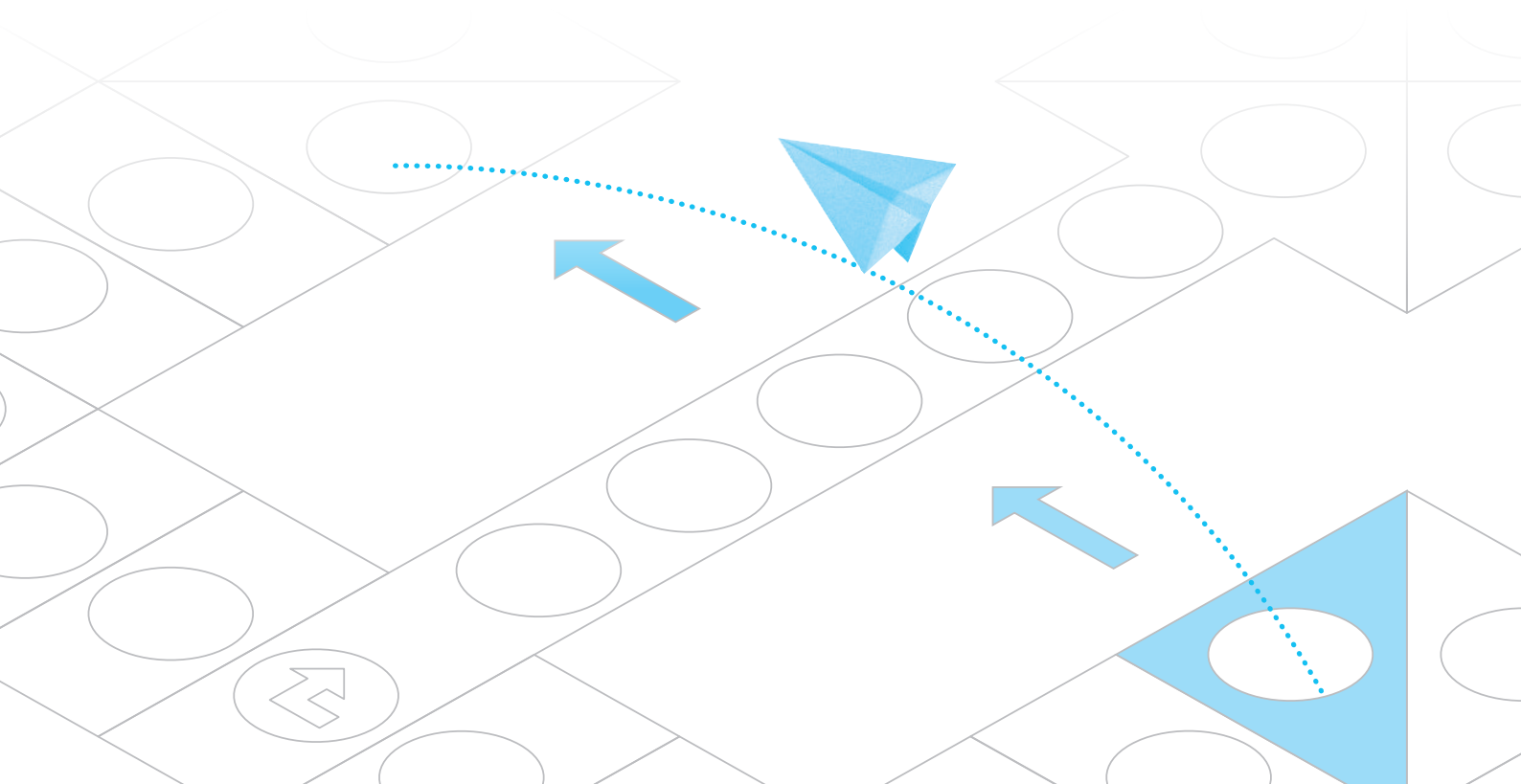


## 職業服務及社會企業 Employment Service and Social Enterprise

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，增加在就業市場上游的機會。此外，透過手機應用程式平台為弱勢青年提供挑戰自我，創造與社會接觸的機會，建立正面的經驗。

Employment Service and Social Enterprise aims to assist the ex-offenders, persons in mental recovery, unemployed and other disadvantaged groups to re-establish proper working habits and attitudes as well as enhancing their employability to sustain a job towards self-reliance. We provide vocational training, job matching, employment counseling and entrepreneurship guidance as well as job opportunities in our Social Enterprise to facilitate employment upward mobility in the market. Moreover, disadvantaged youths can be motivated to have personal breakthrough, gain positive experience and exposures through our developed interactive platform in the mobile application.



