



Drop-in Service Hours / 偶到服務時間 / Jam Kerja di Tempat /  
 ड्रप-इन सेवा के घंटे / ड्रप-इन सेवाको समय / ड्रप-इन सरहिस समय /  
 Mga Oras ng Serbisyo sa Drop-in / เวลาทำการของเคาน์เตอร์หรือป-อิน / اوقات کے کام کے اوقات



Telephone Interpretation Service Hotlines (TELIS) / 電話傳譯服務熱線 (TELIS) /  
 Hotline Layanan Penerjemahan lewat Telepon (TELIS) / ટેلیفون व्याख्या सेवा हाटलाइन (TELIS) /  
 टेलिफोन दोभाषे सेवा हटलाइनहरू (TELIS) / टैलीडेन विआधिया मेदा हाटलायिन (TELIS) /  
 Mga Hotline ng Serbisyon Interpretasyong Pantelepono (TELIS) /  
 تیلی فون پر زبانی ترجمہ کی سہولت کی باٹ لائنز (TELIS) / (TELIS)

### CHEER Operation Hours

Time/Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
9:00am - 5:00pm	😊	😊	😊	😊	😊	😊	😊
5:00pm - 9:00pm	😊	😊	😊	😊	😊	😊	✗
8:00am - 10:00pm	☎️	☎️	☎️	☎️	☎️	☎️	☎️

\*CHEER closes on public holidays. / 本中心於公眾假期休息。 / CHEER tutup pada hari libur umum. /  
 CHEER सार्वजनिक छुट्टियों पर बंद रहेगा / सार्वजनिक विदाहरूमा CHEER बन्द हुनेछ / जनउब छुट्टीमा दिउस CHEER बंद रहेगा /  
 Ang CHEER ay sarado tuwing mga public holiday. / शुभ्र CHEER पित्ताकारांनरुनहयुवराधकारां / عام تعطيلات پر بند ہوگا / CHEER

Enquiry / 查詢 / Pertanyaan / पूछताछ / सोधपूछ / पूँछ-पत्राल / Pagtatanong / สอบถาม / انكوانرى

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Address / 地址 / Alamat / पता / ठेगाना / पत्रा / ที่อยู่ / پته  
 Unit 3, 6/F, Futura Plaza, 111-113 How Ming Street, Kwun Tong, Kowloon, Hong Kong  
 (Kwun Tong MTR Station Exit B3)  
 香港九龍觀塘巧明街111至113號富利廣場6樓3室(觀塘港鐵B3出口)



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香港基督教服務處  
 HONG KONG CHRISTIAN SERVICE

全人關心 卓越創新  
 care for all excel in all

融匯 — 少數族裔人士支援服務中心  
 Centre for Harmony & Enhancement of  
 Ethnic Minority Residents (CHEER)

CENTRE for HARMONY and ENHANCEMENT  
 of ETHNIC MINORITY RESIDENTS

# CHEER

融匯 — 少數族裔人士支援服務中心

Pusat untuk Etnik Minoritas Sentro para sa Etniko Minorya

अल्पसंख्यक जातीयों के लिए केन्द्र  
 अल्पसंख्यक जातीयहरूको लागि केन्द्र  
 थेट गिहट्टी सेवें लघी वेंटर

சூனியீஹ்நரிகரணகலுமனூய  
 نسلى اقلیتوں کا مرکز



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Bahasa Indonesia  
 印尼語  
 Tagalog  
 他加祿語  
 Thai  
 泰語

☎️ 3755 6811

Hindi  
 印度語  
 Nepali  
 尼泊爾語

☎️ 3755 6822

Punjabi  
 旁遮普語  
 Urdu  
 烏爾都語

☎️ 3755 6833

Multi-Languages Information Website / 多國語言資訊網頁 /  
 Situs Web Informasi dalam Berbagai Bahasa / बहु-भाषाओं में सूचना वेबसाइट /  
 बहु-भाषाहरूमा जानकारी वेबसाइट / ਬਹੁ-ਭਾਸ਼ਾਈ ਜਾਣਕਾਰੀ ਵੈਬਸਾਈਟ /  
 Websayt na naglalaman ng impormasyon sa iba't ibang wika /  
 مختلف زبانوں میں معلوماتی ویب سائٹ /

www.hkcscheer.net

## Service Objectives:

Through the provision of interpretation service and multi-dimensional programmes, CHEER aims at achieving the following objectives:

1. To assist the ethnic minorities in knowing and accessing essential public services and resources.
2. To enhance the ethnic minorities' proficiencies in Chinese and English.
3. To enhance the ethnic minorities' capacity in problem-solving and adjustment in Hong Kong.
4. To promote social inclusion and integration in Hong Kong.

