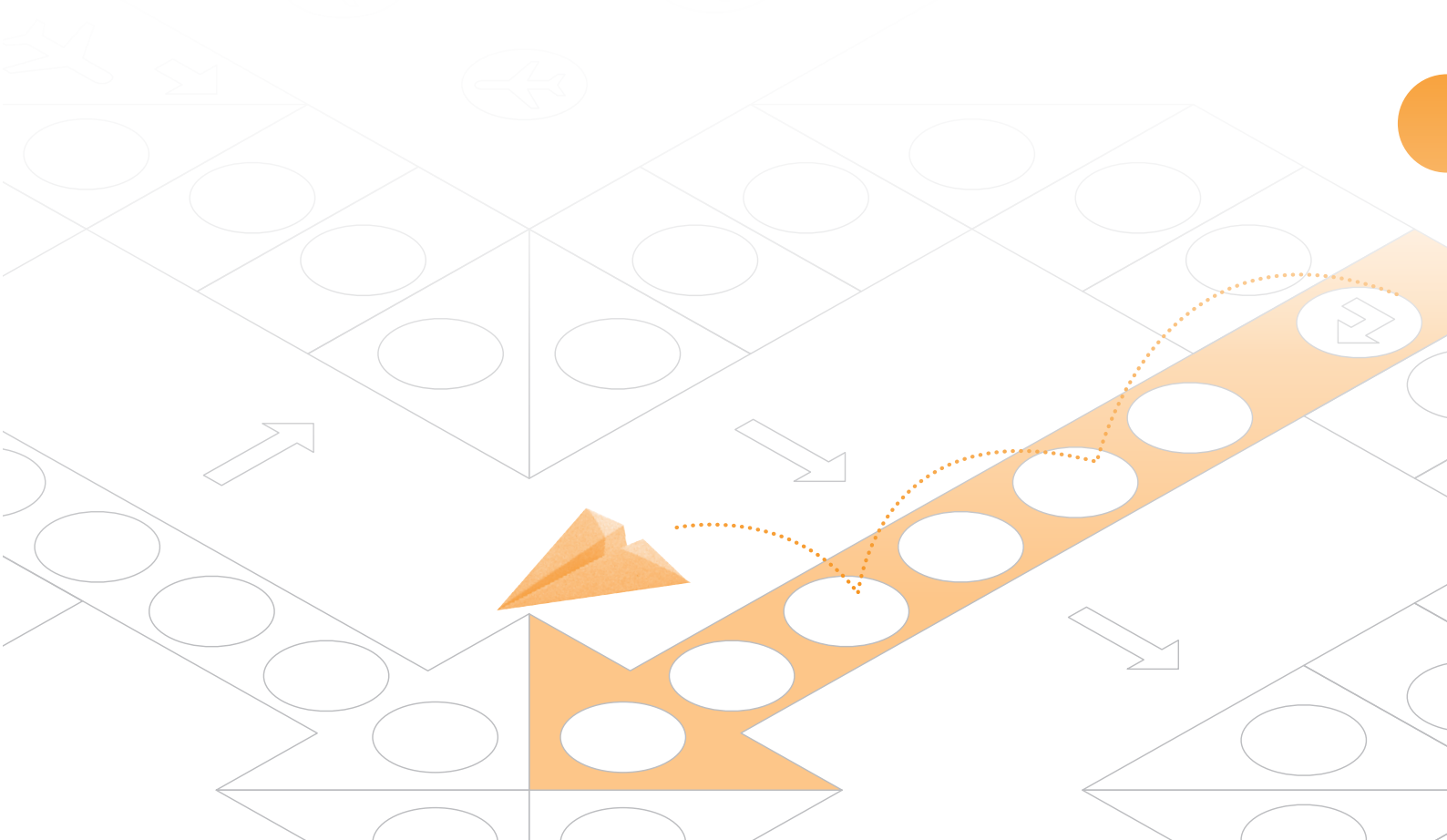




機構事務 Corporate Affairs

除了優化社會服務，本會亦致力加強各項支援服務，包括內外傳訊、網絡建立、資訊科技、研究調查、財務監控等，從而提升機構運作效益。此外，人力資源是本機構賴以成功的關鍵之一，本會特別著重僱員的培訓及人力發展，以加強同工的綜合能力和對工作的滿足感。

Besides optimizing the social services, the Society puts great efforts on various supporting services including internal and external communications, network building, information technology, research study as well as financial control and monitoring in order to enhance the overall corporate operation efficiency. While human capital is one of the key factors for corporate success, staff training and talent development are essential items in the corporate agenda to enhance employees' competence and work satisfaction.





