職業服務及 社會企業

Employment Service and Social Enterprise

職業服務及社會企業透過提供技能培訓、就業配對、就業 輔導、創業指導,以及於社會企業中提供就業機會,協助 更生人士、精神復元人士、失業人士及其他弱勢社群重新 建立良好的工作習慣和態度、增強就業本錢,發揮所長, 自力更生。

Employment Service and Social Enterprise aims to assist the ex-offenders, people in recovery, unemployed and other disadvantaged groups to re-establish proper working habits and attitudes as well as enhance their employability to sustain a job towards self-reliance. We provide vocational training, job matching, employment counselling and entrepreneurship guidance as well as offering job opportunities for service users in our Social Enterprise.

職業發展服務

Employment Development Service

服務概覽

職業發展服務以不同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 度以及解決工作適應等問題,使他們能持續工作, 重建積極而有規律的生活,發揮所長。

職業發展服務也致力拓展創業輔導服務,讓年青 人及服務使用者在就業以外,尋找其他事業發展 的可能性,支持他們嘗試從新方向尋找機會。

職業發展服務的單位及計劃包括:就業安置組、 就業拓展組、「懲教所職業技能訓練課程」、「恒 生青年創業計劃」、「小型貸款計劃」、「職業 復康中心」、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」及「陽 光路上培訓計劃」。

職業發展服務內容分為三大類別:職前準備、就 業配對及創業輔導。

職前準備

為服務使用者提供各式各樣實習訓練及培訓課程,讓他們體驗真實工作環境,發展工作技能,裝備自己,增加外出就業的信心。另外,我們也為服務使用者提供多項就業跟進服務,提升學員的就業資本,協助他們克服困難,進入就業市場。

Service Overview

By using different service models and intervention approaches, we assist service users to re-establish proper work habits and attitudes, as well as the ability to adapt to work environment with an aim to enabling them to excel themselves, work continuously and live healthily with discipline.

Our Employment Development Service puts greatest effort to provide entrepreneurial guidance and support, facilitating young people and service users to explore other possibilities on career development and try them out in new directions.

Under our Employment Development Service, there are different working units and programmes including Employment Development Unit, Employment Enhancement Unit, Vocational Training Programme in Correctional Institutions, Hang Seng Youth Entrepreneurship Scheme, Microfinance Scheme, Employment Rehabilitation Centre, 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.

Employment Development Service is categorised into three main areas: pre-vocational preparation, job matching and entrepreneurship guidance.

Pre-vocational Preparation

With the help of different job placements and training programmes, service users can experience what a real working environment will be, equip themselves with relevant job skills and enhance their confidence in seeking employment. In addition, we provide post-placement services for them in order to increase their employability, help them to resolve their problems and assist them in entering the labour market.

就業配對

協助服務使用者爭取全職、兼職工作機會,或 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。

Job Matching

We assist service users to seek working opportunities including fulltime jobs, part-time jobs or job orders. We hope that financial needs of the newly discharged and the unemployed can be relieved through job arrangement.

服務數據 Service Data

	職前準備 Pre-vocational Preparation			
單位 / 計劃名稱 Name of Working Units/Programmes	全年服務人次 Total no. of persons served	課程數目 No. of training programmes	參與計劃人數 No. of programme participants	參與實習人次 No. of job placement participants
就業拓展組 Employment Enhancement Unit	1,028 ¹	12	24	不適用 N/A
就業安置組 Employment Development Unit	525 ¹	12	10	不適用 N/A
職業復康中心 Employment Rehabilitation Centre	153 ¹	不適用 N/A	不適用 N/A	4,089
懲教所職業技能訓練課程 Vocational Training Programme in Correctional Institutions	191 ^{1,2}	53	763	不適用 N/A
僱員再培訓局「人才發展計劃」 ERB Manpower Development Scheme	309 ¹	23	409	不適用 N/A
恒生青年創業計劃 Hang Seng Youth Entrepreneurship Scheme	188	6	58	不適用 N/A
小型貸款計劃 Microfinance Scheme	29	不適用 N/A	18	不適用 N/A
輔助就業服務 Supported Employment Service	91	不適用 N/A	不適用 N/A	
殘疾人士在職培訓計劃 On the Job Training Programme for People with Disabilities	58	不適用 N/A	不適用 N/A	726
陽光路上培訓計劃 Sunnyway - On the Job Training Programme for Young People with Disabilities	85	不適用 N/A	不適用 N/A	
總數 Total	2,657	106	1,282	4,815

