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23 August 2018

Ms Joanne MAK  
Clerk to Subcommittee  
Legislative Council Secretariat  
Legislative Council Complex  
1 Legislative Council Road,  
Central, Hong Kong

Dear Ms MAK,

**Subcommittee on Rights of Ethnic Minorities**

At its meeting on 23 January 2018, the Subcommittee on Rights of Ethnic Minorities called for the Government to provide supplementary information in writing in response to the deputations' views and concerns. After consulting the relevant responsible bureaux/departments, the consolidated response on the related issues is at Annex please.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Cathy LI'.

( Miss Cathy LI )

for Secretary for Constitutional and Mainland Affairs

**Subcommittee on Rights of Ethnic Minorities**

**Responses to the deputations' views and concerns  
at the meeting on 23 January 2018**

**The response of the Constitutional and Mainland Affairs Bureau**

The Government attaches great importance to efforts for supporting the ethnic minorities (EMs). We have all along been taking measures to provide them with equal opportunities and facilitate their integration into our community.

**Race Discrimination Ordinance (Cap. 602) (RDO)**

2. The Government is committed to eliminating racial discrimination and promoting equal opportunities for EMs. The RDO, which came into full operation in July 2009, purports to protect people against discrimination, harassment and vilification on the ground of race. According to the RDO, it is unlawful to discriminate in specified areas, including employment; education; provision of goods, facilities, services and premises; election and appointment matters of public bodies etc.; arrangements in relation to barristers and membership of clubs. It is also unlawful to racially harass another person (i.e. engaging in unwelcome conduct, in circumstances in which a reasonable person would have anticipated that the other person would be offended, humiliated or intimidated by that conduct) in these fields.

3. The RDO binds the Government (section 3 of the Ordinance) and therefore, prohibits discriminatory acts and practices of the Government and other public authorities in all the areas specified in the RDO, such as employment; education; the provision of goods, facilities or services; and the disposal or management of premises. In particular, section 27 of the RDO renders it unlawful for the HKSAR Government to discriminate against a person in the provision of the services of any department of the HKSAR Government or any undertaking by or of the HKSAR Government.

4. Under the HKSAR's legal framework, public bodies have always been prohibited from practising racial discrimination. The Hong Kong Bill of Rights Ordinance prohibits the HKSAR Government and public authorities from engaging in practices that would entail any form of discrimination, including discrimination on the ground of race. Avenues are also available to

address complaints against public authorities through the Ombudsman, complaint channels in Bureaux and Departments (B/Ds), and the Legislative Council, etc.

### Administrative Guidelines on Promotion of Racial Equality

5. Meanwhile, the Government will continue to safeguard the equal rights of people with different ethnic origins, and enhance the sensitivity among public officers serving EMs through education and publicity as well as the implementation of the Administrative Guidelines on Promotion of Racial Equality (the Guidelines). The Guidelines is administrative in nature and relevant public authorities are required to comply. At present, different B/Ds and public authorities are responsible for implementing and monitoring the implementation of the Guidelines in areas relevant to their purview. In accordance with the Guidelines, the relevant authorities have drawn up checklist of measures within their respective policy and programme areas that would assist in the promotion of racial equality, equal access to key public services and transparency of their work. The CMAB and the relevant authorities will continue to keep the Guidelines under regular review, especially in the context of how to enhance existing measures and introduce new measures that would promote racial equality. Besides, the Government will keep the coverage of the Guidelines under review.

6. In accordance with the Guidelines, the relevant B/Ds and public authorities should consider taking appropriate steps to assess the impact of their policies and measures on racial equality or provision of equal access to key public services. These steps may include collection of relevant information and statistics, consultation with relevant stakeholders and other appropriate measures. Moreover, to facilitate assessment by the public, the relevant public authorities should consider setting indicators and/or targets as appropriate.

7. B/Ds and public authorities, having regard to their own policy considerations and needs, may collect data and statistics on the races of stakeholders and conduct related studies. The data and statistics is collected on a voluntary and confidential basis, and the purpose of which is to facilitate the Government in formulating policies and measures that would enable equal access by EMs to public services. The CMAB will continue to request the relevant authorities to collect data and set indicators for the continuous improvement of services provision to EMs having regard to own actual operational circumstances.

## **The response of the Civil Service Bureau**

### Review of Chinese Language Proficiency Requirements

8. As Hong Kong's largest employer, the Government has taken active steps to ensure that the Chinese language proficiency requirements (LPRs) for various grades in the civil service are commensurate with their job requirements so that all applicants have equal access to job opportunities in the Government. The Civil Service Bureau has recently completed a comprehensive review on Chinese LPRs as mentioned in the 2017 Policy Address. After the review, 22 new grades will lower their Chinese LPRs, bringing the number of grades that have lowered/will lower their Chinese LPRs since 2010 to 53.

