

Annex 1

**Number of interpretation services for ethnic minorities
arranged by bureaux, departments and public organisations under the scope of
application of the Administrative Guidelines on Promotion of Racial Equity and
names of service providers in the past three years**

Bureaux and departments	Interpretation service providers	Total number of interpretation services arranged ^{Note 1}		
		2016-17	2017-18	2018-19
Hospital Authority	Hong Kong Sheng Kung Hui (HKSKH) Lady MacLehose Centre; part-time court interpreters; Consulate Offices and non-governmental organisations	12 393	15 257	12 453 (up to end December 2018)
Immigration Department ^{Note 2}	Part-time non-government interpreters and service contractors	12 326	11 776	12 233
Security Bureau ^{Note 3}	Full-time in-house interpreters and part-time interpreters of the Judiciary	Not applicable	3 893	9 321
Correctional Services Department	Part-time court interpreters	1 213	1 278	1 487
Construction Industry Council	In-house ethnic minority staff	654	1 508	1 428
Department of Health	CHEER Centre; part-time court interpreters and HKSKH Lady MacLehose Centre	731	916	1 091
Legal Aid Department	Part-time court interpreters	632	691	725
Labour Department	CHEER Centre; part-time court interpreters and service contractors on Government's purchase card list	364	451	546
Customs and Excise Department	Part-time court interpreters and service contractors	384	431	464
Social Welfare Department ^{Note 4}	CHEER Centre; part-time court interpreters and other service contractors	247	178	347
Working Family and Student Financial Assistance Agency	CHEER Centre and service contractor	55	80	218
Efficiency Office ^{Note 5}	CHEER Centre and service contractor	3	2	121

Bureaux and departments	Interpretation service providers	Total number of interpretation services arranged ^{Note 1}		
		2016-17	2017-18	2018-19
Education Bureau <small>Note 6</small>	CHEER Centre and service contractor	78	96	107
Housing Department <small>Note 7</small>	CHEER Centre	15	39	31
Hong Kong Police Force <small>Note 8</small>	CHEER Centre and part-time court interpreters	77	50	21
Fire Services Department	Part-time court interpreters	1	0	11
Census and Statistics Department	CHEER Centre and HKSKH Lady MacLehose Centre	22 ^{Note 9}	0	0
Registration and Electoral Office	CHEER Centre	3	0	0
Employees Retraining Board <small>Note 10</small>	Teaching assistants of training bodies	6 classes	21 classes	12 classes

Other bureaux and departments

The following bureaux and departments have not arranged interpretation services for ethnic minority service users in the past 3 years:

Civil Service Bureau, Commerce and Economic Development Bureau, Constitutional and Mainland Affairs Bureau, Development Bureau, Environment Bureau, Financial Services and the Treasury Bureau, Food and Health Bureau, Home Affairs Bureau, Innovation and Technology Bureau, Labour and Welfare Bureau, Transport and Housing Bureau, Architectural Services Department, Buildings Department, Civil Aviation Department, Civil Engineering and Development Department, Companies Registry, Drainage Services Department, Electrical and Mechanical Services Department, Environmental Protection Department, Government Logistics Department, Government Property Agency, Highways Department, Home Affairs Department, Hong Kong Observatory, Information Services Department, Inland Revenue Department, Innovation and Technology Commission, Land Registry, Lands Department, Leisure and Cultural Services Department, Marine Department, Office of the Communications Authority, Office of the Government Chief Information Officer, Official Receiver's Office, Planning Department, Post Office, Rating and Valuation Department, Transport Department, Treasury, Vocational Training Council and Water Supplies Department.

Notes:

1. Interpretation services include telephone interpretation and enquiry service, and on-site interpretation service.
2. 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.
3. Interpretation services provided by the Pilot Scheme Office for Provision of Publicly-funded Legal Assistance for Non-refoulement Claimants (PSO), which started its operation since 4 September 2017. Upon request from Pilot Scheme Lawyers, PSO arranges interpretation services for conferences between lawyers and claimants in processing non-refoulement claims. The number of interpretation services arranged is therefore the number of conferences arranged with interpretation services.

4. The Social Welfare Department has started collecting statistics on the utilisation of interpretation services of part-time court interpreters, CHEER Centre and other service contractors since January 2019. The numbers of usage of interpretation in 2016-17 and 2017-18 as shown in the table only refer to the service provided by CHEER Centre.
5. The 1823 Centre under the Efficiency Office provides a round-the-clock one-stop service to answer enquiries for 22 departments and to receive complaints about any area of Government services. 1823 has handled the dedicated hotline for foreign domestic helpers set up by the Labour Department since 19 December 2018 and more requests for interpretation service from the ethnic minorities have been received in that year compared to the previous years.
6. Every year, Education Bureau (EDB) arranges dedicated briefing sessions with simultaneous interpretation services of major ethnic minorities languages 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.
7. The Estate Management Division of Housing Department does not have records on the figures for provision of interpretation services in respective estate offices.
8. At present, apart from providing instant telephone interpretation service at police report rooms and reporting centres in collaboration with CHEER Centre, 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.
9. Refers to interpretation services rendered to respondents of the 2016 Population By-census.
10. Employees Retraining Board provides dedicated training courses for ethnic minorities. Where necessary, interpretation support will be arranged. The figures shown in the table are numbers of classes provided with interpretation support in the respective years.