



Operated by:



International
Social Service
HONG KONG BRANCH
香港國際社會服務社

Sponsored by:



民政事務總署
Home Affairs Department



Interpretation and Translation Service Centre for Ethnic Minorities 少數族裔傳譯及翻譯服務中心

GUIDELINES FOR GOVERNMENT BUREAUX AND DEPARTMENTS

政府決策局及部門使用指南



Designated Interpretation Hotline for Government Bureaux and Departments

為政府決策局及部門而設的專屬熱線

3009 - 9030



About Us

- HOPE Support Service Centre for Ethnic Minorities, funded by the Home Affairs Department, has been providing services and programmes for ethnic minorities since May 2009. In addition, HOPE Interpretation and Translation Service Centre for Ethnic Minorities (the Centre) has also begun offering interpretation and translation services to ethnic minorities since December 2025.
- The Centre takes the Service-user centred Approach, aiming to provide quality interpretation and translation services, and a user-friendly experience for the service users.
- The Centre aims to facilitate ethnic minority communities' integration by minimising the language barriers faced by them. Hence the service design will focus on providing a more ethnic minority community with easier access to public services and enhancing their sense of belonging in Hong Kong.

LANGUAGES AVAILABLE

- | | | |
|--------------------|-----------|--------|
| • Bahasa Indonesia | • Punjabi | ਪੰਜਾਬੀ |
| • Bengali | • Tagalog | |
| • Hindi | • Urdu | اردو |
| • Nepali | | |

Contact Us

General Enquiry

Address: 5/F, Tai Wo Hau Estate Community Centre, 152 Tai Wo Hau Road, Kwai Chung

Tel : 3009 9010

Email : hope.it.scem@isshk.org

Fax : 3160 8146

OUR SERVICES FOR GOVERNMENT BUREAUX AND DEPARTMENTS

Telephone Interpretation Service and Hotline 電話傳譯服務及熱線

- **Service Summary:**

- The Centre provides 3-way voice conferencing telephone interpretation service between EM service user, bureau and department, and Interpreter.
- For interpretation services exceeding 30 minutes, service users should book telephone interpretation service in advance (maximum 3 hours).

- **Service hours:**

- Monday- Sunday: 8am-10pm, except public holiday

- **Service Fee:**

- Free of Charge

- **Application:**

- **1) During service hours**
- Our hotline will arrange for interpreter to provide instant interpretation services. If you are unsure which EM language you require, our staff will assist you in identifying the appropriate language.
- For interpretation services exceeding 30 minutes, please submit the **Interpretation Service Request Form** by Fax 3160-8146 or email to hope.it.scem@isshk.org **3 working days** in advance. The Centre will contact you within 24 hours to confirm your application.

- **2) During non-service hours**

- The Centre will provide emergency interpretation services to government bureaux and departments outside operation hours (including public holidays). Please call the designated hotline 3009 - 9030 and inform the staff of the required language and your contact number. An interpreter will call back as soon as possible to provide interpretation support.

Time	Type	Application
<u>Within Service hours</u>	Instant Interpretation Services	<ul style="list-style-type: none"> A designated hotline for Government Buearux and Departments <u>3009-9030</u>
	Interpretation Services exceeding 30 minutes	<ul style="list-style-type: none"> Submit the Interpretation Service Request Form through Fax 3160-8146 or email to hope.it.scem@isshk.org. Booking should be made <u>3 working days</u> in advance, and the Centre will reply within 24 hours upon receipt of the application form. Cancellation: <ul style="list-style-type: none"> Please call the hotline to inform the Centre If the scheduled appointment cannot begin within 15 minutes, the appointment will be cancelled.
<u>During non-service hours</u>	Emergency Interpretation Services	<ul style="list-style-type: none"> Contact the same designated hotline <u>3009 - 9030</u> Provide your contact information and personal details for the interpreter to call back. The emergency interpretation service will cover all 7 EM languages listed on P.1.



