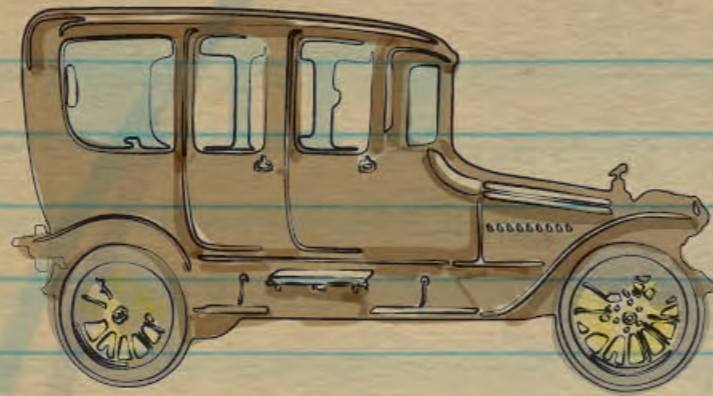


1964

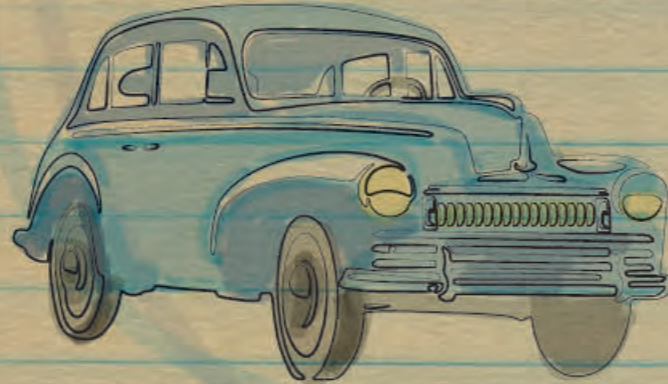
成立第一間工藝養成所，為失業的會友提供過渡性的臨時工作崗位  
Established our first Employment Rehabilitation Centre, to provide temporary employment for ex-offenders



# 職業發展服務 Employment Development Service

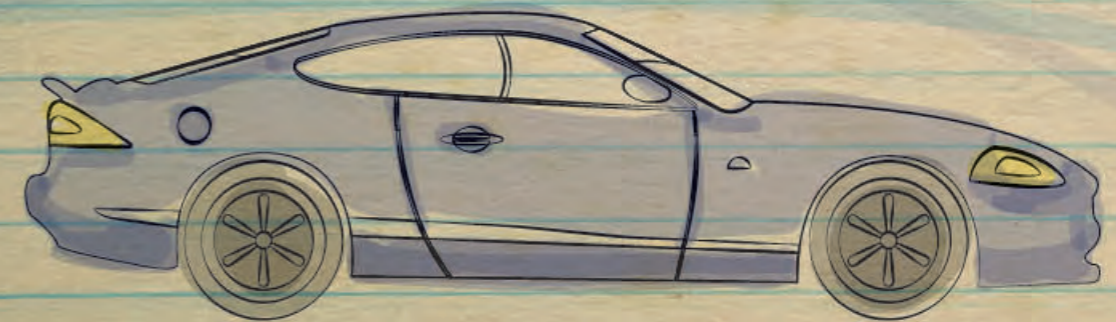
1999

成立職業發展服務  
Established Employment Development Service



2007

與懲教署合作，為在囚人士舉辦釋前就業培訓課程  
Started pre-release vocational training programme for inmates with Correctional Service Department



2004

開展僱員再培訓局資助之「人才發展計劃」  
Launched "ERB Manpower Development Scheme"



2009

開展「中銀香港暖心愛港新天地創業種子計劃」，以借貸和資助形式幫助更生人士創業  
Launched BOC/HK "Caring Hong Kong - A Heart Warming Campaign" Newland Seed Money Project to provide business start up money in the form of loan for ex-offenders

