



VOICES OF HOPE

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

政府資助計劃 Government Support Programme

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



HOPE BRINGS UNDERSTANDINGS

SECRETARY FOR HOME AND YOUTH AFFAIRS VISITS HOPE INTERPRETATION AND TRANSLATION SERVICE CENTRE FOR ETHNIC MINORITIES

We are honored to have received Miss Alice Mak, SBS, JP Secretary for Home and Youth Affairs, Mr. Clarence Leung, BBS, JP Under Secretary for Home and Youth Affairs and Ms. Priscilla To, JP, Director of Home Affairs, at the HOPE Interpretation and Translation Service Centre for Ethnic Minorities located in Tai Wo Hau on 31 December 2025.

A new initiative announced in the Chief Executive's 2024 Policy Address, HOPE Interpretation and Translation Service Centre for Ethnic Minorities provides ethnic minorities with free general interpretation and translation services between English and seven ethnic minority languages to alleviate the inconvenience caused by language barriers. The Centre officially commenced operations on 10 December 2025.

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

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 our WhatsApp Number: **5696 7077**
- a written summary/ voice message will be provided in the designated language.

Rolling Translated News Service

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

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.



WhatsApp: **5696-7077**



Facebook

YOUTH SECTION

TOUR TO KADOORIE FARM AND BOTANIC GARDEN

The Tour to Kadoorie Farm and Botanic Garden in Hong Kong was a delightful experience for the youths, immersing them in nature and wildlife. Nestled in the hills, the garden showcases vibrant flora and diverse animal life. Participants marveled at playful monkeys and colorful birds while exploring serene ponds filled with fish. Engaging in interactive sessions, they learned about conservation and the significance of preserving biodiversity. This adventure allowed them to disconnect from their busy lives and reconnect with the environment, fostering a deeper appreciation for Hong Kong's unique ecological beauty and encouraging a sense of responsibility towards nature.



K-POP AND BOLLYWOOD PERFORMANCE VOLUNTEERING AT AIA CARNIVAL



At the AIA Carnival, vibrant K-pop and Bollywood dance groups lit up the stage. The K-pop team wowed with precise, high-energy routines to popular hits, while the Bollywood fusion group captivated with colorful costumes and dynamic blends of tradition and modern style. Together, they brought infectious energy, engaging audiences of all ages and creating a festive cultural celebration.

YOUTH CHINESE NEW YEAR PARTY

The Chinese New Year party was a lively celebration, featuring enthusiastic volunteers from a local secondary school who engaged the kids in various festive activities. Throughout the event, children participated in games inspired by traditional Chinese New Year customs, learning the significance behind each activity. The volunteers taught them meaningful CNY words and phrases to express blessings, fostering a sense of cultural appreciation. Additionally, captivating stories and myths related to the holiday were shared, immersing the children in the rich traditions of their heritage. The event not only delighted the participants but also reinforced community ties and the joy of cultural exchange.



YOUTH SPORTS DAY

Youth Sports Day brought together 40 kids for fun team challenges like "Pass the Cups," "Pass the Ping Pong," and station games. The activities promoted teamwork, encouragement, and sportsmanship, filling the day with laughter and friendly competition. Beyond physical play, the event built friendships and strengthened community among the young athletes.



GOVERNMENT SECTION

NOTICE - REGISTER AS AN ELECTOR

You are eligible to be registered as an elector if you:

- are aged 18 or above
- ordinarily reside in Hong Kong
- are a Hong Kong Permanent Resident

APPLICATION DEADLINE

New Registration:
2 June every year

Report on change of particulars:
2 June every year

(Address proofs are required when individuals submit their applications for new registration or applications for change in registered address except for those who are the authorised occupants of public rental housing under the Housing Department or registered residents in the tenancy of subsidised housing under the Hong Kong Housing Society and that the addresses in the tenancy records match the residential addresses provided by them.)

See the Address Proof Requirement:
www.reo.gov.hk/en/voter/ap.htm

Submission of Forms

Completed and signed application form can be sent to REO:

- (1) **by post** (address: 29/F, Standard Chartered Tower, Millennium City 1, 388 Kwun Tong Road, Kwun Tong, Kowloon)
- (2) **by fax** (fax number: 2891 1180);
- (3) **by email** (email address: form@reo.gov.hk); or
- (4) **by uploading the scanned form at the Registration and Electoral Office Online Upload Platform** (www.reo-form.gov.hk)

Eligible persons may also submit applications for new registration as geographical constituency electors by using 'iAM Smart+' through 'iAM Smart' mobile App (www.reo.gov.hk/video/voter/GCVRguide-EN.mp4) or **online platform** (<https://eform.cefs.gov.hk/form/vre001/en/>).

