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GOOD HELPERS GREAT SERVICE

僱主手冊

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Arrow Employment Services



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Foreword

Hiring and managing a cross-cultural worker can be very challenging. You and your helper come from very different cultures with different value systems and ways of communication. In addition, most employers and most helpers are speaking English as their 2nd language. To make matters worse, Filipino English is different than Hong Kong English, so there are many opportunities for miscommunication.

We have prepared this guidebook to help you navigate the complicated relationship between Filipino helper and Hong Kong employer. We understand the difficulties and at Arrow Employment Services we are committed to helping you find, hire and keep a good helper. If there is anything we can do, we hope you'll feel free to contact us.

Allan Smith

Allan Smith, CEO
Arrow Employment Services

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休息日、法定假日及有薪年假

所有外籍家庭傭工,無論來港服務年資長短,均可享有12天法定假日:

- 1月1日
- 農曆年初一
- 農曆年初二
- 農曆年初三
- 清明節
- 勞動節(5月1日)
- 端午節
- 香港特別行政區成立紀念日(7月1日)
- 中秋節翌日
- 重陽節
- 國慶日(10月1日)
- 冬節或聖誕節(由er選擇)



根據<<僱傭條例>>的規定, 外籍家庭傭工有權享有下列假期:

- 休息日;
- 法定假日; 以及
- 有薪年假。
- 根據標準僱傭合約規定,如僱主與傭工續約, 傭工必須在新合約生效前, 返回其原居地放取不少於7天的休假, 費用由僱主支付。
- 僱主應妥為保存假期及工資記錄, 以免日後發生爭執。

休息日

僱主應怎樣為傭工指定休息日?

僱主應在每7天期間給予ee最少1天休息日。休息日是連續不少於24小時的期間。休息日應由僱主指定,並可分為固定性和非固定性。若休息日為非固定性, 你必須在每月開始之前,將休息日。

僱主可否要求傭工在休息日工作?

不可以。除非發生不能預見的緊急事故, 僱主不得要求傭工在休息日工作。你若強逼傭工在休息日工作,即屬違反<<僱傭條例>>的規定。

不過,若傭工同意,你可另定休息日, 代替原來指定的休息日。另定休息日須安排在同一個月內的原定休息日之前, 或在原定休息日的30天內。

傭工在休息日返回住所後, 僱主可否要求他/她工作?

僱主不應強迫傭工在休息日工作。不過傭工可自願在休息日工作。

法定假日

僱工若工作未滿三個月，也可享有法定假日(沒有薪酬)。僱工如在法定假日之前已獲僱主連續僱用滿三個月，便可享有該假日的假日薪酬。

僱主可以要求僱工在法定假日工。不過，僱主必須：

預先給予僱工不少於48小時的通知；以及原定假日之前或之後60天內、安排另定假日給僱工。

若僱工同意，僱主可否以額外補薪代替發放法定假日給他/她？

不可以。僱主如違反上述規定，可被檢控。一經定罪，可被罰款港幣5萬元。

如果法定假日適逢僱工的休息日，僱主是否必須給予僱工另外補假？

是。僱主須在休息日翌日補假給僱工，該翌日須並非法定假日或休息日。

年假及休假

僱工為同一僱主每工作滿12個月後，便有權享有有薪年假。詳情如下：

服務年期	每年可享有的有薪年假日數
1	7
2	7
3	8
4	9
5	10
6	11
7	12
8	13
9及以上	14

誰決定僱工放取年假的日期？

-在受僱滿12個月後，僱工須於隨後的12個月內放取她有權享有的有薪年假。年假日期應由僱主與僱工經商議後指定。僱主須最少在假期開始的14日前以書面通知僱工年假的日期。

-如年假內適逢休息日或法定假日，該日應視作年假。僱主須為僱工另定休息日或法定假日。

-當僱主前往海外時，僱主不得單方面強逼僱工放無薪年假。無薪假期的安排必須獲得僱傭雙方同意。

工資、扣薪、支付工資

工資

工資定義

工資是指僱主以金錢形式支付傭工作為其所做或將要做的工作的所有報酬、收入、津貼(包括交通津貼、勤工津貼、佣金、超時工作薪酬)、小費及服務費,不論其名稱或計算方法,但不包括:

僱主提供的居所、教育、食物、燃料、水電或醫療的價值。

扣薪

僱主只可在下列情況下扣薪:

-傭工因疏忽或失職而損壞或遺失僱主的貨品、設備或財產,每次只可按值扣除,但以不超過\$300為限。此外,在這些情況下扣除的工資總額,亦不得超過傭工該工資期所得工資的四分之一。

支付工資

工資在工資期最後一天完結時即到期支付。僱主必須盡快支付所有工資給傭工,在任何情況下不得遲於工資期屆滿後7天。僱主如果未能依時支付工資,須就欠薪支付利息給傭工。

醫療和疾病津貼

當傭工患病或受傷,無論是否受僱而引致僱主都必須向傭工提供免費的醫療,包括門診、住院費用及牙科急診。因應是項規定,當局鼓勵外傭僱主可考慮為傭工投購適當的醫療保險,以分擔有關的費用。

2013年4月1日推出的標準僱傭合約修訂本闡明,僱主毋須承擔傭工出於自願及基於個人理由離港(如:回祖家探親)期間的醫療費用。

傭工須接受任何由僱主提供的註冊醫生的診治。僱主應先與傭工達成協議,說明傭工患病或受傷時該接受哪位醫生的診治。

傭工在甚麼情況下,可享有疾病津貼?

在以下情況僱主須支付疾病津貼給傭工:

- 傭工已累積有足夠的有薪病假;
- 所放取病假日數不少於連續4天;
- 傭工能夠出示適當的醫生證明書。

傭工在最初受僱的12個月內,每受僱滿一個月便可累積有薪假2天。之後受僱滿一個月便可累積有薪假4天。有薪病假最多可累積至120天。

你們各人要快快的聽、慢慢的說、慢慢的動怒。(雅各書1:19)

如何督導菲傭工作

1. 儘早給菲傭工作時間表 *Time Schedule*、家規 *Family Rules* (若能在她未來港前已電郵予她, 讓她有充裕時間熟讀)、誰負責督導外傭和她的工作優次 (*Priority of Works*)
2. 菲傭到港後, 儘快給予:
 - a. 緊急聯繫人列表 *Emergency contact lists*- 教她若孩子 或/ 和家中有任何異常/意外, 需向誰報告(應最少三人, 指明第一應致電給太太還是先生)。若情況危急, 又找不到僱主, 打999報警求助
 - b. 發薪日 *Pay Day*
 - c. 休息日 *Rest Day*
 - d. 個人物品的空間 *Space for personal belongings*
 - e. Food 食物 & Rest 休息安排
 - f. 溫馨提示 *Other Reminders*- 如: 乘搭什麼交通工具回家
 - g. 太太/先生/長者主要負責督導她。若大人間有意見不同, 她應遵守誰的指令
3. 給予筆記簿:
 - a. 一本簿寫下食譜;
 - b. 一本簿寫下僱主指令、
 - c. 一本簿記賬(若你需要她幫忙購物, Appendix 6)寫下。
 - d. 給她回收廢紙/post-it 寫下只需要做的一次的指令/問問題。
 - e. 一本簿寫下工作及適應上的困難/ 有何事想告訴僱主 (害羞/ 文靜菲傭或忙碌僱主/ 英文說得不太好的菲傭/ 僱主適用)
4. 鼓勵她問問題
5. 按需要示範 如何做家務, 並吩咐她做完請你檢查
6. 定期做檢討

