

# 機構事務

## Corporate Affairs

# 推廣及公共關係

## Promotion and Public Relations

本會以「一個機會·一個未來」為宣傳主題，為廣泛推廣此訊息，本會曾於年內舉辦「小臭的故事」網上接納行動，亦透過不同報章媒體，呈現更生人士、在囚人士家屬及精神病康復者的經歷和更生故事，加強公眾人士對他們的認識，消除誤解。此外，本會邀請了經濟日報專欄插畫家廖仕強先生，以七位年青更生人士的故事繪出七隻活靈活現的貓，製作及推出「貓甦」筆記繪本，作為生命教育教材，向公眾宣揚更生人士勇於承認過錯及積極人生的態度。

本會亦非常重視與不同機構的合作和溝通，故此透過定期出版刊物「善訊」及「籌款活動通訊」，向業界、合作伙伴、捐助者及社區人士介紹與本會服務對象相關的議題、各項服務的理念和果效等等。亦藉不同活動，如「商界展關懷」伙伴聯繫日、第46屆工展會、街頭月捐活動等等，以面對面方式直接與公眾人士溝通，介紹本會服務。

In accordance with the promotion theme of "A Chance with A Hope", we organised a website campaign last year. We also illustrated the stories of ex-offenders, their family members and ex-mentally ill persons through press and media in order to promote anti-discrimination message and public understanding towards them. Moreover, Mr. Sky Liu, the column illustrator of Hong Kong Economic Times, designed seven vivid cats based on the true stories of seven young ex-offenders. The "Reviving Cats", the published note book, was used as an educational tool at school programmes to promote the courage and enthusiastic life attitudes of ex-offenders.

Moreover, we treasured the collaboration and communication with working partners and community groups. Newsletters such as Society's bulletin and "Fund & Fund" were published periodically to facilitate communication with welfare agencies, working partners, donors and general public on the rationale and effectiveness of our service as well as arousing public concern on issues relating to service users. Face-to-face contact and interaction in the Caring Company Partnership Day, the 46<sup>th</sup> Hong Kong Brands and Products Expo and face-to-face monthly donor recruitment activities, were important means to enhance public understanding towards our work.



網上「Click」—「Click」代表對更生人士的接納與支持。  
A simple click represents accepting and supporting ex-offenders.



香港善導會和懲教署於第46屆工展會設置攤位推廣服務。  
We set up a promotional booth in the 46<sup>th</sup> Hong Kong Brands and Products Expo together with Correctional Services Department.



於灣仔會展舉辦的「商界展關懷」中，宣揚給更生人士一個就業機會的訊息。  
We promote the message of employing ex-offenders in Caring Company Partnership Day.

# 經費籌募與資源拓展 Fund Raising and Resources Development

除了積極申請慈善基金延續各項具服務成效的更生康復及預防犯罪服務外，本會首次推出「一點幫助·重燃希望」月捐計劃，為個別項目提供更穩定的資金來源。過去一年曾資助的項目包括「溫馨之寶」及「生命之旅」，前者為剛出獄人士提供物質援助，後者是透過津助更生人士到內地參與扶貧，讓他們可以體驗生活及自我反省的更生康復活動。去年，本會亦成為街頭月捐聯席成員，與業界致力提倡香港街頭招募每月捐款者活動的問責性。

Apart from applying community funding to extend effective services on offender rehabilitation and crime prevention, we launched the "Give Help • Instill Hope" Regular Donor Recruitment Project for the first time to acquire more stable source of funding for material assistance to newly discharged prisoners and experiential rehabilitation programme in Mainland China. Last year, we joined the Face-to-Face Monthly Giving Alliance which is a charity-led self-regulatory membership body to promote accountable face-to-face (F2F) monthly donors' recruitment in Hong Kong.



職員在街上向途人講解月捐計劃。  
Our staff introduces our service and monthly donation plan to a passer-by.



包糰師傅在「糰有你鼓勵」活動上，教授湯寶臣法官（左）及馮美基（May 姐）（右）包糰。  
Our young chef teaches The Hon. Mr. Justice Tong and Ms. May Fung to wrap rice dumpling.

