

平等機會期刊
EOC Journal

平等

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面

Equality.
Perspectives

2018
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工作與家庭
WORK & FAMILY BALANCE
平衡



平等機會委員會
EQUAL OPPORTUNITIES COMMISSION

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農曆新年將至，我先祝大家在狗年事事如意、身體健康！佳節良辰最好莫過於跟自己家人及朋友共度時光。可惜的是，香港很多「打工仔」每逢節日工作卻更忙碌，未能與所愛的人共聚。事實上，香港繁重且緊

逼的工作文化或所謂「加班文化」，往往使人難以在工作與家庭之間取得平衡。

但要改革工時長的文化並非頃刻之事，除了需時，還有待社會各界的共同努力。目前《家庭崗位歧視條例》保障有家庭崗位的人士，規定任何人或機構若基於某人負有照顧直系家庭成員的責任而對該人作出歧視行為，即屬違法。該條例適用於不同公共領域，包括僱傭範疇。

為了促進大家對《家庭崗位歧視條例》的認識，我們在本期《平等點·線·面》介紹了該條例和相關議題。於其中一篇專題文章中，我們檢視了不同國家由政府主導的家庭友善政策和香港不同企業推出的措施，以探討改善香港工作狀況的可行措施。在另一篇專題故事中，我們則聚焦人口老化問題。人口老化不單需要社會投放更多資源應對，對勞動人口或受僱人士而言，亦需負起更大責任照顧長者。

不少研究顯示，我們快樂的指數與家人共聚的時間成正比，即越多時間便越快樂。平等機會委員會衷心希望政府及僱主明白到有需要改變本港的工作文化，給予「打工仔」更多時間與彈性工作安排，好讓他們能與家人共聚，照顧他們。畢竟，要保持香港的競爭力，首要條件是要有快樂且積極的僱員。

平等機會委員會主席
陳章明教授
2018年2月

As the Chinese New Year approaches, may I wish you all a happy and healthy Year of the Dog! Festive times like this are best spent with our families and friends. Unfortunately, for many workers in Hong Kong, festive times usually mean more work rather than occasions to spend quality time with their loved ones, for our city's demanding or "overtime" work culture has made work-family balance a luxury.

While it will take time and a lot of effort from different social sectors to reform the long working hours culture, the anti-discrimination law does attempt to protect those with family status – the Family Status Discrimination Ordinance (FSDO) makes it unlawful for a person or organisation to discriminate against someone who has the responsibility to care for an immediate family member in various public domains including employment.

To promote better understanding of the FSDO, we are offering an overview of this ordinance and related topics in this issue. In one of the main feature articles, we examine the government-driven policies in various countries and the family-friendly practices of different companies in Hong Kong to see what can possibly be done to improve our city's work culture. In another feature story, we zero in on the issue of population ageing, which will divert more and more resources and impose greater responsibility on the working population for elderly care.

Numerous studies have found that those who spend more time with their families tend to be happier. We hope the Government and employers will eventually see the need to change our city's work culture and give workers more time and flexibility to be with and take care of their families. After all, it is with a happy, motivated workforce that we can start talking about keeping our city competitive.

Professor Alfred CHAN Cheung-ming
Chairperson
Equal Opportunities Commission
February 2018

Work is where 當可兼得 工作與家庭 Home isn't

在香港職場打拼並不容易。低收入人士為了糊口，往往別無選擇，只能接受不合理的長工時，「有開工無收工」；白領僱員則要面對嚴苛的辦公室文化，令渴求工作與生活平衡的人苦不堪言。

那些有家庭的人，情況更糟。長工時變相剝削了與家人相處的時間。很多公司根本沒有家庭友善政策，而政府至今所採取的改善措施卻十分有限。

Hong Kong is a tough place to work. Low-income workers often have no choice but to work unreasonably long hours to keep up with life, while many white-collar workers are faced with an oppressive office culture that punishes those desiring work-life balance.

For those with families, it is often worse. Long working hours are translated into less quality family time. Family-friendly policies are non-existent in many companies, and the Government has so far done little to improve the situation.



What 工作與生活失衡 work-life balance?

瑞銀於2015年在
71個城市進行的調查顯示，
香港人每周
平均工作**50.11小時**，
較排名在香港之後的孟買和
墨西哥城的工人還要多出6小時。

A UBS 2015 survey which polled
71 cities found that
Hong Kong people worked an
average of **50.11 hours** a
week, some 6 hours more than
workers in Mumbai and Mexico
City, the two cities that came
after Hong Kong.

香港人的確投放很多時間在
工作。瑞士銀行（瑞銀）進行的一
項調查顯示，香港的工時為全
球之冠。政府於2013年成立標
準工時委員會（標時會），探討
可否立法規管標準工時。四年過
去，標時會的建議是：只為工資
較低的基層僱員訂立包含工時及
超時工作工資安排的書面僱傭合
約，而標時會就合約工時所作的
建議，更可能令僱員跟僱主談判
時處於不利。



Hong Kong people work a lot,
literally. According to a survey by
Swiss bank UBS, Hong Kong has
the world's longest working hours.
In 2013, the Government set up the
Standard Working Hours Committee
to look into the possibility of
legislating for standardised working
hours. After four years, all the
committee came up with was the
recommendation that the working
hours and overtime compensation
arrangements of lower-income,
grass-roots employees be entered
into written employment contracts,
and the recommendation of
contractual working hours may even
put employees at a disadvantage
when negotiating with their
employers.

