

**Use of CHEER Centre's interpretation and translation services**  
**Breakdown by service requesters**

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		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
<b>Social welfare</b>															
Social Welfare Department	238	225	162	9	22	16	N.A.	N.A.	N.A.	1	4	2	0	0	0
EMs and others	143	174	157	0	0	0	4	1	2	0	0	0	0	0	1
<b>Housing</b>															
Housing Department	39	10	24	7	5	15	N.A.	N.A.	N.A.	3	2	4	0	0	0
EMs and others	351	384	338	0	0	0	0	5	23	0	0	0	0	0	0
<b>Medical &amp; Health</b>															
Department of Health	75	56	53	507	595	727	N.A.	N.A.	N.A.	2	0	11	0	0	0
Hospital Authority	1	6	17	0	0	0	N.A.	N.A.	N.A.	0	1	1	0	0	0
EMs and others	46	55	50	0	0	3	198	221	241	0	0	4	0	0	1
<b>Employment &amp; Training</b>															
Labour Department	141	222	142	12	13	54	N.A.	N.A.	N.A.	12	16	18	0	1	10
Employees Retraining Board	1	0	0	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
EMs and others	85	89	88	0	0	0	13	0	0	0	0	0	0	0	0
<b>Education</b>															
Education Bureau	4	1	5	0	0	0	N.A.	N.A.	N.A.	2	1	1	0	2	0
EMs and others	82	83	66	4	14	20	3	1	0	1	1	14	0	0	3
<b>Legal/Law &amp; Order</b>															
Legal Aid Department	6	0	1	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Hong Kong Police Force	76	77	50	0	0	0	N.A.	N.A.	N.A.	0	2	0	0	0	0
EMs and others	21	52	18	0	0	0	0	0	0	0	0	0	0	0	0
<b>Immigration &amp; Visa</b>															
Immigration Department	1	3	1	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
EMs and others	36	40	35	0	0	0	1	0	0	0	0	0	0	0	0
<b>Other areas</b>															
Other bureaux and departments	36	77	47	129	80	107	N.A.	N.A.	N.A.	16	13	6	3	4	6
EMs and others	1 824	2 439	1 925	33	47	111	14	13	5	29	15	13	23	30	10
<b>Total</b>	<b>3 206</b>	<b>3 993</b>	<b>3 179</b>	<b>701</b>	<b>776</b>	<b>1 053</b>	<b>233</b>	<b>241</b>	<b>271</b>	<b>66</b>	<b>55</b>	<b>74</b>	<b>26</b>	<b>37</b>	<b>31</b>

\* EMs can bring along documents in English to CHEER Centre for oral translation service provided by interpreters. This service is applicable to individual EM users only.