此外，本會聯同香港女律師會於二零一二年五月舉辦法國五月「融愛」藝術展覽，得到兩位塗鴉大師 KONGO 及 CEET 的支持，將出售畫作的部份收益撥捐支持發展更生人士的藝術潛能，籌得善款約港幣 \$300,000。如往年一樣，本會於端午節期間舉辦「糰有未來」慈善義賣活動，一方面為發展更生人士就業服務籌款，另一方面，透過售賣他們親手製作的糰子宣傳給予更生人士就業機會的訊息。二零一二年六月三十日舉辦的全港賣旗日則受到颱風杜蘇芮襲港的影響，當日收益未如理想，最終只籌得港幣 \$287,935，所籌得的款項將用作維持非政府資助的預防犯罪服務。

Moreover, we jointly organised "FRENCH MAY – One Love" Art Exhibition in May 2012 with Hong Kong Federation of Women Lawyers. With the support of two famous French graffiti artists, Cyril Kongo Phan and Ceet Fouad, HK\$300,000 was raised and dedicated to the Society to develop the art talent of ex-offenders. In addition, another fundraising event, Rice Dumpling Charity Sale, was not only helped raise fund for employment services but also promoting the message of giving opportunity to ex-offenders. On 30 June 2012, we organized the territory-wide flag day to raise fund for non-subsided crime prevention projects. Under the bad weather brought by typhoon DOKSURI, the amount of fund raised was not satisfactory. Only HK\$287,935 was raised in the event.

本年度，本會配合「一個機會·一個未來」的宣傳主題，推出一系列的宣傳品作義賣，包括「機會」文具套裝及布袋、塗鴉保溫袋及「貓甞」筆記繪本，增加推動助更生行動的經費。

In 2011/2012, we also raised fund by doing charity sale on products with special designs under the theme 'A Chance with A Hope'. They included stationery sets, sack, graffiti bags and note books (Reviving Cats). The fund raised was used to support the public campaign of promoting acceptance towards ex-offenders.



本會副主席楊振權法官（前左二）與法國知名塗鴉畫家 CEET（前左三）及 KONGO（前右三）為酒會開幕。  
Our Vice-Chairman, The Hon. Mr. Justice YEUNG, JA (front row, 2<sup>nd</sup> from the left) officiated the cocktail opening of "FRENCH MAY – One Love" Art Exhibition of two renowned French graffiti artists, Ceet (front row, 3<sup>rd</sup> from the left) and Kongo (front row, 3<sup>rd</sup> from the right).

過去一年，本會善用資訊科技以加強會內同工間的工作聯繫和對外的公眾關係。

### 網頁設計

本會於本年度為不同的服務單位建立及更新了 639 頁網頁，使本會能迅速發放服務的消息，將最新的動態傳遞給公眾人士。

### 知識分享平台

供本會同工使用的知識分享平台（第一階段）於二零一零年正式啟用。本年度，本會上載了 105 份本會通告、236 份文件、92 個行事曆活動、238 份服務報表、65 個討論區主題和 3,847 個相關閱讀及留言到分享平台，共有 6,032 人次登入。分享平台使同工能更快、更準確地掌握本會資訊，亦增強本會不同部門間的聯繫。此外，本會亦將為知識分享平台加入更多功能，以配合本會知識管理的發展，而新的使用介面預計於二零一二年中啟用。本會亦於新入職同工財政及行政程序簡介會講解及介紹分享平台的概念及功能予新入職的同工認識。



家庭支援服務個案管理系統使用介面  
Case Management System user interface of Family Support Service

In 2011/2012, we fully utilize information technology to enhance the communication among staff and with the public.

### Website Design

We have created and updated 639 web pages for different service units in 2010/2011, to allow a faster and more immediate release of news and information to the public.

### SRACPortal

SRACPortal (1<sup>st</sup> phase), launched in 2010, was designed for staff use. In 2011/2012, there were 105 memoranda, 236 documents, 92 event records, 238 service reports, 65 forum topics and 3,847 relevant views and comments uploaded to the system, with 6,032 login times. The system enhanced the efficiency of internal information sharing among service units. More functions will be added to SRACPortal so as to further cultivate the atmosphere of knowledge sharing within the Society. A new interface is expected to be launched in the summer of 2012. The SRACPortal is introduced at Human Resource and Finance Briefing to new staff to familiarize them with the different features of the tool.



