

“努力除學障 人生滿希望
I deserve hope even
if I have learning
difficulties.”

共融教育 豐盛人生
Inclusive education enriches lives.



持份者的心聲

Stakeholders' Feedback

平機會為我們提供的培訓使我們更深入了解平等機會的宗旨和原則，並更認識四條反歧視條例以及勞資雙方的法律權責。你們的講解既詳盡且清晰，我們的同事都希望接受更多培訓。

The training organised by the EOC offers us an important view of the objectives and principles of the EOC. It also allows us to have a better understanding of the four anti-discrimination ordinances and the legal liabilities of both employers and employees. Your explanations are detailed and to the point and all our participating staff are interested in receiving more training.

平機會職員以持平、公正和客觀的態度履行職責，並以高度專業的工作表現完成任務，使雙方順利達成和解。

其認真與卓越的服務，令人感到十分滿意。



The EOC officers fulfilled their duties with justice and an unbiased attitude, completed their mission with professionalism and effected a successful settlement between both parties. I am very pleased with their earnest and remarkable service.

感謝《平機會通訊》採訪了我們的故事，使更多市民知道我們對平等機會的訴求，你們更能把當中複雜的情況清楚表達出來，我們十分欣賞。

Thank you for putting our story in the EOC Newsletter, allowing more people to understand our need for equal opportunities. You were able to express our situation clearly and we really appreciate the effort.



Thank You!
多謝!

感謝平機會職員在處理我的個案時所付出的時間和努力。如今個案中雙方的能得到滿意的結果，實在全憑你們的專業指引和協助。本人樂意在未來與平機會合作，一起消除歧視！

Thank you for the time and effort you put into my case. Both parties are satisfied with the result because of your professional guidance and help. I hope I would work with the EOC to eliminate discrimination.

感謝平機會職員悉心、熱心及體貼照顧殘疾人士和尋求公義。同時感謝你們同事耐心、細心和孜孜不倦地為弱民解憂困！

Thanks for giving people with disabilities your warm-hearted concern and utmost care in seeking justice for them. I would also like to express my appreciation to the EOC officers for their patience, attention and diligence in helping the disadvantaged.



對平機會的嘉許與投訴

回顧本年度，平機會共收到30項嘉許及四宗投訴，並經調查後審結了三宗投訴。

我們一直致力與社會各界維持良好關係，不少持份者與我們合作過或接受我們的服務後，都不吝給予寶貴意見。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；他們的善意批評亦給予我們有力的鞭策，提示我們要不斷改進、精益求精。

上文提到三宗已審結的投訴均透過申訴專員提出，對平機會處理歧視投訴的方法及程序表達不滿。經調查後，發現三項投訴均未能成立，故不需作任何跟進。

員工發展

挽留人才

挽留人才的良好常規包括：

- 具透明度的管理
- 管理層與職員之間衷誠溝通
- 定期舉辦員工諮詢會議
- 提供持續教育及進修機會

Compliments and Complaints to the EOC

During the period under review, the EOC received 30 compliments, four complaints and concluded the investigation of three complaints from members of the public.

The EOC is devoted to maintaining good relationships with people from different walks of life. Many stakeholders have given us valuable suggestions after cooperating with us or using our services. Their compliments give us a boost and encourage us to make every effort to fulfil our mission. Their well intentioned criticism spurs us to improve constantly and work towards the fulfilment of our vision.

The above mentioned three concluded complaints were lodged via the Ombudsman and expressed dissatisfaction with the handling of discrimination complaints and procedures. All three complaints were found to be unsubstantiated after investigation, and no follow-up action was required.

