

## **Existing and planned measures on the promotion of equality for ethnic minorities**

### **Employment**

The Government attaches great importance to facilitating employment of the ethnic minorities (EMs). To this end, the Labour Department (LD) has put in place various measures to enhance their access to its employment support services.

#### **Free and comprehensive employment services for EM job seekers**

##### **Existing Measures**

- Employment services are offered in English and Chinese through LD's network of 13 Job Centres, three industry-based Recruitment Centres, the Telephone Employment Service Centre and the Interactive Employment Service (iES) website (<http://www.jobs.gov.hk>).
- LD has made arrangements with the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) to provide free interpretation services for job seekers who speak neither Chinese nor English. Posters in major EM languages (i.e., Tagalog, Bahasa Indonesian, Thai, Hindi, Urdu, Nepali and Punjabi) are displayed in conspicuous positions inside job centres and industry-based recruitment centres to promote the interpretation services provided by CHEER. The above centres have also prepared forms in these EM languages to introduce the interpretation services and each EM visitor is invited to sign on the form to ascertain whether or not such service is required.
- Job Centres operate special counters and organise employment briefings tailor-made for EM job seekers. Resource corners and a dedicated webpage providing employment information for EM job seekers (<http://www.jobs.gov.hk/EM>) are also set up in Job Centres and on the iES website respectively.
- Key information on job vacancies is disseminated in both Chinese and English through the iES website, its mobile application as well as Vacancy Search Terminals installed in Job Centres and other convenient locations. Employers are encouraged to relax the language requirements when

placing job orders, and LD has also devised pre-translated sample duty lists of some more common posts to facilitate employers to provide relevant information in Chinese and English simultaneously when submitting vacancy orders via the iES website.

- To facilitate the use of employment services by EM job seekers, relevant publicity leaflets are made available in Chinese, English and major EM languages.
- LD has been organising large-scale and district-based inclusive job fairs for EM job seekers to provide them with up-to-date labour market information to facilitate their job search.
- LD has been in close contact with non-governmental organisations (NGOs) providing services for EMs to better understand their employment needs and promote its employment services among EM job seekers.
- LD implements the Employment Services Ambassador (ESA) Programme for Ethnic Minorities to employ trainees of Youth Employment and Training Programme who can communicate in EM languages to work in Job Centres, industry-based Recruitment Centres and job fairs while undergoing on-the-job training.
- LD has engaged two Employment Assistants proficient in EM languages at the Kowloon West Job Centre in Sham Shui Po and the Employment in One-stop in Tin Shui Wai on a pilot basis to provide employment services for EM job seekers.

Assessment of Future Work

- LD will review its services for EM job seekers from time to time and make improvements as appropriate.

Additional Measures Taken/To Be Taken

The following additional measures have been/ will be adopted -

- LD has extended the on-the-job training period for those ESAs engaged since September 2018 from six months to one year.
- LD will launch a pilot programme in conjunction with NGOs to provide employment services for EM job seekers through a case management approach so as to utilise

NGOs' community network, expertise in case management and experiences in serving EMs.

### **Enquiries/complaints**

If you wish to make enquiries / suggestions, please contact any Job Centres/ Recruitment Centres of LD, or send emails to the Employment Services Division of LD at [esd-enquiry@labour.gov.hk](mailto:esd-enquiry@labour.gov.hk). The contact information of the Job Centres/ Recruitment Centres can be found via the link below:

[http://www1.jobs.gov.hk/1/0/WebForm/information/en/our\\_service/info\\_jobcentres.aspx](http://www1.jobs.gov.hk/1/0/WebForm/information/en/our_service/info_jobcentres.aspx)

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