

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 (CHEER)

अल्पसंख्यक जातीयो के लिए केंद्र (CHEER)

अल्पसंख्यक जातीयको लागि केन्द्र (CHEER)

ਘੱਟ ਗਿਣਤੀ ਲੋਕਾਂ ਲਈ ਕੇਂਦਰ (CHEER)

Sentro para sa Etnikong Minorya (CHEER)

ศูนย์ให้บริการชนกลุ่มน้อย (CHEER)

نسلی اقلیتوں کا مرکز (CHEER)



HONG KONG
CHRISTIAN SERVICE

care for all excel in all

Centre for Harmony & Enhancement of
Ethnic Minority Residents (CHEER)



Telephone Interpretation Service Hotlines (TELIS) / 電話傳譯服務熱線 (TELIS) /

Hotline Layanan Penerjemahan lewat Telepon (TELIS) / टेलीफोन व्याख्या सेवा हॉटलाइन (TELIS) /

ਟੈਲਿਫੋਨ ਦੋਭਾਸ਼ੇ ਸੇਵਾ ਹਟਲਾਈਨਹਰੂ (TELIS) / ਟੈਲੀਫੋਨ ਵਿਆਖਿਆ ਸੇਵਾ ਹੱਟਲਾਈਨਾਂ (TELIS) /

Mga Hotline ng Serbisyong Interpretasyong Pang-telepono (TELIS) /

สายด่วนบริการล่ามทางโทรศัพท์ (TELIS) / (TELIS) ٹیلی فون پر زبانی ترجمہ کی سہولت کی ہاٹ لائن



Thai
泰語



Bahasa Indonesia
印尼語



Tagalog
菲律賓語



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-भाषाको 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 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. Services mainly include:

Free of charge



Telephone Interpretation Service (TELIS)

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

Free of charge



On-site Interpretation Service (OSIS)

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



On-Site (Escort) Interpretation Service (EIS)



Translation Service (TS)

REMARKS:

1. *EIS and TS are only provided on request by public service providers and are paid services.*
2. *CHEER also provides Simultaneous Interpretation Service (SIS) upon request for workshops and seminars held by public service providers.*
3. *During Monday to Sunday 10pm-8am and public holidays, TELIS and EIS will be provided for urgent cases according to availability of resources.*

2. Language Programmes

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

Elementary

Chinese and English Courses

Intermediate

Chinese and English Courses

Advanced

Chinese and English Courses

3. Integration Programmes

CHEER organizes various programmes to enhance and equip ethnic minorities with skills and knowledge essential for their integration in Hong Kong including:

1. Technical Literacy Programmes

- Workshops to enhance and acquire basic technical knowledge and skills that are essential for ethnic minorities' daily lives such as computer training programmes.

2. Cultural Literacy Programmes

- Programmes to enhance ethnic minorities' understanding about local cultures and history.
- Cross-cultural activities to facilitate interaction between ethnic minority and local Chinese people.

3. Social Literacy Programmes

- Trainings, visits and workshops to enhance ethnic minorities' knowledge about local resources, policies and systems.
- Volunteer programmes to strengthen ethnic minorities' participation in the community.

4. Counselling, Guidance and Referral Services

- Counselling and guidance services are provided to ethnic minorities to facilitate their swift adjustment in Hong Kong. **CHEER is especially concerned with the needs of newly arrived ethnic minority residents.**
- Referral services to other suitable services are offered to ethnic minorities in need.

Apply & Exit Services:

1. All ethnic minorities can enroll in our services by:
 - 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.



Drop-in Service Hours / 遇到服務時間 / Jam Kerja Layanan di Tempat / ड्रॉप इन सेवा /

ड्रॉप-इन सेवा / ड्रॉप इन सरविस सभा / Mga Oras ng Serbisyo sa Drop-in / บริการดรอปป-อิน / ٹراپ ان کے کام کے اوقات

	Mon 星期一	Tue 星期二	Wed 星期三	Thu 星期四	Fri 星期五	Sat 星期六	Sun 星期日
10.00-18.00							
18.00-22.00							CLOSE 休息

*CHEER will be closed 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 / सरकारी छुट्टीਆं ਵਿਚ CHEER ਬੰਦ ਰਹੇਗਾ /
Ang CHEER ay sarado sa public holidays. / CHEER ปิดทำการในวันหยุดราชการ / عام تعطيلات کے دوران بند ہوگا / CHEER

Enquiry / 查詢 / Pertanyaan / पूछताछ / सोधपुछ / पड्डाल / Pagtatanong / สอบถาม / انکوائری



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香港九龍觀塘翠屏道 5 號地下

