

# Tainan City Ethnic Mainstreaming Policy Implementation Guidelines

Promulgated by Order Fu-Zu-Zong-Zi No. 1060896214 of the Tainan City Government on August 31, 2017

## 1. Foreword

uted by these ethnic groups are unique characteristics of Taiwanese culture and treasures shared by all Taiwanese. Along with the rapid development of society, politics and economy, there have been significant incrTaiwan is a society comprised of multiple ethnic groups. The cultural diversity and abundance contribeases in populations of ethnic groups and new immigrants. Nonetheless, the disadvantaged and minority ethnic groups, such as indigenous peoples, remain objectified and most of the rights thereof and related issues overlooked or ignored by mainstream society. In order to meet the growing focus on ethnic recognition and to progressively foster the subjectivity and autonomy of ethnic groups, ethnic policies with far-reaching scope and vision are needed to ensure harmonious inter-ethnic relations and to create a society of diversity, equality and justice.

Ethnic mainstreaming is one of the core values of a constitutional democracy. The ethnic policy of Tainan City Government (hereinafter referred to as City Government) aims to respect diversity and to demonstrate Tainan's rich ethnic culture and heritage, thereby proving itself as a "cultural capital." The purpose of the City Government's promotion of the "Tainan City Ethnic Mainstreaming" policy is to implement the constitutionally guaranteed right to equality; to put into practice the spirit of protecting human rights as codified in two international covenants on human rights; to recognize the universal value of human rights; and to

# 臺南市推動族群主流化政策實施綱領

臺南市政府 106 年 8 月 31 日  
府族綜字第 1060896214 號函頒

## 1. 前言

臺灣是多元族群共居的社會，各族群之文化多樣性與豐富性，為臺灣獨有的特色與全民珍貴的資產。隨著社會政治經濟快速變遷發展，各族群及新移民人數遽增，弱勢及少數族群如原住民族仍被視為客體，其族群權益及議題，多未進入社會之主流。為順應族群認同的崛起，並逐步建構族群之主體性及其自主性，爰亟需創建具前瞻之族群政策，調和族群關係，建構多元平等正義的社會。

族群主流化是多元憲政民主核心價值，尊重多元是臺南市政府(以下稱本府)族群政策，也是體現本市「文化首都」豐富的族群底蘊。本府推展「臺南市族群主流化」之政策，係為實踐憲法平等權及兩公約保障人權的精神，彰顯人權普世價值，促進族群和諧發展。在政策上消弭族群歧視、促進族群平等，建構對弱勢及少數族群的友善體制，打造臺南為族群友善的國際城市。

encourage the harmonious development of ethnic groups. Through this policy, the government aims to eliminate ethnic discrimination, promote ethnic equality, and to establish a system friendly to the disadvantaged and minority ethnic groups, thereby putting Tainan on the path to becoming an international city friendly to all ethnic groups.

With a view to recognizing and respecting the developments of ethnic groups and the ethnic cultural enrichment brought about during the implementation of policies and procedures, the City Government and its agencies are expected to be able to develop ethnic mainstreaming thinking and sensitivity to ethnicity, to respect cultural differences and subjectivity, and to secure the equality of each ethnic group and its member in all aspects. Furthermore, by means of positive communication, mutual recognition, understanding and appreciation, and cooperation to create new mainstreams, inter-ethnic relations of tolerance, harmony and prosperity can be achieved.

Policy concepts and implementation guidelines follow the mode of practice adopted by gender mainstreaming, and policy content focuses on “ethnic issue mainstreaming” and “ethnic entity mainstreaming.” The strategies of policy direction are oriented to the characteristics of ethnic structure in Tainan City and the target groups of the policy in order to foster ethnic friendly spaces and environments. For aspects of political and economic participation, social and cultural development, and the establishment of cross-ethnic mainstreaming culture, support systems featuring policy and resources shall be set up for disadvantaged groups, such as the Hakka, the Siraya and other indigenous peoples and minority groups, such as new immigrants, thereby allowing them to become actors in the city’s cultural and public governance.

為肯定並尊重各族群發展、豐富本市在地族群文化，本府及所屬各機關在推動政策之各項施政作為及流程中，均能建立族群主流化思維及族群敏感度，並尊重文化差異及其主體性，以全方位保障各族群及其成員之平等，進而得以良性交流、相互肯認、理解與欣賞、共同建構新主流，形成族群包容、和諧共榮的積極族群關係。

本政策實施綱領之政策概念與架構係借鏡性別主流化之實務模式，並以「族群議題主流化」及「族群實體主流化」作為政策之實施內涵。在政策方針之策略面，係以本市在地族群結構特質及其服務對象為導向，發展友善的族群空間環境，並針對在地弱勢之西拉雅、原住民族與客家族群，及新移民等少數族群，在政治與經濟參與、社會與文化發展、跨族群主流文化之建構等面向，均能建立政策面與資源面的支持體系，成為本市文化治理與公共治理中積極的主體。

## 2. Policy Definition

The ethnic policy and ethnic mainstreaming policy referred to in the guidelines shall be defined as follows:

- (1) Ethnic policy: To respect diversity, a well-rounded ethnic policy shall include policies, projects, measures and proposals for the cultural recognition, perseverance, inheritance and development of the disadvantaged and minority ethnic groups and for the fostering of harmonious ethnic relations.
- (2) Ethnic mainstreaming: For the purposes of developing subjectivities of ethnic groups, respecting cultural differences, and protecting rights, the government shall possess ethnic sensitivity during its development, resolution and implementation of policy; shall avoid solely adopting the values of the majority or mainstreaming groups in establishing standards, resulting in oppression or injustice against other ethnic groups; and shall promote and implement in policy the essences of “ethnic issue mainstreaming” and “ethnic entity mainstreaming” to achieve the further goals of fostering equal and fair interactions and exchanges between ethnic groups, and cooperation in building new cross-ethnic mainstreams.
- (3) Ethnic issue mainstreaming: To respect the harmonious development of ethnic groups, the city government’s agencies shall elevate the importance of marginalized ethnic issues to that of mainstream issues and foster sensitivity to ethnicity in every policy and its process of implementation thereof. Meanwhile, in aspects of regulations, policies, plans, services, measures, implementation, and results, the agencies shall incorporate awareness of ethnic differences and discover correlations between needs and

## 2. 政策定義

本綱領所謂族群政策與族群主流化政策之定義如下：

- (1) 族群政策：為尊重多元，完善族群政策，凡在政策上針對個別弱勢、少數族群之文化認同、保存、延續與發展，及建構良好族群關係之政策、計畫、措施、方案等，均屬之。
- (2) 族群主流化：為建構各族群之主體性，尊重其文化差異，維護其權利，政府在政策之形成、決策、執行等施政作為，應具族群敏感度，避免以多數或優勢主流族群之單一價值觀為建制標準，造成對其他族群之壓抑或不公，並以「族群議題主流化」及「族群實體主流化」之內涵，在政策中落實推展，進而追求族群之對等互動、交流，共同參與建構跨族群之新主流。
- (3) 族群議題主流化：為尊重族群和諧發展，本市府全體部門之完整政策與施政過程中，將原先邊緣性之族群議題提升為主流議題，建立族群敏感度，而從法規、政策、計畫、業務、措施、執行及其成果等面向，均納入族群差別意識、發掘其族群需求特質之關聯性，使整體施政均能體現多元文化主義精神。

characteristics of each group to demonstrate a spirit of multiculturalism in overall implementation.

- (4) Ethnic entity mainstreaming: With a view to establishing the dignity and autonomy of ethnic groups, preventing and redressing the marginalization of minority ethnic groups and helping them to achieve an equal ethnic status with the majority or advantaged groups, the government shall avoid discrimination in policy, uphold ethnic equality, and build support systems for every resource with the goal of a “disadvantaged first” mode, engaging all groups in establishing mainstream values.
- (4) 族群實體主流化：為建立族群之尊嚴與其自主性，避免少數族群被邊緣化並去其邊緣化，增進其族群地位與多數或優勢族群之間的平等，在政策上應避免歧視，促進族群平等，並朝「弱勢優先」之友善模式，建置各資源面向之支持體系，共同建構社會主流價值。

### 3. Policy Mechanism Design

### 3. 政策機制設計

- (1) To effectively promote and implement the city’s ethnic mainstreaming policy and demonstrate integrity of cross-agency coordination and supervision, the government shall establish the Ethnic Mainstreaming Policy Promotion Committee of Tainan City (hereinafter referred to as Ethnic Promotion Committee), which shall be in charge of the highest levels of coordination, supervision, assessment, and examination of relevant policies, and shall approve annual, mid-term, or short-term ethnic mainstreaming policy directions and projects.
- (1) 為有效推動並落實本市族群主流化政策，發揮跨部門協調、監督之整體性，應設立「臺南市族群主流化政策推動會」（以下簡稱族推會），負責相關政策之最高協調、監督、考核、審查等工作，並通過年度或短中長程之本市族群主流化施政方針與計畫。
- (2) The Ethnic Promotion Committee shall consist of the Mayor as Commissioner and other members employed or appointed by the Mayor selected from: 1) chiefs of the City Government’s first-level agencies/units; 2) experts and representatives of ethnic groups.
- (2) 族推會以市長為召集人，其餘委員由市長就下列人員聘(派)之：1. 本府各一級機關(單位)首長(主管)。2. 專家與族群代表。
- (3) The Tainan City Government Ethnic Affairs Commission (hereinafter referred to as EAC) is the staff unit of the Ethnic
- (3) 臺南市政府民族事務委員會(以下簡稱民委會)為族推會之幕僚單位，負責整體

Promotion Committee in charge of drafting overall policy and regulations, compiling and supervising projects and reports submitted by agencies/units, and tracking, managing and coordinating overall projects and resolutions approved by the Ethnic Promotion Committee.

