

# 我們的團隊

## Our Team

平機會致力為員工提供平等機會去學習、發揮及展現自己的潛能。機構制定了全面政策，以確保工作間多元共融，員工在關愛友善的環境下工作。

The EOC endeavours to provide staff with equal opportunities to learn, thrive, and realise their potential. In particular, the EOC has developed comprehensive policies to ensure workplace diversity and a caring and friendly work environment.

### 多重內部溝通平台

截至2018年3月31日，平機會的員工數目為97人。為了促進內部及各部門間的溝通，方便員工交流意見及觀點，平機會設立了不同平台及途徑，包括：討論涉及員工福利事宜的**員工諮詢小組**；負責在平機會內制定、檢討及推行平等機會政策和措施的**平等機會專責小組**；及由新入職員工與其他員工組成的**初入职員工智庫**。

### Multiple Internal Communication Platforms

As of 31 March 2018, the number of staff of the EOC reached 97. Various platforms and channels have been set up to facilitate internal, cross-team communications and promote exchange of ideas and opinions. These include: the **Staff Consultative Group** for addressing matters of interest to staff, the **EO Committee** for developing, reviewing and implementing equal opportunity policies and practices within the EOC, and the **Junior Think Tank** comprising newly joined and other staff members.

平機會定期以簡介會、電郵、內聯網及其他方式讓員工掌握機構的最新動向。內聯網更是一站式資訊平台，提供有用資料，例如：平機會政策及《人力資源手冊》、員工活動及人事變動的最新消息；員工亦可處理不同行政事宜如申請休假及進行工作表現評估。

Staff members are also updated regularly via briefings, emails, the Intranet and other means on the work of the EOC. In particular, the Intranet is a one-stop portal where staff members can obtain useful information, such as the EOC's policies and HR Manual, get updates on the latest staff activities and personnel movements, and complete various administrative procedures, such as applying for leave and conducting performance appraisals.

### 員工培訓、發展及進修機會

在2017/18年度，平機會為不同部門及職級的員工提供了內部及外間培訓和發展的機會。平機會舉辦了各類的員工內部培訓及發展課程和經驗分享會，出席人數達302人次，當中包括：

### Staff Training, Development and Learning Opportunities

In 2017/18, both in-house and external training and development opportunities were provided for staff of different ranks and responsibilities. For the former, 302 attendances were recorded in staff training and development programmes and experience-sharing sessions. These included:

- 處理調停程序的「進階調停技巧工作坊」；
- 兩個分別教授如何處理不同服務使用者及有情緒及／或精神問題的服務使用者的工作坊；

- an advanced conciliation skills workshop for managing the conciliation process;
- two workshops on skills of handling different service users and service users with emotional and/or psychotic issues;

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- 由一名身兼《道歉條例》工作小組成員的執業律師主講「《道歉條例》與平機會的工作有何關連？」講座；
  - 由一名教育心理學家主講「自閉症」講座，講解自閉症人士所面對的挑戰；
  - 由有伊斯蘭背景的講者主講有關伊斯蘭信仰及文化的講座；及
  - 由一位身兼冒險家、作家及勵志演講家的講者分享如何面對個人挑戰和提升個人效能的體驗。
- a talk on “Apology Ordinance — How is it relevant to the work of the EOC?” by a practising solicitor, who is also a member of the Working Group on Apology Legislation;
  - a talk on autism and challenges faced by autistic persons by an educational psychologist;
  - a talk on Islamic faith and culture by speakers with Islamic background; and
  - a sharing session on embracing challenges and personal effectiveness by a motivational speaker who is also an adventurer and an author.