Hotline numbers of CHEER/ HOPE

Language	Hotline No (CHEER)	Hotline No (HOPE)
Bahasa Indonesia	3755 6811	3009 9001
Nepali	3755 6822	3009 9004
Urdu	3755 6833	3009 9007
Punjabi	3755 6844	3009 9005
Tagalog	3755 6855	3009 9006
Hindi	3755 6877	3009 9003
Thai	3755 6866	N/A
Vietnamese	3755 6888	N/A
Bengali	N/A	3009 9002

Application forms are

available at: [Support Service Centres for Ethnic Minorities](#)

- HOPE Centre (Wanchai)
- CHEER Centre (Kwun Tong)
- HOME Centre (Yau Tsim Mong)
- HOME Sub-centre (Sham Shui Po)
- DREAM Centre (Kowloon City)
- LINK Centre (Kwai Tsing)
- ONE Centre (Tuen Mun)
- YLTH Centre (Yuen Long)
- TOUCH Sub-centre (Tung Chung)
- IDEA Centre (Sha Tin)

Government and Other Offices

- Registration and Electoral Office (REO)
- District Offices and management offices of public housing estates
- Application forms can also be downloaded from the voter registration website (vr.gov.hk).

Enquiries

If you do not speak both Chinese and English and wish to make enquiries to REO on matters in relation to voter registration, you

may seek assistance from CHEER / HOPE which provides free of charge over-the-phone interpretation service. You may request the interpreter from CHEER / HOPE to make a conference call with REO's officer by dialing the REO's enquiry hotline (2891 1001) during REO's office hours from 8:45 a.m. to 6 p.m. from Mondays to Fridays (except public holidays). Once the conference call is connected, you can speak directly to the REO's officer through CHEER / HOPE's interpreter.

ABOUT US

Funded by the Home Affairs Department, HOPE Support Service Centre (HOPE Centre) is operated by ISSHK with the goal of providing support service to ethnic minorities to facilitate their integration into Hong Kong community. Aiming to create an inclusive community that embraces cultural diversity, racial harmony and equality for all, HOPE Centre has been providing services and programmes since May 31, 2009.

AFTER SCHOOL TUTORIAL PROGRAMME

Every MON, TUES, WED, THRS
Time: 4:30 pm - 6:30 pm

CONTACT US

Tel: 2836 3598 Hotline: 5188 8044
Fax: 2508 0207
Email: ethnic_centre@isshk.org
Website: www.isshk-hope.org
Address: 3/F Tak Lee Commercial Building
113-117 Wan Chai Road, Wan Chai

OFFICE HOURS

Monday : 9:00AM - 6:30 PM
Tuesday - Sunday : 9:00AM - 9:00 PM

USEFUL CONTACT

Airport Hotline 2181 8888
Consumer Council 2929 2222
Airport Hotline 2181 8888
Consumer Council 2929 2222
Equal Opportunities Commission 2891 0088
Department of Health 2961 8989
Home Affairs Department 2835 2500
Social Welfare Department 2343 2255

EMERGENCY HOTLINE

POLICE, FIRE, AMBULANCE **999**

OUR SERVICES

Language Programmes EM Care Team
Computer Classes Recruitment Days
Employment Services and Seminars
Recruitment Days Family Days/Outings

Interpretation and Translation Services

Language	Hotline
Bahasa Indonesia	3009-9001
বাংলা Bengali	3009-9002
हिन्दी Hindi	3009-9003
नेपाली Nepali	3009-9004
ਪੰਜਾਬੀ Punjabi	3009-9005
Tagalog	3009-9006
Urdu اردو	3009-9007

FOLLOW / SUBSCRIBE



UPCOMING PROGRAMMES

Programme	Date
Volunteering in Recycling DIY Workshop	28 March 2026
Basic Cantonese 16	9 April 2026 (Tues/Thurs)
Youth First aid training	11 April 2026
Family Day	3 May 2026
HOPE for the Best Competition	May 2026
Photography Competition	May 2026

HOPE FOR THE BEST COMPETITION 2025 (27-28/12/2025)



The “HOPE for the Best Competition 2025” wrapped up in festive style over two days at the HOPE Centre, honoring achievements with a Christmas-themed celebration! With 42 participants showcasing a diverse array of handmade creations—dresses, paintings, jewelry, and more—the event invited family and friends to engage in public voting. A charming Christmas cookie corner added to the festive spirit, making the environment even more inviting. With 62 visitors supporting the competitors, the competition celebrated creativity, strengthened community bonds, and provided a platform to recognize everyone’s hard work as the year came to a close!

