

有你相伴 此刻無價
Your presence is the best present!



工作誠可貴 生活價更高
Work-life balance matters.

對平機會的嘉許與投訴

回顧本年度，平機會共收到26項嘉許及七宗投訴，並經調查後審結了七宗投訴。

上文提到的其中五宗投訴透過申訴專員提出，兩宗透過個人資料私隱專員提出。投訴人對平機會處理歧視投訴的方法及程序表示不滿。經調查後，我們發現所有投訴均以公平公正方式處理。然而，為求不斷進步，平機會在溝通、紀錄及處理資料這三方面進行一些改善工作，包括：(i) 在提供法律協助時，與申請人作更詳盡的溝通，包括透過書面形式列明協助目的和範圍，以免引起誤會；(ii) 以更靈活的時間安排收集及核實由受屈人代表所提交的文件；(iii) 在資源許可的情況下，為視障投訴人提供答辯人書面回覆的語音版；(iv) 若以書面提出的查詢而有關人士又未有提供通訊地址，這些查詢則以口頭回覆；及(v) 就市民向平機會索取資料的收費進行年度檢討，確保收費維持在合理水平。

持份者的讚許是我們工作上的強心針，鼓勵我們繼續努力不懈；與此同時，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。



Compliments and Complaints to the EOC

During the period under review, the EOC received 26 compliments and seven complaints. We concluded the investigation of seven complaints from members of the public.

Five of the above mentioned complaints were lodged via the Ombudsman and 2 via the Privacy Commissioner. The complainants expressed dissatisfaction with the handling of discrimination complaints and procedures. After investigating into the complaints, it was concluded that the handling of discrimination complaints in all the cases was fair and impartial. Yet, for continuous improvements, the EOC put in place a few changes to the communication, records and data handling procedures, which included: (i) more detailed communication with applicants for legal assistance, including to inform them the objectives and scope of assistance in writing to avoid misunderstanding; (ii) more flexibility in the timing for the collection and verification of documents from the representatives for the aggrieved persons; (iii) arrangement of a voice version of all written responses received from respondents for visually impaired complainants if resources permit; (iv) considering provision of a verbal reply to written enquiry if no correspondence address was provided; and (v) conducting an annual review of the EOC's charges on data access requests to ensure they continue to be at a reasonable level.

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

我們多番投訴無效後，最終到平機會投訴，並獲貴會投訴科職員耐心的幫助及細心的解釋法例。這次能取回公道，全憑平機會同事的專業態度，以市民為本的服務，工作態度認真及負責任感，應該得到讚賞！

After our many complaints fell on deaf ears, we lodged a complaint to the Equal Opportunities Commission. The staff from the operations division offered us assistance with patience and explained the law to us in detail. I am thankful to the EOC staff for the successful outcome of our fight for justice. They were professional, and they put the people first when providing their services. They took their work seriously and displayed a sense of responsibility, which should be complimented!



受到歧視及騷擾的對待後，這段日子有幸得到你的同事與我同機會的理念，和對受害人的理解及體諒，交織着理性和感性的互動。經過多月來的日與夜，最終使事件達至和解，而毋須再經歷漫長的法律訴訟。將傷害減至最小，將對立添加了包容。

After being subjected to discrimination and harassment, I was glad to have your colleagues by my side in those days. They were meticulous and patient in following through the conciliation work. They explained to me the concept of equal opportunities in plain language. They showed understanding and consideration for the aggrieved person, while handling the case rationally and compassionately at the same time. Many months had passed before the matter finally settled. I no longer have to endure the endless legal proceedings. Damage was minimized and the confrontation was less acrimonious as a result of greater mutual acceptance.

持份者心聲 Stakeholders' Feedback

有賴你的參與，我們成功地傳達了平等的訊息。你的演說對我們的學生來說很具說服力和影響力，他們更能從較廣闊的角度分析問題。我們再次衷心感謝你給予我們學習的機會，並讓學生們成為對社會具有責任感的人。

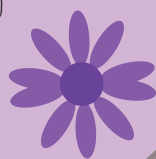
With your participation, our aim to spread the message of equality was well achieved. More students were able to connect with the problems from a wider perspective. Your speech was convincing and meaningful to our students. Once again, we thank you wholeheartedly for giving us the opportunity to learn and grow as socially responsible individuals in our society.