終止合約

僱傭雙方均可給予對方不少於一個月的書面通知 (填寫Appendix 12)或支付一個月工資給對方以終止合約。

即時解僱而不給予通知或代通知金情況:

僱主	外傭
-蓄意不服從合法、合理的命令。 -行為不當。 -犯有欺詐/不忠實行為 -經常疏忽職守。 (通常指涉及刑事成份)	-合理地恐懼身體會遭受暴力或疾病危害。 -受僱主苛待 -已受僱不少於5年, 經註冊西醫或中醫證明永久不適合擔任現時工作。

- 我們建議在辦公室時間, 帶外傭到本公司辦公室, 讓我們作見證和協助僱主處理終止合約時的薪金和假期計算, 保障僱主避免將來被外傭投訴。
- 僱主若想自行與外傭計算在終止合約時的薪金和假期, 須填寫 Appendix 13 和 14:。僱主可以選擇在外傭最後工作天的上、中午、或是晚上讓外傭離開(她應該在晚上九時前到達本公司宿舍。我們絕不贊成僱主在半夜辭退外傭)。
- 家人不應在發怒時, 擅自代替僱主辭退外傭。這可能會為僱主造成很大的麻煩。

做檢討

目的

幫助他們在未來有更好的表現。(切忌痛斥菲傭過去的錯誤，以發洩你的不滿，這只會破壞你們的僱傭關係。)

頻密度

- 菲傭來港之頭三個月,每1-2星期做一次
- 當菲傭表現漸上軌道, 則可漸減至每1-3個月才做一次。若菲傭做錯事, 檢討更應在一個星期內進行。如果等待時間過長, 菲傭會忘記事件, 並極有可能會再次犯同樣的錯。

時間

- 5-60分鐘, 應選僱主與菲傭時間充裕、不急趕時。
- 專注於行為和結果: 不談論動機。(假設他們有一個好人, 這對你們關係建立很重要。談論行為和結果) 如:
“May, I want to do evaluation with you. Please come to me when you finished washing dishes.”

方法(可使用表格Appendix 8/8A)

1. 關心菲傭的家人整體近況;
2. 讓菲傭自我評估:
 - a. 食物、睡眠、衣物、被子是否足夠;
 - b. 對香港生活的適應;(a, b兩項可隨菲傭表達適應後便不用再問)
 - c. 自己哪些工作範圍做得好、哪些工作範圍仍未掌握得好、可如改進、希望僱主在哪些方面調適以幫助她適應得更快、更好。
3. 告訴菲傭你對她的評價:
 - a. 欣賞她之優點如: 態度、笑臉、學習態度、誠實...等; 或讚她表現得好的地方, 如: 在清潔、煮食、家居衛生方面等; 讚賞能直接激勵她工作的熱誠。
 - b. 一些僱主曾指出菲傭做得不理想的地方, 而她有進步/有改善。
 - c. 哪些方面菲傭仍表現仍未達僱主要求(要給實際例子)、怎樣改善才為之做得好。僱主的要求必須是可量度 (measurable)、可觀察(observable)。並給予她機會回應、改過。

例:

“Emma, every day you should wake up at 6 am. But yesterday you woke up at 6:30am. That resulted in the children missed the school bus. I had to bring them to school that resulted in I was late to work, too. That made me stressful. I hope you will set the alarm clock, and make sure you will wake up at 6am every day, ok? Thank you.”

切忌:

- 1 給予空泛的指令, 如: "Please wake up early."
- 2 她做錯事時,高聲呼喝外傭(這只會鼓勵他遞辭職信的決心)
- 3 僱主或太太發怒時, 觸動外傭的身體任何部份(她會以為你打她,她可以報警)

注意事項

- 先確定自己能控制自己情緒，然後才開始與外傭做檢討
- 先關心，後檢討
- 先聆聽，後說話
- 先欣賞，後提點
- 先要每次檢討上次菲傭表現不理想的地方是否正在/已改善，然後才檢討新的問題
- 對事不對人



你們作主人的待僕人、也是一理、不要威嚇他們。因為知道他們和你們、同有一位主在天上、他並不偏待人。(以弗所書6:9)

認識菲律賓文化

- 不敢表達自己的需要。不論在家 / 外出，即使食物食量不足，大多菲傭也害羞、不敢告訴僱主。故此僱主需要主動告訴菲傭，早、午、晚餐她可吃什麼食物；問她食物是否足夠，並提醒菲傭她要吃得飽，才有力氣工作。請僱主主動問菲傭睡眠是否足夠。
- 遲到。不論任何活動，菲律賓人視遲15-30分鐘到達是正常。因此，僱主需要強調你約她的時間，乃是要見到她的時間，而非她應出門口的時間。
如：你想菲傭7pm在某地方，應說 “I will want to see you at 7pm” 或 “You should leave home at 630pm”
- 慢吞吞。菲律賓是發展中國家，生活節奏較香港慢得多。在很大程度上，這是文化差異。僱主、菲傭雙方均要時間適應。
- 市區與鄉村的科技、環境衛生要求、生活方式等差異大。在較落後鄉村長大的菲傭未必可一教就曉，這並非因她們蠢，只是她們未接觸過一些先進科技，需要僱主加倍的體諒、耐心教導。
- 菲律賓只有夏天，沒有冬天。故他們沒有概念在秋、冬應如何確保自己/嬰孩穿足夠衣物。故請僱主主動教菲傭，若保暖衣物、被等不足夠，一定要主動告訴你，你不想她因缺乏禦寒衣物而生病。並要教她何確保自己/嬰孩穿足夠衣物。
- “Pasma” 是指菲律賓文化中一種獨特的民間疾病。菲律賓人相信：人體的肌肉是“熱，”在一定條件下，若人體因任何原因變熱(如：熨衫)後，太快接觸“冷”，如冷水或空調。水能滲入人體，令人生病。即使這些都不是公認的主流醫學，這疾病是非常真實地存在人菲律賓人中，帶給他們痛苦甚至死亡。(Wikipedia)
- 病徵：手震，手心出汗，肢體麻木和疼痛。
預防：不應勉強菲傭熨衫後洗澡。只要先洗澡後熨衫，或兩者相隔數小時。
- 家庭是社會核心。菲律賓人與家人、親戚關係密切。他們重情義，愛互相幫助。她們容易為家人借貸，或幫親友做諮詢人，而令自己債務纏身、或令僱主受財務公司騷擾。通常她們沒有考慮以下問題：
 - 沒有深思其風險、如何負擔及準時還錢。
 - 容易出於愛心/家人壓力而借錢給親友，或替親友做擔保人，輕信親友必定會準時還錢。助他們成功問財務公司借錢。結果令自己債務纏身。