服務概覽

機構傳訊部主要職責為通過策略性核心活動，加強對外和對內的合作和溝通，宣傳本會的核心價值、使命、願景和成就。當中工作包括：傳媒管理、刊物製作、籌款活動籌辦、持份者傳訊、申訴處理等。

年度重點 Highlights of the Year

推廣及公共關係

為了讓更多人認識本會理念，本會大力加強宣傳，本年度媒體報導多達80次；社交媒體的發佈也超過160次，臉書(FB)追蹤者錄得多於50%增長，二零一九年我們更新增不同平台，以進一步加強和社會大眾互動。而本會也繼續出版不同刊物，除了年報，我們定期出版《善訊》，讓大眾從不同渠道了解最新服務；為了提升本會服務質素，機構傳訊部亦負責處理查詢及申訴事宜，憑藉服務承諾迅速回覆及跟進。

本年度，我們成功提名了38間愛心企業，在此特別感謝各企業和機構無私的支持，加入我們的更生康復工作，讓服務受眾再次獲得認同和接納。



本會去年舉辦全港賣旗日，共籌得超過160萬港元，感謝各界支持。

Thanks to the concerted efforts of all supporters from the public, over HK\$1.6 million was raised through The SRACP's territory wide flag day last year.

SERVICE OVERVIEW

The Corporate Communications Division (CCD) was set up with the responsibility to enhance external and internal communications, highlight and promote vision, mission, values and achievements of the society through the strategic delivery of our core activities including media management, promotional collaterals, fund raising event management, stakeholders communication and complaints handling.

PROMOTION AND PUBLIC RELATIONS

To further promote the agency's service mission and values, CCD adopts an omni-channel marketing and promotion. Last year, we had 80 press release and more than 160 social media sharing, our facebook page followers recorded 50% increase and multi-channels of social media have been adopted to increase the interaction with the public. CCD is also responsible for varies regular promotion collaterals publication, including the annual report and newsletter to make sure the updated service messages are being delivered in time. To enhance our service quality, CCD handled the complaints and related inquiries, we replied and followed swiftly according to our service pledge. This year, we have nominated 38 companies as caring companies, heartfelt thanks have to be given to all corporates as for being supportive and to foster for the betterment of our services users.



本會第三屆慈善高爾夫球賽獲社會各界廣泛支持。
The 3rd SRACP Charity Golf was widely supported by different sectors of the society.

籌募經費及拓展資源

承蒙各界支持，年度內本會成功舉辦多項籌款活動。二零一八年三月五日，由「比富達資產管理有限公司」冠名贊助的「第三屆香港善導會慈善高爾夫球賽」獲得17支參賽隊伍支持，共籌得約港幣\$380,000元善款；連續兩年由「高博集團有限公司」、「天龍人力資源管理有限公司」及「匯財金融投資控股有限公司」聯合冠名贊助的第六屆「甦WALK慈善行•跑步賽」亦於二零一九年一月二十日完滿舉行，總參與人數超過2,000人，共籌得約港幣\$700,000元善款，為歷年之冠。

另外，本會於二零一九年三月二日舉辦全港賣旗日，距離上一次賣旗日已相隔六年，感謝各界支持，是次賣旗日成功招募超過5,200名義工，共籌得超過港幣\$1,600,000元，以上籌得善款將用於非政府恆常資助項目，包括預防犯罪教育、高危青少年及弱勢社群服務。另外本會亦設網上捐計劃、物品捐贈、捐款箱等不同方式，鼓勵大眾支持更生康復、精神健康及預防犯罪服務。

FUND RAISING AND RESOURCES DEVELOPMENT

We are most grateful of the generosity and support from all philanthropic supporting parties. The 3rd SRACP Charity Golf was successfully held on 5 March 2018 with support from 17 golf teams to take part, HK\$0.38 million was raised; the 6th SRACP Charity Walk and Run was organized successfully on 20 January 2019, the event was the second year presented by Cobot Group Limited, Draco Human Resources Management Limited and Finsoft Financial Investment Holdings Limited. Over 2,000 participants were recorded and over HK\$0.7 million sum was raised, which was the highest fund raising record among the past Charity Walk and Run.

