

Usage of CHEER Centre's interpretation and translation services by bureaux, departments, public organisations and ethnic minorities in the past three years

Service requesters	Telephone Interpretation & Enquiry Service			On-site (Escort) Interpretation Service			On-Sight Interpretation Service*			Written Translation Service			Simultaneous Interpretation Service		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Social Welfare															
Social Welfare Department	225	162	252	22	16	27	N.A.	N.A.	N.A.	4	2	7	0	0	0
Ethnic minorities and others	174	157	144	0	0	0	1	2	2	0	0	0	0	1	0
Housing															
Housing Department	10	24	27	5	15	31	N.A.	N.A.	N.A.	2	4	2	0	0	0
Ethnic minorities and others	384	338	461	0	0	0	5	23	41	0	0	0	0	0	1
Medical & Health															
Department of Health	56	53	20	595	727	855	N.A.	N.A.	N.A.	0	11	1	0	0	0
Hospital Authority	6	17	11	0	0	1	N.A.	N.A.	N.A.	1	1	1	0	0	0
Ethnic minorities and others	55	50	32	0	3	0	221	241	181	0	4	2	0	1	0
Employment & Training															
Labour Department	222	142	276	13	54	51	N.A.	N.A.	N.A.	16	18	22	1	10	16
Employees Retraining Board	0	0	0	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Ethnic minorities and others	89	88	188	0	0	1	0	0	13	0	0	0	0	0	5
Education															
Education Bureau	1	5	8	0	0	0	N.A.	N.A.	N.A.	1	1	3	2	0	0
Ethnic minorities and others	83	66	23	14	20	6	1	0	2	1	14	9	0	3	0
Legal / Law & Order															
Legal Aid Department	0	1	1	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Hong Kong Police Force	77	50	39	0	0	0	N.A.	N.A.	N.A.	2	0	1	0	0	0
Ethnic minorities and others	52	18	59	0	0	56	0	0	0	0	0	0	0	0	0
Immigration & Visa															
Immigration Department	3	1	2	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Ethnic minorities and others	40	35	31	0	0	0	0	0	4	0	0	0	0	0	0
Other areas															
Other bureaux and departments	77	47	100	80	107	65	N.A.	N.A.	N.A.	13	6	17	4	6	2
Ethnic minorities and others	2 439	1 925	2 217	47	111	52	13	5	9	15	13	11	30	10	108
Total	3 993	3 179	3 891	776	1 053	1 145	241	271	252	55	74	76	37	31	132

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