故此，請僱主在菲傭到任第一天：

- 請她讓你看她在本公司做的儲蓄計劃，鼓勵她/日後帶她到銀行開戶口(一般需帶身分證、合約正本和/或旅遊證件)，在香港實踐儲蓄計劃。
- 便聲明嚴禁她向財務公司借貸。
- 自己保存信箱鎖匙、把信件收好。若要丟掉文件，必須先撕毀。
- 將電話鎖好 / 飛線，以免遭財務公習詢問擔保人資料或菲傭親戚打擾。
- 若仍不放心，可邀要請她讓你代保存合約正本和/或旅遊證件(這兩樣東西是菲傭財物，僱主沒權強迫她交予你保管)
- 本公司十分鼓勵僱主不時關心菲傭近況，這有助你及早察覺她的財務問題，及

- 早介入，教她理財。
- 若僱主發現她有借貸/做諮詢人，不知怎處理，請聯絡本公司。

菲傭關注事宜

活得有尊嚴：

- 菲傭需要感受到人家的尊重。
- 生活環境門要與期望相符。
- 即使他們做錯事，僱主應冷靜、理性地處理。切忌向他們發脾氣、破口大罵、呼喝、說侮辱的話。同時教導子女尊重菲傭-僱主同時也在孩子面前樹立良好的榜樣。不會容讓自己/自己孩子說話/做任何事情戲弄、侮辱家傭。
- 若僱主提供的生活環境與期望不符(如：簽約時說她將與孩子同房，有床睡；實際上只是睡在廚房/走廊地上)等，或向菲傭高聲呼喝、或說一些人身攻擊的話(不論在家/公共場所)，這會令她們感到被羞辱；打擊自尊心、自信，這只會破僱傭關係。

慷慨：

- 供應她們足夠食物、衣服(衣物新、舊也可)。
- 願付費為菲傭報名學習廣東話、英文、煮中國菜或嬰兒護理等各方面的培訓，裝備他們更有效率、信心地工作。-給零錢/打賞/加薪？

耐性：

- 菲傭並不完美，也會犯錯，特別在頭三至六個月的適應期，其犯錯的機會特別多。
- 僱主願意耐心地教導、糾正她們，與她們做工作檢討，給她們機會知道自己在哪方面做好、做得不足或做錯，給她們機會解釋、改過，可助她們做得更好。

體諒：

- 家傭離鄉別井，
- 要適應香港的文化、語言、工作、居住環境、並與一群陌生人一起生活等。
- 若未做過菲傭、不用做家務、不用煮食的菲傭所面對的文化震盪會更大。
- 「面黑」(面無表情)/常常哭泣/令自己忙於家務以減少思鄉。
- 僱主的關心、問候可助家傭快點適應香港的生活和工作。

支持：

- 鼓勵、盡力安排家傭星期六或日放假，讓他們可返教堂，參與崇拜和事奉、或參加一些有助其個人/靈性成長/提昇工作技能的查經、講座或研討班等→助菲傭從中獲得更多的信心和力量努力工作，也減少他們思鄉之情。

信任：

- 相信菲傭說的是真話，而非藉口。
- 僱主對菲傭的信任可直接提昇她們工作的自信心和歸屬感。

允許工作有自主權、自由度：

-並非第一次做菲傭；組織、管理能力較強、有主見的菲傭，僱主宜給她們工作有更大之自主權，-讓她們彈性安排家務的優次、步驟 → 滿足感↑、工作效率↑

僱主須知

新手僱主菲傭互相適應

- 不少菲傭乃第一次來港工作，毫無做家傭經驗；很多僱主也差第一次請菲傭，應改善學習、認識菲律賓人的文化、如何督導她們。菲傭與僱主彼此的適應、雙方壓力都會很大。
- 僱主必須有耐性、慢慢教。若太太將要生產，產前產後假期就是逐步把責任交給菲傭的好時間。很多菲傭都有照顧子女/弟妹經驗，只是其照顧方式與香港的不同。菲傭照顧孩子的方法與你不同不代表她的方法一定錯。



你們作主人的、要公公平的待僕人、因為知道你們也有一位主在天上。(歌羅西書4:1)

菲傭常見問題及處理方法

新來港菲傭常見問題	僱主處理方法
<p>思鄉-常見徵狀： 黑面 / 面無表情、無記性、慢手慢腳、易哭</p>	<p>人在思鄉、寄人籬下、加上文化差異、菲傭會思鄉。</p> <ul style="list-style-type: none"> -問候菲傭在港生活之適應。 -耐心聆聽，表示明白其思鄉之情。 -鼓勵她理性思想來港之主要目的-給予家庭經濟上支持。提醒菲傭看到港時填的儲蓄預算，並鼓勵她為目標奮鬥。 -要填滿菲傭之時間表，忙於家務可助分散她注意力，減低思鄉之情。 -每星期要有休息日，最好盡力安排星期六或日，並鼓勵菲傭返我們的教會聚會，讓她可透過聖經教導、姊妹們的經驗分享，克服困難。
<p>黑面 / 面無表情</p>	<p>可能因為思鄉、文化震蕩、睡眠或食物量不足引致。僱主不用動怒，只要微笑地提醒她，要努力保持笑臉，否則你會誤以為她無禮貌。</p>
<p>無記性/ 易犯錯/ 重覆犯錯</p>	<p>菲傭壓力太大(文化差異、無做家傭經驗)。故有時僱主認為簡單的任務，她們未必覺得簡單。而睡眠不足、語言不通也可能是成因。</p> <p>僱主應：</p> <ul style="list-style-type: none"> • 付出耐性、盡力少責備、動怒， • 把不滿寫下，得檢討時提出、教導她，如：要求菲傭用文字寫下指令。若時間緊迫，至少要求她覆述一次你的指令，並命她緊記立即寫下，不時重溫定期。 或 • 把不滿以電郵/電話告之本公司，讓本公司跟進。 <p>若僱主大聲呼喝、痛罵菲傭，恐怕會傷害她們自尊，或嚇到菲傭不敢學令。</p>
<p>慢手慢腳、常重覆問問過的問題</p>	<p>兩地文化、生活差異大；菲傭壓力大，怕、不想做錯、語言不通。僱主可在檢討時先讚她做得好、正確的地方，然後才指出工作速度未如理想，告訴她你期望在多少時間內完成該工序，聆聽她在執行時遇到的困難，助他解決。並於下次檢討時跟進菲傭工作速度是否在進步中</p>
<p>不衛生</p>	<p>部分菲傭生長於農村，那裡的科技、其對環境衛生要求、生活方式等與香港差異甚大。請僱主耐心教導菲傭，向她具體指出哪些地方不夠清潔，教她如何做才算清潔，讓她完成清潔後請你檢查。討到檢討時，再告訴她其清潔工作進如何。</p>
<p>缺乏安全意識、不夠衛生</p>	<p>部分菲傭生長於非常落後的農村，沒有高樓大廈、先進科技。他們在生活中已有的安全、衛生意識與香港人不同，僱主不應假設她們熟悉香港人的生活、對安全、衛生的要求；反應按自己實際情況，把你對家居安全、衛生的要求告訴她，教她如何做才算是達到你的期望。</p>