Hong Kong people 香港人想找回生活 are asking for their life back

我們需要時間參與社交和追
求個人興趣，才能保持精神健
康，生活過得充實。若整天只顧
工作只會耗盡我們的能量，身心
掏空。因此，越來越多香港人為
了爭取工作與生活平衡而發聲，
實在不足為奇。

We need time to socialise and
pursue personal interests to stay
mentally healthy and live a fulfilled
life. Working around the clock
makes us empty vessels. So it is
not surprising that more and more
people in Hong Kong are voicing
out for work-life balance.

根據jobsDB最新的《2017年十大企業調查報告》顯示，工
作與生活平衡是香港求職者選擇僱主的三大考慮因素之一。

The 2017 jobsDB Top 10 Companies Survey found that work-life
balance is among the top three criteria job seekers in Hong Kong
look for in a job.

由非政府組織社商賢匯於2017年
公布的一項調查顯示，
香港有**40%僱員會考慮辭職**
以取得更佳的工作與生活平衡，
而Y世代或所謂「80後」
受訪者之中表示會辭職的比例更
上升至**67%**。

A 2017 survey released by NGO
Community Business revealed that
40% of employees
in Hong Kong would consider
quitting their job for another that
promises better work-life balance.
The figure climbs **up to 67%**
among the Gen-Y, or so-called
“post-80s generation”.

「生定唔生？」上班族的生育疑惑

To have or not to have children,
that is the question

香港現行的法定產假為10周，遠低於國際勞工組織建議的14周，甚至低於國內標準。經過非政府組織、工人團體及包括平機會等其他組織多年倡議後，行政長官終在《2017年施政報告》中承諾，政府會開展延長法定產假的研究及工作。勞工及福利局局長在2017年12月表示，政府擬將法定產假增至14周，與國際勞工組織的建議看齊。

對於想分擔懷孕妻子或伴侶辛勞的準爸爸來說，情況亦不理想。勞資團體經多年討價還價後，政府在2014年終推出三天侍產假，並於2017年同意推動把侍產假延長至五天。

相比以下三個國家：以「Hygge」幸福文化聞名的丹麥、跟香港一樣是金融樞紐的英國，以及與香港競爭激烈的新加坡，便可知道香港在親職假方面甚為落後。

Hygge

舒適和愉悅營造出的滿足或幸福感覺

~《牛津英語字典》

A quality of cosiness and comfortable conviviality that engenders a feeling of contentment or well-being

~Oxford English Dictionary

The current statutory maternity leave in Hong Kong is 10 weeks, which is way below the 14 weeks recommended by the International Labour Organization (ILO) and even that in Mainland China. After years of advocacy by NGOs, workers' groups and other organisations including the EOC, the Chief Executive's 2017 Policy Address finally promised that the Government would commence a study and work on the enhancement of maternity leave. The Secretary for Labour and Welfare said in December 2017 that the Government intends to extend it to 14 weeks, on par with the ILO recommendation.

For fathers-to-be who want to help their expecting wives or partners out, matters are not easy either. The Government only introduced three days of paternity leave in 2014 after years of negotiation between employers and employees' groups, and agreed in 2017 to initiate proposal to extend it to five days.

To see how Hong Kong is lagging behind in terms of parental leave, just look at the three countries below: Denmark, which is well known for its culture of hygge; the UK, a financial hub just like Hong Kong; and Singapore, our city's fierce Asian competitor.

丹麥 Denmark	英國 United Kingdom	新加坡 Singapore	香港 Hong Kong
<ul style="list-style-type: none"> • 18周有薪產假 18 weeks of paid maternity leave • 2周有薪侍產假 2 weeks of paid paternity leave • 32周容許父母共享的有薪親職假 32 weeks of paid parental leave to follow which can be shared between the mother and the father 	<ul style="list-style-type: none"> • 52周法定產假，其中最多39周為有薪產假 Statutory maternity leave is 52 weeks, 39 of which are paid at a maximum • 1或2周有薪侍產假 1 or 2 weeks of paid paternity leave • 父母共享親職假或薪酬(減除已放取的產假或薪酬) Parental leave or pay (deducting the used maternity leave or pay) that can be shared by the couple 	<ul style="list-style-type: none"> • 16周有薪產假及2周有薪侍產假，兩者均由政府津貼 16 weeks of paid maternity leave and 2 weeks of paid paternity leave, both subsidised by the government 	<ul style="list-style-type: none"> • 10周有薪產假 10 weeks of paid maternity leave • 3天有薪侍產假 3 days of paid paternity leave

誰來照顧我的孩子？

Who looks after my child?

香港不少有經濟能力的家庭都把孩子送到托兒中心，或聘請外籍家庭傭工照顧孩子。至於低收入家庭，政府雖然有提供若干形式的津貼，但金額微薄，而且申請要求嚴格，以致很多母親只能從事兼職工作或留在家中照顧孩子。

相比香港，新加坡政府更樂意支援在職父母。所有父母分別可獲坡幣300元及600元，用於安排身為該國公民的子女參加由政府發牌的全日制托兒和育嬰計劃。低收入家庭更可獲額外津貼。

顯然，如果要提升香港持續下降的生育率，特區政府必須推行更多應對措施。

Many families in Hong Kong who can afford it either send their children to childcare centres or hire foreign domestic workers (FDWs) to help look after their children. For low-income families, the Government does provide some form of subsidies but the allowance is meagre, the requirements are strict and the application procedures complicated. Most of the time, the mothers either work part-time or stay at home to care for the children.