- 註: 1. 就業統計不包括其他年度納入服務的服務使用者就業數據。
 - 2. 懲教所職業技能訓練課程部分學員仍在獄中服刑,未能為其提供就業服務,所列服務人數只包括已出獄的學員。
 - 3. 僱員再培訓局「人才發展計劃」部分學員仍未完成就業跟進期,所列就業統計並不包括相關學員。

創業輔導

創業輔導是服務使用者就業以外的另一選擇, 服務範圍包括創業培訓課程、創業基金、創業 實務指導和輔導,以及創業支援。

Entrepreneurship Guidance

We provide service users with entrepreneurship training, funding support, guidance and assistance in entrepreneurial practices and support services, offering them an alternative to employment.

	創業輔導 Entrepreneurship Guidance			
見工人次 No. of job interviews attended	就業人次 No. of persons employed	工作訂單參與人次 No. of job order participants	僱主數目 No. of employers	成功開業人數 No. of persons started up business
936	658	392		不適用 N/A
467	340	277		不適用 N/A
20	7	不適用 N/A		不適用 N/A
263	248	不適用 N/A		不適用 N/A
304	265³	不適用 N/A		不適用 N/A
76	76	不適用 N/A	648	3
不適用 N/A	不適用 N/A	不適用 N/A		6
106	67	不適用 N/A		不適用 N/A
69	40	不適用 N/A		不適用 N/A
79	61	不適用 N/A		不適用 N/A
2,320	1,762	669	648	9

Remark:

- 1. Service users enjoying the services in other financial years were excluded from employment statistics.
- 2. Successful placement rate of "Vocational Training Programme in Correctional Institutions" was calculated based on the number of discharged persons. Training participants who were still in prison were not counted as their employment data were not available.
- 3. "ERB Manpower Development Scheme" participants who had not completed the job-placement period were excluded in the data.

年度重點

Highlights of the Year

僱主及合作夥伴 Employers and Working Partners

職業發展服務致力開拓僱主及合作夥伴網絡,在二零一五至二零一六年度共新增54位僱主,提供職位空缺,累積僱主數目達648位。年內,我們亦與僱主合作,承包不同行業的工作訂單,包括展覽、搬運、清潔等,於本年度創造不同就業機會予有需要人士。

年內,本會於西九龍中心舉行「職場新天地課程 及職業博覽」,為失業人士提供即場面試、報讀 課程、地區服務轉介及技能示範服務,當日活動 共有 560 人參與。

此外,本會亦舉行「匯智傳愛合作伙伴交流晚宴」,與一眾僱主及導師彼此交流合作心得,以 建立良好的合作伙伴關係。

由本會提名的 35 間公司,成功獲得二零一五至 二零一六年度「商界展關懷」計劃頒發「商界 展關懷」標誌。

本會現正籌備舉辦第五屆善導僱主嘉許禮,評選 出在過往兩年為服務使用者提供工作機會的僱 主,予以嘉許。屆時亦會邀請不同的合作伙伴及 僱主出席。

企業義工 Corporate Volunteers

年內,本會為敦豪電子商務物流(香港)有限公司員工舉辦企業義工訓練。我們也聯同該公司及 學宴集團有限公司舉辦義工活動,以本會樂天倫 服務中心的服務使用者為對象。 Our Employment Development Service strove to network with employers and working partners. In 2015/2016, a total of 54 new employers joined us and provided job vacancies. The accumulated number of employers increased to 648. We also received job orders from employers in different sectors including exhibition, transportation and cleaning. During the year, different job opportunities were created for those in need.

During the year, we organised "Careers Future Training & Careers Expo" in Dragon Centre to provide job interviews, trainings interview, referral service from local organisations and skills demonstration. Total 560 persons participated.

