

Second Issue July 2019

# My Helping Hand at Home

Newsletter for Employers of Foreign Domestic Helpers

## Cover Story



Professor Chiu Wing-kai, Stephen  
The Associate Dean (International Engagement) of Faculty of Liberal Arts and Social Sciences cum Chair Professor in Sociology of the Education University of Hong Kong

### Sharing by Professor Stephen Chiu on Getting Along with Your Foreign Domestic Helpers

Having to leave behind their families in home countries to work in Hong Kong, foreign domestic helpers (FDHs) may be unfamiliar with the hectic city life here. Coupled with language and cultural differences, FDHs may feel estranged and encounter difficulties in adapting to working in the new environment. Homesickness may affect their work performance. When faced with these situations, some employers may not know how to handle them.

Earlier, the Labour Department (LD) conducted a briefing on the employment of FDHs for employers. Professor Chiu Wing-kai, Stephen, was invited to share his more than 20 years of experience in employing FDHs and common problems faced by employers. Apart from having rich experience in hiring FDHs, Professor Chiu has also conducted studies on employer-employee relationship and has published articles sharing his insights in employing FDHs. Professor Chiu treated his FDHs as part of his family, and we can fully appreciate the harmonious relationship between Professor Chiu and his FDHs. We would like to share with you Professor Chiu's advice on how to get along with FDHs in this newsletter.



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# Tips for getting along with FDHs

## Look for a suitable FDH

Professor Chiu recommends employers to consider the practical needs of their families when looking for an FDH. If the FDH is required to take care of the elderly at home, the employer may choose an FDH with relevant experience, good communication skills with seniors and those with greater physical strength for propping up or lifting the elderly. If the FDH's main duty is to look after children, the employer may select an FDH who likes children and has greater patience. Before hiring an FDH, the employer should state clearly his/her expectations and requirements so that the prospective FDH can be better prepared, which could reduce the difficulties in adapting to the job and help him/her to perform the work more easily. Professor Chiu also shares his personal experience in finding an FDH through the FDH of his neighbour. He finds that personal network (e.g. referral by FDHs of relatives or neighbours) is a good way to find a suitable FDH. If the new FDH encounters any adaptation problems and has queries, he/she may talk to friends from home who can provide support and assistance.

## "Welcoming" activities

FDHs may face various problems when working in a new environment. Employers are recommended to arrange "welcoming" activities to facilitate FDHs to get familiar with the new environment. Professor Chiu's family would write a letter to their new FDH to welcome her to join the family. Such caring act helps enhance the sense of belonging of the FDH. If an FDH has not worked in Hong



Professor Chiu shared the importance of arranging "welcoming" activities for FDHs.

Kong before, Professor Chiu recommends the employer to teach the FDH to take public transport and to use public facilities in the early stage of employment, and to assist the FDH to get familiar with the community and the wet markets and supermarkets nearby. This would enable the FDH to do groceries by himself/herself in the future and perform duties independently.

## Flexible supervision

Professor Chiu points out that FDHs may not be able to prioritise the tasks correctly. Employers could provide clear instructions and explanation on the job priorities in accordance with the needs of the family. He suggests two management approaches—"micro" and "macro"—for employers' reference. The micro-management approach is suitable for supervising FDHs with little relevant experience or during the early stage of employment. Employers may set out a clear work schedule for FDHs to follow. The macro-management approach is suggested for FDHs with more relevant work experience. Employers may allow experienced FDHs to arrange and handle their duties independently. Depending on the capabilities, experience and characters of individual FDHs, employers may adjust the management approach accordingly.



## Care about your FDH

As FDHs have to work away from home, it is understandable that they may feel homesick. Employers may take the initiative to enquire whether their FDHs have got used to the new environment and show concern about the FDHs' families and news in their home countries. Through this, the FDHs would feel their employers' care. Besides, Professor Chiu considers it equally important to educate FDHs about financial management and life planning. He recommends employers to pay early attention to their FDHs' financial situation, and assist them to develop a good habit in managing their finance and not to borrow excessively. For example, Professor Chiu's family would discuss with their FDHs about proper financial management and life planning so that they could have a long-term life goal. This would enable the FDHs to be more committed to the job and would not change employers easily.



FDH employers were listening attentively to the sharing by Professor Chiu.

## Respect from children

Professor Chiu encourages employers to serve as a role model and educate children to treat their FDHs as a member of the family. The purpose is not merely to treat FDHs well, but also to prevent children from becoming "Hong Kong kids". Take Professor Chiu's family as an example. His children respect their FDHs, and he trusts the FDHs in teaching his children.

## Tell them about the elderly's living habit

Professor Chiu recommends employers to explain to the FDHs in detail the living habit of the elderly at home, such as dietary preferences, health conditions, etc. He also suggests that the elderly may instruct FDHs to perform light tasks so that the elderly would feel that they can make their own contribution at home. Both the FDHs and elderly could make contributions to the family in their respective roles, which is conducive to living in harmony under the same roof.

