

點線面 Equality Perspectives

平等

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探討

殘疾人士



EMPLOYMENT 就業
of
**PERSONS
with
DISABILITIES**



平等機會委員會
EQUAL OPPORTUNITIES COMMISSION

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平機會流動應用程式
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一年之始，萬象更新。今個春季，平等機會委員會（平機會）製作了煥然一新的刊物《平等點·線·面》。一如過去的《平機會半年刊》，這份嶄新刊物會繼續聚焦平等議題和介紹平機會的最新工作，同時透過全新版面和視覺元素，突出議題焦點。

今期創刊號，我們會集中探討香港殘疾人士的就業情況。除了闡釋有關概況，我們簡介了《殘疾歧視條例》在僱傭範疇提供的保障，以及政府現時的措施和其他地區的政策。我們亦訪問了一些殘疾人士和引用一些職場上的良好措施，以證明僱主聘用殘疾人士是實際可行，並且有利公司的業務增長。

聯合國《殘疾人權利公約》自2008年延伸至香港，今年將踏入第十年。適逢今年三月平機會榮獲2016-17年度《有能者·聘之約章》及共融機構嘉許計劃下的「友善聘用獎」，我們在這個時候探討殘疾人士的就業情況，希望能喚起更多關注，並期望更多僱主受到啟發，加入我們的行列，聘用殘疾人士，讓他們各展所長。

平等機會委員會主席
陳章明教授
2017年4月

Spring is a time for new beginnings. This spring, the Equal Opportunities Commission (EOC) is pleased to present *The Equality Perspectives*, a new periodical evolved from the *EOC Journal*. While continuing to shed light on equality issues and update readers on the EOC's latest work, *The Equality Perspectives* has a different look and feel with new visual elements.

For this inaugural issue, we have chosen to focus on the employment of people with disabilities (PWDs) in Hong Kong. Apart from giving an overview of the current employment situation of PWDs, the main feature provides a brief explanation of the employment-related protection offered by the Disability Discrimination Ordinance, and a summary of the Government's existing efforts as well as policies by other jurisdictions. We have also interviewed PWDs and highlighted some good employment practices to show that hiring PWDs is conceivable, practicable and favourable to business growth.

The discussion on this matter is indeed timely, as this year marks the 10th year since the extension of the UN Convention on the Rights of Persons with Disabilities to Hong Kong. Even more timely is that the EOC recently received the Friendly Employment Award under the 2016-17 Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme in March. We do hope that more and more employers will be inspired to join our ranks and hire PWDs.

Professor Alfred CHAN Cheung-ming
Chairperson
Equal Opportunities Commission
April 2017

Must Disability and Unemployment

殘疾=失業？如何克服偏見，打破定律？
go hand in hand?

“貝多芬、霍金、芙烈達·卡蘿及維吉尼亞·伍爾芙——
以上四位皆是世界知名人物，在各自界別取得超卓成就。
當世人景仰他們的才華之時，卻甚少記得他們曾飽受殘疾煎熬。
而儘管他們擁有驕人成就，媒體亦不時報導一些殘疾人士的勵志故事，
但卻似乎未能說服更多的香港僱主，殘疾人士是值得聘用的。”

Ludwig van BEETHOVEN, Stephen HAWKING, Frida KAHLO, Virginia WOOLF.
These four world-famous people are remembered not so much for their disabilities
but their distinguished achievements in their respective fields.
Yet their remarkable success, together with the inspiring stories about the accomplishments
of people with disabilities (PWDs) reported by the media from time to time,
seems inadequate to prove to Hong Kong's employers that
PWDs are worthwhile employees.”

聯合國《殘疾人權利公約》自2008年起在香港生效。公約第27條要求「締約國確認殘疾人在與其他人士平等的基礎上享有工作權…締約國應採取適當步驟，包括通過立法，在一切形式就業的一切事項上禁止基於殘疾的歧視…在公共部門僱用殘疾人士…促進私營部門僱用殘疾人士…及確保在工作場所為殘疾人士提供合理便利…。」

The United Nations Convention on the Rights of Persons with Disabilities was extended to Hong Kong in 2008. Article 27 of the Convention provides that “States Parties recognise the right of persons with disabilities to work, on an equal basis with others... [they should] prohibit discrimination on the basis of disability with regard to all matters concerning all forms of employment... employ persons with disabilities in the public sector... promote the employment of persons with disabilities in the private sector... and ensure that reasonable accommodation is provided to persons with disabilities in the workplace.”

然而，根據《2013年香港殘疾人士貧窮情況報告》，處於勞動年齡（18至64歲）的殘疾人士，其失業率為6.7%，差不多是一般市民的兩倍。政府公布的其他數據亦顯示，接受過高等教育的殘疾人士中只有三分之一獲聘用。

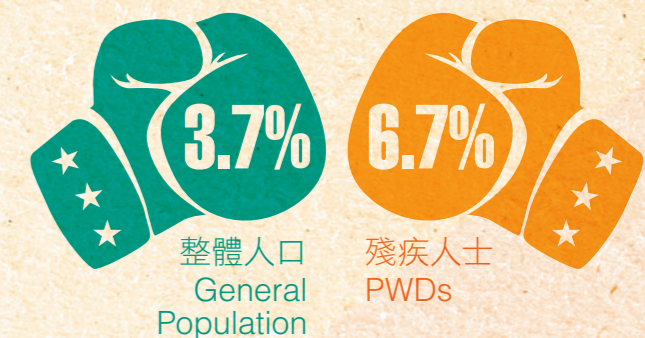
隨著本港人口老化問題開始影響到勞動力和經濟，政府和企業必須想辦法擴大就業人口。其中一個方法是提升殘疾人士的就業率。愈早推行這做法，我們經濟上可能蒙受的損失便愈少。

However, according to the Hong Kong Poverty Situation Report on Disability 2013, the unemployment rate among PWDs of working age (18 to 64), at 6.7%, is almost two times that of the rate among the general population. Other Government-released statistics show that only about one-third of PWDs who have attained higher education have jobs.

As the impact of population ageing begins to hit the labour force and the economy, the Government and businesses must come up with ways to expand the working population. One such way is to boost the employment of PWDs. And the sooner they start, the lesser the loss our economy is likely to bear.



