

**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)

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| Services Concerned | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 the end of 2011, 2013, 2015 and 2017 respectively. The Information Brief is also distributed at the Housing Authority Customer Service Centre (HACSC) to those EM applicants who visit the centre.• Posters and pull-up banners 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, the remarks in the “Sample of Completed Application Form”, as well as the telephone interpretation service hotline numbers of the 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.

- Currently, two EM Hall Attendants are employed to offer assistance to PRH applicants including the EMs at the HACSC.
- 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 interview 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 the 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 telephone conference or webcam.
- When implementing various housing schemes (such as Express Flat Allocation Scheme, Territory-wide Overcrowding Relief Exercise and Living Space Improvement Transfer Scheme), 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) have been sent out every 2 years since 2009 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. The latest one was sent out in late 2017.

- 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 post up poster at prominent place in the estate for promotion of free interpretation services provided by CHEER.
- To put a CHEER language identification card at customer service assistant counters/interview booths/interview rooms to facilitate staff's appropriate arrangement for EMs if interpretation service is required.
- 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

Assessment
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Effectiveness
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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 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 and deletion of family members, Marking Scheme for Estate Management Enforcement in Public Housing Estates, well-off tenants policies 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, an English questionnaire is also available for the interviewers to facilitate them having better communication with EM groups met. In addition, the interviewers will be equipped with the CHEER language identification card 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

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

- Existing Measures
- Collaborate with the Equal Opportunities Commission (EOC) and CHEER in providing training to staff on RDO, racial equality, cultural sensitivity and good practices in providing public service to EM.

- Nominate staff to attend related training organised by Civil Service Training and Development Training of Civil Service Bureau (CSTDI, CSB).

- Invited CHEER to brief staff on the service areas provided by CHEER to EM, and enrich staff's knowledge on the diversified cultures of EM.

- Training materials and the relevant guidelines have been uploaded to Departmental intranet for staff's reference.

- Assessment of Future Work
- Refresher training will be arranged periodically.
 - This Department will continue to work with the Constitutional and Mainland Affairs Bureau, CSTDI, CSB, EOC, and NGOs providing services to EM in arranging suitable training on the RDO and related topics.

- Additional Measures Taken / to be Taken
- We have included training on RDO in the Orientation Programme for all newly joined staff to HD.
 - Feedback and suggestions from departmental subject officers, training committees and trainees will be collected for course review and further enrichment of training content.

Enquiries • Training and Development Centre Tel.: 3162 0130

Housing Department
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