

**Focus Group Meetings  
Major Views**

**Overall Views**

- Ethnic minorities (EMs) should be invited to join Government advisory bodies such that their views could be heard.
- Multi-cultural policy should be formulated and a Commissioner for Multi-Cultural Affairs should be appointed to co-ordinate inter-departmental initiatives.
- The Steering Committee should adopt a bottom-up approach when collecting views from the public. Focus groups on various areas of interest should be formed and EMs should be invited to join the focus groups so that they could express their views on an ongoing basis.
- The Steering Committee should coordinate the commissioning of regular studies on, and monitoring of, the support services for EMs to ensure that EMs enjoy equal access to public facilities and services.
- General surveys on the demographic characteristics, geographic distribution, family and health status etc. of EMs should be conducted and regularly updated to better identify the needs of EMs on education and public services for long-term planning.
- Coordination of Government departments which provide services to EMs should be enhanced, with mandatory adoption of the “Administrative Guidelines on Promotion of Racial Equality” (the Guidelines) by such departments.
- Government departments which have adopted the Guidelines should

be required to engage with EM stakeholders on an ongoing basis and collect relevant statistics to better understand the service needs of EMs and review the effectiveness of such services.

- Mandatory training courses should be provided to civil servants to enhance their cultural sensitivity.
- New services to EMs could be introduced in selective districts on a pilot basis before they could be regularised or implemented on a larger scale after assessing the demand and reviewing the services.
- The needs of different districts should be taken into account in resource allocation, having regard to the EM population in different districts.

### **Education**

- The “Chinese Language Curriculum Second Language Learning Framework” implemented in primary and secondary schools should be extended to kindergartens (KGs) to provide teachers with appropriate teaching and assessment tools for systematic Chinese language teaching to non-Chinese speaking (NCS) students.
- KGs which have admitted less than eight NCS students should be provided with a basic subsidy, and the subsidy to KGs admitting eight or more NCS students should be reviewed so that such subsidy should be increased in proportion to the number of NCS students admitted.

- Training on cultural sensitivity should be made mandatory for all teachers.
- Pre-employment and on-the-job training and teaching support should be provided to teachers teaching Chinese as a second language to NCS students.
- Resources should be provided for the development of an appropriate curriculum, teaching methods, tools and evaluation systems for the teaching of Chinese language to NCS students.
- Chinese language should be taught in Cantonese (and not in Putonghua) to NCS students.
- Learning support to NCS students, in particular on the learning of the Chinese language and Chinese history subjects, should be enhanced.
- Mental health education for youths should be incorporated into the school curriculum.
- Assessment tools should be developed for NCS students with special education needs (SEN).
- Research should be conducted or commissioned on the service model for SEN NCS students from KG to tertiary education levels.
- Parental workshops should be organised for parents of SEN NCS students to enhance their knowledge in taking care of SEN children.
- Additional funding should be allocated for child development and parental education for EM parents, and to deepen their understanding

of the local education system.

- It should be made a mandatory requirement for schools to provide information in both Chinese and English on their website.

### **Employment**

- The Government should be more pro-active in employing EMs, including hiring them as EM ambassadors to engage EMs, to increase the awareness of EMs about the public services available and to strengthen multi-cultural understanding amongst relevant bureaux and departments.
- The Chinese language proficiency requirements set for all grades of the civil service should be regularly reviewed to ensure that they are no more than necessary for performance of the job, so that EMs, like other applicants, have equal access to government job opportunities.
- Funding should be allocated to commission non-governmental organisations (NGOs) to operate designated teams for providing employment assistance services to EMs, including encouraging employers to review the actual Chinese language proficiency requirements for their jobs, providing longer-term case management for EMs after job placements to help manage the expectations of employers and EM employees, and strengthen the education of EMs on issues such as labour rights and occupational safety.
- An “Ethnic Minorities Work Placement Scheme” should be drawn up to provide allowance/ wage subsidies as incentives for employers to recruit EMs, and to provide pre-employment induction, job skills training, work placements and post-placement follow-up services for

EMs etc.

- Collaboration with the business sector should be strengthened to provide EMs with a more diversified range of job opportunities.
- Subsidies should be provided to small and medium enterprises to provide a multi-cultural working environment (e.g. all communications in writing in the office could be bilingual), and to encourage employers to allow their EM employees to attend Chinese language courses during working hours.
- More resources should be allocated to provide a more comprehensive range of Chinese language courses for EMs. In particular, Chinese language courses of a greater variety and more advanced levels should be available for working EMs.
- More flexibility should be introduced in respect of the admission criteria and the tuition hours of the courses for working EMs.
- Training for teaching NCS students and teaching Chinese as a second language should be enhanced for teachers of EM adult courses.
- More English courses should be provided under the “Youth Employment and Training Programme” and other vocational training programmes; and examination papers for vocational examinations should also be available in English.

## **Social welfare and medical services**

- Relevant statistics should be collected to facilitate early identification of the needs of EMs (in particular elderly EMs) in medical and social welfare services and for better planning.
- Assessment tools should be developed for NCS elderly people.
- Mental health education should be provided to EMs.
- Domestic and sexual violence education should be provided to EM women.
- Subsidies should be provided to social welfare organisations for the recruitment of EMs as interpreters or staff.
- Outreaching efforts should be strengthened with the setting up of designated teams to reach out to communities with a higher concentration of EM population, to promote services to those in need (in particular newly arrived EMs) and to assist EMs in their application for social welfare services and social security.
- More information on social welfare and medical services as well as instructions on the use of medication should be made available in EM languages. Graphic presentation should be encouraged to facilitate understanding.
- Child care training should be provided to EM women so that they could help to provide child care support within their own EM community.

- More concern should be accorded to EM rehabilitated offenders with more follow-up services to prevent them from relapse into crime.
- Training for front-line staff should be strengthened to enhance their sensitivity and awareness of providing services to EMs and refine their techniques in handling cultural differences.
- Performance indicators and monitoring mechanism should be introduced to ensure that public services to EMs meet the service standards.

### **Interpretation and translation services**

- Interpretation and translation for more EM languages should be made available, having regard to the needs of different ethnic groups.
- More resources should be allocated to enhance the quality and quantity of interpretation and translation service, and service indicators should be introduced to ensure service standards.
- The awareness of interpretation services amongst frontline staff of public services should be strengthened, so that they could encourage more EMs to use interpretation services.
- Information and statistics on the use of interpretation services should be collected by Government departments to better understand the service needs of EMs and the effectiveness of interpretation services.

- Accreditation of interpretation and translation services in EM languages should be introduced to upgrade the quality of the services and expedite service development.

### **Community education and integration**

- Step up publicity on the Racial Discrimination Ordinance.
- A “Fair Customers Service Charter” should be formulated to encourage the provision of equal services in the private sector.
- Integration of the Chinese and NCS population in the community and schools should be promoted through community and sports activities regularly.
- Appropriate venues and facilities should be made available for popular sports activities amongst EMs (e.g. cricket).
- The subject of racial harmony should be incorporated into the school curriculum.
- A more comprehensive range of Chinese language courses should be provided to newly arrived EMs and parents of NCS students to facilitate their integration into the community and to support them in the schooling of their children

### **Promotion of public services**

- Enhance collaboration with NGOs, provide them with resources and make better use of their district and service network with a view to promoting public services to EMs in a more focused and effective



manner; NGOs may help to refer EMs in need to receive appropriate public services.

- Make better use of technology (e.g. online platforms and smartphone apps) to promote public services and disseminate information.