In comparison, the Singaporean government is more generous in supporting working parents. All parents are entitled to S\$300 and S\$600 respectively to enrol their children who are Singaporean citizens in government-licensed full-day childcare and full-day infant care programmes. Low-income families are eligible for an additional subsidy.

If we are to increase Hong Kong's fertility rate, which has been falling through the years, the SAR Government definitely needs to do more.

香港有352,000名外傭
352,000 FDWs in Hong Kong



每7個家庭便有1名外傭
One in seven households

鄰里支援幼兒照顧計劃

Neighbourhood Support Child Care Project

社會福利署於2008年推出「鄰里支援幼兒照顧計劃」，為工時長及不穩定的在職家長提供具彈性的鄰里層面日間幼兒照顧服務，以配合家長的需要，減輕他們照顧子女的壓力。在計劃下，六歲以下的兒童將可獲得社區保姆服務以及中心託管小組服務。現時計劃覆蓋11個地區內的19個地點。

The Social Welfare Department launched the Neighbourhood Support Child Care Project in 2008, which provides more flexible forms of day care services leveraging neighbourhood resources to alleviate the childcare burden of working parents who work long, unstable or unconventional hours, or who cannot afford other child care services. Children below the age of 6 are eligible for the scheme, which involves both centre-based and home-based services. Currently, the scheme is operated in 19 locations across 11 areas.

推動變革 全賴優良領導

All it takes is good leadership to drive changes

誠然，要求本地公司大幅削減工時甚為困難，但有些公司確實採取了不同形式的家庭友善僱傭措施，讓員工更能兼顧工作和個人生活，包括家庭責任，一如以下兩個例子。

It may be difficult to ask companies in Hong Kong to cut down on working hours drastically, but some companies do implement various forms of family-friendly employment practices that allow their staff to better juggle work and personal life including family duties. Here are two examples.

微軟香港 Microsoft Hong Kong

科技公司微軟在2017年中加強其家庭假期的福利。實行此措施的一個主要原因是希望保留和吸引通常需肩負家庭責任的女性僱員。微軟的僱員目前享有：

- 20周支取全薪的產假
- 6周支取全薪的侍產假
- 6周支取全薪的領養假，以便僱員跟新領養的子女建立感情
- 4周支取全薪的家庭看護假，方便僱員照顧自己/配偶的祖父母/父母/兄弟姊妹/子女

The tech company enhanced its family leaves in mid-2017. One main reason for the move is to retain and attract female employees, who are often tasked with family responsibilities. The company's employees now enjoy:

- 20 weeks of fully paid maternity leave
- 6 weeks of fully paid paternity leave
- 6 weeks of fully paid adoption leave for employees to bond with their newly adopted child
- 4 weeks of fully paid family caregiver leave for employees to take care of their/their spouse's grandparents/parents/siblings/children

滙豐銀行 HSBC

滙豐銀行於1990年為全職僱員開辦滙豐幼兒學校。時至今日，該校有136個學額，供在大角咀滙豐中心上班的職員子女就讀，方便職員每天早上和放工後輕鬆接送子女。

該校更作出特殊安排，讓家長可以在午膳時到學校參與親子活動，以及於周六工作天把孩子送到幼兒學校。

HSBC established Wayfoong Nursery School in 1990 for the children of its full-time staff. Today, the school has 136 places, allowing staff based at the Tai Kok Tsui HSBC Centre to send their children to school every morning and pick them up after work easily.

The school also makes special arrangements so that parents can take part in parental functions at the school during lunch time and send their children to the nursery school if they have to work on Saturdays.

政府應該 牽頭改革

Governments should take the lead

小企業或會認為只有大公司和國際公司才能負擔得起這些員工政策。事實上，家庭友善措施的做法很多，安排上無需「一刀切」，其中一些措施小型公司也可推行，我們鼓勵僱主開心見誠地與僱員討論他們的需要。

Smaller enterprises may be thinking that only big companies and international corporations can afford such staff policies. In fact, there are many kinds of family-friendly practices, some of which even smaller-scale companies can implement. The arrangements do not have to be "one size fits all" and employers are encouraged to discuss with their employees about their needs openly.

家庭友善措施和彈性工作安排的例子

Some examples of family-friendly and flexible working arrangements



資料來源：勞工處及各報章
Source: Labour Department and various newspapers

要建設一個真正共融的家庭友善社會，我們絕對可向其他社會取經，尤其是那些取得工作生活平衡但又無損經濟增長的地方，並按香港的需要採納良好政策和常規。說到底，要執行以市民福祉為首要考慮的社會政策，我們最需要的還是一個強而有力和有遠見政府。

To build a truly inclusive, family-friendly society, we can certainly learn from societies that fare well in achieving work-life balance without compromising economic growth, and adopt good policies and practices based on our city's needs. At the end of the day, it takes a strong, visionary government to implement social policies that put its people's well-being first.



《家庭崗位歧視條例》於1997年制定。

條例規定，若任何人基於另一人（不論男女）的家庭崗位而歧視該人，即屬違法。

The Family Status Discrimination Ordinance (FSDO) was enacted in 1997.

