

機構管治

Corporate Governance

問責與透明度

平機會作為公帑資助的法定機構，不單恪守嚴格的機構指引和規定，亦持續致力改善管治，確保管理方式具備透明度。2017/18年度，平機會採取多項措施以履行問責和維持透明度，包括：

- 2017年4月及2018年2月向立法會政制事務委員會介紹平機會的每年工作計劃；
- 於平機會網站內發布平機會管治委員會的會議紀錄，並披露管治委員會及專責小組會議的出席紀錄；及
- 透過不同的途徑及媒介，例如：新聞發布會、平機會網站、社交媒體專頁，還有刊物如平機會期刊《平等點·線·面》和電子通訊等，讓持份者及公眾知悉平機會的最新工作。

財政監控

平機會一直沿用嚴格的內部管控制度，適當的申報機制及程序，致力保持審慎的財政管理。這些制衡措施確保平機會以具效率和符合成本效益的方式運用資源。

辦事處搬遷

為減低租金的開支和扭轉虧蝕的情況，平機會辦公室於2017年11月遷往黃竹坑香葉道41號，會址鄰近港鐵黃竹坑站。

Accountability and Transparency

As a statutory body using public funds, the EOC not only complies with stringent corporate guidelines and regulations, but also continuously strives to improve its governance and manage with transparency. In 2017/18, the EOC undertook a number of measures for upholding accountability and transparency, including:

- Presented the EOC's annual work plan to the Legislative Council Panel on Constitutional Affairs in April 2017 and February 2018;
- Posted minutes of the EOC Board meetings, as well as the attendance records of EOC Board and Committee meetings, on the EOC website; and
- Kept stakeholders and the public informed about its latest work through different channels and mediums, such as media briefings, the EOC website and social media pages, as well as publications such as the EOC journal *Equality Perspectives* and the e-news.

Financial Control

The EOC has all along exercised great care and diligence in managing its finances, with stringent internal control system, appropriate reporting mechanism and proper procedures and processes in place. These checks and balances ensure that the EOC expends its resources in an efficient and value-for-money manner.

Office Relocation

With a view to reducing rental expenses and turning around the deficit situation, the EOC moved its office to 41 Heung Yip Road, Wong Chuk Hang in November 2017, which is in close proximity to the MTR Wong Chuk Hang Station.

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平機會聘用了專業設計暨工程管理顧問公司，負責設立新辦公室，不單要確保裝修工程費用價錢合理，更需符合《設計手冊：暢通無阻的通道2008》的標準。經公開競投後平機會挑選出合適的承辦商進行裝修工程，並獲平機會管治委員會批核通過。有關工程已於2017年10月如期完成，當中包括配合服務使用者和職員的特別需要，安裝合適的無障礙設施。

在2017年11月4至5日正式搬遷前，平機會為職員(包括有殘疾的員工)安排了數次簡介會及參觀；亦進行了室內空氣質素評估，以確保職員的職業安全及服務使用者享有健康的環境。此外，平機會獲港鐵公司協助，設置雙語指示牌，指引訪客從黃竹坑站到新辦公室的路徑。南區區議會和相關政府部門亦改善辦公大樓附近的過路設施，方便服務使用者(特別是乘搭巴士和小巴的服務使用者)可暢通無阻到達平機會。

平機會順利完成搬遷工作，期間為公眾提供的服務並未受到影響。整項搬遷計劃的總支出亦沒有超出預算。

During the preparation stage, a professional design cum project management consultant was engaged to set up the new office that would not only ensure price competitiveness in the fitting-out works, but also comply with the “Design Manual: Barrier Free Access 2008”. Through an open tender exercise, a works contractor was subsequently identified and approved by the EOC Board to carry out the fitting-out works, including the installation of appropriate barrier-free facilities that cater to the specific needs of service users and staff members. The works were completed on schedule in October 2017.

Before the move-in exercise on 4 to 5 November 2017, several rounds of pre-move briefings, and familiarisation visits for staff members (including colleagues with disabilities) were arranged. An indoor air quality assessment was carried out to ensure occupational safety and a healthy environment for both staff members and service users. In addition, the EOC sought the assistance of the MTR Corporation to put in place bilingual directional signage and map directory guiding EOC visitors from MTR Wong Chuk Hang Station to the new office. The Southern District Council and related Government departments also took steps to improve the road-crossing facilities near the EOC’s office premise, so as to enhance the accessibility to EOC visitors, particularly those travelling on buses and mini-buses.

The relocation exercise was completed smoothly and public service was unaffected. The total cost of the entire relocation project was also contained within budget as planned.



服務承諾

平機會制定了一套以回應時間計算的服務標準，以評估及量化服務水平。平機會於2017/18年度在所有主要服務承諾中均達標，部分項目更有出色表現，詳情載於下表。

平機會於2017/18年間的服務承諾

Performance Pledge

The EOC has in place a set of standards, which are expressed generally in terms of responding times, to measure and quantify its performance. In 2017/18, the EOC achieved all the major standards in its performance pledge, excelling in some of the targets. The details are shown in the following table.

