

**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								

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			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.