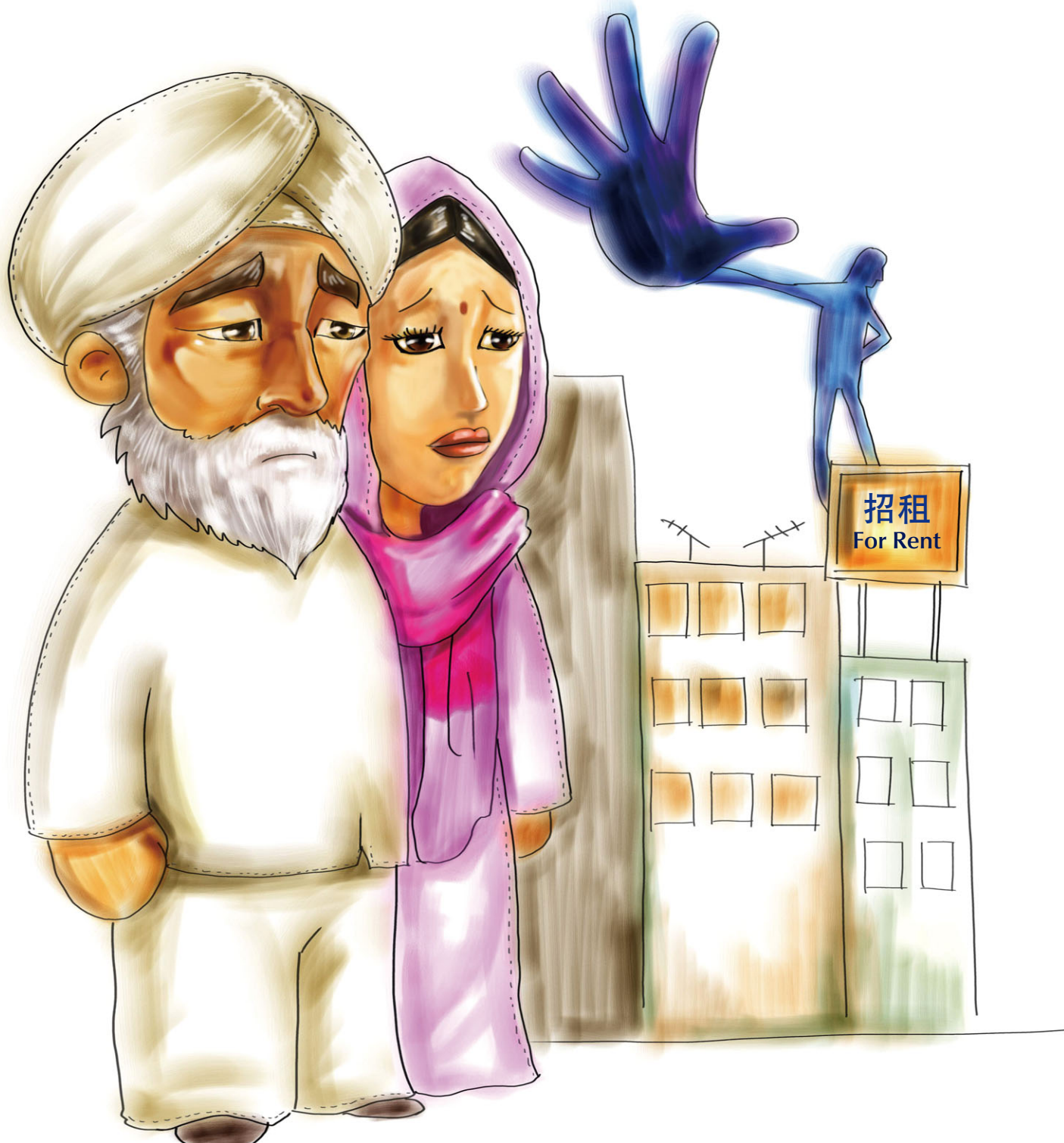


無故拒租 可涉歧視

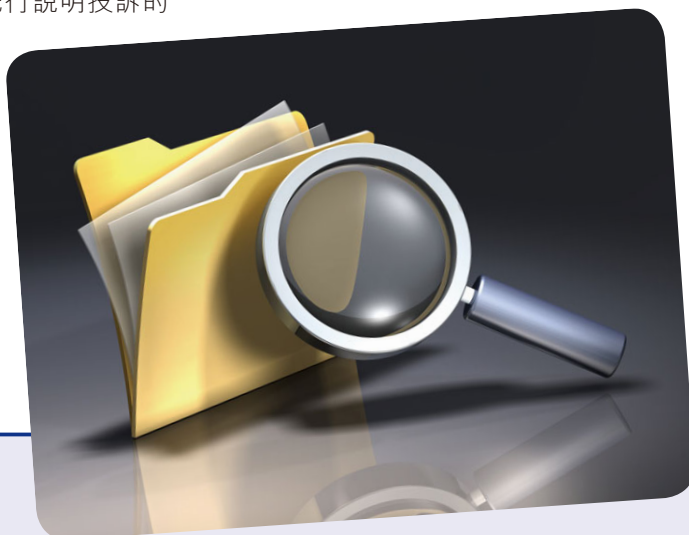
Refusing tenants on the ground of race is unlawful.