## **The response of the Education Bureau**

### Financial Assistance for Non-Refoulement Claimants who are School-age Children

9. The Student Finance Office of the Working Family and Student Financial Assistance Agency (SFO) administers various financial assistance schemes for students of kindergartens, primary and secondary schools. Financial assistance schemes provided for primary and secondary students include the Student Travel Subsidy Scheme (STSS), School Textbook Assistance Scheme (STAS) and Subsidy Scheme for Internet Access Charges (SIA). For kindergarten students, financial assistance schemes provided include Kindergarten and Child Care Centre Fee Remission Scheme (KCFRS) and Grant for School-related Expenses for Kindergarten Students.

10. For primary and secondary students, provisional payment of STAS and SIA will normally be disbursed in end July/August 2018 to applicants who have successfully applied for textbook assistance in the 2017/18 school year and have submitted the household application together with complete information and necessary supporting documents on or before 31 May 2018 and have met the eligibility criteria and passed the means test. First-time applicants will normally be disbursed the payment of STAS and SIA in October. Payment for STSS will also be normally arranged in October to eligible applicants. For kindergarten students, to be eligible for monthly fee remission under KCFRS, students must have attended school in a particular month in accordance with the established arrangements under KCFRS. Some kindergartens may consider suspending the collection of school fees from non-refoulement claimants who have applied for KCFRS until they have been disbursed with fee remission,

having regard to their special circumstances. As regards KCFRS applications from first-time applicants before the commencement of a school year, if they have submitted complete information and necessary supporting documents to SFO and the documents for verifying student information to schools by end August, SFO will arrange disbursement of the monthly fee remission to the eligible students starting from end September. The time required for processing the applications is around two months. However, the processing time may vary depending on the circumstances of individual cases. Kindergartens are encouraged to handle such cases with flexibility should individual students have financial difficulties.

11. In addition to KCFRS, SFO has provided an additional grant for school-related expenses for kindergarten students who can pass the means test and meet the eligibility criteria under KCFRS to defray school-related expenses (i.e. books, stationery, school uniforms, miscellaneous and minor one-off expenses) incurred from the students' kindergarten education starting from the 2017/18 school year. The full-grant rate for each eligible kindergarten student for the 2017/18 school year is \$3,885.

#### Non-Chinese Speaking (NCS) Students with Special Educational Needs (SEN)

12. The Government is committed to encouraging and supporting the early integration of NCS students (notably EM students) into the community, including facilitating their adaptation to the local education system and mastery of the Chinese language. There are sufficient school places in public-sector ordinary and special schools to cater for all eligible children, including NCS children with SEN.

13. Under the existing policy, the Government adopts a dual-track mode in implementing special education. Subject to the assessment and recommendations of specialists and the consent of the parents, students with more severe or multiple disabilities (including NCS students with SEN) will be referred to special schools for intensive support services. Other students with SEN (including NCS students with SEN) will attend ordinary schools.

14. To help public sector ordinary schools cater for students with SEN, EDB has been providing schools with additional resources on top of regular subvention, professional support and teacher training. Schools should deploy school resources holistically and flexibly to render appropriate support services to students with SEN based on their developmental and learning needs, such as employing additional teachers, teaching assistants or hiring professional services. In public sector schools, all support measures and services for NCS students and students with SEN are applicable to NCS students with SEN.

### Use of Putonghua in Learning Chinese

15. In respect of using Putonghua as the medium of instruction (MOI) for teaching the Chinese Language subject (PMIC), primary and secondary schools may decide whether to adopt PMIC at certain levels/in specific classes having regard to their own circumstances, such as readiness of teachers, ability of students, and language environment of the school and expectation of parents. Irrespective of schools' MOI arrangements and whether they would choose to adopt PMIC, EDB has been organising diversified professional development programmes to ensure that language teachers are provided with adequate training opportunities to enhance their professional capability in teaching the relevant languages for the benefits of students' language learning.

### Chinese History as a Compulsory Subject

16. Under the principle of social integration and taking into account the needs of students for academic and career advancement in Hong Kong and the Mainland, it is not appropriate to deprive NCS students of the opportunities to learn about the Chinese culture and the development of Hong Kong. EDB understands that NCS students may encounter difficulties such as language barriers and cultural differences when studying Chinese history and Chinese culture. We will set up an Ad Hoc Committee to explore and recommend how to support the learning and teaching of Chinese history and Chinese culture to NCS students based on the revised Junior Secondary Chinese History Curriculum. Meanwhile, schools are advised to adopt a flexible approach and use multiple teaching strategies, including trimming the curriculum contents, adopting a story-telling approach and using more multimedia resources in lessons, as well as using the additional one-off grant provided to schools this year to develop suitable learning kits and organise diversified learning activities. In case teachers find it difficult to teach entirely in Chinese language, they may consider using English to supplement and facilitate students' learning. EDB will closely communicate and work with schools and provide support if deemed necessary.