失業率
Unemployment Rate



貧窮率 Poverty Rate



資料來源：政府統計處《2013年香港殘疾人士貧窮情況報告》及第62號專題報告——殘疾人士及長期病患者

Sources: Hong Kong Poverty Situation Report on Disability 2013, Census and Statistics Department
Special Topics Report No. 62 — Persons with disabilities and chronic diseases, Census and Statistics Department

有關殘疾人士的定義，請參考上述報告。
For definitions of PWDs, please refer to the above reports.

政府提升殘疾人士就業的措施

政府多年來推行了多個職位配對、培訓及津貼計劃，旨在協助殘疾人士尋找工作，及鼓勵僱主聘用殘疾人士。然而，殘疾人士的就業率至今仍未有顯著改善。

有人建議政府應考慮為僱主提供獎勵如退稅，毫無疑問的是，政府應推行更多積極的措施，促進殘疾人士就業。

殘疾人士失業率高企不是香港獨有的問題，即使在福利國家如加拿大，當地也有不少殘疾人士找不到工作。為解決問題，一些地區為殘疾人士提供了不同形式的支援及法律保障，亦為僱主提供誘因以改善殘疾人士的就業情況。

香港 Hong Kong

- 創業展才能計劃
- 殘疾僱員支援計劃
- 為獲聘於有薪工作的高額傷殘津貼領取者提供津貼以聘請照顧者試驗計劃及提高在綜合社會保障援助計劃下殘疾受助人的豁免計算入息上限試驗計劃
- 就業輔導及在職培訓計劃
- 《有能者·聘之約章》及共融機構嘉許計劃
- Enhancing Employment of People with Disabilities through Small Enterprise Project
- Support Programme for Employees with Disabilities
- Pilot schemes on providing subsidy for Higher Disability Allowance recipients in paid employment to hire carers, and raising the maximum level of disregarded earnings for recipients with disabilities under the Comprehensive Social Security Assistance (CSSA) Scheme
- Placement and on-the-job training
- Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme

Government efforts to enhance employment of PWDs

Through the years, the Government has implemented various job-matching, training and subsidy programmes that aim at helping PWDs to find jobs and encouraging employers to hire PWDs. Yet the employment rate of PWDs has not improved significantly to date.

While some suggest that further incentives for employers such as tax rebate should be considered, there is no question that more proactive measures should be introduced.

High unemployment rate among PWDs is not a Hong Kong-only issue. Even in welfare states like Canada, a lot of PWDs fail to find jobs. To tackle the problem, some places provide different forms of support and legal protection to PWDs and incentives to employers in a bid to improve the employment of PWDs.

澳洲 Australia

- 向企業提供財政獎勵如豁免薪俸稅
- Financial incentives for businesses, such as payroll tax exemption

加拿大 Canada

- 《平等就業法案》規定，由聯邦政府監管的行業內之僱主，必須採取措施，促進婦女、殘疾人士、原住民及少數族裔的就業。
- The Federal Employment Equity Act requires employers of industries that are federally regulated to engage in employment practices to increase the representation of women, PWDs, Aboriginal people and visible minorities.

德國 Germany

- 為殘疾人士提供工作援助
- Work assistance for PWDs

台灣 Taiwan

- 聘用殘疾人士配額制度
- Quota system for hiring PWDs

殘疾僱員享有的法律保障 Legal Protection for Employees with Disabilities

《殘疾歧視條例》——你不可不知的五件事

1. 甚麼是《殘疾歧視條例》？

《殘疾歧視條例》保障任何人不會基於其殘疾而受到歧視、騷擾或中傷。

2. 根據《殘疾歧視條例》，怎樣才算是殘疾？

在《殘疾歧視條例》之下，殘疾的定義十分廣泛。當中包括：全部或局部喪失身體或心智方面的機能；全部或局部失去其身體任何部分；學習困難或精神疾病或障礙等。

3. 我現時並沒有任何疾病，是否意味着條例與我無關？

條例所涵蓋的不單是現存的殘疾，更包括曾經存在的、將來可能存在的及被認為存在的殘疾。

4. 我沒有殘疾但與殘疾人士有聯繫，這法例會保障我嗎？

《殘疾歧視條例》保障與殘疾人士有聯繫的人不會受到歧視、騷擾或中傷。有聯繫人士包括：配偶；與該殘疾人士共同生活的人；親屬；照料者及與該殘疾人士有業務、體育或消閒關係的人。

5. 假如我在工作時因殘疾受到歧視，可以怎樣做？

你可以就事件採取下列跟進行動：

- 向所屬機構的相關人士作出投訴或尋求協助；
- 向平機會提出投訴（在事發12個月內）；或
- 把個案帶上法庭（在事發24個月內）。

Five things to know about the Disability Discrimination Ordinance

1. What is the Disability Discrimination Ordinance?

The Ordinance protects individuals from being discriminated against, harassed and vilified on the grounds of their disability.

2. How is disability defined under the Ordinance?

Disability is defined very broadly under the Ordinance. It includes total or partial loss of bodily or mental functions, total or partial loss of a body part, learning disability and mental illness, among others.

3. I don't have any illnesses at the moment. Does this mean the Ordinance is irrelevant to me?

The Ordinance covers not only disability that currently exists, but also past disability, future disability as well as imputed disability.

4. I am an associate of a person with disability. Am I protected under the Ordinance?

Associates of persons with disabilities are protected from discrimination, harassment and vilification under the Ordinance. Associates include a spouse, a relative, a caregiver, a person who lives with the person with a disability, or a person in a business, sporting or recreational relation with the person with a disability.

5. What can I do if I have been discriminated against at work?

There are several ways to follow up with the incident:

- Lodge a complaint with or seek help from relevant parties within your organisation;
- Lodge a complaint with the EOC (within 12 months); or
- Take your case to court (within 24 months).

