

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

**Public Enquiry Service and
Administration of Declaration/Oath for Private Use**

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

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

A. Public Enquiry Service

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| Services
Concerned | <ul style="list-style-type: none">• The public can obtain information about government services from Home Affairs Enquiry Centres (Enquiry Centres) in 18 District Offices. 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 provision of the service. |
| Measures | <ul style="list-style-type: none">• Information leaflets and pamphlets in ethnic minority languages will be made available and prominently displayed in Enquiry Centres.• Suggestions for improvement from the ethnic minority users will be recorded and considered.• Interpretation service will be arranged where necessary and appropriate when ethnic minority users seek free legal advice under the Free Legal Advice Scheme administered by the Duty Lawyer Service. |
| Assessment of
Future Work | <ul style="list-style-type: none">• Feedback on the effectiveness of the interpretation service will be collected from the ethnic minority users |

for review and improvement.

B. Administration of Declaration/Oath for Private Use

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| Services Concerned | <ul style="list-style-type: none">• Members of the public can make use of the free Administration of Declaration/Oath (including Affirmation in lieu of Oath) service in either of the two official languages in Hong Kong (i.e. Chinese and English) provided in our Enquiry Centres for private use. |
| Measures | <ul style="list-style-type: none">• If an ethnic minority user is not conversant with the official languages, Enquiry Centre staff will arrange interpretation service for him/her.• Information leaflets on declaration/oath service in major ethnic minority languages will be made available and prominently displayed in Enquiry Centres. |
| Assessment of Future Work | <ul style="list-style-type: none">• Enquiry Centre staff will gauge the views of the ethnic minority users in order to understand better their needs and make improvement where necessary and appropriate. |

C. Training for Staff

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| Services Concerned | <ul style="list-style-type: none">• To enhance Enquiry Centre staff's awareness of racial sensitivity and their understanding of the Race Discrimination Ordinance. |
| Measures | <ul style="list-style-type: none">• HAD will continue to work with the Equal Opportunities Commission, the Constitutional and Mainland Affairs Bureau, the Civil Service Training and Development Institute or relevant non-governmental organisations to provide training for Enquiry Centre staff. |
| Assessment of Future Work | <ul style="list-style-type: none">• Staff feedback will be obtained with a view to enriching the content of the training materials. |

D. Enquiries

For enquiries, please contact Executive Officer (Public Enquiry Service) –

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**Home Affairs Department
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