

## **Facilitation Measures for Electors with Special Needs**

### **(A) Electors with mobility difficulties**

1. Over 90% of the polling stations are accessible to electors with mobility difficulties or who are wheelchair users.
2. Telephone number of the polling station is posted near the ramp leading to the station. If necessary, electors with mobility difficulties can contact the polling staff for assistance.
3. Through the polling station location map sent together with the poll card to electors, the Registration and Electoral Office (“REO”) will advise whether the allocated polling station is accessible to electors with mobility difficulties or who are wheelchair users. If electors find it difficult to access the allocated polling station due to disability, they may apply to the REO at least five days before the polling day for re-allocation to a special polling station set up in an accessible venue.
4. Where circumstances permit, the REO will try to arrange Rehabus service to transport electors with disabilities to and from polling stations.
5. All accessible polling stations are equipped with enlarged voting compartments with lower polling tables.
6. If necessary, electors can seek help from the Presiding Officer to mark the ballot paper on their behalf according to their choice inside a voting compartment with a polling officer serving as a witness.

### **(B) Electors with Visual impairment:**

1. The election website has incorporated accessible designs. Most of the information or documents on the website are convenient for browsing by persons with visual impairment with the aid of screen reading software.
2. Encourage candidates to provide a text version of their “Introduction to Candidates” for uploading onto the election website to facilitate persons with visual impairment to read the relevant information online using assistive software.
3. Appeal to electors with visual impairment to provide their email addresses to enable the REO to email soft copy of electoral information to them.
4. The number of the enquiry hotline (2891 1001) is read out in radio Announcements in the Public Interest (“APIs”) and TV APIs to facilitate

persons with visual impairment to obtain information relating to electoral arrangements.

5. A web accessible version of the TV APIs is available on the election website to facilitate electors.
6. Electors with visual impairment can call the dedicated telephone line 2893 3762 provided for them by the REO. The operator would read the information on the Introduction to Candidates to them and provide other electoral information.
7. A Braille list of candidates with the candidate numbers, candidates' names and the names of prescribed bodies is available at polling stations to facilitate reading by electors with visual impairment of the relevant information.
8. Braille templates are available at polling stations to facilitate electors with visual impairment to mark the ballot papers themselves.
9. If necessary, electors can seek help from the Presiding Officer to mark the ballot paper on their behalf according to their choice inside a voting compartment with a polling officer serving as a witness.
10. Electors with visual impairment may bring along their guide dogs into the polling stations.

**(C) Electors with hearing impairment**

1. Sign language interpretation and subtitles are included in all election-related TV APIs. A web accessible version of the TV APIs is available on the election website to facilitate electors.
2. All polling stations provide a pictorial voting aid to assist electors with hearing impairment to understand the voting procedures. The aid is uploaded onto the election website for electors' reference before the poll.

**(D) Ethnic minority electors and electors in need**

1. Electoral information in 6 ethnic minority languages (Bahasa Indonesia, Nepali, Thai, Hindi, Tagalog and Urdu) is available on the election website and the homepage of the Home Affairs Department's Race Relations Unit.
2. Electoral information in Punjabi, Japanese and Korean is also available on the election website.
3. Information on the election is broadcast in ethnic minority languages on radio.
4. Polling stations are equipped with a Language Assistance Folder.

5. Collaborate with the Centre for Harmony and Enhancement of Ethnic Minority Residents (commonly known as “CHEER”) to provide free interpretation service in the aforesaid 7 ethnic minority languages, through the REO’s dedicated telephone line, to help electors of ethnic minorities understand the voting procedures and to facilitate their making of enquiries on election-related matters during the two weeks prior to and leading up to the polling day.
6. Posters on nomination period and polling day as well as electoral information in the aforesaid 7 ethnic minority languages are posted in 6 support centres for the ethnic minorities.