Staff Development

Staff Retention

Our practices to ensure staff retention included the following:

- Management by transparency
- Good communication between management and staff
- Regular staff consultative meetings
- Continuing education and training





具透明度及充分溝通的管理

- 定期舉行員工諮詢小組會議，讓管理層及員工代表討論辦公室配套、員工福利及辦公室運作效率。為提高透明度，每次會議的議程及會議記錄均上載於平機會內聯網。
- 為增加透明度及讓員工更了解其他部門的工作，平機會管理人員會舉行周一小組會議，並將會上的討論事項及有關決定轉述予各部門同事員工。各部門亦會定期舉行會議，以確保同事間有效的溝通。
- 每年一度的員工旅遊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。
- 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。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，例如關於處理投訴及政府採購程序的講座。
- 平機會設有政策資助員工報讀持續進修基金認可的課程，鼓勵員工終身學習。

Management with Transparency and Communication

- Staff Consultative Group meetings were held regularly between management and staff representatives to discuss matters such as office accommodation, staff welfare and office efficiency. The agenda and minutes for each meeting were uploaded to the intranet to increase transparency.
- Monday Group Meetings were held among senior management staff, and the discussions and decisions were made known to staff 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 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.
- Skill-specific training is also arranged for staff performing different functions: e.g. mediation practice for Operations staff, legal seminars for Legal Service staff, and technology training for IT staff. Various seminars by external speakers were organised on different topics for staff enrichment, for example, complaint handling and procurement procedures.
- The EOC also encourages life-long learning through an established policy on sponsorship of courses under Continuing Education Fund.



企業社會責任

籌款活動

平機會員工這年度參加了超過10個公益籌款項目，例如賣旗籌款、義賣曲奇餅及食米、公益服飾日及行善「折」食日等。

員工義工計劃

我們與本地一非牟利機構合辦了一個義工服務計劃，安排同事在工餘探訪機構轄下專為6至16歲的智障兒童而設的寄宿學校，並舉辦多項活動，其中包括帶學童到茶樓用膳、與他們一起購物及打保齡球等。全年共進行了5次探訪。

環境保護措施

平機會在運作標準和措施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，致力成為更「環境友善」的機構。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，並雙面打印、購買再造紙、回收廢紙、及參與電話回收計劃。

平機會在加強節能措施後，節省了5.3%的電費。未來平機會會繼續推行環境友善措施，為綠色清新世界盡上本份。

Corporate Social Responsibility

Fund-raising Activities

EOC staff participated in over 10 fund-raising events by NGOs this year, such as flag-selling, cookie selling, rice selling, Dress Special Day, and Skip Lunch Day.

Staff Volunteer Programme

The EOC staff provided voluntary service to children with intellectual disability aged 6-16 of a boarding school operated by a local non-profit making organisation. A variety of activities were held during visits to the school, from having dimsum, to shopping and bowling with the children. Five visits to the school were arranged during the year.

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; purchasing environmentally-friendly papers; arranging the recycling of used paper; and participating in a phone-recycling campaign.

內部透明度

員工諮詢組

由主席委任的管理層代表及員工投選的代表組成，旨在提供直接的溝通渠道予平機會的員工，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，及讓員工對平機會的政策、目標及決策理據有更深入認識。

內聯網

展示平機會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，並設有常用表格，方便下載使用。

電郵

讓員工多一種溝通渠道，既可提升工作效率又節省用紙。平機會的新聞稿、員工義工計劃、員工活動、公眾宣傳及外展活動、有關平機會的傳媒報導，以及員工須注意的行政及人事事宜等，均透過電郵通知員工。



In addition, the EOC also stepped up energy-saving measures, which resulted in a 5.3% reduction in energy charges. The EOC will continue to pursue other environmentally-friendly measures to ensure that we are doing our part towards a greener world.

Internal Transparency

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 efficiency of the Commission in its services to clients and to enable employees to have a better understanding of the Commission's policies, aims and reasons for its decisions. SCG Meetings are held regularly to achieve these aims.

Intranet

This consists of 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, visitors to the EOC, etc. Reference materials are also available on the Intranet to give staff information and updates on the work of other divisions which could be of useful reference. It also provides easy access for staff to download commonly used or administration forms.

Email

This is used as another means of communication with staff both to increase efficiency and to reduce paper use. Email is used, among other things, to inform staff of the Commission's press releases, staff volunteer programmes, staff activities, publicity and outreach events that are open to the general public, and media coverage in relation to the EOC, as well as other administrative and personnel issues that require staff attention.