HOPE COMPANY FAIR

On 9 January 2026, the HOPE Centre proudly hosted a vibrant company fair to assist ethnic minorities in their job search. With five dynamic company booths featuring a diverse array of industries—including CANTONEHK, Junma Tech Limited, Steak King Foods, the Construction Industry Council, and HOPE Interpretation and Translation Service Centre for Ethnic Minorities—participants had the chance to explore exciting career opportunities. Jobseekers were encouraged to engage with company representatives, leading to a flurry of applications and valuable connections. This event highlighted HOPE Centre’s commitment to creating an inclusive workplace, empowering candidates to take the next step in their careers!

BASIC OFFICE USE CANTONESE CLASS



On February 4 and 6, 2026, we hosted an engaging Basic Office Use Cantonese Class that empowered participants with essential language skills for the workplace. Through interactive lessons and hands-on practice, attendees explored crucial Cantonese vocabulary, essential phrases, and effective communication strategies. The sessions were designed to build confidence in everyday office interactions, from casual chats to professional exchanges. Participants left feeling energized and equipped with practical skills to enhance their daily communication!

STRAWBERRY PICKING FOR FAMILIES

On 18 January 2026, families gathered for an unforgettable day of strawberry picking at Long Ping Strawberry Farm! The excitement kicked off with a lively introduction, followed by fun games that sparked connections among families.



Once at the farm, everyone gathered for a cheerful group photo before diving into the delightful experience of picking up a pound of fresh strawberries! With enthusiastic volunteers guiding the way, families enjoyed a vibrant “Strawberry Hunt” to discover the biggest and most unique strawberries. It was a day filled with laughter, bonding, and sweet surprises!

ACTIVITIES

LANGUAGE CLASSES



CANTONESE COURSES

Join our Cantonese courses! HOPE Centre's Cantonese courses (10 sessions, 2.5 hours each, ages 17+) continue to be opened for everyone to learn the language! Since December, we have opened 3 Basic, 3 Intermediate, and 2 Advanced Cantonese courses. We are proud to be able to support our participants in their persistence and interest in developing their Cantonese skills.

FUN LEARNING CANTONESE COURSES

Don't know where to start in learning Cantonese? Join our Fun Learning Cantonese! Designed for absolute beginners, our short course (5 sessions, 2 hours each) helps build a foundation and teach the essentials to learning Cantonese. Since December, we have opened 2 Fun Learning Cantonese courses with participants consistently showing great dedication!

PUTONGHUA COURSES

Come learn Putonghua for beginners or at a basic level! Our Putonghua courses are only a \$100 non-refundable fee total (5 sessions, 2 hours each). Since December, we have opened 2 Putonghua courses and will be opening more in March – so we hope to see you there!

CHINESE NEW YEAR CELEBRATION

Happy Chinese New Year! Chinese New Year is a time to reflect on the past year, and look forward to new beginnings of hope and good fortunes. On 14 February, we held a party to celebrate and were grateful so many of our wonderful service users could join us! 51 party-goers got to enjoy games such as traditional Chinese Handkerchief spinning and flying paper planes to “obtain luck and wealth!”, win prizes for their efforts, and overall celebrate the new year together!

BASIC ENGLISH

Learning English can be intimidating but HOPE Centre is here for you! On 4 February 2026, our Basic English course started and we have been very proud to see how dedicated our participants have been in growing their skills and being able to communicate more in their daily lives.



HOPE ETHNIC MINORITY CARE TEAM
Support That Strengthens:
A New Beginning for the Nguyens



In the busy Wan Chai neighborhood, the Nguyen family prepared for their third child, feeling both excitement and overwhelm. With three young kids, daily routines were challenging, especially as the father balanced work and childcare while the mother recovered from her recent pregnancy.

The care team helped by facilitating administrative tasks, like birth certificate registration and kindergarten enrollment for their eldest, providing the family with relief. Through their support, the Nguyens felt empowered and connected, realizing they had a community to rely on. The HOPE Ethnic Minority Care Team is committed to supporting families like theirs through the ups and downs of family life.



Need help? Our Hotline:
+852 9512 9085