政策、法規之草擬，各機關(單位)所提計畫與報告之彙整、督導，族推會通過整體計畫及決議之追蹤管理與協調。

- (4) The City Government and the agencies shall submit annual reports on policy implementation and other affairs within their scopes of responsibility prior to and following the implementation of ethnic mainstreaming policies.
- (4) 本府及所屬各機關應提出之各該業務職掌範圍內族群主流化施政之前年度報告，及未來年度之計畫。
- (5) In accordance with principles approved by the Ethnic Promotion Committee, the City Government and its agencies shall set up Ethnic Mainstreaming Promotion Work Teams or other points of contact, which are responsible for receiving and mediating complaints from staff members concerning protection of individual's rights to ethnic equality, and for drafting, coordinating and supervising ethnic mainstreaming projects of each agency and unit.
- (5) 本府及所屬各機關應依族推會通過原則組成之任務編組「族群主流化推動工作小組」或聯絡人，除接受內部員工關於族群平等個人權益保障申訴、調解外，並負責各該單位、機關之族群主流化相關計畫研擬、協調、監督等事務。

#### 4. Policy Tools

#### 4. 政策工具

The City Government's agencies with regard to their responsibilities and duties, shall review or implement every part of the process, from policy formulation to execution, by utilizing or integrating the following ethnic mainstreaming policy tools:

本府所屬各機關視其主管事務或職掌性質，從政策制定到落實之每一環節進行檢視或實踐，分別或綜合運用以下族群主流化政策工具：

- (1) Ethnic group statistics and surveys:
- A. Conducting surveys and sampling on the population, society, and economy of target ethnic groups for further consideration; compiling statistics on inter-ethnic events and interactions within the policy's scope of responsibility.
- (1) 族群統計與調查：
- A. 對服務對象之族群人口、社會、經濟等項目，作統計與抽樣調查推估，及業務範圍族群互動事件之統計。

- B. Statistical and survey areas include the plight of various ethnic groups, ethnic group relations, and the structural cycle of the disadvantaged.
- B. 統計、調查之項目包括個別族群處境、族群關係現象、結構性的弱勢循環現象等。
- (2) Ethnic group analysis:
- (2) 族群分析：
- A. Based on the preceding statistical results, to analyze ethnic issues and issues of ethnic relations and put forward solutions.
- A. 根據前項統計調查數據，分析族群議題特質與族群關係議題，提出對策。
- B. To analyze and examine whether the disadvantaged or minority ethnic groups enjoy equal protection and whether ethnic relations are harmonic and sufficiently interactive.
- B. 分析檢視弱勢少數族群是否獲得平等保障，族群關係是否和諧且具積極交流性。
- (3) Ethnic group budgets
- (3) 族群預算：
- A. To ensure whether budgets and resources are distributed individually. If so, to make sure whether the distributions are reasonable and well-balanced.
- A. 掌握預算資源在服務對象之族群上，是否有個別分配情形，如有，是否合理而平衡。
- B. To ensure whether the distribution schemes of administrative resources contribute to the elevation of the status of the disadvantaged and minority groups, and improvements in inter-ethnic relations and cross-ethnic public spheres.
- B. 掌握業務資源在執行時，對提升弱勢少數地位、促進良好族群關係，及打造跨族群公共領域之分配方式。
- (4) Ethnic group impact assessment
- (4) 族群影響評估：
- A. Within the scope of policy and responsibility, to survey and assess the impact on ethnic status of policy and services and the impact on ethnic relations and cooperation in the mainstream establishment.
- A. 對於政策、業務範圍以進行調查評估，瞭解因政策或及業務所造成的族群地位影響，及對族群關係與共同建構主流之影響。
- B. To ensure possible future causes and developments of problems serve as a reference to alterations of policy and implementation schemes.
- B. 掌握問題成因及未來可能動態發展，據以作為政策或業務執行方式之調整依據。
- (5) Ethnic group consciousness empowerment
- (5) 族群意識培力：

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| <p>A. Agencies shall empower staff members with ethnic consciousness and provide, if necessary, target groups with empowerment services for building ethnic consciousness.</p>  | <p>A. 各機關應對員工進行族群意識培力，必要時提供服務對象族群意識培力服務。</p>  |
| <p>B. The empowerment includes an individual's consciousness of ethnic identity; consciousness of ethnic rights or ethnic injustices; knowledge of ethnic cultures; cognition, understanding, and reflection concerning other ethnic group's history, status and situation within the structure of society; and promotion of harmonious ethnic relations.</p> | <p>B. 培力內容包含個人本身族群認同意識、族群權利或傷痕意識、族群文化之涵養能力等，及對他族群歷史與現實結構中地位、處境之認知與理解能力、反省能力，及促進良好族群關係等。</p> |
| <p>(6) Administrative mechanisms for ethnic affairs</p>   |   |
| <p>A. The City Government shall establish ethnic mainstreaming mechanisms at the highest level, with functions to include instruction and promotion.</p>  | <p>(6) 族群行政機制：</p> <p>A. 應建立本市最高層級具指導與策進功能之族群主流化機制。</p>                                     |
| <p>B. Agencies shall set up Ethnic Mainstreaming Work Teams or points of contact in charge of the supervision, proposal, execution, and review of ethnic mainstreaming policies and the tasks of each agencies.</p>   | <p>B. 各機關應建立族群主流化工作小組或聯絡人，以擔任各該單位機關族群主流化政策、業務等之督導、研發、執行、檢討等任務。</p>                          |
| <p>(7) Citizen participation mechanisms</p>   |   |
| <p>A. In the process of its evaluation and review of ethnic mainstreaming policy, the City Government and its agencies shall establish consultation and participation mechanisms for target groups and relevant civic organizations.</p>  | <p>(7) 公民參與機制：</p> <p>A. 本府及所屬各機關在策定其族群主流化政策計畫等之評估檢討，應對服務對象族群及相關公民團體，建立諮詢與參與機制。</p>         |
| <p>B. With regard to ethnic issues, to build up "user-oriented" services and encourage civic organizations to participate and offer suggestions.</p>  | <p>B. 建立在族群議題上「使用者導向」之服務，鼓勵公民團體參與，提出建議。</p>   |

