

Existing and planned measures on the promotion of racial equality

Development Bureau (Works Branch)

Development Bureau (Works Branch) (DEVB(WB)) attaches great importance to enabling all members of the public, including people of diverse race to have access to the government information and services provided by the Bureau. Measures to promote racial equality and equal access to our community services for people of diverse race are in place.

A. Public Enquiry Service

Services Concerned	<ul style="list-style-type: none">• The public can obtain information about DEVB(WB) via telephone enquiry, email and request made under Code on Access to Information. To ensure that the public enquiry service can be easily accessible by the public irrespective of their racial background, measures have been taken to overcome the language barrier in the provision of the service.
Existing Measures	<ul style="list-style-type: none">• Interpretation service will be arranged where necessary and appropriate.
Assessment of Future Work	<ul style="list-style-type: none">• Feedback on the effectiveness of the interpretation service will be collected from the public, including people of diverse race for review and improvement.

B. Venue Management

i. For Cattle Depot

Services Concerned	<ul style="list-style-type: none">• Opening of the Cattle Depot Artist Village (the Village) to the public for enjoyment of the historical site and organising activities.
Existing Measures	<ul style="list-style-type: none">• The Village is open to all members of the public and application for lease of the site is open to all art groups irrespective of their racial background. Bilingual notices in Chinese and English are available at the Village.

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| Assessment of Future Work | <ul style="list-style-type: none"> ● Feedback from the public, including people of diverse race on our services will be reviewed for making improvements wherever necessary. |
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ii. For venues of the Antiquities and Monuments Office (AMO)

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| Services Concerned | <ul style="list-style-type: none"> ● Opening of AMO's venues to the public for enjoyment of the historical sites. |
| Existing Measures | <ul style="list-style-type: none"> ● AMO's venues are open to all members of the public irrespective of their racial background. Bilingual notices in Chinese and English are available at all venues. |
| Assessment of Future Work | <ul style="list-style-type: none"> ● Feedback from the public, including people of diverse race on our services will be reviewed for making improvements wherever necessary. |

iii. Energizing Kowloon East Office (EKEO)

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| Services Concerned | <ul style="list-style-type: none"> ● Regular guided tours to the EKEO are organised for organisations and members of the public to provide briefings on the transformation of Kowloon East into the second core business district and the smart city initiatives in Kowloon East. |
| Existing Measures | <ul style="list-style-type: none"> ● Any interested organisations and members of the public irrespective of racial background are welcomed to register for the guided tours. ● Guided tours are conducted in two official languages, i.e. Chinese and/or English as appropriate to suit the needs of the visitors. ● Leaflets, booklets and pamphlets for distribution to visitors are available in both Chinese and English. Informative panels at EKEO are also in both Chinese and English. |
| Assessment of Future Work | <ul style="list-style-type: none"> ● The existing measures will continue and will be reviewed as necessary. |

iv. Fly the Flyover Operation overseen by EKEO

Services Concerned	<ul style="list-style-type: none">● To provide venues to the public for creative, arts and cultural, and related uses on three sites beneath Kwun Tong Bypass. The sites are currently managed and operated by a non-profit making organization (HKALPS) under the Fly the Flyover Operation.
Existing Measures	<ul style="list-style-type: none">● Use of the three sites is open to applications for all organisations and individuals irrespective of racial background. They can book facilities for holding events or activities relating to the abovementioned uses. To promote individual discovery and social inclusion in the community, the public including disadvantaged groups and people of diverse race are welcomed to participate in the programmes organised by HKALPS and/or other organisations.
Assessment of Future Work	<ul style="list-style-type: none">● The existing measures will continue and will be reviewed as necessary.

C. Training for Staff

Services Concerned	<ul style="list-style-type: none">● To enhance Frontline staff's awareness of racial sensitivity and their understanding of the Race Discrimination Ordinance.
Existing Measures	<ul style="list-style-type: none">● DEVB(WB) will continue to work with the Equal Opportunities Commission, the Constitutional and Mainland Affairs Bureau, the Civil Service Training and Development Institute or relevant non-governmental organisations to provide training for frontline staff.
Assessment of Future Work	<ul style="list-style-type: none">● Staff feedback will be obtained with a view to enriching the contents of the circulation materials.

D. Enquiries

For enquiries, please contact –

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