


Labour Department (Headquarters)

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Clerk to Panel on Manpower
 Legislative Council
 Legislative Council Complex
 1 Legislative Council Road
 Central, Hong Kong
 (Attn: Ms Betty MA)

24 May 2016

Dear Ms MA,

Panel on Manpower
Follow-up to the Meeting on 15 March 2016

The Legislative Council Panel on Manpower discussed at its meeting on 15 March 2016 the employment support services for ethnic minorities (EMs) provided by the Government. As requested by the Panel, we provide the following additional information :

(a) Display bilingual information on job vacancies suitable for EMs

The Labour Department (LD) has been making continuous efforts to canvass and disseminate vacancies suitable for EMs to enhance their employment opportunities. To this end, the key information (e.g. post title, industry, working hours, salary, district of work, educational requirements and application procedures, etc.) of all vacancies advertised through LD is translated and shown in both Chinese and English on the Interactive Employment Service (iES) website, its mobile application and the vacancy search terminals installed at various locations across the territory. Additionally, for vacancies with no specific Chinese language requirements or which are open to job seekers having little knowledge of Chinese, LD translates all the relevant information into English. These vacancies will be posted in the dedicated webpage for EM job seekers set up under the iES website to facilitate EMs who are not conversant with Chinese to

search for suitable vacancies. LD is also progressively devising pre-translated sample duty lists of different posts to facilitate employers to provide the relevant information in Chinese and English simultaneously when submitting vacancy orders via the iES website.

(b) Follow up on job search progress of EM job seekers

Staffs of LD job centres proactively make contact with EM registrants of LD to gain a better understanding of their employment situation and offer follow-up services that suit their needs. During the process, the centre staffs take heed of the employment needs of individual EMs and proactively introduce personalised employment advisory service to those in need. Those interested may meet the employment officers for in-depth discussions or join suitable employment programmes to enhance their employability.

(c) Placement rate of EM job seekers

Job seekers registered with LD (including EMs) may be placed into employment either through the referral services of LD or by direct application to employers who advertise their vacancies via LD. In 2015, 75 placements were secured for EM job seekers through LD's referral services. However, at present, around 99% of the vacancies advertised through LD are open for direct application by job seekers; but LD does not have the relevant placement rate since job seekers (including EMs) who found work through direct application are not required to report their employment status to LD.

(d) Dissemination of employment information via heads of EM religious bodies and communities

In order to promote wider awareness and use of LD's employment services among EM job seekers, relevant publicity materials are translated into English and six EM languages (including Hindi, Bahasa Indonesia, Nepali, Tagalog, Thai and Urdu) for distribution through various channels such as NGOs serving EMs and religious bodies. Moreover, LD proactively reaches out to EM communities by visiting places frequented by EMs such as mosques, district-based organisations and distributing the promotional leaflets.

In parallel, job centres have also established rapport with EM bodies, religious bodies, etc. in their locality and have been disseminating updated employment information (including job fair schedules) to them regularly. These organisations are also encouraged to refer EMs with employment needs to LD for services.

(e) Assistance to EM job seekers in career planning

LD provides a full range of employment services free of charge to all job seekers (including EMs). EM job seekers may obtain personalised employment advisory service in job centres. To provide support to EM job seekers in job search and career planning, employment officers familiar with the local employment market and proficient in English will offer them information on job market and training/ retraining courses as well as conducting career aptitude assessment, etc. in the light of their individual needs and preferences. Moreover, tailor-made employment briefings are organised regularly in job centres to acquaint EM job seekers with the latest labour market situation and improve their job search skills. EM job seekers in addition to approaching LD may gather information on suitable training/retraining courses from statutory bodies including the Employees Retraining Board and Vocational Training Council.

(f) Others

LD has since September 2014 launched an “Employment Services Ambassador Programme for Ethnic Minorities” to employ trainees of the Youth Employment and Training Programme who could communicate in EM language as employment services ambassadors for six months. On one hand, employment services ambassadors help LD enhance its employment services to job seekers, in particular EMs. On the other hand, the programme enriches the working experience and qualifications of the engaged EM trainees, thereby enhancing their employability in the open market. The response to the programme has been positive and LD has so far engaged a total of 63 trainees as employment services ambassadors.

LD has been making active efforts to support EMs in seeking employment. We will continue to monitor closely the employment needs of EM job seekers in providing them with appropriate employment support services.

Yours sincerely,



(Charles HUI)
for Commissioner for Labour