Making the Laws More Proactive to Remove the Barriers for People with Disabilities

改革法例 消除殘疾人士的障礙

《殘疾歧視條例》在香港已生效逾二十年，這條例保障殘疾人士免因其殘疾而遭解僱或拒絕錄用，除非他們不能達到有關工作的要求，又或提供合理的遷就會對僱主造成不合情理的困難。但儘管條例給予殘疾人士法律保障，這些年來他們的就業率及工種選擇並沒有顯著改善。

有見及此，我們必須採取更積極的方法去改變現狀。平機會去年三月公布了《歧視條例檢討》報告，建議修訂《殘疾歧視條例》，訂明僱主必須要為殘疾人士提供合理遷就，例如在工作間提供斜道、提供點字版本的文件及作出彈性工作安排。

平機會亦建議修訂法例，把歧視帶有導盲犬或其他輔助動物的人，定為違法行為，並建議就引進公共機構的平等責任進行公眾諮詢，探討是否應規定公共機構在進行工作時有消除歧視及促進平等的責任，保障所有具受保障特徵的人士得到平等對待。

平機會主席陳章明教授較早前在南華早報的專題文章中，解釋了這些法例改革建議的理念。

「我們的社會經常視殘疾為個人的缺憾，而殘疾人士則被假定為能力較低。人們普遍認為，除非有關殘障被移除或修復，不然殘疾人士便無法正常地發揮能力。」

It has been more than two decades since the Disability Discrimination Ordinance (DDO) came into effect in Hong Kong. People with disabilities (PWDs) are currently protected from being dismissed or refused employment based on their impairments, unless the person is unable to meet the requirements of the job or providing reasonable accommodation would cause the employer unjustifiable hardship.

Notwithstanding the legal protection, the employment rate or diversification of jobs of PWDs has not significantly improved.

A more proactive approach is necessary. As one of the high priority areas in the Discrimination Law Review (DLR) published last March, the EOC recommended that the DDO be amended to make it a legal requirement for reasonable accommodation to be provided to PWDs – such as ramps in the workplace, documents in Braille and flexible working arrangements.

The EOC also recommended amending the DDO to define unequal treatment of users of guide dogs or assistance animals as discrimination, and a public consultation on making the public sector legally bound to promote equality for all protected characteristics.

In an earlier opinion article published in the *South China Morning Post*, Professor Alfred C M CHAN, Chairperson of the EOC, explained the rationale behind these proposed law reforms.

“Too often, society views disability as an individual deficit, and PWDs are often presumed to be less capable. It is assumed that unless their impairments are ‘fixed’, PWDs would not be able to function ‘normally’.

「在香港，這種對殘疾人士的偏見可謂根深柢固，令殘疾人士在多方面受到歧視，尤其是在勞動市場。平機會在2015/16年處理的歧視投訴當中，有52%（即322宗）是與殘疾歧視有關。」

「在這些殘疾歧視投訴當中，接近七成涉及僱傭範疇。平機會於2014年資助聘志發展基金有限公司進行的調查發現，公司大多不願意聘請殘疾人士，而六成以上的受訪僱主更表示，在未來五年內不打算聘請殘疾人士。我們必須要改變這情況。」

「因此，平機會建議引入提供合理遷就的法律規定，為殘疾人士消除障礙。這做法可謂符合國際人權責任，不少先進社會如歐盟、英國及澳洲等早已在其反歧視條例中納入類似的規定。香港作為『亞洲國際都會』，理應跟隨國際步伐及標準。」

「然而，法律上的改革並不足夠，人們的偏見態度亦有必要改變，因為這是殘疾人士最大的障礙之一。殘疾人士亦需改變其負面的自我形象，以打破自我應驗預言的惡性循環。」

「曾經有一位年輕女士對我說：『許多殘疾人士只需要別人稍微推動。我們其中一隻翅膀可能與別人不一樣，但假如給我們新的翅膀，我們必定能翱翔高飛。』」

“This limited view of PWDs is deeply ingrained in Hong Kong, causing those with disabilities to continue to face discrimination, especially in the labour market. In 2015/16, the EOC handled 322 complaints related to the DDO, or 52% of the complaints handled during that period.

“Of the disability-related complaints handled by the EOC, nearly 70% were related to employment. In an EOC-backed survey in 2014, the Unleash Foundation found that firms were reluctant to hire those with disabilities and over 60% of employers interviewed had no plans to do so within the next five years. This must change.

“Removing barriers for PWDs through reasonable accommodation is in line with international human rights obligations. Advanced societies such as the European Union, the UK and Australia have already included similar requirements in their anti-discrimination laws. If Hong Kong is to live up to the mantle of ‘Asia’s world city’, it should act in accordance with international standards.

“But changing the law is not enough. Biased attitude must also change, as that is one of the biggest barriers. PWDs need to also transform their negative self-perception so as to break the vicious cycle of self-fulfilling prophecy.

“As a young woman told me, ‘Many PWDs just need a push-start. One of our wings may not be working like others’, but if you give us a new wing, we can definitely fly.”





平機會建議修訂《殘疾歧視條例》，訂明僱主須為殘疾人士提供合理遷就。

有些僱主擔心作出合理的遷就會進一步加重機構的資源負擔，這是可以理解的。然而，修訂只是要求僱主提供「合理」的遷就，而不是規定僱主必須作出任何不成比例的變更。

遷就的合理程度視乎若干因素而定，情況就如目前評估某些服務或設施會否帶來不合情理的困難一樣。在僱傭範疇，這些因素可包括：

- 提供有關的服務或設施會否有效防止重大的不利；
- 提供該等服務或設施的切實可行程度；
- 作出有關調整所需的財務及其他成本，以及其造成不便的程度；
- 僱主的財政及其他資源狀況；
- 僱主是否可以在作出有關調整方面獲得財政或其他協助；及
- 機構的類型及規模。

The EOC has proposed to make it a legal requirement under the DDO for providing reasonable accommodation to PWDs.

Some employers are justifiably concerned that the requirement for reasonable accommodation would put further pressure on resources. But the amendment only calls for providing “reasonable” accommodation; employers would not be bound to make any disproportionate changes.

The reasonableness of accommodation would depend on a number of factors as is currently the case in assessing whether services or facilities would cause unjustifiable hardship. In relation to employment, these factors could include:

- whether providing the services or facilities would be effective in preventing the substantial disadvantage;
- the practicability of the services or facilities;
- the financial and other costs of making the adjustment and the extent of any disruption caused;
- the employer's financial circumstances and other resources;
- the availability to the employer of financial or other assistance to help make an adjustment; and
- the type and size of the employer.

溫妮女巫 的啟示

What can a fictional black cat called **Wilbur** teach us about advancing equality for people with disabilities?

