

About Us

Background

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 ethnic minority communities with easier access to public services and enhancing their sense of belonging in Hong Kong.

Languages available

Language	Hotline number
Bahasa Indonesia	3009-9001
Bengali বাংলা	3009-9002
Hindi हिन्दी	30099003
Nepali नेपाली	3009-9004
Punjabi ਪੰਜਾਬੀ	3009-9005
Tagalog	3009-9006
Urdu اردو	3009-9007

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/adverse weather

HOPE brings Understanding



Interpretation and Translation services for ethnic minorities.



Operated by:



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

Sponsored by:



政府資助
計劃
Government-funded
programme



Our Service



Telephone interpretation Service and Hotline

(Mon-Sun 8am-10pm, except public holiday)

- Designated phone line for each EM language
- Please book in advance for interpretation services exceeding 30 minutes

Application

- For interpretation services exceeding 30 minutes, please **call 3009-9010 to book at least 3 working days** in advance
- Service user can also dial to the language hotline (indicate in the back of this leaflet) for brief interpretation services

- ✓ **Free of Charge for Service to Ethnic Minorities**
- ✓ **Easy to Access**

Sight Translation Service

(Mon 9am-6:30pm, Tue-Sun 9am-9pm, except public holiday)



- Take a photo of the document (e.g.: Letters, Notices) and send it to us, a written summary/ voice message will be provided in the designated language.

Application

- Send a photo of the document to
 - Email: hope.it.scem@isshk.org
 - WhatsApp: 5696-7077
- Indicate the language to be translated

Rolling Translated News Service

Rolling news in ethnic minority languages keeping updated on important news in Hong Kong.



Application

- To join the WhatsApp community, send us a message at 5696-7077 with the message “Rolling News” to receive rolling translated important news in your chosen language.

Escort and on-site interpretation Service

(Mon-Fri 10am-6pm;
Sat 10am-2pm)



- Interpreters provide on-site interpretation service at various public service location.
- Language ambassadors can provide escort service for new arrivals and elderly for accessing public services.

Application

- Please call **3009-9010** to book **at least 5 working days** in advance
- Priority quotas for elderly (55 years old and above), people with disability, and new arrivals.