# 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，發揮所長。

我們也致力拓展青年培育及創業輔導服務，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。

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」、「創業90後」、「小型貸款計劃」、「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。

總括而言，本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輔導。

## 職前準備及就業跟進

為服務使用者提供各式各樣實習訓練及培訓課程，讓他們體驗真實的工作環境，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樣就業跟進服務，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 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 to work environment with an aim to enable them to excel themselves, work continuously and live healthily with discipline.

We put great efforts to provide entrepreneurial guidance and support for youngsters and service users to explore career development possibilities and seek for new directions.

Under our services, 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", "Startup 90s", "Microfinance Scheme", "Jockey Club YouChallenge Programme", 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.

To conclude, our services are categorised into three main areas: pre-vocational preparation, job matching, youth empowerment and entrepreneurship counselling.

## 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. In addition, we provide post-placement services for them in order to enhance 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。

## 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.

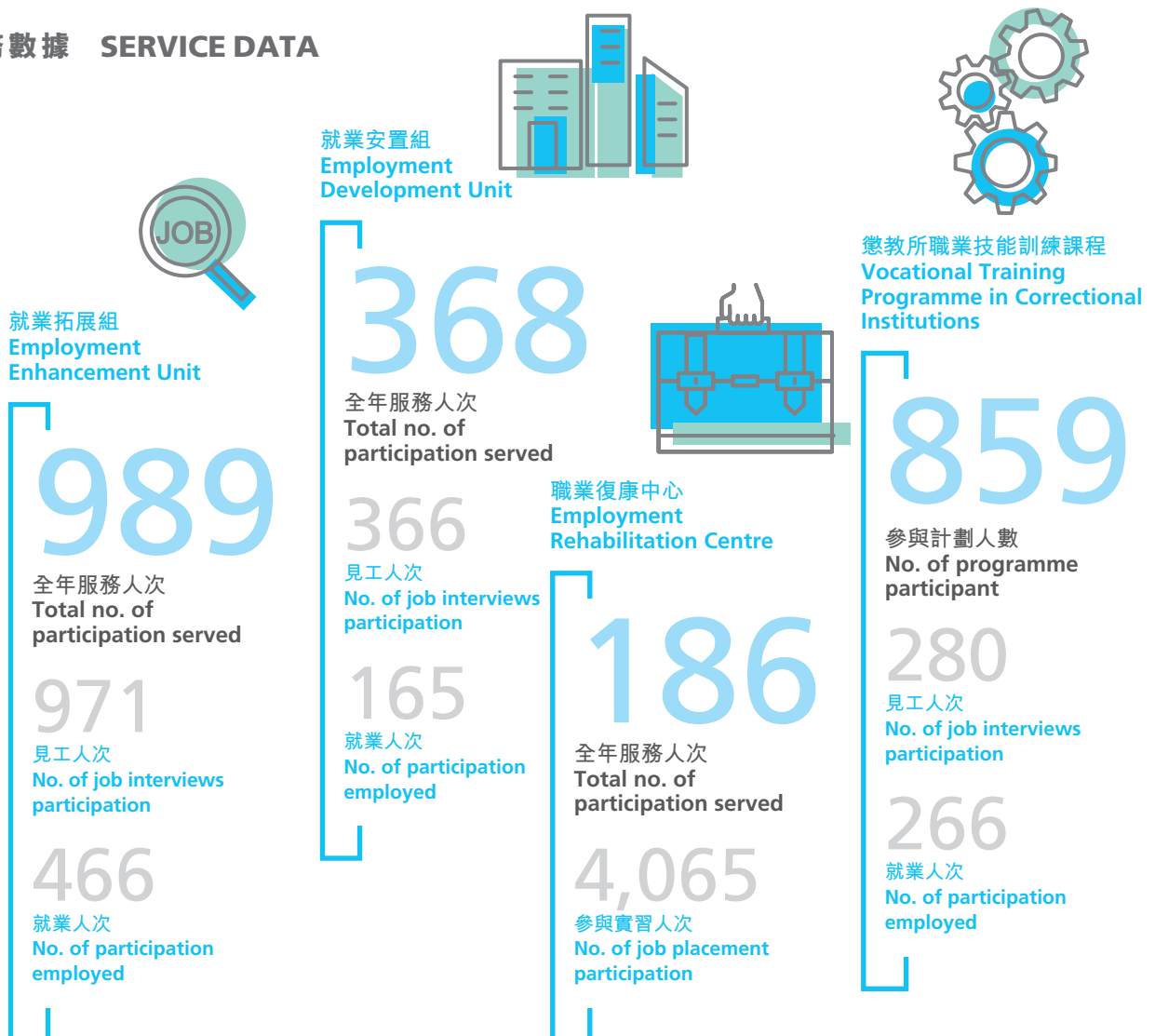
## 青年培育及創業服務

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，從而促進社會對他們的接納。

## 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 facilitate positive youth development and foster social acceptance.

## 服務數據 SERVICE DATA





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

433

參與計劃人數  
No. of programme  
participant

232

見工人次  
No. of job interviews  
participation

226

就業人次  
No. of participation  
employed

輔助就業服務  
Supported  
Employment Service

74

全年服務人次  
Total no. of  
participation served

98

見工人次  
No. of job interviews  
participation

42

就業人次  
No. of participation  
employed



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

290

全年服務人次  
Total no. of  
participation served

14

