

## 機構事務 Corporate Affairs



「善導會繼續以『憑信念、創機會、傳希望』，讓不同的服務使用者在生命中，得到一個轉化機會，融入並貢獻社區，締造包容而安全的社會。」

'SRACP will continue to empower our service users with "Faith, Opportunity and Hope". Ultimately, through the opportunities provided to them, our service users can successfully integrate back into the community and lead to the development of an inclusive and safe society.'

# 機構傳訊 Corporate Communications



## 服務概覽 Service Overview

機構傳訊部的職責是通過策略性核心活動，加強對內、外的合作和溝通，宣傳機構的核心價值、使命、願景和成就。當中包括聯絡傳媒、製作刊物、舉辦籌款活動、與持份者溝通、機構形象管理、處理申訴等工作，以提升公眾對本會的認識及支持。

The Corporate Communications Division (CCD) is responsible for enhancing internal and external communications, as well as highlighting the agency vision, mission, values and achievements through strategic core activities. These include media liaison, production of corporate collaterals, fundraising events organisation, stakeholder's communication, agency branding management, and complaints handling etc., to obtain public recognition and support.

## 年度重點 Highlights of the Year

### 推動機構革新 以提升專業形象

### Undergo a Rebranding Initiative to Enhance Professional Image of SRACP

本會繼續連繫不同的傳媒，及善用社交平台，宣傳機構多元優質及創新服務，加強公眾對本會的了解。年內約有60則關於本會服務的報道，以及於社交平台發佈超過300篇帖子，接觸不同層面年及年齡的市民。本會亦作出革新嘗試，與香港電台節目《萬千寵愛》聯合製作共26集錄音訪問，並在節目內播放，目的是向市民分享更生人士及其家庭的勵志故事，亦有支持更生人士復元的好人好事，以推廣預防犯罪，策勵更生的訊息。

To further disseminate the diverse and innovative services, SRACP continued to connect with media outlets and make good use of social media. During the year, 60 news articles were conducted for the Society's services, and over 300 social media posting were recorded, reaching out to people of different ages and levels. Also, SRACP made an innovative move in collaboration with Radio Television Hong Kong (RTHK) to produce 26 episodes of a radio programme series. It aimed at sharing the messages of crime prevention and our diversified services through the story of rehabilitated persons.

本會接受不同媒體訪問，在疫情下推出創新服務，支援弱勢社群。  
SRACP shared innovative services at the media interview sessions for disadvantaged groups during the pandemic.



適逢二零二二年為香港善導會成立65周年，為迎接機構邁向新里程，機構傳訊部積極協助機構進行「機構革新和提升機構形象」項目，向大眾展示本會多元創新和專業的形象，及籌劃一系列別出心裁的慶祝及慈善活動，與大眾一起迎接周年誌慶。

機構傳訊部每年都會悉心製作優質的機構刊物及宣傳片，讓不同持份者認識本會的工作和服務成效，以及掌握機構的最新動向。本會去年亦重整持份者資料庫，讓他們能定期接收到機構最新資訊，持續支持本會各項服務。



香港善導會2018/19年報於第34屆國際ARC年報大獎中，榮獲「非牟利機構—康復及預防犯罪服務」類別的整體表現銅獎。  
SRACP Annual Report 2018/19 won a Bronze Award (overall presentation) under the category of "Non-Profit organisation (Print Annual Report): Rehabilitation & Crime Prevention Service" at the 34<sup>th</sup> International ARC Awards.



## 連繫社會各界 扶弱抗疫

去年，新冠肺炎疫症為香港社會和經濟的發展帶來不少衝擊。本會十分關注弱勢社群在疫情下的需要，感謝社會福利署、各界善長和友好伙伴慨贈防疫物資，讓本會派發予弱勢社群及服務受眾，大大減輕他們張羅物資的壓力，解決其燃眉之急，本會至今派發30萬個外科口罩予有需要的弱勢社群。（捐贈者名單詳列於P.127鳴謝章節內。）

## Connecting with Different Sectors to Support the Disadvantaged During the Pandemic

Last year, COVID-19 pandemic had dealt a heavy blow to Hong Kong's social and economic development. SRACP is highly aware of the needs of disadvantaged groups. Thanks to the invaluable support from Social Welfare Department, as well as kind-hearted benefactors and partners, SRACP distributed a total of 300,000 surgical masks to the disadvantaged groups and our service users so that they can tide over the pandemic crisis. (Those donors are listed in page 127 of the Acknowledgement section.)