### Pre-service Training for Teachers

17. Regarding pre-service training for teachers, generally speaking, teacher education institutions will make reference to relevant policies and documents such as the curriculum guides issued by the Curriculum Development Council when designing and developing the initial teacher education (ITE) programmes for prospective teachers. The ITE programmes shall meet the future career needs of prospective teachers by equipping them

with professional knowledge, pedagogy and attributes in teaching students of different backgrounds (including cultural and regional backgrounds) and learning needs. For example, the Education University of Hong Kong has been offering minor on Teaching Chinese as an International Language in its Bachelor of Education (Honours) (Chinese Language) Programme for training prospective teachers to teach NCS students Chinese. In the 2017/18 school year, the elective courses offered include Instructional Design and Development of Chinese Language for NCS students, Curriculum and Teaching Material Design for International Chinese, Teaching and Assessment for International Chinese, Discourse Analysis for Teaching of International Chinese, etc.

### **The responses of the Food and Health Bureau / Hospital Authority**

#### Provision of Interpretation Services and Staff Training in Public Hospitals and Clinics

18. The Hospital Authority (HA) has formulated guidelines for its staff on the procedures of arranging interpretation services. HA staff can contact the service contractor through a 24-hour hotline for arranging on-site or telephone interpretation services according to the needs of individual patients or upon requests of patients.

19. To promote racial harmony and to provide caring services in medical settings, HA has devoted efforts to encouraging its staff to enhance their knowledge of EMs' cultures and religions as well as to properly arrange interpretation services so as to enhance communication with EM patients. HA has introduced e-learning courses, namely "Better Communication with Ethnic Minorities – Understanding Different Cultures & Beliefs" and "Interpretation Service Arrangements for Ethnic Minorities Patients". "Better Communication with Ethnic Minorities – Understanding Different Cultures & Beliefs" covers points to note for healthcare staff looking after EM patients, such as the religious and cultural differences in respect of gender, catering, clothing, welcome to new born babies and disposal of dead bodies. "Interpretation Service Arrangements for Ethnic Minorities Patients" includes the code and procedures for the provision of interpretation services laid down by the HA, tips for selecting interpreters, ways to communicate with EM patients. HA provides its staff with training information through various communication platforms, including its e-Learning Centre, internal publications and EM working groups of hospitals. Training courses or talks are also organised to enhance the staff's skills in communicating with EMs and providing caring services.

### Collection of Information of EM Service Users

20. Currently, HA keeps record on the utilisation number, types of EM languages, average waiting time and the relevant expenditure of interpretation services provided. With a view to facilitating effective communication with patients, HA is exploring a new initiative of capturing record on patients' requests for interpretation service in their electronic profile. This serves to streamline the workflow of arranging interpretation service for patients during their visits. HA will further study the feasibility and detailed operational requirements with stakeholders, such as nurses, registration staff and IT team.

### Services and Assistances Provided for Pregnant Women in Public Hospitals

21. HA has been committed to providing optimal care for all patients, and will provide pregnant women, regardless of their race and status, seeking care from Obstetrics & Gynaecology departments under HA hospitals with appropriate treatment and care. Having regard to the special circumstances of EMs in terms of language proficiency, cultural and religious preferences, HA has put in place a number of measures, such as provision of interpretation services and staff training, to ensure that EMs could receive proper public healthcare services.

## **The response of Home Affairs Bureau**

### Worship Places

22. Religious bodies may apply to the Lands Department for using government land to develop religious facilities according to their needs. Under the prevailing policy, the Home Affairs Bureau may consider giving policy support to religious bodies' applications for government land for building religious facilities at concessionary land premium or rental.

## **The response of the Housing Department**

23. The Hong Kong Housing Authority (Housing Authority)'s objective is to provide public rental housing (PRH) to low-income families who cannot afford private rental accommodation. The Housing Authority will process every PRH applications fairly in accordance with the prevailing allocation policy. All eligible persons, including EMs, may apply for PRH allocation to meet their housing needs.

24. The Estate Management Advisory Committee (EMAC) is an estate-based committee with tenants' participation. Its objectives include strengthening the Housing Authority's contact with tenants and enhancing communication with them. EMAC members can be of any nationality or race.