為提升員工的專業技能，凡獲平機會推薦或自發參與由外間機構舉辦、與工作有關的培訓課程之員工，均可獲得全額或部分學費資助。獲資助的外間培訓課程包括：由香港科技大學舉辦的領導發展課程、由不同機構舉辦的客戶服務溝通工作坊以及相關主題的會議和討論會、調解技巧培訓及其他如法律課程等專業課程。

Staff members were sponsored on a full or partial reimbursement basis to attend EOC-initiated or self-initiated job-related training programmes for enhancing their professional skills. The external training programmes sponsored included: leadership development programme run by The Hong Kong University of Science and Technology, customer service communication workshops, conferences and summits on relevant themes organised by various organisations, mediation skills training and other professional programmes such as legal courses.



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#### 員工支援計劃

平機會年內繼續外聘顧問為員工提供支援計劃，以協助員工實踐工作與生活平衡及取得身心健康。支援計劃設有24小時熱線，提供專業輔導服務及學習資源，亦安排每季的健康管理工作坊，題材環繞健康生活方式和心理健康。例如：「睛」明一族、中醫藥食療與情緒健康、頸及背部護理及輕鬆對抗「三高」。

#### 員工活動

為激勵員工士氣及加強員工在日常工作以外保持聯繫，平機會積極舉辦不同活動，包括2017年12月的員工旅行及2018年2月的年度員工聚餐。

#### Employee Assistance Programme

The EOC continued to engage an external consultant to operate an employee assistance programme for staff members to help them achieve work-life balance and better mental health. The programme includes a 24-hour hotline, which provides free professional counselling services and learning resources. Under the programme, quarterly health management workshops on healthy lifestyles and mental health topics were arranged for staff, such as Care for Your Eyes, Chinese Medical and Emotional Health, Back and Neck Care and Fighting with 3 Highs.

#### Staff Activities

To foster team spirit and enhance staff communication outside the daily work routines, various activities were organised through the year, including a staff outing in December 2017 and an annual staff gathering in February 2018.





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#### 服務社區

平機會大力支持員工參與義工服務，在2017年，平機會義工和一眾親友服務社區逾1,500小時。

平機會其中一項恆常義工活動是每月一次探訪嚴重智障學生及帶他們外遊。於2017/18年度，平機會的義工團隊陪同學生乘坐渡輪，近距離飽覽維港景色，並協助他們完成商場購物任務、賣旗及其他活動。

平機會亦參加了非政府機構舉辦的不同籌款活動，包括曲奇義賣和「無障行者」，透過體驗式的比賽，倡議締造一個無障礙的共融社會。另外，平機會也是「盲人觀星傷健營」的長期支持者，這項義工活動旨在推廣傷健共融。自2011年起，平機會義工已一直參與有關活動，並設計各式遊戲，向參加者宣揚多元共融的信息。

#### Giving to the Community

The EOC strongly supports employees to participate in volunteering. In the calendar year of 2017, the EOC volunteers, joined by their families and friends, performed over 1,500 hours of service to the community.

Monthly outing with students with severe mental disabilities has been one of the EOC's regular volunteering activities. In 2017/18, the EOC volunteer team accompanied the students in a ferry ride for an up-close view of the Victoria Harbour, and assisted them in performing shopping tasks in malls, flag-selling and other activities.

The EOC also took part in various fundraising activities of NGOs, including cookies-selling and Barrier Busters, an experiential race advocating a barrier-free and inclusive society for all. In addition, the EOC is a long-term supporter of the "Stargaze Camp for All and the Blind", a volunteer movement aiming to promote inclusiveness and integration of people with disabilities into society. Since 2011, the EOC volunteers have been taking part in the movement and organising activities to promulgate inclusive messages to the participants of this annual camping event.



#### 環保措施

平機會致力為環保出一分力，如響應政府推出的「室內溫度節能約章」，維持辦公室合適室溫；實行多項減費和推廣循環再用的措施；又向本地慈善機構捐贈可再用的物資。

#### Environmental Protection Measures

The EOC strives to maintain operational standards and practices that protect the environment, such as the Energy Saving Charter on Indoor Temperature launched by the Government. The Commission has been exercising a number of measures to reduce waste, collect recyclable materials and donate reusable items to local charities.

