

立法會
Legislative Council

LC Paper No. CB(2)628/20-21(04)

Ref : CB2/PL/CA

Panel on Constitutional Affairs

**Updated background brief prepared by the Legislative Council Secretariat
for the meeting on 18 January 2021**

Administrative Guidelines on Promotion of Racial Equality

Purpose

This paper provides background information on the Administrative Guidelines on Promotion of Racial Equality ("the Administrative Guidelines"). It also summarizes the major concerns raised by the Panel on Constitutional Affairs ("the Panel") and the former Subcommittee on Rights of Ethnic Minorities ("the Subcommittee") on the subject.

Background

Administrative Guidelines on Promotion of Racial Equality

2. The Administration introduced the Administrative Guidelines in 2010 to provide general guidance to relevant bureaux and departments ("B/Ds") and public authorities to promote racial equality and ensure equal access to public services in the key areas concerned, and to take this into account in the formulation, implementation and review of relevant policies and measures. Under the Administrative Guidelines, relevant B/Ds and public authorities have drawn up checklists of measures that would assist in promoting racial equality and equal access to key public services to enhance the transparency of their work.¹ The Administrative Guidelines cover key public services which are particularly relevant to meeting the special needs of ethnic minorities ("EMs") and facilitating their integration into the community, namely, medical, education, vocational training, employment and major community services. The Constitutional and Mainland Affairs Bureau ("CMAB") is responsible for coordinating and maintaining an overview on the implementation of the Administrative Guidelines in the Government as a

¹ The checklists are uploaded onto the website of the Constitutional and Mainland Affairs Bureau and available in eight EM languages (http://www.cmab.gov.hk/en/issues/equal_agpre.htm).

whole, including monitoring implementation of the Administrative Guidelines, collecting relevant information and publicizing such information to the public. CMAB is also responsible for conducting review of the implementation of the Administrative Guidelines.

Revision to the Administrative Guidelines and the scope of application

3. When the Panel discussed the implementation of the Administrative Guidelines at its meeting on 20 April 2020, members were informed that the Administrative Guidelines had been revised. The key features of the revised Administrative Guidelines included two new guidance notes on language services and data collection on service users of diverse race;² compulsory diversity and inclusion training for front-line staff and new recruits; and use of terminologies that affirmed diversity and inclusion. In addition, with effect from April 2020, the scope of application of the Administrative Guidelines had been extended from 23 B/Ds and public authorities to all B/Ds as well as related organizations providing services to people of different races.

Members' deliberations

Effectiveness of the Administrative Guidelines

4. Some members queried the effectiveness of the Administrative Guidelines to promote racial equality on the grounds that the Administrative Guidelines were implemented on a voluntary basis only. These members considered that a high-level monitoring mechanism led by the Chief Secretary for Administration ("CS") should be set up to ensure compliance within the Government. Members requested the Administration to provide adequate resources for B/Ds to implement the Administrative Guidelines.

5. The Administration advised that under the Policy Committee led by CS, all relevant policy secretaries were aware of the need to implement the Administrative Guidelines. Relevant B/Ds and public authorities had the obligation to comply with the Administrative Guidelines even though it was not legally binding for them to do so. The Ombudsman was empowered to investigate maladministration cases of relevant B/Ds in relation to failure to apply the Administrative Guidelines within the confines of The Ombudsman Ordinance (Cap. 397). CMAB would also maintain an overview on the implementation of the Administrative Guidelines within the Government.

² The two new guidance notes are available at Annexes B and C to the Administrative Guidelines.

6. When the Subcommittee discussed the implementation and review³ of the Administrative Guidelines at its meeting on 23 January 2018, some members expressed concern that the adoption of the Administrative Guidelines was merely voluntary, and that the lack of a proper complaint and reporting mechanism as well as inadequate monitoring of compliance had undermined the effectiveness of the Administrative Guidelines in safeguarding EMs' equal access to public services. They urged the Administration to make compliance with the Administrative Guidelines mandatory, and to extend the scope of application of the Administrative Guidelines to cover all public authorities. The Subcommittee also passed a motion urging the Government to expeditiously amend the Race Discrimination Ordinance (Cap. 602) ("RDO") to extend its scope to cover all Government functions and powers so as to address the inadequacies of the Administrative Guidelines and help promote racial equality.

