

放下偏見 勿標籤精神病

Remove Stigma of
Mental Illness



嘉許與投訴

回顧本年度，平機會共收到38份書面嘉許及17宗與服務有關的口頭及書面投訴，並經調查後完成處理了15宗有關投訴。

大部分已完成處理的投訴，是有關員工態度不友善、平機會處理歧視投訴的程序、及由於欠缺實質理據或已超過處理歧視投訴的期限，平機會決定不進行調查。在這15宗與服務有關的投訴中，有九宗是透過申訴專員提出，其中一宗發現只有部分屬實。針對這宗個案，平機會依從申訴專員的建議，再次向投訴人作出解釋，以確保她明白不處理她的投訴之理由。

公眾給予平機會的建設性批評，乃有力的鞭策，提示平機會要不斷改進，精益求精。與此同時，持份者在不同範疇的讚許，是平機會工作上的強心針，鼓勵平機會繼續努力不懈去履行其使命。

Compliments and Complaints

During the period under review, the EOC received 38 written compliments and 17 service complaints from members of the public, which were made verbally or in writing. The Commission concluded investigations into 15 of these service complaints.

Most of the 15 concluded service complaints related to unfriendly staff attitudes, the discrimination complaint handling procedures and the EOC's decisions not to conduct investigations due to the cases lacking in substance or exceeding the time bar for handling discrimination complaints. Of these 15 service complaints, nine were lodged through the Ombudsman, with one found to be partially substantiated. In this case, as advised by the Ombudsman, the EOC provided a further explanation to the complainant on the rationale for not handling her complaint.

The constructive criticisms spur the EOC to constantly improve and work towards the fulfilment of the Commission's vision. At the same time, compliments received from the stakeholders on different areas of work give the EOC a boost, and encourage the Commission to use its best efforts in striving to achieve its mission.





持份者的心聲 Stakeholders' Feedback

感激你的協助，個案才得以成功和解並圓滿解決。我已放下這個心頭大石，專心一致地照顧我的兒女，現在每天都過得很有意義及非常愉快。

I am grateful for your effort in resolving the case successfully and satisfactorily. I am relieved and have been devoting myself to caring for my children. Life is now meaningful and joyful.

我覺得平機會的社區巡迴活動無懈可擊，兩位嘉賓的分享有助不同少數族裔社群彼此認識對方的文化。

I think the EOC Roadshow was perfect. The sharing by the two guests was very helpful to build up an intercultural understanding among members of the ethnic minority communities.

同學們全情投入聆聽你的講解，他們對香港處理歧視問題的機制加深了認識。你充滿熱誠的演講使他們獲益良多。

The students thoroughly enjoyed your presentation. They were impressed by the mechanism for addressing discrimination issues here in Hong Kong. Your delivery was so engaging that students have greatly benefited from it.

Thanks a lot for your very informative and useful talk, with interesting case illustrations. Many staff members liked the talk.

感謝你的演講，內容豐富又實用，當中輔以生動有趣的個案例子，我們很多職員都十分喜歡。

The EOC Equal Opportunities Casebook is well written and has a good compilation of actual case studies. This casebook will serve as an excellent resource and promotional aid to promote equal opportunities in Hong Kong.

平機會個案實錄匯編了不同的實例分析，極有閱讀價值。在香港推廣平等機會時，這個案實錄可作為極好的資源和推廣教材。

平機會及時處理投訴，居中調停，令我感激不已。非常感謝。

I am very indebted to you and the EOC's timely action as a mediator to settle the complaint. Thank you very much.