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| <p>(8) Outcome reports on ethnic policy</p> <p>A. The City Government and its agencies shall submit annual reports on ethnic mainstreaming no later than four months after the end of the year.</p> <p>B. The reports shall include utilizations of the preceding tools and results thereof, as well as review and reasons of outcomes and future directions for improvement.</p> <p>C. The CIP shall compile the reports and make preliminary evaluations and afterwards submit them to the Ethnic Promotion Committee for approval and release.</p> <p>D. To communicate with citizens through open information sharing; accept reviews and suggestions from the public to which the agencies shall compile and respond.</p> | <p>(8) 族群政策成果報告：</p> <p>A. 本府及所屬機關均應於年度結束四個月內提出其年度族群主流化工作報告。</p> <p>B. 報告內容應包括以上工具操作情形及結果之資訊揭露，檢討其成敗優劣與原因，指出未來改進之方向等。</p> <p>C. 由民委會彙整並初評後，提交族推會通過後公告之。</p> <p>D. 藉由公布開放資料與市民溝通，開放社會檢討與建議，應完成彙整與回應。</p> |
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## 5. Annual Report on Ethnic Policy

## 5. 族群主流化政策年度報告

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| <p>(1) The City Government and its agencies shall integrate into their policies annual, mid-term and long-term projects approved by the Ethnic Promotion Committee to promote and implement ethnic mainstreaming policy.</p> <p>(2) The City Government and its agencies shall submit outcome reports by the end of every April; an expert consultation mechanism shall be set up if necessary in the process of writing these reports.</p> <p>(3) The preceding reports shall be compiled as the Tainan Ethnic Mainstreaming Annual Report and submitted to the Ethnic Promotion Committee for approval and release.</p> | <p>(1) 本府及所屬機關應依族推會所通過之年度及中、長程計畫，納入其施政內容中，落實推動族群主流化政策。</p> <p>(2) 本府及所屬機關應於每年四月底前提出工作成果報告書，其撰擬過程必要時應建立外部專家諮詢機制。</p> <p>(3) 前項報告應彙整為本市族群主流化年度報告，提送族推會通過後公告之。</p> |
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- (4) The City Government may encourage and support civic organizations to give reviews, open forums and suggestion reports concerning the preceding reports for the reference of future policy development.
- (4) 本府得鼓勵並協助公民團體就前項報告，進行檢視、公開論壇，提出建議報告書，以做為未來施政之參考。

## 6. Policy Directions

Based on the responsibilities of each of the agencies, the strategic directions for the practical measures of the policy in its initial term shall be comprised of fifty-six policy guidelines in seven areas: forward-looking policy, people and land, education and culture, social development, economic development, urban development and public safety. These shall serve as references for preliminary planning and extended implementation in the future. In addition, with “characteristics of local ethnic structure” and “target groups and services” serving as a guide, the preliminary directions shall be defined as “precautions of implementation” with objectives including the development of an ethnicity-friendly environment, the establishment of support systems of policy and resources for disadvantaged groups, such as the Hakka, the Siraya, and other indigenous peoples, and minorities, such as new immigrants, providing them with appropriate services to meet their needs in areas of employment, the economy, welfare, health, medical services, nursing care, and education and thereby helping them to become actors in the city’s cultural and public governance. Furthermore, the accumulation of annual implementations is expected to contribute to a gradual expansion of major and minor items of practical strategic direction and work indicators.

- (1) Forward-looking policy (City Government, the staff unit, and subordinate agencies/units)
- A. Adopt viewpoints of ethnic differences during the process of

## 6. 政策方針

本政策具體行動措施策略方針，依各機關業務職掌為基礎，初期建立政策前瞻、人與土地、教育與文化、社會發展、經濟發展、都市發展及公共安全等七大領域，共五十六項施政方針，作為先期及未來擴展實施之參考依據。並以「在地族群結構特質」及「服務對象與業務工作」為導向，先期以「業務執行注意事項」為定位，發展族群友善空間環境，針對在地弱勢之西拉雅、原住民族與客家族群，及新移民等少數族群的需求，在就業、經濟、福利、健康、醫療、照顧、教育等多元面向，建立政策面與資源面的支持體系，提供妥適之施政服務，成為本市文化治理與公共治理中積極的主體，並逐年滾動累進，逐步擴充大項與子項等具體策略方針與工作指標。

- (1) 政策前瞻(府本部、幕僚單位及所屬各機關單位)
- A. 在政策形成或計畫決策過程中應能具備族

policy development and decision making.

- B. The composition of decision makers, internal task forces, and members of policy review or consultation mechanisms of the city's agencies and their overall rank and status shall take into consideration a proper proportion of ethnic diversity in accordance with the content of the services and responsibilities.
- C. Balancing ethnic groups' status in political participation and supporting minority groups' political participation.
- D. In the mechanisms of citizen participation in decision making, or mechanisms of policy feedback according to the principles of open government there shall be a balanced participation among different ethnic groups.
- E. On the basis of policy measures of ethnic mainstreaming there shall be mechanisms of relevant policy development and assessment for the purpose of realizing an active, equal, and multiethnic society, which is essential for the development of a city's 'soft power.'
- F. Promote local language systems, allowing native languages to return to the public sphere and knowledge domain; establish public environments and public service systems friendly to native languages.
- G. Supervise agencies tasked with the setting up of mechanisms of ethnic mainstreaming.