疫情來襲，本會連繫社會上不同界別，提供抗疫物資予弱勢社群。  
With the onslaught of the epidemic, SRACP has been liaising with different community sectors to provide anti-epidemic materials to the underprivileged.



## 靈活創新 拓展籌募新模式 Flexible and Creative Way to Raise Funds

鑑於新冠肺炎疫情反覆不定，年內本會大型籌募活動難以實體方式舉行，遂調整籌募策略，融入線上元素，減低疫情對籌募工作的影響，冀籌集足夠資源以維持非社署恒常資助的服務所需。

The fluctuating changes of COVID-19 during the year posed significant challenges to our fundraising work. Some of the Society's fundraising activities could not be conducted physically, therefore we flexibly adjusted fundraising strategies and incorporated online elements in response to the pandemic, and to ensure sufficient resources were raised to sustain the development of non-subsided services.

本會原定於二零二零年九月五日舉行全港賣旗日，因疫情持續而取消街上賣旗活動，主力透過網頁和社交平台宣傳「金旗認捐」活動，並配合電子交易平台，讓善長即使足不出戶也能對弱勢社群表達關愛。承蒙各方友好、企業伙伴、本會委員、職員和服務使用者的積極支持，最後籌得近港幣40萬元善款，用以支持弱勢社群及預防犯罪服務。

SRACP's Territory-wide Flag Day was initially scheduled on September 5, 2020. In view of the severe epidemic situation, we had to cancel outdoor flag-selling activity and focused on appealing the "Golden Flag Donation" campaign through our website and social media, together with the addition of applying electronic payment platforms to encourage the public to support us safely from home. The arduous flag day eventually raised approximately HK\$400,000 with the tremendous support from our partners, corporates, committee members, staff and service users to support the development of underprivileged and crime prevention services.

本會感謝各方友好、夥伴及善長積極支持，積極參與「金旗認捐」活動。  
Thanks to the support from partners and donors for their active support and participation in the "Golden Flag Pledge" campaign.





甦Walk慈善步行是本會年度重點籌款活動。因應政府的防疫措施，第八屆甦Walk未能舉行實體賽事，改以線上形式進行。參加者於二零二一年一月至二月活動期間，不受時間、地點限制自由參加。面對經濟不景的衝擊，本會非常感謝「天龍控股有限公司」、「匯財金融投資控股有限公司」及「利眾清潔有限公司」再次聯合冠名贊助活動，以及多間善心企業鼎力支持，活動最後吸引近500人參加，成功籌得逾港幣30萬元善款，用以支援弱勢家庭，預防跨代犯罪。

隨著線上捐款日趨普及，本會已設多個電子捐款平台，包括PayMe商用電子錢包、中銀「捐款易」、八達通等方式，便利公眾捐款支持。本會亦積極拓展線上籌募活動，例如「紅酒俠•慈善紅酒義賣活動」，感謝本會籌募委員會主席黃英豪博士，BBS, JP慷慨捐贈多款法國紅酒。本會社會企業委員會主席王則左大律師及Calla Lily Vineyard & Winery所捐贈的美國紅酒。紅酒俠活動成功籌得逾港幣23萬元善款，是次活動所有收益將用以推動預防犯罪服務和資助弱勢社群的健康檢查及教育工作。

So Walk is the key fundraising event of SRACP. In the time of COVID-19, SRACP modified the form of the 8<sup>th</sup> So Walk in response to the government's anti-epidemic measures by having it online this year, allowing participants join the event from January to February 2021 without time and location constraints. Our sincere gratitude to title sponsor "Draco Holdings Limited", "Finsoft Financial Investment Holdings Limited" and "Benefit Cleaning Limited" for jointly sponsored the event again, as well as the generous support from various charitable corporations. Nearly 500 participants were participated and over HK\$300,000 was raised for the development of the underprivileged and crime prevention services.