FDHs play an important role in shouldering household chores and taking care of the elderly and children, thereby relieving the pressure of working employers. Professor Chiu encourages employers to maintain a good relationship with FDHs, so that they would stay to work in the family. In turn, this will save employers from the trouble of finding a replacement. As an employer, caring for and treating your FDH well is the one and only way to build a harmonious employer-employee relationship.



# Territory-wide Identity Card Replacement Exercise

Commencing on 27 December 2018, the Territory-wide Identity Card Replacement Exercise (Replacement Exercise) covers all Hong Kong residents, regardless of whether they are Hong Kong permanent residents, or residents for employment, investment, residence, or study in Hong Kong. Therefore, FDHs working in Hong Kong and holding the old form of smart Hong Kong identity card (HKIC) should apply for the new HKIC during the specified call-up period for their year of birth. Employers should remind their FDHs to pay attention to the replacement schedule and arrange for their FDHs to proceed to any one of the nine newly established Smart Identity Card Replacement Centres (SIDCCs) to apply for the new HKIC.

## Appointment Booking



Immigration Department  
Mobile Application  
Booking & Form Pre-filling



Online Booking &  
Form Pre-filling  
[www.gov.hk/newicbooking](http://www.gov.hk/newicbooking)



24-hour Telephone Booking  
**2121 1234**



Appointment booking period  
• 24 working days

## Supporting Document to Take with You

When applying for replacement of the smart HKIC, FDHs only need to bring along their existing smart HKICs.

## Replacement Arrangement for Residents who are Absent from Hong Kong

Hong Kong residents who are outside Hong Kong during their specified call-up periods need not rush back to Hong Kong for HKIC replacement. Even if the specified call-up periods for their age groups have expired when they return to Hong Kong, they can still have their HKICs replaced at any one of the SIDCCs within 30 days of their return to Hong Kong.

## Caring Arrangement

HKIC holders who have been called up to replace their HKICs may bring along two family members or friends aged 65 or above to replace their smart HKICs together during the same visit.

## Addresses and Working Hours of SIDCCs

### Hong Kong Island Smart Identity Card Replacement Centre

Room 200, 2/F, Shui On Centre, 6–8 Harbour Road, Wan Chai

### East Kowloon Smart Identity Card Replacement Centre

Unit 1, 2/F, Manulife Financial Centre and Unit 1B, 3/F, Manulife Financial Centre, Tower A, 223–231 Wai Yip Street, Kwun Tong

### West Kowloon Smart Identity Card Replacement Centre

12/F, Gala Place, 56 Dundas Street, Mong Kok

### Tsuen Wan Smart Identity Card Replacement Centre

Shop S201, 2/F, Smartland, 50 Texaco Road, Tsuen Wan

### Sha Tin Smart Identity Card Replacement Centre

Shop G26, G/F & Shop 123, 1/F, Kings Wing Plaza 1, 3 On Kwan Street, Sha Tin

### Sheung Shui Smart Identity Card Replacement Centre

7/F, Spot, 48 Lung Sum Avenue, Sheung Shui

### Tuen Mun Smart Identity Card Replacement Centre

Shop L414B, Level 4, Leung King Plaza, Leung King Estate, 31 Tin King Road, Tuen Mun

### Yuen Long Smart Identity Card Replacement Centre

Shop 50, G/F, Manhattan Plaza, 23 Sai Ching Street, Yuen Long

### Tseung Kwan O Smart Identity Card Replacement Centre

Shop 20-26, G/F, Corinthia By The Sea, 23 Tong Yin Street, Tseung Kwan O, Sai Kung



Business Hours:  
Mondays to Saturdays, 8:00 a.m. to 10:00 p.m. (except public holidays)





## Suspected "Job-hopping" of FDHs

Under the prevailing policy, applications from FDHs to change employer in Hong Kong within their two-year contract will normally not be approved except under exceptional circumstances (e.g. if the FDH's contract is terminated on grounds of the transfer, migration, death or financial reasons of the ex-employer, or if there is evidence suggesting that the FDH has been abused or exploited). An FDH who wishes to enter into an employment contract with a new employer must first return to his/her place of origin and then submit a new employment visa application to the Immigration Department (ImmD).

ImmD has all along been processing employment visa applications of FDHs in a rigorous manner. If the applicant has any adverse records or breaches, ImmD will refuse his/her application. Since 2013, ImmD has strengthened the assessment of employment visa applications from FDHs who changed employers repeatedly to combat suspected abuse in changing employers through the arrangement for premature contract termination (commonly known as "job-hopping"). In assessing FDHs' applications for employment visa, ImmD closely scrutinises the case details such as the number and reasons for premature contract termination in the last 12 months, with a view to detecting any abuse of the arrangement for premature contract termination.

ImmD and LD will continue to maintain close contact on matters related to FDHs, and will follow up and investigate as appropriate upon receiving complaints or reports of suspected "job-hopping" of FDHs.

With regard to education and publicity, LD will remind FDHs through briefings and publications not to abuse the arrangement for premature contract termination and the consequence of doing so (including having their future visa applications refused).