群差異觀點。

- B. 在市屬各機關之決策層成員、各種內部任務編組及政策審議或諮商機制成員，及整體公務員各職等、位階之構成，依業務性質應考慮到不同族群身分的適當平衡比例。
- C. 對於各族群參政地位之平衡、對弱勢族群參政之支持。
- D. 基於開放政府原則之公民參與決策機制或政策回饋機制，應有不同族群之平衡參與。
- E. 基於族群主流化的政策方法，應有相關政策研發、考核之機制，以達成積極平等與跨族群社會為本市發展的重要軟實力。
- F. 推動在地通行語制度，使在地母語得以重返公共領域與知識領域，並建立母語友善的公共場所與公共服務制度。
- G. 督導各級單位成立族群主流化機制。

- (2) People and Land (Civil Affairs Bureau, Land Administration Bureau, Bureau of Social Affairs, and Ethnic Affairs Commission)
- (2) 人與土地(民政局、地政局、社會局、民族事務委員會)
- A. Under the rule of law to provide as many opportunities of political participation for the disadvantaged and minority ethnic groups as possible.
- A. 在法律規範下儘可能提升較弱勢、少數族群之參政機會。
- B. District and village administrations shall attach great importance to the characteristics of local ethnic groups. As for ethnic groups in the form and scale of a community, consideration shall be taken with regard to the adjustment of administrative regions or recognition of the community's rights to autonomy in the view of securing cultural inheritance and development.
- B. 區里行政應重視當地族群特質，對傳統在地族群保持較完整社群狀態者，應考慮以行政區域之調整、或賦予一定的社群自治權利，以維繫其文化傳承與人文發展。
- C. With regard to religion, folk cultures, manners, life customs, and household management, the cultural subjectivity of local ethnic groups, as well as their history, memory and identity thereof shall be respected, the methods and mechanisms for statistical population analysis or population registration shall be gradually improved.
- C. 關於宗教、民俗文化、生命禮俗及戶政事務等，應尊重在地族群文化主體性，及各族群歷史記憶與認同，逐步完善族群人口之統計或登記方法與機制。
- D. Based of the principles of transitional justice, flexible policy tools to reinstate local ethnic groups' rights to their land shall be created, and differing concepts of land and land use shall be respected.
- D. 在轉型正義的原則下，建立彈性的政策工具，重建在地族群之土地權利，尊重不同族群的土地觀念與使用慣俗。
- E. Land planning and development projects and their implementation thereof shall consider their impact to connections within ethnic groups and respect special affections held by ethnic groups regarding the land,
- E. 土地之規劃、開發計畫，與其實施，應考慮對族群性維繫之衝擊，尊重族群的特殊土地情感，除有安全堪虞或違法，且取得同意

with the areas safety concerns and illegal acts to be excluded from such considerations; limitations on residence and forced relocation are prohibited without permission.

外，不得限制居住，強制遷居。

F. The selection of place and street names for naming or renaming shall respect the local ethnic group's memory; names may serve as symbol of glory and unification of ethnic groups.

F. 地名、街路名等應尊重在地族群記憶命名或正名，也可以相關之命名作為崇榮、團結各族群之象徵。

G. Establish individual-family mutual support systems for new immigrants (e.g. foreign spouses), with an eye to their adaptation to local society and the demonstration and participation of their language and culture in the family, school, or community domain, and other public spheres.

G. 建立新移民(如外籍配偶等)個人與家庭之雙向支持體系，兼顧新住民之本土社會適應，及其語言、文化特質於家庭、學校、社區及公共領域之展現及參與。

(3) Education and Culture (Education Bureau, Cultural Affairs Bureau, and Research, Development and Evaluation Commission)

(3) 教育與文化(教育局、文化局、研考會)

A. Education (including childcare), shall focus on the learner's needs and the reconstruction of cultural backgrounds and their recognition, including the ability to learn, recognize, utilize and participate in the ethnic group's language (native language) and native culture, ethnic viewpoints built in learning environments or other facilities, and language-specialized teachers.

A. 教育(含托育)應重視學習者的文化背景與認同之需求或重建，包括：對各族族語(母語)、母文化之學習、認識、操作、參與等能力；學習空間或軟硬體建立的族群觀點，及族語專職化師資。

B. During the period of early childhood and compulsory education, proactively cooperate with families and communities to foster students' ability to speak and use their native language fluently and establish local knowledge systems of each ethnic

B. 在幼教及國民教育階段，應積極與家庭、社區合作，培養學生流利使用母語之能力，並積極建立各族群在地知識體系，以豐富多元文化教育資源。

group with a view of enriching multicultural educational resources.