Furthermore, SRACP had have its territory-wide flag day on 2 March 2019 since the last Flag Day 6 years ago. We were most grateful to recruit over 5,200 volunteers joining the event and over HK\$1.6 million was raised. All the above mentioned funding would be appointed to support the non-governmental subvention services, including crime prevention education, youth-at-risk group and under-privileged supporting services. SRACP also has online monthly donations, in-kind donations, donation boxes to convenience the public to make their contribution in supporting crime prevention, and fostering rehabilitation and mental in recovery.



本會第六屆甦Walk慈善行•跑步賽吸引超過二千人支持參與。
With the participation of over 2,000 people took part in the 6th SRACP Charity Walk and Run.



本會總幹事吳宏增先生接受傳媒訪問。
Our Chief Executive, Mr. Andy Ng was interviewed by reporters.

資訊科技 Information Technology

服務概覽

使用雲端服務,配合系統開發

本會與時並進，成功申請「微軟Office 365捐贈計劃」，並於年內使用雲端服務及產品，包括Office 365處理文書檔案、Azure雲端平台及Teams進行線上會議等，讓員工善用網絡上協作，提高機構整體的工作效率，並配合各系統的開發。本會獲社會福利發展基金資助正在開發「持份者關係管理系統」及「人事管理系統」，而新的「財務管理系統」亦於年內正式使用，提升效率。此外，本會正開發「精神復康服務綜合系統」，以優化精神復康服務的資訊管理。

網頁設計、多媒體製作及訓練

本部門年內為本會多個機構活動及服務單位製作和更新網頁，使本會的服務最新動態可迅速傳遞予社會大眾。而本會屬下社會企業「明朗服務有限公司」本年度再次參與由香港互聯網註冊管理有限公司主辦的「無障礙網頁嘉許計劃」，並榮獲「無障礙網頁嘉許計劃—網站組別」的連續三年金獎。明朗的網頁現在提供「無障礙體驗」予視障人士及長者，令他們從網站上獲取更多的資訊，突顯其正面的社會企業的形象。另外，本部門亦為大型活動提供多媒體製作及支援，例如前期的宣傳影片籌備、拍攝及製作，並於活動前後協助更新社交平台內容，及製作回顧精華影片。為配合同工適應使用新的電腦作業系統，本會亦籌辦了相應的電腦使用訓練課程。

SERVICE OVERVIEW

Use of Cloud Services and System Development

The Society has kept up with the fast-moving world, we have joined the Microsoft Software Donation Programme and tried out the cloud services and products including Office 365, cloud-based platform "Azure" and online meetings "Teams", which improved the collaboration with others on the internet and the efficiency is further enhanced. Also, with the support from Social Welfare Development Fund, the "Stakeholders Relationship Management System" and the "Human Resources Management System" were in development process, the new "Finance Management System" rolled out in this year for efficiency enhancement. Furthermore, the "Mental Health Service Integrated System" is being developed to provide quality information management on Mental Health Service.

Website Design, Multimedia Production and Skills Training

To release news and information, Information Technology Unit created and updated web pages for different service units and events. Our social enterprise, Bright Services Company Limited was being awarded the "Web Accessibility Recognition Scheme — Triple Gold Awards" which is organised by Hong Kong Internet Registration Corporation Limited (HKIRC). The website provides "barrier-free experience" to the visually impaired and elderly to obtain more information, and projects a positive image of the Society and Bright Services Company Limited. Information Technology Unit also provided multimedia production and support for series of events, including production of promotional video, social media support, and production of event highlight video. Moreover, relevant I.T. training was provided to staff to help them adapting the interface of the new computer operation system.