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



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

565

參與計劃人數  
No. of programme  
participants



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

50

全年服務人次  
Total no. of  
participation served

80

見工人次  
No. of job interviews  
participation

33

就業人次  
No. of participation  
employed



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

78

全年服務人次  
Total no. of  
participation served

140

見工人次  
No. of job interviews  
participation

57

就業人次  
No. of participation  
employed

## 合作伙伴網絡發展

本會於二零一八年五月舉辦「第六屆善導僱主嘉許禮」，藉以感謝並嘉許一眾為支持服務使用者就業不遺餘力的僱主。本屆共有39間公司接受提名，其中20間公司獲頒發「善導僱主獎」。當中，最令人鼓舞的是有3間公司連續6屆獲獎，另外有4間公司亦超過3年獲獎，成為本會的長期合作伙伴。

此外，我們亦藉著嘉許禮的機會，鳴謝及表揚多位青年培育及創業服務影子計劃導師，一直以來支持年青服務使用者為職涯發展作好準備。

由本會提名的38間公司，成功獲得二零一八至二零一九年度「商界展關懷」計劃頒發「商界展關懷」標誌；另有9間公司成功獲得二零一八至二零一九年度由香港中小型企業總商會頒發之「友商有良」嘉許計劃標誌。

職業發展服務致力開拓僱主及合作夥伴網絡，在二零一八至二零一九年度共新增41位僱主，提供職位空缺，累積僱主數目達801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、倉務、飲食、建築及清潔等，於本年度創造不同就業機會予有需要人士。

由恒生銀行全力支持的「恒生青年創業計劃」於二零一四年展開，計劃透過提供不同的創業支援及「起動資金」，幫助有需要的青年人起動生意初型，並從實踐中累積營商經驗，發展所長。為加強服務，自二零一七年八月起，計劃加入職涯評估及行業影子學習元素，並命名為「恒生青年前路探索計劃」。計劃因應青年人的興趣、性格及強項配對行業專才，讓他們進一

## WORKING PARTNER NETWORK DEVELOPMENT

In May 2018, we successfully organised "The 6th SRACP Benevolent Employment Awards Presentation Ceremony" to recognise our benevolent employers for sparing effort to support the employment of our service users. 39 employers were nominated and 20 of them were awarded the "Benevolent Employers of Rehabilitated Offenders Awards". It is heartening that 3 of the 20 employers have been granted the award for the 6th consecutive ceremonies; 4 of them were awarded for over 3 ceremonies and becoming our long-term partners.

We also took the opportunity to show gratitude to the Job Shadowing Instructors (JSI) of Youth Empowerment and Entrepreneurship Service, who have always supported our young service users to pave the way for their career development.

38 companies nominated by us were successfully awarded the "Caring Company" logo under the "Caring Company Scheme" 2018/2019; and 9 companies nominated by us were successfully awarded "The Partner Employer Award" logo by The Hong Kong General Chamber of Small and Medium Business in 2018/2019.

