

**Legislative Council Subcommittee on Rights of Ethnic Minorities
Implementation and Review of the Race Discrimination Ordinance**

Supplementary Information from Equal Opportunities Commission

Purpose

To follow up with the enquiry from Legislative Councilor Dr. Hon Helena WONG Pik-wan in the Subcommittee meeting on 6 November 2017, we provide herewith supplementary information on the Equal Opportunities Commission's (EOC's) work for ethnic minorities (EMs) with Government bodies.

Response of Our Meetings with Government Departments and Public Bodies

2. On policy recommendations, the EM Unit of EOC has met 11 Government Bureaux/Departments and public bodies (B/D/PB) since July 2015 (Paragraph No. 15 on LC Paper No. CB(2)211/17-18(02)) on the following key concerns:

- **Civil Service Bureau** to help remove barriers to entry of EMs into the civil services through review of Chinese language requirement in recruitment and dress code restrictions
- **Construction Industry Council** to promote occupational safety and skills training for EM workers
- **Education Bureau** to ensure teaching and learning of Chinese by non-Chinese speaking (NCS) students is effective and adequately supported
- **Employees Retraining Board** to increase courses in English medium as well as help provide additional language support for EM trainees
- **Estate Agents Authority** to continue to arrange anti-discrimination training for agents

- **Home Affairs Department** to provide additional resources for Support Service Centres for EMs and improve quality of community interpretation services
- **Hospital Authority** to work towards improving access to interpretation services by EM patients
- **Housing Department** to put in place measures to improve accessibility to its services by EM applicants by lowering language barriers
- **Labour Department** to enhance services to EM job-seekers through better understanding of their needs, cultural sensitivity and support procedures
- **Social Welfare Department** to better cater to the needs of EM service users through cultural sensitivity and language facilities
- **Working Family & Student Financial Assistance Agency** to raise service access to EM applicants through provision of information in EM languages as well as staff training.

3. The Commission's major recommendations in these meetings and responses from individual B/D/PB are summarized in the following table:

Government Bureau/ Department & Public Body (B/D/PB)	Meeting Date	Major recommendations made by EOC	
		Followed up or under active consideration by B/D/PB	Need follow up by B/D/PB
Civil Service Bureau	11.10.2017	<ul style="list-style-type: none"> • Comprehensive review on the entry requirements relating to Chinese proficiency for all grades of the civil service committed to in the Policy Address 2017 	<ul style="list-style-type: none"> • Dress code restrictions, e.g. beards, turban, etc., in disciplined services
Construction Industry Council	23.03.2017 25.05.2017	<ul style="list-style-type: none"> • NGOs being lined up with the Council to promote vocational training courses dedicated for EM trainees 	<ul style="list-style-type: none"> • Council's help to connect construction companies for NGOs to conduct workplace occupational

Government Bureau/ Department & Public Body (B/D/PB)	Meeting Date	Major recommendations made by EOC	
		Followed up or under active consideration by B/D/PB	Need follow up by B/D/PB
		and expand training programmes conducted in English	safety education for EM construction workers in EM languages, which was necessary but largely inadequate in the current practice.
Education Bureau	12.11.2015 20.09.2016	<ul style="list-style-type: none"> Textbook development for NCS students is underway¹ at certain levels; Guidance note on application for Primary One Admission revised to inform EM parents of the Government support available in mainstream schools for NCS children in learning Chinese 	<ul style="list-style-type: none"> Full scale evaluation of the Chinese Language Curriculum Second Language Learning Framework and Applied Learning (Chinese) Subject, with assessment based on clear performance indicators and second language learning principles; Clear target for percentage of teachers in all schools with formal training to teach Chinese as a second language; Provision of data relating to NCS students to facilitate follow up studies, as advised in the motion passed by the Subcommittee on 12 December 2016²; Review of the Chinese language requirement of an English subject teaching post (Assistant Primary School Master/Mistress)³

¹ For Level 3 and 4 of the Chinese Language Curriculum Second Language Learning Framework (out of a total of 8 Levels)