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| C. Family education and social education may have mechanisms customized for different ethnic groups.  | C. 家庭教育與社會教育能有「族群客制化」操作機制。   |
| D. Local ethnic groups shall develop instructional resources for their native language via step-by-step experimentation.  | D. 在地族群聚居地區應逐步實驗發展以母語作為教學語言。   |
| E. Promote cross-ethnic language learning, and the capability and literacy for cross-cultural understanding, appreciation, respect, and participation; place particular importance on the acquisition of intercultural competences in students from mainstreaming ethnic groups with respect to disadvantaged and minority cultures.  | E. 推展跨族群語言學習，及跨文化認知、欣賞、尊重及參與人文素養與能力，尤應重視主流族群學生對少數、弱勢族群文化之跨文化能力。                |
| F. The recognition and perseverance of cultural development, cultural activities, and cultural assets shall possess viewpoints from multiple ethnic groups and allow possibilities of cross-ethnicity and cross-culture in the process of utilization and interpretation in order to strengthen the cultural dignity of ethnic groups and enrich cultural diversity shared by citizens. | F. 文化發展、文化活動與文化資產之認定與維護，應有多族群觀點，在操作或詮釋上具有跨族群、跨文化的可能性，以提升各族群文化尊嚴，豐富本市市民共享的多元文化。 |
| G. Create opportunities or platforms for cultural workers of disadvantaged and minority ethnic groups to participate actively in the development and innovation of mainstreaming culture with their own cultural features; list “cross-ethnic cooperation in developing mainstreaming culture” as an important strategy for the innovative  | G. 建立少數、弱勢族群文化工作者得以其文化特質積極參與主流文化建構與創新之機會或平臺，以「跨族群共同建構主流文化」作為城市創新與文化發展重要策略。     |

and cultural development of the city.

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| H. Moderately oblige content or system platforms of national or regional mass media in the promotion of the city's ethnic cultural and artistic diversity.  | H. 對於全國性或地方性廣電傳播媒體之內容或系統平臺經營者，應適度規範其表達本市族群文化藝術多樣性之義務。                |
| I. Focus on the digital divides between ethnic groups and provide disadvantaged ethnic groups with sufficient support in the form of digital capability and resources; offer the disadvantaged easier digital delivery methods with regard to critical public service information.                        | I. 應重視族群間之數位落差，對弱勢族群提供更充分的數位能力與資源之支持體系；對於弱勢族群所需之公共服務資訊能提供更簡易的數位遞送方式。 |
| J. Support local ethnic cultural and artistic (music and dance) groups with relevant resources and reinforce their communication and exchange with mainstream society.  | J. 協助在地族群文藝(樂舞)團體及相關資源支持，加強與主流社會之交流。                                 |
| K. Hold forums on multi-ethnic cultures, restore truth of history, and encourage understanding, reconciliation and comprehension among ethnic groups.   | K. 辦理多元族群文化等相關論壇，還原歷史真象，促進族群理解、和解與了解。                                |
| (4) Social Development (Social Affairs Bureau, Labor Affairs Bureau, and Public Health Bureau)  | (4) 社會發展(社會局、勞工局、衛生局)  |
| A. Revitalize ethnic civic organizations, support minority groups in participating in the development of a third sector, offer consultations and empowerment for citizen organizations, and provide support and assistance to minority ethnic groups for organization registration and affairs promotion. | A. 振興族群公民團體，支持少數族群參與第三部門發展，輔導培力人民團體，提供支持協助少數族群依法完成團體立案及推展會務。         |
| B. With regard to social work and social  | B. 社會工作及社會福利   |

- welfare services, emphasize operations and resource delivery customized for different ethnic groups and empower volunteers to participate in services for ethnic groups.
- 服務，應重視族群差別性的客製化操作及資源遞送機制，培力志願志工，加入族群服務。
- C. Redress internal issues of the disadvantaged caused by ethnic traditions with effective strategies to create better communication and negotiation.
- C. 對於族群傳統造成的內部弱勢問題，應採有效策略，展開良性對話與協商。
- D. Respect ethnic cultural differences and engage the attention of cultural characteristics or distribution of regions of ethnic groups in the investment of disease control and health resources.
- D. 疾病管制與健康資源之投入，應重視各族群文化差異性，並注意其在族群文化特質或族群地域之分配。
- E. Health and medical workers shall equip themselves with a basic understanding of ethnic languages and cultures required by their service locations or receive relevant support and resources; this shall apply to childcare and nursing services as well.
- E. 健康、醫事工作者應具有服務場所所需之基本族群語言文化能力，或獲得相關之輔助資源。托育、照顧服務亦同。
- F. In terms of ethnic groups, establish proactive mechanisms countering individual or structural employment discrimination and, if necessary, establish active differential treatments, including employment and job position services and support for career development.
- F. 在族群層面，建立更積極主動的個案或結構性反就業歧視機制，必要時應建立積極性差別待遇，包括工作與職務之取得，及職涯發展之支持等服務。
- G. Assist minority groups in establishing labor cooperatives with the view of protecting communities and meeting employment needs.
- G. 協助弱勢族群成立勞動合作社，以兼顧族群群體之維護與就業之需求。
- H. Value the rights to health for the disadvantaged and minority ethnic groups; address uneven distribution
- H. 重視弱勢、少數族群之健康權，消弭福利與醫療照顧不均，保障弱勢

of welfare and medical care resources and protect the minority's right to health care.

- I. Promote service centers for new immigrant families and community service spots for new immigrants and provide integrated services and resource support networks, as well as strengthen the capability of new immigrants to adapt.

