

## **Existing and planned measures on the promotion of racial equality**

### **Registration and Electoral Office**

The Registration and Electoral Office (REO), being the executive arm of the Electoral Affairs Commission (EAC), is responsible for providing administrative support to the EAC in the efficient discharge of its statutory functions under the EAC Ordinance (Chapter 541). These include review and delineation of constituency boundaries, registration of electors, compilation of election guidelines and reports, conduct and supervision of elections and handling of complaints.

The Government attaches great importance to the promotion of racial equality as an integral dimension in the formulation, implementation and review of relevant policies and measures. To this end, the REO has put in place a number of measures to facilitate the access to information relating to voter registration and election-related matters by people of diverse race.

#### **A. Voter Registration**

Services  
Concerned

- Voter Registration.

Existing  
Measures

- Key information on voter registration is published in eight languages other than Chinese, English, Japanese and Korean<sup>1</sup> (in the form of an information notice and a set of Questions and Answers) on the dedicated website for voter registration to assist people of diverse race in understanding the eligibility requirements and the statutory procedures and deadlines for voter registration.
- Voter Registration messages are published in eight languages<sup>1</sup> in newsletters of the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) and

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<sup>1</sup> The eight languages include Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese.

in four languages<sup>2</sup> in local newspapers during Voter Registration Campaign in election years.

- At eight support service centres for ethnic minorities<sup>3</sup>, posters on voter registration are displayed, voter application forms are made available for collection by people of diverse race, and roving counters are set up to assist people of diverse race in applying for voter registration during the voter registration campaign in election years.
- Key voter registration messages are broadcast through radio in Chinese, English and other five languages<sup>4</sup> for appeal to people of diverse race for registration.
- Survey forms are distributed at the support service centres for ethnic minorities to collect the views of people of diverse race to help review our existing voter registration services for people of diverse race and enhance publicity efforts during the voter registration campaign in election years.
- In collaboration with CHEER, the REO provides free telephone interpretation service in eight languages<sup>1</sup>, through the election hotline, to assist people of diverse race in making enquiries related to voter registration matters.

#### Assessment of Future Work

- The REO will review its services for people of diverse race from time to time, strengthen training to frontline staff in improving their communication with people of diverse race and, to the extent practicable, continue to enhance its publicity efforts to provide them with voter registration information, including meeting with non-governmental organisations to discuss effective means to encourage and

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<sup>2</sup> The four languages include Bahasa Indonesia, Nepali, Tagalog and Urdu.

<sup>3</sup> The eight support service centres for ethnic minorities are CHEER Centre (Kwun Tong), HOME Centre (Yau Tsim Mong), HOME Sub-centre (Sham Shui Po), HOPE Centre (Wanchai), LINK Centre (Kwai Tsing), ONE Centre (Tuen Mun), TOUCH Sub-centre (Tung Chung) and YLTH Centre (Yuen Long).

<sup>4</sup> The five languages include Bahasa Indonesia, Hindi, Nepali, Thai and Urdu.

assist eligible people of diverse race in registering as electors.

Additional  
Measures  
Taken/To Be  
Taken

- The REO will continue providing training to staff to enhance their sensitivity and understanding of racial equality in the provision of services, as well as skills and techniques to work effectively with interpreters, etc.
- The REO will collect user information and statistics from the CHEER on the need for language service provided to people of diverse race and review if areas of improvement are required.

## **B. Election-related Matters**

Services  
Concerned

- Election-related Matters.

Existing  
Measures

- Key information on election-related matters, in particular voting procedures, is published in eight languages<sup>1</sup> other than English, Chinese, Japanese and Korean (in the form of an election brief) on the dedicated election website to assist people of diverse race in understanding the relevant information during an election year.
- Brief information of each election published in eight languages<sup>1</sup> is displayed at eight support service centres for ethnic minorities<sup>3</sup>.
- Advertisements about the nomination and appeal for voting at the District Council Ordinary Election and the Legislative Council General Election are placed in newspapers and newsletters published by the aforementioned support service centres<sup>3</sup>.
- A Language Assistance Folder containing essential information on voting procedures printed in Japanese, Korean and other eight languages<sup>1</sup> and a set of “Illustration on Guidance on Voting Procedure” are made available at

every polling station to assist electors of diverse race as necessary in casting their votes on the polling day.

- In collaboration with CHEER, the REO provides free telephone interpretation service in eight languages<sup>1</sup>, through the REO telephone hotline, to assist electors of diverse race in understanding the voting procedures and to make enquiries on election-related matters.
- In an election year, messages are broadcast in Chinese, English and other five languages<sup>4</sup> through radio to announce election-related information and to appeal to electors of diverse race to vote.
- In an election year, electoral information in eight languages<sup>1</sup> is available on the homepage of the Home Affairs Department's Race Relations Unit ([www.had.gov.hk/rru](http://www.had.gov.hk/rru)).
- Appeal is made to candidates to provide election advertisements in English and/or other languages to facilitate understanding by electors who do not read Chinese.

Assessment of  
Future Work

- The REO will review its services for people of diverse race from time to time and, to the extent practicable, continue to enhance its efforts to provide electors of diverse race with key information on election related matters.

Additional  
Measures  
Taken/To Be  
Taken

- The REO will continue to make available Language Assistance Folder in all polling stations and to remind polling staff through training and Operational Manuals of the need to provide appropriate assistance to facilitate electors of diverse races to cast their votes. Also, the REO will continue to provide training to the staff concerned to enhance their sensitivity and understanding of race-related issues in general.
- The REO will collect data and statistics from the users concerned on whether the election-related information

provided on the dedicated election website, published on poster and newsletter, printed in Language Assistance Folder and the “Illustration on Guidance on Voting Procedure” available in polling stations and broadcast in radio programme as well as the free interpretation service provided can assist them in understanding more on election-related matters so as to analyse the use of the department’s service by people of different races and if the service provided to them needs improvement.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact the respective officers via the following channels -

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Election-related matters:

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**Registration and Electoral Office**  
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