



Labour Department (Headquarters)

勞工處（總處）

Your reference 來函編號：

Our reference 本處檔案編號： LD YE/1-125/3C

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(By fax 2840 0716 and post)

30 November 2012

Ms Mary SO
Clerk
Public Accounts Committee
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong

Dear Ms SO,

**Public Accounts Committee
Consideration of Chapter 10 of the Director of Audit's Report No. 59
Youth employment services**

Thank you for your letter of 23 November 2012 on the above subject.
As requested, we provide at **Annex** Labour Department's response (in both English and Chinese) for the Public Accounts Committee's consideration. A soft copy of the response will be separately sent to you at sywan@legco.gov.hk.

Yours sincerely,

(Cheuk Wing Hing)
Commissioner for Labour

Encl

- c.c. Secretary for Labour and Welfare (fax only: 2537 3539)
Secretary for Financial Services and the Treasury (fax only: 2147 5239)
Director of Audit (fax only: 2583 9063)

Response to question (a)

As at the end of November 2012, 66 officers of LD are involved, as part of their work, in the monitoring of the service provision under YTPTS. They are also responsible for the administration, promotion and publicity, websites and information system management and service delivery of YTPTS. In addition, they assist in the formulation of youth employment policies.

Response to question (b)

Regarding the problem referred to in paragraph 2.9 of Chapter 10 of the Director of Audit's Report No. 59, LD will organise more training activities for case managers to facilitate their timely registration. We will closely monitor the enrolment situation and arrange more training sessions where there is a need.

Regarding the problem referred to in paragraphs 2.13 and 2.27(a), LD will enhance the liaison with the training bodies to understand the difficulties encountered by the case managers and draw up measures to ensure that the case managers will submit the Training and Career Plan and Case Review Report in a timely manner. LD will enhance the computer system for issuing automatic reminders to training bodies to alert them to overdue cases, and asking them to explain or rectify. We will also build in relevant administrative requirements in the forthcoming procurement exercise.

LD strives to ensure the provision of effective training and employment support to young people, and will strengthen the monitoring of services provided by the training bodies of YTPTS. We accept the Director of

Audit's recommendations and will explore the most practicable ways to enhance programme administration, including revamping operational procedures and deploying manpower resources more efficiently.

Response to question (c)

Under YTPTS, personalised case management services are provided to young people to help them develop their individual Training and Career Plan and look for suitable work. The case management services are provided by registered social workers, who are competent to provide appropriate employment support services according to their professional assessment of the trainees' individual needs and interests. In fact, case management service fees are remunerated on an hourly basis and the training bodies can only charge LD for the actual number of service hours spent with the trainees. In other words, the case managers are not allowed to make claims and obtain payment from LD for training hours unspent with the trainees.

Response to question (d)

The Youth Pre-employment Training Programme and the Youth Work Experience and Training Scheme were integrated in 2009. Since then, young people can join YTPTS anytime in a programme year, and receive case management services for a period of 12 months afterwards. While training bodies can claim service fees after completing the case management services, some of the claims will only become due in the following programme years. On the other hand, the need to revamp the payment procedures and to modify the computer system after the integration of the two youth programmes have brought significant workload. We have been adopting various measures to expedite the processing of claims for case management service fees. As at 31 October

2012, 5 560 (i.e. 96%) of the 5 779 cases mentioned in the audit report have been processed.

The figure of 270 000 hours for trainees of 2009-10 as quoted in the audit report was an estimate adopted for budgeting purpose for that programme year. The actual usage of case management services will depend on the trainees' actual needs and the case managers' professional assessment.

Response to question (e)

The present employment market is buoyant and we can canvass vacancies from employers in a wide variety of industries. When young people enrol on YTPTS as trainees, they will be asked to indicate their job preferences and we would help them apply for workplace attachment and/or on-the-job training in those industries or occupations as far as possible.

In fact, the engagement rate of workplace attachment and on-the-job training has not been very high because, nowadays, many options are open to the trainees. Some trainees may choose to further their academic studies or undertake vocational training, while some are successful in finding work by their own efforts after receiving case management services.

In order to promote the trainees' participation in on-the-job training, in recent years, we have been enhancing our collaboration with employers in launching more training-cum-employment projects, especially in those trades or industries that young people express interest, such as Japanese style hairdressing and aircraft maintenance. As mentioned in the audit report, through our efforts, there was a steady rise in the engagement rate, from 32% in 2008-09 to 38% in 2010-11.