嘉許與投訴

回顧本年度，平機會共收到25項嘉許及15宗書面投訴，並經調查後完成處理了9宗投訴。

上文提到已完成處理的投訴中，有6宗投訴是透過申訴專員提出。投訴人表達了對平機會處理歧視投訴的手法及程序的不滿。經調查各宗投訴後，全部都因證據不足而結束，毋須作出跟進行動。無論如何，為不斷求進，平機會主動作出若干項改變，包括：(i)為處理投訴個案的個案主任安排特設的培訓課程，以協助提升他們的溝通能力；(ii)雖然「瑣屑無聊」是反歧視法例的用詞，但平機會在日後向投訴人回信時會考慮避免使用「瑣屑無聊」等字眼；(iii)安排相關職員即時以電話確認收到使用機密傳真機傳送的文件，以確保迅速和直接作出回應；(iv)提示平機會接待員，把電話轉駁給適當職員處理時，須先行說明投訴的性質（是歧視投訴或是與平機會服務有關的投訴）。



Compliments and Complaints

During the period under review, the EOC received 25 written compliments to and 15 complaints against the EOC. We concluded the investigation of nine complaints from members of the public.

Six of the concluded complaints were lodged via the Ombudsman. The complainants expressed dissatisfaction with the handling of discrimination complaints and procedures. After investigating into the complaints, all nine complaints were concluded to be unsubstantiated, and no follow-up action was required. Nevertheless, for the purpose of continuous improvement, the EOC took the initiative to institute a number of changes including: (i) arrangement of specific training for the case officers involved in the complaint cases in order to help enhance their communication skills; (ii) consideration by relevant divisions on not using words such as “frivolous” (albeit in the legal context of the anti-discrimination ordinances) in future replies to complainants; (iii) arrangement for all calls to verify receipt of documents sent to the confidential fax line to be immediately answered by relevant staff to ensure prompt and direct responses; (iv) reminders given to the EOC’s receptionists to clarify the nature

of the complaint (discrimination or service-related) prior to transferring the telephone line to appropriate officers for handling.

持份者的心聲

Stakeholders' Feedback

本人高度讚揚個案主任為本人評理妥當，令我晚上得到安眠。平機會幫助人人平等，香港就更和平了！

I highly appreciate the case officers who had done a good job for properly handling and assessing my case. It made me sleep well at night. EOC promotes equal opportunities for all, making Hong Kong a more peaceful city.

With your support, our aim to spread the message of bringing equality is highly achieved. More students are able to get in touch with the problem from a wider perspective. We thank you wholeheartedly for giving us the opportunity to learn and grow as socially responsible individuals in our society.

有了你們的支持，我們能成功宣揚平等的訊息，讓更多的同學能從更宏觀的角度去接觸這個議題。我們衷心感謝你們給予我們這學習機會，並成為有社會責任的一群。

你們的職員非常耐心地聆聽苦主的申訴，強調平機會的法定職責，更提供清晰的專業法律意見。此種敬業樂業，為苦主請命的精神本人十分欽佩。

Thanks to the EOC staff who patiently listened to our complaints, they explained the statutory functions of the EOC and gave me clear professional legal advice. I very much appreciate your work attitude and passion to bring about social justice.

你的分享很精彩，不單幫助我謹慎處理工作上可能遇上的灰色地帶，也讓我對何謂「歧視、冒犯」有所反思。

Your sharing is great. It doesn't only help me to prudently deal with the grey area which I may face in my work, but also lets me reflect on the meanings of "discrimination" and "offense".

Your vivid presentation with pragmatic examples was very informative and useful, definitely enhanced our participants on the knowledge and technique in handling sick leave issues in employment. We have received exceptionally positive feedback in particular from some human resource managers upon your presentation.

你那生動演講，輔以一些實例，使參加者獲益良多。毫無疑問，今次的演講增進了大家對於處理病假問題的知識及正確處理方法。在我們收回的問卷中，不乏對講者的卓越評價，這些好評尤其來自人力資源管理層人員。

持份者的善意批評給予我們有力的鞭策，提示我們要不斷改進，精益求精。與此同時，他們的讚許是我們工作上的強心針，鼓勵我們繼續努力不懈。

The well-intended criticism spurs us to constantly improve and work towards the fulfillment of our vision. At the same time, compliments received from our stakeholders give us a boost and encourage us to make every effort to fulfill our mission.

