

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

Public Housing

To promote racial harmony and help ethnic minorities integrate into the community, the Housing Department has put in place various measures to enhance their access to public housing services.

A. Application for Public Rental Housing (PRH)

Services Concerned • To provide services to PRH applicants from their application up to the allocation of PRH units to them or termination of the application for other reasons.

Existing Measures • Information Brief on the support service centres for ethnic minority have been sent to the ethnic minorities (EM) PRH applicants for their reference since 2009. Updated versions were sent by end of 2011, 2013 and 2015 respectively. The Information Brief is also distributed at the Housing Authority Customer Service Centre (HACSC) to those EM applicants who visit the centre.

- Posters for publicity of the free telephone interpretation service of the 7 EM languages offered by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) are displayed in HACSC and Housing Information Centre (HIC) to make EM applicants aware of the service.

- We have listed out, in six EM languages, key information pertaining to PRH application, as well as the telephone interpretation service hotline numbers of the six EM languages offered by CHEER on the website of the Housing Authority (HA)/ Housing Department (HD). The hard copies of the said information are available for free pick up at the HACSC in Lok Fu.

- A video promoting harmonious community relationship among different racial groups; the provision of various PRH service and assistance channels available for the EM is being broadcast in the Waiting Hall of Applications

Sub-section, HACSC.

- Two EM Hall Attendants have been employed to offer reception/simple interpretation service in HACSC to PRH applicants including the EMs.
- A picture showing flags of different countries is available in HACSC for the EM PRH applicants to indicate their nationality to facilitate the arrangement of appropriate interpretation for them.
- With the coordination of the Race Relations Unit under Home Affairs Department, a set of PC software with an associated webcam provided by CHEER has been installed in HACSC for interpretation service through staff of CHEER to facilitate communication between our staff and the EM PRH applicants when necessary.
- Every time when we notify PRH applicants regarding the progress or details of their applications, or invite them for detailed vetting or flat selection, if we consider that the applicants are likely to be EM, we will attach an information note setting out the support service centres which can offer language support service.
- When an EM applicant contacts CHEER to request for interpretation service for attending the detailed vetting interview or flat selection exercise, CHEER will notify us and we will arrange on-site interpretation or to set up webcam to enable CHEER to provide interpretation service during detailed vetting interview. In case the applicant has not made prior request but wishes to have such service at the time of interview, we will contact CHEER to see if interpretation service can be instantly arranged through 3-way telephone conference or webcam.
- When implementing various housing schemes (such as Express Flat Allocation Scheme, Living Space Improvement Transfer Scheme, Territory-wide Overcrowding Relief Transfer Exercise), HD will send the relevant application forms, application guides, relevant documents, etc. to the EM support service centres, including CHEER, in advance to facilitate their services provision to EM applicants.

Assessment of Future Work and the Effectiveness of the Measures	<ul style="list-style-type: none"> • When EM applicants turn up for flat selection for the above housing schemes, HD will provide the key information and workflow pertaining to the housing schemes in six EM languages to facilitate their flat selection process. • Relevant information will be regularly updated and the video will be broadcast continuously to upkeep the knowledge of EM PRH applicants. • Feedback on effectiveness of the interpretation services provided to the EM will be regularly reviewed to seek for continuous improvement. • Feedback from frontline staff on experience gained in their daily contacts with EM applicants will be collected through regular meetings to review the effectiveness of our existing measures and to seek for enhancements. • We will keep close contacts with service support centres to obtain feedback from EM applicants and make improvements.
Additional Measure Taken/to be Taken	<ul style="list-style-type: none"> • At the interview with EM applicants, HD will take the initiative to ask them whether interpretation service is required. HD will then make the appropriate arrangement.
Enquiries	<ul style="list-style-type: none"> • Housing Manager/Applications(Adm) Tel.: 2794 5228

B. Estate Management

Services Concerned	<ul style="list-style-type: none"> • At the interview with EM applicants, HD will take the initiative to ask them whether interpretation service is required. HD will then make the appropriate arrangement.
Existing Measures	<ul style="list-style-type: none"> • Pamphlets in English and seven EM languages (i.e. Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai and Urdu) will be sent in late 2017 to the identified EM households in public housing estates to inform them of the support services provided by non-profit-making organisations with funding from government. • A video is run on our Housing Channel to promote harmonious integration between local and EM residents. All frontline housing staff are instructed to facilitate both smooth handling and better communication with EM

households.