In light of the increasing popularity of online donation, SRACP launched several electronic donation platforms to provide the public with more diversified and convenient ways to donate, including PayMe for Business, BOC E-Donation Platform, Octopus, etc. Meanwhile, SRACP actively explored new charity activities, such as "SRACP Charity Wine Sale: The Wine Knight". Our heartfelt thanks to the Chairperson of Fund-Raising Committee Dr. Kennedy WONG Ying-ho, BBS, JP for donating different choices of French red wine; and US red wine donation from the Chairperson of Social Enterprise Committee Mr. Samuel WONG Chat-chor, Barrister-at-law and Calla Lily Vineyard & Winer. Over HK\$230,000 was raised for supporting the crime prevention services development and health check & education of disadvantaged groups.

香港善導會推出特別版「風景卡」，吸引大眾參與第八屆甦Walk。  
SRACP launched a special edition of "Scenic Card" for the 8<sup>th</sup> So Walk to attract public participation.



第八屆甦Walk吸引近不少人參加支持。  
The 8<sup>th</sup> Walk attracted substantial participants to support.



# 資訊科技 Information Technology



## 服務概覽 Service Overview

資訊科技部專責為機構提供資訊科技服務及支援，以及協助制定資訊科技策略、計劃和措施，以提升機構的運作效率，從而更快捷地為持份者提供不同的資訊和服務，以達到其政策目標。

The Information Technology Division is responsible for providing IT services and supports, as well as formulating IT strategies and guidelines to the Society with a view to achieving operational efficiency, which provides stakeholders with information and services conveniently; thereby fulfilling its policy goals.

## 服務數據 Service Data



系統 System	使用系統的服務單位 Units using the system
雲端電郵及文書處理系統 Cloud-based Email and Document Processing System	全會 All units
知識分享平台 SRACPortal	全會 All units
線上電子簽名解決方案 Online Electronic Signature Solution	全會 All units
人事管理系統 Human Resources Management System	全會 All units
財務管理系統 Financial Management System	財務部 Finance Division
ORSIS 更生人士服務綜合系統 Offender Rehabilitation and Service Integration System	社會康復及支援綜合服務中心、法院社工服務、宿舍服務 Integrated Service Centre for Social Rehabilitation & Community Support, Court Social Work Service, Hostel Service
MESIS 精神健康服務綜合系統 Mental Health Service Integrated System	精神健康綜合社區中心 Integrated Community Centre for Mental Wellness
持份者關係管理系統 Stakeholders Relationship Management System	全會 All units
僱員管理系統 Human Resources Management System	社企明朗服務有限公司 Social Enterprise Bright Services
僱主網絡管理資料庫 Employment Management Database	職業發展服務 Employment Development Service
健康教育服務資料庫及管理系統 HES Management Database	健康教育服務 Health Education Service
賽馬會「挑戰你•想」手機應用程式 Jockey Club YouChallenge Mobile Apps Application	青年培育及創業服務 Youth Empowerment and Entrepreneurship Service
「甦連」手機應用程式 "SoLink" Mobile Apps Application	社會康復及支援綜合服務中心、法院社工服務 Integrated Service Centre for Social Rehabilitation & Community Support, Court Social Work Service

## 年度重點 ▶▶ Highlights of the Year ♡♡

### 推動機構數碼轉型

為配合機構的資訊科技發展方向及策略，本會已成立「數碼轉型委員會」及「資訊及通訊科技應用小組」以監控和檢視資訊科技發展、支援數碼科技和數據應用，以優化運作和服務。

本會正在革新內聯網，善用SharePoint使同工有效地共用和管理會內資訊、知識以及應用程式，讓團隊工作更得心應手、迅速找出資訊，讓同工順暢進行日常工作。另外，本會精神健康服務的4間中途宿舍獲社會福利署的樂齡及康復創科應用基金資助，本組正協助籌備「中途宿舍管理系統」，冀將中途宿舍的日常運作和記錄電子化，例如利用二維條碼核對舍友身份派藥，以提高護理安全和質素。

### Promoting Digital Transformation of SRACP

In line with the directives and strategies of the Society in IT development, the “Digital Transformation Committee” and “Information and Communications Technology Application Working Group” have been newly formed, with the aim to monitor and review information technology development, and support the effective use of digital technology and information to optimise the operations and services.