Moreover, "Ideas Exchange Dinner with Working Partners" was held with many employers and trainers to facilitate ideas exchange and build up good working relationship.

Under the Caring Company Scheme 2015/2016, we have succeeded in nominating 35 companies to receive the Caring Company logo.

The 5th Benevolent Employers of Rehabilitated Offenders Awards Presentation Ceremony are now under preparation, which objective is to present award to our benevolent employers who have had different contributions to our service users. Many different stakeholders, working partners and the employers will be invited to the ceremony.

During the year, we organised corporate volunteer training sessions for staff of DHL eCommerce (Hong Kong) Limited. Besides, we joined hands with DHL and U-Banquet Group Limited to organise volunteer activities for service users of Home Circuit Service Centre.



「你想奇職」支援計劃到訪特殊學校為 高中學生提供花藝訓練,為未來作好準 備。

The "Miracle Career" Support Scheme provides senior secondary school students of special schools with floriculture training so as to get them prepared for open employment.

服務質素監察 Service Quality Control

在服務質素監察方面,本服務之僱員再培訓局「人才發展計劃」亦成功通過 ERB「綜合性週年審計系統」實地審計,並連續兩年在審計中取得「第一級」的最佳評級,更可獲來年「自行評審」的資格。

此外,本會參與第八屆僱員再培訓局「人才發展計劃」頒獎禮,而我們的職業發展服務喜獲「ERB就業服務獎」。本會學員、導師及僱主亦分別獲頒發「ERB傑出學員獎」、「ERB優異導師獎」及「ERB優異僱主獎」。

For service quality control, our ERB Manpower Development Scheme had successfully passed the onsite management audit of ERB "Comprehensive Annual Audit System" and achieved "level one", the best result, for two consecutive years and the qualification of self-assessment in the coming year.

We participated in the 8th ERB Manpower Development Scheme Award Presentation and our employment development services received the ERB Outstanding Award for Placement Services. At the same time, our trainees, trainers and employers received the ERB Outstanding Award for Trainees, ERB Merit Award for Trainers and ERB Merit Award for Employers respectively.

專業發展 Professional Development

為配合前線同工的專業發展,我們定期安排「現實治療法」督導小組,以支援同工在個案、小組及培訓工作上之應用。

此外,我們邀請本會臨床心理學家廖承輝先生為同工提供「動機晤談法」及「復元模式」的培訓,提升同工在處理成癮行為及管理精神康復個案的能力。

為繼續加強服務間之合作,我們聯同九龍東社會 服務中心舉行個案會議,並交流處理個案的手法。 In response to the professional development need of our frontline staff, we conducted regular supervision groups on the theme of "Reality Therapy" to facilitate its application on casework, group work and trainings.

Besides, in order to enhance the ability of our frontline workers to deal with service users with addictive behaviours and mental illnesses, we invited Mr. Andrew Liu, our Clinical Psychologist, to provide us trainings on "Motivational Interviewing" and "Recovery model".

To further strengthen the cooperation between services, we collaborated with Kowloon East Social Service Centre to organise case conferences for exchanging opinions on case management.



參與「Let Them Shine Market @ Star Ferry」,展示手工藝品,肯定更生人士和殘疾人士的能力和創意,同時增加市民對他們的認識和接納。

Involved in "Let Them Shine Market @ Star Ferry" to recognise the ability and creativity of ex-offenders and people with disabilities, and enhance public understanding and acceptance.



職業復康中心服務使用者向社區義工分享酵素製作技巧。 Service users of ERC share the technique of making ECO Enzyme with community volunteers.

