

職業服務及社會企業 Employment Service and Social Enterprise

「衷心感謝每一位幫助過我的善導會職員，
給予一個穩定的工作和住所，使我能夠重燃希望。」

“Thank you wholeheartedly for every staff of The Society of Rehabilitation and Crime Prevention, Hong Kong who has helped me in the previous period. I can rekindle hope by their provision of a stable job and accommodation.”

「工屋」計劃服務使用者 亞言
YIN — Service User of “Working House” Project



職業發展服務

Employment Development Services

服務概覽

職業發展服務以多元服務模式及介入手法，協助服務使用者重新建立工作習慣、培養良好工作態度和適應工作環境的能力，使他們能持續工作，重建健康而有規律的生活。我們也致力拓展青年培育及創業服務，鼓勵年青人及服務使用者在就業以外，發掘其他機遇。總括而言，服務內容分為三大類別：職前準備、就業配對及青年培育和創業支援。

服務單位及計劃包括：就業安置組、就業拓展組、「懲教所職業技能訓練課程」、職業復康中心、「恒生青年前路探索計劃」、賽馬會「挑戰你•想」計劃、僱員再培訓局「人才發展計劃」、輔助就業服務、殘疾人士在職培訓計劃，以及「陽光路上」培訓計劃。

職前準備及就業跟進

為服務使用者提供各類實習訓練及培訓課程，讓他們體驗實際工作環境，裝備自己，增加日後外出就業的信心。我們今年於僱員再培訓課程內新增了特定服務對象課程，為殘疾人士提供就業裝備。另外，我們亦跟進服務使用者就業後情況，協助他們克服困難，提升其就業資本，融入職場。

就業配對

協助服務使用者爭取全職或兼職工作機會，或處理工作訂單，務求透過安排工作，有效解決刑滿出獄更生人士或失業人士的經濟需要。

Service Overview

By using a wide variety of service models and intervention approaches, Employment Development Services assist service users to re-establish proper work habits and attitudes, as well as the ability to adapt work environment with an aim to enable them to excel themselves, work continuously and live healthily with discipline. We put great efforts to provide empowerment programme and entrepreneurial support for youngsters and service users to explore other development opportunities. To conclude, our services are categorised into three main areas: pre-vocational preparation, job matching, youth empowerment and entrepreneurship support.

There are different working units and programmes including Employment Development Unit, Employment Enhancement Unit, "Vocational Training Programme in Correctional Institutions", Employment Rehabilitation Centre, "Hang Seng Youth Career Planning Scheme", "Jockey Club YouChallenge Programme", Employees Retraining Board (ERB) "Manpower Development Scheme", Supported Employment Service, On the Job Training Programme for People with Disabilities, and "Sunnyway"— On the Job Training Programme for Young People with Disabilities.

Pre-vocational Preparation and Post-placement Service

With the help of different job placements and training programmes, service users can experience a real working environment, to equip themselves with relevant job skills and increase their confidence in seeking employment. This year, we newly operated ERB Courses for special target group, to better equip people with disabilities. We also provide post-placement services for users to increase their employability, help them to resolve their problems and assist them in entering the labour market.

Job Matching

We assist service users to gain working opportunities including full-time jobs, part-time jobs or job orders. We believe the financial needs of the newly discharged and the unemployed can be addressed through job arrangement.