The Ordinance makes it unlawful for a person or organisation to discriminate against another person – regardless of gender – on the basis of that other person's family status.

問：甚麼是「家庭崗位」？

答：「家庭崗位」是指負有照顧直系家庭成員的責任，而「直系家庭成員」是指因血緣、婚姻、領養或姻親關係而有關連的人士。

- **血緣**：親生父母、兄弟姊妹、兒女、(外)祖父母、(外)孫、姨母、姑母、叔伯、舅父及堂(表)兄弟姊妹、姪、姪女、甥及甥女。
- **婚姻**：合法結合的夫妻。
- **領養**：合法領養的子女。
- **姻親**：因婚姻而產生的關係，包括家姑、家翁、岳母、岳父等。

問：那些活動範疇受到保障？

答：你在以下範疇受到保障，包括：

- 僱傭
- 教育
- 貨品、設施或服務的提供
- 處所的處置或管理
- 諮詢團體的投票資格及被選入或委入該等團體的資格
- 參加會社
- 政府的活動

問：《家庭崗位歧視條例》適用於全港僱主嗎？

答：是，條例適用於全港僱主，包括政府。

Q: What is "Family Status"?

A: A person's family status means the responsibility of that person to care for an immediate family member, that is, someone who is related by blood, marriage, adoption or affinity to that person.

- **Related by blood:** biological mother, father, brother, sister, son, daughter, grandmother, grandfather, grandchild, aunt, uncle, cousin, nephew and niece
- **Related by marriage:** husband and wife who are lawfully married
- **Related by adoption:** a child who is lawfully adopted
- **Related by affinity:** relationships created by marriage, such as mother-in-law and father-in-law

Q: In which areas am I protected?

A: You are protected in the following areas:

- employment
- education
- provision of goods, facilities or services
- disposal or management of premises
- eligibility to vote for and to be elected or appointed to advisory bodies
- participation in clubs
- activities of Government

Q: Does the FSDO apply to all employers in Hong Kong?

A: Yes, it applies to all employers in Hong Kong, including the Government.



歧視實況 Scenarios

- 我的母親生病了，需要帶她看醫生，但我的僱主卻拒絕我的休假要求，即使我已事先知會他需要請假，他還是以我缺勤為理由把我開除。
- 我誕下孩子後返回工作崗位，向老闆要求安排房間讓我集乳，但老闆卻拒絕要求，更指我不應在辦公時間處理私人事務。
- 我下班後需往托兒中心接回我的兒子，因此不能加班工作。我的上司在周年績效評核時給我差劣評分，更指我在工作上欠缺承擔。
- My mother was sick and I needed to bring her to the doctor. My boss refused to grant me leave and fired me for my absence, even though I had given prior notice.
- I returned to work after giving birth. My boss denied my request for a room to express milk for my baby, and said that I should not handle personal matters at work.
- I needed to pick up my son from the childcare centre after work and could not work overtime. My boss gave me a poor rating in my performance appraisal and said that I lacked commitment.

你曾經歷以上情況嗎？若有的話，你的僱主可能因你的家庭崗位而歧視你，違反《家庭崗位歧視條例》，你可向平等機會委員會（平機會）提出投訴，向你的僱主討回公道。如欲了解你在《家庭崗位歧視條例》下的權利，請瀏覽平機會網站 www.eoc.org.hk。

Has any of these happened to you? If yes, your employer might have violated the FSDO for discriminating against you on the ground of your family status. You may lodge a complaint with the Equal Opportunities Commission (EOC) against your employer. To find out more about your rights under the Ordinance, please visit the EOC website www.eoc.org.hk.

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平機會在「歧視條例檢討」中建議政府就反歧視法例涵蓋同居關係進行全面研究和公眾諮詢，包括：《性別歧視條例》保障同居關係免受婚姻狀況歧視；有關改革對其他法例及政策的影響和是否需要進行改革；以及法律上承認同居關係的不同方法等。此外，平機會亦建議政府進行公眾諮詢，研究把《家庭崗位歧視條例》保障照顧直系家庭成員的範圍擴大至包括：

- 過去的婚姻；及
- 現有或過去的同居關係。

The EOC has recommended under the Discrimination Law Review (DLR) that the Government conduct comprehensive research and public consultation on the issues of discrimination and legal recognition of cohabiting relationships. The consultation should cover: providing protection from marital status discrimination for cohabiting relationships under the Sex Discrimination Ordinance; the effect of such a provision on other legislation and policies and the need to reform them; and different methods of recognising cohabiting relationships. In addition, the Commission recommended that the Government conduct research and public consultation on the extension of protection under the Family Status Discrimination Ordinance to that related to the care of immediate family members from:

- former marriages; and
- current and former cohabiting relationships.