不主動報告、不主動表達自己需要	不要假設菲傭會懂得主動向你報告家中大小事項、孩子狀況。尤其是第一次做家傭的，她們以往從不需要主動向任何人交待任何事，這對她們是一個又大又新的挑戰。請僱主把你的期望清楚說明、寫下教她，如：什麼事情她需主動向你報告、若家中有意外、孩子高燒等，她應通知先生或是太太、何時應撥999緊急熱線求救、.....等
借貸	參 認識菲律賓文化 第6項。
工作期間常用手機	<p>-僱主應在菲傭未來港前，先把Helper's Time Schedule(參Appendix 1)和Rules to Follow(按各人家庭況而訂)電郵給她，並於菲傭抵步時向她重申你的要求。</p> <p>如：工作時不可用手機、晚上/假日才可用。若菲傭家有急事，須儘快聯絡，她應先徵求僱主同意才可用手機，且以不超過15分鐘為限。或</p> <p>-規定日間什麼時間可休息並使用手機不多於多少分鐘。</p> <p>-若發現菲傭日間偷用手機，應記下日期、時間，在檢討時提出。重申你的對手機使用的立場，要求她嚴格遵守。提醒她不值得為使用手機而失去份工。</p> <p>-有嬰孩家庭不應立即給予wifi密碼，應先觀察其工作表現。寧願先小人，後君子。</p>
食物不足	參 認識菲律賓文化 第1項。
睡眠不足	菲傭一般不敢主動告訴僱主睡眠不足。但若她缺乏足夠睡眠，便容易無記性、做錯、做漏事情、手腳慢。
婆傭糾紛-長者投訴菲傭無禮貌、不聽教、不尊重老人等	<p>由於語言不通(如：長者只會說廣東話/普通話)而引致誤會、不快。</p> <p>1.若僱主應在菲傭未到港前，先教導長者菲傭在相處、溝通上出現任何困難、或對菲傭若有什麼不滿，可直接聯絡我們的客戶服務主任跟進，這可大大減輕僱主的煩惱。若僱主並非與長者同住，這更重要。</p> <p>2.製作中英對照字詞庫。用中英文寫下長者與菲傭溝通時常用的字詞/短句於紙/簿上，有助他們更有效地溝通，減低因語言不通而引致誤會。僱主應不時詢問長者及菲傭意見，指需要增加字詞庫的內容。</p> <p>3. 邀請者出席新手僱主適應班</p> <p>4. 為菲傭報讀廣東話班</p> <p>5. 間中若長者與菲傭完全溝通不到，而那時不方便致電僱主夫婦求助，長者/菲傭可致電本公司。本公司職員樂於協助翻譯。</p> <p>由於長者與太太吩咐菲傭的方法(不論足照顧孫兒、煮食等)不同，太太作為菲傭之僱主，必須扮演雙方溝通之橋樑，兩面溝通清楚，</p>

	<p>減低誤會、衝突。同時，應提醒菲傭時時保持笑容，以示尊重奶奶。</p> <p>太太也應主動關心菲傭，聆聽她與長者相處時的困難。清楚指示她應跟隨長者或是太太的意思。</p> <p>可以的話，邀請長者接觸專業意見，令她/他明白新一代照顧嬰兒方法，以減低意見分歧。</p>
<p>嬰孩愛「藹」菲傭多過媽媽</p>	<p>嬰孩在個月開始認建立對人的信任，愛與常照顧自己的人一起，故此愛「藹」菲傭多過媽媽(特別是職業婦女)也是正常的。</p> <p>媽媽只要在家時，盡量自己負責照顧嬰孩(不論換尿片、餵食、洗澡、陪他/她玩耍、傾談等)，建立關係，孩子最終會與媽媽親密的。</p>

貴僱主在菲傭任期內，若出現以下問題，請推說 “I need to to discuss with my husband /wife, and will talk to you later.” 並與本公司負責人聯絡(致電：2151 1125 / 2151 1126或電郵予我們 info@arrowes.hk)

- 有急事要請假回鄉
- 偷用長途電話
- 財務公司追債
- 向僱主借錢、扣糧
- 有男性致電找菲傭
- 要求假期外宿(儘量不安排休假連續多過1日以上，而是隔日放 /調假。因她若有2日或以上休假，有權要求出外留宿)
- 暴風訊號3號，但有機會轉為8號風球。菲傭會在該日準備休息，切勿給她外出，但照常休假，只是留在家中。或得她同意下調假/取消休假，補薪金。因8號風球，菲傭可推說無車返家而要求在外留宿。

凡事包容。凡事相信。凡事盼望。凡事忍耐。(哥林多前書13:7)

附錄及網上資源 <http://arrowes.hk/helpful-links/>

Appendix 1: Sample Time Schedule for Helper

On Duty : 06:45am	Bath :9:00pm	Off Duty : 9:30pm
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Breakfast 6:30pm	Lunch time 12:30pm	Tea break 3:15pm	Family dinner 7pm
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Morning

- Wash the clothes by washing machine
- Prepare breakfast
- Hang the clothes
- Go to the market
- Prepare lunch, wash all dishes & utensils after lunch
- Sweep & wipe the floors with wet towels(both sitting room & bedrooms)
- Tidy up kids bedroom
- General dusting sitting room & children' s bedroom
- Clean the toilet, wash basin

Afternoon

- Do weekly routine work
- Tidy up master room when sir wake up
- Collect clothes if they are dry enough, fold them, iron clothes(all school uniforms, sir's shirts must be ironed properly)

Evening

- Prepare dinner, wash all dishes, utensils after dinner
- Clean up the kitchen
- Clean the bath tub & toilet after your bath

Weekly routine work

- Monday: clean all doors & gate, outside balcony
Tuesday: clean all windows
Wednesday: clean & wash all bed sheet, pillow cover for the whole family
Thursday: clean all electric fans & exhaust fans
Friday: clean air conditioning filter
Saturday: Nail cutting for kids' fingers, feet
Sunday: Spare

Appendix 2: Sample Of Family Rules For Your Helpers

Hello XXXX~ Welcome to XXXXX's Family!