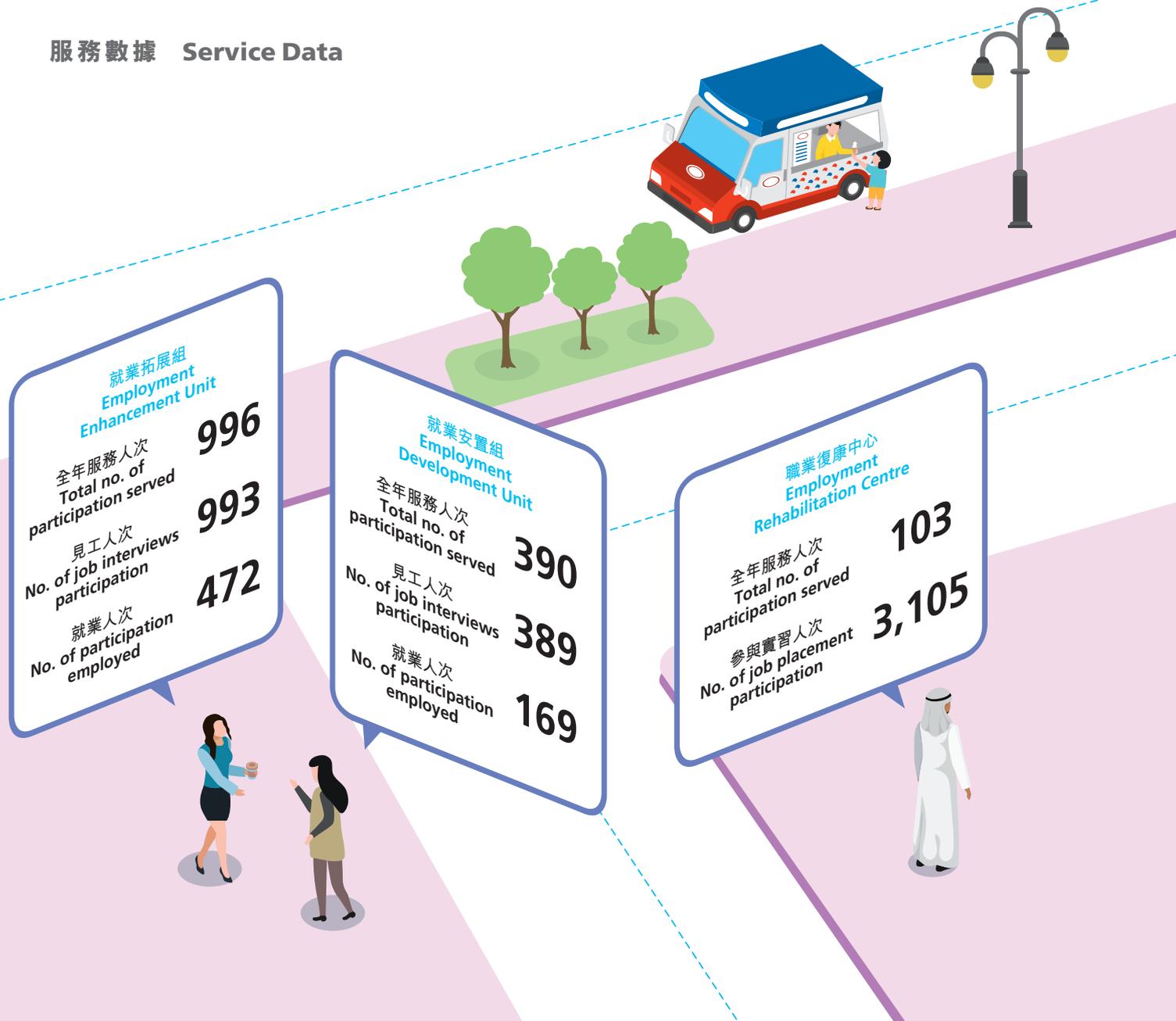
青年培育及創業服務

為弱勢青年(更生青年、邊緣及受監管青年)提供職涯評估及規劃、行業影子學習、創業輔導、創業支援、創業基金及個人成長探索的服務，協助他們有正面的改變及發展，促使社會接納他們。

Youth Empowerment & Entrepreneurship Service

We provide disadvantaged youths (rehabilitated youths, youths at risk and under custody) with career planning service, entrepreneurship training and guidance, funding support, and service for personal growth and exposure, in order to enhance their motivation, and further facilitate positive youth development and foster social acceptance.