平機會認為有需要保障事實婚姻關係的人士免受歧視，因為他們均有照顧伴侶及家庭的責任，但卻未能享有已婚夫婦的同等權利，例如配偶的醫療福利，以及照顧患病伴侶的假期。平機會作出建議時，是考慮到近年不少人傾向選擇共同生活而非結婚的社會趨勢。

在「歧視條例檢討」公眾諮詢期間，有人擔心這等建議會令僱主須要向短暫、隨便的非婚關係人士提供福利，帶來沉重經濟負擔。事實上，建議只適用於有長久事實婚姻關係的伴侶，他們過著類似婚姻的生活，只是不想結婚而已。

有人擔憂把保障擴大至涵蓋同居關係（包括異性戀或同性戀）會導致同性婚姻立法。這完全是謬誤，因為有關建議與婚姻的法律定義並無關係。即使同性事實婚姻關係受到保障，也不代表同性婚姻合法化，因為歧視法例並不涵蓋在香港結婚的權利。

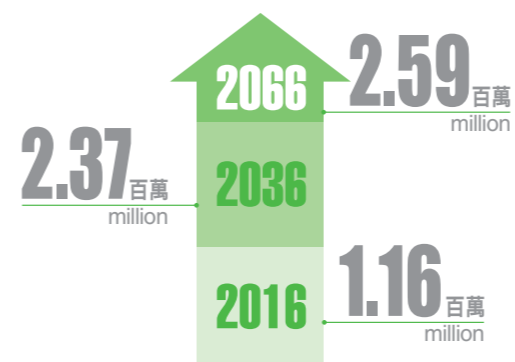


The EOC believes that there is a need to protect people in *de facto* relationships from discrimination. While carrying the responsibilities of caring for their partner and family, they do not have the same entitlements as married couples in many situations. In addition to spousal benefits such as medical insurance coverage, many are not entitled to leave for taking care of their partner who falls ill. In making the recommendation, the EOC has taken into account recent societal trends, where many people opt for cohabitation rather than marriage.

During the public consultation on the DLR, some expressed worries that the recommended reforms would require employers to provide benefits to partners in casual relationships, leading to a massive cost burden. In fact, the proposal would be intended to cover only couples in truly committed relationships similar to a marriage, but who do not wish to get married.

Others feared that extending protection to cohabitating relationships – heterosexual or same-sex – would lead to the legalisation of same-sex marriages. This is a mischaracterisation of the recommendation, as it has no relevance to the legal definition of marriage. Even if protection for same-sex *de facto* relationships is introduced, it does not mean same-sex marriage is legalised, as discrimination legislation does not cover the right to marry in Hong Kong.

Who cares for the carers?



根據政府統計處在2017年9月公布的最新人口推算數字，隨著戰後嬰兒開始步入晚年，本港65歲或以上的長者人數將由2016年的116萬(佔總人口的16.6%)，增加至2036年的237萬(佔總人口的31.1%)，而長者人口超過230萬的情況將維持至少30年。到了2066年，長者人口更會多達259萬(佔總人口的36.6%)。

The population projections released by the Census and Statistics Department in September 2017 suggested that as the post-war baby boomers enter old age, the number of senior citizens will rise from 1.16 million (16.6% of the population) in 2016 to 2.37 million (31.1% of the population) in 2036. It is predicted that the elderly population will continue to hover above the 2.3-million mark for at least 30 years. By 2066, it will even reach 2.59 million (36.6% of the population).

誰來支援護老者？

自2016年起，香港連續兩年超越日本，成為全球最長壽地區。香港人的人均壽命冠絕全球，但出生率就持續下跌，導致香港人口急速老化。根據政府的估算，最快在20年後，香港平均每3個人，就有一位長者（即65歲或以上）。

For two years in a row since 2016, Hong Kong has surpassed Japan to become the place with the longest average life expectancy in the world. While people in our city are living longer, we are also seeing fewer babies as the birth rate continues to decline. The result is a rapidly ageing population – one in three residents will be a senior citizen (i.e. aged 65 or above) in two decades, Government data suggest.



現時社會對護老者的支援是否足夠呢？ Is society giving enough support for carers?

長者護理無疑成為香港一個重要的社會議題。近年，「居家安老」在世界各地成為護老服務的大趨勢，行政長官林鄭月娥女士在她首份《施政報告》中亦表示，本港安老政策會以「家居及社區照顧為主、院舍為輔」。但要讓長者在家庭中安享晚年，除了須增加社區照顧服務外，照顧者的角色亦不可或缺。這些護老者大多為長者的家人和親屬而非正規護老者，當中不少要兼顧工作和照顧自己家庭，肩負多重責任。

Elderly care will no doubt be an important social issue for Hong Kong. Around the world, many developed countries are adopting the "ageing in place" approach. In her maiden Policy Address, Chief Executive Mrs Carrie LAM CHENG Yuet-ngor explained that the Administration's elderly care policy would focus on home care and community support, to be supplemented by residential care services. This sounds like the good direction, only that it seems difficult to achieve, given the dire need for enhancement of the city's community and home care services, and the lack of support for carers, many of whom are family members without professional care-giving training and have to juggle their own work and other family responsibilities.

根據政府統計處於2009年的一項調查，96.4%的長者無意入住本地老人院舍，當中81.4%的受訪者更表示即使日後健康狀況轉差，亦不希望入住老人院舍，反而希望留在家中。

In a survey conducted by the Census and Statistics Department in 2009, 96.4% of the elderly respondents said they had no intention to live in a care home, while 81.4% expressed that they would not move to a care home even when their health deteriorated one day.