Our Employment Development Services strove to develop network with employers and working partners. In 2018/2019, a total of 41 new employers started to provide job vacancies to our service users. The accumulated number of employers has increased to 801. We also received job orders from employers in different sectors including exhibition, transportation, warehouse work, catering, construction work and cleaning. During the year, different job opportunities were created for those in need.

Jointly organised by Hang Seng Bank and SRACP, the "Hang Seng Youth Entrepreneurship Scheme" (HSYES) was carried out to enable young people to put their entrepreneurial ideas into practice. Since 2014, the Scheme has helped young people to implement their plans by offering entrepreneurship training, start-up prototype subsidy, entrepreneurship guidance and employment support. Started from August 2017, the Scheme was renamed as "Hang Seng Youth Career Planning" (HSYCP) and has been strengthened with career planning and industry job shadowing



步了解期望投身的行業實況，並開拓眼界，確立人生目標。本年度為161名青年人提供職涯評估及超過659小時的影子學習時數。

elements. Youths would be matched with related industry experts according to their interests, personalities and strengths, in order to help the youths 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 has provided 161 youths with career assessments and over 659 hours of job shadowing.

自二零一七年二月，本會獲青年發展基金撥款，展開「創業90後」計劃，為對創業已有一定準備的青年人提供進階創業支援服務。計劃共有75組申請，當中的11組申請成功獲得起動資金。

Starting from February 2017, "StartUp 90s" was funded by the Entrepreneurship Matching Fund under the Youth Development Fund to give advanced entrepreneurship support to young people to scale up their business. There were 11 successful applicants out of 75 applications.

本服務與僱主合作，為僱主所聘用的服務使用者員工提供在職輔導，提升他們的工作態度。本年，我們為本會社企明朗服務有限公司的11位員工提供企業僱員支援服務。

We cooperated with employers to provide on-the-job counselling service for employees to improve their working attitude. This year, we provided employee counselling service to 11 employees of our social enterprise, Bright Services Company Limited.



本會職員於「友商有良」嘉許禮與各得獎者合照。  
Group photo of staff and awardees in "The Partner Employer Award Presentation Ceremony".



本會職員於「商界展關懷」社區伙伴合作展2019與各得獎公司合照。  
Group photo of staff and awardees in The Caring Company Partnership Expo 2019".

## 服務質素監察

在90多間培訓機構當中，本會是其中18間榮獲僱員再培訓局頒發課程質素表現持續優異嘉許狀的機構，以表揚本培訓機構連續5年在課程質素方面取得優異成績。

此外，本會參與ERB年度頒獎禮二零一八至二一九，我們榮獲「ERB課程管理獎」及「ERB就業服務獎」。本會導師、學員及僱主亦分別獲頒發「ERB優異導師獎」、「ERB傑出學員獎」及「ERB傑出僱主獎」。



ERB年度頒獎禮2018-19得獎導師、學員及僱主與本會職員合照。  
Group photo of staff and awardees in ERB Annual Award Presentation Ceremony 2018-19.

## SERVICE QUALITY CONTROL

Our Society was one of the eighteen ERB training bodies which awarded the Certificate of Recognition for the Outstanding Performance of Course Quality for five consecutive years by ERB, among more than 90 training bodies.

We participated in ERB Annual Award Presentation Ceremony 2018-19 and the Society won the "ERB Outstanding Award for Placement Services". At the same time, our trainer, trainee and employers received the "ERB Merit Award for Trainers", "ERB Outstanding Award for Trainees" and "ERB Outstanding Award for Employers" respectively.



ERB職業前路規劃基礎證書學員參觀寵物酒店，以了解行業發展。  
ERB Trainees of Foundation Certificate in Career Planning were visiting Pets Hotel to understand the career development.

## 專業發展

為配合前線同工的專業發展，我們除了邀請容曾萃薇博士提供「現實治療法」督導及研習小組，亦定期安排同工進行個案會議，以支援同工在個案、小組及培訓工作上之應用。

為加強服務團隊間之合作，我們針對各服務使用者的需要進行檢討，並專門制定不同服務的個案管理及輔導介入手法。此外，讓同工們定期交流個案工作手法，加強服務間之連繫。

## PROFESSIONAL DEVELOPMENT

In response to the professional development need of our frontline staff, we invited Dr. Grace YUNG to conduct supervision and study groups on the theme of "Reality Therapy", and regularly conducted the case conference to facilitate its application on casework, group work and trainings.