(Gentle Reminder for employers:

-write down all the dos and don'ts that you want your helper to remember

-make sure she understand and follows all the rules during evaluation.

-prepare her that the rules may be adjusted as time goes by.

-do NOT copy all! It is suggestion only. Every family's condition is unique.)

_____ is the one who manages and coaches you.

GENERAL MANNER

1. Be honest, obedient, keep learning and showing improvement at work .
2. Always listen to and follow sir/ mam's instruction.
3. Be polite.
-Always keep a smiling face except when sir/ mam tells you that you do something wrong ,
-Report and say "SORRY" if you do anything wrong.
-Verbally greet any family member/ guest.
4. Ask sir/ mam to repeat the instruction again if you cannot understand what we say.
5. Knock the door before entering our bedroom if we are at home.
6. Need to eat the food we provide for breakfast, lunch and dinner, includes any food leftover.
7. CANNOT expose our address nor phone numbers to others without our permission.
8. Should inform us first when you will take a bath.
9. Discuss with us if you find any problem related to work, e.g. adjustment, child care, housework, cooking..... etc

CHILDREN CARE

1. Always be patient and kind to our children, love them.
2. You are requested to sleep with the children, let them sleep first at night.
3. Always pay attention to child safety, keep them within your eyesight.
4. You must report to mam immediately if any mistake, accident, injury, sickness, emergency happens.

5. Never beat/ shout to the children. REPORT to us if they have any misconduct.

CLOTHING CARE

1. Washing baby's clothes separately, wash by hands/ by washing machine.
2. Before washing the clothes, you must check laundry labels. Distinguish the clothes and separate it. If any doubt, seek advice from Mam.
3. Pay attention for textures of clothes before ironing.

CLEANING UP

1. Should use different towels/basins to clean floor, furniture, dishes, basin, bathroom, etc.
2. Always baby stuffs clean.
3. Be careful at work. Your salary would be deducted if anything is broken, to compensate the broken objects.

HOME SAFETY

1. Keep the children away from stove, iron, any hot liquid, electrical appliances, power socket, wires, sharp objects, knife, and scissors, etc.
2. Do not put any electrical appliances into water for cleaning. NEVER use dripping clothes for cleaning them.
3. Water must be boiled before drinking .
4. Lock the doors and windows grills at any time for safety.
5. Be aware of any stranger and check through the security eye on the door. Check the working pass. If there's any, inform sir/mam. Never open the door to any stranger without our permission.
6. If you will throw away any garbage, remember to bring with you the keys and HKID.
7. Whenever you will go down, switch off electrical appliances, towngas, air conditioner, etc. after use. Make sure the water taps are shut, too. Bring along the KEYS, HKID & YOUR MOBILE .

USE OF MOBILE

1. No use of mobile at work, no matter inside home or stay with kids except rest time.
2. Whenever you will go out, make sure you bring the mobile, so we may contact you. In your holidays, Make sure you have **SOME LOAD** available in your mobile, so we ,au contact each other if any sudden issue happen.

3. Whenever you will be late from the holiday, you must call* mam, say sorry and explain why.

***Please tell clearly your helper if you will communicate with your helper via SMS/ Whatsapp/ Direct phone call/ viber.**

TELEPHONE MANNER

1. Ask for the name, telephone numbers and message politely when the family is not at home. Write down and tell us when we return home.

PERSONAL PARTICULARS

1. Keep good personal cleanliness, e.g. take shower and wash hair at night, after finishing your work, wash hands with shower gel after using the bathroom, before and after handling food, cleaning, change diaper and before touching newborn.
2. No make up during working time. Never wear tight, see through nor sexy clothes.
3. No smoking, drinking alcohol, do not take drug.
4. Should wear suitable clothes in different temperature. Ask me if you do not know what are the suitable clothes/ quilt in winter.
5. OK either to handwash or machine wash your clothes. Separate your clothes and ours when wash.

HOLIDAYS, SALARY & LEISURE TIME

1. Inform me when you are out during holiday and should be back before 9:30PM. You should sleep at home, CANNOT STAY OVERNIGHT AT ANOTHER PLACE as it is against the contract.
2. Both of us must keep records of the statutory holidays and annual leave taken. You should also keep the wage receipts of payment.
3. You will receive the additional salary for compensation for working during your holidays.
4. Should NOT watch TV, listen to music or switch on the musical instrument without our permission.

_____ (Signature of helper)

(Name of helper)

Date: _____

Appendix 3: Sample of Intake & Output chart for Newborn

Date:

* for breastfeeding: R=right breast, L=left breast

Time	intake(ml)/*(R/L)	urine	stool	Remark
12am				
1am				
2am				
3am				
4am				
5am				
6am				
7am				
8am				
9am				
10am				
11am				
12pm				
1pm				
2pm				
3pm				
4pm				
5pm				
6pm				
7pm				
8pm				
9pm				
10pm				
11pm				

Appendix 4: Sample of Time Schedule for the Kids

	Boy	Girl
Morning wake up	0730	0730
Breakfast	00745	00745
Send to school	0815	0815
Pick up	1500	1200
Lunch	/	1230
Bathing	1545	1545
Tea time	1545	1530
homework	1600	1600
Dinner	1930	1930
Sleep	2100	2100
Sport day	Monday & Wednesday	Wednesday & Friday

How to prepare the kids to school

	Boy	Girl
Temperature sheet	Check & mark temp. daily	Check & mark temp. daily
Name tag	√	√
Water bottle	Fresh water in bottle(wash & change daily)	Empty mug(wash & clean daily)
Wet towel & towel box	Wash & change daily	Wash & change daily
Tissue	Check & refill(at least 5 pieces)	Check & refill(at least 5 pieces)
Disposable mask	3	3
Pencil box	-3 sharpen pencils -1 ruler, -1 eraser	No need
Snack put in a lunch box	Change daily e.g. raisin & biscuit	Change daily e.g. cake & raisin

Appendix 5: Sample of Out of Stock Grocery List

Bathroom

- | | | |
|--|---------------------------------------|--|
| <input type="checkbox"/> Shampoo | <input type="checkbox"/> Bath Gel | <input type="checkbox"/> Conditioner |
| <input type="checkbox"/> children toothpaste | <input type="checkbox"/> Tissue rolls | <input type="checkbox"/> Cotton buds |
| <input type="checkbox"/> Adult toothpaste | <input type="checkbox"/> powder | <input type="checkbox"/> softener |
| <input type="checkbox"/> Bleach | <input type="checkbox"/> jiff | <input type="checkbox"/> washing detergent |
| <input type="checkbox"/> Other | | |