The new SharePoint intranet was being developed to facilitate staff to share and manage content, knowledge, and applications to empower teamwork, quickly find information, and seamlessly collaborate across the organisation. In addition, With the support from the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care of the Social Welfare Department, the Halfway House Management System was being developed to systematise and automate daily operations and record-keeping in the four halfway houses. For example, implementing a new QR Code scanning system to improve residents’ identification procedures for dispensing medicines would strengthen the safety and quality of care.

### 善用科技應對「新常態」

在新冠肺炎疫情下，本會的實體服務和工作安排受到限制，團隊遂廣泛應用資訊科技將社會服務和工作安排延伸至線上模式，包括增添網上會議或直播的器材，以配合推行線上服務，協同工透過互聯網接觸到更多服務使用者，提供適切的服務，以及適應在家工作的「新常態」。

### Using Technology to Cope with the “New Normal”

The COVID-19 pandemic has restricted the implementation of physical services and work arrangements. Our colleagues reacted swiftly by applying information technology more extensively, including purchasing new equipment for hosting web conferencing and live broadcast, thereby facilitating the implementation of online services and a work-from-home mode under the “new normal”. It helped our colleagues to reach out to more service users through the Internet.



# 研究及發展 Research and Development



## 服務概覽 Service Overview

近年社會轉變急速，服務使用者對社會服務的需求不斷變遷，本會服務也隨之與時並進。我們的重點工作包括研究調查、數據及知識管理、創新開發，以配合機構未來發展。

The needs and demands of our service users are changing at a fast pace, driven by the rapid social change. We have three areas of work, namely, research, data and knowledge management, as well as innovation and development, so as to keep up with the further development of the Society.

## 年度重點 Highlights of the Year

### 研究調查

### Research

秉承機構實證為本的理念，我們致力透過各類研究調查，整合及分析數據，以有效地回應社會需要。本年度，我們進行了三個重點研究，包括了解被捕長者的概況及其服務需要、探究女性更生人士的成長創傷與犯事關係、以及檢視社會事件相關被捕人士所面對的困難與需要。

Inheriting the spirit of evidence-based practice, we initiated different kinds of research studies to consolidate and analyse the data in response to societal needs. This year, we conducted three key research projects, including the study on the profile and service needs of elderly arrestees, an in-depth case study on the female ex-offenders' childhood trauma and offending behaviors, and an exploratory study on the obstacles and needs of the arrestees of social incidents.





## 數據及知識管理

在數據及知識管理方面，本部門除了管理本會數據庫，例如服務資料及數據統一電腦系統，亦定期收集和分析服務數據。本年，我們就賽馬會「挑戰你•想」計劃應用程式所收集的大數據進行分析，並向傳媒發佈調查成果。數據分析顯示網上應用程式有效發掘及聯繫被忽略青年和隱蔽青年，並了解他們的網上生活模式。是次調查有助本會提升現時青年服務，以及發展新青年服務。

為提倡知識承傳的理念，本會亦出版第四期《善研》，以「新青綻放」為主題，帶領讀者從多角度了新世界青年的世界，內容豐富。

團隊接受媒體訪問介紹賽馬會「挑戰你•想」計劃最新發展。  
The Project team conducted a media interview to share the latest development of the Jockey Club YouChallenge Programme.

## Data and Knowledge Management

In terms of data and knowledge management, in addition to managing the database of the Society, we also analyse the collected data regularly. Last year, we had analysed the Jockey Club YouChallenge Programme application data and issued the result to the media. It was found that online applications were effective in uncovering and connecting youth who are hidden or being ignored. Findings also enhanced our understanding of the virtual life of the new generation. These findings were important for youth service improvement and development.

In order to promote the concept of knowledge inheritance, we published the fourth issue of "Srapology" during this year themed "New Era, Blossom". It led readers to experience the life of the new generation in Hong Kong from different perspectives.



