



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

SUMMARY FOR NGOS, SCHOOLS & OTHER PUBLIC SERVICE PROVIDERS
社福機構、學校及其他公共服務提供者使用簡介

Designated Hotline 專屬熱線: 3009-9020



Complete Guideline
完整指南



Service Request Forms
服務申請表格

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.

Service for Individual Service Users

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 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



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.



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.

OUR SERVICES FOR NGOS, SCHOOLS & OTHER PUBLIC SERVICE PROVIDERS



Telephone Interpretation Service and Hotline

電話傳譯服務及熱線

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

• Service Summary

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

HOTLINE FOR NGOS, SCHOOLS & OTHER PUBLIC SERVICE PROVIDERS

為社福機構、學校及其他公共服務提供者而設的專屬熱線

3009-9020



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 service for NGOs, Schools, & other Public Service Providers. We will provide a marked copy, along with an appendix listing all suggestions.

Completion time:

- Written Translation: requires at least 7 working days
- Proofreading: requires at least 3 working days



On-site Interpretation Service 即場傳譯服務

Service Summary:

- The Centre's interpreter will conduct outreach at workplaces of public service providers to provide face-to-face interpretations.

Service Hours:

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

Application:

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



Simultaneous Interpretation Service 即時傳譯服務

Service Summary:

- Simultaneous interpretation can be provided when NGOs, schools and public service providers are having trainings, workshops, seminars and meetings.

Service Hours:

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

Application:

- Submit the Interpretation Service Request Form at least 5 working days 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 1 working day after receiving the application form.

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)	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 (Free for NGOs and Schools) *Out of operation hours: \$150/hour (\$50/hour for NGOs and Schools)
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 word (minimum charge \$100) (Free for NGOs and Schools) *Proofread: \$2 per EM language word (minimum charge \$50) (Free for NGOs and Schools)
Simultaneous Interpretation Service 即時傳譯服務	9am to 9pm (By Appointment only)	*Within operation hours: \$200/hour (Free for NGOs and Schools) *Out of operation hours: \$300/hour (Free for NGOs and Schools) Public Holiday: \$400/hour (\$200/hour for NGOs and Schools) #Deposit of equipment required

Language Hotlines

(8 AM to 10 PM, except public holiday)

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

Sight Translation



WhatsApp:
5696-7077

HOTLINE FOR NGOS, SCHOOLS & OTHER PUBLIC SERVICE PROVIDERS

為社福機構、學校及其他公共服務提供者而設的專屬熱線

3009-9020



Centre's information

 +852 3009-9010  www.isshk-hope.org

 +852 3160-8146  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

Facebook



HOPE BRINGS UNDERSTANDING