資訊科技部提供電腦訓練課程予同工。
O365 Training provided by IT team.

榮獲「無障礙網頁嘉許計劃—網站組別」的連續三年金獎。
"Web Accessibility Recognition Scheme – Triple Gold Awards" awarded by Hong Kong Internet Registration Corporation Limited.

知識管理

本會一直致力推行知識管理，以增強會內的分享文化以及專業發展。知識管理工作小組於本年度進行了兩次新同工導向小組，為新加入本會的同工介紹知識管理，並以一些遊戲及以「知識茶座」的形式去體驗知識管理工具的效果，培養新同工的分享文化。工作小組還為有興趣發展的服務單位進行導引，協助服務單位於服務中使用「行動後學習」知識管理工具來傳遞發展服務的專業。工作小組亦訪問了資深同工，分享多年的工作智慧和寶貴經驗，整合有關經驗後發放到知識管理刊物《知識星期一》及知識分享平台「SRACPortal」，傳遞給本會同工。

KNOWLEDGE MANAGEMENT

The Society has put effort in promoting effective Knowledge Management (KM) in order to enhance the sharing culture and professional development. This years, KM working group had organised presentations, games and KM tools such as “K-café” in two new staff orientation sessions to demonstrate the KM concept and cultivated the sharing culture to the new staff. The working group also assisted the service units which were interested in KM to implement “After Action Review” (AAR) KM tools in the service, so as to transfer knowledge and enhance the professional development. Moreover, the working group interviewed the experienced staff to share their working wisdom and valuable experience. The knowledge was then integrated and shared in the KM publication “Knowledge Monday” and the KM sharing platform in “SRACPortal”.

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
MEHSIS精神復康服務綜合系統 Mental Health Service Integrated System	精神復康綜合社區中心 Integrated Community Centre for Mental Wellness
持份者關係管理系統 Stakeholders Relationship Management System	機構傳訊部、職業發展服務、義工發展服務 Corporate Communication Division, Employment Development Service, Voluntary Development Service
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
中途宿舍管理資料庫 HWH Management Database	中途宿舍服務 Halfway House 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
「挑戰你•想」手機應用程式「YouChallenge」 Mobile Apps Application	青年培育及創業服務 Youth Empowerment and Entrepreneurship Service

研究調查 Research Study

服務概覽

近年社會急速轉變，服務使用者對社會服務的需求日漸改變，本會的服務也與時並進。研究及發展部配合本會多方面的變化，在過往一年亦推陳出新。現時，研究調查、數據及知識管理、創新開發均是本部門的三大重點工作。

研究調查

為貫徹實證為本的理念，本部門近年於各服務單位中大力推動不同形式的研究調查，如服務使用者需要調查、服務成效及質素評估、社會影響評估等。本部門年內為本會綜合更生康復服務的盜竊人士治療小組，進行了一項服務成效及質素評估。研究發現，治療小組有效減少盜竊成癮人士的盜竊衝動及次數，同時提升他們的自控能力、自尊感、幸福指數、家庭關係等；有助減低其重犯機會，讓他們重返正途。

此外，本部門亦定期向本會內外公佈研究結果，如在年內的「尋找甦屋的故事」週年分享會上，公佈關於「甦屋」社會影響評估的研究結果。

SERVICE OVERVIEW

The needs and demands of our service users are changing at a fast pace, driven by the rapid societal change. To keep up with these changes, the Research and Development Division (RDD), in response to the Society, has made several significant revisions. At present, research, data and knowledge management, as well as innovation and development are the three key tasks of RDD.

RESEARCH

In recent years, RDD has endeavored to foster a culture of evidence-based practice, by promoting different kinds of research study e.g. needs assessment, service evaluation study and social impact assessment, in all service units. A service evaluation study was conducted on a therapeutic group for ex-offenders with Kleptomania, i.e. stealing addiction. It was found that the therapeutic group is effective in reducing ex-offenders' stealing frequency and impulse meanwhile enhancing their self-control ability, self-esteem, well-being as well as family relationship.

Besides, RDD periodically presents research findings internally and externally. In this year, RDD presented the findings of the social impact assessment of the "SoUK Project" to the general public.