工作崗位與家庭崗位，顧此失彼？

Work status vs. family status

梁淑媚的媽媽於2002年中風，經過一年的住院治療後，於翌年回家，並由家中外傭協助照顧。到了2008年，經過六年多的輪候，淑媚的媽媽終於獲安排院舍，當時淑媚的媽媽健康狀況開始轉差，而且自己又要兼顧工作和照顧兒子，承受著不少壓力，所以即使淑媚不情願，也決定安排媽媽入住院舍。淑媚說：「當時其實不放心將媽媽交給其他人照顧，內心經歷很大掙扎、很內疚，所以我當時經常到院舍探望媽媽。」

淑媚憶述以前每次向上司請假照顧媽媽，都感到有壓力：「老闆未必會諒解，認為你請了家傭就不用親身照顧。其實護老者的家庭崗位並不只照顧家人的日常起居，更關乎愛，還有照料和關注他們的一切，例如每一次我媽媽覆診，我都希望知道她的病情如何。」

到了2013年，有見自己年紀開始大，而且家中有其他長者需要照顧，淑媚決定提早退休。淑媚指以前下班後要趕往院舍照顧媽媽，時間趕急，是「沒有質量的陪伴」，反而現在多了時間，對媽媽的照顧更全面，自己的情緒亦有所改善。

淑媚的經歷，正好反映了一個普遍問題：香港的企業文化包容度不足，令這些在職護老者難以在工作和照顧家人方面取得平衡。政府多年來一直提倡企業採取家庭友善措施，然而，香港人力資源學會在2015年的一項僱員福利調查指出，全港只有18.7%的受訪僱主有為僱員提供家庭相關假期 (Family Leave)。

反觀英國，根據在1996年訂立的《僱傭權利法例》，照顧者有權利與僱主商討彈性工作安排，例如彈性工時、在家工作等，僱員亦可在合理情況下要求僱主提供無償的緊急家事假期。雖然僱主可在合理的情況下拒絕僱員的要求，但在職照顧者提出要求的權利卻受到保障。

LEUNG Suk-mei's mother suffered from a stroke in 2002. After a year of hospitalised care and rehabilitation, her mother returned home and was taken care of with the help of a foreign domestic worker. In 2008, her mother, whose health started to worsen, eventually got a place in a care home. Suk-mei said she was stressed out by having to take care of her mother and her son and work at the same time. She had no choice but to send her mother to the care home. "I did not trust my mother with other people. When my mother was at the care home, I felt guilty all the time, so I visited her very often," Suk-mei said.

She recalled the stress every time she applied for leave to take care of her mother. "Some bosses question why you still need to take care of your parent when you have a foreign domestic worker at home. They do not understand that the family responsibility involves not just attending to your family member's basic daily needs. It's a matter of love, care and concern for everything related to that person. Like every time my mother goes for a follow-up medical appointment, I want to know how she progresses."

In 2013, Suk-mei decided for early retirement because she had to take care of various elderly family members, and she was herself getting old. When she was still working, she had to rush to the care home to see her mother and could not afford any quality time with her. Now she can spend more time with her mother and her moods have lifted up.

Suk-mei's experience reflects a commonplace problem in Hong Kong: companies are generally not extending enough understanding to employees who have to take care of their elderly family members. Although the Government has been promoting family-friendly employment practices, a 2015 survey by the Hong Kong Institute of Human Resource Management found that only 18.7% of the polled companies provided family leave for their staff.

In contrast, under the Employment Rights Act 1996, employees in the UK are entitled to negotiate with their employers to engage in flexible working arrangements in order to take care of a dependent. Flexible working arrangements may include flexible working hours and work-from-home setting. Employees also have the right to request unpaid time off when dealing with emergencies involving their aged parents. While employers may still reject the employees' requests on reasonable grounds, employees' rights to raise such demands are at least protected by law.

梁淑媚女士分享照顧年長家人的壓力。
Ms Leung Suk-mei shares the pressure of taking care of elderly family members.



打工仔要放假 護老者亦然 Breathing space for carers



明愛安老服務總主任余美玉女士（左）及明愛安老服務社會工作助理白玉珍女士（右）就改善照顧者的支援作出建議。

Ms Doris YU Mei-yuk, Service Head, Services for the Elderly at Caritas Hong Kong (left) and Ms Mabel PAK Yuk-chun, Social Work Assistant, Services for the Elderly at Caritas Hong Kong (right) offer their suggestions on enhancing support for carers of the elderly.

事實上，照顧長者的壓力，絕對不比辦公室工作小。打工仔需要放假休息，護老者亦需要喘息空間。去年本港發生多宗涉及照顧者的倫常慘案，引發社會關注照顧者的壓力。香港社區組織協會於2017年進行的一項調查顯示，超過八成的受訪護老者處於抑鬱邊緣，反映護老者面對著沉重的壓力。

The pressure of being a carer is no less than that of being a full-time worker. A survey conducted by the Society for Community Organization in 2017 found that over 80% of carers of elderly people showed signs of depression. These findings, unfortunately, are supported by the several tragedies that took place last year in which carers snapped and killed their loved ones.

明愛安老服務總主任余美玉女士指，本港的安老服務單位以服務長者為主，護老者未必懂得求助，而有些護老者則視照顧年長父母為己任，對於要尋求協助，感到難以啟齒。余表示：「有些護老者不肯放手、覺得自己的照顧是最好的，這種心態令他們的壓力加重。其實照顧長者需要專業技巧，所以我會跟護老者說，雖然護老機構的服務未必及他們的親身照顧貼心，但機構有專業知識，游說護老者讓機構一起幫忙照顧長者。」

香港社區組織協會社區組織幹事阮淑茵女士指，有些護老者要全天候照顧長者，壓力很大，極需要喘息的空間。阮淑茵建議增加現時的長者暫托服務名額，並更新網上資料庫，方便護老者查詢有關服務。阮淑茵亦建議政府可參考現時的兒童社區保姆計劃，設立長者社區保姆，善用現有的社區資源，提供彈性服務，讓護老者可以暫時離開照顧壓力。

Ms Doris YU Mei-yuk, Service Head, Services for the Elderly at Caritas Hong Kong, said that the needs of carers are often neglected, given that most agencies tend to focus on the provision of elderly care services. There are also children who put all the care responsibilities upon their own shoulders and feel ashamed to seek help.