### Tips

Clause 12 of the Standard Employment Contract (SEC) for employment of FDHs provides that in the event of termination of the SEC, both the employer and the FDH shall give the Director of Immigration notice in writing within seven days of the date of termination. A copy of the other party's written acknowledgement of the termination shall also be submitted to ImmD. Both the employer and the FDH can make notification by filling out a completed form of "Notification of Termination of Employment Contract with Foreign Domestic Helpers" (ID 407E) or submitting a letter to ImmD (Please refer to <https://www.gov.hk/en/residents/employment/recruitment/terminateforeignhelper.htm> for details). These records will be kept and taken into account by ImmD when it assesses any future applications made by the FDH for employment visa or extension of stay.

To facilitate ImmD to learn about the circumstances of contract termination, if practicable, employers may provide the reasons for contract termination to ImmD when they submit the above-mentioned notification (including the reasons for premature termination of contract).

On the other hand, upon contract termination, employers may consider purchasing air tickets for FDHs instead of providing them with cash equivalent to the value of an air ticket in order to reduce the chance of FDHs or employment agencies not returning to their places of origin or not arranging FDHs to return to their places of origin after receiving from employers free return passage to the FDHs' places of origin.

Notification of Termination of Employment Contract with Foreign Domestic Helpers (From ID 407E)



## Points-to-Note for Employers When Engaging an Employment Agency

Employers may employ FDHs through direct hire or employment agencies (EAs). In Hong Kong, it is common for employers to employ FDHs through EAs. What should employers (especially first-time FDH employers) pay attention to when using EAs' services? How should an employer choose an EA and a suitable FDH?

### Question 1:

**There are many EAs in Hong Kong. How can I select a reliable EA and a suitable FDH?**



An employer should only engage EAs with a valid licence for employing FDHs. Under the laws of Hong Kong, all EAs are required to apply for a licence from the Employment Agencies Administration (EAA) of LD before undertaking any job placement business. The licence is valid for one year. The names of the persons and agencies to whom licences have been issued in every year are published in the Gazette. To facilitate the public in accessing the information, EAA regularly updates the information of EAs with valid licences on the dedicated EA Portal ([www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk)). The Portal provides a search function by name, district, placement type, etc. for checking whether an EA has a valid licence. In addition, LD has started publishing records of conviction of EAs, revocation/refusal of renewal of licence and written warnings issued to EAs systematically on the EA Portal since October 2018 so that members of the public can make better informed decisions when engaging EA services. Employers may also learn about the quality of services and reputation of EAs through other channels, such as word of mouth recommendation from friends and relatives.

Where an EA collaborates with overseas business partners (e.g. recruitment agents or training centres at the FDHs' home countries) in the placement of FDHs, it should disclose to employers and FDHs the names of the business partners. If an EA claims to be authorised by foreign governments for providing placement service to their nationals, it should display the accreditation or certificate in its business address and on its website (if any).

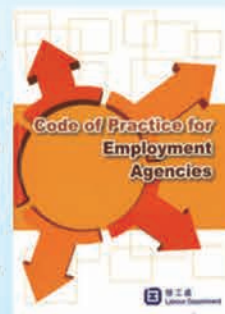
Before deciding on which FDH to be employed, an employer should collect information from the EA about the FDH's language proficiency, skills, work experience and employment history (if the FDH agrees to disclose such information to prospective employers), etc. The employer may consider the relevant information and the family's needs before making a decision. If an FDH has been selected, the EA should provide the particulars of the selected FDH in the service agreement, including a copy of the resume and the expected date of reporting duty.



**Question 2:****What should I pay attention to when using the services of EAs?**

LD promulgated the "Code of Practice for EAs" (CoP) in which the major statutory requirements for operating EAs and the standards and requirements which the Commissioner for Labour expects from EAs are set out. When engaging an EA, employers may make reference to the CoP and the relevant requirements.

To protect employers' interests, paragraph 4.6 in Chapter 4 of the CoP stipulates that EAs should draw up written service agreements with employers. We encourage employers to agree with the EAs on the details of services, including the service terms and scope, details of fees, refund arrangement and FDH replacement arrangement (e.g. the relevant refund or replacement arrangements by the EA in the event that the FDH resigns shortly after reporting duty), etc.



The CoP also states that if an EA assists employers and FDHs in handling the SEC, the EA should send the originals of the completed SEC (signed by both parties) to both employers and FDHs as soon as practicable. If the SEC could not be signed by both parties at the same time, the EA should still provide a copy of the SEC that has been signed by the employer for the employer's retention.

In addition, the CoP states that an EA should brief FDH employers properly about their obligations under the Employment Ordinance, Immigration Ordinance and SEC. An EA should also provide receipts for any payments received from employers as soon as practicable. The receipts should bear the name of the EA, the date of payment, the name of FDH, etc.

**Question 3:****If I come across an EA suspected of having violating laws/regulations, what should I do?**

If you come across any EAs suspected of unlicensed operation, overcharging job-seekers, intentionally providing false information or not complying with the CoP, you may contact the EAA of LD at 2115 3667 during office hours or by using the online form on the EA Portal ([www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk)) to make enquiries or lodge complaints.