7. The Administration explained that CMAB and relevant authorities would continue to keep the Administrative Guidelines under regular review, especially in the context of how to enhance existing measures and introduce new measures that would promote racial equality. Moreover, RDO bound the Government and prohibited discriminatory acts and practices of the Government and other public authorities in all the areas prescribed in RDO, such as employment; education; the provision of goods, facilities or services; and the disposal or management of premises. The Hong Kong Bill of Rights Ordinance (Cap. 383) also prohibited the Government and public authorities from engaging in practices that would entail any discrimination on the ground of race.⁴

8. The Administration stressed that all B/Ds were required to comply with the Administrative Guidelines. Avenues were available to address complaints against relevant B/Ds and public authorities, including those relating to non-compliance with the Administrative Guidelines, through The Ombudsman, complaint channels in B/Ds, the Legislative Council ("LegCo") Redress System, etc. CMAB would also consider following up on serious cases of non-compliance by individual B/Ds if warranted.

³ The Administration embarked on a review on the implementation of the Administrative Guidelines in September 2017 in collaboration with various B/Ds. According to the Administration in January 2018, a number of B/Ds indicated that they had put in place new measures to assist EMs as set out in paragraph 12(a) to (e) of the Administration's paper [LC Paper No. CB(2)723/17-18(01)].

⁴ Please refer to Annex I to LC Paper No. CB(2)1019/17-18(01) for the Administration's detailed response to the relevant motion passed by the Subcommittee.

Implementation and previous review of the Administrative Guidelines

9. When the Panel discussed the outline of topics to be included in the third report of the Hong Kong Special Administrative Region under the International Convention on the Elimination of All Forms of Racial Discrimination at its meeting on 16 November 2015, some members urged the Administration to closely monitor the implementation of the Administrative Guidelines. The Administration advised that the implementation of the Administrative Guidelines had been smooth according to the feedback provided by relevant B/Ds.

10. During the deliberation of the Subcommittee on the implementation and review⁵ of the Administrative Guidelines, some members stressed the need for relevant B/Ds and public authorities to keep record of service users' race, which in their view would be useful for evaluating how far the needs of EMs under their respective policy areas were met. They also considered it necessary for relevant authorities to gauge the feedback of EMs and stakeholders concerned in order to seek continuous improvements to their services and the implementation of the Administrative Guidelines. The Subcommittee passed two motions urging the Government to set up a high-level commission on EMs and draw up guidelines on data collection for promoting racial equality. The Administration's responses to the two motions are in Annexes II and III to LC Paper No. CB(2)1019/17-18(01).

11. Members of the Subcommittee also expressed concern about whether relevant authorities had arranged interpretation services for EMs in accordance with the requirements of the Administrative Guidelines. In particular, members noted with concern the low usage rates of interpretation services by some government departments. The Administration was requested to explore the feasibility of providing interpretation services across relevant authorities centrally so as to better ensure the quality of the interpretation services.

12. The Administration advised that relevant authorities had all along been providing specific services, such as interpretation services, to meet the practical needs of EMs under their respective policy areas. Since the interpretation needs of EMs varied depending on what public services they sought, relevant authorities would consider the actual situation and adopt suitable procedures to provide interpretation services to EMs in need. Nevertheless, CMAB would coordinate with relevant authorities to see whether there was room for improvements in the provision of interpretation

⁵ See footnote 3 above.

services to EMs and explore the feasibility of drawing up standard guidelines and procedures for interpretation services. In this respect, CMAB had provided an additional allocation of \$3 million to the EM Unit of the Equal Opportunities Commission ("EOC") in 2017-2018. The EM Unit would embark on a series of initiatives for the purpose of promoting equal opportunities for EMs including the one on exploring the prospect of introducing accreditation for interpreters of EM languages.