## 創新發展

在疫情「新常態」下，不少研究調查工作均改以網上形式進行，包括利用網上問卷和視訊會議工具訪問服務使用者，減少社交接觸，將疾病傳播風險減至最低。同時，我們亦協助會內的服務單位設計了監房遙距課程，以維持與在囚人士的聯繫和服務。

在疫情下，本會透過網上社交平台來收集青少年對社會服務的看法。  
During the pandemic, we collected teenagers' opinions on social services through the social media platform.



## Innovation and Development

Most research was shifted to an online format under the "new normal" of COVID-19. We hosted interviews and meetings with service users through online questionnaires and video conferencing technology, so as to reduce social contact and minimise the risk of the virus spreading. Meanwhile, we assisted the Society in designing a distance course to maintain contact and services with persons in custody.

我們利用網上視像會議與參加者進行研究訪談。  
We conducted online interview for a research project through the live video platform with the participant.



# 人才發展及職員訓練 Talent Development and Staff Training



## 服務概覽 Service Overview

人才發展部致力統籌、策劃及執行本會員工培訓、專業發展、知識承傳等範疇的工作。年內，本會續得社會福利發展基金資助，以配合員工培訓和發展項目。

Talent Development Division plans, co-ordinates and implements staff training, professional development and knowledge exchange programmes. During the year, the Society is continuously subsidised by the Social Welfare Development Fund on staff training and development programmes.

## 服務數據 Service Data

### 外間個人培訓： External training for individuals:

參與人次  
No. of Participation **104**

切合服務及工作所需的外間培訓。  
External training relevant to service and work setting.

### 機構主導課程： Corporate-led training:

參與人次  
No. of Participation **413**

新員工導向活動、撰寫職責說明技巧工作坊、社會事件與法律知識分享會等。  
Induction programme for new staff, JD Review Workshop, Sharing sessions of Social Incidents and Legal Information, etc.

### 服務主導課程： Service-led training:

參與人次  
No. of Participation **565**

幸福感元素 (PERMA+)、創傷知情照顧工作坊、開放式對話工作坊等。  
PERMA+, Trauma Informed Care Workshop, Open Dialogue Workshop, etc.



本會總幹事李淑慧女士向同工分享機構的發展方向。  
Ms Anthea Lee, Chief Executive of SRACP, shared the development direction of the Society with colleagues.



李瀚良高等法院暫委法官及潘兆童法官向同工分享法律知識。  
Deputy High Court Judge Patrick LI and The Hon Mr Justice Poon Siu Tung were invited to share legal information with colleagues.



## 年度重點 ▶ Highlights of the Year ♡♡

### 善導培訓中心推動專業發展

善導培訓中心透過提供培訓及相關專業證書課程，協助現正從事或有志投身更生康復、預防犯罪和精神健康服務的人士了解犯罪行為、精神病患、成癮及導致違法的高危行為以及有效介入手法等範疇。本會所舉辦的成癮行為及相關罪行輔導證書課程已獲得香港社會專科學院的認證，有助提升參加者對成癮行為及相關輔導技巧有基本認識。

### SRACP Training Centre Promotes Professional Development

SRACP Training Centre offers training programmes and certificate courses for people who are interested in providing offender rehabilitation, crime prevention and mental wellness services, enabling them to understand the criminal act, mental illness, addictive and high-risk behaviors, and effective intervention approaches. Our course: "Certificate in Addiction related offences and its Management", is accredited by the Hong Kong Academy of Social Work. Participants can be trained up with basic skills on addictive behaviors and related management.

### 重視人才培訓

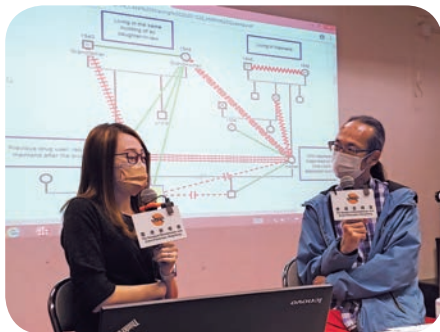
本年度，人才發展部除了舉行內部培訓如「網上小組工作技巧：活用Apps帶討論」、「博域家庭治療法培訓」外，亦邀請婚姻及家庭治療師陳潤花女士教授「創傷知情照顧工作坊」，以及海外導師Dr. Jill Levenson及Mr. David Prescott網上教授「由創傷知情理論轉化至實踐：應用在社會公義服務對象」。

