

Existing and planned measures on the promotion of racial equality

The Treasury

The Treasury is mainly responsible for central accounting, collections and payments for the Government; payment of civil service salaries, allowances, benefits and pensions; accounting and financial management services to government bureaux and departments; and fund management.

The Treasury is committed to providing quality services and ensuring equal access to the services by the public, regardless of their cultural and linguistic diversity due to different races. Measures taken/to be taken by the Treasury to promote racial equality are set out below.

Services
Concerned

- The Treasury provides accounting and financial management services in the Government which include relevant general enquiry service to members of the public as well as pensions enquiry service to pensioners and related persons.

Existing
Measures

- The Treasury uses Chinese and/or English in the provision of its services. Application forms for the public are provided in Chinese and/or English. The information on the departmental website is in both Chinese and English.
- Language identification card prepared by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) is available at the public service counters of the Treasury to facilitate communication with service users of diverse race who are not able to communicate effectively in spoken or written Chinese or English.
- For telephone or walk-in enquiries from service users of diverse race, 3-way voice conference interpretation service of CHEER will be engaged where necessary and appropriate.

	<ul style="list-style-type: none"> ● For written enquiries from service users of diverse race, translation service will be arranged where necessary and appropriate. ● In-house procedures of providing language services have been provided to front-line staff to enhance their awareness of the language and interpretation services available for service users of diverse race.
Additional Measures Taken/To be taken	<ul style="list-style-type: none"> ● In-house training has been provided to staff and will continue to be provided to enhance staff's sensitivity and understanding of racial equality in the provision of services. ● Staff will continue to be encouraged to attend training on racial sensitivity and culture diversity. ● The Treasury has participated in the Internship Programme for NEC University Students since summer 2020 to enable young NECs to gain work experience and strengthen their competitiveness in job seeking. In future, the Treasury will continue to participate in the Programme.
Assessment of Future Work	<ul style="list-style-type: none"> ● Feedback/suggestions from service users of diverse race and staff are collected for continuous improvement of the service. ● Data and statistics on the use of services by service users of diverse race are collected to facilitate assessment of policies and measures.
Monitoring of Effectiveness and User Feedback	<ul style="list-style-type: none"> ● Effectiveness of the measures on the promotion of racial equality and user feedbacks will be closely monitored. ● Feedback/suggestions from service users of diverse race and staff will be reviewed and further enhancements will be incorporated where necessary and appropriate. ● Periodic review of the procedures of providing language services will be conducted for updating and refining where necessary.

Enquiries/ Complaints

For enquiries concerning the existing and additional measures on the promotion of racial equality in the Treasury, please contact Mr. Sam LIU, Assistant Departmental Secretary (Building Management), via the following channels –

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