知識分享平台使用介面  
SRACPortal user interface

### 系統開發

本年度，本會為家庭支援服務開發一套個案管理系統，該系統能夠處理個案的查詢、審批、管理和紀錄，用以加強個案管理。此系統預計於二零一二年正式啟用。

另外，本會亦使用以下電腦系統服務以支援各單位：

系統 System	使用系統的服務單位 Units using the system
人事管理系統 Human Resources Management System	全會 All units
財務管理系統 Finance Management System	總辦事處 Head Office
電郵及過濾濫發郵件系統 Email and Spam Controller System	全會 All units
知識分享平台 SRACPortal	全會 All units
CPMS 個案管理系統 Case Performance Management System	社會服務中心、法院社工服務 Social Service Centers, Court Social Work Service
LS/CMI 服務水平 / 個案管理量表 Level of Service/ Case Management Inventory	社會服務中心 Social Service Centers
問卷調查系統 Online Survey System	社區教育服務 Community Education Service
賣旗管理系統 Flag Day Management System	賣旗工作小組、旗站 Flag Day Working Group, Flag Station

### 技術支援

本會資訊技術組為全會 273 台電腦、40 台手提電腦、7 台伺服器及其周邊配件、網絡及相關資訊技術服務提供電話、遙遠控制、到場等支援服務、防毒保護及意見分析，並進行資訊技術設備審計，及購買了 30 台電腦予新設職位及取代殘舊損毀的電腦，以維持完善的資訊技術設備。本小組亦就剛過去的「2011 國際研討會：預防犯罪及更生康復 - 前瞻與挑戰」，購置了專業器材，為研討會進行攝錄並製作成特輯，存放於研討會的網站作分享和紀錄。另外，本會亦會定期更新資訊科技使用守則，並讓同工作為參考，務求為同工提供最安全穩定的工作環境。

### System Development

In 2011/2012, we developed a Case Management System for Family Support Service, to process case enquiries and approvals, and for management and data recording purposes, to be launched in 2012.

Below is a list of computer systems currently in use by our service units:

### Technical Support

Last year, our Information Technology Unit provided technical support for 273 desktop computers, 40 laptop computers, 7 servers and the peripheral hardware and software, network system and other I.T. related problems through telephone hotline, remote control, onsite support and antivirus protection service. I.T. audit was conducted and 30 computers were purchased to replace the old ones and to provide for staff of newly opened posts. We have also acquired shooting equipment for produce a video recording for the "2011 International Conference: Crime Prevention and Offender Rehabilitation" in May 2011, which was later published in the official website of the event. I.T. Policy was implemented and reviewed periodically to promote safe use of I.T. equipment.

## 研究調查 Research Study

### 過去一年的研究發展

為了持續提昇服務質素，本會定期於不同的服務單位進行「服務使用者需要研究」或「服務使用者滿意程度調查」。過去一年，本會以問卷調查方式，於「在囚人士服務」、「社會服務中心服務」、「職業發展服務」及「法院社工服務」四個服務範疇，搜集不同服務使用者的需要和他們對服務的滿意程度及意見。整體而言，服務使用者對本會的各项服務均感到滿意，而從調查收集得來的意見更有助提昇本會的服務質素。

此外，本會於本年度完成「更生人士的賭博情況」研究，並於澳門理工學院分享研究結果。研究顯示更生人士的賭博問題嚴重。根據《精神失調診斷及統計手冊》的定義，27.0%的受訪更生人士被定義為病態賭徒。當中60.0%的病態賭徒表示他們曾因賭博做出違法行為。結合前線社工的工作經驗，本會認為有必要留意更生人士的賭博模式及情況，為成為病態賭徒的更生人士提供賭博治療，以幫助他們打破賭博、債務和犯罪的循環。