13. In July 2018, the Administration announced the formation of a high-level steering committee under the chairmanship of CS to enhance collaboration within the Government on support for EMs, as well as to coordinate, review and monitor the work in this area and consider how the \$500 million earmarked in the 2018-2019 Budget should be effectively utilized for strengthening support services for EMs. The Steering Committee comprises Directors of Bureaux and Heads of Departments who are overseeing the provision of key public services relevant to EMs.

The revised Administrative Guidelines

14. When the Panel was briefed on the improvements made to the Administrative Guidelines at the meeting on 20 April 2020, some members enquired about the statistics on the interpretation services provided by various B/Ds to EMs, such as the number of EMs who had used such services and the average waiting time for receiving the services.

15. The Administration advised that currently, suitable interpretation and translation services were provided by various B/Ds and public authorities to people of diverse race in need. For instance, the Home Affairs Department had commissioned the Hong Kong Christian Service to operate the Centre for Harmony and Enhancement of Ethnic Minority Residents ("CHEER"), which provided, among others, free Telephone Interpretation and Enquiry Services between English and eight other languages in non-specialized/non-professional areas. Besides, the Hospital Authority had engaged the Hong Kong Sheng Kung Hui Lady MacLehose Centre and part-time court interpreters to provide interpretation services covering 18 EM languages in public hospitals and clinics. The Administration further advised that according to the statistics provided by CHEER, it handled an average of 4 000 to 5 000 requests for interpretation and translation services annually, among which Bahasa Indonesia, Nepali and Punjabi were the most popular languages.

16. Some members enquired about the new requirement under the revised Administrative Guidelines that relevant B/Ds and public authorities should provide compulsory diversity and inclusion training to front-line staff and

new recruits. The Administration advised that the revised Administrative Guidelines had specified the requirement for relevant authorities to provide training to enhance staff sensitivity and understanding of race-related issues in general so as to develop staff competencies in serving people of different races. In this respect, additional funding had been provided to EOC to, among others, enhance the provision of training on RDO and cultural sensitivity to civil servants.

Relevant Legislative Council question

17. A written question on the provision of interpretation services for EMs and the implementation of the Administrative Guidelines raised at the LegCo meeting of 17 June 2020 and the Administration's reply are attached in **Appendix I** for Members' reference.

Latest development

18. The Panel will discuss the implementation of the Administrative Guidelines at the next meeting on 18 January 2021.

Relevant papers

19. A list of relevant papers on the LegCo website is in **Appendix II**.

Press Releases

LCQ21: Provision of interpretation services for the ethnic minorities

Following is a question by the Hon Kwong Chun-yu and a written reply by the Secretary for Constitutional and Mainland Affairs, Mr Erick Tsang Kwok-wai, in the Legislative Council today (June 17):

Question:

At present, government departments and public organizations providing public services (public service providers) will provide interpretation services for the ethnic minorities (EMs) who understand neither Chinese nor English to facilitate their access to public services. The Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) operated by the Hong Kong Christian Service is one of the interpretation service providers. Some EMs have relayed that the frontline staff of quite a number of public service providers did not take the initiative to arrange interpretation services for them even though the staff members could not communicate with them effectively. On the other hand, the Government has amended the Administrative Guidelines on Promotion of Racial Equality (the Guidelines) to incorporate into the Guidelines the guidance notes on language services and data collection on service users. In this connection, will the Government inform this Council:

(1) of the number of occasions in each of the past three years on which the various public service providers (including the Social Welfare Department, the Housing Department, the Department of Health, the Labour Department and other government departments as well as the Hospital Authority) arranged interpretation services, with a breakdown by (i) name of public service provider, (ii) type of interpretation service (i.e. telephone interpretation, on-site interpretation, on-site interpretation, written translation, proofreading and simultaneous interpretation), and (iii) the EM language involved in the interpretation service;