本會副總幹事與研究及發展主任(左起)於善研屋「重投社會·走出陰霾」研究調查發佈會上分享研究結果。
Deputy Chief Executive and Research and Development Officer (from left) presented the second issue of "Sracpology" as well as research findings of "Offender reintegration: Overcoming the past, present and future challenges" at press conference



研究及發展主任公佈「甦屋」社會影響評估的研究結果。
Research and Development Officer presented the findings of the social impact assessment of the "SoUK Project".

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的龐大數據庫，如服務資料及數據統一電腦系統外，亦定期收集及分析與服務相關數據，協助各部門改進現時服務及發展新服務項目。

為提倡「知識承傳」的理念，本部門於年內出版了第二期《善研》，與各界分享從實務經驗、學術理論及研究三方面所得的知識。

創新發展

為配合本會多元創新發展的方針，創新發展亦是本部門近年重點工作之一。本部門透過探討海外及本地文獻，以及分析不同領域的社會服務研究，參與撰寫多項服務資助招標申請及計劃書，並協助本會成功申請數項服務資助，如「筲箕灣宿舍重建計劃」及「藍巴士賽馬會結伴成長計劃」等。

DATA AND KNOWLEDGE MANAGEMENT

In terms of data and knowledge management, not only does RDD manage the big data of the Society, such as Offender Rehabilitation and Service Integration System, we also analyse the data and report the findings to the corresponding units for service improvement and further development.

Knowledge inheritance is a rationale upheld by RDD. In view of this, RDD published the second issue of "Sracpology", aimed at building and disseminating knowledge and wisdom from the practical experience, academic theories as well as research studies to the social welfare field and the general public.

INNOVATION AND DEVELOPMENT

Innovation and Development is the key directive of RDD in recent years. Through literature reviews and service models exploration and analysis, RDD had assisted the Society to compile several project proposals, and successfully applied for several service funding, e.g. "Redevelopment of Shau Kei Wan Halfway House" and "Blue Bus Jockey Club Together We Grow Project".

人才發展及職員訓練

Talent Development and Staff Training

服務概覽

重視人才培訓

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。

SERVICE OVERVIEW

Personnel Training

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

服務數據 SERVICE DATA



88

參與人次 NO. OF PARTICIPATION

外間個人培訓
External training for individuals

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



89

參與人次 NO. OF PARTICIPATION

單位資助活動
Unit-based training

團隊建立活動及專題分享
Team building activities and sharing on job-related topics



444

參與人次 NO. OF PARTICIPATION

機構主導課程
Corporate-led training

新員工導向活動、急救重溫課程、
三年年度策略工作坊等
Induction programme for new staff, first-aid refresher training, and 3-year Plan Strategic Workshop etc.



402

參與人次 NO. OF PARTICIPATION

服務主導課程
Service-led training

服務水平 / 個案管理量表證書課程、創新策略精神復元工作坊、現實治療法督導小組等
Level of Service/Case Management Inventory (LS/CMI™), Workshop on Innovative Strategies in Mental Wellness and Recovery, Reality Therapy Supervision Group etc..



31

參與人次 NO. OF PARTICIPATION

海外交流活動
Overseas exchange

「廣州市預防愛滋病服務交流 2018」、
「新加坡 Yellow Ribbon 會議 2018」、
「精神健康服務台北考察團 2019」
"AIDS Prevention Exchange Tour in Guangzhou 2018", "Yellow Ribbon Conference in Singapore 2018", and "Mental Health Service Taipei Exchange Tour 2019"

年度重點 Highlights of the Year

本會除了舉行內部培訓，如邀請了外國導師Dr. Gwenda Willis及Mr. David Prescott教授四天「美好生活培訓及本地應用工作坊」、「現實治療法督導工作坊」、「非暴力危機介入工作坊」、「服務表現監察制度評審員訓練」等；也鼓勵同工參與外間培訓活動，如「廣州市預防愛滋病服務交流2018」、「新加坡Yellow Ribbon會議2018」、「精神健康服務台北考察團2019」等。全年由本會資助參加培訓的同工共1,054人次。

