

Existing and planned measures on the promotion of racial equality

Immigration Department

The Immigration Department will provide quality service without discrimination and treat each member of the public with respect, consideration and compassion, irrespective of disability, sex, marital status, pregnancy, family status, race, nationality and religion.

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| Services Concerned | <ul style="list-style-type: none">• The Department exercises immigration control and is committed to providing services closely related to the daily life of the general public, such as personal documentation, nationality and assistance to HKSAR Residents outside Hong Kong. |
| Existing Measures | <ul style="list-style-type: none">• The Department uses Chinese and/or English in the provision of its services.
• The Department prints information leaflets and application forms for the public in Chinese and/or English. The information on the departmental website is in both Chinese and English. Where appropriate and practicable, some information (e.g. guidance notes, forms, notices of individual rights, etc.) is translated into other languages for reference.
• Where appropriate and practicable, the Department will arrange interpretation service.
• In exercising immigration control, immigration staff will ensure effective communication with the people of diverse race. When passengers are refused permission to land, the notices served are available in different languages, so as to ensure that people of diverse race refused to land are able to understand the immigration policies relating to them. |

- The Department arranges training for its staff in relation to issues associated with equal opportunity and the Race Discrimination Ordinance.
- The Department engages children and youth of diverse race through different channels, including talks, visits and training programmes etc.

Assessment
of Future
Work

- The Department will review our services from time to time, taking into consideration feedback and suggestions from the public and staff so as to further enhance our services when necessary and appropriate. To have a better understanding of the needs of the service users of different races, the Department will also collect information on the “need for interpretation / translation services” and “preferred languages” (other than Chinese and English) with a view to monitoring service users’ equal access to public services and enabling continuous improvement of service provision.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Chief Immigration Officer (Management Audit) Ms CHUNG Wai Man, Jennifer via the following channels -

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Immigration Department
February 2024