

Existing and planned measures on the promotion of racial equality

Information Services Department

The Information Services Department is committed to providing quality services to members of the public irrespective of their race and ethnic origin.

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| Existing measures | <ul style="list-style-type: none">➤ The Department uses Chinese and/ or English in the provision of its services.➤ Information provided by the Department for the public is in Chinese and/or English. The information on its website is in both Chinese and English.➤ Where appropriate and practicable, the Department will arrange interpretation service upon request by service users. The language identification cards and information of interpretation service hotlines are available at service counters. |
| Additional measure to be taken | <ul style="list-style-type: none">➤ The Department will work with the Equal Opportunities Commission, the Constitutional and Mainland Affairs Bureau, the Civil Service Training and Development Institute and/ or other relevant non-governmental organisations to provide training to staff for enhancing their awareness of racial sensitivity, cultural diversity and understanding of the Race Discrimination Ordinance. |
| Assessment of Future Work | <ul style="list-style-type: none">➤ The Department reviews its services from time to time and makes improvements where necessary. |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Clement SZE, Deputy Departmental Secretary via the following channels -

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