

**Existing and planned measures  
on the promotion of equality for ethnic minorities**

**Community Services – Public Enquiry and Declaration Services**

One of the main roles of Home Affairs Department (HAD) is to enhance communication between the Government and the people of Hong Kong. As a bridge between the Government and the public, HAD endeavours to understand and reflect the community's aspirations with a view to assisting the Government in formulating its policies, and to coordinate work of various departments in the districts.

HAD attaches importance to enabling ethnic minorities to have access to the government information and services provided by the department. Measures to promote racial equality and the provision of equal access to our community services for ethnic minorities are in place.

**A. Public Enquiry Service Centres**

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| Services<br>Concerned | <ul style="list-style-type: none"><li>• The public can obtain information on the full range of government services in the Public Enquiry Service Centres (PESCs) of our 18 District Offices located throughout the territory to serve the public. To ensure that the public enquiry service can be easily accessible by the public irrespective of their racial background, measures have been taken to overcome the language barrier in the daily provision of the service.</li></ul> |
| Existing<br>Measures  | <ul style="list-style-type: none"><li>• Interpretation service will be arranged where necessary and appropriate when providing information on government services to ethnic minorities, or when receiving / interviewing those who wish to seek services through the PESCs, such as applications for free legal advice provided by the Duty Lawyer Service under the Free Legal Advice Scheme.</li></ul>   |

- Information leaflets and pamphlets available in ethnic minority languages from bureaux/departments (B/Ds) will be prominently displayed in PESCs for distribution.
- Additional Measure Taken
- Requests from ethnic minorities for B/D's publications to be made available in different ethnic minority languages will be recorded and, where appropriate, referred to B/Ds concerned for consideration.
- Assessment of Future Work
- Feedback on effectiveness of the interpretation services provided to the ethnic minorities will be regularly reviewed for continuous improvement.
  - Other feedback and suggestions from the ethnic minority users of our services will be recorded and considered, to better meet their needs.

## **B. Administration of Declaration for Private Use**

- Services Concerned
- Members of the public can make use of the free Administration of Declaration service in either of the two official languages in Hong Kong (i.e. Chinese and English) provided in our District Offices for private use.
- Existing Measures
- If an ethnic minority user of the Administration of Declaration service requires interpretation assistance in enquiring the procedures for making a statutory declaration, the District Office staff will arrange interpretation service as appropriate.
  - On-site interpretation service will be arranged where necessary and appropriate for ethnic minority users in making the declaration.
- Additional Measure To Be Taken
- Information leaflet on declaration service will be translated into major ethnic minorities languages for users' reference.

- Assessment of Future Work
- District Office staff will gauge the views of the ethnic minority users on the existing measures to better understand their needs and consider enhancements where necessary and appropriate.
  - Feedback from staff will also be collected for continuous improvement of the services provided and for strengthening the support for the staff.

### **C. Training for staff of Home Affairs Department**

Services Concerned To enhance HAD staff's awareness of racial sensitivity and understanding of the Race Discrimination Ordinance (RDO).

- Measures Taken / To Be Taken
- HAD will work with the Equal Opportunities Commission, the Constitutional and Mainland Affairs Bureau, the Civil Service Training and Development Institute or those non-governmental organisations providing services as appropriate to ethnic minorities in arranging training on RDO and related guidelines and racial sensitivity for staff.
  - Training sessions have been and experience sharing sessions will be arranged for staff to increase their awareness and sensitivity on racial equality. Refresher courses will also be arranged periodically.
  - Focused staff training will be arranged for those District Offices which have more ethnic minorities visitors, as appropriate.

Assessment of Future Work

- Feedback / suggestions from training bodies and staff attending the training will be collected for enriching the content of the training materials.

**Home Affairs Department**  
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