To further strengthen the cooperation among services, we reviewed different service users' needs in different service teams, and established the case management and intervention in each team respectively. Workers exchanged opinions on the case management in order to strengthen the connection among service teams.

## 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「裝修電腦繪圖基礎證書(兼讀制)」及「裝修鋪地板工(木地板)中級工藝測試備試基礎證書(兼讀制)」；並為公眾人士新增僱員再培訓局「花藝設計及應用II(節日花飾)基礎證書(兼讀制)」及專為刑釋的更生人士新增「職業前路規劃基礎證書」，以提供多元化及具市場潛力的課程。

為了加強殘疾人士的就業能力，我們定期為服務使用者舉辦工作相關的個人技巧和特定工作技能的職前訓練，更加入了動物輔助訓練、歷奇訓練、餐飲訓練、朋輩支援員訓練，以及外遊領隊與本地導遊訓練等，期望藉著較多元的訓練擴闊參加者的體驗。

此外，我們鼓勵服務使用者發揮潛能，回饋職業發展服務。部分服務使用者經過督導後，成為我們職前訓練的導師，向其他服務使用者分享工作經驗與技能。

## COURSE DEVELOPMENT

In terms of course development, we organised new ERB “Foundation Certificate in AutoCAD in Renovation Drawings (Part-time)” and “Foundation Certificate in Preparation for Intermediate Trade Test for Floor Layer (Timber Flooring) of Interior Renovation (Part-time)” for prisoners in correctional institutions. We also offered ERB “Foundation Certificate in Floral Design and Applications II (Festive Floral Arrangements) (Part-time)” and “Foundation Certificate in Career Planning” for general public and released prisoners respectively.

To enhance the employment of persons with disabilities, we conducted pre-employment trainings regularly to enhance both job-related personal skills and specific job-related skills of the service users. More diversified trainings including animal assisted training, adventure training, peer counsellor training, culinary training and training for local tour guides and outbound tour escorts were added to broaden the exposure of the participants.

Besides, service users were encouraged to unleash their potential and contribute to the employment development service. Some of them were able to be our trainers to share with other service users their working experience and talents after supervision.

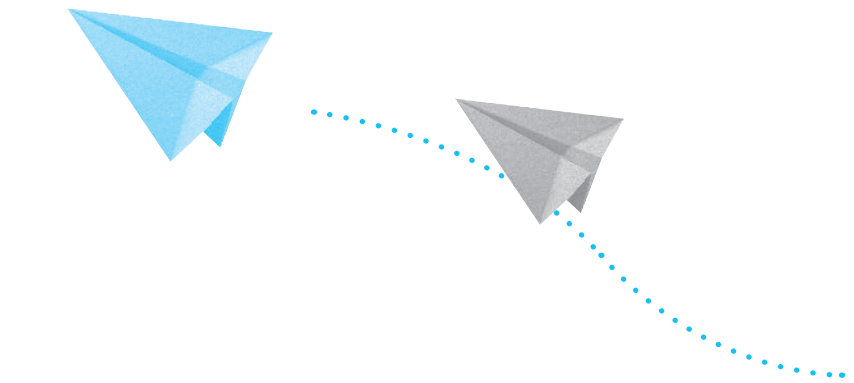


參加者在歷奇教練和組員的支持下，鼓起勇氣，挑戰自己，面對內在恐懼。  
With the support of the coach and the teammates, the participants were challenged to overcome their inner fear in the adventure training.



影子學習 - 與導師學習農莊營運。  
Job Shadowing – Learn how to operate a farm.





「賽馬會挑戰你•想」計劃的挑戰者於2018年11月得香港電車贊助參與線下任務，沿途導賞感受城市風光，探索香港豐富多彩的歷史和現代文化。  
In Jockey Club YouChallenge Programme, Challengers embarked on a fascinating sightseeing tour through genuine Hong Kong sponsored by HK Tramways, experience the scenery along the way, and further explore the history of Hong Kong while enjoying our "City Hunt Challenge" in Nov 2018.