《溫妮女巫》是八十年代十分流行的兒童繪本，由瓦萊麗·托馬斯(Valerie THOMAS) 撰寫及科奇·保羅(Korky PAUL) 繪圖。

溫妮住在一間黑色的房屋，陪伴她的是黑色小貓威爾伯Wilbur。由於威爾伯和房屋裡裡外外都是黑色，溫妮經常看不見威爾伯，被牠絆倒。

一天溫妮唸魔咒將威爾伯變成彩色，以便可看到牠。但威爾伯感到非常難堪，躲到樹上。

最後溫妮決定讓牠做回自己，將牠變回黑色，又將屋變成彩色，這樣她便可看見威爾伯。

很多時候，我們都會將殘疾視為個人缺憾，要解決或移除有關障礙變成個人責任。在七十年代，英國有維護殘疾人權利的人士質疑，把殘疾定義為個人缺憾或障礙的做法是否恰當。身兼作家及殘疾人士權利倡議者的Laura HERSHEY便說：「殘疾或許令我們受到局限，但實際環境、經濟及政治方面的障礙對我們造成的阻礙更大。」

換句話說，令殘疾人士受到局限的是環境，不管是實際環境還是社會環境，而不是殘疾人士的個人特質。建立有利殘疾人士的環境，讓他們過有尊嚴及充實的生活是社會的責任。



For those who aren't familiar with Wilbur, he was a character in the popular 1980s children's book *Winnie the Witch* by Valerie THOMAS and illustrator Korky PAUL.

As the story goes, Wilbur lived in a house that was completely black with a witch called Winnie. Winnie often could not spot Wilbur in the house, apart from his green eyes, and would trip over him or sit on him whenever he went to sleep.

One day, Winnie had enough and decided to cast a spell to turn Wilbur into a multi-coloured cat. But this made Wilbur so embarrassed that he hid among the trees.

In the end, Winnie decided it was best to keep Wilbur as a black cat and instead turn her house multi-coloured so she could always see him.

Very often, society views disability as a “problem” that belongs to the individual. In the 1970s, disability rights activists in the United Kingdom challenged the definition of disability in terms of individual deficit or impairments. As writer and disability rights activist Laura HERSHEY said: “Our disabilities may impose limitations, but physical, economic, and political barriers impede us far more.”

In other words, it is the environment, whether physical or social, that disables people rather than individual characteristics. The onus lies on the wider society to cultivate conditions in which PWDs can lead dignified and fulfilling lives.

為殘疾大專生建立橋樑

Building Bridges
打開就業之門

眼前的崔宇恆Walter積極健談，跟時下一般年青人沒有太大分別。他在辦公室忙著時走來走去，跟同事商討寄運事宜，若不是看到跟在他身邊的導盲犬，很難察覺他是一名視障人士。

崔宇恆今年28歲，自三歲起確診患上視網膜細胞病變，如今只剩下不足一成視力。他在主流中小學就讀，成績優異，並畢業於香港中文大學，主修經濟。可惜Walter的事業並非一帆風順，即使他擁有高學歷，畢業後卻面對就業困難，最終促使他於2013年成立CareER，協助殘疾大學畢業生就業。我們找來Walter，談談CareER的工作。

Walter TSUI was diagnosed with a congenital condition when he was three years old, leaving him with less than 10% of his sight. He excelled in school and graduated from The Chinese University of Hong Kong with a degree in Economics. Despite his academic achievement, the 28-year-old found it difficult to land a job after graduation due to his visual impairment. Drawing from his own experience, Walter founded CareER in 2013 with the aim to empower and prepare other university graduates with disabilities to enter the job market. He sat down with the *Equality Perspectives* to share CareER's work.

平：平機會 崔：崔宇恆

E: Equal Opportunities Commission W: Walter Tsui

平：是甚麼促使你成立CareER？

崔：我自小在主流學校就讀，成績良好，是領袖生，遇到的經驗都可說是正面。待我升讀大學後，發覺世界十分不同，當時院校給予殘疾大專生的支援十分少，例如我等了足足一年才能獲得閱讀教室屏幕的儀器。我亦發覺沒有機構或平台，可讓我認識有同樣身體狀況的朋輩，互相分享經驗和鼓勵。

畢業後我在求職上遇到很大困難，即使我擁有高學歷，亦無助我找工作。我寄出了超過20封求職信，並獲數間機構接見，但我發覺這些僱主只是把我當成勵志故事看待，想聽聽我的故事、看看我是怎樣生活，而非真正想了解我的能力及才華，面試後我亦沒有收到回覆。於是，我決定成立CareER，為高學歷的殘疾人士建立橋樑，為朋輩成立一個「同學會」，協助他們進入職場。

平：CareER的目的是甚麼？

崔：CareER代表Care for Education and Recruitment，機構有兩個目的。首先，我們聯繫高學歷殘疾大學生，為他們提供平台與同伴、朋輩互動交流。其次，我們扮演橋樑的角色，向僱主介紹殘疾大學生的能力，為他們進行工作配對。

在配對過程中，我們會為會員舉辦工作坊，例如指導他們如何進行面試、撰寫履歷，以及進行職涯規劃；在面試後又給予他們意見。我們希望會員都作好裝備，並在職場上獲得與其他人相同的待遇。

自2013年以來，CareER已成功為73個大專生作工作配對，連繫35間商業機構及僱主，我們為他們提供適切人才，當中大部分職位是關乎人力資源、市場推廣、物流及資訊科技的後勤支援工作。

E: Could you tell us why you founded CareER?

W: My experience in primary and secondary school was overall positive. I had good results and I was an outstanding student. But when I got to university, I found that there was a lack of support for those with disabilities in higher education. It took me a whole year to receive the equipment for helping me read the screen in classroom. At that time, I also noticed that there wasn't any organisation or platform in Hong Kong which allowed me to meet others like myself.

After university, I realised it was very difficult for me to find a job as a person with visual impairment, even though I have a university degree. I sent my CV to over 20 companies. I got quite a few interviews since my education level is high. But when I got to the interview, many employers would only treat me as an inspirational story. Very often, they were only curious about my condition or impairment, which made it difficult for us to discuss my capabilities and abilities. I did not hear from them after the interviews.

Based on my personal experience, I decided to start an organisation to help other university graduates with disabilities.

E: What's the aim of CareER?

W: CareER stands for "Care for Education and Recruitment". It has two main aims. Firstly, we try to build bridges and connections among university graduates with disabilities. We host events to allow people with different physical conditions to socialise so that they can share their experiences with one another and feel empowered. Secondly, we act as a bridge to connect our members with employers. We would conduct job-matching and highlight our members' abilities to employers.

We would also equip our members to enter the labour market through workshops on interview techniques, CV writing as well as career development. We want to ensure that when our members find a job, they would be equally paid.