On-site Interpretation Service 即場傳譯服務

Service Summary:

- The Centre's interpreter will conduct outreach at workplaces of government bureaux and departments to provide face-to-face interpretations.

Service Hours:

- Monday-Friday 10 am - 6 pm
- Saturday 10 am - 2 pm
(except public holidays)

Service Fee:

- *Within operation hours: \$100/hour
- *Out of operation hours: \$150/hour

Application:

- Submit the Interpretation Service Request Form at least **5 working days** in advance to the Centre via fax 3160-8146 or email (hope.it.scem@isshk.org), and the Centre will reply within 24 hours upon receipt of the application form.

Cancellation:

- Contact the hotline for cancellation
- Please call the hotline to inform the Centre
- If the scheduled appointment cannot begin within 15 minutes, the appointment will be cancelled.

Payment method:

- By Cheque



Written Translation and Proof-reading 筆譯及校對服務

Service Summary:

- We can provide written translation of a document from English to 7 EM languages.
- We can provide proofreading services for bureaux or departments. We will provide a marked copy, along with an appendix listing all suggestions.

Service hours:

- Monday 9 am - 6:30 pm
- Tuesday-Sunday 9 am - 9 pm
- Except public holiday

Service Fee:

- Written Translation: \$2 per English word to one EM language word (minimum charge \$100)
- Proofreading: \$2 per EM language word (minimum charge \$50)

Application:

- Submit the **Translation/Proofreading Service Request Form** together with the document for translation/ proofreading in advance to the Centre via fax 3160-8146 or email to hope.it.scem@isshk.org. The Centre will reply to the applicant for confirmation within 3 days after receiving the application form.

Completion Time:

- Written Translation: requires at least 7 working days
 - Proofreading: requires at least 3 working days
- (No Cancellation and No Refund)

Payment Method:

- By Cheque (No Cancellation and No Refund)



Simultaneous Interpretation Service 即時傳譯服務

Service Summary:

- Simultaneous interpretation can be provided when bureaux and/or departments are having trainings, workshops, seminars and meetings.

Service Hours:

- Monday-Sunday 9 am - 9 pm, **By Appointment Only**

Service Fee:

- *Within operation hours: \$200/hour
- *Out of operation hours: \$300/hour
- Public Holiday: \$400/hour
- #Deposit of equipment required

Application:

- Submit the **Interpretation Service Request Form** at least **5 working days** in advance to the Centre via fax 3160-8146 or email (hope.it.scem@isshk.org). The Centre will reply to the applicant for confirmation within 1 working day after receiving the application form.

Cancellation:

- Contact the hotline for cancellation.
- No refund for any cancellation.

Payment Method:

- By Cheque

International Social Service Hong Kong HOPE

Interpretation Service Request Form

Please return the completed, signed form with the Bureau/Department Chop to fax(No.: 3160-8146) or email (hope.it.scem@isshk.org), along with any *materials (if appropriate)*. We will reply to you via email or fax.

**Information provided will be disclosed to our assigned interpreters and authorised staff of HOPE for the purpose of following up on your application.*

(Official Use)

Case Ref No:

Service Requested:(One per request form)

☐ Telephone Interpretation ☐ On-site Interpretation ☐ Simultaneous Interpretation

1. Government Bureau/ Government Department Information

Name of Government Bureau/ Government Department:			
Unit/Section:			
Address:			
Tel:		Fax:	

2. Requester Information

Name of Requester:		Post:	
Email:		Tel:	
		Fax:	

3. Service User Information

Name:		Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female
Language Spoken:	<input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Bengali <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Urdu		

4. Appointment Details

Preferred date and time:			
1st Priority	Date (DD/MM/YY):		Time: ____am/pm to ____am/pm
2nd Priority	Date (DD/MM/YY):		Time: ____am/pm to ____am/pm
3rd Priority	Date (DD/MM/YY):		Time: ____am/pm to ____am/pm
Address of Appointment:			
Responsible Staff name:		Tel:	
Preference of Interpreter:		Payment:	
<input type="checkbox"/> None <input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Invoice needed <input type="checkbox"/> Receipt needed	
Background Information about the assignment:			

Signature:

Signed by:

Date:

Bureau/Department Chop:

(Official Use Only)	Confirmed by:	Confirmation Date:		
	Appointment:	Date:	Time:	Interpreter:

International Social Service Hong Kong HOPE

Written Translation/Proofreading Service Request Form

Please return the completed signed form with the document to be translated with Bureau/Department Chop to fax (No.: 3160-8146) or email (hope.it.scem@isshk.org) **at least 7 working days** in advance. We will reply you via email or fax within 3 working days.