另外，本會與大專院校保持緊密聯繫，為社會工作學系、犯罪學系及輔導學的學生提供實習機會，支援本地社會服務教育的發展。年內，本會安排28位來自各院校的學生於不同服務單位進行實習。

### Personnel Training

This year, in addition to hosting internal training, such as "Online Group Work Skill — Use Online Apps for Group Discussion", "Bowen Family Therapy Training"; Talent Development Division also invited the Marriage and Family Therapist Ms Monty CHAN Yun-Fa to conduct a workshop on "Trauma Informed Care Training Workshop", as well as Dr Jill Levenson and Mr David Prescott were invited to conduct "Translating Trauma Informed Care Concepts into Practice with Justice Involved Clients".

Furthermore, we maintained close contacts with universities and supported education development in social services by providing fieldwork placement for students taking social work, criminology and counselling courses. During the year, we arranged fieldwork placements for 28 students from different institutions at our service units.



博域家庭治療法培訓導師譚少華先生與本會康滙社工范雨女士和同工作個案分享。  
Bowen Family Therapy Training trainer Mr Hillman Tam Shiu Wah and social worker of SRACP HKRH Ms Queena Fan Yu shared case application with colleagues.

趙盈恩女士與同工進行「創傷知情照顧工作坊」。  
Ms Melissa Chiu Ying-yan was invited to conduct a workshop on "Working with Wounded Person in Trauma Informed Care Principles".





# 職員福利會 Social Welfare Association

## 年度重點 ▶▶ Highlights of the Year ♡♡

### 增強團隊凝聚力

### Strengthening Team Cohesion

職員福利會(職福會)的年度主題是「打破陌生・關愛身心」,去年因應新冠肺炎疫情持續,遂調整活動舉行模式,舉辦了兩個線上活動,包括「身心放鬆瑜珈入門體驗班」及「日本和諧粉彩體驗工作坊」,讓同工一解工作壓力之餘,亦增進不同單位同工之間的交流。

Last year, the Staff and Welfare Association (SWA) adjusted its activities in response to COVID-19 under the annual theme "Breaking the Strange • Caring for the body and mind". SWA launched two virtual events for colleagues, including "Yoga Workshop" and "Nagomi Pastel Art Workshops", to help colleagues relieve their work pressure and to further enhance the understanding among colleagues in different units.

職福會首次籌辦線上週年大會,當日有超過290名同工參與,透過遊戲、開福袋及抽獎環節與各同工共享歡樂。另外,職福會亦一如既往分別組織籃球隊及足球隊,代表機構出戰社工盃足球和籃球比賽,並定期進行排球訓練,鼓勵更多同工參與運動,強身健體。

SWA organised the virtual Annual General Meeting this year; more than 290 colleagues participated on that day and shared the joy through games, fortune bags, and a lucky draw. As usual, SWA supported our soccer and basketball teams to join the social work cup competitions. Moreover, SWA continued to organise regular volleyball training for all staff.

不分男女一同參與本會足球隊。  
Participated in SRACP's football team, regardless of gender.



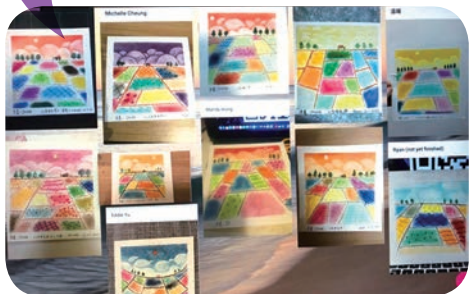
疫情下,職福會首次舉行線上週年大會與同工交流及匯報工作。  
Under the epidemic, SWA hosted its first online Annual General Meeting to communicate and report to colleagues.



超過290名同工參與線上職福會週年大會。  
More than 290 colleagues participated in the online Annual General Meeting of SWA.



「日本和諧粉彩體驗工作坊」的作品。  
The art works of Nagomi Pastel Art Workshop.



同工參與排球練習,享受樂趣,強身健體。  
Colleagues participated in volleyball exercises to have fun and keep fit.