If an EA fails to honour the agreed terms of a service agreement or is suspected of contravening the Trade Descriptions Ordinance, you may lodge a complaint with the Consumer Council or the Customs and Excise Department.



## Tips



### EA Portal

You are recommended to visit the EA Portal ([www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk)) and make reference to the points-to-note when using the service of EAs. Sample service agreement signed with FDH employers and sample receipts issued to FDH employers by EAs are available on the Portal.

### **“Important Notes for Foreign Domestic Helpers and their Employers When Using the Service of Employment Agencies in Hong Kong”**

Employers may make reference to this leaflet (downloadable at the EA Portal ([www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk)) or FDH Portal ([www.fdh.labour.gov.hk](http://www.fdh.labour.gov.hk)) of LD) for a better understanding on the points-to-note when using the service of EAs.



## Services

### Enquiry Channels for Employers of FDHs

If you have any views or enquires in relation to the employment of FDHs, you could contact LD via our dedicated email account ([fdh-enquiry@labour.gov.hk](mailto:fdh-enquiry@labour.gov.hk)) or call the 24-hour hotline (2717 1771, handled by “1823”).

In addition, if your FDH has any queries about his/her employment in Hong Kong, you may encourage him/her to call the dedicated FDH 24-hour hotline (2157 9537, handled by “1823”) which operates in Cantonese, English and Putonghua. This hotline also provides interpretation service in seven languages (namely Tagalog, Bahasa Indonesia, Thai, Nepali, Hindi, Punjabi and Urdu) from 8am to 10pm, Monday to Sunday (excluding public holidays), to facilitate him/her to understand the employment rights and obligations to avoid any unnecessary misunderstandings.

In case of employment disputes, both employers and FDHs are advised to approach the branch offices of the Labour Relations Division (LRD) of LD for enquiries or assistance. LRD provides free consultation and conciliation services to both employers and FDHs to help resolve their labour disputes. You may visit the website of LD ([www.labour.gov.hk](http://www.labour.gov.hk)) for the addresses of the branch offices of LRD.



## Upcoming Events of Labour Department



**For  
Employers  
of FDHs**

### Briefing on Employment of FDHs

Date: 21 September 2019 (Saturday) (Tentative)

Time: 7:30pm – 9:30pm

Venue: Hong Kong Space Museum Lecture Hall

Target audience: FDH employers  
(especially first-time FDH employers)



Briefing for Employers of FDHs

**For  
FDHs**



Briefing for FDHs on  
Employment Rights

### Information Kiosk cum Briefing for FDHs on their Employment Rights

Date: 24 November 2019 (Sunday) (Tentative)

Time: 10am – 5pm

Venue: Overseas Domestic Helpers Centre  
(Bayanihan Kennedy Town Centre)

Target audience: FDHs (Briefing to be  
conducted in English  
with interpretation in  
Bahasa Indonesia)

### Information Kiosks for FDHs

Date: October and December 2019  
(Sundays) (Tentative)

Time: 10am – 5pm

Venue: Chater Garden /  
Statue Square Gardens in Central  
Target audience: Filipino domestic helpers

Date: September and November 2019  
(Sundays) (Tentative)

Time: 10am – 5pm

Venue: Victoria Park in Causeway Bay  
Target audience: Indonesian domestic helpers



Information Kiosk for FDHs



Please visit the FDH Portal ([www.fdh.labour.gov.hk](http://www.fdh.labour.gov.hk)) for details of above events and information on other activities. If you have any suggestions about this newsletter, please email us at [fdh-enquiry@labour.gov.hk](mailto:fdh-enquiry@labour.gov.hk). Thank you.



# 夏日消暑冬瓜薏米排骨湯

Chinese Soup for Summer – Wax Gourd, Adlay and Spareribs Soup

Intsik na Sopas para sa Tag-init – Sopas Kondol, Adlay at Spareribs (菲律賓文 Tagalog)

Sup Cina Untuk Musim Panas – Sup Labu, Hanjeli dan Iga (印尼文 Bahasa Indonesia)



材料 / Ingredients:

Mga Sangkap / Bahan:



冬瓜 (500 克)

Wax gourd (500g)

Kondol (500g)

Labu (500gm)



薏米 (50 克)

Adlay (50g)

Adlay (50g)

Hanjeli (50gm)



排骨 (500 克)

Spareribs (500g)

Spareribs (500g)

Tulang iga babi  
(500gm)



薑(3 片)

Ginger (3 slices)

Luya (3 Hiwa)

Jahe (3 Irisan)

中國湯水的烹調方式 / Chinese soup cooking method

Intsik na sopas paano lutuin / Sup Cina masak cara

煲

Simmer

Kumulo

Membara



燉

Stew

Nilagang

Di steam





製作步驟： / Cooking Steps:  
Pagluluto hakbang: / Memasak cara:



1. 先將薏米洗淨，然後浸泡1小時，備用。  
Wash the adlay before soaking it in water for an hour. Set aside.  
Hugasan ang adlay bago ito ibabad ng 1 oras. At itabi.  
Cuci hanjeli sebelum di rendam dalam air selama 1 jam lalu sisihkan.



2. 冬瓜洗淨後，去瓢去籽，連皮切大塊；另外，切薑3片，備用。  
Remove the seeds from the wax gourd after washing.  
Cut the wax gourd into chunks. Cut 3 slices of ginger and set aside.  
Hugasan at tanggalin ang mga buto ng kondol tapos hati-hatiin ito.  
Maghiwa ng tatlong luya. At itabi.  
Buang biji dari labu setelah di cuci potong labu. Iris jahe 3 helai lalu sisihkan.



3. 將排骨洗淨後，放入冷水鍋中，以大火煲煮至水滾後，再煮約2-3分鐘，待血水泡沫流出，然後熄火，把排骨撈出沖水洗淨，瀝乾水，備用。  
After washing the spareribs, place them in a saucepan filled with water and start the fire. After water is boiled, cook for another 2-3 minutes before turning off the fire. Rinse the spareribs and pour the water away. Set aside.  
Hugasan ang spareribs at ilagay sa kawaling may tubig at pakuluan ito, hayaan itong kumulo ng 2-3 minuto. Itapon ang tubig at hugasan ang spareribs at itabi.  
Setelah mencuci iga. Tempatkan dalam panci yang di isi dengan air. Dan nyalakan api. Setelah air mendidih masak iga selama 2-3 menit sebelum mematikan api tuang air dan bilas iga lalu sisihkan.



4. 準備另一湯鍋，倒入約1000ml的水，以大火煲煮至水滾後，放入步驟1的薏米、步驟2的冬瓜件和薑片及步驟3的排骨。待水再次滾起後，調校至小火，煲煮1小時。  
Prepare a soup pot, pour approximately 1000ml of water and bring it to a boil. Add in the adlay of step 1, the wax gourd and ginger of step 2, the spareribs of step 3, and wait for the water to boil again before reducing heat to low and cook it for another hour.  
Maghanda ng kalderong may 1 litrong tubig at pakuluin ito, pag-kulo ng tubig ilagay ang adlay sa hakbang 1, laya at kondol sa hakbang 2, spareribs sa hakbang 3. Hintayin muling kumulo ang tubig bago hinaan ang apoy at lutuin ito ng 1 oras.  
Siap kan panci sup. Tuang kan sekitar 1000ml air sampai mendidih. Ketika air mendidih masukkan hanjeli dari 1, labu dan irisan jahe dari 2, iga dari 3. Tunggu air mendidih lagi sebelum meng urangi panas untuk menurunkan dan mema-saknya. Selama satu jam lagi.



5. 加適量鹽，即可熄火，製作完成。  
Season to taste with salt and turn off the fire. Ready to serve.  
Timplahan ng asin ayon sa iyong panlasa bago patayin ang apoy.  
Bumbui dengan garam secukupnya dan mati kan api.



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# 家融

## 外傭僱主通訊

### 封面故事



趙永佳教授  
香港教育大學博文及社會科學學院  
副院長兼社會學講座教授

### 趙永佳教授談與外傭相處之道

外籍家庭傭工（外傭）離鄉別井來港工作，面對節奏急速的都市生活，加上語言和文化差異，在新環境下工作或會感到陌生及不適應，有時難免會因思鄉而影響工作。僱主面對這些情況，可能會感到難於處理。

勞工處早前為外傭僱主舉辦了外傭僱傭事宜簡介會，並邀請了趙永佳教授分享其二十多年與外傭相處的經驗及僱主常見的問題。除具豐富聘用外傭經驗外，趙教授對僱傭關係亦有研究，曾刊登文章分享有關聘用外傭的見解。趙教授把外傭視作家庭一份子，我們充份感受到趙教授一家與外傭相處融洽。本期僱主通訊為大家節錄了趙教授與外傭相處的心得，大家可參考一下！



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## 與外傭相處心得

### 選擇合適外傭

趙教授建議僱主在聘請外傭時應考慮家庭實際需要而作出選擇。如需要外傭照顧家中長者，僱主可考慮聘請有相關經驗、懂得與長者溝通和較有力氣扶抱長者的外傭；如外傭的主要職責是照顧孩子，僱主可考慮物色喜歡小孩和有耐性的外傭。僱主應在聘請外傭前，盡量清楚說明要求和需要，讓外傭有心理準備應付工作，以減低不適應，更容易處理日常工作。另外，趙教授亦分享其個人經驗。他曾透過鄰居的外傭介紹，聘請了一位合適的外傭，因而發現透過個人網絡（如親友或鄰居的外傭）介紹外傭也是一個好方法。如新聘用的外傭遇上適應問題及其他疑難，可與同鄉介紹人傾訴，及獲得支援和協助。

### 安排「迎新」

外傭在新環境下工作或會遇上不少困難，僱主可安排「迎新」活動，協助外傭適應新環境。趙教授一家會為新聘請的外傭撰寫一封親筆信，歡迎外傭加入成為家庭一員，這令外傭倍感窩心，增加歸屬感。如外傭

此前未曾在港工作，趙教授建議僱主在聘用初期可教導他/她乘搭交通工具和使用公共設施，及帶外傭外出熟悉社區環境，了解附近的街市和超級市場的位置等，讓他/她日後能自行外出購買餸菜和添置日用品，獨立工作。



趙教授分享為外傭安排「迎新」活動的重要性。

### 靈活管理

趙教授指出外傭未必能夠決定工作緩急輕重，僱主可因應家庭的需要向外傭清楚解釋工作的優先次序。他提出兩種管理模式供僱主參考，一種是「鉅細無遺」，另一種是「授權自主」。「鉅細無遺」的管理模式適合相關工作經驗較少或受聘初期的外傭，僱主可以為他/她們制定清晰的工作時間表，讓外傭有所適從。若外傭已累積相當經驗，僱主可採取「授權自主」的模式，信任外傭自由處理工作。僱主可因應外傭的個人能力、經驗、性格等個別情況，調節管理模式。



## 關心外傭

外傭離鄉別井來港工作，思鄉在所難免，僱主可主動關心外傭是否習慣新生活，了解他/她的家人或家鄉的新聞時事，讓外傭知道僱主關心和體諒自己。此外，趙教授認為教導外傭理財及生涯規劃同樣重要，僱主宜及早留意外傭的財務狀況，協助他/她們培養良好的

理財習慣，避免不慎理財，過度借貸。如趙教授家人便會向外傭灌輸正確的理財觀念，與外傭討論生涯規劃，令其有長遠目標，更投入工作，便不會隨便轉換僱主。



外傭僱主正專心聆聽  
趙教授的經驗分享。

## 教導孩子以禮相待

趙教授鼓勵僱主以身作則，教育孩子要視外傭為家庭一份子。善待外傭之餘，亦可防止「港孩」的出現。以趙教授的家庭為例，孩子會以禮相待外傭，而僱主亦信任外傭管教孩子。

## 仔細交代長者習慣

趙教授建議僱主可詳細向外傭交代家中長者的生活習慣，如飲食喜好、身體狀況等。他亦鼓勵僱主讓長者指導外傭處理簡單輕巧的工作，令長者感到自己在家中仍有貢獻，讓外傭和長者各司其職，和洽相處。

外傭協助本地家庭料理家務及照顧家中老幼，大大減輕在職僱主的家庭壓力，擔當著重要的角色。趙教授寄語僱主與外傭保持良好關係，讓他/她樂於在家中服務，僱主便可省卻很多因轉換外傭而引起的煩惱。作為僱主，將心比心，善待外傭，是達致僱主和外傭和諧共處的不二法門。



# 全港市民換領身份證計劃

全港市民換領身份證計劃(換證計劃)已於2018年12月27日展開，換證計劃的對象包括全港市民，不論是永久性居民或在本港就業、投資、居留或就讀的香港居民，均納入計劃內。因此，在香港就業並持有舊款智能身份證的外傭，亦須按其出生年份於指定期限內換領新智能身份證。僱主應提醒其外傭留意換證時間表，並讓他/她們前往九間新設的智能身份證換領中心(換證中心)的其中一間辦理換證手續。

## 預約方式



流動應用程式預約及  
預填申請書



網上預約及預填申請書  
[www.gov.hk/newicbooking](http://www.gov.hk/newicbooking)



24小時預約電話  
2121 1234



預約期為24個工作天

## 換證所需的文件

辦理換證手續時，外傭只須帶備其現有的智能身份證。

## 不在港居民的換證安排

身處香港以外地區的香港居民，並無需要急於在其所屬年齡組別的換證期限內趕回香港換證。即使他/她們回港時其所屬的換證期限已過，他/她們只須在返港後30天內前往任何一間換證中心補辦手續。

## 關愛安排

換證人士可攜同兩名65歲或以上的親友一同前往換證。

## 換證中心地址及辦公時間

### 港島智能身份證換領中心

灣仔港灣道6-8號瑞安中心2樓200號室

### 東九龍智能身份證換領中心

觀塘偉業街223-231號宏利金融中心2樓1號室及  
宏利金融中心A座3樓1B號室

### 西九龍智能身份證換領中心

旺角登打士街56號家樂坊12樓

### 荃灣智能身份證換領中心

荃灣德士古道50號荃薈2樓S201號舖

### 沙田智能身份證換領中心

沙田安群街3號京瑞廣場1期地下G26號舖及1樓123號舖

### 上水智能身份證換領中心

上水龍琛路48號上水匯7樓

### 屯門智能身份證換領中心

屯門田景路31號良景邨良景廣場L4樓L414B號舖

### 元朗智能身份證換領中心

元朗西菁街23號富達廣場地下50號舖

### 將軍澳智能身份證換領中心

西貢將軍澳唐賢街23號帝景灣地下20-26號舖



辦公時間：

星期一至六 上午八時正至晚上十時正 (公眾假期除外)