“Some carers believe that they are the most suitable people to take care of their elderly family members. As a result, they don't ask for help even when they are about to snap. I usually try to persuade them to let professional care providers share the responsibility by making them aware of the professional skills involved,” Yu said.

Ms YUEN Shuk-yan, Community Organizer at the Society for Community Organization, said that some carers are in great need of breathing space after having taken up care-giving responsibility for a long time.

She suggested that the Government increase residential respite service for elders and update the online database so that carers can enquire about the service more easily. Her other suggestion is to hire community carers for the elderly based on the model of the Neighbourhood Support Child Care Project. By offering flexible care services, such a scheme will release some of the burden on the carers while making better use of existing community resources.

在芬蘭，聯邦政府很重視照顧者的福祉，更立法保障他們享有工作與生活平衡的權利。根據2005年通過的《非正式照顧者支援法》(Support for Informal Carers Act)，與市政府簽訂了照顧協議的照顧者，除可獲現金津貼外，亦可享有每月最少3天的暫託服務支援，而除了法定假期外，照顧者每天亦有休息時間參與日間、復康或培訓活動，紓緩他們長期照顧家人的壓力。

In Finland, the Support for Informal Carers Act 2005 provides that informal carers who have signed a care agreement with the municipal government are entitled to subsidies and a minimum of three days of respite care per month. On top of statutory holidays, caregivers get to take a break every day outside home to participate in day activities, rehabilitation or training.

外傭 = 照顧長者的最佳助手？ Are foreign domestic workers the answer?

立法會秘書處在2017年7月公布的一份研究報告指出，2016年，香港有長者成員的住戶中，有9%聘用外傭。安老事務委員會主席林正財醫生早前亦透露，政府與委員會正研究資助獨居長者聘請外傭。隨著人口不斷老化，相信未來會有更多外傭加入照顧長者的行列，分擔護老工作。

照顧長者需要一定的知識及經驗，尤其是照顧體弱患病的長者。外傭未必接受過正規護老訓練，加上語言和文化上的隔閡，或會影響護老服務的質素。明愛安老服務社會工作助理白玉珍女士指，若外傭接受相關培訓，學習護老技巧和如何跟長者溝通，一樣可以為長者提供適當的照料。白玉珍分享道，曾經有一位外傭要照顧患有認知障礙的長者，起初兩人相處不來，外傭更哭說要辭職。僱主鼓勵外傭留下來繼續嘗試，又為她安排培訓課程，讓外傭學習照顧技巧及明白患有認知障礙長者的行為情緒，結果外傭與長者的關係大為改善。白玉珍補充：「僱主的諒解與支持，對外傭適應照顧長者亦很重要。」

According to a study report published by the Legislative Council Secretariat in July 2017, 9% of the households in Hong Kong with elderly members had a foreign domestic worker (FDW) in 2016. Chairman of the Elderly Commission Dr LAM Ching-choi said that the Commission and the Government had been studying the possibility of subsidising elderly people living alone to hire FDWs as their caregivers. In fact, it is very likely that more and more FDWs will become carers of elderly people.

Carers of the elderly, especially of seniors with serious health problems, need certain knowledge and experience. Without proper training, coupled with language and cultural barriers, FDWs may not be able to provide the best care services. Ms Mabel PAK Yuk-chun, Social Work Assistant, Services for the Elderly at Caritas Hong Kong, said that FDWs can indeed be good carers as long as they receive training and pick up skills to communicate with the elderly. She shared a case in which an FDW was tasked with taking care of an elder with dementia. The FDW, who could not get along with the elder, broke into tears and submitted her resignation. Her employer persuaded her to stay and arranged for her to attend training so that she could better understand the behaviour and emotions of patients of dementia and learn how to take care of them. In the end, the relationship between this FDW and the elder improved significantly. Pak added: "Understanding and support from employers are also very important for FDWs who are caring for elderly people."



個案經理制度可確保更佳跟進服務

在日本，有長期護理需要的長者，可向政府提出申請，然後會被評估為「自主」、「需支援」或「需照顧」其中一個級別。申請人如屬「需照顧」級別，政府會安排一位個案經理(Care Manager)跟進，為有關長者訂定照顧服務計劃，並定期探訪長者，了解他們的需要及作出持續評估，確保長者得到適當的支援。設立個案經理制度，長遠亦有利護老業人力資源的發展。個案經理有一定的入職門檻，例如要求應徵者具備長者護理的工作經驗，並要參加研修和通過資格認定考試。個案經理是日本護老行業的一個專業階梯，香港可以借鏡，改善護老業的晉升前景，吸引更多年輕人加入護老行業。

Case managers can ensure better follow-up services

In Japan, elderly people who require long-term care can apply to the Government to undergo an assessment to determine whether they are "self-reliant," "need support" or "require care services." Those in the last category will be assigned a case manager, who will devise a care plan and visit the elder regularly to carry out sustainable assessment. Case managers are usually required to have experience in elderly care services and relevant qualifications. Such a system not only provides more comprehensive care services for the elderly, but also helps with the development of the elderly care industry and attract more young people to join this industry.