**Information provided will be disclosed to our assigned interpreters and authorized staff of HOPE for the purpose of following up your application.*

(Official Use)
Case Ref No:

1. Government Bureau/ Government Department Information

Name of Government Bureau/ Government Department:			
Unit/Section:			
Address:			
Tel:		Fax:	

2. Applicant Information

Name of Applicant:	Post:	
Email:		
Tel:	Fax:	

3. Service Information

Apply for:	<input type="checkbox"/> Written Translation	No. of English words:	
	<input type="checkbox"/> Proof reading	No. of EM language words:	
Language:	<input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Bengali <input type="checkbox"/> Hindi <input type="checkbox"/> Nepali <input type="checkbox"/> Punjabi <input type="checkbox"/> Tagalog <input type="checkbox"/> Urdu		
Expected Date of Completion:	_____ (DD) / _____ (MM) / _____ (YY)		
Payment:	<input type="checkbox"/> Invoice needed <input type="checkbox"/> Receipt needed		

I agree that once HOPE has issued a confirmation of translation request, no cancellation or change to the original text will be accepted. The service provider will also be liable to pay for the agreed translation fees in full.

Signature: _____
Signed by: _____
Date: _____

Bureau/Department Chop:

(Official Use Only)	Confirmed by:		Confirmation Date:	
	No of words confirmed:		Assigned to:	



Service Fees

Service Type	Operation Hours	Fee
Telephone Interpretation Service and Hotline 電話傳譯服務及熱線	Monday to Sunday: 8 am to 10 pm (except Public Holiday) <i>Booking is required 3 working days in advance for any interpretation service exceeding 30 minutes</i>	Free
On-site Interpretation Service 即場翻譯服務	Monday to Friday: 10 am-6 pm Saturday: 10 am-2 pm (except Public Holiday)	*Within operation hours: \$100/hour *Out of operation hours: \$150/hour
Written Translation and Proof-reading Service 筆譯及校對服務	Monday: 9am-6:30pm Tuesday to Sunday: 9am-9pm (except Public Holiday)	*Translation: \$2 per English word to one EM language (minimum charge \$100) *Proofread: \$2 per EM language word (minimum \$50)
Simultaneous Interpretation Service 即時傳譯服務	9am to 9pm (By Appointment only)	*Within operation hours: \$200/hour *Out of operation hours: \$300/hour Public Holiday: \$400/hour #Deposit of equipment required

Languages available

Language	Hotline number
印尼語 Bahasa Indonesia	3009 - 9001
孟加拉語 Bengali বাংলা	3009 - 9002
印度語 Hindi हिन्दी	3009 - 9003
尼泊爾語 Nepali नेपाली	3009 - 9004
旁遮普語 Punjabi ਪੰਜਾਬੀ	3009 - 9005
他加祿語 Tagalog	3009 - 9006
烏爾都語 Urdu اردو	3009 - 9007

HOTLINE FOR GOVERNMENT BUREAUX AND DEPARTMENTS

政府決策局及部門熱線

3009 - 9030



Centre's information



+852 3009-9010



+852 3160-8146



www.isshk-hope.org



hope.it.scem@isshk.org



5/F, Tai Wo Hau Estate Community Centre,
15 Tai Wo Hau Road, Kwai Chung



Monday 9am-6:30pm
Tuesday-Sunday 9am-9pm
except public holiday

HOPE BRINGS UNDERSTANDING