

Existing and planned measures on the promotion of racial equality

Agriculture, Fisheries and Conservation Department

The Agriculture, Fisheries and Conservation Department (AFCD) provides services to the public in connection with agriculture and fisheries, nature conservation and animal, plant and fisheries regulation. We attach great importance to ensuring equal access to the enquiry services by all members of the public visiting AFCD Headquarters, irrespective of their racial background. Measures taken to promote provision of equal access to such enquiry services are set out below.

Services
Concerned

- The public can make use of the services of the reception counter at AFCD Headquarters on 5/F of Cheung Sha Wan Government Offices (referred hereunder as “the Reception Counter of 5/F, CSWGO”, or “the Reception Counter”). If a person of diverse race patronising the Reception Counter is not able to communicate effectively in spoken or written Chinese or English, our staff may arrange to help him/her use the Telephone Interpretation Service (TELIS) provided by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) under the Hong Kong Christian Service, where necessary and appropriate.

Existing
Measures

Interpretation services

- Language identification card which contains eight other languages, including Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese, has been prominently displayed at the Reception Counter of 5/F, CSWGO to help identify the other languages spoken by the person(s) in contact with our staff.
- AFCD Reception Counter staff is provided with a guideline, language identification card, and response cue card containing eight other languages for identifying the

preferred language and seeking consent of people of diverse race to use TELIS.

- AFCD Reception Counter staff will then help people of diverse race call up TELIS for the required interpretation service, as appropriate.

Leaflet in other languages

- The leaflet on “Dos and Don’ts for Handling Dogs in Public Places” (Chinese, English, Tagalog, Indonesian and Thai) is available for downloading at the website (https://www.pets.gov.hk/english/publications_and_downloads/leaflets-and-booklets.html). It is also available at animal management centres / inoculation centres and the Reception Counter while stock lasts.

Clients’ feedback / suggestions and training for staff

- Feedback / Suggestions for improvement of the services at the Reception Counter of 5/F, CSWGO from people of diverse race will be recorded and considered.
- Training and experience sharing sessions are being arranged for the relevant staff to enhance their awareness of, and sensitivity to, racial equality. The relevant staff are encouraged to join courses on anti-discrimination ordinances and training on equal opportunities for employees.

Assessment of
Future Work

- Feedback / suggestions from people of diverse race will be collected and considered to ascertain whether further enhancements to the services at the Reception Counter of 5/F, CSWGO should be made where necessary and appropriate.
- Staff feedback / suggestions will also be collected for review and continuous improvement of the services provided at the Reception Counter of 5/F, CSWGO.

- When producing new leaflets in future, AFCD will assess the demand / needs for making available the leaflets in other languages for uploading onto the relevant website(s) and / or distribution as and when necessary.

Additional
Measures
Taken/To Be
Taken

- AFCD will continue to keep in view the needs of people of diverse race and put in place necessary measures to ensure services at the Reception Counter of 5/F, CSWGO are provided to all members of the public equally, regardless of their racial background.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Dennis WONG, Assistant Secretary (General) 1 via the following channels –

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