你們的工作坊無論在內容和講解方面都讓我們留下深刻印象，你們做得很好——工作坊也令我們的計劃生色不少，它不僅擴闊了參加者的眼界，更能讓我們所

I was really impressed by both the content and the presentation of the workshop. You are doing such a fantastic job - it was a terrific addition to our programme. Not only did our participants learn a lot, but I think it was also an eye-opening experience and education on gender stereotyping for all of us.

我希望就貴會對個案所作出的專業跟進表達由衷的讚賞。我很高興香港設有平等機會委員會。我以你們所有人為榮。

I would like to express my sincere appreciation for your professional follow-up of the case. I'm very glad to have the Equal Opportunities Commission in Hong Kong. I'm so proud of you all.



員工發展

挽留人才

平機會透過下列良好常規挽留人才的：

- 具透明度的管理
- 管理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
- 外聘顧問提供員工支援計劃

(計劃旨在幫助員工管理工作與生活上的各種需要，並在兩者之間取得平衡。計劃包括為員工提供24小時專業輔導服務熱線、一系列的員工健康講座、資訊及意見提供等。)

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設施、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，平機會管理人員舉行周一小組會議，並將會上的討論事項及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。



Staff Development

Staff Retention

EOC's 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
- Employee Assistance Programme provided by an external consultant

(The programme aims at helping staff to manage their diversified needs in their work and personal life for achieving a good balance. It includes a 24-hrs hotline providing professional counselling service, a number of staff wellness seminars, information, and advice to staff.)

Management with Transparency and Communication

Staff Consultative Group meetings are 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 are uploaded to the intranet to increase transparency.

Monday Group Meetings are held among senior management staff, and the discussions and decisions are made known to staff to increase transparency and understanding of the work of different divisions. Regular divisional and unit meetings are held to ensure effective communication.

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



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。

在2010/11年度，平機會外聘顧問就內部技能模式及培訓與發展需要進行檢討。在修定的模式下，確立了五項核心技能和行為模式，計有：同一理念、正直公平、以客為先、追求卓越及領導能力。為了讓員工更了解修訂的技能模式，平機會舉辦了五場員工研討會，並由其委員擔任講者。平機會全體員工亦參加了「黑暗中對話」工作坊，以促進團體精神、加強溝通、引發創意，解決問題。

Staff Training

Continuing education and training is provided throughout each person's employment at 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 staff from the Operations Division, legal seminars for staff from the Legal Service Division, and technology training for staff from the IT Section. Various seminars by external speakers were organised on different topics for staff enrichment, for example, complaint handling and procurement procedures.

In 2010/11, the EOC has engaged an external consultant to conduct a review on EOC's Competency Model and Training and Development Needs Analysis. Under the revised Model, there are five Core Competencies identified and anchored with behavioural traits, namely Shared Vision, Integrity & Fairness, Customer Orientation, Drive for Excellence and Leadership. Five Staff Engagement Seminars have been arranged with our Board Members as speakers to facilitate the staff's understanding and buy-in to the revised Competency Model. A Workshop facilitated by Dialogue-in-the-Dark Hong Kong Limited was also conducted with the aims of team building, fostering communication, and innovative problem solving for all EOC staff.



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。員工的培訓及發展需要經確認後，將會為所有員工制定一個更有系統的培訓模式。

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項定期義工服務計劃，安排同事在工餘探訪該機構轄下為 6 至 16 歲的智障兒童而設的寄宿學校，並舉辦多項活動，其中包括探訪學校、帶學童到茶樓用膳、一起到超級市場購物、與他們及其照顧者一起乘坐昂坪 360 纜車等，全年共進行了 5 項活動。

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、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 3.4% 的電費。未來平機會將會繼續推行環境友善措施，為綠色世界作出貢獻。

The EOC also encourages life-long learning through an established policy on sponsorship of courses under the Continuing Education Fund. With the training and development needs identified, a more structured approach to training will be delivered for all staff.

Corporate Social Responsibility

Fund-raising Activities

EOC staff participated in more than ten fund-raising events organised 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 regular voluntary service to children with intellectual disability aged 6-16 who attend a boarding school operated by a local NGO. Our weekend volunteer activities ranged from visiting the schools, having dimsum, shopping at supermarkets and taking a ride on the Ngong Ping 360 with the children and their care-takers. Five such activities 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 include 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.

In addition, the EOC has also stepped up energy-saving measures, which resulted in a 3.4 percent 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.

內部透明度

員工諮詢組

由平機會主席委任的管理層代表及員工投選的代表組成的員工諮詢組，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、目標及決策理據的了解。

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。

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 regular, 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 reasons for its decisions.

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