服務數據 Service Data



懲教所職業技能訓練課程
Vocational Training
Programme in Correctional
Institutions

參與計劃人數
No. of programme
participant **238**

見工人次
No. of job interviews
participation **263**

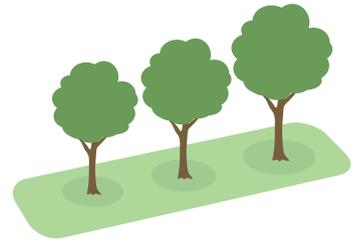
就業人次
No. of participation
employed **221**

恒生青年前路探索計劃
Hang Seng Youth
Career Planning

全年服務人次
Total no. of
participation served **311**

參與計劃人數
No. of programme
participants **156**

成功開業／維持業務人數
No. of people successfully
started/maintained their
businesses **10**



僱員再培訓局「人才發展計劃」
ERB Manpower
Development Scheme

全年服務人次
Total no. of
participation served **246**

見工人次
No. of job interviews
participation **215**

就業人次
No. of participation
employed **209**



賽馬會「挑戰你·想」計劃
Jockey Club YouChallenge
Programme

參與計劃人數
No. of programme
participants **451**

輔助就業服務
Supported
Employment Service

全年服務人次
Total no. of
participation served **78**

見工人次
No. of job interviews
participation **73**

就業人次
No. of participation
employed **46**

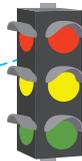


殘疾人士在職培訓計劃
On the Job Training Programme for
People with Disabilities

全年服務人次
Total no. of
participation served **51**

見工人次
No. of job interviews
participation **47**

就業人次
No. of participation
employed **25**



陽光路上培訓計劃
Sunnyway-On the Job Training
Programme for Young People
with Disabilities

全年服務人次
Total no. of
participation served **87**

見工人次
No. of job interviews
participation **105**

就業人次
No. of participation
employed **56**



年度重點 Highlights of the Year

合作夥伴網絡發展

本會舉行「匯智傳愛合作夥伴交流晚宴」，與30位僱主、導師及合作夥伴交流合作心得，加強彼此聯繫。我們向合作夥伴致送由「甦HANDS」小組及服務使用者製作的熨印布袋，作為紀念品。為感謝合作夥伴的支持，我們本年度提名43間公司參加並成功獲香港社會服務聯會頒發的「商界展關懷」標誌。另有2間公司成功獲香港中小型企業總商會頒發「友商有良」嘉許計劃標誌。

我們致力開拓僱主及合作夥伴網絡，本年度新增22位僱主願意提供職位空缺，累積合作僱主數目達823位。我們繼續不同僱主合作，發掘工作機會，包括展覽、搬運、倉務、飲食、建築及清潔等。另外，我們為僱主所聘用的服務使用者員工提供在職輔導，改善其工作態度。本年，本會社企明朗服務有限公司有37位員工接受支援服務。

Working Partner Network Development

“Ideas Exchange Dinner with Working Partners” was held with the presence of 30 employers, trainers and working partners, in order to facilitate ideas exchange and build harmonious working relationship. Printed tote bags co-created by EDS “So Hands” team and service users, were given to the guests as souvenir. This year, we have successfully nominated 43 corporations for “The Caring Company Scheme” of the Hong Kong Council of Social Service, in recognition of their long-term support to us. Also, 2 companies nominated by us were successfully awarded “The Partner Employer Award” by The Hong Kong General Chamber of Small and Medium Business.

We strive to develop network with employers and working partners. This year, a total of 22 new employers provided job vacancies to our service users. The accumulated number of employers collaborated has increased to 823. We also received job opportunities offered by employers in different sectors including exhibition, transportation, warehouse work, catering, construction work and cleaning. In addition, we cooperated with employers to provide workplace counselling service for employees to improve their working attitude. This year, 37 employees of our social enterprise, Bright Services Company Limited received services.



一眾合作夥伴於「匯智傳愛合作夥伴交流晚宴」合照留念。
Group Photo of “Ideas Exchange Dinner with Working Partners” with working partners.



年度退修活動—設計思維工作坊。
Branch retreat — Design thinking workshop.

