

**Provision of interpretation and translation services by CHEER Centre to bureaux, departments, public organisations and people of diverse race in the past three years**

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		
	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20
<b>Social Welfare</b>															
Social Welfare Department	162	252	394	16	27	33	N.A.	N.A.	N.A.	2	7	15	0	0	0
Ethnic minorities and others	157	144	274	0	0	15	2	2	9	0	0	0	1	0	0
<b>Housing</b>															
Housing Department	24	27	47	15	31	18	N.A.	N.A.	N.A.	4	2	1	0	0	0
Ethnic minorities and others	338	461	313	0	0	1	23	41	40	0	0	0	0	1	0
<b>Medical &amp; Health</b>															
Department of Health	53	20	53	727	855	755	N.A.	N.A.	N.A.	11	1	0	0	0	0
Hospital Authority	17	11	16	0	1	0	N.A.	N.A.	N.A.	1	1	0	0	0	0
Ethnic minorities and others	50	32	69	3	0	13	241	181	114	4	2	10	1	0	0
<b>Employment &amp; Training</b>															
Labour Department	142	276	337	54	51	54	N.A.	N.A.	N.A.	18	22	11	10	16	9
Employees Retraining Board	0	0	0	0	0	0	N.A.	N.A.	N.A.	0	0	1	0	0	0
Ethnic minorities and others	88	188	392	0	1	1	0	13	7	0	0	0	0	5	0
<b>Education</b>															
Education Bureau	5	8	8	0	0	0	N.A.	N.A.	N.A.	1	3	0	0	0	0
Ethnic minorities and others	66	23	52	20	6	10	0	2	7	14	9	13	3	0	1
<b>Legal / Law &amp; Order</b>															
Legal Aid Department	1	1	0	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Hong Kong Police Force	50	39	39	0	0	0	N.A.	N.A.	N.A.	0	1	0	0	0	0
Ethnic minorities and others	18	59	35	0	56	17	0	0	0	0	0	0	0	0	0
<b>Immigration &amp; Visa</b>															
Immigration Department	1	2	7	0	0	0	N.A.	N.A.	N.A.	0	0	0	0	0	0
Ethnic minorities and others	35	31	48	0	0	5	0	4	2	0	0	0	0	0	0
<b>Other areas</b>															
Other bureau and departments	47	100	29	107	65	166	N.A.	N.A.	N.A.	6	17	11	6	2	1
Ethnic minorities and others	1 925	2 217	3 038	111	52	100	5	9	15	13	11	41	10	108	118
Total	3 179	3 891	5 151	1 053	1 145	1 188	271	252	194	74	76	103	31	132	129

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