平機會獲選為「同心展關懷」機構

平機會獲香港社會服務聯會選為2011/12年度「同心展關懷」機構，以表揚我們在關懷社會、僱員和環境三方面的承擔。在展現關懷精神方面，平機會員工一直參與不同義務工作。「同心展關懷」和「商界展關懷」標誌是頒贈給促進企業社會責任的機構。平機會一直致力透過實踐良好企業公民責任，進一步發揚我們的使命和價值觀，是次獲獎，深感榮幸。

企業社會責任

員工義工活動

2011/12年度是平機會義工隊豐盛的一年，平機會義工於2011年服務社會超過600小時，獲社會福利署頒發銀嘉許狀。有三位義工整年服務時間超過50小時，因而個人獲頒銅嘉許狀。平機會所參與的義工項目包括籌組「穗港澳盲人觀星傷健營2011」，活動吸引超過1,000名傷健人士參加。另陪同嚴重智障學生暢遊主題公園和帶他們外出。



The EOC Named a Caring Organisation

The EOC has been named a Caring Organisation for the year 2011/12 by the Hong Kong Council of Social Service for our commitment in caring for the community, employees and the environment. The EOC staff have participated in on-going volunteer work. The Caring Organisation and Caring Company Logos are awarded to organisations for their efforts to promote corporate social responsibility. The EOC is proud to be recognised as we endeavour to further our mission and values through good corporate citizenship.

Corporate Social Responsibility

Staff Volunteer Programme

EOC volunteers had a productive year in 2011/12. The volunteers had spent more than 600 hours serving the community in 2011, and were awarded a Silver Certificate by the Social Welfare Department. Three volunteers were individually awarded Bronze Certificates for having done over 50 hours of community service during the whole calendar year. Our volunteering activities included organising and participated in the Stargaze Camp which attracted more than 1,000 participants who are people with disability from Hong Kong, Guangzhou and Macau, and accompanying students with severe intellectual disability to a theme park and a number of outings.

平機會員工以行動實踐平機會的價值觀，即「建設崇尚多元，包容共濟的社會」。

籌款活動

2011/12年度，平機會職員參加了14項籌款活動，包括為不同的非政府組織賣旗、耆樂餅義賣、公益金的「服飾日」和「折食日」，以及關懷愛滋的籌款活動。



環境保護措施

平機會在日常運作及維持常規標準方面，均以保護環境為原則。我們推行了多項節能減排措施，推廣循環再用，致力成為「環境友善」的機構。我們已採取的措施包括：使用「文件管理系統」以減少紙張存檔；鼓勵員工在有需要時才打印文件、並以雙面打印、選用再造紙及回收廢紙。

此外，平機會一直致力節約能源，因此，儘管2012年供電價格提高了6.3%，但平機會的電費按年增長只為2.3%。平機會將繼續推行其他環保措施，為綠色世界出一分力。

Through these activities, the EOC volunteer team has put into action the Commission's values and mission of "creating a pluralistic and inclusive society".

Fund-raising Activities

In 2011/12, EOC staff members participated in 14 fund-raising events, including flag-selling for various NGOs, cookie selling, Dress Special Day and Skip Lunch Day for the Community Chest, as well as a donation activity for AIDS Concern.

Environmental Protection Measures

The EOC strives to maintain operational standards and practices which respect the protection of the environment. We have implemented a number of measures to reduce waste and promote recycling, and to operate as a more environmentally-friendly organisation. These efforts included using a Document Management System to reduce the use of paper for filing; encouraging staff to print only when necessary and on both sides of paper; using environmentally-friendly papers; and arranging the recycling of used paper.

In addition, the EOC has been consistently making an effort to conserve energy, which was evidenced in the fact that there was only a 2.3% year-on-year increase in electricity charges despite the fact that electricity tariffs rose by 6.3% in 2012. The EOC will continue to pursue other environmentally-friendly measures to ensure that we are doing our part towards a greener world.