## Main Service Target:

All ethnic minorities in Hong Kong.

## Main Services:

### 1 Interpretation and Translation Services

CHEER provides Interpretation and Translation Services in **English, Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai** and **Urdu** to non-Chinese / non-English speaking ethnic minorities and organisations providing essential public services. Our services include:



**Telephone Interpretation Service (TELIS)**

TELIS Operation Hours:  
Monday - Sunday 8am - 10pm



**Translation (TS) / Proof-reading Service (PS)**

TS Fee: \$1.5 per English word to 1 respective language  
(Minimum Charge \$300)  
PS Fee: \$0.5 per ethnic minority word per language  
(Minimum charge \$100)

#### REMARKS:

1. EIS, SIS, TS and PS are only provided on request and paid by public service providers.
2. Ethnic minorities, who need EIS, please make request to your public service providers.
3. During Monday to Sunday 10pm-8am and public holidays, user in need of TELIS and EIS for urgent matters can call our TELIS Hotlines in which our English-speaking staff will give support.



**On-Sight Interpretation Service (OSIS)**

OSIS is available for ethnic minorities during drop-in service hours.



**On-Site (Escort) Interpretation Service (EIS)**

EIS Operation Hours:  
Monday - Friday 10am - 6pm  
Saturday 10am - 2pm  
EIS Fee: \$60/hour (during operation hour)  
\$100/hour (during non-operation hour)



**Simultaneous Interpretation Service (SIS)**

(For workshops and seminars)  
SIS Operation Hours:  
Monday - Friday 10am - 6pm  
Saturday 10am - 2pm  
SIS Fee: \$150/hour (during operation hour)

### 2 Language Programmes

CHEER organises **three levels of language training programmes** including:

	Elementary	Intermediate	Advanced
Chinese Courses	Basic Cantonese speaking and listening skills. (30 hours)	Intermediate level of Cantonese speaking and listening skills, and recognize simple Chinese words. (50 hours)	Advanced level of Cantonese speaking and listening skills, read and write simple Chinese words and sentences. (60 hours)
English Courses	Basic English listening, speaking, reading and writing skills. (30 hours)	Intermediate level of English listening, speaking, reading and writing skills. (30 hours)	Advanced level of English listening, speaking, reading and writing skills. (30 hours)

Apart from classroom learning, other support services are rendered to enhance ethnic minorities' language proficiency, including:

1. **The Mentor@Home Scheme**  
(Home-based one-to-one language training programmes supported by volunteers)
2. **Peer Assisted Learning (PAL) Club**  
(Platform to learn and practice language skills with peer support)

### 3 Integration Programmes

To equip ethnic minorities with essential knowledge and skills, and strengthen their social networks for integration in Hong Kong, a wide-range of programmes are organised, including:

1. **Technical Literacy Programmes**  
(Programmes for enhancing users' basic technical knowledge that is useful for their daily lives, career and study)
2. **Social and Cultural Programmes**  
(Programmes for enhancing users' knowledge about local cultures, policies and resources)
3. **Cross-cultural Activities**  
(Programmes for promoting interaction between people from different cultures)
4. **Volunteer Programmes and Groups**  
(Programmes for encouraging users to care and use their potential to contribute to the community)
5. **After-School Support Classes**  
(Homework support to Primary and Secondary students, and classes to enhance kindergarten students' interest in learning Chinese)
6. **Employment Support Services**  
(Provide job information and interview skills training. Job vacancies are available on our Multi-Languages Information Website: [www.hkcscheer.net](http://www.hkcscheer.net))
7. **Youth Unit** (Consultation hotline: 5222 0554)

### 4 Counselling, Guidance and Referral Services

Our registered social worker will provide counselling, guidance and referral services to facilitate needy ethnic minorities adjusting their lives in Hong Kong. We are especially concerned the needs of newly arrived ethnic minorities.

#### Apply & Exit Services:

1. All ethnic minorities can enroll our services:
  - Simply call the TELIS Hotlines or visit our Centre during operation hours for interpretation and translation services, counselling, guidance and referral services.
  - Simply complete the application forms and return to us by post or in person for language and integration programmes.
2. Service users can exit our services by giving verbal request for termination to our staff.

**Fee:** Services are **Free of Charge** for ethnic minorities.