² Recommendation in follow-up correspondence after the meetings

³ Recommendation in follow-up correspondence after the meetings

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		Followed up or under active consideration by B/D/PB	Need follow up by B/D/PB
Employees Retraining Board ⁴	19.02.2016 06.09.2016 19.10.2017	<ul style="list-style-type: none"> • Sharing with employers to promote training and employment opportunities for EMs conducted; • Additional language support for EM trainees provided (e.g. subsidy scheme for training bodies to translate teaching materials into English & EM languages); • More training programmes developed in English 	N/A
Estate Agents Authority	15.04.2015 06.10.2015	<ul style="list-style-type: none"> • Regular anti-discrimination training programmes for estate agents provided (5 sessions conducted) 	<ul style="list-style-type: none"> • To continue to arrange anti-discrimination training for estate agents
Home Affairs Department	16.08.2017	<ul style="list-style-type: none"> • To consider enhancement of resource allocation for Support Service Centres for EMs in future review exercises, e.g. additional service unit(s) in districts with growing EM population 	<ul style="list-style-type: none"> • To consider setting up of a regulatory body to promote and oversee the quality of community interpretation services in view that quality control, pre-requisite skill testing, training and qualifications in the current service provision are largely non-standardized or informal
Hospital Authority	15.09.2015 11.10.2017	<ul style="list-style-type: none"> • Setting up of a dedicated office/desk in each major hospital for EMs' booking of interpretation services actively considered; • Halal food option for Muslim patients provided; • Training on racial equality 	<ul style="list-style-type: none"> • Recruitment of medical/paramedical staff proficient in EM languages and stationing interpreters to help serve EM patients; • Options for booking interpretation services in

⁴ As a member of the Focus Group on Training for EMs under the Employees Retraining Board

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		and cultural sensitivity for medical staff strengthened (1 session conducted and 1 scheduled)	the Phone Booking System for the initial or one-off visit to General Outpatient Clinics to fill the current gap that EM patients are often unaware of the availability of interpretation service in their initial appointments (They usually could get access to interpretation service only after the medical staff knows their language needs and make the referral for following appointments)
Housing Department	04.08.2016	<ul style="list-style-type: none"> • Training on racial equality and cultural sensitivity for all estate management staff strengthened (2 sessions conducted) 	<ul style="list-style-type: none"> • Enhancement in providing onsite interpretation services for EM applicants for public housing units; • Provision of form-filling guidelines and templates in EM languages for the applicants' reference
Labour Department	28.07.2016	<ul style="list-style-type: none"> • Guidelines and procedures on support services for EMs reviewed & updated; • Training on racial equality and cultural sensitivity for front desk staff of the Job Centres and Work Incentive Transport Subsidy Division strengthened (12 sessions conducted); • Two positions of Employment Assistant for EMs in Job Centres created 	<ul style="list-style-type: none"> • Enhancement of job screening and matching for EMs, e.g. a dedicated job-matching team

Government Bureau/ Department & Public Body (B/D/PB)	Meeting Date	Major recommendations made by EOC	
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Social Welfare Department	24.08.2016	<ul style="list-style-type: none"> Guidance note on service provision for EMs developed and issued to all family service units; Departmental Hotline Service linked with HK Christian Service CHEER Centre to provide EM language options commencing from September 2017 	<ul style="list-style-type: none"> More staff training on racial equality and cultural sensitivity; Recruitment of social work professionals proficient in EM languages to better cater to the language and cultural needs of EM service users
Working Family & Student Financial Assistance Agency	11.8.2016	<ul style="list-style-type: none"> Dedicated section on the official webpage of the Low Income Working Family Allowance (LIFA) to provide information in EM languages; Form-filling guidelines and templates on LIFA in EM languages developed; Staff training on racial equality and cultural sensitivity strengthened (4 sessions conducted) 	N/A

Feedback Collection

4. Before meeting with Government bodies, the EM Unit has collected feedback from stakeholders regularly to understand their concerns on the policies and services of different Bureaux/Departments and public bodies. Two feedback collection exercises have been conducted with NGOs serving EMs through the Hong Kong Council of Social Service in June 2016 and September 2017 respectively. Besides, four network groups, with Pakistani women leaders, Nepalese community leaders, Sikh women and EM youths respectively, have been

formed such that we could reflect their needs and barriers encountered to the Government bodies.

Advice Sought

5. Members are invited to note the content of the paper.

Equal Opportunities Commission

December 2017