

**Existing and planned measures
on the promotion of equality for people of diverse race**

Correctional Services Department

Correctional Service Department (CSD) is committed to promoting racial equality. All persons in custody (PICs) receive the same treatment irrespective of their nationality or ethnicity. Measures provided by CSD to support PICs of diverse race are set out below.

A. Measures to support persons in custody

Existing
Measures

- A copy of Prisoner Information Booklets, printed in 27 languages (i.e. 28 versions including traditional and simplified Chinese) is issued to PICs upon admission to help them understand their rights and the general conditions and requirements of correctional institutions.
- CSD will provide interpretation services for PICs of diverse race when necessary. When they feel aggrieved at treatments in the correctional institutions or have any complaints about their rights, interpretation services will be arranged upon request to ensure their equal right to make enquiries or lodge complaints.
- CSD utilizes mobile tablet devices with text-based translation function (capable of translating 62 languages) to facilitate the communication between frontline staff and PICs of other nationalities instantly.
- CSD has made the “Multilingual Phrasebook for Emergencies” published by the Home Affairs Bureau available at all in-centre hospitals in correctional institutions for use by PICs when needed.
- CSD provides books in languages other than Chinese and English in the libraries of correctional institutions for PICs.
- CSD offers Cantonese learning classes and Cantonese self-learning kits to PICs of diverse race to enhance their ability to speak and understand Cantonese and assist them to adapt to the institutional life.
- CSD receives Consular Officers of different countries

and participates in their sharing activities to enhance liaison and communication which can be conducive to solving problems of PICs arising from communication barriers and cultural differences.

- CSD respects the religious freedom of PICs of diverse race. Various services including visits, education, counselling and religious worship are provided by chaplains and different religious organizations. The Department will consult respective Consulates on the religious practices of PICs of diverse race when necessary.
- CSD collaborates with non-governmental organizations to provide various hobby classes to assist the rehabilitation of PICs of diverse race.
- CSD provides a DVD with narrations in 10 different languages to be broadcasted to newly admitted PICs during Induction Programme to help them understand the institutional life.
- CSD employs retired officers as Institution Liaison Officers under Post-retirement Service Contract to handle enquiries and complaints by PICs of other nationalities. To maintain the order and discipline in penal institutions, Institution Liaison Officers will help resolve misunderstanding and disputes during incarceration by holding face-to-face meetings with PICs of other nationalities to answer and handle their enquiries and complaints.

Assessment of
Future Work

- CSD will regularly assess and review the policy/ measures and their implementation for PICs of diverse race for further enhancement.
- CSD will collect data on service users for the purpose of advancing equality of opportunity.

B. Training to staff

Existing
Measures

- CSD has prepared the “Guidelines on promoting racial equality” and “Policy Statement on racial equality” in accordance with the Race Discrimination Ordinance for compliance by staff.

- CSD uploads relevant information on racial equality to the Knowledge Management System (a knowledge sharing platform on the departmental intranet) regularly for staff's reference.
 - CSD provides staff with training on diverse race languages including Nepali, Urdu, Vietnamese, Indonesian, Punjabi and Spanish from time to time.
 - CSD has incorporated training on racial equality into the recruit and in-house training programmes for staff. Consulates of different countries are invited to conduct training on cultural awareness for staff from time to time.
- Assessment of Future Work
- CSD will regularly assess and review its training policy to arrange suitable training courses for staff to improve their knowledge on racial equality.

Public enquiries/complaints

For public enquiries and complaints, please contact Chief Officer (Management Services) at 2582 6025 and Chief Officer (Complaints Investigation Unit) at 2151 4499 respectively.

**Correctional Services Department
April 2020**