

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

Employment

The Government attaches great importance to monitoring and facilitating employment. To this end, we have put in place various measures to enhance the access to employment support services by ethnic minorities.

A. Free and comprehensive employment services for ethnic minority job seekers

- Existing Measures
- Employment services are offered in English and Chinese through a network of 12 Job Centres, the Recruitment Centre for the Catering Industry, the Telephone Employment Service Centre and the Interactive Employment Service (iES) website (<http://www.jobs.gov.hk>).
 - Essential information on job vacancies is disseminated bilingually in Chinese and English through the iES website as well as the Vacancy Search Terminals (VSTs) installed in Job Centres and other strategic locations.
 - Job Centres operate special counters and organise employment briefings tailor-made for ethnic minority job seekers. Resource corners providing reference information for ethnic minority job seekers are also set up in Job Centres.
 - To facilitate the use of the employment services by ethnic minority job seekers, relevant leaflets in Chinese and English, and in various ethnic minority languages (including Tagalog, Bahasa Indonesia, Thai, Hindi, Urdu, and/or Nepali) are made available.

- While Job Centres provide bilingual services in Chinese and English, interpretation service is arranged for ethnic minority job seekers where necessary.

Assessment of Future Work • We will review our services from time to time and make improvements where necessary.

Additional Measures Taken/To Be Taken The following additional measures have been adopted –

- Job cards are displayed in Job Centres in either English or Chinese, or both, depending on the language requirements of the concerned vacancies.
- Employers are required to state the language requirements of their vacancies in placing job orders so as to facilitate job-matching for ethnic minority job seekers.
- Employers are encouraged to provide bilingual information in Chinese and English on their vacancies to facilitate display of vacancy information in Chinese and English through the iES website and VSTs.
- The Labour Department has been liaising with NGOs providing services to ethnic minorities to better understand the employment needs of and promote its employment services to ethnic minority job seekers.
- The Labour Department will encourage staff to attend training / workshops to enhance their understanding of the Race Discrimination Ordinance and related guidelines; and to promote their racial sensitivity so as to facilitate provision of services to the ethnic minorities.

B. Information for ethnic minorities on their statutory rights and benefits

Existing Measures • Major pamphlets, concise guides and publicity leaflets are printed in various ethnic minority languages (including Tagalog, Bahasa Indonesia, Thai, Hindi, Urdu, and/or Nepali), in addition to Chinese and English, to help ethnic minorities understand their statutory rights and benefits, as well as the Labour Department's services.

Assessment of Future Work • We will review our services from time to time and make improvements where necessary.

Additional Measures Taken/To Be Taken • We will update the relevant publications and produce them in more language versions as and when necessary.

C. Translation and interpretation services for ethnic minorities

Existing Measures • Various services of the Labour Department are provided in both Chinese and English. They include consultation service for employers and employees on matters relating to labour legislation and conditions of employment, enquiries on labour legislation and employees' rights and benefits, as well as services of the Occupational Health Clinics.

- Translation and interpretation services are arranged where necessary to ensure that their access to our services will not be impeded due to language barriers.

Assessment of Future Work • We will review our services from time to time and make improvements where necessary.

- Additional Measures Taken/To Be Taken
- We will continue to collaborate with consulates, trade unions and NGOs to promote the understanding of labour legislation and employees' rights and benefits among the ethnic minorities.
 - We will facilitate the ethnic minorities to make full use of the translation and interpretation services provided by the Support Services Centres operated by NGOs and sponsored by the Constitutional and Mainland Affairs Bureau.

Labour and Welfare Bureau
Labour Department
April 2010