

## **Existing and planned measures on the promotion of racial equality**

### **Civil Aviation Department**

The Civil Aviation Department (CAD) is committed to a safe, efficient and sustainable air transport system. CAD strives to provide quality services and ensure equal access to our services by all members of the public, regardless of their ethnic background.

#### **Services Concerned**

- The CAD processes online, postal and in-person applications for refund of Air Passenger Departure Tax (APDT). CAD also handles aircraft noise complaints and enquiries.

#### **Existing Measures**

- The CAD uses the two official languages of Hong Kong (i.e. Chinese and English) in the provision of its services. A dedicated page has been created on the CAD website to provide selected essential information of the CAD website in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese.
- Interpretation and translation service will be arranged where necessary and appropriate. Staff may engage language service providers such as the 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. This service is introduced to people of different races via the CAD website and posters at CAD's service counters.
- To increase government job opportunities for Non-ethnic Chinese (NEC), the entry requirement relating to Chinese language proficiency for the Assistant Operations Officer

(Aviation Administration) and Operations Officer (Aviation Administration) ranks has been lowered since 2018.

Assessment of  
Future Work

- The CAD will review its services from time to time, taking into consideration feedback and suggestions from the public and staff so as to further enhance its services to meet the needs of people of diverse race.

Additional  
Measures  
Taken/To Be  
Taken

- The CAD will continue to update essential information of the CAD website in other languages.
- The CAD has participated in the internship programme for NEC students since 2022 to help young NEC gain work experience and enhance their competitiveness for employment.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Ms. Rapheal WONG, Deputy Departmental Secretary (General) via the following channels -

Telephone no. : 2910 6340  
Fax no. : 2910 6351  
Email : [enquiry@cad.gov.hk](mailto:enquiry@cad.gov.hk)  
Postal Address : 5/F, Office building, Civil Aviation Department  
Headquarters, 1 Tung Fai Road, Hong Kong  
International Airport, Lantau

**Civil Aviation Department**  
**July 2025**