(2) whether it knows the number of requests received by CHEER in each of the past three years for the provision of interpretation services to EMs using public services, with a breakdown by (i) name of public service provider, (ii) type of interpretation service, (iii) the EM language involved in the interpretation service, and (iv) whether the request was acceded to;

(3) given that the Government will collect, in accordance with the Guidelines, the relevant data on the use of various types of public services by EMs (including ethnicities and EM languages), whether the Government will, based on such data, plan for the future allocation of resources for supporting fair access to public services by EMs;

(4) whether the Government will monitor if the various public service providers have provided interpretation services for EMs in accordance with the guidance notes on provision of language services in the Guidelines; if so, of the details; if not, the reasons for that; and

(5) whether the Home Affairs Department and the Constitutional and Mainland Affairs Bureau will formulate guidelines to require CHEER and the various public service providers to record and publish the

reasons for declining requests for interpretation services, so as to enhance transparency and enable monitoring by the public; and

(6) given that quite a number of government departments (e.g. the Housing Department and the Labour Department) have not formulated any booking arrangement for interpretation services, and hence EMs who need on-site interpretation services to help them fill out application forms for public services have to visit the offices of these departments to obtain a tag and wait for their turn to be interviewed before interpretation services will be arranged for them, and such process is very time-consuming, whether the Government will urge the various public service providers to formulate booking arrangements for on-site interpretation services?

Reply:

President,

The Hong Kong Special Administrative Region Government is committed to eliminating racial discrimination and promoting equal opportunities for people of diverse race. To strengthen support for people of diverse race, the Government has refined the Administrative Guidelines on Promotion of Racial Equality (the Guidelines). With effect from April this year, the scope of application of the Guidelines has been extended from 23 government bureaux/departments (B/Ds) and public organisations (Note 1) to all B/Ds as well as related organisations (collectively referred to as public authorities) providing services to people of diverse race. The purpose of the Guidelines is to raise public authorities' awareness on the need for racial diversity and inclusion as well as equity considerations in the formulation, implementation and review of relevant policies and measures. The Guidelines also provide guidance to public authorities to ensure that people of Hong Kong, regardless of their race, enjoy equal access to public services.

In Hong Kong, people of diverse race who cannot communicate effectively in English and Chinese may encounter difficulties in accessing public services. To bridge the language barrier, the revised Guidelines contain a new guidance note on provision of language services. Concrete steps have been set out to facilitate the management and front-line staff of public authorities to identify the language service needs of service users, introduce the availability of and proactively offer language services, and arrange language services to those in need as appropriate.

The revised Guidelines also contain a new guidance note on data collection which stipulates the requirements for public authorities to review all policy areas, identify policies and measures that people of diverse race may make use of and need access to, and collect data on a regular basis for the purposes of service monitoring and continuous improvement of service provision. The data collection arrangement will be implemented by phases with a view to completing the identification of services and necessary preparations for full implementation by public authorities by March 2022.

After consulting the relevant responsible B/Ds, the consolidated reply to the questions raised by Hon Kwong Chun-yu is as follows:

(1) The revised Guidelines are applicable to all B/Ds and related organisations with effect from April this year. Since the collection of data relating to interpretation services is being implemented gradually, only information pertaining to B/Ds and public organisations covered by the previous version of the

Guidelines can be provided at this stage. The number of interpretation services arranged by the public organisations concerned for people of diverse race in the past three financial years is shown in Annex 1.

(2) The Home Affairs Department (HAD) provides support services for people of diverse race to help them integrate into the community. Major services include the provision of language learning classes and integration programmes through six support service centres for ethnic minorities and two sub-centres. One of these centres, namely the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER Centre) operated by the Hong Kong Christian Service, also provides general interpretation and translation services in eight languages (Note 2) for non-specialised/non-professional areas. B/Ds, public organisations and people of diverse race are welcome to make use of these services. Interpretation services include mainly instant telephone interpretation services. Subject to the availability of resources, on-site or simultaneous interpretation services can also be arranged.