(5) Economic Development (Economic Development Bureau, Agriculture Bureau, Tourism and Travel Bureau, and Local Tax Bureau)

- A. Assist enterprises in developing a concept of multi-ethnic employment and integrating multiculturalism into enterprise culture.
- B. Establish mechanisms to support disadvantaged ethnic groups when starting up businesses, with particular support for the investment, skills and management of a micro-business startup.
- C. Encourage all ethnic groups to utilize their cultural foundation to cultivate ethnically-based cultural and creative industries or to encourage development and design of related products.
- D. Focus on the impact and influence of economic development on ethnic cultures and set up a well-balanced development model.
- E. Support local ethnic groups in establishing regional or community markets for small farmers and micro-companies that integrate practical and tourist considerations

的就醫權。

- I. 推動新住民家庭服務中心及新住民社區服務據點，提供整合性服務及資源支持網路服務方案，並提升新住民生活適應能力。

(5) 經濟發展(經濟發展局、農業局、觀光旅遊局、稅務局)

- A. 協助企業建立多族群雇用的積極觀念，將多元文化融入企業文化中。
- B. 建立弱勢族群的創業支持機制，尤其是微型創業的資金、技術、管理等輔助。
- C. 鼓勵各族群人士以其文化特質為基礎，育成族群文化創意產業之企業或鼓勵文創商品研發等事業。
- D. 重視經濟發展對族群文化之衝擊影響，建立平衡發展模式。
- E. 協助在地族群建立地域性或社區性的小農與微企業市場，結合實質功能及觀光附加價值，促進其內部經濟成

with a view to promote the economic growth of the community.

- F. Consider perspectives from traditions or cultural recognitions of local ethnic groups in the preservation, utilization, and development of natural resources; work to strike a balance between the traditional resources of ethnic groups and modern-day preservation.
- G. Highlight the cultural characteristics of local ethnic groups or develop cross-cultural characteristics in the organization, management, and services of agriculture and fishery organizations.
- H. Foster ethnic biology, ecology, eco-environment education and related applied knowledge; establish value chains and diet education in every upstream or downstream link of “ethnic agriculture,” and develop locally featured agricultural products.
- I. In the development of travel and tourism industry, establish “cultural travel” to serve as a window for cross-ethnic cultural participation and communication; avoid self-marginalization of local ethnic groups or stereotypes of minority groups, resulting in exploitation of cultural symbols.
- J. In terms of taxation administration, pay attention to the effectiveness of the delivery of tax related information to disadvantaged ethnic groups to prevent any form of inequality due to different ethnic lifestyles; pursuant to the relevant provisions, proactively provide support to the disadvantaged facing

長的目標。

- F. 自然資源保育與利用、開發，都應具有對在地族群傳統或文化認知之觀點；建立族群傳統資源與現代保育之平衡。
- G. 農、漁民團體的組織、管理、服務，應發揮在地族群文化特質，或建立跨文化特色。
- H. 發展民族生物、生態學、生態環境教育及相關應用知識；建立「族群農業」上下游相關之價值鏈及食養教育與在地農業特色產品之發展。
- I. 觀光事業發展應建立「文化旅遊」之內涵，成為跨族群文化參與對話之窗口，並避免在地族群之自我邊緣化，或對少數族群之刻板印象化，形成文化象徵上的剝削。
- J. 在稅務行政上，應注意對弱勢族群之稅務資訊遞送效率，避免因不同族群生活方式之不同而有不公平之情事，對因天災事變、不可抗力之事由或為經濟弱勢者，均依規定主動提供協助。

natural disasters, events of force majeure, or the financially disadvantaged.

- (6) Urban Development (Urban Development Bureau, Transportation Bureau, Public Works Bureau, Water Resources Bureau, and Environmental Protection Bureau)
- (6) 都市發展(都市發展局、交通局、工務局、水利局、環保局)
- A. When considering the effects of urban planning and development on citizens, attention should be paid to possible ethnic results to avoid negative impact on local ethnic cultures; utilize the cultural features of local ethnic groups as tangible and intangible resources for city development; establish ethnic-friendly public space and a city image reflective of local ethnic groups; regard the concept of a “multi-cultural city” as an essential strategy and goal for urban development.
- A. 都市規劃、發展之主體為市民，應重視其族群效果，避免對在地族群文化之衝擊，應將在地族群之文化特色作為城市發展之有形、無形資源，建置族群公共友善空間及在地族群城市意象，視「多元文化城市」為城市發展的重要策略與價值。
- B. Provide appropriate housing (e.g. social housing) for disadvantaged ethnic groups; if welcomed, design different living modes for ethnic clustering or mainstream assimilation; offer supportive networks for ethnic group connection to preserve and foster innovation of ethnic cultures in urban areas, protect urban indigenous peoples, and create urban indigenous communities.
- B. 應提供弱勢族群適當之住宅(如社會住宅等)以安居樂業，並尊重意願，設計族群聚居或融入主流的不同居住型態，協助族群聯繫之支持網絡，使族群文化在都會得以維繫並創新，保障都市原住民，營造都市部落共同體。
- C. Showcase the aesthetic perspectives of multi-ethnic cultures in urban landscapes that include parks and gardens, buildings and roads.
- C. 都市之景觀，包括城市園藝與建築、道路景觀應形成多族群文化之美學觀點。
- D. Understand the influence of transportation planning on ethnic areas and respond to their particular needs; make participation in
- D. 重視交通運輸規劃對於族群區位之影響，回應其特殊需求，方便其參與跨族群公共生

cross-ethnic public life convenient; provide disadvantaged ethnic groups with public transportation services characterized by convenience, affordability, and which are available in the local native language.

