

# CSB'S REVAMPED WEBSITE

Secretariat Press Office (Civil Service)



*"Hello, this is Mr Excellence - a wizard to the Civil Service Bureau's (CSB) website."*



**R**EVAMPED last year, the website has been given a fresh and modern look, carrying a wider range of civil service-related information and restructured in a more user-friendly manner.

## POPULAR GOVERNMENT WEBSITE

"Since then," said our wizard, "I have become one of the most popular government websites. More than 10 million page views were recorded in the six months from November 2001 to April 2002. Compared with the page views of 3.9 million for the same period a year ago, the figure has soared about 158 per cent."

"Now, let me lead you on a tour of the website by simply visiting <http://www.csb.gov.hk>. You can see, with just one click, a detailed content page displaying the skeleton of the website."

## DON'T MISS SCS'S LETTERS FOR YOU

In this page, seven eye-catching icons provide user-friendly and quick access to different categories of information: **{Welcome Message}**, **{Letters to Colleagues}**, **{What's New}**, **{Highlights of Events}**, **{Administration of the Civil Service}**, **{Policy Objective 2001}** and **{Recruitment}**.

Clicking the **{Letters to Colleagues}** icon, you can read all letters written to us by the Secretary for the Civil Service (SCS), Joseph Wong Wing-ping since August 2000. This is an important first-hand channel for you to keep abreast of the latest developments

of government policies on civil service matters.

## A USEFUL TOOL - PENSION CALCULATOR

Then, as serving or retired civil servants, don't forget to pay a visit to the **{Administration of the Civil Service}**.

You can have a good browse on a host of interesting and informative topics with just a few clicks: **{Appointments}**, **{Pay and Allowances}**, **{Fringe Benefits}**, **{Conduct and Discipline}**, **{Staff Relations}**, **{Human Resources Management and Training}** and **{Retirement}**.

"Don't miss trying the pension calculator under the **{Retirement}** icon. The amount of the lump-sum pension gratuity and monthly pension at the time of your retirement will be calculated within seconds after you have keyed in the required data."

"The input cannot be easier!" said Mr Excellence.

"First, click your pension scheme. Second, fill in your 'Highest Pensionable Emolument (Monthly)' and 'Dates of First Appointment and Retirement'. Then select the 'Commutation Percentage for Lump-Sum Pension Gratuity'."

"Click the button 'Calculate', and the impressive figures of up to eight digits will appear in front of you," smiled Mr Excellence".

## GOVERNMENT VACANCIES

"If your friends or relatives are

job seekers or potential candidates for government jobs, remind them to pay frequent visits to **{Government Vacancies}** under the **{Recruitment}** section, where civil service and non-civil service vacancies are available."

"Under this new system, visitors can e-mail the job details to friends and relatives," said Mr Excellence.

On-line applications are provided for vacancies, which accept this new method of application, to comply with the e-government approach to serve the community effectively and efficiently.

Moreover, civil servants can have an insight into the latest activities and events organised by the CSB in the section **{Highlights of Events}**.

## WIDE RANGE OF CIVIL SERVICE-RELATED MATTERS

On top of the seven major categories of information, there are icons providing extensive coverage of civil service-related matters. They are **{About CSB}**, **{Civil Service Reform}**, **{Grade Management}**, **{Occupational Safety and Health}**, **{Activities}**, **{Publications}**, **{Information and News}**, **{Statistics}**, **{Pensioners' Corner}**, **{Tender Notices}**, **{Related Organisations}**, **{Contact Us}** and **{Internal Communication}**. Here are some examples:

- **{Statistics}**: quarterly and annually updated statistics for civil service personnel;

- **{Information and News}**: current and archive media releases, speeches and Legislative Council papers;
- **{Pensioners' Corner}**: covering the wide range of benefits and services provided for pensioners, including the Resource Centre, Welfare Fund, medical and dental benefits, use of holiday homes, retiree associations and others; and
- **{E-cards and screensavers}**: four e-cards, namely "Congratulation", "Thank you", "Get Well" and "Retirement", are specially designed for you to download to convey your greetings and thoughts to your

friends and relatives. Moreover, two attractive screensavers are free for downloading.

**BOOKMARK ME**

Mr Excellence said, "colleagues are welcome to write to us and share your views with us. I will continue to enhance my on-line information service to serve you and to meet the wider needs of the community."

"So, bookmark my address <http://www.csb.gov.hk> in your computer now. See you all soon."



# HOTLINE FOR THE STRESSED



## Staff Relations Division, Civil Service Bureau

- telephone counselling service from 9:00 am to 7:00 pm, Monday to Friday except public holidays. Calls outside service hours will be answered by a paging service and counsellors will return call as soon as possible;
- face-to-face counselling will be provided to staff by experienced counsellors or clinical psychologists, if necessary; and
- referral to appropriate bodies if the service required is not covered by the scheme, but costs incurred for the referred service, if any, will have to be borne by the user.

**PILOT SCHEMES**

Under the first pilot scheme introduced in 1999, some 30,000 civil servants working in 13 bureaux and departments had access to the counselling service provided by two professional agencies for nine months.

This was followed up with a second scheme, which lasted for six months from September 2000 to February 2001. A professional agency was engaged to provide counselling service to some 120,000 staff in 82 bureaux and departments. In fact, all bureaux and departments were covered except those which already had their in-house counselling service.

**F**OLLOWING the success of two pilot schemes providing professional counselling service to help staff cope with stress from work and other personal problems, a new round of service is now being offered to a wide cross-section of the civil service.

From July 2, about 70,000 staff from some 70 bureaux and departments can access a free hotline counselling service provided by the Hong Kong Young Women's Christian Association for a period of 24 months. The centrally provided service will include:

Briefing sessions and publicity drives have been launched. Evaluation of the effectiveness of the service will be conducted after the first 12-month service period and the full 24-month service period. To facilitate the conduct of such evaluation, all users of the service will be requested to fill out a questionnaire and return it to the Staff Relations Division, Civil Service Bureau.

In view of the favourable findings of the overall review and the positive feedback from users, departments and the counselling agencies under the pilot schemes, the Government decided to continue with the hotline counselling service on stress management to staff who had not been covered by any counselling service.