Since 2013, we have successfully conducted 73 matches, involving 35 employers. Our members have found work in the areas of human resources, marketing, and logistical and IT support.

平：當中有沒有特別或難忘的個案？

崔：我們有一位會員患有自閉症，但精於電腦程式。他因為未能適應大學生活而輟學，在超級市場當理貨員，工餘為網上討論區解決電腦問題。後來經志願團體轉介來 CareER，我們為他進行職業配對，最終他成功獲聘為電腦程式員，並變得非常積極。而該公司的負責人對他的表現亦非常滿意，更額外創造多兩個職位予 CareER 會員。

平：對於有意聘用殘疾人士的僱主，你有甚麼建議？

崔：不少僱主對於聘用殘疾人士缺乏了解，以為他們的機構沒有合適設施或硬件配套便不可僱用殘疾人士。事實上，殘疾人士的需要不盡相同，例如一間公司即使未有安裝凸字指示牌，亦不代表他們不可聘用視障人士。又有些僱主以為他們要為僱員提供很多培訓，我常告訴僱主們，最重要是與應徵者面對面洽談溝通，了解他們的能力、態度與需要，這亦是釋除僱主疑慮的最佳方法。

我亦經常告訴僱主，不應視聘用殘疾人士為企業社會責任。事實上，我們的目標是透過職位配對創造雙贏局面。我們首先要了解機構的商業需要，然後考慮機構的環境是否適合殘疾人士，我們還會考慮工作性質，才進行配對。



E: Any memorable cases?

W: We have a member who is autistic. Even though he has autism, he is good at computer programming. But when he was at university, it was too overwhelming for him emotionally and he had to drop out. After he left university, he worked as a warehouse assistant in a supermarket and in his spare time, he would help internet forums resolve their technical problems.

Eventually he was introduced to us by an NGO and we managed to get him a job as a programmer. He was completely transformed and became very motivated after getting the job. The company that hired him was really satisfied with his performance and they even created two more posts for other members of CareER.

E: What advice would you give employers when hiring PWDs?

W: Many employers have misconceptions about hiring PWDs. Some may think they are not equipped to hire those with disabilities because they don't have all the necessary facilities. But in reality, that doesn't always hold true. For example, even if there are no Braille signs installed at the workplace, it doesn't mean the company cannot hire persons with visual impairment. PWDs have very diverse needs.

Others may be concerned that they need to give their staff a lot of training. But I always tell employers that the best way is to meet face-to-face with the applicants to understand their capabilities and attitude. This is the most effective way to allay employers' concerns.

We often tell employers that hiring PWDs should not be taken as corporate social responsibility (CSR). Instead, our job matching would create a win-win situation. To achieve this, we need to understand firstly their business needs. Secondly, we would look at whether their workplace environment is equipped [to accommodate PWDs]. And finally, we would take into consideration the job nature.

平：為何不應將聘用殘疾人士視為履行企業社會責任？

崔：若將重點放在企業社會責任，是貶低殘疾人士的能力。從商業角度看，這亦非可持續的做法，僱主的熱誠與承擔最終會冷卻。我們不想僱主覺得他們是在做慈善；相反，我們希望僱主找到合適人才，看到殘疾僱員對他們公司的長遠發展有利，而另一方面，殘疾僱員亦可發揮所長，兩方面都得益，這樣才是長遠可持續的方案。

平：你認為從營商角度聘用殘疾人士有何益處？

崔：企業在現今社會面對龐大的顧客層面，當中不少擁有不同身體狀況或殘疾。隨著人口老化，社會上越來越多人將面對不同身體狀況或其他障礙。若企業沒有應對殘疾人士的經驗，他們很難理解顧客的需要；相反，透過聘用殘疾人士，企業可讓顧客知道，他們可迎合不同顧客的需要，從而在競爭中突圍而出。

E: Why do you think CSR isn't a good starting point?

W: If employers only hire PWDs out of a sense of CSR, it belittles their ability. From the business perspective, this is also unsustainable. The passion and commitment usually diminish over time. We don't want our partners to feel they are merely being charitable to a certain group. By contrast, if we can ensure that the right people are hired to help the company develop in the long term, and the employees also feel they can utilise their talent, this would be a much more sustainable solution.

E: Why does hiring PWDs make business sense?

W: In Hong Kong, there are many customers with different physical conditions. And the number of people with impairments in society is increasing as the elderly population grows. If a company has no prior experience of interacting with PWDs, it's very difficult for them to understand their needs. Through hiring PWDs, companies would send a powerful message to society that they are able to cater to different needs.



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觀看崔宇恆
訪問的短片
Watch the video of
Walter's interview



Brewing for Success



對不少上班族來說，早上一杯咖啡能有助提神。但對於24歲的咖啡師Alex COLLIER來說，咖啡的意義更甚於此。

過去四年，Alex每天都在Café 8為客人沖調咖啡。Café 8是一間社會企業，為有學習障礙的人士創造發展空間，助他們融入社會。

透過在Café 8工作，Alex不但學會沖調咖啡的技巧，還變得更自信和獨立。他說：「這份工作為我打好基礎，確立資歷，對我日後求職有相當大的幫助。」

Café 8位於中環8號碼頭天台，是非牟利組織思拔中心與香港海事博物館於2013年合作開辦的咖啡室。思拔中心的宗旨是為有學習障礙的成人提供教育活動，讓他們發揮潛能。中心的行政總裁Surinder PUNJYA指出，成立Café 8的目的是為殘疾人士提供途徑和機會，讓他們貢獻社會，過有意義的生活。

「思拔中心在協助殘疾人士工作方面已經有超過25年的經驗。我可以肯定地說，我們的學員都非常渴望工作。」Surinder說。

提煉 成功配方

Coffee has certainly helped many workers in Hong Kong power through the dreaded early mornings.

But for Alex COLLIER, a 24-year-old barista, coffee has given him a lot more.

For the past four years, Alex has been honing his coffee-making skills at Café 8, a social enterprise which aims to help people with learning disabilities integrate into society.

Aside from being able to make a great cup of coffee, Alex got his confidence boosted and became more independent.

"I think with the work I'm doing so far, it helps further establish my credentials. Hopefully I'll be able to get a job opportunity in the future," Alex said.

Run by the non-profit organisation Nesbitt Centre in collaboration with Hong Kong Maritime Museum, the café on the rooftop of Pier 8 in Central opened its doors in 2013. It is part of Nesbitt Centre's effort to provide educational programmes for adults with learning disabilities.