25. Also, the Housing Authority issues Estate Newsletter in both Chinese and English to residents, including EM households, to provide them with summary notes of EMAC meetings of the estates they are residing in, and promote relevant support services. EMACs also partner with non-governmental organisations to hold functions on community building, to provide opportunities for EM and local residents to build mutual understanding, and promote a sense of belonging to the community, so as to foster a harmonious relationship in the community.

### Interpretation Service

26. The Housing Authority has put in place measures to facilitate communication with EM and provide them with appropriate interpretation services. EMs can seek on-site interpretation service provided by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) upon appointment. They can also use the telephone interpretation service through the web cameras linked with CHEER, for video conferences among staff of the Housing Department, the EM concerned and interpreters to facilitate communication beyond language barrier. Photographs, pictures, maps, drawings, figures etc. will also be used for better communication.

27. The Housing Authority will proactively consult EM applicants/tenants as to whether interpretation service is required, and arranges the service in accordance with the established guidelines. The Housing Authority will also inform EM applicants/tenants of support services provided by non-profit making organisations funded by the Government, through means such as pamphlets in various EM languages. The Housing Authority will continue to keep in view the situation of service provision.

### **The response of the Innovation and Technology Bureau**

28. The Innovation and Technology Bureau, through the Innovation and Technology Fund and organisations like the Hong Kong Science and Technology Parks Corporation and Cyberport, provides innovation and technology start-ups (including those set up by the EM) with various supports including incubation programmes, technical support, working spaces, shared facilities etc.

## **The responses of Labour Department and Social Welfare Department**

### Hiring of EMs

29. Since September 2014, the Labour Department (LD) has implemented the Employment Services Ambassador (ESA) Programme for EMs, under which trainees of the Youth Employment and Training Programme who can communicate in EM languages are employed as ESAs for 6 months to help serve EM job seekers at job centres, industry-based recruitment centres and job fairs. Since the launch of the programme, LD has employed 117 ESAs.

30. Moreover, to strengthen the employment support for EM job seekers, since May 2017, LD has engaged two employment assistants proficient in EM languages at the Kowloon West Job Centre in Sham Shui Po and the Employment in One-stop in Tin Shui Wai on a pilot basis to partner with experienced employment officers to provide EM job seekers with personalised employment services.

### Nature of Job Vacancies at Job Fairs

31. LD proactively canvasses vacancies suitable for EM job seekers from various industries to enhance their employment opportunities. LD also regularly organises large-scale, district-based and thematic job fairs (including inclusive job fairs which are particularly relevant to EM job seekers) to facilitate job seekers (including EMs) to submit job applications and attend interviews with employers on the spot. These job fairs offer a wide range of job vacancies covering professionals and associate professionals (such as assistant engineer and engineer), craft and related workers, plant/machine operators and assemblers, managers and administrators (such as guest services manager), etc. which are open for applications from job seekers with different levels of educational attainment and working experience.

32. Moreover, to strengthen employment support for persons with higher education (including EMs), LD launched the Higher Education Employment Information e-Platform, which features vacancies targeted at degree holders, in December 2016.

### Services for Victims of Sexual Violence/Domestic Violence

33. In providing services for victims of sexual violence/domestic violence, the Social Welfare Department (SWD) and service units under the

subvention of SWD will arrange appropriate social workers to handle the case according to the needs of the victims. Generally, the social workers are able to speak English. At the same time, interpretation service, including the arrangement of female interpreter and simultaneous interpretation service will be provided when necessary.

34. To meet the special needs of EMs in respect of their languages, cultures and lifestyles, SWD-subvented refuge centres for women and CEASE Crisis Centre of Tung Wah Group of Hospitals will arrange suitable interpretation service as needed, including the service provided by female interpreter, etc.

35. To provide specialised services in the handling of spouse/cohabitant battering and child abuses, SWD has set up 11 Family and Child Protective Services Units (FCPSUs). The social workers of FCPSUs are experienced in handling cases of child abuse and spouse/cohabitant battering, including child sexual abuse and sexual violence in spousal relationship among the EMs. Upon receipt of such cases mentioned above, the social worker will assess the case situation and the needs, and provide a coordinated package of one-stop service for the victims, their family members and abusers.

36. CEASE Crisis Centre, subvented by SWD, will provide the victims of sexual violence (including women of EMs) with one-stop support services, including emotional support, counselling, reporting to the Police, medical and forensic examination, etc. The victims will be escorted and accompanied in completing all necessary procedures in a convenient, safe, confidential and supportive environment and minimise the need for the victims to repeat accounts of their unpleasant experience.

