

For information on  
16 December 2014

## **Legislative Council Panel on Manpower**

### **Tung Chung Job Centre of the Labour Department**

#### **Introduction**

This paper briefs Members on the latest progress in setting up a job centre in Tung Chung.

#### **Background**

2. As at end-September 2014, the Labour Department (LD) operated a network of 12 job centres throughout the territory to provide a comprehensive range of free employment services to job seekers. To strengthen employment support to residents living in the remote districts, LD set up a new job centre in Tung Chung in October this year. The new Tung Chung Job Centre (TCJC) is located in the Shopping Centre of Yat Tung Estate, Tung Chung. Job seekers on Lantau Island, including Mui Wo and Tai O, may seek employment support in TCJC, thus reducing their time and travelling expenses incurred in obtaining employment services from other job centres.

#### **Facilities and employment services of Tung Chung Job Centre**

3. TCJC provides diversified facilities and free employment services to job seekers regardless of their gender, age, race and educational qualification.

##### Employment facilities

4. Like other job centres, the facilities available in TCJC include self-service touch-screen vacancy search terminals, employment information display panel, fax machines, telephones, computers equipped with resume-writing software and internet connection, etc. TCJC is equipped with interview rooms for conducting individual career counselling and mock interviews. Multi-function rooms are also available for holding career talks, experience sharing sessions and job fairs. There is also an employment resources corner providing reference books, multi-media materials, newspapers

and magazines for job seekers with different needs to acquire job search tips, information on employment market and resources available in the community, with a view to helping them enhance employability through self-learning.

### Employment services

5. Job seekers may choose using job referral services provided by TCJC staff or directly approach employers after reviewing the most up-to-date vacancy information through the Interactive Employment Service (iES) website and vacancy search terminals. Personalised employment advisory service is also provided in TCJC so that job seekers can meet employment officers to obtain the latest information on the labour market, training/re-training courses, job search advice, and/or conduct career aptitude assessment as appropriate.

6. To enhance the dissemination of employment market information and assist employers (including organisations at the airport) in recruiting staff, TCJC actively keeps in touch with employers in the district and regularly holds experience sharing sessions for the purposes of promoting to employers the employment services available in TCJC, while canvassing more suitable job vacancies for job seekers. TCJC also organises district-based job fairs from time to time where job seekers can obtain the latest vacancy information of the district and attend job interviews with recruiting employers on the spot. This not only helps reduce the time needed for recruitment and job search but also facilitates local employment.

### Employment services tailor-made for groups with special needs

7. To address the difficulties that may be encountered by groups with special needs (such as the elderly, new arrivals and ethnic minorities) during job search or employment, special counters are set up in TCJC to provide priority registration and/or job referral services for them. In providing free recruitment services to employers, TCJC only accepts and displays job vacancies that do not carry discriminatory terms (including age, gender and race) and unjustified requirements.

8. TCJC maintains close contact with non-governmental organisations (NGOs) providing services in the district for groups with special needs so as to attain a better understanding of the employment needs and situation of the groups concerned. It also strengthens collaboration with NGOs and encourages them to refer job seekers with employment needs to LD for employment support services.

9. To facilitate the employment of job seekers with special difficulties in finding jobs, TCJC staff will introduce suitable training or re-training courses to them and assist them in joining LD's employment programmes, such as the Employment Programme for the Middle-aged and the Work Trial Scheme in order to enhance their employability.

10. To help the new arrivals and ethnic minorities better understand the latest labour market situation and improve job search skills, TCJC also organises employment briefings regularly. The iES website and vacancy search terminals of LD are equipped with both Chinese (including traditional and simplified Chinese characters) and English interfaces to facilitate access to job vacancy information by the new arrivals and ethnic minorities. Dedicated webpages are also set up at the iES website introducing the employment services of LD to the new arrivals and ethnic minorities.

11. To strengthen the employment services for ethnic minorities, LD launched in September 2014 the pilot project "Employment Services Ambassador Programme for Ethnic Minorities" for youths aged between 15 and 24 with academic qualification at sub-degree level or below referred by the Youth Employment and Training Programme. Under the pilot project, these youths are employed as trainees in job centres (including TCJC) to undergo 6-month on-the-job training with remuneration. Job centres also appoint existing staff with relevant work experience to provide appropriate personalised training and guidance. The project seeks to help job centres proactively reach out to other ethnic minority job seekers through these trainees and enhance the provision of employment services to them. It also helps the trainees acquire work experience and skills.

## **Publicity**

12. To publicise the establishment of TCJC and its services among local residents and organisations, LD carries out promotion through various channels, including mailing flyers to residents and organisations in the district, as well as displaying large posters at District Councillors' offices, management offices of major public housing estates/Home Ownership Scheme estates/private housing estates and/or owners' corporations, Family Service Centres of Social Welfare Department, Public Enquiry Service Centres of Home Affairs Department, community centres, community halls, public libraries, Islands District Office, Tung Chung Rural Committee, NGOs, etc. LD has also displayed banners on the roadside and in housing estates with high pedestrian flows, and placed advertisements at MTR Tung Chung Station and on local shuttle buses to promote the employment services provided by TCJC.

### **Services Performance**

13. During the first month from 20 October to 19 November 2014 after TCJC's commissioning, altogether 2 737 visitors for various facilities and services were recorded. A total of 264 job seekers who are residing in the area have registered for free employment services of LD. TCJC plans to organise six district-based job fairs for local employers (including organisations at the airport) during the period from mid-November to end of December 2014.

### **Concluding Remarks**

14. LD will continue with its efforts to provide effective and convenient employment and recruitment services to assist job seekers in seeking employment and employers in recruiting staff. Members are invited to note the content of this paper and give their views.

Labour Department  
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