Surinder PUNJYA, executive director of the centre, said the purpose of the café is to offer PWDs an avenue to contribute to society and lead meaningful lives.

"We have been working with PWDs for over 25 years and one thing that all our students have in common is that they all want to work," he said.

Café 8現時聘用了18名員工，他們當中有著不同學習障礙。咖啡室經理John McKINVEN表示：「他們每個人都有不同崗位，各司其職，在營運咖啡室上各自扮演重要角色。」

「我記得上班第一天便被這裡的熱誠所打動。我習慣準時上班，但每天當我到達咖啡室，便已經有學員在等待著我開門。」John說：「相對之下，不少健全人士的工作態度可謂有天淵之別。」

為了讓學員掌握及運用所需技能，咖啡室會為他們提供在職及特別培訓。Surinder表示雖然有關訓練會較需時，指導人員亦需加添耐性，但只要得到適當支援，學員們都能發揮所長，工作效率與常人一樣。

更重要的是，透過培訓及工作經驗，這些學員可增加自信，建立更遠大的目標。

Alex希望藉著思拔中心的協助，在不久將來可開設自己的咖啡室。

Surinder說：「只要有適當的支援，他們絕對可擁有自己的事業和生意。」

The café currently employs 18 people with a wide range of learning disabilities.

John McKINVEN, the café's manager, stressed that they all play vital roles in operating the café and are not only there "to make up the numbers".

"From the day I started here, the first thing that got me was their enthusiasm," he said. "I don't come to work late but when I arrive, there are already several people waiting for me to open the door. Contrast that with some able-bodied people, their work ethic is like chalk and cheese."

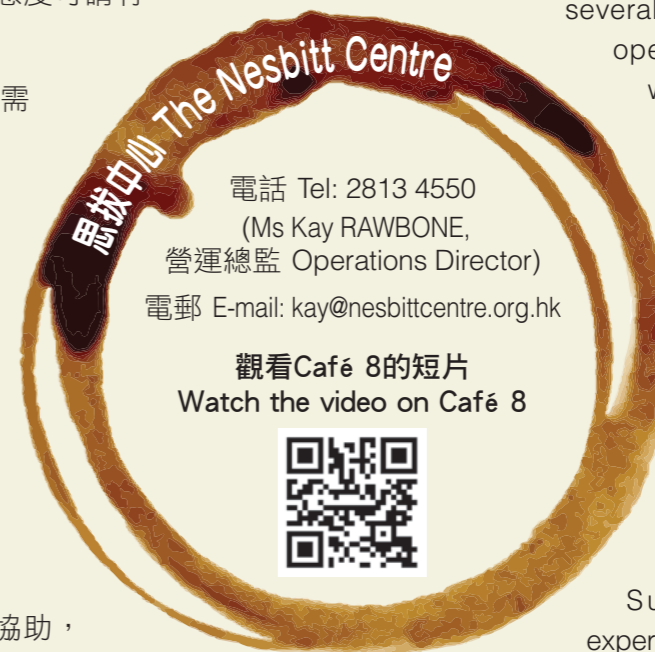
The café provided both on-the-job and specialised training to equip staff with the necessary skills to excel at their jobs.

While the training may take longer and require more patience, Surinder stressed their experience has shown that PWDs can be just as productive as anyone else provided they have adequate support.

More importantly, the training and experience of working in the café has empowered its students to aspire to greater goals and raised their self-confidence.

With the help of the Nesbitt Centre, Alex hopes to open and operate his own café in the near future.

"If the right support is there, it's possible for our students to run their own business," Surinder said.



殘疾人士與僱主的橋樑

除了勞工處的展能就業科外，不少關注各類殘疾人士權益的志願組織和團體都提供職位配對及其他就業服務，成為殘疾人士及僱主連繫的橋樑。以下為一些例子。

| 組織 Organisation | 服務對象 Service Target | 聯絡方法 Contact |
|--|--|--|
| 浸信會愛羣社會服務處 Baptist Oi Kwan Social Service | 殘疾人士、精神病康復者 PWDs, people in recovery of mental illness | 電話 Tel : 3413 1561 / 3413 1641 電郵 E-mail : vrs@bokss.org.hk sm@bokss.org.hk 網頁 Website : https://www.bokss.org.hk/our-service/training-and-employment-support |
| CareER | 接受高等教育的殘疾學生及畢業生 Students and graduates with disabilities from tertiary institutions | 電話 Tel : 3482 4288 電郵 E-mail : info@career.org.hk 網頁 Website : http://career.org.hk/en |
| 基督教家庭服務中心 Christian Family Service Centre | 殘疾人士，包括15歲或以上的智障人士及精神病康復者 PWDs, including people with intellectual disabilities, and people in recovery of mental illness, aged 15 or above | 電話 Tel : 2703 6670 電郵 E-mail : vocrehab@cfsc.org.hk 網頁 Website : http://www.cfsc.org.hk/rehab/ses/en/about.php |
| 香港傷健協會 Hong Kong PHAB Association Supported Employment Service Centre | · 就業支援服務：15歲或以上的殘疾人士 Supported Employment Services: PWDs aged 15 or above · 自力更生綜合就業援助計劃：長期病患的待業人士 Integrated Employment Assistance Programme for Self-reliance: Job seekers with chronic illness | 電話 Tel : 2551 4226 電郵 E-mail : ses@hkphab.org.hk 網頁 Website : http://www.hkphab.org.hk/en/services/2016-08-30-15-22-18 |
| 新生精神康復會 New Life Psychiatric Rehabilitation Association | 殘疾人士及精神病康復者 PWDs, people in recovery of mental illness | 電話 Tel : 2320 3103 電郵 E-mail : ses@nlpra.org.hk 網頁 Website : http://www.nlpra.org.hk/b5_service_vocational_supported.php |
| 創業軒 Support the Employment of People with Disabilities SEPD | 殘疾人士 PWDs | 電話 Tel : 3180 6330 電郵 E-mail : info@sepd.org.hk 網頁 Website : http://www.sepd.org.hk/tc/services/employment-support |

Connecting Employers with PWDs

Many NGOs and groups representing the interests of people with different types of disabilities offer job-matching and other employment services to bridge PWDs and employers. Below are some of them.