活，並提供弱勢族群便捷、平價、及在地族群區域族語播音等大眾運輸服務。

E. In water resource and construction planning, prevent the unbalanced distribution of water resource among ethnic groups, or the negative impact or destruction to landscapes, memories, and rights among the traditional natural resources of local ethnic groups. The design and construction of soil and water conservation works shall proactively utilize the traditional wisdom of ethnic groups and respect their memories of landscapes.

E. 水利規劃、工程建設應注意避免造成族群間水資源配置不均衡，或對在地族群地景、記憶、傳統自然資源權利造成衝擊、破壞。水土保持之設計、工法應積極應用族群傳統智慧，尊重地景記憶。

F. Consider the impact on scenic areas and actively work to present city's ethnic diversity during the construction of the city's public facilities; consider the effects of distribution to ethnic groups in the distribution of construction resources.

F. 城市公共設施建設，應重視其景觀衝擊，並積極表現本市族群文化之多樣性。建設資源之分配亦應重視族群分配效果。

G. Consider ethnic justice and environmental justice in the management of pollutants and disposals; refrain from locating undesirable facilities in regions where disadvantaged ethnic groups dwell.

G. 污染物、廢棄物之處理，應重視族群正義與環境正義，避免將鄰避設施設於弱勢族群地區。

(7) Public Safety (Police Bureau and Fire Bureau)

(7) 公共安全(警察局、消防局)

A. Eliminate presumed ethnic prejudices in the enforcement of public safety; proactively prevent ethnic discrimination and discrimination cycles. Law enforcement officers

A. 公共安全執法應排除預設立場的族群偏見，積極避免造成族群歧視及歧視循環。執法人員應有認識多族群

should equip themselves with a basic understanding of multi-ethnic cultures and a cross-cultural national literacy.

- B. In violent conflicts and crimes due to ethnic differences, seek assistance from experts in ethnic cultures or ethnic issues to prevent aggravation of a single case or mass incidents.
- C. In criminal cases, refrain from labeling any ethnic groups in particular.
- D. Take a more tolerant attitude towards rallies, protests and other public opinion expressions held by disadvantaged ethnic groups; be proactive in facilitating communication beforehand and enforce the law safely.
- E. Regarding the cultural activities or dwelling regions of ethnic groups, consider cultures, lifestyles, or living spaces when establishing warning measures for public safety services.

文化的基本能力及跨文化國民素養。

- B. 對於族群差異造成之衝突與犯罪案件，應尋求族群文化或族群議題專業人士之協助，並避免個案激化或群體性事件。
- C. 對於犯罪事件應避免將特定族群標籤化。
- D. 對弱勢族群之集會遊行等公共意見表達應採取更為寬容之度，積極進行事前溝通，並以安全服務之角度執法。
- E. 對於族群文化活動或聚居地區，應考慮其文化、生活方式或空間物質條件，建立公共安全服務之預警措施。

With respect to the seven areas and their directives as detailed above, initially the policy implementation precautions shall be positioned as guidelines. In addition to current implementation measures, agencies shall include rolling annual reviews and evaluation, add work indicators in various service development areas, and proactively create an operational model that gives the disadvantaged priority. Goals include fostering further communication, interaction, understanding, and appreciation between the disadvantaged and minority ethnic groups and the majority or mainstream groups; expanding the meaning of “multi-ethnicity” from simply a social

以上七大領域與方針，初期以業務執行注意事項為指導方針，各機關在既定業務執行方式之外，逐年滾動檢討評估，增加各業務發展面向之工作指標，在積極面以創造「弱勢優先」的工作模式，使弱勢、少數與多數或主流族群間，有更多的對話、交流、認識與欣賞，使「多族群」不僅是社會的現象，更是可共同開創新價值的夥伴關係，並維繫其語言、文化與認同，實現「多元文化國民素養」及「建構跨族群公共領域」等政策方針。

phenomenon to partnerships which allow cooperation in innovating values; connecting language, culture and identity; and realizing the policy guidelines of “national multi-cultural literacy” and “constructing cross-ethnic public spheres.”

By actively fostering the empowerment of social ethnic consciousness, combining public participation and putting forward plans; creating new services or projects with an eye on ethnic equality and the establishment of cross-ethnic public spheres; and developing a communication platform for the mainstreaming of multi-cultural values (e.g. cross-ethnicity, gender, sexuality, labor, and class), the harmonious development, co-existence and prosperity of multiple cultures can be achieved, and important steps taken to fulfilling the vision of a progressive city and a national institution in which all ethnic groups enjoy confidence, dignity, and equality.

積極推動社會族群意識培育，結合公民參與，提出方案，並創建促進族群平等與跨族群公共領域建構的新興業務或計畫，逐步接軌多元文化價值主流化(如跨族群、性別、性向、勞動、階級等)的對話平台，促進其和諧發展，朝多元文化共存共榮，建立族群自信、尊嚴、平等的進步城市與國家體制願景，大步向前。