Kitchen

- | | | | |
|--|---------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Light soya sauce | <input type="checkbox"/> sugar | <input type="checkbox"/> salt | <input type="checkbox"/> pepper |
| <input type="checkbox"/> Corn starch | <input type="checkbox"/> rice | <input type="checkbox"/> salted egg | <input type="checkbox"/> flour |
| <input type="checkbox"/> dark soya sauce | <input type="checkbox"/> eggs | <input type="checkbox"/> oyster sauce | <input type="checkbox"/> vinegar |
| <input type="checkbox"/> dried shrimp | <input type="checkbox"/> ginger | <input type="checkbox"/> century egg | <input type="checkbox"/> fan-si |
| <input type="checkbox"/> cooking wine | <input type="checkbox"/> tea | <input type="checkbox"/> honey | <input type="checkbox"/> oil |
| <input type="checkbox"/> disposable gloves | <input type="checkbox"/> garlic | <input type="checkbox"/> black beans | <input type="checkbox"/> rock sugar |
| <input type="checkbox"/> dried mushroom | <input type="checkbox"/> gloves | <input type="checkbox"/> garbage bags | <input type="checkbox"/> detergent |
| <input type="checkbox"/> kitchen tissue roll | <input type="checkbox"/> Other | | |

Baby/ Kids' shopping list

<input type="checkbox"/> Milk powder	<input type="checkbox"/> diapers	<input type="checkbox"/> tissue boxes	<input type="checkbox"/> cotton pads
wet wipe	<input type="checkbox"/> cotton wool balls	<input type="checkbox"/> oats	
<input type="checkbox"/> fresh milk	<input type="checkbox"/> cereal	<input type="checkbox"/> bread	<input type="checkbox"/> juice
<input type="checkbox"/> Others:			

Electric appliances out of order : _____

Damage furniture/utensil : _____

Additional accessories request : _____

Appendix 6: Record Marketing Money 收支記錄示例

若要僱工購物，便應給她一本筆記簿、教她做收支記錄，並保留所有單據給僱主隨時檢查。例子：

If employer will ask helper to do marketing, please give her a book for recording all market money, ask her to keep all receipts, write down all the balance as following example:

22-10-2015	23-10-2015
Money received: \$200 Money spent: \$90 (rice) \$10 (apple) + <u>\$77.9(#1)</u> <u>\$177.9</u> \$200 - <u>\$177.9</u> <u>\$22.1</u>	Money received: \$200 + <u>\$22.1</u> <u>\$222.1</u> Money spent: \$111 (oil) + <u>\$20 (pork)</u> <u>\$121</u> \$222.1 - <u>\$111.5</u> <u>\$110.6</u>

Appendix 7b: Salary Receipt For domestic helper

Receipt of Salary	
I _____, ID/Passport No. _____, acknowledge receipt of payment of the following items from my employer _____ (on date) _____ *by cash/ cheque No. _____ _____ (Name of Bank)/bank autopay	
1. Wages from _____ to _____	\$HK
2. Overtime time date:	\$HK
3. Deduction of Salary/Others:	\$HK
4. Total	\$HK
Received by (Signature):	
Holiday Schedule for Month of() :	
Remarks:	

Appendix 8a: Review with Helper Sample 1 與菲傭做檢討

1 Do you have enough food/ sleep?

2 What problem(s) are you having in adjusting to work/ life in Hong Kong?

3 Area(s) you are doing well:

4 Area(s) you are improving/have improved:

5 Area(s) you need to improve:

6 Anything you want to tell me, e.g. adjustment/communication problem, about the kid(s):

Appendix 8b: Review with Helper Sample 2 與菲傭做檢討

Date: _____

Employer: _____

Helper: _____

Description 內容	Score 評分 1-5						
English	poor	1	2	3	4	5	excellent
Attitude	poor	1	2	3	4	5	excellent
Greeting	poor	1	2	3	4	5	excellent
Politeness	poor	1	2	3	4	5	excellent
Response	poor	1	2	3	4	5	excellent
Communication	poor	1	2	3	4	5	excellent
Initiative	poor	1	2	3	4	5	excellent
Willingness to learn	poor	1	2	3	4	5	excellent
Personal hygiene	poor	1	2	3	4	5	excellent
Food amount	poor	1	2	3	4	5	excellent
Working speed	poor	1	2	3	4	5	excellent
Infant care	poor	1	2	3	4	5	excellent
Child care	poor	1	2	3	4	5	excellent
cleaning	poor	1	2	3	4	5	excellent
Cooking	poor	1	2	3	4	5	excellent
Ironing	poor	1	2	3	4	5	excellent
Pet care	poor	1	2	3	4	5	excellent
Cheerfulness	poor	1	2	3	4	5	excellent

Additional Comments:

Appendix 9: Sample of Helper's Visa Speed Up Letter

申請加快批核外傭入境工作簽證信示例

*Director of Immigration
Immigration Tower
Wanchai, Hong Kong
Tel.: 21118435
Fax:21579181/21111339*

Request for expedited visa for Ms. (Helper's full name) , born in (Date)

EHEF No: (To be filled by Arrow later)

Dear Sirs/Madams,

Please accept this application to expedite the visa for Ms. XXXXX

(give your reasons Here)

*Your kind assistance in issuing the visa for Ms.
at your earliest convenience is very much appreciated. Please do not hesitate to
contact me, if you have any enquiry.*

Thank you very much!

Sincerely,

*Name : employer's name
HKID#: employer's ID
Contact Phone: employer's mobile number*

人民入境事務署
入境簽證(外籍家庭傭工)組
電話：21118435
傳真：21579181/21111339

申請加快批核外傭入境工作簽證

申請人：(外傭姓名)
出生日期：(外傭出生日期)
檔案編號：VC/A-----

本人(僱主姓名)，身分證號碼 XXXXXX(X)，現正申請上述外傭到港工作。
由於(希望加快批核外傭入境工作簽證申請之原因)，故希望貴處能體恤本人之情況，盡快批出外傭入境工作簽證，並以電話通知本人。

如有疑問，請即聯絡本人(手提電話號碼:XXXXXXXX, 辦公室/住宅電話：XXXXXXXX)。

不便之處，尚祈亮察。

僱主簽名
(僱主姓名、
身分證號碼、
日期)

Appendix 10: 若僱主沒有寫保障僱主信給外傭，放假後失蹤

What to do if your helper disappear from holidays

給外傭發短信/電郵/whatapp，問她在哪裡，會否回來工作。另外，須通知僱傭公司（Arrow，電話**2151 1125**）。

1. 如外傭於24小時內回來，僱主應通知所屬僱傭公司，並向外傭發警告信，（僱主應保留正本，並發送一份副本給Arrow。）
2. 外傭失蹤24小時後，前往警察局報案，保留檔案記錄號碼。
3. 通知外傭在菲律賓的家人，告訴他們：「外傭沒有合理解釋下不按時上班。僱主試圖聯繫她，但無人接聽。這是嚴重的失職。因此，僱主決定終止與外傭的合約，即時生效。而僱主不會支付外傭任何代通知金，並將保留追究外傭因失蹤而導致僱主任何損失的權利。」
4. 傳真通知入境事務處合約終止（「終止外籍家庭傭工僱傭合約通知書」可從入境處網頁下載，或向僱傭公司索取）。
5. 僱主應保留「終止外籍家庭傭工僱傭合約通知書」，並發送一份副本給僱傭公司Arrow。