我們在二零一九年獲恒生銀行繼續支持「恒生青年前路探索計劃」，得以延長多29個月。計劃透過提供不同的創業支援及「起動資金」，幫助有需要的青年起動生意初型，並從實踐中累積營商經驗，發展所長。我們亦優化計劃的職涯評估及體驗式行業學習與探索部分，因應青年的興趣、性格及強項，配對行業專才，讓他們進一步了解期望投身的行業實況，確立人生目標。本年度，我們為156名青年人提供職涯評估，及超過60間公司及影子學習導師提供近1,800小時的學習與探索時數。另外，計劃在二零二零年二月推出全新網上平台，提供網上創業及就業資訊，行業知識的學習等，以回應時下青年的需求。

賽馬會「挑戰你•想」計劃得到過百名商戶及其他社會人士支持，於服務的線上及線下提供不同類型的支援或捐贈，以鼓勵及協助年青服務對象有正面的突破。

我們年內舉辦了2次企業義工服務，30名來自5間企業的義工參與，為本會的長刑期更生人士、更生人士的子女及其照顧者提供義工服務。義工透過活動與服務使用者直接的交流，促進社會共融。



恒生青年前路探索計劃—學習與探索廣告製作。
Hang Seng Youth Career Planning Scheme —
Learning and exploring advertisement production.

Thanks to the continued support from Hang Seng Bank, the “Hang Seng Youth Career Planning Scheme” has been successfully granted funding for another 29 months in 2019, which encourage young people to put their entrepreneurial ideas into practice by support and granting seed money. Also, we have been strengthened with career planning and experiential learning and exposure. Youths would be matched with related industry experts according to their interests, personalities and strengths, in order to help them to understand more about the reality of the industries they desired to work in, and thus to define their life goals. This year, the scheme provided 156 youths with career assessments, and more than 60 companies and job shadowing instructors provided over 1,800 hours of learning and exposure activities. From February 2020, a new online platform has launched to provide the information of entrepreneurship and employment, industries knowledge, etc., in order to catch up the needs of youth.

Jockey Club YouChallenge Programme obtained over hundred individuals and/or corporates to provide support or sponsorship, to motivate and facilitate our young service users to make breakthrough.

We organised 2 corporate volunteer programmes this year, involving totally 5 corporates and 30 corporate volunteers, whom provided service to ex-offenders with long term sentence, and children of ex-offenders and their caregivers. Through the activities, the corporate volunteers gained more understanding of our service users and fostered social integration.



企業義工與弱勢兒童一起製作美味甜點。
Corporate volunteers made delicious desserts with disadvantaged children.

由狗狗民宿支持，青年培育及創業服務主辦了「動物領養橋小型創業比賽2019」，以提升公眾對被遺棄動物的關注。比賽為參加者提供撰寫計劃書、產品拍攝、網上推廣及探訪本地狗場等培訓及活動。當中兩位參與本會創業服務的弱勢青年獲得獎項。

服務質素監察及成效研究

本會年內榮獲不同獎項，包括在僱員再培訓局周年審計獲最高「第一組」評級；以及在僱員再培訓局年度頒獎禮2019-20上榮獲「ERB課程管理獎」及「ERB就業服務獎」；而本會導師及僱主分別獲得「ERB傑出導師獎」及「ERB傑出僱主獎」。

為更有效回顧服務成效，我們首次於「恒生青年前路探索計劃」引入「社會影響評估」監察計劃成效。結果指出本計劃有助青少年更了解自己職業取向，從而制定可達成的生涯目標。另外，我們深入分析賽馬會「挑戰你•想」計劃的大數據，總結出數據為本的有效服務模式，並具體掌握服務使用者的需要，研究結果將於二零二零年發佈。



專業發展

我們邀請Design for Hong Kong進行設計思維工作坊，作為年度退修活動，並安排在來自新加坡的社企「廚尊」舉行，鼓勵跨專業團隊加強合作及創意思維，共同建構以人為本的服務。為推動前線員工的專業發展，我們定期進行個案會議，加強各小隊的理論及實踐交流，分別以「強項為本」、「新現實治療法」、「情緒導向治療」，及「職涯規劃」等理論支援員工提供服務。

Thanks to the support from the Dog Dog BnB, Youth Empowerment & Entrepreneurship Service organised "Animals Adoption Micro-entrepreneurship competition 2019" aiming to arouse the public awareness of animal abandonment. We provided various training such as proposal writing, product shooting, online marketing, financial skills, and kennel visiting. 2 disadvantaged youths from entrepreneurial service won the competition.