過去一年，為了配合實證為本的服務手法，本會已經在不同的服務單位增加研究調查和服務成效評估工作的數目。有鑑於此，本會於二零一一年九月舉辦了「如何運用 Excel 作簡易數據分析」研究培訓。此工作坊以電腦示範及實習形式進行，藉以加強同工在研究調查中的分析技巧。是次培訓有20名同工參加。

為了使研究更為客觀，本會於二零一二年一月舉辦了「訪問技巧」培訓工作坊，以培訓義工成為訪問員。透過工作坊及實習培訓，藉以加強義工在收集資料時的訪問技巧。

### Research Projects in the Past Year

To enhance our service, "Service Users' Need Survey" and "Service Users' Satisfaction Survey" were conducted in different service units on a regular basis. Last year, we have conducted the surveys in the form of questionnaire, collecting service users' feedback on four areas: "Services for Prisoners", "Social Service Centre Service", "Employment Development Service" and "Court Social Work Service". Overall, service users reported satisfaction, and their opinions are valuable in helping us further improve the quality of our service.

We also conducted a research study on gambling pattern of ex-offenders and shared the findings with Macao Polytechnic Institute. The research findings showed that, on the basis of their DSM-IV-TR (Diagnostic and Statistical Manual of Mental Disorders Fourth Edition) scores, 27.0% were lifetime pathological gambler. 60.0% pathological gamblers reported that their criminal behavior was a result of their pathological gambling. In line with the practice wisdom of frontline social workers, we believed that it is important to pay attention to the gambling pattern of ex-offenders and to offer pathological gambling treatment services to pathological ex-offender gamblers, to help them break the cycle of gambling, debt and crime.

In order to execute evidence-based practices in daily operation, we have conducted a number of research studies and programme evaluation in different service units. In September of 2011, 20 staff members attended a training workshop on "How to use Excel for Statistical Data Analysis", through computer demonstration and hands-on practice, they learnt to use Excel to perform basic data analysis.

To ensure the objectivity of our research, volunteers were recruited as interviewers and given training on the technique of interviewing ex-offenders for data collection.

### 進行中的研究

本會正進行更生人士的就業情況研究，為同工及社會大眾提供研究數據，以協助更生人士解決就業問題，使他們順利融入社會。

此外，本會亦展開了一項精神健康服務的研究以探求精神病康復者的真正需要，希望就研究的分析，能提供更適切的服務。

### 未來方向

未來一年，本會會就現正在各社會服務中心全面採用的「服務水平 / 個案管理量表」進行驗證研究，以驗證此量表的成效。

家庭支援服務方面，本會將於來年展開兩項關於在囚人士父母與在囚人士子女的心理康復狀況的研究，以了解他們因家人犯法及服刑所帶來的負面情緒。



義工正接受「訪問技巧」研究培訓。  
Volunteers were attending "interviewing skills training workshop".

### Research Projects in Progress

We are conducting a research study on employment situation of ex-offenders. The goals of this research study are to understand the employment situation of ex-offenders and to help them solve employment problem, so that they can reintegrate into the community.

For Mental Health Service, a study is being conducted to evaluate the service provision of mental health service and to improve the service model to accommodate service needs.

### Future Plans

In the coming year, a validation research project on the "Level of Service/ Case Management Inventory" (LS/CMI) will be conducted to measure its efficacy.

For Family Support Service, two studies will be conducted next year on the wellbeing of prisoners' children and prisoners' parents, with the objective to understand the emergence of negative emotions in prisoners' children and prisoners' parents due to illegal behaviors and imprisonment of their family members.



本會於澳門理工學院分享更生人士賭博情況研究。  
We shared our findings on gambling pattern of ex-offenders in Macao Polytechnic Institute.

