

# 機構管治：提供卓越服務

## Corporate Governance: Delivering Service Excellence

平機會致力維持卓越的機構管治。平機會備有全面的管控及報告機制，詳細的文件記錄制度，以及完備的行政及財務政策和程序，以確保平機會所有層面皆符合內部及外部規定，而且以高效和符合成本效益的方式運用資源。

平機會透過不同途徑及媒介令公眾知悉其工作，例如於平機會網站內發布平機會管治委員會的會議時間表及會議記錄，並且在年報內披露管治委員會及專責小組會議的出席記錄。此外，平機會於2025年2月17日向立法會政制事務委員會介紹平機會的年度工作計劃。

### 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2024-25年度的服務承諾全部達標，詳情載於下表。

The EOC is committed to maintaining high standards of corporate governance. By putting in place comprehensive control and reporting mechanisms, detailed documentation systems and extensive administrative and financial policies and procedures, the EOC upholds compliance with internal and external requirements at all levels. Additionally, it ensures that resources are expended in an efficient, effective and value-for-money manner.

The EOC utilises different channels to keep the public informed about its work. For example, meeting schedules and minutes of the EOC Board are posted on the EOC website, and attendance records of the EOC Board and Committee meetings are provided in the Annual Report. In addition, a presentation on the Commission's annual work report was made to the Legislative Council Panel on Constitutional Affairs on 17 February 2025.

### Performance Pledge

The EOC has put in place a set of service standards, which are expressed generally in terms of the response time, to measure and quantify its performance. In 2024-25, the EOC achieved all of the service standards in its performance pledge. The details are shown in the following table.



平機會於2024-25年度的服務承諾全部達標。

**In 2024-25, the EOC achieved all of the service standards in its performance pledge.**

## 機構管治 Corporate Governance

### 平等機會於2024-25年度的服務承諾

### EOC's Performance Pledge in 2024-25

	服務標準 Service standard	服務表現目標 Performance target (達標的百分比) (% Meeting standard)	實際表現 Actual performance (百分比) (Percentage)	實際表現 (數目) (Number)
<b>查詢 Enquiry</b>				
在辦公時間內回覆電話查詢 <b>Answer telephone enquiries during office hours</b>	即時回覆 Immediately	95%	100%	總數 Total: 4 714 達標 Met: 4 714 不達標 Not met: 0
接見親臨辦事處查詢的人士 <b>Interview a walk-in enquirer at EOC office</b>	30分鐘內 Within 30 minutes	95%	100%	總數 Total: 186 達標 Met: 186 不達標 Not met: 0
回覆繁複的書面查詢 <b>Reply to written enquiries on complex issues</b>	14個工作天內 Within 14 working days	95%	100%	總數 Total: 1 159 達標 Met: 1 159 不達標 Not met: 0
<b>投訴 Complaint</b>				
對書面投訴開始採取行動 <b>Initiate action on a written complaint</b>	3個工作天內 Within 3 working days	100%	100%	總數 Total: 1 125 達標 Met: 1 125 不達標 Not met: 0
經預約安排，接見有意提出投訴的人士 <b>Interview a prospective complainant asking for an appointment</b>	5個工作天內 Within 5 working days	95%	100%	總數 Total: 1 達標 Met: 1 不達標 Not met: 0
已完成處理的投訴個案中在6個月內完成處理的個案 <b>Concluded cases completed within six months</b>	6個月內 Within 6 months	75%	91%	總數 Total: 1 117 達標 Met: 1 020 不達標 Not met: 97

	服務標準 Service standard	服務表現目標 Performance target (達標的百分比) (% Meeting standard)	實際表現 Actual performance (百分比) (Percentage)	實際表現 Actual performance (數目) (Number)
<b>法律協助 Legal assistance</b>				
審批法律協助的申請並回覆申請者	3個月內	85%	100%	總數 Total: 12 達標 Met: 12 不達標 Not met: 0
<b>Make a decision and inform an applicant of the outcome of application for legal assistance</b>	Within 3 months			
<b>公眾教育及宣傳 Public education and promotion</b>				
安排有關平等機會課題及法例的講座	6個星期內	95%	100%	總數 Total: 388 達標 Met: 388 不達標 Not met: 0
<b>Meet requests for talks on equal opportunity issues and legislation</b>	Within 6 weeks			
處理市民以郵寄或傳真方式索取平等機會刊物的	3個工作天內	95%	100%	總數 Total: 18 達標 Met: 18 不達標 Not met: 0
<b>Meet requests by mail or fax for EOC publications</b>	Within 3 working days			
回覆安排團體到訪的要求	5個工作天內	95%	100%	總數 Total: 1 達標 Met: 1 不達標 Not met: 0
<b>Meet requests for guided group visits</b>	Within 5 working days			
舉辦主要推廣活動的次數	12個月內	60項	100%	總數 Total: 62 達標 Met: 62 不達標 Not met: 0
<b>Convene major promotional events</b>	Within 12 months	60 activities		
對平等機會培訓服務表示滿意的參加者	滿意	80%	99.2%	總數 Total: 9 868 達標 Met: 9 792 不達標 Not met: 76
<b>Participants satisfied with the training services provided by the EOC</b>	Satisfactory			

