

For information
on 15 December 2011

Legislative Council Panel on Manpower

Latest Progress of the Setting Up of a Pioneer One-stop Employment and Training Centre in Tin Shui Wai

Purpose

This paper briefs Members on the latest progress in the setting up of the pioneer one-stop employment and training centre in Tin Shui Wai.

Background

2. To take forward some of the recommendations of the former Commission on Poverty, the Chief Executive promulgated in the 2009-2010 Policy Address the setting up of a pioneer one-stop employment and training centre (the Centre) in Tin Shui Wai to streamline, integrate and enhance the existing employment and training/retraining services provided by the Labour Department (LD), Social Welfare Department (SWD) and Employees Retraining Board (ERB). LD is responsible for setting up the Centre, managing its future operation and coordinating the provision of one-stop employment and training/retraining services.

3. The Centre will be housed on the fourth floor of the new Amenity and Community Building (ACB) at Tin Ching Estate in Tin Shui Wai. To facilitate job seekers in obtaining employment and training/retraining services in one stop, an ERB Service Centre (“Service Centre”) has been set up on the third floor of the same building.

4. The existing Yuen Long Job Centre will be relocated and merge with the Centre upon its commencement of operation to provide enhanced employment services to all job seekers in Yuen Long District. The Centre is under renovation at the moment and is expected to start operation by the end of this month.

Latest Progress of the Setting up of the Centre

5. The latest progress of the setting up of the Centre is as follows:-

Fitting-out Works

6. Subsequent to the issue of occupation permit for the ACB in May this year, the site was handed over to the contractor responsible for the fitting-out works commissioned by the Architectural Services Department in mid-July 2011.

7. Taking into consideration the relatively large size of the Centre and the wide variety of services and facilities provided, it was estimated that it would take over 5 months' time to complete the fitting-out works and the expected date of completion is mid-December 2011. It will take a further period of around two weeks for other preparatory work, including the relocation of Yuen Long Job Centre to merge with the Centre, etc. It is therefore anticipated that the Centre will commence operation by the end of December 2011.

Name of the Centre

8. The Centre will be named as "Employment in One-stop" to match with its brand new mode of operation and services.

Facilities

9. With a total floor area of 1 082 square metres, the "Employment in One-stop" is about two to three times the size of a Job Centre of LD. Facilities to be provided at the "Employment in One-stop" will be more comprehensive. To facilitate job seekers in their job search, the "Employment in One-stop" will provide 18 computers with internet connection and 20 touch-screen vacancy search terminals for use by job seekers. It will also be equipped with 12 interview rooms for conducting case management, counselling and mock interviews. Training, group counselling, experience sharing sessions and job fairs can be held in the four classrooms of various sizes. In addition, special counters and resource corners are set up for ethnic minorities and new arrivals. Reference books, multi-media materials, computer software, newspapers and magazines will also be made available for job seekers with different needs to acquire job search tips, information on employment market and resources available in the community, and to help them enhance employability through self-learning.

Employment Services

10. A full range of self-help job search facilities and employment services currently available at the Job Centres of LD will also be made available at the “Employment in One-stop”. Job seekers may browse through job cards and job fair information on display at the Centre for the most up-to-date vacancy information and search for suitable vacancies through the touch-screen vacancy search terminals; compile résumé with résumé-building software installed in the computers, submit job applications and résumé to employers by e-mail or by fax; or contact employers by phone for enquiries and job interviews. Job seekers may also make use of the computer-aided career assessment tool for a better understanding of their own aptitudes, capabilities and personalities for more effective career planning. They may also participate in the recruitment activities, talks and briefings on job search skills and related topics. Job seekers will be encouraged to participate in the various employment programmes administered by LD. Personalised employment consultation services, including the arrangement of mock interviews and provision of individual career consultation and job-hunting advice, will be provided to participating job seekers for enhancement of their job search abilities.

11. In addition, LD and SWD have already worked out a referral mechanism and detailed procedures for the referral of 500 and 750 unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients in Tin Shui Wai during the Centre’s first and second years of operation respectively. Case managers possessing the qualifications and experience of registered social workers will be responsible for providing case management and employment support services to them. Apart from these unemployed able-bodied CSSA recipients, the “Employment in One-stop” will also provide on a trial basis case management service and intensive employment support services to 50 other job seekers with special employment difficulties each year during its first two years of operation. The tender exercise for contracting out this service has been completed, and the contract has been awarded to the Hong Kong Young Women’s Christian Association.

12. The “Employment in One-stop” will adopt a needs assessment tool developed by renowned academics from a local university to analyse the employment needs of individual job seekers with reference to their qualifications, skills, experiences, motivation, interests, job preferences, personalities, attitudes and aptitudes for work. Based on the assessment results, case managers will try to find out their employment barriers with a view to helping them resolve their problems and provide them with customised services, including individual or group counselling throughout the job search process, training/retraining, employment support and post-placement follow up services, etc. At the same time, the “Employment in One-stop” will tailor make special

employment programmes to suit the job seekers' individual needs and to enhance their employability.

13. The ERB Service Centre situated on the third floor of the same building serves to provide a wide range of training support services to job seekers. Job seekers can obtain comprehensive information on ERB courses and submit direct applications for ERB courses offered by the appointed training bodies of ERB in the District. The Training Consultant of the Service Centre provides personalised counselling and support services to members of the public, and advises them on the selection of suitable training courses. The Service Centre is equipped with self-learning facilities, and organises from time to time workshops on job search and generic skills as well as courses and industry information seminars to help enhance the employability of the public. Besides, LD and ERB have jointly formulated a mechanism for cooperation, under which case managers of the "Employment in One-stop" may refer job seekers with training/retraining needs to the ERB Service Centre for enrolment into suitable ERB courses or offer of other training support services to enhance their employment opportunities.

Networking with Employers in the District

14. The "Employment in One-stop" will strengthen its ties with employers both outside and inside the District, and promote its services to employers through publicity. In order to canvass more suitable job vacancies for job seekers, it will proactively contact employers both outside and inside the District for the purpose of introducing to them our work and encouraging them to make use of its services. It will also step up the efforts in organising recruitment activities to facilitate employers in the recruitment process on the one hand, and to provide job seekers with a speedy and convenient job search avenue on the other hand.

Information Technology System

15. To support the integrated service, an information technology (IT) system has been developed to enhance data sharing among LD, SWD and ERB. With the installation of case management and related functions for designated users to keep track of job seekers' progress in training/retraining and job search, the system will help enhance operational efficiency. Making reference to the operational experiences, the collaboration and coordination among the parties can be strengthened. On-site installation and testing of the system will be conducted by mid-December 2011 after completion of the fitting-out works at the "Employment in One-stop" premises. Training of the system users including NGO social workers will be provided thereafter.

Review

16. The “Employment in One-stop” is set up in Tin Shui Wai on a pioneer basis. Its operational experience and effectiveness will be of reference value for future planning of employment services. It is expected that the various departments and organisations involved will need some time during the initial period of operation to adapt to the new mode of cooperation and operational procedures. It will call for a lot of trials, coordination efforts and improvement measures before the “Employment in One-stop” can operate at its optimal level and achieve the expected results. After the commencement of its services at the end of December, we will closely monitor its operation and collect relevant data for reviewing its effectiveness after two years.

Advice Sought

17. Members are invited to note and give their views on this initiative.

Labour and Welfare Bureau
Labour Department
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