## 國內與海外交流 Mainland and Overseas Exchange

### 海外交流活動

為了加強與業界的專業交流，本會在過去一年舉辦了「新加坡服務交流團」及「澳門賭博問題探索之旅」，讓前線同工與鄰近地區的相關政府部門及服務機構人員交流工作經驗，藉此啟發新思維及擴闊視野，交流活動為機構的服務發展亦帶來不少好處。於二月舉辦的「新加坡服務交流團」參觀了新加坡的房屋發展局 (Housing and Development Board)、新加坡社會發展、青年及體育部 (Ministry of Community Development of Youth and Sports of Singapore)、更生人士職業復康服務 (Singapore Corporation of Rehabilitative Enterprises)、監獄設施、更生人士宿舍及濫藥輔導服務機構等等。「澳門賭博問題探索之旅」則參觀了逸安社 - 病態賭徒輔導中心及與澳門理工學院博彩教學暨研究中心進行交流活動，參與同工均感獲益良多。此外，本會亦安排同工參與國內及海外的探訪活動，如二零一二年四月舉行的「生命教育連南山區學校服務」、同年九月的網上青少年工作 (Training and Exchange of Working Experience on Cyber Youth Work) 等等。

### 接待國內及海外到訪機構

作為香港主要服務更生人士及推動預防犯罪教育的非政府機構，本會在二零一一年度曾接待多個國家的來賓，向他們介紹本會的服務及設施，交流服務經驗。接待的國內及海外單位包括深圳市司法局、深圳市監獄勞教管理辦公室、深圳監獄領導幹部、廣東省民政局、廣東省社會工作協會、廣州市前線社工、中國大陸禁毒辦、中國婦聯、新加坡社會發展、青年及體育部 (Ministry of Community Development, Youth and Sports of Singapore)、加拿大公共安全部 (Public Safety Canada) 及加州州立大學 (California State University) 等等。

### Overseas Exchange

Last year, we organised two professional exchange programmes for frontline staff to Singapore and Macau. Through participating in the study tours, staff learnt practical skills and exchanged work experience with government officials and practitioners in neighbouring regions. Staff also gained new ideas from the trip and the Society was also benefited in the aspect of strategic planning in the future. In the Singapore study tour, staff visited the Housing and Development Board, Ministry of Community Development of Youth and Sports of Singapore, Singapore Corporation of Rehabilitative Enterprises, prison service and halfway houses for ex-offenders. In the Macau Study Tour on Problem Gambling, staff exchanged work experience and research finding with Yat On Centre - Problem Gambling Counseling Centre and Gaming Teaching and Research Centre. In addition, we also sponsored staff to attend training and pay visits to Mainland China and overseas countries, such as "Lin Nam Life Education Programme" and "Training and Exchange of Working Experience on Cyber Youth Work" in April and September 2011 respectively.

### Receiving Visitors from Mainland and Overseas Countries

Being the major non-governmental organisation in providing offender rehabilitation and crime prevention service in Hong Kong, we received visitors from Mainland and other countries to introduce our service and facilities. They were officials, scholars, service providers and students from Shenzhen, Guangdong province, Guangzhou, Singapore, Canada and United States.



本會安排同工到澳門理工學院博彩教學暨研究中心作交流。We sent our staff to Macau Gaming Teaching and Research Centre to have professional exchange.

## Staff Training and Professional Development 職員訓練及專業發展

本會重視員工的培訓和發展，以推動服務更趨專業化。過去一年，本會的職員訓練及發展委員會籌辦多項切合服務發展的訓練，並資助不同職級同工參與外間培訓活動，以加強同工的前線工作知識，課程包括新員工、管理級同工的督導工作坊、探訪壁屋監獄及壁屋懲教所、「如何結合日常工作及宣傳推廣」工作坊、Adobe Illustrator CS4 應用訓練課程、Corel Ulead Video Studio ProX4 應用訓練課程及演說技巧工作坊等等；並透過服務單位資助計劃，鼓勵服務單位就其服務發展的需要自行設計及舉辦內部培訓活動。本年度共有 609 人次在本會的津貼及資助下參加了培訓活動。

同時，本會亦積極推動導師培訓計劃及舉辦同工研習小組，以達人才發展的目的。導師培訓計劃資助三位同工分別參與了「風險及需要評估導師」的專業考核、「復原模式」的精神健康介入手法培訓，以及認可和解員培訓和認證考核，同工完成相關培訓及專業考核後，將協助帶動服務單位將相關理論實踐於日常工作，並教授其他同工相關課題的工作技巧。此外，本會亦籌辦了臨床督導員小組、賭博輔導研習小組及濫藥輔導的臨床支援小組等等，讓同工在相關課題上一同學習及彼此支援。

