

民政事務總署

香港灣仔軒尼詩道一百三十號
修頓中心 15 樓



Home Affairs Department

15/F, Southorn Centre,
130 Hennessy Road, Wan Chai,
Hong Kong.

本處檔號 *Our Ref.*: HAD HQ III/11/80/68

來函檔號 *Your Ref.*: CB2/HS/2/16

電話 *Tel.*: 2835 1526

傳真 *Fax.*: 2834 5466

4 May 2017

Ms Joanne MAK
Clerk to Subcommittee on Rights of Ethnic Minorities
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

Dear Ms Mak,

**Subcommittee on Rights of Ethnic Minorities
Submission from Hong Kong Unison Limited**

Thank you for your letter of 20 April 2017. We would like to provide the following information to the questions raised in the submission from Hong Kong Unison Limited -

Interpretation and translation services provided by CHEER Centre

CHEER Centre, one of the support service centres for ethnic minorities (EMs) operated by the Hong Kong Christian Service, deploys part of its grant from the Government to provide general interpretation and translation services between seven EM languages (including Hindi, Nepali, Punjabi, Urdu, Bahasa Indonesia, Tagalog and Thai) and English. Interpretation services are mainly provided over the phone. Depending on the availability of resources, on-site (escort) interpretation service and simultaneous interpretation service can also be arranged.

Public service providers (i.e. Government bureaux and departments and public organisations) are responsible to take suitable measures to ensure EMs' equal access to their services. They may use the interpretation and translation services provided by the CHEER Centre or choose any other service providers that meet their specific needs. They may also take other suitable measures, such as recruitment of EM service ambassadors, publication of leaflets in EM languages, etc. to facilitate EMs in using their services.

CHEER Centre currently provides interpretation and translation services between EM languages and English. Since the services have fulfilled the purpose of assisting the communication between EMs and the public service providers, the Centre has no plan to provide interpretation and translation services between EM languages and Cantonese additionally.

Usage of CHEER Centre's interpretation and translation services by public services and EM languages in 2014-15, 2015-16 and 2016-17 are set out at **Tables I and II** respectively.

After school tutorial classes provided by support service centres for EMs

Among a wide range of services, support service centres for EMs provides after school tutorial classes for primary and junior secondary EM students to assist them in their homework, especially Chinese and Mathematics. The tutorial classes are organised at different levels, each with around 12 students of different ethnicities and from different schools through open enrolment. There are three to five sessions of one and a half to two hours per week. Tutors are at least students at local tertiary institutions and they are assisted by one to two EM helpers in each class.

Details of the tutorial classes provided by the support service centres for EMs in the project year 2015-16 are set out at **Table III**.

Yours sincerely,



(KY CHENG)
for Director of Home Affairs

c.c. Secretary for Constitutional and Mainland Affairs
(Attn.: Miss Cathy LI, AS(CMA)5A)

Table I

**Usage of CHEER Centre's interpretation and translation services by public services
in 2014-15, 2015-16 and 2016-17**

Public services	Telephone Interpretation & Enquiry Service			On-site (Escort) Interpretation Service			Simultaneous Interpretation Service			Translation Service			On-Sight Interpretation Service ^{Note 1}		
	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Education Bureau	66	37	21	1	0	0	1	0	2	11	2	1	N.A.	N.A.	N.A.
Department of Health	55	95	84	428	507	595	0	0	0	4	2	0	N.A.	N.A.	N.A.
Hospital Authority	26	25	33	0	0	0	0	0	0	1	0	1	N.A.	N.A.	N.A.
Housing Department	442	390	394	0	7	5	1	0	0	3	3	2	N.A.	N.A.	N.A.
Leisure and Cultural Services Department	0	0	0	0	0	0	0	0	0	2	1	0	N.A.	N.A.	N.A.
Legal Aid Department	17	12	7	0	0	0	0	0	0	0	0	0	N.A.	N.A.	N.A.
Labour Department	126	226	311	2	12	13	0	0	1	6	12	16	N.A.	N.A.	N.A.
Social Welfare Department	373	381	399	39	9	22	0	0	0	2	1	4	N.A.	N.A.	N.A.
Hong Kong Police Force	53	91	122	0	0	0	0	0	0	0	0	2	N.A.	N.A.	N.A.
Immigration Department	20	37	43	0	0	0	0	0	0	0	0	0	N.A.	N.A.	N.A.
Other bureaux and departments	33	115	264	131	129	80	4	3	4	17	15	13	N.A.	N.A.	N.A.
Schools and institutions	52	49	63	5	4	14	0	0	0	0	1	1	N.A.	N.A.	N.A.
Private hospitals and clinics	0	2	0	0	0	0	0	0	0	0	0	0	N.A.	N.A.	N.A.
Others	1 404	1 746	2 252	15	33	47	11	23	30	25	29	15	237	233	241
Total	2 667	3 206	3 993	621	701	776	17	26	37	71	66	55	237	233	241

Note 1: EMs can bring along documents in English to CHEER Centre for on-sight interpretation service provided by interpreters. This service is applicable to individual EMs users only.

Table II

**Usage of CHEER Centre's interpretation and translation services by EM languages
in 2014-15, 2015-16 and 2016-17**

Year	Hindi	Nepali	Punjabi	Urdu	Bahasa Indonesia	Tagalog	Thai
2014-15	328	540	653	1 292	303	62	177
2015-16	301	556	462	1 575	444	157	271
2016-17	267	1 067	446	1 878	447	131	193

Table III

**Details of after school tutorial classes provided by support service centres for EMs
in project year 2015-16**

Centre/ Sub-centre	Reporting period	No. of tutorial classes	No. of sessions	No. of students
HOPE Centre	31 May 2015 to 30 May 2016	9	408	96
CHEER Centre	5 Sept 2015 to 4 Sept 2016	14	277	150
SHINE Centre	1 Aug 2015 to 31 Jul 2016	17	1 428	214
YLTH Centre	28 Jun 2015 to 27 Jun 2016	10	1 401	143
HOME Centre and Sub-centre	11 Dec 2015 to 10 Dec 2016	69	792	929
TOUCH Sub-centre	21 Dec 2015 to 20 Dec 2016	13	698	159
LINK Centre	30 Oct 2015 to 29 Oct 2016	31	372	366
Total		163	5 376	2 057