

**The Number of Interpretation Services Arranged by
Bureaux, Departments and Public Authorities for
Ethnic Minorities in the Past 3 Years**

Bureaux, Departments and public authorities	Interpretation service provider(s)	Total no. of interpretation services ¹ arranged		
		2015-16	2016-17	2017-18
Education Bureau	CHEER Centre; and service contractor	132 ²	78 ²	96 ²
Labour Department	CHEER Centre; Part-time court interpreters; and Service contractors on P-card list	354	364	451
Department of Health ³	CHEER Centre; Part-time court interpreters; and HKSKH Lady MacLehose Centre	616	731	916
Hospital Authority ³	Hong Kong Sheng Kung Hui (HKSKH) Lady MacLehose Centre; Part-time court interpreters; Consulate Offices; and Non- governmental Organisations	10 449	12 393	15 257

¹ Interpretation services include telephone interpretation and enquiry service, and on-site interpretation service.

² Every year, EDB arranges dedicated briefing sessions with simultaneous interpretation services for parents of non-Chinese speaking (NCS) students on various topics such as admission to kindergartens (KG) (including KG education policy and financial assistance for pre-primary students), allocation systems of Primary One and Secondary One school places, and workshops for parents of NCS students organised by the Chinese Language Learning Support Centres. Besides, telephone interpretation and enquiry services are provided on a need basis through the CHEER Centre. The figures shown in the table only covered the number of participants who used the interpretation services in a total of 21 briefing sessions on Primary One Admission and Secondary School Places Allocation System for parents of NCS students in the past 3 years and those provided by the CHEER Centre according to their records, but not all of such briefing sessions and other events, as EDB did not collect such statistics in the past.

³ The Department of Health provides different types of public health services for the public (including ethnic minorities) through its clinics and health centres. The Hospital Authority provides the public (including ethnic minorities) with medical services through its hospitals, specialist clinics, general outpatient clinics and outreach services.

Bureaux, Departments and public authorities	Interpretation service provider(s)	Total no. of interpretation services ¹ arranged		
		2015-16	2016-17	2017-18
Housing Department	CHEER Centre	46	15	39
Social Welfare Department	CHEER Centre; Part-time court interpreters; and other service contractors. ⁴	247	247	178
Hong Kong Police Force ⁵	CHEER Centre; and Part-time court interpreters	76	77	50
Correctional Services Department	Part-time court interpreters	1 238	1 213	1 278
Customs and Excise Department	Part-time court interpreters; and service contractors	336	384	431
Immigration Department ⁶	Part-time non-government interpreters; and service contractors	13 094	12 326	11 776
Fire Services Department	Part-time court interpreters	1	1	0
Employment Retraining Board	Teaching Assistants of training bodies	5 classes	6 classes	21 classes
Construction Industry Council	In-house ethnic minority staffs	348 candidates of trade testing	654 candidates of trade testing	1 508 candidates of trade testing
Vocational Training Council	CHEER Centre	0	0	0

⁴ Social Welfare Department does not have information on the number of usage of interpretation services provided by Part-time Interpreters Unit of the Judiciary and other service providers. The number of usage of interpretation shown here is the number of usage of the service provided by CHEER.

⁵ At present, apart from providing instant telephone interpretation service at police report rooms and reporting centres in collaboration with CHEER, the Police will also, with regard to the needs of the situation (e.g. taking statements from ethnic minorities), arrange for part-time court interpreters to provide interpretation service. However, the Police do not keep statistics on the usage of interpretation service provided by part-time court interpreters.

⁶ The Immigration Department has currently employed a total of 19 in-house interpreters on non-civil service contract terms mainly for provision of relevant services to non-refoulement claimants.

Bureaux, Departments and public authorities	Interpretation service provider(s)	Total no. of interpretation services ¹ arranged		
		2015-16	2016-17	2017-18
Home Affairs Department	CHEER Centre	2	0	0
Legal Aid Department	Part-time court interpreters	625	632	691
Registration and Electoral Office	CHEER Centre	2	3	0
Office of the Government Chief Information Officer	CHEER Centre	0	0	0
Hong Kong Observatory	CHEER Centre	0	0	0
Post Office	CHEER Centre	0	0	0
Office of the Communications Authority	CHEER Centre	0	0	0
Innovation and Technology Commission	Not applicable ⁷	0	0	0

⁷ The major service targets of the Innovation and Technology Commission are companies and institutions. No request for interpretation service was received from the ethnic minorities in the past 3 years.