Service Quality Control and Effectiveness Measure

The Society was honoured with various awards this year, including the ERB Manpower Development Scheme had successfully passed the onsite management audit of ERB 'Comprehensive Annual Audit System' and achieved 'Level One', the highest ranking. Also, we were recognised as the "ERB Outstanding Award for Placement Services" at the ERB Annual Award Presentation Ceremony. While our trainers and employers received the "ERB Outstanding Award for Trainers" and "ERB Outstanding Award for Employers" respectively.

To review the services systematically, the "Social Impact Measurement" was first incorporated into "Hang Seng Youth Career Planning Scheme" for the project achievement. The result showed that the scheme has helped youths to increase their self-awareness of career path, and contributed to have a new achievable plan for their life-planning goals. Through the database of the App of Jockey Club YouChallenge Programme, we successfully analysed massive amount of data about the pattern of usage and profile of the users, so as to help us to timely grasp the users' needs. The research outcome will be announced in late 2020.

Professional Development

"Design for Hong Kong" was invited to conduct a design thinking workshop as a branch retreat, and hosted at the Singapore-based social enterprise "Dignity Kitchen". As a multi-disciplinary team, we were trained with design thinking so that we could be more collaborative and creative to co-create user-orientated services. In response to the professional development need for our front-line staff, we conducted case conference regularly to strengthen the exchange of theory and application in every working units. To better support staff in rendering service, we adopted various approaches including "Strength-based Approach", "New Reality Therapy", "Emotional-focused Therapy" and "Career Planning".

課程發展

課程發展方面，我們在懲教院所內新增僱員再培訓局「防治蟲鼠處理員基礎證書」，並為公眾新增僱員再培訓局「花藝設計及應用II(節日花飾)基礎證書(兼讀制)」；以及專為殘疾及工傷康復人士新增「職業普通話I基礎證書(兼讀制)」、「職業英語(聽力及會話)I基礎證書(兼讀制)」、「花藝設計及應用I基礎證書(兼讀制)」、「花店實務及花藝設計助理基礎證書」及「咖啡調製員基礎證書」，以提供多元化及具市場潛力的課程。

Course Development

In terms of course development, we organised new ERB “Foundation Certificate in Pest Control Worker Training” for prisoners in correctional institutions. We also offered ERB “Foundation Certificate in Floral Design and Applications II (Festive Floral Arrangements) (Part-time)” for general public; and “Foundation Certificate in Vocational Putonghua I (Part-time)”, “Foundation Certificate in Workplace English (Listening & Speaking) I (Part-time)”, “Foundation Certificate in Floral Design and Applications I (Part-time)”, “Foundation Certificate in Florist and Floriculture Assistant Training” and “Foundation Certificate in Barista Training” for persons with disabilities and persons recovered from work injuries to provide diversified and market-oriented trainings.



「工」屋計劃為服務使用者提供穩定居所。
The “Working House” Project provides stable accommodation for employed service users.

持續多元創新

「工」屋計劃

本計劃是本會自二零一七年與天龍人力資源管理公司合作，以長洲作為試點，為獲聘的服務使用者在工作地點附近安排住所，既解決其住屋需要，亦紓緩經濟壓力，重投社會。計劃邁入第三年，至今有2間宿舍，目前有12人入住，並於該區工作。

Sustainability and Diversify of Innovation

“Working House” Project

The project has progressed into its 3rd year, and now there are 2 residential units in Cheung Chau for employed service users. Starting from 2017, we collaborated with Draco Human Resources Management Limited to arrange jobs and accommodations for service users so as to solve their housing needs and economic difficulties, and further integrate back to the community. 12 service users have lived there and worked nearby.

