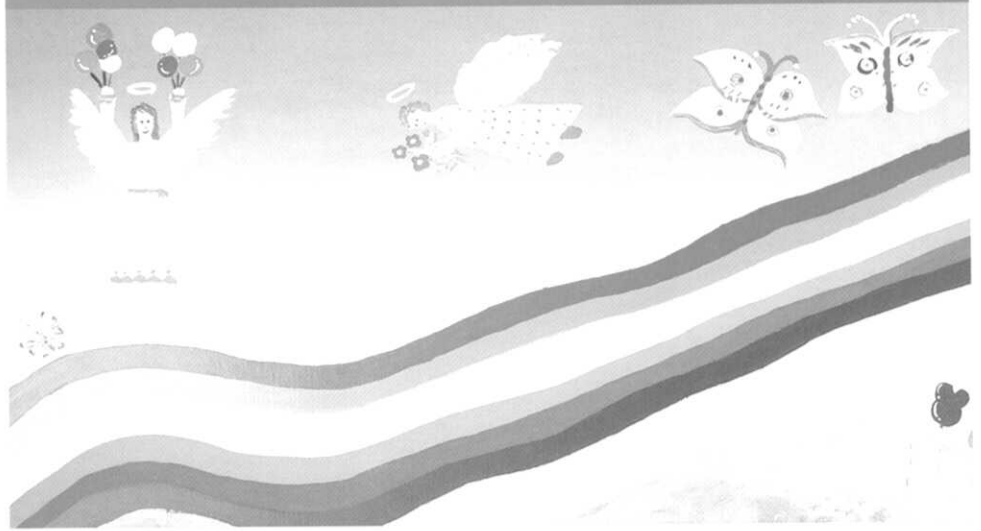


- 我們承諾竭盡所能服務社會，以誠懇有禮的態度盡力協助市民。

We pledge to serve the community to the best of our capabilities. We are committed to providing a courteous, helpful and efficient service.



主席序言



張妙清博士

社群協力

平等機會委員會的抱負是締造一個機會平等及沒有歧視的社會。我們明白要達此目標，必須得到社會全力的支持。委員會首年的運作已為此奠定基礎，次年主力深入社群，與大家一同努力消除歧視。

作為一個新的機構，我們既要讓市民大眾多認識平等機會委員會及我們的工作，同時要推動社會對性別、殘疾及家庭崗位歧視的三條條例的認知。我們的同事致力於教育和宣傳等多元化推廣工作，去年的活動範圍包括在我們的辦事處舉辦周六免費講座，及到其他機構演講，亦派發平等機會委員會通訊及宣傳單張與小冊子予8萬多名讀者。對機構而言，我們與大型機構結成夥伴，協力推動平等機會；對於各界社團，我們透過「平等機會社區參與資助計劃」鼓勵他們舉辦活動，向相關社群推廣平等機會。而為了讓平等機會的訊息更深入民心，我們邀請了著名演員蕭芳芳女士及傷殘奧運會劍擊金牌得主張偉良先生擔任平等機會大使及作為平等機會委員會的模範。

除了廣告之外，平等機會委員會亦透過電子傳媒積極推動平等機會意識，我們利用電台節目、電視實況戲劇及電視綜合節目等，致力推廣「平等機會、人人有份」的觀念。

工作回顧

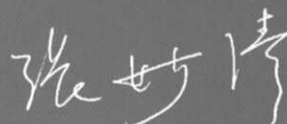
隨著公眾對平等機會的意識逐漸提高，委員會收到的查詢及投訴亦隨之增加。在1997-98年，我們收到7,284宗查詢及195宗投訴。有71宗投訴個案需要調解，其中百分之七十五是圓滿解決，另外有3宗需要採取法律行動的個案仍未完結。至於報章歧視性廣告，實際上已完全消失，從1996年有關條例生效前高達招聘廣告的百分之三十七，驟減至不足百分之一。

我們用意見調查的方式去評估我們工作的效益。在九六年九月委員會辦事處剛成立之時，二千名受訪者中，只有百分之三十五是聽說過平等機會委員會；而在一年半後，即九八年三月，我們再作調查時，平等機會委員會的知名度已增至百分之八十七。

委員會並且進行基線調查，用以掌握大眾對兩性及殘疾人士與非殘疾人士平等機會的取態。這些調查結果可作為指標，用以監察未來有關態度的趨勢和轉變，亦幫助我們衡量反歧視教育的長遠成效。