## 外傭涉嫌「跳工」行為

根據現行政策，外傭在兩年合約期內提出在香港轉換僱主的申請，除特殊情況（如原來的僱主因外調、移民、逝世或經濟原因以致不能繼續履行合約，或有證據顯示該外傭曾遭受苛待或剝削）外，通常不會獲得批准。外傭如欲受僱於新僱主，須先返回原居地，重新向入境事務處（入境處）申請工作簽證。

入境處一直嚴格審批外傭的工作簽證申請，若申請人有不良記錄或違規行為，入境處會拒絕有關申請。自2013年起，入境處加強審查曾多次轉換僱主的外傭的工作簽證申請，以遏止外傭涉嫌濫用提早終止合約安排以轉換僱主（俗稱「跳工」）的情況。在處理外傭的工作簽證申請時，入境處會詳細審查申請人的情況，例如申請人在12個月內提前終止僱傭合約的次數及原因，以考慮是否涉及濫用提早終止合約轉換僱主的安排。

入境處與勞工處會繼續就外傭相關事宜保持密切聯繫，並在接獲有關懷疑外傭「跳工」的投訴或舉報後作出適當跟進及調查。

在教育及宣傳方面，勞工處會透過簡介會及宣傳刊物，提醒外傭不得濫用提早終止合約的安排，以及濫用該安排的後果（包括其日後工作簽證申請可能被拒絕）。

### 小提示

根據聘用外傭的「標準僱傭合約」第12條，僱主及外傭須於合約終止日期的七天內各自向入境處處長提出書面通知，亦須將對方作出關於終止合約的書面確認的副本遞交入境處。雙方可填妥「終止外籍家庭傭工僱傭合約通知書」（ID 407E）或撰寫通知信給入境處（詳情請參閱<https://www.gov.hk/tc/residents/employment/recruitment/terminateforeignhelper.htm>），入境處會保留有關記錄，作為日後審理該外傭再次申請工作簽證或延長逗留期限申請時的其中一項考慮因素。

為協助入境處了解有關合約終止的情況，在可行的情況下，僱主向入境處遞交上述書面通知時，可提供終止合約的原因（包括提早終止合約的原因）。

另一方面，在終止僱傭合約時，僱主可考慮為外傭購買機票，而非提供等同機票價值的現金，以減少外傭或職業介紹所在收取僱主給予外傭返回原居地的旅費後，卻沒有返回或安排外傭返回原居地的情況。

終止外籍家庭傭工僱傭合約  
通知書（表格ID 407E）



## 僱主使用職業介紹所服務時 應留意的事項

僱主可直接聘用或經由職業介紹所聘用外傭。在香港，職業介紹所是僱主聘用外傭的常用途徑。在使用職業介紹所服務時，僱主（特別是首次聘用外傭的僱主）有什麼地方須注意？該如何選擇職業介紹所及挑選合適的外傭？

### 問題一：

香港的職業介紹所眾多，我該如何選擇值得信賴的職業介紹所及挑選合適的外傭？



僱主應透過持有有效牌照的職業介紹所聘請外傭。根據香港法例，所有職業介紹所在經營前必須先向勞工處職業介紹所事務科申請牌照，牌照有效期為一年。每年獲發牌照的人士及職業介紹所的名單會刊登於憲報上。為方便公眾查閱，職業介紹所事務科會定期更新持牌職業介紹所的資料，上載至職業介紹所專題網站（[www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk)）。該網站設有搜尋功能，公眾可按名稱、區域、職業介紹所類型等查核職業介紹所是否持有有效牌照。此外，勞工處在2018年10月起於職業介紹所專題網站有系統地發布職業介紹所被定罪、撤銷/拒絕續發牌照及書面警告的記錄，讓公眾在使用職業介紹所的服務時，可作出知情的決定。僱主亦可透過其他途徑，如向親友查詢，了解職業介紹所的服務水平及信譽。

如職業介紹所與海外業務夥伴（如外傭來源國的招聘代理或培訓中心）合作提供介紹服務，應向僱主及外傭披露其業務夥伴的名稱。如職業介紹所聲稱已取得外國政府授權為其國民提供介紹服務，應在其營業地點及網站（如適用）展示相關的認可或證書。

僱主在確定外傭人選之前，應向職業介紹所了解外傭的語文能力、技能、工作經驗及外傭在過去的受僱記錄（如外傭同意向準僱主披露該資料）等。僱主可因應其家庭需要，仔細考慮有關資料，才作決定。如僱主已選定適合的外傭人選，職業介紹所應在服務協議上提供該外傭的資料，包括其履歷表副本及其預計到職日期。



**問題二：我在使用職業介紹所的服務時，有什麼地方需要留意？**

勞工處頒布的「職業介紹所實務守則」（守則）載有有關經營職業介紹所的主要法定要求及勞工處處長期望職業介紹所應達到的標準和要求。你可在使用職業介紹所服務時，參考守則及留意相關要求。