The interpretation and translation services provided by the CHEER Centre with breakdowns by B/Ds, public organisations and people of diverse race as well as by languages in the past three years are shown in Annexes 2 and 3 respectively. The CHEER Centre does not keep statistics on cases where interpretation services cannot be provided.

(3) In accordance with the Guidelines, public authorities can base on the information regularly collected to assess the impact of their policies and measures on racial equality. This would in turn enable public authorities, having regard to their actual operational circumstances, to consider refining their respective policies, measures and services so as to achieve the objective of enabling people of diverse race enjoy equal access to public services and for continuous improvement of service provision.

(4) To avoid language becoming an obstacle for service users to access public services, it is stipulated in the Guidelines that public authorities should oversee and regularly review the arrangements of language services provision, and make refinement to the arrangements as appropriate. Moreover, public authorities are required to report on "the need for language services" (including the number of requests received and the number of interpretation services provided) and "preferred language" to the Constitutional and Mainland Affairs Bureau (CMAB) annually to facilitate overall monitoring. If a member of the public consider that the public authorities are in breach of the Guidelines, he/she can put up the case under the existing complaint handling mechanism of the public authorities concerned.

(5) In accordance with the Guidelines, public authorities should collect basic information on "the need for interpretation/translation services" and "preferred language" (other than Chinese and English) of service users who need interpretation/translation services. Such information includes the number of cases where language services are requested; the number of cases where language services are offered to service users; the number of cases where offer of language services is accepted or declined; and the language requested, etc. Public authorities will provide the above information to the CMAB annually. The aggregate statistics will be published on the CMAB's website for public information.

(6) Public authorities will provide suitable assistance to service users of diverse race according to such users' actual needs,

including interpretation services, thereby ensuring their equal access to public services. Since the interpretation needs of people of diverse race vary depending on what public services they are accessing to, public authorities will consider the actual situation and adopt appropriate arrangements to provide interpretation services to them.

For instance, members of the public requiring interpretation services when visiting Hong Kong Housing Authority's offices (such as estate offices and office of public rental housing application) may make advance appointment with the CHEER Centre for interpretation services. They can also make request to the duty officers on the spot who will contact the CHEER Centre for arranging interpretation services through telephone or other means instantly, or make appointment for such service. Moreover, the Labour Department (LD) arranges interpretation services for people of diverse race to ensure that their access to services will not be hampered owing to language barriers. When people who speak neither Chinese nor English come to the LD with immediate need of service, the LD would contact the CHEER Centre as soon as possible to provide interpretation services over the phone. As for prior appointments and scheduled interviews, the LD would arrange on-site interpretation service as far as practicable.

Note 1: The 23 B/Ds and public organisations are the Education Bureau, Social Welfare Department, Labour Department, Home Affairs Department, Employees Retraining Board, Vocational Training Council, Food and Health Bureau, Department of Health, Hospital Authority, Construction Industry Council, Office of the Government Chief Information Officer, Innovation and Technology Commission, Office of the Communications Authority, Housing Department, Hong Kong Observatory, Hongkong Post, Legal Aid Department, Hong Kong Police Force, Correctional Services Department, Hong Kong Customs and Excise Department, Immigration Department, Hong Kong Fire Services Department and Registration and Electoral Office.

Note 2: The eight languages are Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese.

