

Housing Channel

Title: Ethnic Minorities

Super	Living in harmony Interpretation and translation services for ethnic minorities
Kwong	Thank you Do you want to play? Let's play together!
Rashan	OK!
Kwong	Let's play with him
Kid	All right. We can play doubles now
Kwong	Serve
Kwong's mother	Kwong!
Kwong	Yes Mum
Kwong's mother	It's time to do your homework
Rashan	Hi Mum
Kwong's mother	Hello
Rashan's mother	Hello
Kwong's mother	You've just moved in?
Rashan's mother	Yes
Kwong's mother	Have you got everything sorted out?
Rashan's mother	Not yet. I don't know how to deal with some things My husband and I go to work every day so my mother-in-law's making enquiries But she only speaks Urdu, and can't communicate with the estate office staff
Kwong's mother	I know there is a NGO that helps ethnic minority residents

with enquiries about public services

They provide telephone interpretation service

Rashan's mother Is that so?

Super Chan Yuk-pik
Centre-in-charge, Centre for Harmony
and Enhancement of Ethnic Minority Residents
Hong Kong Christian Service

The interpretation service includes
the following languages

Urdu	Hindi	Thai
Bahasa Indonesia		
Punjabi	Nepali	Tagalog

Chan Yuk-pik Yes

Our telephone interpretation service covers

seven ethnic minority languages

This means that ethnic minorities

no longer need to face communication barriers

when they enquire about public services

VO Ethnic minorities can use a language card

to indicate their language to estate office staff

Then the staff can call our centre

and we will provide a telephone interpretation service

through a party phone line

Super Interpretation service hotlines:

3755 6811

Thai	Tagalog	Bahasa Indonesia
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3755 6822

Nepali	Hindi
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3755 6833

Urdu	Punjabi
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Chan Yuk-pik If ethnic minorities face communication barriers
when using public services
they can also call our dedicated language hotline
and use our interpretation service

Super Centre for Harmony and
Enhancement of Ethnic Minority Residents
Hong Kong Christian Service
Address: G/F, 5 Tsui Ping Road, Kwun Tong, Kowloon
Telephone no.: 3106 3104

VO The centre also provides visual translation

If ethnic minority residents
can't read a letter or leaflet
they can get help from the centre's translators

Kwong Hello

Rashan's mother Hello, Mrs Cheung

Kwong's mother Have you been out?

Rashan's mother Yes. Thank you so much for your help last time

The interpretation service was very helpful
My mother-in-law is very smart
Now she goes to the estate office alone
she just calls the interpretation service hotline

Kwong's mother She's really smart!

Kwong Rashan, I'm playing table tennis with Big Guy

Want to join us?

Rashan Come on!

Rashan's mother Go and play for a while

Kwong Let's go. Bye, Mum

Kwong's mother Bye