

# Labour Department adjusts and enhances employment services

The Labour Department (LD) today (March 13) announced that, in view of the increasing popularity of online employment services among the general public and to utilise public resources more effectively, the LD will adjust and enhance its employment services starting from April 2 to meet job seekers' needs and suit market circumstances.

The LD's Telephone Employment Service Centre will introduce voicemail service. Members of the public can leave messages and request services by calling the hotlines for job seekers (2969 0888) and employers (2503 3377) outside office hours and following the instructions provided. Staff will follow up and respond as soon as possible within the following working day.

The service hours of the LD's job centres and industry-based recruitment centres will also be extended from the current 9am to 5.30 pm to 9am to 6.15 pm from Monday to Friday (excluding public holidays). The centres will be closed on Saturdays, Sundays and public holidays, following the five-day week arrangement. Moreover, the Hong Kong West Job Centre on Hong Kong Island and the Tai Po Job Centre in New Territories East will merge with job centres in the nearby districts respectively to provide services to the public. For the addresses and service hours of the job centres, please visit the LD's Interactive Employment Service (iES) website ([www.jobs.gov.hk/en/c](http://www.jobs.gov.hk/en/c)).

The LD has been providing diversified and free employment services for job seekers. Apart from services provided by job centres and recruitment centres, the LD's iES website and mobile application provide round-the-clock online employment services and employment information to enable job seekers to search for job vacancies and submit job applications online. Registered job seekers can also call the hotline for job seekers of the Telephone Employment Service Centre to obtain job referrals without having to visit job centres in person for the services.

The LD will continue to review services provided in a timely manner, and implement measures to enhance services in light of the service needs and market situation with a view to enhancing service efficiency.