- Message to promote harmonious integration between the EM and local residents, and the support services available are conveyed to tenants in both English and Chinese through the Estate Newsletters.
- To enhance mutual understanding and promote the harmonious relationship between EM and local residents through partnering functions on community building jointly organised by Estate Management Advisory Committees and Non-Governmental Organisations (NGOs).
- When conveying important messages to EM tenants, the use of photograph, maps, drawings, figures, etc., can facilitate them to understand the messages. Therefore, we will insert pictures, as appropriate, in the letter or notice when disseminating essential information (such as health and safety) to enhance the EM's easy understanding.
- To enhance better communication with EM households, a telephone interpretation service is provided by CHEER of the Hong Kong Christian Service in Tuen Mun North District Tenancy Management Office and Tin Yuet Estate Office by using Web cameras linked with CHEER, to facilitate a three-way video conference among staff, EM residents and interpreter without any language barriers.
- To encourage the EM to make full use of the translation and interpretation services provided by the Support Services Centres operated by non-profit-making organisations.
- Taking into account the cultures, needs, sensitivities and concerns of different racial groups, our services would be reviewed from time to time and improvements would be made where applicable. Relevant policy briefs in more language versions would be produced as and when necessary.
- After completion of the partnering functions, the organiser has to submit a final report in two months for the assessment of the overall response and feedback of the participants with a view to enhancing the

Assessment of
Future Work and
the Effectiveness
of the Measures

effectiveness of holding similar activities in future.

- We will communicate with the support services centres concerned from time to time to collect EM's opinions on estate management in order to improve the quality of our services.
- To conduct a random questionnaire survey on estate management service each year among our tenants to collect feedbacks, including those from EM. Review of our services will be conducted to meet their needs.

Additional
Measures Taken /
to be Taken

- The housing policies uploaded onto the HA/HD Website are generally bilingual, i.e. Chinese and English. Information in other languages, including several minority languages like Thai, Indonesian, etc., have been provided for a number of selected policies related to Estate Management, such as addition, deletion, Marking Scheme for Estate Management Enforcement in Public Housing Estates and Rent Assistance Scheme.
- The Public Housing Recurrent Survey (PHRS) is conducted annually to collect public housing households' views on housing management services. Other than Chinese questionnaire currently used by the interviewers, we are planning to formulate English questionnaire with a view to effectively collecting views from EM groups on housing management services. In addition, the interviewers will be equipped with the CHEER nationality and language identification picture so that appropriate translation services could be sought during interviews with non-Chinese/English speaking respondents. The survey result will facilitate us to review and enhance our services as well as to cater for the needs of the EM groups.

Enquiries

- Tenancy Management Policy Unit Tel. : 2761 5842
(Email address : tmp.gr@housingauthority.gov.hk)

C. Training of Staff

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| Services Concerned | <ul style="list-style-type: none">• To enhance staff's awareness of racial sensitivity and understanding of the Racial Discrimination Ordinance (RDO). |
| Existing Measures | <ul style="list-style-type: none">• Training has been provided to enhance staff's understanding of the RDO and related guidelines, and to promote their racial sensitivity so as to facilitate provision of services to the EM.• Training materials and the relevant guidelines have been uploaded to Departmental intranet for staff's reference.• Staff training focusing on the coordination and cooperation with CHEER has been arranged to equip staff with knowledge on the service areas which CHEER can provide for the EM.• Experience sharing sessions have been arranged with CHEER for staff to enhance their awareness and sensitivity on racial equality. |
| Assessment of Future Work | <ul style="list-style-type: none">• Refresher training will be arranged periodically.• This Department will continue to work with the Constitutional and Mainland Affairs Bureau, the Civil Service Training and Development Institute, EOC, or those NGOs providing services to EM in arranging suitable training on the RDO and related issues. |
| Additional Measures Taken / to be Taken | <ul style="list-style-type: none">• Feedback and suggestions from departmental subject officers, training bodies and staff attending the training would be collected for enriching the content of the training programmes. |
| Enquiries | <ul style="list-style-type: none">• Training and Development Centre Tel.: 3162 0130 |

**Housing Department
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