此外，本會亦繼續參與「廣州市社工督導計劃」，派出資深社工為國內的社工提供培訓及督導，以提升他們的專業實務工作能力，計劃亦有助本會社工的專業發展。本會與大學及大專院校保持緊密聯繫，並提供實習機會予社會工作及輔導課程的學生，以支援本地社會工作教育發展。在二零一一至一二年度，共安排了 27 名來自香港大學、香港中文大學、香港城市大學、香港理工大學、香港浸會大學、香港樹仁大學及香港教育學院的學生於不同的服務單位進行實習。

We value the development of our staff and believe that it is essential in driving our service to be more professional. In 2011/2012, Staff Training and Development Committee organised in-house tailor-made training and subsidised staff of different ranks to external training programmes so as to enhance staffs' ability in daily work practice. For instance, induction training for new staffs, coaching skills for managerial staff, visit to Pik Uk Correctional Institution and Pik Uk Prison, "How to Incorporate Public Relations in Daily Work" workshop, Adobe Illustrator CS4 training, Corel Ulead Video Studio ProX4 training and presentation skills training, etc. Moreover, we also encouraged service units to design training activities for their teams under the Service Unit Subsidy Training Scheme. The total number of beneficiaries is 609.

Meanwhile, we also actively developed staffs' potential through Train-the-trainer Scheme and staff study groups. Train-the-trainer Scheme supported three staff to attend professional training and accreditation examinations in LS/CMI Master Trainer, Recovery Model and Mediation respectively. The trainers were expected to lead staff implement respective intervention approaches and skills in daily practice. Besides, the Clinical Supervision Group, Study Group on Problem Gambling and Clinical Support Group on Substance Abuse were organised to facilitate mutual learning and support among staff.

We continued to participate in the supervisor project in Guangzhou. The involvement not only enhanced the professional practice of Mainland social workers but also widened the exposure of our participating workers. Furthermore, we maintained close contact with Colleges and Universities and provided placement opportunities for students studying social work and counseling courses. With the objective to support the development of social work education, we have arranged 27 students coming from the University of Hong Kong, The Chinese University of Hong Kong, the Hong Kong Polytechnic University, the Hong Kong Baptist University, the Hong Kong Shue Yan University and the Hong Kong Institute of Education to enroll in fieldwork placement at our service units this year.

## 職員活動 Activities for Staff

於二零一一至二零一二年度，職員福利會舉辦多項活動，促進員工之間的溝通，包括：西貢遊船河、中山小欖順德兩日一夜美食團、聖誕聚餐等；同時，亦為同工安排「魔法學堂」魔術班及情人節「紅粉佳人」蛋糕班，其中參與魔術班之同工更於聖誕聚餐中表演助慶。此外，職員福利會更積極參與由懲教署體育會舉辦之「赤柱秋季賽物會」，以及全力支持由職員組成之足球隊及籃球隊出賽社工盃。



2012年2月12日舉辦情人節「紅粉佳人」蛋糕班，合共20多位職員及家屬參加。  
"Valentine Cake Making Class" was held on 12 February 2012, more than 20 staff members and their families participated.

In 2011/2012, a number of diversified activities were organised by the Staff and Welfare Association to enhance communication among colleagues, including boat trip to Sai Kung, tour to the mainland China and Christmas lunch gathering. A couple of workshops such as magic class and baking class were also arranged. Some of the participants in the magic class later performed at our Christmas buffet lunch. We also gave unfailing support to the Stanley Autumn Fair organised by the Sports Association of the Correctional Services Department, as well as our football and basketball teams to play in the respective Social Work Cup.



2012年2月25日及26日，職員及家屬參予職員福利會主辦的「中山小欖順德兩日一夜美食團」。  
Staff and their families joined the Mainland Tour organised by Staff & Welfare Association on 25 - 26 February 2012.



## 鳴謝 Acknowledgements

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We are most grateful to all the individuals, volunteers, organisations and companies for their kind donations\* and assistance. Owing to limited space, we regret for being unable to print all their names.

### 政府部門、法定機構及撥款機構 Government Departments, Organisations and Funding Bodies

政府統計處  
Census and Statistics Department  
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