（以上資料由勞工處職員提供，如需進一步諮詢，請致電勞工處 **1823**）

1. send SMS / e-mail / whatsapp your helper, asked when she will return to work. Also, notify Arrow(our phone: 21511125).
2. if the helper come back within 24 hours, you shall inform us, and give your helper a warning letter (The employer shall retain the original and send a copy to Arrow.)
3. If the helper is missing 24 hours, went to the police station to keep a record, keep the record numbers.
4. Notify the helper's family in the Philippines, told them: your helper " without reasonable excuse, does not inform employer, does not report to work on time, employer tried to contact her but no one answered This is a serious dereliction of duty and therefore, the employer decided to terminate the contract with that helper, instantly. It enters into force and the employer does

not pay that helpers in lieu of notice, and reserves the right to pursue that helper because of the disappearance caused any damage. "

5. Fax & notify the Immigration Department contract termination ("Termination of employment contracts of foreign domestic helpers Notice" can be downloaded from the Immigration Department's website, or obtained from the employment agency).
6. Employers should keep the "termination of employment contracts of foreign domestic helpers notice", and send a copy to Arrow.

(The above information is provided by the Labour Department hotline. For further inquiries, please call the department's 1823)

Appendix 11: Sample of WARNING LETTER 警告信示例

Date : _____

This is a letter to express, in writing, some issues we have had with your service in the hopes these can be quickly and permanently corrected.

(The Following is samples only, rewrite your appropriate text)

Safety and health issue:

- Doors (including the baby gate) are being left open every day. Doors to the bathroom, kitchen, and outside must remain closed and baby gate closed and locked, when the baby is awake and home. This is to ensure she does not get hurt falling down stairs, poisoned, or injured in some other way. If you find a door was accidentally left open, please help by closing it for us.
- Mold has been found inside the baby water bottle, and occasionally she has been offered food/milk that clearly smelled or tasted “off”. This is dangerous to her health. Please ensure any food or drink offered to the family are safe to eat (having no mold or bad smell or “off” taste. Please taste food you prepare before serving to ensure the quality).

Time issue:

- Please make sure children are brought to school and picked up from school on time. We have posted these times on the calendar and weekly sheet to ensure you are aware of these times.
- If you have questions about something you need to do, please ask at least one day before if possible. On several occasions, you have asked for instructions on how or what to do just as we are leaving the house, and we do not have time to explain things clearly to you. Please do not wait until the last minute to ask questions; ask when we all have plenty of time to be clear and patient.

Planning/preparation issue:

- Please make sure you have everything you need before you need it. Do not wait until the last minute, when you have nothing, and cannot proceed with instructions because you do not have what you need. Please indicate, in writing, when anything (soaps, spices, ingredients, cleaning supplies, etc) is ½ empty so

that we can replace it without any last minute panic or emergencies. Use time after dinner to prepare everything you need for the next day so if you have questions we can answer them at that time.

- Please be sure to take notes on new instructions and review your notes in the evening so you truly understand what you need to do.

Childcare

- We are concerned that XXXX (child's name) is not being given time to play outside when we are not home. We understand that you are concerned with cleaning and shopping, but we consider play is a critical part of the life of a young child and you should be taking her out and playing with her for at least 1-2 hours (time given) per day (does not have to be all at once). 1 hour if she is in school or 2 hours or more if she is home all day.

We sincerely hope these issues can be corrected immediately. We hope this letter will serve to highlight the core problems so you can better focus on what you need to correct.

Signature of Employer: _____

Name of Employer: _____

HKID number: _____

Signature of Employee: _____

Name of Employee: _____

HKID number: _____

Appendix 12: Letter of Termination of Employment

Dear _____,

I, _____ would *resign from the post of domestic helper / dismiss you from the post of domestic helper under the Domestic Helper Contract No. _____, effective on (date) _____

*(a) by giving you _____ days / month(s) notice / with no notice.

*(b) by giving you _____ days / month(s) wages in lieu of notice.

The last working day will be (date) _____

Reason(s) of resignation /dismissal:

Yours sincerely,

_____(signature) _____(Date)
(Name: _____)

Acknowledged receipt by
_____(signature) _____(Date)
(Name: _____)

*circle where appropriate

Appendix 13: Calculation of Salary on helper's last day of work

外傭最後工作日之薪金結算

I, _____, HKID No. : _____ (), received the following payments from my employer, _____, HKID No. : _____ () on _____ (date), in cash/ by check: _____

Description	Amount HK \$
1. Salary from _____ to _____ = _____ days @ _____/day	
2. Payment for work on statutory holidays(dates: _____)	
3. Untaken Annual Leave: K\$ _____ X _____ days	
3. Sick leave(s)	
4. Food Allowance (from _____ to _____)	
5. wages in lieu of notice	
6. Long term service payment	
7. Travelling Allowance: HK\$100/day X _____ days	
8. Payment in lieu of air ticket/return air ticket	
9. Other	
Total	

I agree that this is the full and final settlement of any and all claims regarding my employment with _____, under the contract number _____ both in Hong Kong and the Philippines.

Signature of Helper : _____

Name of Helper: (_____)

Date: _____

Signature of Employer : _____

Name of Employer: (_____)

Date: _____

* Please call to **Inform Arrow** Agency at **2151 1125** to inform the termination.

Appendix 14: Notification of Termination of Contract

香港特別行政區政府入境事務處
Immigration Department, the Government of
the Hong Kong Special Administrative Region



終止外籍家庭傭工僱傭合約通知書
Notification of Termination of Employment Contract
with Foreign Domestic Helper

此欄由辦理機關處理
FOR OFFICIAL USE ONLY

檔案號碼 Reference Barcode

- 注意 Note:**
- (i) 僱主與僱員雙方於終止合約時應遵守外籍家庭傭工僱傭合約第 10、11 及 12 條條款。
Both the employer and employee should observe Clauses 10, 11 and 12 of the Employment Contract upon termination of contract.
 - (ii) 僱傭合約一旦終止，僱員須於合約終止日起計的 14 天內或其逗留期限屆滿前(兩者以較早的日期為準)離港。
The employee has to leave Hong Kong within 14 days from the date of termination of contract or before the expiry of his/ her limit of stay, whichever is earlier.
 - (iii) 本通知書可傳真到 2157 9181 或郵遞至入境事務處，**如以傳真發送，請勿再寄正本。本處在接獲通知書後會寄出蓋印通知予僱主。** This notification may be sent by fax to 2157 9181 or by post to the Immigration Department. **Please do not send in the original if it has been sent by fax. Written acknowledgment will be sent to the employer on receipt of this notification.**
 - (iv) 領取本通知書無須繳費。 This form is issued free of charge.
 - (v) 請用黑色或藍色筆以正楷填寫本通知書。 Please complete this form in BLOCK letters using black or blue pen.
 - (vi) * 請將不適用者刪去。 Please delete where inappropriate.