課程及計劃發展 Course and Project Development

課程發展方面,我們在懲教院所內新增僱員再培訓局「電腦繪圖實習及圖則管理人員基礎證書」、「寵物美容及店務助理基礎證書」及「演示軟件應用基礎證書(兼讀制)」,學員及格率分別100%、100%及94.7%,成績非常理想。本會另開辦「輕型貨車駕駛課程」,為18名更生人士提供輕型貨車駕駛訓練,協助他們投身搬運物流業。本會多項ERB課程均獲不同報章雜誌採訪。

「你想奇職」支援計劃為主流及特殊學校的高中學生提供生涯規劃服務。計劃反應熱烈,至今已為九間特殊學校及兩間主流學校提供服務。本年共有七位熱心僱主對計劃非常支持。他們來自不同行業,包括園藝、洗衣、洗碗、汽車美容及餐飲業等,義務為學生提供了多元化的工作體驗。

職業復康中心配合「甦 Hands」計劃發展,與健康工房合作,製作環保酵素。中心內的服務使用者更成為導師,分別到訪聖雅各福群會及在中心接待社區義工,分享製作環保酵素心得。

In the area of course development, we conducted new ERB "Foundation Certificate in Computer Drawing and Drawings Management Assistant Technician Training", "Foundation Certificate in Pet Groomer and Shop Assistant Training" and "Foundation Certificate in Presentation Software Application (Part-time)" course for prisoners in correctional institutions. Their results were encouraging, reaching 100%, 100% and 94.7% respectively. Moreover, a "Truck Driving Training" programme was held for 18 ex-offenders to get them prepared for entering the removal and logistics industries. Several popular courses were reported by newspaper and magazines.

The "Miracle Career" Support Scheme was carried out for senior secondary school students of both special and ordinary schools to provide career development services. With enthusiastic responses, the scheme served nine special schools and two ordinary schools. During the year, seven earnest employers showed support to the scheme. They provided diversified work experience from different industries including horticulture, laundry, dishwashing, car beauty and catering for the students.

Employment Rehabilitation Centre (ERC) cooperated with "甦 Hands" Project and Health Works to produce ECO Enzyme. Service users in ERC became the mentors to share the techniques of making ECO Enzyme with different community volunteers, such as St. James' Settlement.

另外,「甦 Hands」計劃亦開發升級回收產品, 與職業復康中心合作,以回收的鋁罐及單車車軚 製作裝飾品及皮帶等,於甦 Walk、新春晚會及週 年大會等活動銷售。

本會由二零一二年六月起開始協辦小型貸款計劃,為有志創業或自我提升的人士服務。計劃至今已處理超過二百宗申請。受惠的申請者開展的業務包括網上購物、甜品工場、食品批發、服裝零售、衣服採購等。

由恒生銀行全力支持的「恒生青年創業計劃」,可讓弱勢青年人將創業意念付諸實行。計劃以「培訓、資助、同行」為重心,透過提供不同的創業支援及「起動資金」,幫助有需要的青年人起動生意初型,並從實踐中累積營商經驗,發展所長,同時重建自信,融入社會。

經過一年的努力,當中有部份成功得到資助的青少年已陸續開展他們的小生意。為慶祝及分享他們的成果,我們於二零一五年七月舉行創業分享會暨啟動禮,並希望將計劃延伸至更多有需要的青少年。啟動禮獲各個傳媒報導,包括:大公報、太陽報、文匯報、東方日報、蘋果日報及星島日報等等。

Besides, " 甦 Hands" Project developed upcycling products with ERC. Decoration products and belts were produced from recycled cans and bicycle tyres. All upcycling products were sold at different events, such as SRACP Charity Walk, Chinese New Year dinner and Annual General Meeting.

The Microfinance Scheme was launched in June 2012 to offer different types of loans to the applicants who wish to start up or upgrade their business. Since then, over 200 applications had been handled. The businesses of the approved applications included Online Shopping, Dessert Manufacturing, Food Wholesaling, Fashion Retail and Garment Merchandising, etc.

With the full support of Hang Seng Bank, the Hang Seng Youth Entrepreneurship Scheme was carried out to enable disadvantaged young people to put their entrepreneurial ideas into practice. The Scheme helped young people to implement their plans by offering entrepreneurship training, start-up prototype subsidy, entrepreneurship guidance and employment support. It was hoped that the youth can equip commercial experience through their startup, rebuild their confidence and unleash their strengths in order to contribute in the society.

After a year, some of the successful applicants gradually started up their businesses with the subsidy. In order to recognise their achievement as well as to extend the service and support to more youngsters in need, the "Hang Seng Youth Entrepreneurship Scheme Recognition Ceremony" was held in July 2015. The Recognition Ceremony was reported by different press, including Ta Kung Pao, The Sun, Wen Wei Po, Oriental Daily, Apple Daily and Sing Tao Daily, etc.

地區活動 Activities in the Community

本年度,本會獲得不同機構的資助,開展短期活動,當中包括九龍城撲滅罪行委員會、東區 撲滅罪行委員會及 2015 年國際復康日深水埗 活動籌委會。

另外,本會與不同友好機構合作地區活動,例 如香港聖公會基愛長者鄰舍中心、香港社區組 織協會、香港聖公會樂民郭鳳軒綜合服務中心 及九龍樂善堂等。

這些活動為更生人士及殘疾人士提供不少工作 實習機會,亦讓公眾人士加深對更生人士的了 解和接納。 This year, we obtained funding from various organisations including Kowloon City District Fight Crime Committee, Eastern District Fight Crime Committee and Sham Shui Po Programme Committee on International Day of Disabled Persons 2015 for different short-term programmes.

In addition, we collaborated with different NGOs such as Hong Kong Sheng Kung Hui Kei Oi Neighbourhood Elderly Centre, Society for Community Organisation, Hong Kong Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre and The Lok Sin Tong Benevolent Society Kowloon to organise various community activities.

All these programmes not only enriched ex-offenders and people with disabilities with more work experience, but also enhanced public understanding and acceptance of ex-offenders.

社會企業

Social Enterprise

服務概覽

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 19年。明朗一直積 極提升業務,追求持續發展,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,增 強競爭力,並致力為客戶提供優質的服務。

Service Overview

A social enterprise established by the Society in 1997, Bright Services Company Limited (BS) has been operating for 19 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, and at the same time providing quality services for the customers.

業務發展

Business Development

搬運工作是明朗成立時發展的首項業務,至今已經營19年。除著於去年推出網上即時估價系統以及多項客戶服務優化措施,增聘人力,服務效率及質素均得以大大提升。本年度,香港公益金資助香港善導會購買一輛輕型貨車,以擴展社會企業 - 明朗的運輸業務,為更多更生人士提供物流在職培訓及就業機會。

運輸業務 Removal and Logistic Business

同時,明朗繼續為社會各界客戶提供運輸服務,包括勞工處、各區民政事務處、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精神復元人士提供2,196人次就業機會,總營業額為港幣\$1,931,759,較上一年度上升10%。



BS has been providing removal and logistic service for 19 years. With the commencement of the online quotation system, expanding manpower and adding some other superior customer service devices, both service efficiency and quality were enhanced. During the year, the Community Chest sponsored a delivery van to support the Society to continue its development of social enterprise for more on-the-job training opportunity to ex-offenders in removal and logistic business.

Moreover, BS continued to serve different customers including Labour Department, District Offices of Home Affairs Department, PARKnSHOP (HK) Limited and the Chinese University of Hong Kong. A total of 2,196 job opportunities were created for ex-offenders and people in recovery at a transaction amount of \$1,931,759, increasing 10% when compared with the previous year.

清潔業務 Cleaning Business

於二零一五年至二零一六年度,明朗成功投得香港海關及教育局的清潔合約,提供多個職位。此外,明朗亦鋭意發展家居清潔市場,主要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。明朗相信此項服務更能充份運用社區的生產力,為弱勢社群提供更多發展機會。清潔業務提供 9,780 人次就業機會,總營業額為港幣\$4.131,073。

In 2015/2016, BS succeeded in securing cleaning service contracts from Hong Kong Customs and Excise Department and Education Bureau. More job vacancies were created. Besides, BS strove to develop its domestic 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. BS believes that these services can tap community resources and create more development opportunities for the under-privileged. Its cleaning service provided 9,780 job opportunities and generated a total transaction amount of \$4,131,073.



展覽業務 Exhibition Business

明朗與亞洲國際博覽館繼續緊密合作,於大型展覽、演唱會、宴會、國際考試及其他活動提供人力支援,使不少更生人士獲得穩定工作。除此之外,明朗更積極求變,拓展安裝及拆卸以外的工種。獲得民政事務總署「伙伴倡自強」資助後,明朗向上游領域擴展業務,提供一籃子展覽籌備服務,並積極與合作伙伴連繫,增加生意額。於二零一五年至二零一六年度,展覽業務帶來 4,325 人次工作機會,總營業額為港幣 \$3,114,992。



Maintaining close business relationships with AsiaWorld-Expo Management Limited enabled BS to get involved in different large-scale exhibitions, concerts, banquets, international examinations and events which needed manpower support, thus providing stable jobs for ex-offenders. Furthermore, with the grant from the Enhancing Self-Reliance Through District Partnership (ESR) Programme under the Home Affairs Department, its business scope had been extended to cover upstream activities in the industry. There were also more all-rounded services and collaboration projects with partners to increase the revenues. In 2015/2016, 4,325 job opportunities were provided while the total transaction amount reached \$3,114,992.

中央廚房 Central Kitchen

為配合韓廚麵及其他飲食業務發展,明朗於二零一四年設立中央廚房,為飲食業商戶提供原設備生產服務,包括製作西式甜品、中式糕點、新鮮果汁、餐盒、節日到會食物、盤菜等。中心廚房更提供攝氏 -18 度至 4 度的冷凍儲存裝置,可供租用。透過標準化流程,一方面保証食品質素,另一方面,減低食材及營運成本。

「有粽計劃」自二零零九年推出後,繼續為海皇國際有限公司提供粽子,並於端午節期間推出自家品牌「滋味粽」,反應良好。食品生產業務提供1,131人次就業機會,總營業額為港幣\$1,700,582。

To tie in with the business development of its food and beverage service and Chef's Noodles, BS set up the central kitchen in 2014. The central kitchen serves as a caterer in the form of an original equipment manufacturer. Its products include western desserts, Chinese dim sum, fresh juice, meal boxes, catering service at festival times, etc. A freezer with storage temperature from -18°C to 4°C is also available for lease. Through the standardised procedure in central kitchen, on one hand food quality is ensured; on the other hand, both the food and operation costs are reduced.

Since 2009, BS has continued to be a supplier of rice dumplings for Ocean Empire International Limited, while dedicated rice dumplings were put on market under the "Yummy Rice Dumpling" brand during the Dragon Boat Festival. Responses to these home-made rice dumplings were good. Our food processing services provided 1,131 job opportunities with a total transaction amount of \$1,700,582.



餐飲業務 Restaurant

明朗繼續以社會企業形式獨家營運韓國三大連鎖 品牌之一 — 韓廚麵在港唯一分店,藉此栽培年青 更生人士成為專業廚師及餐飲從業員,透過在職培 訓幫助他們建立正確工作態度,讓員工發揮潛能。

韓廚麵致力突破傳統韓式飲食文化,為食材注入新元素,加入多款特色小食及飲品,為香港飲食界引進新潮流,亦不定期舉辦泡菜和花煎餅班,推動韓式飲食文化及社企工作。於二零一五年十二月至二零一六年六月透過與「沖菜」的合作計劃,讓員工接觸及學習中菜的烹調及運作模式。這項業務提供10個職位,總營業額為港幣\$3,320,919。

Granted a sole franchise by one of the three largest chain brands in South Korea, BS continues to operate the only Chef's Noodle branch in Hong Kong. The restaurant is intended to train young people and ex-offenders to be professional chefs and practitioners in the catering industry, as well as helping them develop a positive attitude towards work so as to reach their full potential.

Chef's Noodle symbolises a breakthrough in traditional Korean food culture with new elements and specialties introduced into Hong Kong to give a brand new catering experience. Korean food culture and social enterprise were also promoted through cooking classes of kimchi and pan-fried rice cake. Through the collaboration with George Private Kitchen from December 2015 to June 2016, staff were given the opportunities to learn cooking Chinese cuisine and different operation of a Chinese restaurant. Catering business offered a total of 10 job opportunities and generated a transaction amount of \$3,320,919.