Yin-Lam Wong for assisting in the preparation of this annual report.

### Board of Directors

The 2008-2010 Board of Directors are:

*Chair:* Kelley Loper, University of Hong Kong Faculty of Law

*First Vice Chair:* Farzana Aslam, University of Hong Kong Faculty of Law

*Second Vice Chair:* Michael Vidler, Solicitor, Vidler & Co.

*Director / Treasurer:* Davis Lusk, Senior Manager, AsureTax Limited

*Director & Secretary:* Som Leung, Associate, Freshfields Bruckhaus Deringer

### Advisory Committee

*Our Advisory Committee is made up of the following experts:*

*Legal Community Experts*

Richard Chalk, Partner, Freshfields Bruckhaus Deringer

Andrew Compton, Associate, Latham & Watkins LLP

Mark Daly, Partner, Barnes & Daly

Jelita Gardner-Rush, Pro Bono Coordinator, Linklaters

Jack Hoysted, Principal, Moloney Hynes Australian Lawyers

Alan Schiffman, Partner, Skadden, Arps, Slate, Meagher & Flom

Paul Strecker, Partner, Shearman & Sterling LLP

Simon Young, Director of the Centre for Comparative and Public Law at HKU

### *Medical Community Experts*

Dr. Philip Beh, Forensic Pathologist, Hong Kong University

Dr. Sarah Borwein MD/MSc Infectious Diseases, Central Health Medical Practice

Dr. Mark L. Gandolfi, Clinical Psychologist  
Dr. Sandra Laujin, Clinical Psychologist  
Dr. Susan Mistler, Board Licensed Psychologist,  
Central Health Medical Practice  
Director, St. John's Counselling Service

#### **HKRAC Founders**

Raquel Amador  
Jennifer Stone

#### **Law Firm Partners**

Freshfields Bruckhaus Deringer  
Latham & Watkins LLP  
Linklaters  
Shearman & Sterling LLP (our founding partner)  
Skadden, Arps, Meagher & Flom

#### **HKRAC Donors**

The Fu Tak Iam Foundation  
The Kadoorie Charitable Foundation  
The Marden Foundation

#### **HKRAC Supporters through in-kind or monetary donations**

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Chungking Mansions Service Centre  
Goldman Sachs  
Hong Kong University  
Japan Association for Refugees  
Kactus Design  
Kowloon Union Church  
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NewmanZhang Design  
Richards Butler

#### **HKRAC Staff**

Brian Barbour, Executive Director  
Sanjula Weerasinghe, Director of Casework  
Melissa Strecker, Director of Development  
Johime Lee, Refugee Advisor  
Asif Iqbal, Interpreter Coordinator  
Jocelyn Lala-an, Office Manager

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