Ends/Wednesday, June 17, 2020
Issued at HKT 17:45

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**The Number of Interpretation Services
Arranged by Bureaux, Departments and Public Organisations
for People of Diverse Race in the Past 3 Financial Years**

Bureaux, Departments and Public Organisations	Year	Total no. of Interpretation Services Arranged Note 1	Breakdown by Languages							
			Bahasa Indonesia	Thai	Tagalog	Hindi	Nepali	Punjabi	Urdu	Others
Education Bureau ^{Note 2}	2017-18	96	Note 3							
	2018-19	107								
	2019-20	214								
Labour Department	2017-18	451	138	27	176	11	50	26	41	83
	2018-19	513	142	24	173	22	61	15	47	55
	2019-20	522	112	20	245	13	46	6	31	71
Department of Health ^{Note 4}	2017-18	916	17	7	0	30	80	87	641	54
	2018-19	1 091	24	25	0	27	82	119	722	92
	2019-20	1 037	15	33	5	31	80	107	669	97
Hospital Authority ^{Note 4}	2017-18	15 257	991	445	107	559	2 012	2 722	6 843	1 578
	2018-19	16 685	1 346	448	110	628	2 269	2 732	7 494	1 658
	2019-20	15 139 (up to 31 January 2020)	1 319	573	147	523	2 005	2 240	6 907	1 425
Housing Department	2017-18	39	Note 3							
	2018-19	58								
	2019-20	22								
Social Welfare Department ^{Note 5}	2017-18	178	Note 3							
	2018-19	316								
	2019-20	233								
Hong Kong Police Force ^{Note 6}	2017-18	8 817	815	353	1 034	606	507	1 090	1 089	3 323
	2018-19	10 512	895	476	1 056	618	1 004	1 214	1 125	4 124
	2019-20	10 060	786	389	971	674	575	1 099	1 189	4 377
Correctional Services Department	2017-18	1 278	30	40	4	12	8	33	54	1 097
	2018-19	1 339	54	46	8	23	7	27	101	1 073
	2019-20	1 422	54	45	10	9	10	19	143	1 132
Customs and Excise Department	2017-18	431	27	8	23	24	12	0	42	295
	2018-19	465	25	9	26	23	6	0	27	349
	2019-20	543	17	20	51	4	4	0	25	422
Immigration Department ^{Note 7}	2017-18	11 776	1 212	356	668	463	622	570	749	7 136
	2018-19	12 233	1 184	407	751	332	758	411	799	7 591
	2019-20	7 590	702	343	415	161	528	167	361	4 913
Fire Services Department	2017-18	0	0	0	0	0	0	0	0	0
	2018-19	11	2	0	5	0	0	0	4	0
	2019-20	3	0	0	0	0	0	0	3	0
Employees Retraining Board ^{Note 8}	2017-18	21 classes	Note 3							
	2018-19	12 classes								
	2019-20	16 classes								

Bureaux, Departments and Public Organisations	Year	Total no. of Interpretation Services Arranged Note 1	Breakdown by Languages							
			Bahasa Indonesia	Thai	Tagalog	Hindi	Nepali	Punjabi	Urdu	Others
Construction Industry Council Note 9	2017-18	1 508 candidates of trade testing	Note 3							
	2018-19	1 428 candidates of trade testing								
	2019-20	556 times, involving 1 607 candidates of trade testing Note 10	0	0	0	172	115	0	241	28 English
Legal Aid Department	2017-18	691	0	4	0	23	121	1	221	321
	2018-19	725	0	11	0	29	127	0	169	389
	2019-20	353	0	9	0	12	67	32	28	205
Office of the Communications Authority	2017-18	0	0	0	0	0	0	0	0	0
	2018-19	1	0	0	0	0	0	0	0	1
	2019-20	0	0	0	0	0	0	0	0	0
Others										
The following 8 B/Ds and public organisations have not arranged interpretation services for people of diverse race in the past 3 financial years: Food and Health Bureau, Vocational Training Council, Home Affairs Department, Registration and Electoral Office, Office of the Government Chief Information Officer, Hong Kong Observatory, Hongkong Post, and Innovation and Technology Commission.										

