

Special Facilitation Measures for Electors

Elderly people and electors who have difficulty in standing to queue

1. The Presiding Officer (“PRO”) will set up a special queue to give priority to the following electors for obtaining their ballot paper(s) from the ballot paper issuing desk -
 - (a) electors who are 70 years old or above;
 - (b) pregnant women; and
 - (c) persons who are unable to queue for a long time or have difficulty in queuing due to illness, injury, disability or dependence on mobility aids.

Electors with mobility difficulties

1. The Registration and Electoral Office (“REO”) aims to arrange at least 90% of polling stations to be set up at venues which are accessible to electors with mobility difficulties or who are wheelchair users. Where the circumstances permit, temporary ramps will be set up at the polling stations to facilitate access of these electors to the polling stations.
2. Telephone number of the polling station will be posted near the ramp leading to the station. If necessary, electors with mobility difficulties can contact the polling staff for assistance.
3. The REO will inform the electors on whether the allocated polling station is accessible to electors with mobility difficulties or who are wheelchair users via the polling station location map to be sent together with the poll card. If these electors are allocated to inaccessible polling stations, they may apply to the REO at least five days before the polling day for re-allocation to a polling station set up at an accessible venue.

4. Upon request, the REO will approach the Hong Kong Society for Rehabilitation for arrangement of Rehabuses to transport electors with mobility difficulties to and from polling stations.
5. All accessible polling stations will be equipped with enlarged voting compartments with lower polling tables for electors who are wheelchair users.
6. If necessary, electors can seek help from the PRO to mark the ballot papers on their behalf according to their choice inside a voting compartment with a polling staff serving as a witness. Where space permits, one of the voting compartments at each polling station will be separated from the remaining compartments in order to prevent electors at the adjacent compartments from overhearing the conversation between the polling staff and the electors concerned.

Electors with visual impairment

1. All the dedicated election websites have incorporated accessible designs. Most of the information or documents on the websites are convenient for browsing by persons with visual impairment with the aid of screen reading software.
2. The REO has appealed to candidates to provide a text version of their “Introduction to Candidates” for uploading onto the dedicated election website (www.elections.gov.hk) to facilitate online reading of the relevant information using assistive software by persons with visual impairment.
3. Electors with visual impairment may provide/update their e-mail addresses for receiving soft copy of electoral information from the REO by completing an electronic form at the Voter Registration website (vr.gov.hk). They would be reminded through Short Message Service to read the e-mail issued by the REO.
4. The telephone number of the enquiry hotline (2891 1001) will be read out in radio and TV Announcements-in-the-Public-Interests (“APIs”) so that persons with visual impairment may obtain information relating to electoral arrangements through the hotline.

5. A web accessible version of the TV APIs will be available on the dedicated election website to facilitate the browsing of election-related information by electors with visual impairment.
6. The REO will set up a 24-hour Interactive Voice Response System (“IVRS”) (2893 3762) for electors with visual impairment to listen to the recording made from the text version of the “Introduction to Candidates” at any time. They can also be redirected to the operators of the REO’s enquiry hotline during the hotline’s operating hours to obtain other electoral information. On the polling day, electors with visual impairment will be allowed to use the telephones at the polling stations to access the IVRS through a dedicated telephone line without redirect function.
7. A braille list of candidates with the candidate numbers, candidates’ names and the names of prescribed bodies (if applicable) will be available at polling stations to facilitate the access of electors with visual impairment to the relevant information.
8. Braille templates will be available at polling stations to facilitate the marking of ballot papers by electors with visual impairment themselves. Braille templates containing 30 candidates’ numbers at most are available. If there are more than 30 candidates in the relevant constituency, the electors with visual impairment can seek help from the PRO to mark the ballot paper on their behalf according to their choices.
9. If necessary, electors can seek help from the PRO to mark the ballot papers on their behalf according to their choice inside a voting compartment with a polling staff serving as a witness. Where space permits, one of the voting compartments at each polling station will be separated from the remaining compartments in order to prevent electors at the adjacent compartments from overhearing the conversation between the polling staff and the electors concerned.

10. Electors with visual impairment may bring along their guide dogs into the polling stations.
11. Magnifying glasses will be made available in polling stations to facilitate the viewing of display of the elector's tablet of the Electronic Poll Register at the issuing desks.

Electors with hearing impairment

1. Sign language interpretation and subtitles will be included in all election-related TV APIs.
2. An "Illustration on Guidance on Voting Procedure" ("pictorial voting aid") is available at all polling stations to assist electors with hearing impairment in understanding the voting procedures. The pictorial voting aid will be uploaded onto the dedicated election website for electors' reference before the poll.

Electors of diverse race

1. Electoral information in eight languages of diverse race (Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Vietnamese and Urdu) other than English, Chinese, Japanese and Korean (in the form of an election brief) will be available on the dedicated election website.
2. Electoral information in Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai and Urdu will also be available on the homepage of the Home Affairs Department's Race Relations Unit (www.had.gov.hk/rru).
3. Information on the election will be broadcast in five languages (Bahasa Indonesia, Hindi, Nepali, Thai and Urdu) on radio.
4. Appeal will be made to candidates to provide election advertisements in English and/or languages of diverse race to facilitate understanding by electors who do not read Chinese.

5. Polling stations will be equipped with a Language Assistance Folder which will contain “Illustration on Guidance on Voting Procedure” written in the aforesaid languages to assist electors of diverse race in casting their votes.
6. The REO will collaborate with the Centre for Harmony and Enhancement of Ethnic Minority Residents (“CHEER”) to provide free interpretation service in the aforesaid eight languages of diverse race, through the REO’s dedicated telephone line, to help electors of diverse race understand the voting procedures and to facilitate their making of enquiries on election-related matters.
7. Electoral information in the aforesaid eight languages of diverse race will be posted in eight support service centres for ethnic minorities run by non-governmental organisations.

Other electors with special needs

1. A pictorial voting aid explaining the voting procedures will be provided at all polling stations to assist electors in need (e.g. electors with intellectual differences, with speech or communication impairment, who are not familiar with Chinese or English, etc.) in understanding the voting procedures. The pictorial voting aid will be uploaded onto the dedicated election website for electors’ reference before the poll.
2. Electors who are unable to cast their votes on their own can seek help from the PRO to mark the ballot papers on their behalf according to their voting choice. The whole process will be witnessed by another polling staff to ensure that the voting will be conducted in a fair manner. According to the current legislation, all polling staff (including the PRO) must sign a declaration of secrecy in the specified form and must comply with various requirements concerning voting secrecy. To further protect the privacy of the electors, where space permits, one of the voting compartments at each polling station will be separated from the remaining compartments in order to prevent electors at the adjacent compartments from overhearing the conversation between the polling staff and the electors concerned.