致：入境事務處處長 (傳真號碼 Fax No. 2157 9181)
To: Director of Immigration

日期
Date : _____

*本人/我們 現通知貴處，下述僱傭合約 *已經/將會 終止。詳情如下：
I/ We hereby inform you that the Employment Contract with details below *was/will be terminated:

簽證編號 Visa Ref. : / / () 僱傭合約號碼 Employment Contract No. : _____
(請參照背頁式樣。 Please see sample overleaf.)

僱主資料 Employer's Information

僱主姓名 Name of Employer	香港身份證號碼 HK Identity Card No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ()
地址 Address	
日間聯絡電話號碼 Day time contact telephone number	

僱員資料 Employee's Information

僱員姓名 Name of Employee	香港身份證號碼 HK Identity Card No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ()
日間聯絡電話號碼 Day time contact telephone number	

合約終止日(一般為最後工作日)
Contract termination date (normally the last working day) :

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>
(日 dd)		(月 mm)		(年 yyyy)		

終止合約原因 (可選擇是否填寫)
Reason for termination of contract (optional): _____

簽署 (僱主及僱員可各自填寫通知書或遞交同一份通知書，簽名式樣必須與僱傭合約上的簽署相符。)
Signature (Employer and Employee may complete a separate notification or use the same notification form. Signature should agree with that on the employment contract.)

僱主簽署 Signature of Employer	僱員簽署 Signature of Employee



Appendix 15: Sample of Certificate of Employment

僱主給工人就業證書示例

To whom it may concern,

This is to certify that (name of Helper, HKID no.) works with me as a domestic helper since (date arrive Hong Kong) until (last working date). She is honest, hardworking and she does her job well.(describe if she has any merits or good character)

This certification is issued upon request of (name of Helper) for whatever legal purpose that may serve her best.

Yours,

(signature of employer)

(Name of employer)

Date:

Appendix 16: What to prepare if your helper will have holidays back to the Philippines

外籍家傭放假回菲律賓前，應預備

When helper will have holiday back to the Philippines....

- a. she needs to get OEC(Overseas Employment Certificate)
 - issued by the Philippines Consulate
 - Bring air ticket, passport with valid visa, information sheet(form supplied), \$20. HKID. valid OWWA membership, Authorization letter(for representative)
- a. 海外就業證書OEC (Overseas Employment Certificate)
 - 由外傭前往菲律賓領事館申請
 - 外傭應攜帶：護照、海外工人福利協會(OWWA)會籍、機票費用、Fee : HK\$20

OECs are issued 5 days a week at the following places:

Days	Place	Address
Monday - Thursday	Philippine Consulate	14/F United Centre
9:00AM to 4:00PM	General	95 Queensway, Admiralty, HK
Sunday	Bayanihan Center	Kennedy Town
9:00AM to 4:00PM		Hong Kong

NOTE: No issuance during official / statutory holidays declared by Hong Kong and Philippine government.

上網了解詳情Details online:

<http://hongkongpcg.dfa.gov.ph/index.php/oec-poea-overseas-employment-certificates/103-labor-employment>

II. 保障僱主信(由僱主撰寫, 給外籍家庭傭工簽署, 雙方各保存一分)

Sample letter for both employer and helper to keep at hand

(from online resources)

Sample of Agreement between (Name of Employer) and (Name of Employee) for if Employee will not come back after the Holidays

This is an agreement between Name of Employer and Name of Employee.

Dear Name of Employee,

You will have holidays from date of departure from HK to date of arrival to HK.

If you do not come back and report for duty on date of arrival to HK after the Holidays, by mutual agreement, we both agree that this failure to return on time means that you are breaking the contract without notice and willingly forego any compensation that might be due to you under the contract.

I also will consider the contract terminated and will not seek any compensation from you in respect to the contract no. _____. In addition, I will report to the Hong Kong Immigration Department that our contract is terminated and that you will not be returning to work for me.

Signature of Employer

(Name of Employer)

(Date of signing the letter)

Signature of Employee

(Name of Employee)

(Date of signing the letter)

Appendix 17: Labor Department & Immigration Hotlines **勞工處、入境處及本公司查詢熱線**

1. 勞工處

24小時電話查詢熱線：2717 1771(此熱線由 "1823電話中心"接聽)

網址：<http://www.labour.gov.hk>

電郵：enquiry@labour.gov.hk 勞工處勞資關係科

2. 人民入境事務署

<http://www.immd.gov.hk/tc/home.html>

一般查詢熱線：2824 6111

電郵：enquiry@immd.gov.hk

傳真：852 2877 7711

郵寄：Immigration Department, Immigration Tower, 7 Gloucester Road,
Wan Chai, Hong Kong

查詢/申請加快批核：

入境簽證(外籍家庭傭工)組

電話：21118435

傳真：21579181/21111339

修訂住宿及家務安排：

<http://www.immd.gov.hk/tc/forms/forms/id407g.html>

郵寄/親自遞交，不接受傳真及電郵申請

地址 香港灣仔告士打道七號入境事務大樓三樓入境事
務處-外籍家庭傭工組

3. 聯絡本公司Arrow

電郵：info@arrowes.hk 電話：2151 1125

You may make use of government's telephone hotline 2717 1771 (handled by "1823") which provides round-the-clock service for general enquiries on topics of labour legislation and services of the Labour Department. Or

email to enquiry@labour.gov.hk (Your enquiry will be processed and replied within five working days. If this is not possible, an interim reply will be sent to you for information.) Fax: 2544 3271

Immigration Department	
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By Telephone (24-hour Telephone Hotlines)	You may contact our officers for enquiries during office hours
General Enquiry Hotline	(852) 2824 6111 Enquiry Tips Simplified Call Flow Diagram
Faster Approval Application Enquiry Hotline (Visa for Domestic Helper)	(852) 2111 8435 Fax: 21579 181/ 2111 1339
Change address	http://www.immd.gov.hk/en/forms/forms/id407g.html download the form, complete it and send it by mail or in person, to "Foreign Domestic Helpers Section"

By Mail	
Address	Foreign Domestic Helpers Section, Immigration Department, 3/F, Immigration Department Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

By Fax	
General Enquiry	(852) 2877 7711

By E-mail	
General Enquiry	enquiry@immd.gov.hk

For more information or other inquiries please call our office at 2151-1125 or email us at info@arrowes.hk.