

Existing and planned measures on the promotion of racial equality

Equal Opportunities Commission

The Equal Opportunities Commission (EOC), established in May 1996, is a statutory body to implement the Sex Discrimination Ordinance (SDO), the Disability Discrimination Ordinance (DDO), the Family Status Discrimination Ordinance (FSDO), and the Race Discrimination Ordinance (RDO) in Hong Kong.

The Commission works towards the elimination of discrimination on the grounds of sex, marital status, pregnancy, breastfeeding, disability, family status and race.

We also aim to eliminate sexual harassment, and harassment and vilification on the grounds of disability and race. We promote equality of opportunities between men and women, between persons with and without a disability and irrespective of family status and race.

A. Enquiry and Complaint Services

Services
Concerned

- The EOC handles complaints on unlawful acts, conducts investigation and conciliation and provides assistance accordingly under sections 78 and 79 of the RDO so as to work towards the elimination of racial discrimination, harassment and vilification, and promote equality of opportunities and harmony between persons of different racial groups.
- The EOC provides advice to and handles enquiries from public authorities, other parties and individuals on the compliance of the RDO.

Existing
Measures

- We ensure equal access to making enquiries and lodging complaints by people of diverse race.
- The needs, sensitivities and concerns of different racial groups are taken into account in provision of enquiry and complaint services.
- Translation and interpretation services are provided to meet the language needs of enquirers and complainants of diverse race as and when in need.

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| Assessment of Future Work | <ul style="list-style-type: none"> ● The EOC will regularly assess and review its enquiry and complaint handling services and its measures to further enhance equal access to the services by people of diverse race. |
| Additional Measures Taken/To Be Taken | <ul style="list-style-type: none"> ● Measures will be stepped up to let enquirers and complainants of diverse race have more instant understanding of complaint handling process (CHP) and/or conciliation procedures by provision of subtitles in eight languages other than Chinese and English, including Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai, Urdu, Vietnamese and Punjabi to CHP and conciliation videos. ● Data of enquiries and complaints concerning racial issues and/or racial groups will be collected for continuous review of racial equality policies and measures. ● Proper records of special language needs requested by enquirers and complainants (other than Chinese and English) will be kept in the internal data collection system. |

B. Training Service for the General Public

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| Services Concerned | <ul style="list-style-type: none"> ● The Policy, Research and Training Division of the EOC offers two series of training to the general public, namely calendar training and customized training courses in order to provide training on equal opportunities legislation and the related management strategy. |
| Existing Measures | <ul style="list-style-type: none"> ● Medium used at the training courses <ul style="list-style-type: none"> ▪ Under the calendar training programme, EOC organizes two series each year during the spring and autumn. Free Cantonese and English training courses are offered in both series to ensure that both Cantonese and non-Cantonese speaking people can participate in our training courses without language barrier. ▪ Under the customized training, Cantonese and English training courses are provided upon request from organizations. ● Content of the training courses <ul style="list-style-type: none"> ▪ The concept of racial equality, culturally inclusive workplace and major unlawful acts under the RDO are covered by existing calendar training and customized |

training courses when appropriate to promote racial equality.

- Access to the training services
 - All the information and enrolment details can be accessed at the EOC’s website in both Chinese and English.
 - Enrolment form in Chinese and English is available at the EOC’s website.
 - Content of the training courses relating to racial equality will continue to be reviewed by trainers in both training series every year.
- Assessment of Future Work

C. Training Service for People of Diverse Race

- Services Concerned
- The Ethnic Minorities Unit (the “Unit”) of the EOC actively reaches out to racial groups to identify training needs on the anti-discrimination protection and assess their language needs.
- Existing Measures
- Training programmes for different racial groups will be provided when necessary and practicable through:
 - Direct service delivery by staff members proficient in the required languages of the groups
 - Referral for interpretation and/or translation services by external service providers
 - Collaboration with NGOs, racial groups or consulate offices with the required language support
- Assessment of Future Work
- Feedback from diverse racial groups on the training service provided will be collected in the Unit’s outreach activities and regular meetings with racial community leaders.
- Additional Measures Taken/To Be Taken
- In view of the Unit’s expanding network with diverse racial communities, more training will be provided for racial groups with smaller but growing population, such as the African, Bangladeshi, Sikh, Sri Lankan, etc.

D. Provision of Appropriate Language Services to Service Users in Need

Services Concerned	<ul style="list-style-type: none">● The EOC is committed to adopting proactive and practical approach to ensure equal access to its services by people of diverse race. To facilitate communication with service users who are unable to read or communicate in Chinese/English, appropriate language services will be provided.
Existing Measures	<ul style="list-style-type: none">● Information leaflets on the four discrimination ordinances implemented by the EOC and other related information are provided in seven languages other than English and Chinese: Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai, Urdu and Punjabi. These leaflets are obtainable at the EOC's Office or can be downloaded from the EOC's website. Promotion materials are translated into languages other than Chinese and English when necessary and practicable.
Assessment of Future Work	<ul style="list-style-type: none">● Feedback on the effectiveness of language support provided to service users of different races will be solicited for continuous review and improvement.● Numbers of requests for translation and interpretation service and the service provided will be reviewed regularly to ascertain future service needs and planning of resources required.
Additional Measures Taken/To Be Taken	<ul style="list-style-type: none">● To widen the dissemination of information to other growing racial groups, such as Bangladeshi and Vietnamese, information leaflets will be translated and made available for them in person or from the EOC's website.● To increase the awareness of the availability of free Interpretation/Translation services in different languages other than English and Chinese, conspicuous notice / poster has been put on display in EOC's Lobby and will be put on EOC's website as appropriate.● Frontline staff are encouraged to proactively introduce EOC's language service to service users. To further facilitate communication with EOC's service users who do not speak English/Chinese, specialised AI Translator Earbuds, which supports 36 languages, has been made available for use as necessary.

- Numbers of requests for translation and interpretation service are collected for service and resources reviews.
- EOC's Personal Information Collection Statement and Privacy Policy Statement available from EOC's website has been translated into nine languages other than English and Chinese: Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai, Urdu, Vietnamese, Punjabi and Bengali.
- Work procedures for arranging Interpretation/Translation services will be drawn up to ensure all staff, especially frontline staff, are aware of, so as to ensure effective service delivery.

For enquiries or feedback, please contact Miss Gloria YU, Senior Equal Opportunities Officer (Administration & Personnel) of Corporate Planning and Services Division through the following channels –

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 Fax No.: (852) 2511 8142
 SMS service: 6972566616538 (For people with hearing impairment/speech difficulties)

- Persons with disabilities who need physical assistance in getting to the EOC Office can contact us at 2511 8211.
- For general enquiries outside office hours, please leave voice messages at our hotline 2511 8211.

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