## 計劃發展

### 「賽馬會挑戰你•想」計劃

計劃的手機應用程式YouChallenge於二零一八年七月正式啟用，透過科技及線上平台讓弱勢青年於現實生活挑戰自我，突破框架，獲取正面經驗及肯定，並與社會共融，建立一個正面的身份及自我形象。

從線上接觸到線下介入，計劃設計了各式各樣的任務讓青年可自由選擇參與，同時舉辦了多個線下任務，使他們可與計劃的支持者及其他持份者有交流的空間。

### 「動物領養橋小型創業比賽」

本會首次跟「狗狗民宿」合作，舉辦以推廣領養為主題的「動物領養橋小型創業比賽」，並提供相關訓練，當中包括：撰寫計劃書、演講技巧、產品拍攝及網上推廣，及理財技巧等，培育青年以創意及數碼化的推廣技巧，關心社會本地動物議題。

「恒生青年前路探索計劃」與不同行業的影子導師夥拍，為青年人提供影子學習機會，讓他們體驗真實的工作狀況。行業包括餐飲業、化妝美容、電影攝錄、相片拍攝、宣傳推廣、體育教練、魔術、網絡紅人、紋身，及電競等。

## PROJECT DEVELOPMENT

### “Jockey Club YouChallenge” Programme

YouChallenge, the mobile application of the Programme was officially launched and activated from July 2018. By using technology and this online platform, the disadvantaged youth are motivated to leave their comfort zone, and have breakthrough in their daily life, to gain recognition and positive experience, hence reintegrate to the society with positive self-identities.

From online engagement to offline intervention, the Programme created various quests for youth to select and achieve; meanwhile, a number of offline quests were organised for actual interaction between youths and other stakeholders of the Programme.

### “Animal Adoption Idea Entrepreneurship Competition”

Our Society has started “Animal Adoption Idea Entrepreneurship Competition” with “Dog Dog BnB” to encourage the youths to concern local animal issue. The service users can join the training relating to the skills of writing proposal, pitching, product photography, online marketing, and financial management, etc. The youths can be empowered by their innovation and digital marketing for the community.

“Hang Seng Youth Career Planning” partnered with Job Shadowing Instructors (JSI) from different industries to provide job shadowing opportunities for the youths to have real life work experience. The industries included food and beverage, makeup and beauty, film production, photography, marketing and promotion, sports coaching, magic, KOL, tattoo, and e-sport, etc.

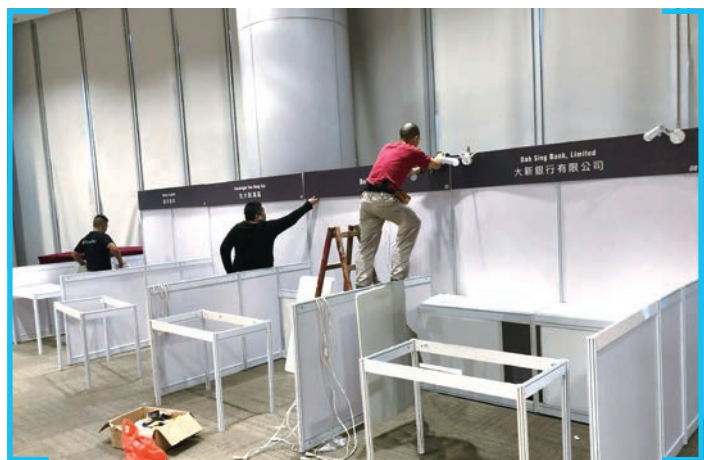
# 社會企業 Social Enterprise

## 服務概覽

本會轄下社會企業—明朗服務有限公司(明朗)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，增強市場競爭力，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，明朗將調整業務範疇，繼續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 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 capitalizing 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.



Smart Exhibition 於屋邨、商場及香港會議中心搭架展覽。  
Smart Exhibition set up exhibition in public housing unit, shopping mall and Hong Kong Convention and Exhibition Centre.

### 運輸業務

搬運服務是明朗成立時發展的首項業務，至今經營超過20年，面對激烈的市場競爭，明朗持續拓展新服務，如洗衣公司物流服務、為社會各界提供運輸服務，包括政府各部門、立法會、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770人次就業機會，總營業額為港幣\$1,187,377元。

### 清潔業務

於二零一八年至二零一九年度，明朗繼續投得政府飛行服務隊清潔合約，提供多個長期職位。此外，明朗亦發展家居及院舍清潔市場，主要提供一次性深層清潔、洗地打蠟及特效無臭滅蟲服務，與一般家務助理不同。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3,876人次就業機會，總營業額為港幣\$1,590,441元。