為保障僱主的權益，守則第四章第4.6段規定職業介紹所須與僱主擬訂書面服務協議。我們鼓勵僱主與職業介紹所商定詳細的服務細則，包括服務內容、收費詳情、退款及更換外傭安排（例如外傭到任後不久便辭職，職業介紹所的相關退款或更換安排）等。



守則亦規定如職業介紹所協助僱主與外傭處理「標準僱傭合約」，須在切實可行的時間內向雙方簽署人提供已簽署的合約正本。如僱傭雙方未能同時簽署有關合約，職業介紹所仍須在僱主簽署合約後，提供該份已由僱主一方簽署的合約副本予僱主保存。

另外，守則列明職業介紹所應向外傭僱主正確講解僱主在《僱傭條例》、《入境條例》和「標準僱傭合約」下的責任，以及在收取僱主的款項後於切實可行的時間內盡快提供收據，收據應印有職業介紹所的名稱、收款日期、外傭姓名等資料。

**問題三：如遇上職業介紹所涉嫌違規，我應如何處理？**

如懷疑職業介紹所涉嫌無牌經營、向求職者濫收佣金、故意提供不實資料或違反守則，你可於辦公時間內致電2115 3667或透過職業介紹所專題網站的網上表格（[www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk)）與勞工處職業介紹所事務科聯絡，查詢相關事宜或作出投訴。

若職業介紹所沒有履行服務協議內的條款或涉嫌違反《商品說明條例》，你亦可向消費者委員會或香港海關作出投訴。



## 小提示



## 職業介紹所專題網站

你可瀏覽勞工處的職業介紹所專題網站 ([www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk))，參閱有關使用職業介紹所要留意的事項。網站亦載有職業介紹所與外傭僱主簽訂的服務協議樣本和職業介紹所發給外傭僱主的收據樣本，供僱主參考。

## 「外籍家庭傭工及其僱主使用香港職業介紹所服務須知」

僱主可參閱此宣傳單張（可於勞工處的職業介紹所專題網站 ([www.eaa.labour.gov.hk](http://www.eaa.labour.gov.hk))或外傭專題網站 ([www.fdh.labour.gov.hk](http://www.fdh.labour.gov.hk))下載），了解更多有關使用職業介紹所服務的注意事項。



## 服務

## 外傭僱主查詢渠道

就有關外傭僱傭事宜，你可透過專屬電子郵箱 ([fdh-enquiry@labour.gov.hk](mailto:fdh-enquiry@labour.gov.hk)) 或致電24小時熱線 (2717 1771，由「1823」接聽) 聯絡勞工處，提出意見或查詢。

另外，如你的外傭就在港工作的僱傭事宜遇上疑難，可鼓勵他/她致電24小時外傭專線 (2157 9537，由「1823」接聽)。此專線除提供廣東話、英語及普通話的電話服務外，亦備有七種語言（即菲律賓他加祿語、印尼語、泰語、尼泊爾語、印度語、旁遮普語及烏爾都語）的傳譯服務，傳譯服務時間為星期一至星期日上午八時至晚上十時（公眾假期除外），以便他/她了解其僱傭權益及責任，避免不必要的誤解。

若僱傭雙方發生勞資糾紛，可向勞工處的勞資關係科分區辦事處諮詢或求助。勞資關係科提供免費諮詢和調停服務，協助僱主和外傭解決勞資糾紛。你可瀏覽勞工處網頁 ([www.labour.gov.hk](http://www.labour.gov.hk)) 查閱各分區辦事處的地址。



## 勞工處最新活動消息



### 外傭僱主活動

#### 外籍家庭傭工僱傭事宜簡介會

日期：2019年9月21日(星期六)(暫定)  
時間：下午7時半至下午9時半  
地點：香港太空館演講廳  
對象：外傭僱主  
(特別是首次聘用外傭的僱主)



外籍家庭傭工僱主簡介會



外籍家庭傭工僱傭權益簡介會

### 外傭活動

#### 外籍家庭傭工資訊站

日期：2019年10月及12月(星期日)(暫定)  
時間：上午10時至下午5時  
地點：中環遮打花園 / 皇后像廣場花園  
對象：菲律賓籍外傭

日期：2019年9月及11月(星期日)(暫定)  
時間：上午10時至下午5時  
地點：銅鑼灣維多利亞公園  
對象：印尼籍外傭

#### 外籍家庭傭工資訊站暨 僱傭權益簡介會

日期：2019年11月24日(星期日)(暫定)  
時間：上午10時至下午5時  
地點：海外家庭傭工中心  
(拜仁里恆堅尼地城中心)  
對象：外傭  
(簡介會以英語主講  
並設有印尼語傳譯)



外籍家庭傭工資訊站



● 有關以上活動詳情及其他活動資料，  
請瀏覽外傭專題網站 ([www.fdh.labour.gov.hk](http://www.fdh.labour.gov.hk))。  
如對本通訊內容有任何建議，歡迎透過電郵向我們提出  
(電郵地址：[fdh-enquiry@labour.gov.hk](mailto:fdh-enquiry@labour.gov.hk))，謝謝。