37. To enhance support for victims of domestic violence and sexual violence (particularly those undergoing judicial proceedings), SWD has subvented Po Leung Kuk Tsui Lam Centre to commence operation of the Victim Support Programme for Family Violence (VSP) since June 2010 in order to provide emotional support, relevant information on judicial proceedings and social support services for needy women and children. When such need arises, VSP will arrange persons who know English and languages of EMs to act as interpreters for the victims and accompany them (including the EMs) to attend court as witnesses so as to reduce their fear and sense of helplessness. The Hong Kong Police Force (the Police) will, according to the needs of the victims, arrange different services, such as Witness Support Programme, to these female victims of EMs who are required to give evidence in court as witnesses.

## Elderly Services

38. The objective of the Government is to assist all families and individuals in need by providing appropriate services, regardless of their race. SWD provides subsidised long-term care services (including residential care services) for all elderly persons who are assessed to have long-term care needs, including elderly EMs. The multi-disciplinary teams in residential care homes for the elderly (RCHEs) draw up individual care plans for elderly persons having regard to their health conditions and care needs. They also provide appropriate support and counselling services for elderly persons in need, including elderly EMs. Separately, SWD has also organised training courses to enhance the RCHE staff's awareness and skills in taking care of elderly EMs.

## Other Administrative Measures

### *Interpretation Services*

39. LD has made arrangements with CHEER to provide interpretation services for job seekers who speak neither Chinese nor English. Posters in major EM languages are displayed in conspicuous positions inside job centres and industry-based recruitment centres to promote the interpretation services provided by CHEER. The above centres have also prepared forms in EM languages, which are distributed to each EM visitor to introduce the free interpretation services and ascertain whether the visitor requires such service.

40. SWD will arrange interpretation service as appropriate when providing social welfare services for EMs. Staff may make use of interpretation service for EMs from various sources, such as court interpretation service, interpretation service provided by the HA, CHEER and other NGOs, etc. SWD has installed web-cam facilities in 10 service units for conducting tripartite video conferencing among service users, social workers (including departmental units and Integrated Family Service Centres (IFSCs)/Integrated Services Centres (ISCs) operated by NGOs)/social security staff and interpreters when needed. In addition, the SWD Hotline <2343 2255> has provided callers of EM groups to have instant access to telephone interpretation service in 7 common EM languages so as to facilitate their welfare service enquiry.

41. In order to enhance EMs' knowledge of their channels for obtaining welfare assistance as well as telephone interpretation services, service units are required to post up at reception areas a notice on "Assistance and Interpretation Services for EMs" (the notice), which has been translated into 7 EM languages. EMs would also be given a copy of the notice in their EM languages when they turn up for enquiries/services.

### *Cultural Sensitivity Training and Guidelines*

42. To raise the multi-cultural sensitivity of the frontline staff of job centres and industry-based recruitment centres, LD from time to time invites non-governmental organisations serving EMs to deliver talks for its staff on different cultural and religious customs as well as skills in communicating with EMs. LD has also strengthened collaboration with the Equal Opportunities Commission (EOC) for the latter to provide training on equal opportunities and multi-culture for these staff.

43. SWD has been all along conducting training programmes related to the EM for the frontline workers of both SWD and non-governmental organisations aiming at enhancing their knowledge and sensitivity to the culture, living habits and service need of EM so that comprehensive assessment on the needs of EM and appropriate services and counselling can be provided for the EM.

44. In addition, SWD has issued “Points-to-note in providing welfare services for ethnic minorities” (Points-to-note) to social workers/social security staff of departmental units, as well as social workers of IFSCs/ISCs operated by NGOs, so as to provide reference for service units in serving EM groups. It includes cultural practices of various EM groups and ways to arrange suitable interpretation and translation services, etc. The Points-to-note has been provided to every colleague newly posted to the offices and be circulated to colleagues on regular basis. SWD will continue to review the Points-to-note and consider designing another protocol on how to receive EM service users to the staff manning the reception counters for reference and use upon recent review.

### *Data Collection*

45. SWD has been collecting the data of EM users in IFSCs including number of case and number of participant in groups and programmes. IFSCs collaborate with stakeholders of EM and review the effectiveness of the service regularly with a view to enhancing the relevant services as necessary. Moreover, in order to have a better understanding on the utilisation of interpretation services, SWD has started capturing the statistics on the utilisation of web-cam facilities since April 2018, and is planning to collect data on utilisation of interpretation services at IFSCs/ISCs.

### *Designated Person in Each District*

46. SWD has assigned a designated person in each administrative district to render internal support to district colleagues for providing welfare services to EMs.

#### *“Information for EMs”*

47. SWD has created a shortcut icon on “Information for EMs” on SWD’s Homepage to facilitate easy access to relevant service information (e.g. leaflets/briefs of various welfare services, assistance and interpretation services for EMs, as well as checklist of measures – social welfare, etc) in different EM languages by EMs, the public, staff of SWD and NGOs.

### **The responses of the Labour and Welfare Bureau / Employees Retraining Board**

48. With a view to improving the employability of EMs (including EM youth) and facilitating their integration into the community, the Employees Retraining Board (ERB) provides dedicated training courses delivered in English to suit EMs’ aspirations and training needs. In 2018-19, ERB reserved 800 training places to offer 32 dedicated courses for EMs, including 8 full-time placement-tied courses and 24 half-day or evening non-placement-tied “Skills Upgrading Scheme Plus” and generic skills training courses. Moreover, ERB has implemented various measures to encourage EMs’ participation in training and employment, including-

- (a) collaborating with the Home Affairs Department to offer training courses at its “Support Service Centres for Ethnic Minorities”;
- (b) providing EMs who have completed the dedicated placement-tied courses with a longer period of 6-month placement follow-up service to help them enter the job market;
- (c) subsidising training bodies to develop supplementary training materials and provide learning support so that EMs who can speak and comprehend Cantonese can opt to attend ERB’s training courses for general public;
- (d) introducing the Outreach Training Consultancy Service, with training consultants visiting district organisations and social service

organisations to provide training and employment consultancy service to EMs; and

- (e) subsidising training bodies to organise dedicated promotional activities for EMs and “Career Talks for Schools” for upper secondary EM students to provide them with training and employment information.

49. Customer Services staff of the ERB will arrange interpretation services for EMs who need to make use of it, and will record the enquiries made by EMs. In addition, to promote the understanding of the culture of EMs and enhance the sensitivity of staff in rendering services to EMs, ERB organised workshops in collaboration with different organisations, including the Centre for Advancement of Chinese Language Education and Research of the University of Hong Kong and the EOC, on the characteristics of EMs for the staff of ERB and training bodies. Customer Services staff of ERB also participated the briefing session of “Interpretation and Translation Service” organised by CHEER.

50. To foster awareness of the EMs to the ERB training courses and services, ERB has issued promotional leaflets in English and 6 EM languages (including Hindi, Urdu, Nepali, Indonesian, Tagalog and Thai) for distribution to the EM groups via different channels. The Course Prospectus is prepared in English, and advertisements have been placed in different newspapers in English, Urdu and Nepali to promote the courses for the EMs. Moreover, ERB has introduced a new outreaching Training Consultancy Service. Training Consultants would visit different NGOs and organisations to provide training consultancy service to the EMs.

51. EMs can make use of an array of training and employment support services, including enquiry and enrolment services for training courses, industry specific seminars, taster courses, workshops and training consultancy service etc., at the two ERB Service Centres and 22 ERB Service Spots set up in various districts. ERB has put in place a monitoring system to measure satisfaction of users towards training courses through the results of opinion surveys from trainees, number of complaints reports and results of investigation.

### **The response of the Construction Industry Council**

52. The Construction Industry Council (CIC) has introduced various initiatives to attract EMs to join the construction industry and enhance their skills. The initiatives include enhancing promotion of the industry through

social groups of EMs, labour unions and related NGOs; placing advertisements in newspapers with EM readership and organising family days for EMs; conducting job fairs in various districts to provide job opportunities for EMs; and arranging site visits to encourage EM workers to attend training courses organised by CIC, etc. EMs may search for construction training and employment information through the websites of CIC and LD.

53. CIC is providing various types of subsidised training courses in English for EMs. To upgrade the skills of in-service EM general workers to semi-skilled worker level, CIC rolled out “Ethnic Minorities Skills Enhancement Courses” in 2017 after successfully completion of a pilot scheme commencing in December 2015. In 2017, CIC provided 23 training courses in English. Bilingual course information booklets for the basic craft courses and construction supervisor/technician programs, and bilingual application forms for all full-time courses are available. To suit the needs of EMs, bilingual course information for the majority of part-time training courses is also available. CIC is considering selecting one skill training course as pilot to develop training materials and sound track in EM dialects so as to attract more EMs to join the industry after completion of course.

54. CIC offers trade tests in English for EMs and provides interpretation services to trade testing candidates on a request basis. CIC is considering to translate trade testing papers, application form and promotion materials of several popular trades into EM dialects including Hindi, Urdu and Nepali.

55. To enhance support for EMs, CIC has also set up an EM Service Team after employing 3 EM staff members. This service team is under expansion and 2 more full-time staff members that are proficient in English, Cantonese and EM dialects will be recruited for assisting in teaching.

56. CIC is now preparing a 60-hour course on “Vocational Cantonese in Construction Industry”. This course can help the EMs adapting their working environment and enhance their safety awareness by obtaining basic knowledge on Cantonese used in the construction industry. Also, in order to attract more EM students to join the construction industry, CIC had launched a 3-day Taster Programme during Christmas in 2017, so as to introduce the construction industry and related trades to the EM students.

## **The response of the Vocational Training Council**

57. The Vocational Training Council (VTC) offers a wide range of vocational and professional education and training (VPET) programmes. All applicants, irrespective of their race or ethnic origin, who are able to meet the admission requirements, may be enrolled into such programmes. The bachelor's degree programmes of the Technological and Higher Education Institute of Hong Kong; and higher diploma programmes of the Hong Kong Institute of Vocational Education, Hong Kong Design Institute and International Culinary Institute of VTC mainly use English as the medium of instruction. For eligible NCS students who do not possess Hong Kong Diploma of Secondary Education Examination (HKDSE) Chinese Language qualifications, alternative qualifications such as those of General Certificate of Secondary Education (GCSE)/ International General Certificate of Secondary Education (IGCSE)/ General Certificate of Education (GCE) in Chinese Language or HKDSE Applied Learning Chinese (for NCS students) will be considered.

58. VTC provides diversified study opportunities for students, including dedicated VPET programmes for NCS students with dedicated support services. In the 2017/18 academic year, VTC offered about 20 dedicated full-time and part-time programmes for about 650 NCS students to cater for their different learning needs.

59. VTC offers dedicated VPET programmes to NCS youth and adults to meet their multifarious training needs. These programmes include diploma courses in business, design, and hotel and tourism for secondary school leavers, Applied Learning courses for senior secondary students, short courses on basic vocational Chinese and other trades. The information of these dedicated programmes can be found at the VTC website (<http://www.vtc.edu.hk/ncs>).

60. NCS students of pre-employment programmes are provided with various support services to help them better cope with study and adapt to campus life. These services include academic and learning support, advisory and counselling support for articulation and career development. VTC also actively promotes inclusive extra-curricular activities to foster integration with local students and community.

**The responses of the Security Bureau / Correctional Services Department / Customs & Excise Department / Fire Services Department / Hong Kong Police Force / Immigration Department**

Cultural sensitivity training

61. Relevant training on cultural sensitivity has been organized by the disciplined services.

62. The Correctional Services Department (CSD) has prepared the “Guidelines on promoting racial equality” and “Policy Statement on racial equality” in line with RDO for staff to observe. CSD has incorporated training on racial equality into the recruit and in-house training programmes for staff. Consulates of different countries are also invited to conduct training on cultural awareness for staff from time to time. 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 also provides staff with training on EM languages including Nepali, Urdu, Vietnamese, Indonesian, Punjabi and Spanish from time to time. CSD will regularly assess and review its training policy to arrange suitable training courses for staff to improve their knowledge on racial equality.

63. For Customs & Excise Department (C&ED), all new recruits have to undergo training on racial equality in induction training programmes to enhance their understanding of and sensitivity towards racial equality issues. In-house courses on racial equality are arranged to foster a multicultural and respectful work culture.

64. Fire Services Department (FSD) strives for continuous advancement of our firefighting, rescue, ambulance and fire protection services to the public without regard to race and ethnic origins. In order to enhance staff’s awareness and understanding of racial sensitivity, element of racial equality has been incorporated into our in-house staff training programmes. Over the past years, FSD has been maintaining close ties with the EOC by providing seminars and experience sharing sessions for our staff. The training sessions encompassed not only the introduction of the RDO but also concepts of preventing racial prejudice and stereotyping. The relevant training materials have been uploaded to our Knowledge Management’s webpage as a means to transforming this useful information as knowledge and even organizational culture.

65. The Police, through the foundation training and continuous development training courses as well as a diversity of learning modes, always

organises courses relating to EMs, the RDO and equal opportunities for new recruits and serving officers. As part of the foundation training, new recruits are also required to perform community services for EMs to enhance their knowledge of the cultures of non-ethnic Chinese and promote mutual understanding.

66. Immigration Department (ImmD) has all along been providing training to induction and in-service staff associated with human rights, anti-discrimination, equal opportunity, etc. in order to raise their sensitivity in handling cases or services involving EMs.

### Interpretation Service

67. In the course of law enforcement, where it is necessary to interview EMs and take statement from them, law enforcement agencies will, based on the circumstances of each case, provide interpretation services to ensure that they can understand the relevant laws and their rights.

68. C&ED will, based on the circumstances of each case, provide interpretation services by arranging interpreters from the register of part-time interpreters kept by the Judiciary.

69. The Police will take statements from EMs in the languages or dialects used by them through an interpreter. Victims are allowed, where appropriate, to be accompanied by their family members, friends or the social worker responsible for the case during the statement-taking process. Besides, in collaboration with CHEER, the Police launched a project named "TRANSLINK". The project provides simultaneous telephone interpretation services in 7 common EM languages through teleconferencing to help the EMs communicate with police officers when they make report or seek assistance in person or by phone to Police report rooms.

70. ImmD will arrange interpretation or translation service to EMs in accordance with the prevailing procedure if necessary. Interpreters who meet the requirements set down by the Judiciary are recruited to ensure professional service is delivered. Besides, ImmD also regularly circulates relevant guidelines to frontline staff to remind EMs that interpretation and translation services are available under prevailing procedure, for example, when handling applications from EMs.

### Visa Processing

71. It normally takes four weeks to process an application for visit visa upon receipt of all the required documents. For cases requiring urgent processing with reasonable justification, case officers will render appropriate facilitation and expedite processing of the applications to meet the actual needs of the applicants as far as possible. Depending on the actual needs and circumstances of the applicants, ImmD will also consider issuing multiple-journey visit visas with appropriate visa validity for applicants who have genuine needs to visit Hong Kong frequently and each application will be considered on individual merits.

### Handling of Domestic Violence Cases

72. The Police have all along been handling all domestic violence cases, including cases involving EMs, in a professional and impartial manner. Upon receiving a case of domestic violence, the Police will deploy an officer of the rank of Sergeant or above to go to the scene to ensure that the case is properly handled. If the person reporting the case is involved in a report of a similar nature made earlier by the same family, the Police will deploy the investigation team which handled the earlier case to take over the new case for an integrated investigation of all reports made by that family.

73. By making reference to the “Enhanced Central Domestic Violence Database” which contains the information of previous domestic violence cases and the “Emergency Referral Questionnaire” and “Action Checklist” specially designed for handling domestic violence, the Police will assess the risk of recurrence of domestic violence in the family concerned and take appropriate actions accordingly.

74. Besides, the Police will also give a “Family Support Service Information Card”, which has been prepared in collaboration with SWD to those in need (including victims and offenders) so that they may contact the service providers for assistance. With the consent of the people concerned, the Police may refer cases to SWD for follow-up. To cater for the needs of EMs, the “Family Support Service Information Card” has been translated into 17 languages and all the versions have been uploaded to the the Police website.

### Handling of Sexual Violence Cases

75. Upon receiving a report of suspected sexual violence (including cases involving EMs), the Police’s priority is to ensure the personal safety of victims, protect them from further harm and arrange medical treatment for them.

The Police endeavour to reduce the pressure on victims of sexual violence who are assisting in investigation. At the first contact with victims of sexual violence, police officers will introduce to the victims the crisis intervention services for victims of sexual violence provided by NGOs and other support services provided by SWD. Referral to NGOs and SWD can be made at once with the victims' consent. Whenever possible, the Police will try to interview the victim and arrange forensic examination in the same public hospital. This will avoid the need for the victim to travel and will expedite the investigation process. Victims can also request the presence of any person of their choice when attending police interviews and forensic examination.

76. The Police have incorporated relevant topics into their training courses to strengthen the skills, responsiveness and professional sensitivity of front-line officers in handling domestic and sexual violence cases, and to enhance their understanding of the relevant legislation. The relevant training materials will also be reviewed and updated on a regular basis.

#### Stop-and-Search Actions by the Police

77. Under section 54 of the Police Force Ordinance (Cap. 232) concerning "Power to stop, detain and search", if a police officer finds any person in any street or any other public place who acts in a suspicious manner, or whom he reasonably suspects of having committed or being about to commit or intending to commit any offence, the police officer is empowered to stop the person for the purpose of demanding that he produces proof of his identity for inspection. Under section 17C of the Immigration Ordinance (Cap. 115) concerning "Carrying and production of proof of identity", a police officer is also empowered to require members of the public to produce proof of identity for inspection. Furthermore, police officers are empowered by legislation such as the Public Order Ordinance (Cap. 245), Dangerous Drugs Ordinance (Cap. 134), Weapons Ordinance (Cap. 217), Firearms and Ammunition Ordinance (Cap. 238), etc. to conduct stop-and-search action. By such actions, the Police will be in a better position to discharge their statutory functions, particularly in the prevention and detection of crimes and offences.

78. Generally speaking, the Police maintain figures mainly for operational purposes including the monitoring of crime trend, planning and deployment of resources. In the past 5 years, the statistics on identity card inspections and stop-and-searches conducted by police officers are set out below:

	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Identity card inspections	345 815	316 213	305 258	326 307	324 133
Stop-and-searches	1 571 598	1 204 941	1 320 640	1 274 731	1 237 293

79. The Police fully understand the importance of obtaining public co-operation and understanding when stop-and-question or stop-and-search actions are conducted, and will continue to ensure that all such actions are conducted in a lawful and appropriate manner.

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