

Existing and planned measures on the promotion of racial equality

Home Affairs Department

One of the main roles of Home Affairs Department (“HAD”) is to enhance communication between the Government and members of the public. In this regard, HAD endeavours to understand and reflect the community’s aspirations with a view to assisting the Government in formulating policies, and to coordinate the work of various departments in districts.

HAD attaches great importance to enabling persons of different races to have access to the government information and services provided by the Department. Measures to promote racial equality and equal access to our community services for persons of different races are in place.

A. Public Enquiry Service

Services Concerned	<ul style="list-style-type: none">• The public can obtain information about government services from Home Affairs Enquiry Centres (“Enquiry Centres”) in 18 District Offices. To ensure that the public enquiry service can be easily accessible by the public irrespective of their racial background, measures have been taken to overcome the language barrier in the provision of the service.
Existing Measures	<ul style="list-style-type: none">• Information leaflets and pamphlets in languages of different races will be made available and prominently displayed in Enquiry Centres.• Interpretation service will be arranged where necessary and appropriate when service users of different races seek free legal advice under the Free Legal Advice Scheme administered by the Duty Lawyer Service.
Assessment of Future Work	<ul style="list-style-type: none">• Suggestions for improvement from service users of different races will be recorded and considered.• Feedback on the effectiveness of the interpretation service will be collected from service users of different races for review and improvement.

B. Administration of Declaration/Oath for Private Use

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| Services Concerned | <ul style="list-style-type: none">• Members of the public can make use of the free Administration of Declaration/Oath (including Affirmation in lieu of Oath) service in either of the two official languages in Hong Kong (i.e. Chinese and English) provided in our Enquiry Centres for private use. |
| Existing Measures | <ul style="list-style-type: none">• If service user of different races is not conversant with the official languages, Enquiry Centre staff will arrange interpretation service for him/her.• Information leaflets on declaration/oath service in major languages of different races will be made available and prominently displayed in Enquiry Centres. |
| Assessment of Future Work | <ul style="list-style-type: none">• Enquiry Centre staff will gauge the views of the service users of different races by survey in order to understand better their needs and make improvement where necessary and appropriate. |

C. Estate Beneficiaries Support Services

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| Services Concerned | <ul style="list-style-type: none">• The Estate Beneficiaries Support Unit (“EBSU”) of HAD provides support services for beneficiaries of the estate of a person who died on or after 11 February 2006 set out in sections 60B, 60C, 60D, 60E, 60F, 60G and 60K of the Probate and Administration Ordinance (Cap. 10), which mainly include issue of Confirmation Notice for administration of small estate not exceeding HK\$50,000 and Certificate for Necessity of Inspection of Bank Deposit Box. To ensure that the estate beneficiaries support services can be easily accessible by the public irrespective of their racial background, measures have been taken to overcome the language barrier in the provision of the service. |
| Existing Measures | <ul style="list-style-type: none">• Interpretation service will be arranged for service seekers of different races who are not conversant with the official languages. |

Assessment of Future Work	<ul style="list-style-type: none"> • Suggestions for improvement from users of different races will be recorded and considered. • EBSU staff will gauge the views of the users of different races by survey in order to understand better their needs and make improvement where necessary and appropriate.
Additional Measures To Be Taken	<ul style="list-style-type: none"> • Information leaflets and pamphlets in major languages of different races will be made available online and displayed at the service counter of EBSU.

D. Training for Staff

Services Concerned	<ul style="list-style-type: none"> • To enhance HAD staff's awareness of racial sensitivity and their understanding of the Race Discrimination Ordinance.
Existing Measures	<ul style="list-style-type: none"> • HAD will continue to work with the Equal Opportunities Commission, the Civil Service College or relevant non-governmental organisations to provide training for HAD staff.
Assessment of Future Work	<ul style="list-style-type: none"> • Staff feedback will be obtained with a view to enriching the contents of the training materials.

E. Enquiries

Enquiries on HAD's existing and planned measures on the promotion of racial equality may be directed to –

- Public Enquiry Service and Administration of Declaration/Oath for Private Use

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Home Affairs Department
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