EOC's Performance Pledge in 2017/18

	服務標準 Service standard	服務表現目標	實際表現	
		Performance target (達標的百分比) (% Meeting standard)	(百分比) (Percentage)	(數字) (Number)
查詢 Enquiry				
在辦公時間內回覆電話查詢 Answer telephone enquiries during office hours	即時 Immediately	95%	100%	總數： 7,912 Total: 達成： 7,912 Met: 未達成： 0 Not met:
接見到辦事處查詢的人士 Interview a walk-in enquirer at EOC office	30分鐘內 Within 30 minutes	95%	100%	總數： 219 Total: 達成： 219 Met: 未達成： 0 Not met:
回覆複雜的書面查詢 Reply to written enquiries on complex issues	14工作天內 Within 14 working days	95%	100%	總數： 1,070 Total: 達成： 1,070 Met: 未達成： 0 Not met:

	服務標準 Service standard	服務表現目標	實際表現	
		Performance target (達標的百分比) (% Meeting standard)	(百分比) (Percentage)	(數字) (Number)
投訴 Complaint				
對書面投訴作出初步回應 Initiate action on a written complaint	3工作天內 Within 3 working days	100%	100%	總數： 710 Total: 達成： 710 Met: 未達成： 0 Not met:
經預約安排，接見有意提出投訴的人士 Interview a prospective complainant asking for an appointment	5工作天內 Within 5 working days	95%	100%	總數： 1 Total: 達成： 1 Met: 未達成： 0 Not met:
完成處理投訴個案 Conclude a complaint case	6個月內 Within 6 months	75%	83%	總數： 542 Total: 達成： 451 Met: 未達成： 91 Not met:
法律協助 Legal assistance				
審批法律協助的申請並回覆申請者 Make a decision and inform an applicant of the outcome of application for legal assistance	3個月內 Within 3 months	85%	100%	總數： 41 Total: 達成： 41 Met: 未達成： 0 Not met:

	服務標準 Service standard	服務表現目標 Performance target	實際表現 Actual performance	
		(達標的百分比) (% Meeting standard)	(百分比) (Percentage)	(數字) (Number)
公眾教育及宣傳 Public education and promotion				
安排有關平等機會課程及法例的講座 Meet requests for talks on equal opportunity issues and legislation	6個星期內 Within 6 weeks	95%	100%	總數： 397 Total: 達成： 397 Met: 未達成： 0 Not met:
處理市民以郵寄或傳真方式索取平機會刊物 Meet requests by mail or fax for EOC publications	3工作天內 Within 3 working days	95%	100%	總數： 131 Total: 達成： 131 Met: 未達成： 0 Not met:
回應團體探訪要求 Meet requests for guided group visits	5工作天內 Within 5 working days	95%	100%	總數： 15 Total: 達成： 15 Met: 未達成： 0 Not met:
舉辦主要宣傳活動 Convene major promotional events	12個月內 Within 12 months	80 activities	100%	總數： 118* Total: 達成： 118* Met: 未達成： 0 Not met:
參加者對平機會舉辦的培訓服務感到滿意 Participants satisfied with the training services provided by the EOC	滿意 Satisfactory	80%	99.6%	總數： 10,246 Total: 達成： 10,200 Met: 未達成： 46 Not met:

*註： 2017年4月1日至2018年3月31日舉辦的實際活動數目為118項。

*Note: The actual number of activities convened from 1 April 2017 to 31 March 2018 is 118.

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提升服務

電話錄音系統

平機會於年度內制定方案，為處理公眾來電查詢及投訴的前線職員引入自動電話錄音系統，其主要目的為提高服務質素，保障平機會職員與外界人士通電話時免受不被接受、騷擾、威嚇或猥褻的言辭攻擊，以及協助平機會處理涉及外界人士與平機會及／或其職員的投訴或糾紛。為有助電話錄音系統於2018年5月開始運作，平機會已制訂相關的政策和程序，並安排職員參加培訓課程。

程序檢討

平機會於2017/18年度展開管治與管理架構的檢討，重點評估於2015年引入的管理架構的效益。

此外，平機會又展開處理投訴程序的檢討，評估現時的程序是否最有效和最能充分發揮平機會的法定職能及角色，並考慮服務使用者、立法會議員、非政府機構及社會大眾的意見。檢討亦涵蓋投訴事務科與法律服務科的組織架構。

兩個檢討的進度都良好，預料可於2018年年底完成檢討報告。

與持份者接觸

平機會於年內持續與社區組織、學者及非政府組織保持聯繫，建立夥伴關係。主席及平機會職員除了與不同社區組織及非政府組織會面，交流意見及聽取他們對平等機會議題的建議，還出席了多項社區活動。平機會亦繼續與各國駐港外交人員、內地及海外機構和官員進行對話及交流。

Enhancement to Services

Telephone Recording System

During the year in review, the EOC made plans to introduce an automated telephone recording system for frontline staff members who handle public enquiries and complaints made through telephone calls. The main purposes of the system are to enhance service quality, protect both external parties and EOC staff from unwelcomed, harassing, threatening or obscene words or language in calls, and enable the EOC to deal with situations involving disputes or complaints from external parties against the EOC and/or its staff. To facilitate the implementation of the telephone recording system in May 2018, the EOC developed a policy and procedures on telephone recording, and arranged training sessions for staff members.

Process Review

In 2017/18, the EOC embarked on a review of its governance and management structure. The focus of the review is to assess the effectiveness of the EOC management structure introduced in 2015.

In addition, the EOC initiated a review of its complaint-handling process to assess whether the current procedures are the most efficient and effective in fulfilling the EOC's statutory role and functions, taking into account feedback received from service users, legislative councillors, NGOs and the community. The review also covers the organisation of the Complaint Services Division and the Legal Service Division.

Both reviews were in good progress, and a review report is expected by the end of 2018.

Stakeholder Engagement

The EOC continued to engage and build rapport with community groups, the academia and NGOs during the year. The Chairperson and EOC staff had meetings with different community groups and NGOs to exchange views and hear their suggestions on equal opportunities issues, and attended several community events and functions. Dialogue and exchange were also maintained with the consular communities, and Mainland and international organisations and officials.