非洲有一句著名諺語：撫養一個孩子，需要整條村的力量 (It takes a village to raise a child)，意思是除了家庭之外，社會亦有責任栽培孩子。同樣，照顧長者亦是整個社會的責任。政府的安老政策，不只關乎安老服務，更關連到人力資源培訓、勞工福利、交通服務及其他方面的配套。當大部分長者都希望留在家中安享晚年，政府的安老政策及社會對照顧者的支援，就成為能否達成長者「居家安老」願望的關鍵。

An African idiom says, "It takes a village to raise a child". A community's support is important for the nurturing of the future generation. Similarly, the entire community shares the responsibility to care for the elderly. Comprehensive elderly policy encompass more than just care services but also human resource training, labour and welfare, transport services and other aspects. The Government's policy and the community's support for elderly carers will become crucial in fulfilling the wish of most elderly people to age in place and age in grace.

歡迎 「高仔與朋友們」 加入平機會大家庭

Tally and his friends join the EOC family

「高仔與朋友們」正式成為平機會大家庭的一分子！
Tally and his friends are officially part of the EOC family!

由平機會與香港理工大學設計學院(理大設計)共同創作的兒童故事書系列《高仔與朋友們》已於2017年10月24日正式推出。平機會主席陳章明教授、理工設計學院院長方啟思教授，以及平機會社會參與及宣傳專責小組召集人羅乃萱女士在記者會上主持了新書發布儀式；出席活動的嘉賓還包括非政府機構的代表和《高仔與朋友們》的設計團隊，而後者更在記者會上與眾嘉賓分享是次設計背後的理念。

Jointly developed by the EOC and the School of Design of The Hong Kong Polytechnic University (PolyU Design), the illustrated children book series *Tally & friends* was officially launched on 24 October 2017. The launch ceremony was performed by EOC Chairperson Professor Alfred CHAN Cheung-ming, Dean of PolyU Design Professor Cess DE BONT, and Convenor of the EOC's Community Participation and Publicity Committee Ms Shirley LOO. Also attending the event were representatives of NGOs and the lead illustrators of *Tally & friends*, who shared their design concept with the guests.



會上嘉賓亦欣賞了中華傳道會劉永生中學學生的精彩演出，該中學是平機會支持的「賽馬會平等共融戲劇計劃」下其中一間參與學校，當日學生們把《高仔與朋友們》的故事內容改編成短劇，演出活潑生動。

在公布故事書的同時，平機會亦特別推出為《高仔與朋友們》而設的專屬網頁，當中提供電子版故事書、未來活動的最新資訊和可免費下載的電腦桌布。與此同時，平機會已向全港幼稚園和小學、提供兒童服務的非政府機構和教育機構寄送故事書印刷本，務求讓更多兒童讀者及他們的家長和教師們，可接觸到這套故事書系列。

Meanwhile, participants had a lot of fun watching a performance put together by students of CNEC Lau Wing Sang Secondary School, a participating school of the Jockey Club Equal Opportunities Drama Project, of which the EOC is the supporting organisation. They brought *Tally & friends* alive by turning part of the story into a short drama.

Parallel to the release of the storybooks, the EOC launched the dedicated *Tally & friends* mini-site, which features the e-books, updates on future activities, and free computer desktop wallpapers. The EOC also mailed printed copies of the books to kindergartens and primary schools across Hong Kong, NGOs offering child services, and educational organisations, so that the books can reach as many target readers, namely young children and their parents and teachers, as possible.

《高仔與朋友們》
Tally and friends
專屬網頁
mini-site



截止日期
Deadline for
submissions
31/3/2018



平等機會委員會
EQUAL OPPORTUNITIES COMMISSION



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Employment Equality Project

題材 Theme

推動傷健共融的建議；分享與殘疾人士相處或工作的經歷；或遇過的殘疾歧視事件

Your suggestions on how to promote inclusion of people with disabilities, your experience in living or working with people with disabilities, or disability discrimination incidents you have encountered

參加細則 Entry details

- 文章字數上限 800 字（中文或英文，包括標點符號）
The article should be within 800 words including punctuation marks in either Chinese or English.
- 可提交配合文章內容的相片一張
Submission of a photo related to the content of the article is optional.

參賽組別 Divisions

青少年組 – 18 歲或以下人士
公開組 – 19 歲或以上人士

Youth Division – 18 years or under
Open Division – 19 years or above

參加辦法 How to enter

將作品及填妥的參加表格電郵至 writingcompetition@eoc.org.hk 或郵寄至平機會辦事處（香港黃竹坑香葉道 41 號 16 樓）。

Submit your article and the completed entry form by email to writingcompetition@eoc.org.hk or by post to the **EOC office** (16/F, 41 Heung Yip Road, Wong Chuk Hang, Hong Kong).

獎項 Prizes

優勝獎：每組三名，各得購物禮券港幣 1,000 元及獎狀

優異獎：每組五名，各得購物禮券港幣 300 元及獎狀

Winner (3 for each division): HK\$1,000 in gift coupons & a certificate of merit

Merit prize (5 for each division): HK\$300 in gift coupons & a certificate of merit



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支持機構 Supporting organisations:

