

總幹事報告 Chief Executive's Report

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社會服務的發展向來與社會轉變息息相關。過去一年，除了2019冠狀病毒病疫情外，本港社會也發生了一些變化，令社會問題日益繁多，同時對更生及康復服務的需求更趨多元化。我深信，社會服務必須配合社會的轉變，發展更專業的模式及更新穎的手法，才能為大眾提供「以人為本」的社會服務。本會將繼續秉持「轉化作貢獻，多元臻關愛」的精神，積極尋覓及推展新的服務，與時並進，幫助服務使用者開拓出路，向弱勢社群傳遞希望，為社會帶來正能量。

There is no doubt that the development of social service had always been having close relation with societal changes which had induced more social problems. New and diversified needs for rehabilitation services also arose as a result. I believe only when social services were updated to cope with the latest social changes could the public receive people-oriented services that could tackle their needs. The Society would keep upholding the spirit of having “innovative mind with a social heart” to develop new services in cope with the social changes to create opportunities for the service users, and to deliver hope among the disadvantaged groups as well as the community.

新常態下 傳遞希望

數碼科技與生活息息相關，尤其在過去一年多的疫情下，網上購物、瀏覽網上新聞、使用社交媒體平台或線上會議軟件等，已成為許多市民在「新常態」下的生活模式。因此，本會致力完善軟硬件配備，支援同工及服務需要，期望推動服務使用者參與及促進資訊科技社會發展的權利，收窄數碼鴻溝。

Deliver Hope in the New Normal

The use of technology is closely related to our daily life. Online shopping, browsing the Internet version of news, online meeting and use of social media platform had been the lifestyle in the new normal. Hence, the Society had been striving to improve the hardware and software for the development of Information and Communications Technology (ICT) so as to support our staff in response to service needs in hope to promote the rights of our service users to participate and contribute to the development of information society in order to narrow digital divide between social disadvantaged groups.

資訊科技支援

因應疫情，本會曾作出特別安排，包括維持有限度服務、暫停大型活動等，同時亦積極尋求各種方法，透過通訊、遠程科技產品及網絡應用，與服務使用者保持聯繫，應對新常態下的服務需要，包括在宿舍裝設配備各類社交電子設備及機械人，讓服務使用者可以進行遙距探訪及娛樂活動等，亦將傳統的服務轉化為有趣及互動的網上活動，在疫情期間促進服務使用者的身心健康。本會運用社會福利署的資助聘請資訊科技大使協助服務單位運用資訊科技或相關產品，提供線上服務、推行小組及活動，同時協同工推動及幫助服務使用者應用資訊科技產品及通訊軟件，讓弱勢社群能認識及善用數碼科技產品及服務，加快融入數碼化的社會發展。

基層家庭支援計劃

對於基層家庭而言，在連基本上網設備也缺乏的情況下，疫情下的日常生活更顯拮据。本會承蒙招商局慈善基金會贊助，針對更生人士及精神復元人士家庭在疫情下的服務需要，度身為他們訂造名為「奇招解困憂」的服務計劃，支援因疫情收入減少的家庭，紓緩與子女學習相關的經濟壓力，包括提供書簿及校服津貼、義務功課輔導、網上技術支援和義工探訪等，及資助他們購買網上學習裝置及數據服務，並為有需要學童安排各種工作坊，紓解疫情帶來的焦慮情緒。計劃至今已為超過40個有需要家庭提供支援。

走進校園 推廣身心健康

面對近年社會環境的轉變及挑戰，加上功課壓力，學童精神健康問題備受關注。本會精神健康綜合社區中心由二零二零年開始把精神健康服務帶入校園，為中學生、家長及教職員提供一站式的社區支援服務，傳遞正確的精神健康知識。服務團隊以正向心理學的健康生活模式為基礎，按不同階段設定目標和介入形式，以切合青少年的多元需要。服務包括復元人士分享會、社區導賞、朋輩訓練、生涯規劃及到校動物輔助治療等。服務推行以來，廣受學校歡迎，截至二零二一年三月計劃共服務了1,395位中學生。

ICT Support

In light of the development of the COVID-19 infection, the Society had made special arrangements including the provision of basic and limited services and suspension of mass programmes. The Society had also been exploring various means to stay in close contact with the users by the application of ICT and use of online platforms in response to the service needs in the new normal, such as installing electronic equipment in hostels for the service users to participate in distance visit with their family members and to enjoy leisure activities online. We had also transformed our conventional offline services into online activities so as to promote the physical and mental health of our users. Moreover, the Society had employed IT ambassadors with the subvention of Social Welfare Department to assist our staff to provide online services by using IT as well as to help our users to integrate in the digital society by making optimum use of IT.

Support Scheme for Low-income Families

Life of low-income families with no internet services at home had been more difficult under COVID-19. Funded by China Merchants Foundation, the Society launched a Support Scheme to support the families of ex-offenders and persons in recovery with fallen household income in the epidemic. The Scheme eased the economic burden on these low-income households by funding the education expenses of their children such as offering tutorial support and IT support, as well as subsidy for textbook, school uniform and related electronic equipment for online learning. Volunteers were also arranged to visit these families and various workshops had been arranged for the children in need to resolve their anxiety in the epidemic.

Extension of Mental Health Service to Schools

The mental health issues of students had been calling for attention followed by the changing social environment and academic stress. Our Integrated Community Centres for Mental Wellness had been providing one-stop community support services for secondary school students, their parents and teaching staff to promote the knowledge of mental health. Our team designed different service objectives and intervention means for different stage of the students' development based on the concept of healthy lifestyle of positive psychology theory in order to address various needs of different adolescents. The services included sharing of persons in recovery, community tour, peer training, career and life planning and on-site animal-assisted therapy at schools. The services were well received by the education sector and 1,395 secondary school students were served by the end of March 2021.

秉持專業堅守服務

本會秉持以人為本的信念及服務模式，發展及開拓一系列服務回應弱勢社群需要，為他們提供生活保障，同時亦希望透過不同的服務，提倡更生人士、精神復元人士及其他弱勢社群融和，使社會更關愛、和諧。

賽馬會玩具圖書館2.0

有見弱勢家庭缺乏社區支援網絡，本會於去年四月至六月成功申請賽馬會「新冠肺炎緊急援助基金」，開展了為期三個月的「賽馬會玩具圖書館」服務後，今年再度申請賽馬會慈善信託基金的資助，於本會12個服務單位展開為期一年的「賽馬會玩具圖書館2.0」計劃，提供玩具借用服務，並向有需要家庭提供更深入的支援。此服務設有網上獎勵計劃、工作坊及社交平台，鼓勵親子溝通以促進家庭關係。與此同時，本會亦招募社區人士擔任助理協助運作此服務，在接受相關服務訓練後向服務使用者分享親子相處之道，加強社區聯繫網絡。

少數族裔社區大使計劃

本會向來致力推動社區關愛共融，在社會福利署撥款支持下，於二零二零年十月正式在更生康復服務推行為期三年的「少數族裔社區大使試驗計劃」，期望能使地區服務更完善，同時為少數族裔人士提供更多就業機會。為配合新計劃，本會招聘了4位少數族裔人士，聯同本會的少數族裔社工、福利工作人員及朋輩支援員，在灣仔、油尖旺、北區、屯門及元朗等9個地區發展少數族裔服務，包括提供外展服務、小組及個人輔導服務、翻譯服務、陪診服務等，並在機構內舉辦有關少數族裔的工作坊和訓練，加強同工對少數族裔的認知及敏感度，使本會服務能更完善照顧不同社群的需要。

Service Development

SRACP had been adopting a people-oriented approach to develop series of services to respond to the needs of the social disadvantaged groups. We also hoped to promote the social integration of ex-offenders, persons in recovery and other social disadvantaged groups in order to contribute to a more inclusive community.

Jockey Club Quality Family Time through Play 2.0

Knowing the disadvantaged families do not have enough social support network, the Society had applied for the Hong Kong Jockey Club "COVID-19 Emergency Fund" to launch a 3-month service namely "Jockey Club Quality Family Time through Play" to address their needs in the epidemic. This year, we had further applied for the Hong Kong Jockey Club Charities Trust to launch a project named "Quality Family Time through Play 2.0" in 12 service units to provide the families in need a more in-depth support by offering lending service of toys. Online award scheme, workshops and social platform had been established in order to build family bonding. Moreover, community members were recruited to share with the service users the knowledge of building child-parent relationship as well as to enhance the users' social network with the community.

Ethnic Minority District Ambassador

The Society had long been contributing to the development of an inclusive society. With such an aim, a three-year "Ethnic Minority District Ambassador pilot scheme" was launched in October 2020 to provide more career opportunities for the ethnic minority. Four ethnic minorities were employed as the ambassadors and they worked with the social workers, welfare workers and peer supporters to provide services including outreaching service, group and individual counselling, translation for ethnic minorities as well as escorting them for attending medical follow-ups when necessary. The ambassadors had also conducted workshops and trainings about communicating with ethnic minorities to enhance our staff's sensitivity to the culture of ethnic minorities so that our service could better address the needs of different groups of users.

「藍巴士賽馬會結伴成長計劃」

研究顯示，父或母一方入獄會對子女的成长帶來深遠影響，甚至引致跨代犯罪。有見及此，支援在囚人士子女及其照顧者的需要實在刻不容緩。本會獲得香港賽馬會慈善信託基金撥款支持，與香港小童群益會合作拓展原有服務，設立先導計劃—「藍巴士賽馬會結伴成長計劃」，希望為在囚或更生人士、其子女及照顧者提供一站式的支援，促進正面的親子關係。計劃在懲教署支持下推出全港首個專為在囚父親而設，以6至9歲兒童為本的「懲教院所家長遙距課程」，課程內容圍繞他們經常面對的育兒難題，輔以他們較少接觸的親子教育知識，幫助他們了解子女成長需要。參加者完成課程後，可獲由香港大學及本計劃共同簽發的證書，並與子女一起在院所內參加畢業禮，藉此促進正面的親子聯繫。截至二零二一年三月，計劃共服務176個家庭，包括220位18歲以下孩子。

轉化作貢獻 建立社會資本

本會近年積極發展朋輩支援工作，期望透過義工服務及相關活動，鼓勵服務使用者，以個人經歷及「過來人」的寶貴經驗，給予其他有需要人士支持與鼓勵，同時在社區傳遞復元的概念，轉化成為社區貢獻者。

更生義工 重塑生命意義

「社區歸屬感」及「關係與友誼」是「美好生命模式」中重要的一環，對更生人士復康有莫大幫助。因此，本會致力鼓勵服務使用者參與義工服務，為他們提供各類義工服務相關技巧訓練，安排不同義工服務，包括為舍友理髮、探訪安老院長者等，讓他們學會關心社區中的弱勢社群，感受助己助人的快樂，由受助者轉化為貢獻者。

“Blue Bus Jockey Club Together We Grow Project”

Research findings suggested that parent's imprisonment could bring great impact to the growth of their children and could even lead to criminal influence. Funded by the Hong Kong Jockey Club Charities Trust, the Society collaborated with The Boys' & Girls' Clubs Association of Hong Kong to develop a pilot project based on our existing service namely “Blue Bus Jockey Club Together We Grow Project” which aimed to provide all-rounded supporting service for the children and youth, whose parents are arrested, incarcerated or ex-offenders, as well as their caregivers in order to facilitate the positive family relationship. With the support of Correctional Services Department, the first distance learning programme in Hong Kong designed for fathers in custody on enhancing their child-caring knowledge and to let them understand the needs of their children. The participants could be granted certificate jointly issued by the Society and The University of Hong Kong after completing the programme. Their children would also be invited to join the closing ceremony in the institutions in hope that the family bonding could be enhanced. Till March 2021, the project had served 176 families including 220 children under 18 years old.

Transform Lives to Build Social Capital

Recently, the Society had been developing peer supporter services proactively with an aim to encourage our service users to support the people in need by sharing their unique experience through delivering volunteer services as well as to transform into the contributors in the community to promote the concept of recovery.

From User to Volunteer: Rebuild the Meaning of Life

“Community” and “Relatedness” are the important elements of the “Good Lives Model (GLM)” to facilitate offender rehabilitation. Admitting the importance of these elements, the Society had been committed to encourage service users to participate in volunteer services by providing and arranging them with various volunteering skills training as well as volunteer service, including hair dressing service for hostel residents, visiting service for elders in nursing homes etc., aiming at transforming service users from receivers to contributors. Service users did not only learn to care for disadvantaged groups, but also had the joy of helping throughout the process.

真人圖書館

本會義工發展服務與香港城市大學首次合作，舉辦名為「甦Life」的真人圖書館，結合了社區導賞的元素，由「老友鬼鬼—隱蔽濫藥者朋輩支援計劃」的朋輩支援員，從成長地說起，遊走黃大仙至九龍城，包括當年「三不管」的九龍城寨，以過來人的身分分享更生人士的心路歷程，打破大眾認定更生人士就是「壞人」的觀念，更立體地看待更生人士的經歷，讓參加的公眾更明白更生人士重新出發的艱難，藉此倡導公眾支持更生服務。

堅守信念 創造前路

隨著近年社會發展持續經歷急速變化，弱勢青年數字顯著上升，對社會服務的需求亦與日俱增。本會積極拓展及強化青少年服務，期望能為有不同需要的青少年提供多元服務選擇，讓他們按自己所需選擇適切的支援。

掌握社會環境 提供專業服務

社會事件發生以來，同工要重新適應社會問題，需要跟進的個案和工作亦與過往不同。與此同時，《港區國安法》於二零二零年六月三十日生效，業界同工對此新法例的理解不深，在工作中也遇到了不少新挑戰。為加強同工法律知識，社會事件專責小組舉辦了兩場法律知識分享會，邀請了本會的執行委員會主席李瀚良高等法院暫委法官及常務副主席潘兆童法官以個人身分與同工分享對港區國安法的理解，讓同工能秉持專業，以服務使用者的福祉為依歸，繼續為弱勢社群提供合適的輔導和支援。

Human Library

The Volunteer Development Service of the Society collaborated with The City University of Hong Kong to organise a human library programme namely "So Life", which combined the concept of storytelling and community guided tours. From the service users' places homeplace to Wong Tai Sin and Kowloon City, service users of "Buddies and Buddies"—Peer Support Service on Hidden Drug Users shared their life experience and unveiled their criminal paths with the general public. The programme aimed at breaking the public's stigma towards ex-offender and gaining public support for offender rehabilitation by enhancing the public's understanding of ex-offender as well as the challenges on their path of rehabilitation.

Faith, Hope and Opportunity

Given the rapid changes in the community in the recent years, the number of disadvantaged youths had increased significantly. Subsequently, the demand for youth services had also increased. In view of this, the Society had actively expanded and strengthened youth services hoping to provide disadvantaged youths with multifarious services, so that they could had the chance to choose their best-fit services.

Taken social circumstances into professional services

Since the occurrence of social incidents, workers of the Society had been encountering lots of challenges. The nature of casework and the characteristics of service users had changed and hence, workers have to adapt and tune their works promptly. With the effective of the Hong Kong National Security Law on June 30, 2020, workers had encountered a considerable amount of new and tough challenges in their work due to insufficient knowledge of the Law. Therefore, the Specialised Team on Working with People Affected by Social Incidents organised two legal knowledge-sharing sessions, in which the Executive Committee Chairperson, Deputy High Court Judge Patrick LI and the Deputy Vice Chairperson, The Hon. Mr. Justice POON Siu-tung were invited to share their understanding of the Hong Kong National Security Law with workers in their personal capacity. It was hoped that workers could be able to uphold their professionalism by providing quality counseling and support service to the disadvantaged groups based on the needs of the service users.

賽馬會鼓掌•創你程計劃(第二期)

本會為「賽馬會鼓掌•創你程計劃」(第二期)其中一隊地區生涯規劃服務隊，目標透過實證有效的生涯發展介入模式，為29歲或以下有需要的青年—包括待學、待業、離家、居於院舍或更生青年提供職涯規劃服務，如實習訓練、義工服務、師友配對等，為服務使用者度身訂造生涯規劃服務，讓他們可以投入有意義的發展和社區連結。團隊與職業發展服務於過去一年為懲教署中途宿舍的青年宿員提供職涯規劃小組活動，並邀請商界愛心僱主為宿員提供職場體驗機會，推動社會各界與弱勢青年同行，協助他們找到人生方向，盡展所長。

創勢代

本會近年亦加倍著力培育弱勢青年於社會上的發展，繼成立重視社會創新的「社創社」計劃後，本會於二零二一年二月獲得民政事務局及青年發展委員會的青年發展基金轄下「粵港澳大灣區青年創業資助計劃」資助，開展「創勢代」計劃。計劃亦是《青創同行We Venture》旗下項目，目標為18至40歲弱勢青年提供多向指導性創業服務，包括創業支援及培訓和資助及同行服務。每位成功通過面試的申請者可獲得不高於港幣20萬元創業資助，期望能藉此計劃啟發青年的創業精神和培育他們的實踐能力，協助他們創新意念及轉化意念為實質業務或商品，從而促使他們認清人生方向，提升自我價值。

實證為本 提升效能

「實證為本實務工作」是本會提供服務的基礎。我們以理論基礎有效及有系統地評估服務使用者的需要，按他們所需提供適切的社會服務。近年的社會事件更產生各類新型服務使用者，故此實踐應用訓練對前線同工尤為重要。有見及此，本會將設立嚴謹、中央化的數據收集機制，跨部門收集與社會事件相關服務的數據，確保數據安全及能有效轉化為實踐理論及知識，建立以實證為本的服務模式，讓同工有規可循，專業應對服務使用者的需要，幫助有需要人士重投社區。

CLAP@JC

The Society had been one of the strategic partners for CLAP@JC aiming to serve youth aged below 29 who had the needs in career and life planning including youth seeking education and employment, institutional youth and young ex-offender by an evidence-based career and life development (CLD) intervention model to provide tailor-made career and life planning services including internship, volunteer training and mentorship programme etc. for them to connect with the community to facilitate their personal development. The team had also collaborated with Employment Development Service to conduct career planning group for the young supervisees in halfway houses of Correctional Services Department and had invited employers from commercial sector to provide internship for the supervisees to help them develop their potential.

Startup Generation

The Society had been emphasising the cultivation of underprivileged youth. Other than the “BEHub” project launched last year, in February this year we were sponsored by Home Affairs Bureau and “Funding Scheme for Youth Entrepreneurship in the Guangdong-Hong Kong-Macao Greater Bay Area” under the Youth Development Fund of Youth Development Commission to launch the programme namely “Startup Generation”. The scheme was also under “We Venture” which provided young people aged from 18 to 40 with various services including entrepreneurial training, guidance and funding support. Projects which passed the vetting panel could receive up to HK\$200,000 funding support, in hope to inspire young people to develop entrepreneurship by incubating their ideas to become businesses and enhancing their implementation abilities so as to increase their sense of self-worth.

Enhance Efficiency by Evidence-based Approach

The Society had been providing appropriate evidence-based services with the support of theory and systematic analysis on the needs of service users. There were new types of service users affected by the social incidents in the recent years that the practical skills training was crucial for front-line staff. As such, the Society would establish a centralized data collection mechanism to collect the service data across the units and to ensure the data could be translated into practical theory and knowledge to build an evidence-based service model as well as to ensure the data security. It was hoped we could serve our users professionally and to help them reintegrate into the community.

本會近年揉合「危機－需要－反應模式」和「美好生命模式」的理念，以GLM模式協助服務使用者設立人生目標，並透過認知行為治療針對與重犯相關的因素，如反社會態度及情緒管理，引導及幫助他們達成人生目標。本會已相繼提供相關專業培訓配套與支援予同工，包括製作教學影片及指引手冊，好讓同工更掌握此服務模式，為服務使用者提供優質及專業的服務。

此外，本會亦積極把「幸福感元素(PERMA+)」融會於服務之中，以9個幸福元素幫助服務使用者於生活之中建立幸福感，鼓勵服務使用者擁有和追求屬於自己的人生目標。為實踐「實證為本」的精神，本會戒毒服務—「香港賽馬會社區資助計劃—綠洲計劃」特別設計服務評估試行計劃，量度服務使用者於接受服務後半年的幸福指數，從而分析當中的數據，優化服務。

本會同時於精神健康服務繼續應用「復元模式」，期望透過優勢為本的介入手法，為精神復元人士訂立評估，並按每位精神復元人士的需要訂造個人化的復元計劃，以協助他們重新認識自我，探索及發展自己的潛能、價值及目標。

賽馬會「拍住上」共居社區計劃

除了筲箕灣宿舍重建工程邁向新里程外，本會今年亦聯同研究伙伴為家外青年(須離開兒童院舍或其他住宿服務但未能回家居住的青年)及精神復元人士創建一個全新的共居服務模式，致力推動互惠共生和社區共融，並發展相應的研究框架。今年四月，為期二十四個月的先導計劃已正式展開，以「共同生活模式」為本，透過實證研究新服務模式的成效。先導計劃包括四個階段，分別為意識期、探索期、深化期及整合期，透過人生規劃和多元化的學習機會，協助服務使用者提升個人能力，成功在社區獨立生活，建立可持續且有意義的生活。

The Society had also been integrating “Risk-Need-Responsivity Model” into “Good Lives Model” to help the service users to set their life goals and using Cognitive Behavioral Therapy to tackle the criminogenic factors of the service users such as antisocial attitude and emotional management to assist them to achieve their life goals. To ensure the quality of the service, the Society had prepared and provided a series of training and supporting materials including training video and operational guideline to assist staff to master the service models.

Moreover, nine elements of “PERMA+” were applied in our services to help our service users to build the sense of well-being in daily life and to encourage the users to achieve their life goals. The Hong Kong Jockey Club Community Project Grant — Project Oasis, the drug rehabilitation service of the Society, had designed pilot scheme for evaluating the index of well-being of users after receiving the service for 6 months hoping to inform future service development by evidence-based data analysis.

“Recovery Model” would also be applied to assess the status of persons in recovery by strength-based intervention. Recovery plan would as well be customised for each person in recovery in order to help them to recognise their self-values and develop their potentials and life goals.

Jockey Club “Craft Your Life Together” Co-living Community Project

Besides taking a big leap forward in the construction progress of the project, the Society this year had collaborated with external party to develop a brand new co-living model for the out-of-home youths (including those youths who could not return home but were discharged home from residential child care services) and persons in recovery to promote social integration and to develop corresponding research framework. A 24-month pilot scheme developed based on Foyer Model had been launched in April this year to evaluate the outcome of the service model. The pilot scheme included Awareness, Exploration, Integration and Synthesis, as well as Deepening and Commitment. It was hoped that the users could enhance their ability to live independently as well as to build a sustainable life through various life planning and learning opportunities.

多元臻關愛

總括而言，社會環境變化迅速，對社會服務專業帶來多方面的挑戰，但亦同時帶來機遇。我相信，勢將從傳統的工作模式變為更靈活、更多元、更切合社會需要及更具效益的服務模式。本會同工將繼續以廣濶和宏觀的視野，認識香港社會的變化及多元問題和需要，迎接社會環境轉變為不同專業領域帶來的機遇，以專業態度服務更生人士、精神復元人士及社會大眾，以建立更包容、多元、關愛及可持續發展的社會為己任，在專業領域內做到最好。

Innovative Mind with a Social Heart

The changes in the community on one hand brought challenges to social service professions, while on the other hand brought us opportunity. I believe the work patterns and service intervention modes would definitely transform into more flexible, diversified and effective ways to respond to the social needs. We would keep track on the changes and various needs of the community with a macroscopic vision and well prepare for the opportunities brought about by these changes to serve the ex-offenders, persons in recovery as well as the general public with professionalism, caring and love to develop an inclusive, diverse and sustainable community.