委員會雖然只是經過年許時間的運作，但已在九八年一月推出服務承諾，以示對工作的承擔及決心。服務承諾就委員會的工作，訂出服務標準及服務指標。我們會竭盡所能服務社會，以誠懇及有禮的態度為市民提供有效率的服務。

本年度最值得注意的一項事情是香港已有第三條反歧視條例。家庭崗位歧視條例在九七年六月頒佈，並在同年十一月實施。平等機會委員會為幫助僱主瞭解新法例的規定，在九八年三月發表了「僱傭實務守則」，守則是經過委員會廣泛諮詢並得到臨時立法會審批而成的。另外，委員會正檢討性別歧視及殘疾歧視兩條條例，我們會參考過去一年條例實施的經驗，在九九年初向政府作出條例所需修訂的建議。過去一年，平等機會委員會致力鞏固基礎。當我們的經驗日增，我們將深入社區，扮演更積極的角色，與社群協力，推廣平等機會。



平等機會委員會主席
張妙清博士



Reaching out to the Community

Our vision at the Equal Opportunities Commission is to create an environment where there are no barriers to equal opportunities and no discrimination. To achieve these objectives, we realize that we will need the full support of the community. Having laid the foundations for the Commission in our first year of operation, we have embarked on our strategy to reach out to the community in our second.

As a new organization, we must raise public awareness of the Commission and the work that we do, while also generating awareness and understanding of the new anti-discrimination laws on the grounds of sex, disability and family status.

To this end, all our staff have been heavily involved in our promotional efforts. These include a range of publicity and educational activities ranging from free talks offered throughout Hong Kong, or at our offices on Saturdays, to newsletters and publications that were distributed to over 80,000 interested readers last year. In the corporate community, we formed partnerships with major organizations to promote equal opportunities while within the general community, we encouraged groups to organize relevant activities and events within their local communities through our Community Participation Funding Programme on Equal Opportunities. To help get the message across more prominently, we appointed two celebrities - Ms Josephine Siao Fong-fong, the award-winning actress and Mr. Cheung Wai-leung, a gold medallist in the Paralympics, to act as Ambassadors and role models for the EOC.

Apart from our advertisements, we have also taken an active role in the electronic media, commissioning a radio programme, a TV docu-drama series as well as co-sponsoring a TV variety show, all driving home the message of equal opportunities for all.

Review of Achievements

As public awareness grows, the number of enquiries and complaints to the Commission have also increased. In 1997/98, we received 7,284 enquiries and 195 new complaints leading to 71 conciliation and 3 legal action cases. Of the cases for conciliation, 75% reached a successful conclusion while the legal action cases are pending a final outcome. Discriminatory advertisements in the newspapers virtually disappeared, from a high of 37% in 1996 before the laws came into effect, to less than one per cent in the period under review.

To evaluate the effectiveness of our work, we gauged public opinion through a number of opinion surveys. In September 1996, when we first set up our offices, only 35% of a representative sample of over 2,000 respondents had heard about us. In March 1998, 18 months later, a second survey with a similar sample of respondents showed that the number had grown to 87%.

We have also commissioned a series of baseline surveys to gauge public attitudes towards equal opportunities on the grounds of gender and disability. These studies will act as benchmarks for the future, monitor trends and changes in attitude and help to measure the long-term effectiveness of anti-discrimination education.

To demonstrate our commitment to quality service, we announced our performance pledge in January 1998, with little over a year's service experience behind us. The pledge includes service standards and performance targets covering every aspect of our activities. Quite simply, we pledge to serve the community to the best of our capabilities while also providing courteous, helpful and efficient services at all times.

Chairperson's Foreword



The highlight for the year was seen in the enactment and implementation of Hong Kong's third anti-discrimination law, the Family Status Discrimination Ordinance (FSDO) in June 1997 and November 1997 respectively. To help employers understand the requirements of the new law, the EOC issued a Code of Practice on Employment in March 1998 after consultations with the public and vetting by the Provisional Legislative Council. In light of the experience gained in the past year, we also commenced our review of the Sex Discrimination Ordinance (SDO) and the Disability Discrimination Ordinance (DDO). We will be making recommendations for any required legislative changes for these ordinances by early 1999.

With the setting-up of the EOC now firmly in place, the past year has been a period of consolidation. As we grow in experience, we are moving forward to take a more proactive role as we reach out to the community.

Fanny Mui-ching Cheung PhD, OBE, JP
Chairperson, Equal Opportunities Commission