Notes:

1. Interpretation services include telephone interpretation and enquiry service, and on-site interpretation services.
2. Every year, Education Bureau (EDB) organises dedicated briefing sessions for parents of non-Chinese speaking (NCS) students on various topics such as arrangements for kindergarten (KG) admission (including KG education policy and financial assistance for pre-primary students) and allocation systems of Primary One and Secondary One school places, etc. and workshops for parents of NCS students organised through the Chinese Language Learning Support Centres. Interpretation services of Bahasa Indonesia, Thai, Tagalog, Hindi, Nepali, Punjabi and Urdu are provided for parents of NCS students in such briefing sessions and workshops. Besides, telephone interpretation and enquiry services are provided on a need basis through the CHEER Centre. The figures shown in the table cover the number of participants who used the interpretation services in a total of 32 briefing sessions and workshops of different types arranged for parents of NCS students in the past 3 years, and those provided by the CHEER Centre according to their records. As EDB did not collect all of such statistics before 2019-20, some of the briefing sessions and other events are not covered.
3. Regarding the breakdown of interpretation services by languages, the EDB, Housing Department and Employees Retraining Board do not have the information for the past three financial years, and the Social Welfare Department (SWD) and the Construction Industry Council do not have the information for the financial years of 2017-18 and 2018-19.
4. The clinics and health centres of the Department of Health provide various public health services to the public, while the Hospital Authority provides medical services for the public through its hospitals, specialist outpatient clinics, general outpatient clinics and outreach services.
5. The figures for 2017-18 and 2018-19 represent the number of telephone interpretation service plus telephone enquiries on welfare services provided by the CHEER Centre to SWD. The figure in 2019-20 represents the number of the use of interpretation services arranged by SWD, including the arrangement through the CHEER Centre, Hospital Authority, part-time court interpreters and other service contractors (excluding the number of telephone enquiries).
6. At present, apart from providing instant telephone interpretation service at police report rooms and reporting centres in collaboration with the CHEER Centre, the Police will also, with regard to the needs of the situation, arrange for part-time court interpreters to provide interpretation service.
7. The figures shown in the table are the interpretation services arranged by the Immigration Department through non-governmental part-time interpreters, service contractors and the CHEER Centre only. The Immigration Department has currently employed a total of 11 in-house interpreters on non-civil service contract terms mainly for provision of relevant services to non-refoulement claimants.
8. The Employees Retraining Board has started to collect data on services classified by languages only from 1 April 2020 onwards. The figures quoted above refer to the number of teaching assistants engaged by training bodies to provide interpretation service in classes. Besides, the figures for 2019-20 cover those classes completed up to 31 March 2020 only.
9. Interpretation services cover languages of Hindi, Nepali, Urdu and English, but there is no breakdown of the number of services provided by the type of languages.
10. Construction Industry Council's provision of on-site interpretation service for trade testing may involve one or more than one candidates each time.

Provision of interpretation and translation services by CHEER Centre to bureaux, departments, public organisations and people of diverse race in the past three years

Service requesters	Telephone Interpretation & Enquiry Service			On-site (Escort) Interpretation Service			On-Sight Interpretation Service*			Written Translation Service (including Proof-reading Service)			Simultaneous Interpretation Service		
	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20
Social Welfare															
Social Welfare Department	162	252	394	16	27	33	N.A.	N.A.	N.A.	2	7	15	0	0	0
Ethnic minorities and others	157	144	274	0	0	15	2	2	9	0	0	0	1	0	0
Housing															
Housing Department	24	27	47	15	31	18	N.A.	N.A.	N.A.	4	2	1	0	0	0
Ethnic minorities and others	338	461	313	0	0	1	23	41	40	0	0	0	0	1	0
Medical & Health															
Department of Health	53	20	53	727	855	755	N.A.	N.A.	N.A.	11	1	0	0	0	0
Hospital Authority	17	11	16	0	1	0	N.A.	N.A.	N.A.	1	1	0	0	0	0
Ethnic minorities and others	50	32	69	3	0	13	241	181	114	4	2	10	1	0	0
Employment & Training															
Labour Department	142	276	337	54	51	54	N.A.	N.A.	N.A.	18	22	11	10	16	9
Employees Retraining Board	0	0	0	0	0	0	N.A.	N.A.	N.A.	0	0	1	0	0	0
Ethnic minorities and others	88	188	392	0	1	1	0	13	7	0	0	0	0	5	0
Education															
Education Bureau	5	8	8	0	0	0	N.A.	N.A.	N.A.	1	3	0	0	0	0
Ethnic minorities and others	66	23	52	20	6	10	0	2	7	14	9	13	3	0	1
Legal / Law & Order															
Legal Aid Department	1	1	0	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Hong Kong Police Force	50	39	39	0	0	0	N.A.	N.A.	N.A.	0	1	0	0	0	0
Ethnic minorities and others	18	59	35	0	56	17	0	0	0	0	0	0	0	0	0
Immigration & Visa															
Immigration Department	1	2	7	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Ethnic minorities and others	35	31	48	0	0	5	0	4	2	0	0	0	0	0	0
Other areas															
Other bureau and departments	47	100	29	107	65	166	N.A.	N.A.	N.A.	6	17	11	6	2	1
Ethnic minorities and others	1 925	2 217	3 038	111	52	100	5	9	15	13	11	41	10	108	118
Total	3 179	3 891	5 151	1 053	1 145	1 188	271	252	194	74	76	103	31	132	129