「逆風•甦龍」計劃

本會獲「建灝慈善基金」支持，再次組織龍舟隊，隊員除包括服務使用者(更生人士、邊緣社群、及弱勢青年)、本會同工以及合作夥伴(僱主及計劃導師)外，更加入邊緣青年及創業青年。我們希望藉著參與龍舟比賽與隊員訂立清晰目標，透過超過兩個月的龍舟鍛鍊及團隊活動，提升隊員的體能和毅力、團隊合作精神及解難能力，從而延伸至他們日常生活及工作之中。在本年度兩次比賽中，分別奪得第七名和第三名的成績，令人鼓舞。



“The Wind • So-Dragon” Project

Our Society was supported by “K&K Charity” to form a dragon boat team which comprised of the service users (rehabilitated persons and marginalised groups included), staff from the Society, partners (employers and programme trainers included), youths-at-risk and young entrepreneurs. Through participating in the dragon boat race, team members gather to set clear goals and go through a more-than-2-months training, in order to strengthen their fitness, perseverance, team spirit and problem-solving abilities, which applied to their daily lives and working environments. This year, we joined 2 competitions and finally won the 7th and 3rd places respectively.

賽馬會「挑戰你•想」計劃—大人國戰記

計劃年內舉辦了一年一度大型競技遊戲日，共有47名挑戰者及27名義工參加，讓弱勢青年透過團隊合作，挑戰自我，完成眾多任務。

Jockey Club YouChallenge Programme — Gulliver's Tra-lenge

The programme hosted the annual game day as the large scale programme this year. A total of 47 challengers and 27 volunteers joined, allowing disadvantaged youths as challengers, to learn team spirit and self-actualisation by completing a lot of quests.

青新廟街市集

恒生青年前路探索計劃於二零一九年八月舉行一場為期兩天的市集，包括手藝工作坊、表演及27個攤檔。由籌備到活動當天，青年協助籌備、宣傳、活動運作，以行動展現青年的活力及能力。

Refresh Temple Street Market

“Hang Seng Youth Career Planning Scheme” held a two-day bazaar in August 2019, including handcraft workshop, talent show, and 27 booths. The youths showed their energy and capability on preparation, promotion, and operation of the activity.



賽馬會「挑戰你•想」計劃—大人國戰記期間的任務挑戰。
Challengers were taking quests in the Annual Game Day- Gulliver's Tra-lenge of Jockey Club YouChallenge Programme.



恒生青年前路探索計劃—青新廟街市集
Hang Seng Youth Career Planning Scheme — Refresh Temple Street Market

社會企業 Social Enterprise

服務概要

本會轄下社會企業—明朗服務有限公司(明朗)於一九九七年成立，至今營運超過20年。明朗一直為更生人士及其他弱勢社群提供就業機會，協助他們發揮潛能，提升市場競爭力；與此同時積極提升業務，追求持續發展。為配合社會發展及市場需求，明朗繼續調整業務範疇，致力為客戶提供優質服務。

業務發展

運輸業務

明朗積極拓展不同商機，以便在競爭激烈的市場下保持競爭力，為社會各界提供優質運輸業務，包括不同政府部門、百佳超級市場(香港)有限公司、香港中文大學等。運輸業務為更生人士及其他弱勢提供514人次就業機會，總營業額為港幣\$1,154,291.2元。

明朗為不同類型客戶提供運輸服務。
BS provided removal and logistic services to customers across various sectors.