員工發展及珍惜人才

平機會透過不同良好常規以挽留人才，包括實行具透明度的管理、管理層與員工之間多衷誠溝通、定期舉辦員工諮詢會議、提供持續教育及進修機會、及提供員工支援計劃。

具透明度的管理

為增加透明度和讓員工更瞭解其他部門的工作，平機會管理人員定期舉行會議，並將會上的討論事項和有關決定通知部門同事。各部門亦會定期舉行會議，以確保同事間保持良好的溝通。

每年一度的員工旅行及其他非正式的聚會，可促進員工在日常工作以外的溝通。

員工諮詢組

由平機會主席委任的管理層代表及經員工選舉產生的代表組成員工諮詢組，旨在提供定期、直接的溝通及諮詢渠道予平機會員工，共同商討對大家有所影響的事務。諮詢組定期會面，致力推動員工合作精神，提升平機會服務社群的效率。諮詢組亦加深員工對平機會的政策、目標及決策理據的認識。



Staff Development and Staff Retention

The EOC's practices to ensure staff retention included encouraging management with transparency; establishing open communication between management and staff; holding regular staff consultative meetings; providing continuing education and training; and instituting an employee assistance programme.

Management with Transparency

Regular Meetings were held among senior management staff, with the discussions and decisions made known to all EOC employees to increase transparency and understanding of the work of different divisions. Regular divisional and unit meetings were held to ensure effective communication.

An annual staff outing and other informal gatherings were held to enhance communication among staff outside daily work routines.

Staff Consultative Group (SCG)

This group consists of management representatives, appointed by the Chairperson, and staff representatives, elected by the staff. Its purpose is to provide a recognised and direct channel of communication and consultation on issues that affect the interests of EOC staff. It also aims to promote a spirit of co-operation in securing and improving the EOC's efficiency in delivering services to clients. The SCG also enables employees to have a better understanding of the EOC's policies, aims, and reasoning behind its decisions. SCG Meetings are held regularly.

內聯網

平機會內聯網展示各部門的資訊及更新資料，例如：「平機會活動日程」列出平機會的重要活動，包括平機會會議、資助活動、內部培訓時間表及訪客活動等。內聯網備有實用的參考資料，讓員工掌握其他部門的最新資訊，並備有常用表格，方便員工下載使用。

員工培訓

每位員工在受聘期間均獲持續進修及培訓的機會，包括為新同事而設的迎新簡介以至受聘期間的各項內部或外間培訓及發展計劃。

平機會亦會舉辦不同主題的講座，邀請客席講者分享各項能豐富員工知識的議題，包括：應付機構文化的轉變、如何處理易感不滿受助人的投訴、精神健康急救班，和由新西蘭人權委員會專家主講調解投巧等。

為不同工作崗位的員工提供特別的技能培訓，例如為投訴事務科員工提供調解培訓、為法律服務科員工提供法律講座，以及為資訊科技員工提供資訊科技培訓。另外，又為資深員工提供為期兩日的領導才能培訓，以確保他們的理念和專業才能與平機會的整體目標和期望一致。

Intranet

The Intranet is a platform to provide information and updates from the various divisions/units of the EOC. Some examples include the EOC Activities Calendar, which lists the major functions and activities held by the EOC, including committee meetings, EOC-funded activities, the in-house training schedule, and visitors to the EOC. Reference materials are also available on the Intranet to give staff useful information and updates on the work of other divisions. It also provides easy access for staff to download commonly used or administrative forms.

Staff Training

Continuing education and training is provided throughout each person's employment in the EOC, from an orientation programme for new staff to various in-house or external training and development programmes during the course of employment.

Various seminars by external speakers were organised on different topics to enhance the EOC staff's work-related knowledge and widen their exposure to new information. The topics covered included managing organisational cultural change, managing complaints with high-conflict clients and mental health "first aid". A workshop on improving mediation skills was held with an expert speaker from the New Zealand Human Rights Commission. Staff engagement seminars were also arranged with the EOC Board Members as speakers.

Skill-specific training is also regularly set up staff performing different functions, such as mediation practice for staff from the Operations Division, legal seminars for staff from the Legal Service Division, and technology training for staff from the IT Section. Moreover, a two-day customised Leadership Alignment Programme was organised for senior staff, in order to ensure their cultural and professional consistency with the EOC's overall objectives and expectations.

平機會又依據既定政策資助員工報讀持續進修基金認可的課程，鼓勵員工終生學習。

員工支援計劃

自2011年4月起，平機會聘請外間顧問為員工提供支援計劃。計劃旨在協助員工處理工作與個人生活的不同需要，從而取得工作與生活的平衡。支援計劃包括設有24小時熱線，向員工提供專業顧問服務和各種資源和資訊。同年又舉辦了多次身心健康講座，探討改善睡眠質素、處理壓力等問題。

The EOC also encourages life-long learning through an established policy on sponsoring courses under the Continuing Education Fund.

Employee Assistance Programme

Starting from April 2011, the EOC engaged an external consultant to conduct its employee assistance programme. The programme aims to help staff to manage the diverse needs of their work and personal life in order to achieve good work-life balance. It includes a 24-hour hotline which provides professional counselling services and various resources and information to staff. A number of wellness seminars were also held in the year on topics of interest, including improving sleep quality and stress management.