* Ethnic minorities can bring along documents in English to the CHEER Centre for oral translation service provided by interpreters. This service is applicable to individual ethnic minority users only.

Provision of interpretation and translation services by CHEER Centre to bureaux, departments, public organisations and people of diverse race with breakdown by languages in the past three years

Language	Telephone Interpretation & Enquiry Service			On-site (Escort) Interpretation Service			On-Sight Interpretation Service*			Written Translation Service** (including Proof-reading Service)			Simultaneous Interpretation Service**		
	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20
Bahasa Indonesia	179	291	488	46	37	50	2	2	4	29	34	51	4	51	85
Hindi	226	177	151	41	57	65	9	7	1	40	35	65	1	0	3
Nepali	850	1 175	1 333	149	147	193	21	39	39	48	36	67	13	59	15
Punjabi	338	367	208	100	109	85	1	7	4	18	32	41	0	1	3
Tagalog	81	168	279	125	43	11	2	1	0	20	29	45	0	4	5
Thai	98	129	239	18	41	29	5	19	16	27	30	47	10	18	9
Urdu	708	622	925	574	711	748	231	177	130	53	41	85	7	3	11
Vietnamese	N.A.	N.A.	24	N.A.	N.A.	7	N.A.	N.A.	0	N.A.	N.A.	17	N.A.	N.A.	0
Other languages	699	962	1 504	0	0	0	0	0	0	0	0	0	0	0	0
Total	3 179	3 891	5 151	1 053	1 145	1 188	271	252	194	235	237	418	35	136	131

* Ethnic minorities can bring along documents in English to the CHEER Centre for oral translation service provided by interpreters. This service is applicable to individual ethnic minority users only.

** More than one ethnic minority languages may be involved in a request of written translation service and simultaneous interpretation service.

Appendix II

Relevant documents on Administrative Guidelines on Promotion of Racial Equality

Committee	Date of meeting	Paper
Panel on Constitutional Affairs	7.7.2009 (Item III)	Agenda Minutes
	19.10.2009 (Item III)	Agenda Minutes
	11.12.2009 (Item III)	Agenda Minutes
	16.11.2015 (Item IV)	Agenda Minutes
	16.10.2017 (Item III)	Agenda Minutes
Subcommittee on Rights of Ethnic Minorities	23.1.2018 (Item I)	Agenda Minutes Administration's responses to the three motions passed at the meeting (LC Paper No. CB(2)1019/17-18(01))
House Committee	26.10.2018	Report of the Subcommittee on Rights of Ethnic Minorities
Panel on Constitutional Affairs	20.4.2020 (Item IV)	Agenda Minutes
Legislative Council	17.6.2020	Official Record of Proceedings Pages 122 to 134