另外，本會與大學保持緊密連繫，為社會工作學系、犯罪學系、輔導學系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31位來自各院校的學生於不同服務單位進行實習。

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、精神復元人士、成癮及導致違法的高危行為以及有效介入手法等範疇。

此外，本會派出資深社工為內地社工提供培訓及督導，包括「廣州市民政局精神病院日間中心社工督導服務計劃」、「啟創社會工作服務中心培訓」及「中山市社會工作專業人才能力提升培訓班」等，協助提升內地社工的專業，也讓本會社工有更多發揮機會。

Internal trainings were organised, such as inviting Dr. Gwenda Willis and Mr. David Prescott to conduct “4-days of Good Lives Model and the application in local context”, “Reality Therapy Group Supervision”, “Non-violence Intervention Workshop”, “and Training for SPMS accessors” etc. Also, staff was encouraged to join the external training including “AIDS Prevention Exchange Tour in Guangzhou 2018”, “Yellow Ribbon Conference in Singapore 2018”, and “Mental Health Service Taipei Exchange Tour 2019”. Together with all different kinds of trainings, a total number of 1,054 staff participation was recorded.

Last but not least, we maintained close contacts with universities and supported education development in the area of social services by providing fieldwork placement for students taking social work, criminology and counselling courses. During the year, we arranged fieldwork placements for 31 students from different institutions at our service units.

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 criminal act, mental illness, as well as addictive and high-risk behaviors, and the effective intervention approaches.

The trainings in Mainland China focused on professional advancement such as “supervision projects on offender rehabilitation and mental health service in Guangzhou and Zhongshan district. Experienced social workers provided training and coaching to Mainland counterparts to enhance competencies in the professions. By acting as coaches, our social workers also gained different exposures in the process.



Dr. Gwenda Willis 及 Mr. David Prescott 講解「美好生活課程及本地應用技巧」。

Dr. Gwenda Willis and Mr. David Prescott was conducting workshop “Good Lives Model Training” to our staff.

本會總幹事(右一)頒發紀念品予「聽聲培訓」講者 Mr. Ron Coleman (左一) 及 Karen Taylor (中)。

Our Chief Executive (first right) presented souvenir to Mr. Ron Coleman (first left) and Karen Taylor (middle), speakers of “Hearing Voices Approach Training”.

職員活動 Activities for Staff

服務概覽

二零一八至二零一九年度，職員福利會於聖誕節期間舉行職員週年聚餐，有147名同工親屬出席；此外亦舉辦「行山燒烤樂」讓同事紓解工作壓力之餘，亦讓不同單位同事可加深彼此間的認識。

職員福利會除了繼續參加由懲教署體育會舉辦的赤柱秋季賣物會外，亦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。今年，我們新增定期舉行排球訓練，鼓勵更多同事參與運動，強身健體。

此外，職員福利會更協助舉辦機構退修日，在元朗八鄉少年警訊永久活動中心舉行，讓同事放鬆心情之餘，亦增加同事對不同單位的服務及同事的認識，有助凝聚機構力量。

SERVICE OVERVIEW

In 2018/2019, Staff Welfare Association (SWA) organised annual gathering during Christmas, a total number of 147 colleagues and fellows joined. Also, we organised hiking and BBQ to increase the integration of staff from different service departments.

As usual, SWA continued to support the Stanley Autumn Fair organised by the Sports Association of the Correctional Services Department. We also supported our soccer and basketball teams to join the social work cup competitions. Moreover, this year SWA started to organise regular volley ball training for all staff.

This year, SWA facilitated the Society to design and organise an "Agency Retreat Day", which was held in Yuen Long. While enjoying the relaxing day, colleagues got more familiarised with other unit's services. The retreat not only fostered team building among colleagues from different units, but also united all colleagues for agency's betterment.



行山郊遊，舒展身心，傍晚一起共晉豐富燒烤。
Colleagues joined hiking and BBQ with their friends and relatives.



同事全心投入參與排球訓練。
Our Staffs participated in the volley ball training.



機構退修日主題為「凝聚能量·關愛同行」。
United all colleagues for agency's betterment.