

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

**Correctional Services Department**

Correctional Service Department (CSD) is committed to promoting racial equality. All persons in custody receive the same treatment irrespective of their nationality or ethnicity. Measures provided by CSD to support ethnic minority persons in custody are set out below.

**A. Measures to support persons in custody**

Existing  
Measures

- A copy of Prisoner Information Booklets, printed in 27 languages is issued to persons in custody (PICs) upon admission to help them understand their rights and the general conditions and requirement in correctional institutions.
- CSD will provide interpretation services for PICs of ethnic minority origin when necessary. When they feel aggrieved at treatments in the correctional institutions or have any complaints about their rights, interpretation services will be arranged upon request to ensure their equal right to make enquiries or lodge complaints.
- CSD utilizes mobile tablet devices with text-based translation function to facilitate the communication between frontline staff and PICs of other nationalities instantly.
- CSD has made the “Multilingual Phrasebook for Emergencies” published by the Home Affairs Bureau available at all in-centre hospitals in correctional institutions for use by PICs when needed.
- CSD provides books in languages other than Chinese and English in the library of correctional institutions for PICs.
- CSD offers Cantonese learning classes as well as Cantonese self-learning kits to ethnic minority PICs to enhance their ability to speak and understand Cantonese and assists them to adapt to the institutional life.
- CSD respects the religious freedom of PICs of different ethnicities. Various services including visits, education,

counseling and religious worship are provided by chaplains and different religious organizations. The Department will consult respective Consulates on the religious practices of ethnic minority PICs when necessary.

- CSD cooperates with non-governmental organizations to provide various hobby classes to assist the rehabilitation of ethnic minority PICs.
  - CSD provides a DVD with narrations in 10 different languages to be broadcasted to newly admitted PICs during Induction Programme to help them understand the institutional life.
  - CSD employs retired officers as Institution Liaison Officers under Post-retirement Service Contract to handle enquiries and complaints by persons in custody of other nationalities. To maintain the order and discipline in the penal institution by dissolving misunderstanding and disputes stemmed during incarceration, Institution Liaison Officers will have face-to-face meeting with persons in custody of other nationalities to address and assist to handle their enquiries and complaints.
- Assessment of Future Work
- CSD will regularly assess and review the policy/ measures and its implementation for ethnic minority PICs for further enhancement.

## **B. Training to staff**

Existing Measures

- CSD has prepared the “Guidelines on promoting racial equality” and “Policy Statement on racial equality” in line with Race Discrimination Ordinance for staff to observe.
- CSD uploads relevant information on racial equality to the Knowledge Management System (a knowledge sharing platform of departmental intranet) regularly for staff’s reference.
- CSD provides staff with training on ethnic minority languages including Nepali, Urdu, Vietnamese, Indonesian, Punjabi and Spanish from time to time.

- CSD has incorporated training on racial equality into the recruit and in-house training programmes for staff. Consulates of different countries are invited to conduct training on cultural awareness for staff from time to time.
- Assessment of Future Work
- CSD will regularly assess and review its training policy to arrange suitable training courses for staff to improve their knowledge on racial equality.

### **Public enquiries/complaints**

For public enquiries and complaints, please contact Chief Officer (Management Services) at 2582 6025 and Chief Officer (Complaints Investigation Unit) at 2151 4499 respectively.

**Correctional Services Department  
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