

機構傳訊

Corporate Communications

服務概覽

機構傳訊部(CCD)於二零一四年成立,主要職責為通過策略性核心活動,以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、會訊及年報製作、籌款活動籌辦、持份者傳訊、申訴處理。

年度重點 Highlights of the Year

推廣及公共關係

「憑信念、創機會、傳希望」是本年度的宣傳主題。我們相信只要每個人秉持同樣心態,定必可以共建包容而安全的社會。年內,本會服務有多達180次媒體報導,與去年比較,共有328.5%的增長;如此明顯的增長正好反映,社會上有更多人士願意關心更生人士、精神復元人士及各弱勢社群如何走出逆境。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。

Service Overview

The Corporate Communications Division (CCD) was set up in 2014 with the responsibility to enhance external and internal communications, highlight and promote vision, mission, value and achievements of the society through the strategic delivery of our core activities including media management, bulletin and annual report production, fund raising event management, stakeholders communication and complaints handling.

Promotion and Public Relations

"FAITH · OPPORTUNITY · HOPE" is our promotion theme in this year. We believed that if everyone takes our shared beliefs as our guide, there is nothing to stop us to contribute to the development of an inclusive and safe society. Within this year, SRACP has over 180 media coverages. Comparing to last year, it was reported to have 328.5% media coverages increase. More noise in helping exoffenders, people with mental health issues and under-privileged to re-sketch their lives was acknowledged. To enhance our service quality, CCD also handled appeals and complaints. We replied and followed swiftly according to our service pledge.

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.



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



電視劇組向本會副總幹事李淑慧女士頒贈紀念狀, 以示支持本會工作。

A Certificate of Appreciation was presented to Deputy Chief Executive, Ms. Anthea Lee by TV drama team in supporting SRACP.



甦WALK慈善行・跑步賽 x So HOT 嘉年華首次於沙田舉行。 SRACP Charity Walk & Run x So HOT Carnival was held in Shatin for the first time.

為加強與外界溝通及恒常地發佈最新服務資訊,除定期出版會訊《善訊》,本會亦善用社交平台,於本會臉書專頁及網頁中,不時更新帖文,以方便有效的渠道接觸社區人士。本年度,我們成功提名了26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。

籌募經費及拓展資源

承蒙各界支持,本會於二零一七年七月二十五日 成功舉辦第二屆「慈善高爾夫球賽」,並獲「深圳 市裕同包裝科技股份有限公司」冠名贊助,吸引 19隊善長參加,籌得善款港幣36萬,用以支援 弱勢社群、高危青少年服務及預防犯罪教育服 務;而第五屆「甦WALK慈善行·跑步賽 x So HOT 嘉年華」則於二零一七年十月二十二日假沙田舉 行,活動由「高博集團有限公司」及「天龍人力資 源管理有限公司」聯合冠名贊助,總參與人數突 破2,000人,共籌得淨港幣35萬元善款,用以預 防犯罪教育及高危青少年服務。六十週年慈善 鑽禧晚宴則於二零一七年十二月一日舉行,當晚 星光熠熠,並籌得淨港幣超過47萬。另外本會 亦設有網上月捐計劃、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。

To improve the communications with various stakeholders, we published agency newsletter regularly. Besides, we made good use of social media platform and post news on SRACP Facebook in a timely manner. The new approach of communication has speeded up our interaction with the public and it works effectively to make connection with the public. This year, we have nominated 26 enterprises as caring companies. Heartfelt thanks have to be given to all corporates and organizations for being supportive and to foster for the betterment of our service users.

Fund Raising and Resources Development

We are most grateful of the generosity and support from all philanthropic supporting parties, The SRACP Charity Golf presented by Shenzhen YUTO Packaging Technology Co., Ltd. was held successfully on 25th July 2017. With 19 golf teams to take part, HK\$0.36 million was raised for support services of under-privileged, youth-at-risk groups and crime prevention education. On 22nd October 2017, the SRACP Charity Walk and Run x So HOT Carnival presented by Cobot Group Limited and Draco Human Resources Management Limited was held in Shatin, over 2,000 participants took part in the event while over HK\$0.35 million net sum was raised for support services for crime prevention education and youth-at-risk services. The SRACP 60th Anniversary Diamond Jubilee Gala Dinner was launched on 1st December 2017 with lots of celebrities joining us. The event has raised total net sum of HK\$0.47 million. 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 recovery.

