

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

Public Enquiry and Declaration/Oath 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. Home Affairs Enquiry Centres

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| Services
Concerned | <ul style="list-style-type: none">• The public can obtain information on the full range of government services in the Home Affairs Enquiry Centres (Enquiry Centres) 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. |
| Measures | <ul style="list-style-type: none">• 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 Enquiry Centres, such as applications for free legal advice provided by the Duty Lawyer Service under the Free Legal Advice Scheme.• Information leaflets and pamphlets available in ethnic minority languages from bureaux/departments (B/Ds) will be prominently displayed in Enquiry Centres for distribution. |

- 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.
 - Feedback and suggestions for improvement from the ethnic minority users of our services will be recorded and considered to better meet their needs.
- Assessment of Future Work
- Feedback on effectiveness of the interpretation services provided to the ethnic minorities will be regularly reviewed for continuous improvement.

B. Administration of Declaration/Oath for Private Use

- Services Concerned
- Members of the public can make use of the free Administration of Declaration/Oath (Affirmation in lieu of oath) service in either of the two official languages in Hong Kong (i.e. Chinese and English) provided in our District Offices for private use.
- Measures
- If an ethnic minority user of the Administration of Declaration/Oath service requires interpretation assistance when enquiring about the procedures for making a declaration/oath, 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/oath.
 - Information leaflets on declaration/oath service translated into major ethnic minority languages will be made available in Enquiry Centres for users' reference.
 - Feedback from staff will also be collected for continuous improvement of the services provided and for strengthening the support for the staff.

- 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.

C. Training for Staff

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

- Measures
- HAD will continue to 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 to better understand RDO and its application and enhance staff sensitivity and understanding of race-related issues.
 - Staff, particularly frontline staff, will be encouraged to participate in related training, seminars and briefings.

- 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.

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