

Existing and planned measures
On the promotion of racial equality
Leisure and Cultural Services Department

The Leisure and Cultural Services Department (LCSD) is committed to providing quality leisure and cultural services commensurate with Hong Kong's development as a world-class city and events capital. We attach great importance to ensuring equal access to our services by all members of the public, regardless of their racial background.

Services
Concerned

- The public can book recreation and sports facilities and enroll recreation and sports programmes at booking counters, buy tickets of cultural events at box offices and hire facilities at our sports and cultural venues as well as District Leisure Services Offices. These services will be delivered in both Chinese and English.
- The public can also make enquiries and lodge complaints relating to our services, in either Chinese or English, at the enquiry counters (for cultural venues)/ booking counters (for leisure venues) of our venues and District Leisure Services Offices.
- Information about our services and facilities on LCSD's website is available in both Chinese and English. Written materials including publicity materials and programme information are also available in Chinese and English.

Existing
Measures

- Interpretation service will be arranged where necessary and appropriate through Centre for Harmony and Enhancement of Ethnic

Minority Residents (CHEER). CHEER provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese.

- Notices have been put up at the enquiry counters (for cultural venues)/booking counters (for leisure venues) of our venues and District Leisure Services Offices to inform people of diverse race of the availability of language services. Communication aid such as language identification card is available to assist our staff in providing appropriate language service.

Assessment of
Future Work

- A template has been devised for frontline staff to record their experience and observations on our provision of language services for review and further enhancement.
- Feedback/Suggestions from the public including people of diverse race will be recorded and considered to see if further enhancements can be made where necessary and appropriate.

Additional
Measures
Taken/ to be
Taken

- Consideration is given to translate written materials of great public interest, as well as their e-versions, into other languages in addition to Chinese and English. LCSD has translated the water safety advice into seven languages, namely Hindi, Bahasa Indonesia, Nepali, Urdu, Tagalog, Thai and Vietnamese, which has been uploaded to the LCSD's website.

- LCSD will liaise with the Equal Opportunities Commission, the Civil Service College and other relevant non-government organisations to provide suitable training for staff with a view to ensuring their full understanding of the Department's measures to ensure equal access to our services by all members of the public, irrespective of their racial background.

For enquiries concerning the existing and planned measures on the promotion of racial equality in LCSD, please contact Miss Amanda So, Executive Officer (General)3 –

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Leisure and Cultural Services Department

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