The EOC Releases Strategic Plan 2016-19 平機會發布策略性工作規劃

平機會發表了其2016-19策略性工作規劃，當中列載了平機會未來數年的策略性方向，以處理本港的歧視問題。該規劃是引領平機會工作的「路線圖」，以實現其抱負，建設一個崇尚多元、包容共濟，人人共享平等機會的社會。

平機會在規劃中列出五大優先工作領域，作為機構整體工作的主題重點。根據這些重點，平機會將推行不同工作項目，並與持份者建立夥伴關係。這五大優先工作領域包括：

- 1 與政府跟進平機會的《歧視條例檢討》建議
- 2 倡議少數族裔享有平等教育與就業機會和使用服務的權利
- 3 提倡殘疾人士獲取平等教育與就業機會以及公共服務
- 4 營造沒有歧視和騷擾的安全環境
- 5 為市民提供卓越服務

在籌備該規劃時，平機會與管治委員會委員進行了深入討論和諮詢。除了訂出策略目標，平機會更制定了預期結果和工作指標，以評估工作成效。

平機會已將工作規劃上載至網站(www.eoc.org.hk)，供公眾閱覽。

The EOC has published its Strategic Plan 2016-19, detailing the Commission's strategic directions in addressing Hong Kong's discrimination issues over the next few years. The Plan serves as a roadmap to guide the EOC towards accomplishing its vision of creating a pluralistic and inclusive society with no barrier to equal opportunities.

The Plan outlines five priority areas, which set the focuses for the development of programmes and partnerships with stakeholders by the EOC. These five areas are:

- 1 Pursue with the Government on the EOC's recommendations under the Discrimination Law Review (DLR).
- 2 Advocate equal education and employment opportunities and access to services for ethnic minorities.
- 3 Advocate equal education and employment opportunities and access to public services for persons with disabilities.
- 4 Foster a safe environment free from discrimination and harassment.
- 5 Deliver better services for the community.

The Plan was developed after thorough discussion and consultation with EOC Board Members. As well as listing the strategic actions, the Plan also includes the expected results and indicators for measuring the effectiveness of the actions.

The EOC has already uploaded the Plan onto the EOC website (www.eoc.org.hk) for public viewing.





國際消除種族歧視日 International Day for the Elimination of Racial Discrimination



“我曾對抗白人統治，也曾對抗黑人統治。我珍惜民主自由社會的理念，讓所有人可和諧共處，享有平等機會。我為此理想而活，並希望有朝一日能實現這個理想。但假如有必要，我準備好為這個理想獻出自己的生命。”

納爾遜·曼德拉 1918-2013

I have fought against white domination, and I have fought against black domination. I have cherished the ideal of a democratic and free society in which all persons live together in harmony and with equal opportunities. It is an ideal which I hope to live for and to achieve. But if needs be, it is an ideal for which I am prepared to die.

Nelson Mandela 1918-2013 ”

過去幾年，平機會每年都會舉辦公眾活動，慶祝「國際消除種族歧視日」。這項活動的主要目的是提高公眾對種族共融的認識，鼓勵市民接納香港獨有的種族多元特色，並肯定少數族裔為香港發展所作出的眾多貢獻。

今年的活動由平機會和香港電台第二台合辦，於2017年3月12日假九龍灣國際展貿中心E-Max舉行。參與活動的嘉賓包括勞工及福利局局長蕭偉強先生，JP、立法會議員、非政府機構代表，以及少數族裔社群的領袖。當天的豐富活動包括以種族共融為主題的演講及分享、文化及歌唱表演，以及互動遊戲。

另一個焦點是平機會於活動上啟動一個名為EMbRACE的全新宣傳運動。這個運動以「種族平等 由尊重開始」為主旨，透過推動學校、志願組織及商業團體等籌組活動，務求宣揚種族共融的精神。有關EMbRACE宣傳運動的詳情，請參閱平機會網站（www.eoc.org.hk）及運動的facebook專頁：www.facebook.com/embracecampaignbyeoc。

In the past few years, the EOC has organised a public event annually to commemorate International Day for the Elimination of Racial Discrimination (IDERD). The key objective is to raise awareness of racial inclusion – to encourage the public to embrace Hong Kong's racial diversity as a part of this city's unique identity, and recognise the many contributions made by ethnic minorities towards our city's growth.

This year, the event, co-organised by the EOC and RTHK Radio 2, took place on 12 March 2017 at E-Max of Kowloonbay International Trade & Exhibition Centre. Among the guests and participants were the Secretary for Labour and Welfare, The Hon Stephen SUI, JP, legislators, NGO representatives and ethnic minority community leaders. They were treated with a colourful range of activities and performances, including speeches and sharing on racial integration, cultural and singing performances, and interactive games.

Another highlight was the launch of the “EMbRACE” Campaign by the EOC. This campaign aims to promulgate the message of “Respect, Value and Support Racial Equality”, and encourage schools, NGOs and other organisations to organise activities to promote racial inclusion. For more information, check out the EOC website (www.eoc.org.hk) and the EMbRACE facebook page (www.facebook.com/embracecampaignbyeoc).

關於國際消除種族歧視日

1 何謂「IDERD」？

IDERD的全名為 International Day for the Elimination of Racial Discrimination，中文是「國際消除種族歧視日」。

2 「國際消除種族歧視日」是哪一天？

每年的3月21日。

3 「國際消除種族歧視日」有甚麼歷史和背景？

在1960年3月21日，南非的沙佩維爾鎮舉行了反對種族隔離政策的和平示威，事件導致69人被警察殺害，數百人受傷。為了紀念此事，聯合國於1966年宣布把每年3月21日定為「國際消除種族歧視日」，大會同時呼籲國際社會加倍努力，消除任何形式的種族歧視。

4 何謂種族歧視？

種族歧視的定義是基於他人的種族而給予該人不同或較差的待遇。

5 種族歧視在香港普遍嗎？

根據平機會於2016年9月公布的「研究對少數族裔在提供貨品、服務和設施、及處所的處置或管理方面的歧視」結果，少數族裔人士在獲取貨品和服務時普遍受到歧視，尤其是在物色居所和使用財務服務方面。

6 我可以做些甚麼來減少種族歧視發生？

若你見到種族歧視發生，例如某些人以別人的種族開玩笑或作出嘲諷，應出聲制止有關行為。你亦可多參與不同文化活動，以了解其他種族的文化。

About IDERD

1 What does IDERD stand for?

International Day for the Elimination of Racial Discrimination.

