

Latest arrangements for Labour Department public services

As the current epidemic situation remains severe, posing an unprecedented threat to Hong Kong, the Government announced today (March 3) that government departments will continue to provide emergency services and essential public services and release manpower to focus on anti-epidemic work in full swing. From next Monday (March 7), the Labour Department (LD) will adjust certain counter services.

The branch offices under the Labour Relations Division and the Minor Employment Claims Adjudication Board will provide limited counter services on Monday, Wednesday and Friday. The Employment Agencies Administration will provide limited counter services on Monday and Friday, and its counter services on Wednesday will be suspended. Other counter services of the LD will be suspended.

In view of public health considerations, members of the public must 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 remain 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 for government employees, 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.