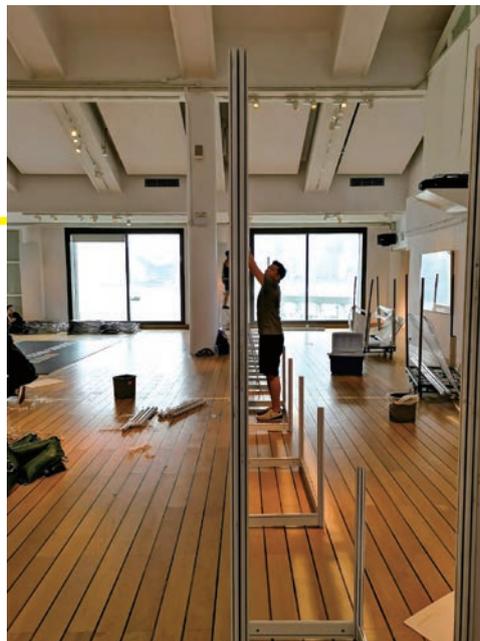
Service Overview

A social enterprise established by the Society in 1997, Bright Services Company Limited (BS) has been operating for over 20 years. Proactively enhancing its business and sustainability, BS provides a great variety of job opportunities to assist ex-offenders and the under-privileged in increasing their competitiveness by capitalising on their potential. To provide the best quality of service to our customers, the scope of our services will be adjusted according to the changes in market needs and society development.

Business Development

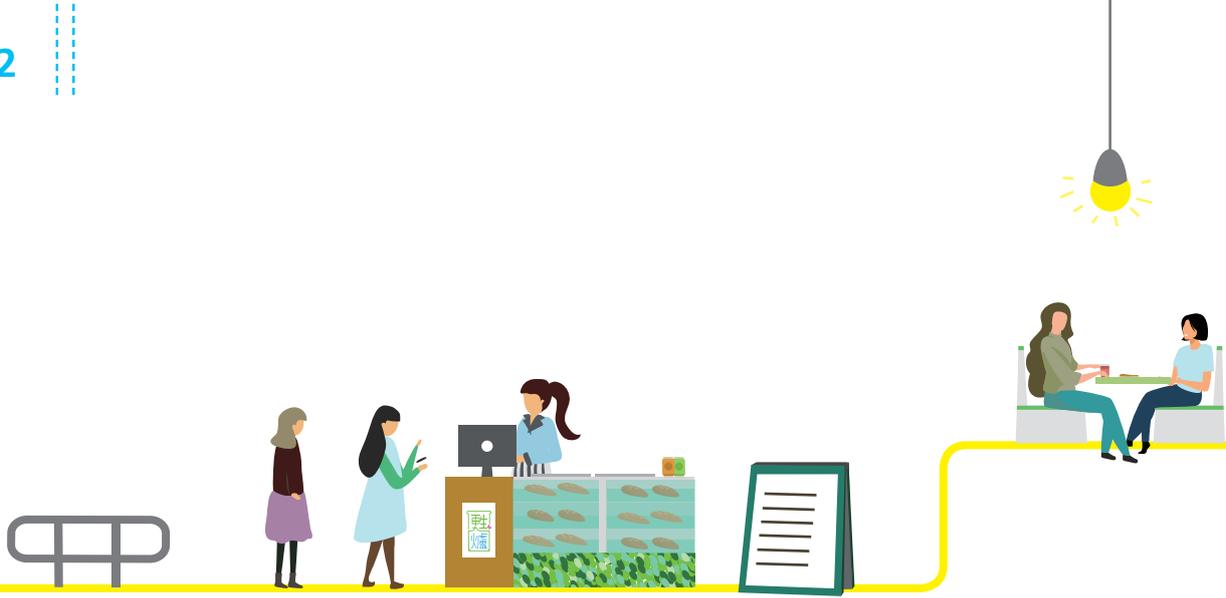
Removal and Logistic Business

BS actively sought for different business opportunities in order to maintain its competitiveness in the intense market competition. We therefore continued to provide quality service to various customers including different government departments, PARKnSHOP (HK) Limited and the Chinese University of Hong Kong. A total of 514 job opportunities were created for ex-offenders and underprivileged at a transaction amount of HK\$1,154,291.2



Smart Exhibition團隊於活動場地搭建背幕。
Smart Exhibition set up backdrop in event venue.





清潔業務

明朗積極拓展家居、辦公室及院舍清潔市場，提供一次性深層潔淨、洗地打蠟及特效無臭滅蟲服務，與一般家務助理不同。此服務善用社區的生產力，為弱勢社群提供更多發展機遇。清潔業務年內提供3,714人次就業機會，總營業額為港幣\$1,594,347.8元。

Cleaning Business

BS focused on developing its household, office and hostel cleaning market by providing one-off in-depth cleaning, stain removal and waxing, and pest control services, which were different from those provided by domestic helpers. These services can tap into community resources and create more development opportunities for the underprivileged. Its cleaning service provided 3,714 job opportunities and generated a total transaction amount of HK\$1,594,347.8.