2 When is IDERD observed?

21 March annually.

3 What is the history and background of IDERD?

The United Nations proclaimed 21 March as IDERD in 1966, in commemoration of a peaceful demonstration against apartheid in Sharpeville, South Africa in 1960, which led to the killing of 69 people by the police and hundreds being injured. In proclaiming this day, the UN General Assembly called on the international community to redouble its efforts to eliminate all forms of racial discrimination.

4 What is the definition of racial discrimination?

Any act that treats people differently or in a less favourable manner on the ground of their race.

5 Is racial discrimination common in Hong Kong?

According to the “Study on Discrimination against Ethnic Minorities in the Provision of Goods, Services and Facilities, and Disposal and Management of Premises” the findings of which were announced by the EOC in September 2016, it is common for ethnic minorities to encounter discrimination when they are obtaining goods and services, especially when they are looking for accommodation and using financial services.

6 What can I do to help fight racial discrimination?

Speak up if you see racism in action, such as racial jokes. Support and take part in cultural events to understand other cultures.

你知道嗎？ Did you know?

根據2016年中期人口統計，香港有超過58.4萬名非華裔人士，約佔全港人口的8%。他們有部分人是來港工作，有部分是世世代代都在港生活。他們是香港多元文化的一個重要部分。

The 2016 Population By-Census found that there were over 584,000 non-Chinese people in Hong Kong, or about 8% of the population. Whether they have come to work in the city or have lived here for generations, they form an integral part of Hong Kong's cultural diversity.



EOC and GENDER RESEARCH CENTRE

issued joint statement to
support legislation protecting
sexual minorities from discrimination

平機會與性別研究中心發表聯合聲明
支持立法保障性小眾免受歧視

平機會與香港中文大學香港亞太研究所性別研究中心於2017年3月9日公布聯合聲明，重申有需要立法禁止歧視男女同性戀者、雙性戀者、跨性別人士和雙性人。

該聲明得到75個機構及個別人士支持，同步發表的還有第二屆性小眾權益國際研討會報告，該研討會於2016年11月28日舉行，由性別研究中心、歐盟駐港澳辦事處及德國駐香港總領事館合辦，並得到平機會的支持。

平機會自2016年初公布《立法禁止性傾向、性別認同及雙性人身份歧視的研究》結果，至今已有一年多。雖然行政長官在2017年《施政報告》——施政綱領內有關人權的章節中提到，會努力防止性小眾受到歧視，但平機會認為，只有立法才能為他們提供實質保障。

事實上，由平機會委託性別研究中心進行的上述研究，其結果顯示民意已明顯逆轉，贊成立法保障性小眾，讓他們於公共領域上不必再面對歧視。鑑於此，平機會再次促請政府盡快開啟公眾諮詢及立法的工作。

On 9 March 2017, the EOC and the Gender Research Centre (GRC) of the Hong Kong Institute of Asia-Pacific Studies at The Chinese University of Hong Kong published a joint statement to reiterate the need for LGBTI anti-discrimination legislation.

Endorsed by 75 individuals and organisations, the statement was issued to coincide with the publishing of the report of the second international conference on LGBTI rights in Hong Kong, organised on 28 November 2016 by the GRC, the European Union Office to Hong Kong and Macao and the German Consulate General Hong Kong, with the EOC as the supporting organisation.



It has been more than a year since the EOC released the findings of the Study on Legislation against Discrimination on the Grounds of Sexual Orientation, Gender Identity and Intersex Status in early 2016. While the Policy Agenda in the

Chief Executive's 2017 Policy Address mentioned efforts to prevent discrimination against the sexual minorities under the Human Rights section, the EOC believes that only legislation will provide them with the needed protection.

As the above mentioned Study revealed that public opinion has visibly shifted in favour of the passing of legislation to protect LGBTI persons from discrimination in public domains, which remains widespread in Hong Kong, the EOC is again calling on the Government to launch public consultation and legislation as soon as possible.

歡迎托尼和他的朋友！
Let's welcome Tally and friends!



嘩！托尼（譯名）和他的朋友們現已加入平機會團隊！

我們很高興向大家宣布一個全新項目——由平機會與香港理工大學設計學院合作構思和推出的《托尼和朋友們》英語圖書系列。

這個圖書系列由一班優秀的設計學院畢業生設計和繪畫插圖，帶你進入12歲籃球迷托尼的「多元星球」，還有描述托尼與其他外貌、個性和長處各有不同的朋友之間的友誼。

我們應引導兒童從小建立正確的價值觀。因此，我們希望透過圖書系列中的共融訊息和鮮明的圖像，教導兒童接受差異和尊重別人的理念。

平機會計劃於2017年5月推出該系列，並會向幼稚園、學校、志願組織和為服務兒童的機構派發印刷本。歡迎大家到平機會的網頁瀏覽該圖書的電子版和最新消息！

Woohoo, Tally and his friends are joining the EOC team!

We are excited to announce a new project, an English picture book series called *Tally and Friends*, conceived and rolled out in collaboration with the School of Design at The Hong Kong Polytechnic University.

Designed and illustrated by a talented team of the School's graduates, the book series narrates the adventures of Tally – a 12-year-old basketball fan from Planet Diversity – and his friendships with other characters of different looks, personalities and strengths.

Moral education should begin at a young age. Through the picture book series, which is embedded with messages of inclusion and is laced with vibrant visuals, we hope to instil in children the values of accepting differences and treating others with respect.

The series is expected to be launched in May 2017 and will be distributed to kindergartens, schools, NGOs, and other agencies offering services for children. Do check out the EOC website for the e-version and updates!

平等機會多元共融行動

Equal Opportunities Diversity Project

香港電台第二台 RTHK Radio 2
(FM94.8-96.9)

「Made in Hong Kong 李志剛」節目內播出

4/2017 - 3/2018

逢星期四 下午二時 Every Thursday 2pm

主持 Hosts:



李志剛
Alex Lee



麥雅緻
Angie Mak



超B
Eric Hung

主題 Themes:

種族融和、傷健共融、兩性
平等及尊重別人的家庭崗位

Racial harmony, inclusion of
persons with disabilities,
gender equality and accommodation
for persons with family status

嘉賓專訪
Celebrity Interviews

每週專訪嘉賓，討論平等機會的議題
及不同族裔人士的文化生活特色
Weekly interviews with selected guests
on equal opportunities issues, culture
and lifestyle of ethnic minorities in
Hong Kong



平等機會委員會
EQUAL OPPORTUNITIES COMMISSION

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