### 展覽業務

明朗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多名更生人士組成。除此之外，明朗以Smart Exhibition品牌拓展安裝及拆卸以外的工種，為員工提供向上流動的工作領域。作為領展銷售場地之認可客戶，過去一年明朗定期於不同屋村商場、私人屋苑及大型商場內籌辦展銷活動，並為不同機構提供一站式展覽籌備及設計服務，培訓更多更生人士於不同崗位工作。本年度展覽業務帶來3,270人次工作機會，總營業額為港幣\$3,032,555元。

### REMOVAL AND LOGISTIC BUSINESS

BS has been providing removal and logistic service for 20 years, we continued to make different attempts in service development such as the logistic service for laundry company. Other than that, BS serves different customers including government departments, Legislative Council, PARKnSHOP (HK) Limited and the Chinese University of Hong Kong. A total of 770 job opportunities were created for ex-offenders and ex-mental health patients at a transaction amount of HK\$1,187,377.

### CLEANING BUSINESS

In 2018/2019, BS succeeded in securing cleaning service contracts from Government Flying Service to create more job vacancies for our targets. Besides, BS developed 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. These services can tap into community resources and create more development opportunities for the underprivileged. Its cleaning service provided 3,876 job opportunities and generated a total transaction amount of HK\$1,590,441.

### EXHIBITION BUSINESS

The close business relationship with AsiaWorld-Expo Management Limited has enabled BS to get involved in different large-scale exhibitions, concerts, banquets and events which needed manpower support, thus providing stable jobs to set up the core staff team of more than 20 ex-offenders. Furthermore, its business scope had been extended through the brand of Smart Exhibition to cover upstream activities in the industry. In 2017, BS became the registered organization of the LINK to hire venues for sales promotional activities. In the past year, we not only organized food fairs and roadshows in different public housing and commercial malls, but also provided tailor-made solutions for our clients, from Exhibition Design, Project Management to Production for exhibitions, as well as events. These experiences have created various on-the-job training opportunities for ex-offenders. 3,270 job opportunities were provided while the total transaction amount reached HK\$3,032,555 this year.



## 烘焙業務 — 「甦爐」

明朗開設的麵包咖啡店「甦爐」於二零一八年五月正式開張試業，本年度總營業額為港幣\$501,725元，共聘請了5名更生人士，包括麵包師傅、製作麵包學徒、水吧及店長，讓他們發揮所長，重投社會。「甦爐」著重出品品質，麵包餅點一概不含人造改良劑，致力為顧客提供健康新鮮食品。「甦爐」亦提供公司、院舍大量訂購及到會服務，以及度身訂製烘焙類禮品服務。

## 綜合維修業務

「好修成」綜合維修服務得到社創基金的贊助，於二零一七年初正式投入運作，為長者及殘疾人士提供優惠的家居維修服務，並同時聘請更生人士及精神復元人士為維修技工助理，由專業維修技工以師徒形式教導維修技巧，讓他們未來可於此行業發展。業務也以合理價錢為一般家庭及商業客戶提供優質的裝修及維修服務。於本年度，「好修成」綜合維修服務提供499人次就業機會，總營業額為港幣\$197,061元。



甦爐為興民邨街坊提供健康新鮮的麵包餅點。  
SoBakery provided healthy bakery products to residents of Hing Man Estate

## BAKERY — SOBAKERY

In May 2018, SoBakery had the soft launch in the bakery café. A total transaction amount of HK\$501,725 was generated. It had provided employment and training opportunities for 5 ex-offenders as baker, baker apprentice, shop assistance and manager in the bakery café. Providing our customers healthy bakery products with high quality is always our first priority that improver is abandoned at SoBakery. We also offer bulk purchases as well as tailor-made bakery products services for corporates and organizations.

## 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. Besides, Good Harvest provides apprenticeship and job opportunity to ex-offender and persons in mental recovery who would receive on-the-job training under the instruction of maintenance technician, so that they would be able to develop their career in this maintenance service. Good Harvest provided quality maintenance and renovation services to general household and corporate customers with reasonable price. This year, the business offered a total of 499 job opportunities with a total transaction amount of HK\$197,061.



「好修成」綜合維修服務與興民邨區議員合作，為邨內長者戶提供上門電力檢查服務。

Good Harvest Maintenance Service collaborated with District Council Member (Hing Man) to provide onsite checking on electricity supply to elderly residents in Hing Man Estate.