

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

Immigration

The Immigration Department will provide quality service without discrimination and treat each member of the public with respect, consideration and compassion, irrespective of disability, sex, marital status, pregnancy, family status, race, nationality and religion.

Services Concerned

- The public can use the immigration services at the Immigration Headquarters, branch offices, registration of persons offices, Smart Identity Card Replacement Centres, births, deaths and marriage registries and immigration control points.

Existing Measures

- The Department uses Chinese and/or English in the provision of its services.

- The Department provides information leaflets and application forms for the public in Chinese and/or English. The information on the departmental website is in both Chinese and English. Where appropriate and practicable, some information (e.g. guidance notes, forms, notices of individual rights, etc.) is translated into ethnic minority languages for reference.

- Where appropriate and practicable, the Department will arrange interpretation service.

- In exercising immigration control, immigration staff will ensure effective communication with the ethnic minorities. When passengers are refused permission to land, the notices served are available in different languages, so as to ensure that ethnic minority passengers refused to land are able to understand the immigration policies relating to them.

- The Department arranges training for its staff in relation to issues associated with equal opportunity and the Race Discrimination Ordinance.
- The Department engages ethnic minority children and youth through different channels, including talks, visits and training programmes etc.

Assessment
of Future
Work

- The Department will assess our services from time to time, taking into consideration feedback and suggestions from the public and staff so as to further enhance our services when necessary and appropriate.

If you have any feedback or suggestions, please contact the Management Audit Section at 2829 4141 or 2829 4142.

Immigration Department
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