

Latest arrangements for Labour Department public services

In light of the expansion of the special work arrangements for government employees announced by the Government, the Labour Department (LD) announced today (February 3) that it will only provide emergency and essential public services from tomorrow (February 4) tentatively until February 11. The Government will closely monitor the epidemic situation and review the arrangements in due course.

Branch offices under the Labour Relations Division and the Employment Agencies Administration will provide limited counter services on Monday, Wednesday and Friday. The enquiry hotline (3580 1442) on employment benefits dedicated for employees residing in Kwai Chung Estate will remain in service during office hours from Monday to Friday, while other counter services of the LD will be suspended. In view of public health considerations, members of the public should wear surgical masks at all times when they enter or are present in the LD's offices, and comply with the infection control and social distancing measures implemented by the department including using the "LeaveHomeSafe" mobile app, temperature checks and crowd control arrangements.

Occupational Health Clinics and Occupational Medicine Units will be closed. Those who have made service appointments will be informed of the alternative arrangements.

The LD encourages members of the public to make use of the department's online services and information (www.labour.gov.hk), and to file enquiries and requests for service by email at enquiry@labour.gov.hk. For information about employment rights and benefits, members of the public may browse the LD's website at www.labour.gov.hk/eng/faq/content.htm.

Job seekers can use the Interactive Employment Service Website (www.jobs.gov.hk) for job searches. The LD's Telephone Employment Service Centre, all Job Centres and industry-based Recruitment Centres also provide enquiry and employment services by telephone from Monday to Friday during office hours (9am to 1pm and 2pm to 5.30pm) (telephone numbers are shown at www.jobs.gov.hk/0/en/information/ourservices/jobcentres/).

Applicants for issue or renewal of licences of employment agencies may submit their applications to the office of the Employment Agencies Administration by post (Unit 906, 9/F, One Mong Kok Road Commercial Centre, 1 Mong Kok Road, Kowloon) or email (ea-ee@labour.gov.hk).

Due to the special work arrangements, the processing time for various enquiries and applications may take longer than usual.

The LD will review the situation in due course and make further announcements as appropriate.