來自中國司法部的內地司法人員到訪本會。 Mainland Legal Officials from Ministry of Justice of the People's Republic of China visited SRACP.



機構傳訊部負責年報製作及籌辦週年大會。 CCD was responsible to the annual report production and to organise Annual General Meeting.

資訊科技

Information Technology

服務概覽

網頁及應用程式設計

2017年是香港善導會六十週年,本會除了製作六十週年主題網頁外,亦為不同活動製作網頁,定期將最新動態傳遞予社會大眾,活動包括:「講・港・法治」青年研討會、「慈善高爾夫球賽2017」、「甦Walk慈善行・跑步賽 x So HOT嘉年華」、「華麗人生慈善鑽禧晚宴」等。此外,本會更於「甦Walk慈善行・跑步賽 x So HOT嘉年華」加入嶄新的擴增實境應用程式,讓參加者沿途透過手機掃描識別圖,並與手機應用程式中呈現的吉祥物「甦Funny」及「甦Happy」自拍及合照留念。

系統使用及開發

本會獲社會福利發展基金贊助,為「持份者關係管理系統」、「人事管理系統」及「財務系統」作技術支援及開發。「更生人士服務綜合系統」於本年度已正式啟用,並逐步拓展至資訊管理及質素層面,更延伸至職業發展服務、精神健康服務的領域及流動手機應用。為配合流動支付、物聯網及大數據的嶄新服務模式,本會將為各系統試行引入雲端科技以配合發展。

Service Overview Website and Apps Design

SRACP celebrated the 60th anniversary in 2017. Apart from the development of website themed with 60th anniversary, for immediate release of news and information, our Information Technology Division created and updated web pages for different events, such as "Youth Conference", "SRACP Charity Golf 2017", "SRACP Charity Walk & Run x So HOT Carnival", "Diamond Jubilee Gala Dinner" etc. Besides, an augmented reality mobile app was introduced in the "SRACP Charity Walk & Run x So HOT Carnival", which allowed racers to catch the stickers of mascots "So Funny" and "So Happy" and take selfie with them after downloading our app on their cell phones.

System Usage and Development

Making use of the Social Welfare Development Fund, the "Stakeholders Relationship Management System", "Human Resources Management System", "Finance Management System" were planned to develop. Moreover, The Offender Rehabilitation and Service Integration System has been well developed in 2017–2018 and it would have further extension to employment development service, mental health service and mobile application in 2018–2019. To cope with the latest trend of Mobile Payment, Internet of Things and Big Data for new service model, use of cloud service in the systems would be further explored for service development.



「華麗人生慈善鑽禧晚宴」的回應式網頁設計。
The responsive web design of "Diamond Jubilee Gala Dinner".

甦Walk慈善行・跑步賽 x So Hot 嘉年華引入 擴增實境應用程式。

The augmented reality mobile app was introduced in the SRACP Charity Walk & Run x So HOT Carnival.



試行雲端服務及產品

本會與時並進,其下社會企業「明朗服務有限公司」成功申請「微軟Office 365捐贈計劃」並於本年率先試用雲端服務及產品,包括Office 365處理文書檔案、Azure雲端平台及進行線上會議等。由於雲端服務能夠同時兼容桌面電腦及流動設備,員工即使進行外勤工作或身處不同服務據點,都可以輕易存取資料及文件,在網絡上互相協作,大大提高整個機構的工作效率。

知識管理

本會一直致力推行知識管理,於二零一七至二零一八年度進行知識分享平台「SRACPortal」第二期的優化程序,新增的專區包括:專業發展質素管理、內部訓練、僱員支援、職業会員支援、物品借用及物資捐贈的分享平台。知識管理小超,本有14,717人次登入平台。知識管理小超,本亦於單位中試行管理工具,如行動後學習(AAR)和專家訪問等。新入職員工亦可從新入職同理的基本概念和重要性。另外,創刊號「知識星期一」亦已出版,以推廣知識管理和分享文化。

服務數據 Service Data

本會使用以下電腦系統支援各服務單位:

Trial in Cloud Services and Products

The Society has kept up with the fast-moving world, our social enterprise "Bright Service" has joined the Microsoft Software Donation Programme and has tried out the product and service including Office 365 cloud-based subscription service, Azure and online meetings. Also, regardless of physical distance and types of technology device, the cloud services have enabled staff to easily access data and files, which improve collaboration with others on the Internet and the efficiency would be enhanced positively.