## 機構管治 Corporate Governance

### 與持份者聯繫

平機會於整個報告期內持續與社區組織、學界及非政府組織保持聯繫，建立夥伴關係。平機會主席及職員除了與不同持份者機構會面，還出席了多項社區活動。平機會亦繼續與各領事館、內地及海外機構和官員進行對話及交流。

2024年10月14日，平機會主席聯同管理團隊，參觀了心光盲人院暨學校，了解該校的教育、復康及就業訓練服務。平機會的團隊亦與該校的代表進行討論，探討如何應對視障人士所面對的教育及就業挑戰。

2024年11月8日，平機會歡迎中國殘疾人聯合會（「中國殘聯」）到訪平機會，與平機會管理團隊會面，彼此就推動殘疾人士的福祉以及平等機會的工作進行深入的交流。平機會主席分享了平機會自成立以來在執行法例、研究調查、政策倡議及公眾教育等工作的重要里程碑。中國殘聯代表團則介紹了他們的職能，以及分享他們如何維護殘疾人士的合法權益。

### Stakeholder Engagement

The EOC continued to engage and build rapport with community groups, academia and non-governmental organisations throughout the year in review. The EOC Chairperson and staff members met different stakeholder groups and attended a number of community events and functions. Dialogues and exchanges were also held with various consulates, as well as Mainland and international organisations and officials.

On 14 October 2024, the EOC Chairperson and the management team visited the Ebenezer School & Home for the Visually Impaired. The delegation learnt about Ebenezer's services in the areas of education, rehabilitation and career development. The EOC delegation also held a discussion with representatives from Ebenezer on ways to tackle the educational and employment challenges faced by people with visual impairments.

On 8 November 2024, the EOC hosted a visit from a delegation representing the China Disabled Persons' Federation (CDPF). The delegation met with the EOC management team and held in-depth exchanges on the welfare of people with disabilities and efforts to promote equal opportunities. The EOC Chairperson shared milestones the EOC has achieved since its establishment in the areas of law enforcement, research, policy advocacy and public education. The CDPF delegation introduced their role and explained how they protect the legal rights of people with disabilities.

2024年11月9日至10日，平機會主席率領16位員工參加了在深圳大學舉行的第三屆「大灣區殘障事業協同發展交流會」。為期兩日的交流會由中國殘疾人事業發展研究會及深圳大學主辦，平機會是其中一個承辦單位。交流會以殘障服務創新路徑與策略為核心議題，深化了平機會與內地機構推動殘疾人士平等機會和權利方面的合作。平機會的代表在主旨演講中，介紹了平機會處理殘疾歧視投訴及調停的程序，並在平行論壇上講述了平機會推動通用設計的工作。活動亦包括到訪東莞的康復教育基地及療養中心。

From 9 to 10 November 2024, the EOC Chairperson led a delegation comprised of 16 EOC staff members to participate in the Third Guangdong-Hong Kong-Macao Greater Bay Area Exchange Forum on Synergistic Promotion of Disability Rights and Services held at Shenzhen University. The two-day forum was co-hosted by the China Disability Research Society and Shenzhen University, while the EOC was one of the supporting organisers. With a focus on exploring innovative pathways and strategies for disability services, the forum deepened the EOC's collaboration with Mainland organisations on the promotion of equal opportunities and rights of people with disabilities. EOC representatives introduced the procedures for handling disability discrimination complaints and conducting conciliation in keynote speeches, and discussed the EOC's efforts to promote universal design in a parallel forum. The event also included visits to a rehabilitation education base and a care centre in Dongguan.

在報告期內，平機會繼續與全球相關機構分享專業知識。例如，平機會在2024年7月和2025年3月，分別接見了新加坡人力部和日本第二東京弁護士會的代表團，分享處理投訴和進行調停的見解。

During the period in review, the EOC continued to share its expertise with relevant organisations from the global community. For example, in July 2024 and March 2025, the EOC welcomed delegations from Singapore's Ministry of Manpower and the Daini Tokyo Bar Association respectively to exchange insights on conducting conciliation and handling complaints.

## 機構管治 Corporate Governance

### 提升網絡安全

平機會致力維護資訊安全。在2024-25年度，平機會進行了全面資訊保安風險評估，並根據評估建議，實行了一系列措施，加強保障機構應對內部及外部風險。措施包括為員工提供培訓，提升網絡安全意识 and 知識。

### Enhancing Cybersecurity

As part of the Commission's commitment to safeguarding information security, the EOC conducted a comprehensive information security risk assessment in 2024-25. Based on the recommendations of the assessment, the EOC has been implementing a range of measures to strengthen the organisation's protection against both internal and external threats. Among the measures is enhancing staff's cybersecurity awareness and knowledge through training.