平機會獲選為「同心展關懷」機構

平機會自2011/12年度起獲香港社會服務聯會選為「同心展關懷」機構，以表揚平機會在關懷社會、僱員和環境三方面的承擔。「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。對於是次獲獎，平機會深感榮幸，並將繼續透過實踐良好企業公民責任，進一步發揚平機會的使命和價值觀。

企業社會責任

員工義工活動

平機會支持及鼓勵員工積極參與義工服務。2012/13年度，平機會的義工隊表現傑出，義工聯同他們的親友於2012年服務社會接近1,200小時，時數較2011年增加一倍，並憑此獲社會福利署頒發金獎嘉許狀。此外，有五位義工整年服務時間分別超過200小時、100小時及50小時，因而分別獲頒金、銀及銅嘉許狀。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2012」，活動吸引超過1,500名人士參加。另外，平機會義工亦協助嚴重智障學生暢遊主題公園和帶他們外出；以及參與其他非政府組織舉辦的籌款或賣旗活動。

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」。

The EOC Named a Caring Organisation

The EOC has been named a Caring Organisation since 2011/12 by the Hong Kong Council of Social Service for its commitment to caring for the community, employees and the environment. 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 for its effort in these aspects, and will further its mission and values through good corporate citizenship.

Corporate Social Responsibility

Staff Volunteer Programme

The EOC supports and encourages staff's involvement in voluntary services. The EOC volunteers had an outstanding year in 2012/13. Joined by their families and friends, the volunteers performed nearly 1,200 hours of service to the community in 2012, almost double that of the previous year. As a result, the EOC was awarded a Gold Award for Volunteer Service by the Social Welfare Department. In addition, five volunteers were individually awarded Gold, Silver and Bronze Certificates for having done over 200, 100 and 50 hours of community service respectively during the whole calendar year. The EOC's volunteering activities included organising and participating in the Stargaze Camp, which attracted more than 1,500 participants from Hong Kong, Guangzhou and Macau; taking students with severe mental disabilities to a theme park and a number of other outings; and participating in fundraising and flag-selling activities of non-governmental organisations.

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



籌款活動

2012/13年度，平機會職員以義工身份參加了九項籌款活動，包括為不同的非政府組織賣旗、耆樂餅義賣、公益金的「便服日」和「折」食日、樂施米義賣大行動以及「世界視覺日」的籌款活動。



Fundraising Activities

In 2012/13, the EOC staff members, acting as volunteers, participated in nine fundraising events, including flag-selling for various NGOs, selling cookies, Dress Casual Day, Oxfam rice sale and World Sight Day.



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。平機會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。除了已採取的措施（如選用再造紙及回收廢紙）外，亦於2012年5月推出了「電子工作表現管理系統」，以提升效率和減少使用紙張。

平機會亦參加了「2012香港環保卓越計劃」界別卓越獎選舉，並獲頒嘉許狀，以表揚平機會持續推行各項環保措施。平機會將繼續推行其他環保措施，為建造綠色世界出一分力。

Environmental Protection Measures

The EOC strives to maintain and incorporate environmentally-friendly practices in its operations. The Commission has implemented a number of measures to reduce waste and promote recycling. Apart from the continued use of environmentally-friendly paper and recycling of waste paper, the EOC also launched the electronic Performance Management System in May 2012 with the hope of improving efficiency and reducing the use of paper.

The EOC participated in the Sectoral Awards of the 2012 Hong Kong Awards for Environmental Excellence and was granted a *Certificate of Appreciation* for its continued pursuit of environmental initiatives. The EOC will continue to pursue other environmentally-friendly measures to ensure that the Commission is doing a part towards a greener world.

員工發展及留才政策

員工是平機會最寶貴的資產。為挽留人才，平機會已落實推行各項良好常規，包括實行具高透明度的管理、管理層與員工之間衷誠溝通、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。

Staff Development and Staff Retention

Staff is the greatest asset of the EOC. To retain staff, the EOC has implemented a number of measures, including practising transparent management; establishing open communication between management and staff; holding regular staff consultative meetings; providing continuing education and training; and instituting an Employee Assistance Programme.

在員工發展方面，平機會獲僱員再培訓局舉辦的「ERB人才企業嘉許計劃」嘉許為「人才企業」(2013-15)。此獎項表揚平機會在人才培訓及發展方面的成就和致力推廣重視人才培訓的機構文化。是次計劃設有五大評審範疇，包括：「倡導學習文化」、「資源規劃」、「培訓及發展系統」、「績效管理」及「人力發展層面的企業社會責任」。這是平機會全體委員和員工共同努力的成果，令平機會被確認為其中一間人才企業。

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全體同事。各部門亦會定期舉行會議，以確保同事間保持良好的溝通。

在這年度，平機會舉辦了員工旅行及其他非正式的聚會，促進員工在日常工作以外的溝通。

On the development front, the EOC was accredited as one of the “ERB Manpower Developers” (2013-15) by the Employees Retraining Board’s Manpower Developer Award Scheme, in recognition of the Commission’s achievements in promoting and cultivating a corporate culture focusing on manpower training and development. The EOC, as well as other participating organisations, were assessed on five different aspects of operations, namely “Leading a Learning Culture”, “Resources Planning”, “Training and Development System”, “Performance Management”, and “Corporate Social Responsibility in Manpower Development”. It is the united effort of EOC Members and colleagues that enabled the EOC to be recognised as one of the manpower developers.

Management with Transparency

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

During the year, staff members had the opportunity to participate in an outing and other informal gatherings, which helped enhance their communication outside daily work routines.



員工諮詢組

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，提供了定期、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，致力推動員工的合作精神，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及各項工作程序的認識。諮詢組的會議紀錄上載於內聯網，方便員工閱覽。

內聯網

內聯網是平機會員工的一個重要溝通平台，當中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。除了參考資料，內聯網還備有常用表格，方便員工下載使用。

Staff Consultative Group (SCG)

The SCG, which comprises a management representative appointed by the Chairperson, and staff representatives elected by the staff, provides a recognised and direct channel of communication and consultation on issues that affect the interests of EOC staff. The Group also serves to promote a spirit of co-operation in securing and improving the EOC's efficiency in delivering services to clients, and enables employees to have a better understanding of the EOC's policies and procedures. SCG meetings are held regularly and notes of meetings are posted on the EOC Intranet for the perusal of all staff members.

Intranet

The Intranet is a key communication platform for EOC staff, which offers information and updates from various divisions/units of the EOC. Some examples include the EOC Activities Calendar, which lists the major functions and activities held and attended by the EOC, such as committee meetings, EOC-funded activities, the in-house training schedule, and visitors to the EOC. In addition to reference materials, it also provides staff with easy access to download commonly used or administrative forms.



員工培訓

為了讓員工自我增值和促進他們的就業發展，平機會於每位員工受聘期間均提供持續教育和培訓的機會，包括為新入職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。

在這年度，平機會亦舉辦了不同主題的講座，邀請客席講者分享各項能豐富員工知識的議題；同時也安排管治委員會的委員跟員工分享他們在不同界別的專業和知識。

平機會為不同工作崗位及職級的員工提供特別的技能培訓，當中包括為高層管理人員提供分別由公務員培訓處和香港科技大學舉辦的領導才能培訓／管理發展課程。此外，平機會也提供其他軟技巧培訓活動，涵蓋課題例如有效溝通和時間管理。

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。



Staff Training

To empower staff members and facilitate their career development, continuing education and training are provided throughout their employment in the EOC, from an orientation programme for the new hires to various in-house or external training and development programmes during the course of employment.

During the year, 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. Staff engagement seminars were also arranged with EOC Board Members as speakers.

Skill-specific training is arranged for staff of different functions and levels. For example, the EOC arranged for senior managers to attend leadership development programmes organised by the Civil Service Training and Development Institute and The Hong Kong University of Science and Technology. There were also other soft-skill training activities covering topics such as effective communication and time management.

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



員工支援計劃

平機會十分重視員工的身心健康。在2012/13年度，平機會繼續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及各種資源和資訊。同年又舉辦了三次身心健康講座，探討健康、育兒及工作等問題。

Employee Assistance Programme

The EOC attaches great importance to the physical and mental well-being of staff members. In 2012/13, the EOC continued to engage an external consultant to provide an Employee Assistance Programme for staff. The programme aims to help staff 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. Three wellness seminars were held during the year on various topics covering health, parenting and work.