Knowledge Management

We put effort in promoting effective knowledge management (KM). In 2017/2018, the 2nd phase enhancement of our sharing platform, "SRACPortal" was proceeded for knowledge dissemination and resources sharing, with the new established sections including The PDQM Corner (Professional Development & Quality Management), Trainings, The Employee Abundance Programme (EAP), The Occupational Safety & Health, Lend & Borrow and Donations. This year, a total of 14,717 logins of SRACPortal were recorded. Also, KM working group had applied some KM tools such as After Action Review (AAR) and expertise interview at service units as well as the presentation of knowledge management concept in new staff orientation and K-café. Moreover, the inaugural issue of "Knowledge Monday" has been launched to promote knowledge management and sharing culture.

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

系統 System	使用系統的服務單位 Units using the system
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
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
財務管理系統 Financial Management System	財務部 Finance Division
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
持份者關係管理系統 Stakeholders Relationship Management System	機構傳訊部 Corporate Communication Division
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
電子簽名解決方案 Adobe Sign E-signature Solution	全會 All units
「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

「專業精神」是本會重要的核心價值之一。為貫 徹此核心價值,研究及發展部近年於會內致力 提倡「實證為本」的理念,透過不同的研究調查 作「知識創建」的基石,並秉承「知識承傳」的傳 統將研究結果和實證經驗集結並承傳。 Professionalism is one of the core values of the Society. To continue with it, the Research and Development Division (RDD) has recently endeavored to foster a culture of evidence-based practice, promote the concept of knowledge building as well as uphold the idea of knowledge inheritance.

實證為本

本部門近年在不同的服務單位致力提倡「實證 為本」的理念,藉以提升服務質素並支援服務發 展。本年亦不例外,本部門於年內為本會創新 住宿服務「甦屋計劃」進行社會影響評估,分析 此計劃的成效及對整體社會的影響性。

此外,本會亦定期進行「服務使用者意見調查」, 藉著服務使用者的意見反饋來持續提升服務質素。年內,職業發展服務及法院社工服務都進行了「服務使用者意見調查」。整體而言,服務使用者對本會服務感到滿意。

Evidence-Based Practice

In recent years, RDD has endeavored to foster a culture of evidence-based practice so as to support services enhancement and development. This year was no exception, a social impact assessment was started on the "SOUK Project" to evaluate its effectiveness as well as impacts on the community.

Meanwhile, "Service Users' Opinion Survey" is conducted on a regular basis for different units so as to further enhance our services. During the year, surveys in the form of questionnaire were conducted for Employment Development Service and Court Social Work Service. In general, service users who responded were satisfied with our services.



研究及發展主任發佈「女性吸毒/戒毒誘因及後果」調查結果。

Research and Development Officer presented the "Drug Taking and Quitting in Female: Cause & Consequence" survey findings.

研究及發展主任在國際會議分享復元模式於精神健康綜合社區中心的評估及應用。 Research and Development Officer presented paper titled "Application and Evaluation of Recoveryand-Strengths-Based Service Model in Hong Kong

and-Strengths-Based Service Model in Ho Mental Health Setting" in conference.