展覽業務

明朗繼續與亞洲國際博覽館緊密合作，於大型展覽、演唱會、宴會及其他活動提供人力支援，使不少更生人士獲得穩定工作，核心團隊成員由20多名更生人士及其他弱勢社群人士組成。明朗與時並進，以Smart Exhibition品牌拓展其他活動及展覽業務，創造不同工作機會。展覽業務年內帶來2,571次工作機會，總營業額為港幣\$2,022,448.33元。

Exhibition Business

BS continued to collaborate closely with the AsiaWorld-Expo Management Limited in providing manpower support for large-scale exhibitions, concerts, banquets and events, thus providing stable jobs to set up the core staff team of more than 20 ex-offenders and others underprivileged. Furthermore, its business scope had been extended through the brand of Smart Exhibition to other outside events and exhibition in order to create more different job opportunities. This year, 2,571 job opportunities were provided while the total transaction amount reached HK\$2,022,448.33.

綜合維修業務

「好修成」綜合維修服務得到「社創基金」的贊助，於二零一七年投入運作，為長者及殘疾人士提供優惠的家居維修服務，改善其家居安全。我們亦聘請更生人士及精神復元人士為維修技工助理，安排專業維修技工以師徒形式指導，讓他們未來可一技傍身。另外，我們以合理收費為一般家庭、商業客戶提供裝修及維修服務。本年度提供49人次就業機會，總營業額為港幣27,098元。

Maintenance Service Business

With the support of "SIE fund", Good Harvest Maintenance Service started to operate under BS in early 2017. Good Harvest aims to improve the household safety of the elderly and people with disability by providing low-price maintenance service. We provide apprenticeship and job opportunities to ex-offender and persons in recovery who would receive on-the-job training under the instruction of maintenance technician, so that they would be able to develop their careers in this maintenance field. We provided quality maintenance and renovation services to general households and corporate customers with reasonable price. This year, the business offered total 49 job opportunities with a total transaction amount of HK\$27,098.



天龍人力資源管理有限公司捐助抗疫物資，並派出義工，聯同興民邨街坊義工向長者派發防疫包。
Volunteers from donor, Draco Human Resources Management and Hing Man Estate Resident Association helped to distribute anti-epidemic bags to the elders.

甦爐提供到會服務。
Catering service provided by Sobakery.



烘焙業務—「甦爐」

明朗自二零一八年五月於柴灣興民邨營運麵包咖啡店「甦爐」，推廣社會共融，年內共為16名更生人士及其他弱勢社群人士提供在職培訓及工作機會。「甦爐」生意漸上軌道，除售賣不含人造改良劑的麵包餅點外，亦推出自家品牌月餅，以及為公司、幼稚園提供大量訂購及到會服務，並度身訂製烘焙類禮品服務，本年度總營業額為港幣\$1,122,157.6元。

在新冠肺炎疫情初期，「甦爐」獲善心企業天龍人力資源管理有限公司捐助，並派出義工支持，在興民邨派發1,000個防疫包及「甦爐」消費券予65歲以上長者，將關懷帶進社區。

Bakery — SoBakery

SoBakery was in operation at Hing Man Estate, Chai Wan since May 2018, with the aim to promote the concept of social inclusion, providing 16 employment and training opportunities to ex-offenders and others underprivileged during this year. While the business was getting on track, SoBakery not only provided healthy bakery products with high quality, but also produced moon cake as well as offered bulk purchases and tailor-made bakery products services for corporates and organisations. A total transaction amount of HK\$1,122,157.60 was generated.

In the early stages of COVID-19 outbreak, with donation of Draco Human Resources Management and support from its volunteers, SoBakery distributed 1,000 anti-epidemic packs and cash coupon of SoBakery to the elders aged over 65 in Hing Man Estate, hoping to bring care and concern to the community.