知識創建

本會一直關注有關社會共融及更生人士重投社 會的議題,並視之為首要的工作範疇。因應社 會的轉變及需要,本會於年內就此進行研究, 探討及了解公眾人士及更生人士的看法,檢視 社會現況從而作出適切的協助,期望令更生人 士能順利重投社會,減低他們重犯的危機。

知識承傳

「知識承傳」是本部門另一致力提倡的重要理念。 為此,本部門每年特意編製研究及專題探討刊物「善研」,其編製目的包括:第一,我們希望結 集過往所得的研究結晶與各界分享;第二,藉以 引證及推廣「實證為本」在預防犯罪、更生康復 和精神復元服務中的重要性:第三,在研究及實 證的基石上共同創造一個包容而安全的社會。

今期「善研」以「連繫·重生」作為主題,透過實務經驗、學術理論及研究三方面與讀者共同探討社會共融的議題,讓讀者從多角度認識現時本港有關司法與更生的關係、終止犯罪的概念、 更生康復服務和本土更生研究,以及有關本港更生的未來發展方向。

Knowledge Building

The issues of social inclusion and offender reintegration have always been concerned and are deemed to be essential to the rehabilitation work of the Society. To meet the social needs and changes, the Society conducted surveys to collect different views from the public and exoffenders on the concerned issues, so as to better understand the present situation of community, hence, to aid in providing appropriate service to ex-offenders with community reintegration and reducing their likelihood of reconviction.

The research findings showed that the importance of the reintegration work is to prepare the general public to accept ex-offenders by enhancing their social closeness through mutual understanding and interaction. In terms of rehabilitation, the study explored factors that are highly associated with re-offending. The results indicated that re-offending is highly associated with current obstacles and difficulties, adverse childhood experience, perceived stigma, and perceived social support. Thus, preventative interventions such as positive thinking and coping skills training should be given to assist ex-offenders with community reintegration and to reduce the impact of stigma. Also, childhood factors are seen as important references for risk-assessment tools on early identification of potential future criminal behaviour.

Knowledge Inheritance

Knowledge inheritance is another rationale upheld by RDD. In view of this, RDD publishes an annual research bulletin namely "Sracpology". The purpose of this publication is threefold: 1) to build and disseminate local knowledge and wisdom; 2) to promote evidence-based practice and social impact assessment on frontline practices and; 3) to create a platform for sharing, cross-fertilisation and stimulation among various stakeholders of crime prevention and rehabilitation of marginalised persons in Hong Kong.

The second issue of Sracpology focuses on the topic of "Reconnect · Revival". Through the perspectives of practical experience, academic theories and research studies, the second issue explores the relationship of judiciary and rehabilitation, concepts of crime desistance, rehabilitation services and research findings on the topic of offender rehabilitation with readers.



人才發展及職員訓練

Talent Development and Staff Training

重視人才培訓

人才發展部致力統籌、策劃及執行本會在職員 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。

另外,本會與大學及大專院校保持緊密連繫,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39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 會大學及香港樹仁大學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。

培訓中心亦承辦本地、澳門及內地機構的訓練活動,過去一年本會曾為香港樹仁大學舉辦「精神健康急救課程」、社區藥物教育輔導會的「吸毒者家庭支援介入技巧講座」。而澳門及內地機構的培訓則集中在專業的發展和深化,包括會工作局社會重返廳「性罪犯的康復管理外,包括會工作局社會重返廳「性罪犯的康復管理外,包括「廣州友善中心督導」、「中山督導」、「廣州友善中心督導」、「中山督導」、「廣州友善中心社工督導服務計劃」、「聽聲者講座」及「南海社協會—社工督導服務計劃」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。

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.

Internal Trainings were organised, such as "Non-violence Intervention Workshop", "Internal Training for SPMS auditors", "Experiential learning-Debriefing and Facilitation in Group work", "Insurance Workshop on Public Liability and Owner Controlled Insurance Programme". Also, staff was encouraged to join the external training for exposures including "Study Tour for Hong Kong Seniors and Middle Management of Social Service at Beijing", "Study Visit to Germany on Cooperative Housing for Low-income Families and Elderly", "IFNGO Drug Conference 2017", "2017 China Prevention & Treatment of Drug Dependence Conference", "3rd Guangdong Social Work Practice Forum". The Society also subsidised staff of different ranks to participate in external training programmes. Altogether with corporate-led training, service-led training, frontline service training, unit-based training and overseas activities, a total number of 745 staff participation was recorded.

Last but not least, we maintained close contacts with universities and tertiary institutions and supported education development in the area of social services by providing placement for students taking social work, criminology and counselling courses. During the year, we arranged fieldwork placements for 39 students at our service units from The University of Hong Kong, The Chinese University of Hong Kong, City University of Hong Kong, The Hong Kong Polytechnic University, Hong Kong Baptist University and Hong Kong Shue Yan University.

SRACP Training Centre Promotes Professional Development

SRACP Training Centre offers training programmes and certificate courses for people who are providing or 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 Training Centre also organised various trainings for local, Macau and Mainland organisations such as, the "Mental Health First Aids Course" in Hong Kong Shue Yan University and "The Intervention Skills for the Family with Drug Addiction" of Community Drug Advisory Council. While, the trainings in Macau and Mainland China were focused on professional advancement such as "The Intervention for Sex Offender" and "Training for the YLSCMI (user)" of Social Welfare Bureau in Macau. Besides, supervision projects on offender rehabilitation and mental health service in Guangzhou, Zhongshan and Nanhai district of Foshan were held. Experienced social workers from the society 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.

服務數據Service Data



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

機構主導課程 Corporate-led training



- Study visit to Germany on Cooperative Housing for Low-income Families and Elderly (Germany)
- 2017年第八屆華人社區社會工作專業 研討會(江西)

海外交流活動 Overseas exchange

前線實務課程 Frontline service



External training for individuals

服務主導課程 Service-led training



年度重點

Highlights of the Year

本會榮獲僱員再培訓局「人才企業嘉許計劃」 嘉許

本會參加僱員再培訓局推出的「人才企業嘉許計劃」,在四個評審範疇,包括倡導學習文化、資源規劃、培訓及發展系統及績效管理,均獲卓越的評價,並榮獲非政府機構組別「人才企業」的尊稱,表揚本會在人才培訓及發展工作上的努力。

Our Society was recognised as "The Manpower Developer"

Our Society has joined the "ERB Manpower Developer Award Scheme" of The Employees Retraining Board (ERB) and had demonstrated outstanding achievements in the four assessment criteria, including leading a learning culture, resources planning, training and development system and performance management. Our society has been qualified as Manpower Developer to commend our Society on putting the effort on manpower training and development.



本會代表參與在澳門舉行之「國際預防毒品與藥物濫用非政府組織聯合會-第27屆世界會議」。 Delegates from SRACP joined the "IFNGO World Conference 2017" in Macau.

本會總幹事頒發紀念品予資深教練學導 師林美凝博士。

Our Chief Executive presented the souvenir to the Business & Executive Coach, Dr. Pansy Lam.





職員活動

Activities for Staff

服務概覽

二零一七至二零一八年度,職員福利會為會員舉辦了東龍島一日遊、羽毛球同樂日及週年聚餐。 聚餐參加人數超逾往年,本會委員、同工及親 屬合共187名,氣氛熱鬧。

職員福利會響應本會六十週年慶典,贊助每位 會員獲皮革證件套乙個,其中80名同工在導師 指導下,更親自製作證件套,以作紀念。

此外,職員福利會繼續統籌員工及義工,參加 由懲教署體育會舉辦的赤柱秋季賣物會,並分 別組織籃球隊及足球隊,代表本會出戰社工盃 籃球和足球比賽。

Service Overview

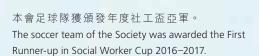
In 2017/2018, the Staff Welfare Association (SWA) held a one-day tour of Dong Long Island, Badminton Day and Annual Lunch Buffet. The response to the lunch buffet was overwhelming, having a total of 187 members and their relatives.

To celebrate the 60th Anniversary of the Society, SWA sponsored each member for a leather card holder and 80 members even attended a DIY workshop to make their own card holders.

Furthermore, SWA continued to coordinate with members and volunteers to support the Stanley Autumn Fair organised by the Sports Association of the Correctional Services Department. We also supported our basketball and soccer teams to join the Social Worker Cup competitions.



職員和親屬歡聚一堂參與週年聚餐,共慶聖誕。 Staff and their relatives gathered together to celebrate Christmas at SWA Annual Lunch Buffet.







同工親手製作六十週年皮革職員證件套。 Members made their personalized leather card holders.

籃球隊隊員士氣高昂,爭取勝利。 Basketball team had high morale in the match.