## 服務概覽

職業發展服務以不同的服務模式及介入手法，協助服務使用者重新建立工作習慣、培養良好的工作態度及解決工作適應等問題，使他們能持續工作，建立有規律的生活，發揮所長。

職業發展服務包括：「就業安置組」、「就業拓展組」、「懲教所職業技能訓練課程」、「中銀香港暖心愛港新天地創業種子計劃」、「燃亮新生計劃」、「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」。

服務內容可分為三大類別：職前準備、就業配對及創業輔導。

## 職前準備

本服務為服務使用者提供不同的工作實習及培訓課程，協助他們體驗真實的工作環境，裝備其工作技能，以提昇其公開就業的信心。另外，本服務亦會為服務使用者提供不同培訓課程及就業跟進服務，提升學員的就業資本及克服所面對的困難，協助他們公開就業。

## 就業配對

服務使用者會得到全職、兼職或工作訂單的工作機會，以致能有效地解決剛刑滿出獄的更生人士在經濟上的不同需要。

## 創業輔導

創業輔導為服務使用者提供就業以外另一項選擇，為他們提供創業培訓課程、創業基金、創業指導和輔導及創業支援。

## Service Overview

We assist service users in re-establishing proper work habits and attitudes that are essential for open employment using different service modules and intervention approaches.

Our service includes "Employment Development Unit", "Employment Enhancement Unit", "Vocational Training Programme in Correctional Institutions", BOCHK "Caring Hong Kong A Heart Warming Campaign" Newland Seed Money Project (Newland Seed Money Project), "Leading to Independence and Vocational Enhancement (LIVE) Project", "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".

Our services can be categorized into three main areas: Pre-vocational Preparation, Job Matching and Entrepreneurship Guidance.

## Pre-vocational Preparation

Through the provision of different job placement and training, service users can experience the real working environment, equip themselves with relevant job skills, and enhance their confidence. In addition, our service also provides various training and post placement service for service users, in order to increase their employment capital, resolve their difficulties and assist them in entering the employment market.

## Job Matching

We provide different working opportunities including full-time jobs, part-time jobs or job orders for service users, so as to respond to the urgency of financial needs after discharge.

## Entrepreneurship Guidance

Our service provides service users with entrepreneurship training, funding support, guidance and assistance, and support service, allowing them a different choice other than employment.

## 服務對象

- 在囚人士
- 更生人士
- 殘疾人士
- 精神病康復者
- 一般失業人士
- 有志創業人士

## Target Service Users

- Inmates of all CSD institutions
- Ex-offenders
- Persons with disabilities
- Ex-mentally ill patients
- The unemployed
- Persons interested in starting a business

## 服務數據

### Service Data

單位名稱 Name of Service	職前準備 Pre-vocational Preparation		就業配對 Job Matching				創業輔導 Entrepreneurship Guidance		
	全年服務人次 Total no. of service users	課程數目 No. of training	課程就讀人數 No. of participants in training	實習參與人次 No. of participants in job placement	員工人次 No. of job interviews	就業人次 No. of persons employed	工作訂單參與人次 No. of participants in job orders	僱主數目 No. of employers	成功開業人數 No. of successful business starters
就業拓展組 Employment Enhancement Unit	1,325 <sup>1</sup>	4	26	50	980	897	3,622		NA
就業安置組 Employment Employment Unit	746 <sup>1</sup>	4	9	17	464	417	1,466		NA
職業復康中心 Employment Rehabilitation Centre	186 <sup>1</sup>	NA	NA	4,876	23	12	NA		NA
懲教所職業技能訓練課程 Vocational Training Programme in Correctional Institutions	250 <sup>1,2</sup>	48	814	NA	140	137	NA	320	NA
僱員再培訓局『人才發展計劃』 ERB Manpower Development Scheme	333 <sup>1</sup>	19	340	NA	281	182 <sup>3</sup>	NA		NA
燃亮新生計劃(創業組) LIVE Project (Entrepreneurship Unit)	699	46	650	49	67	43	NA		3
新天地創業種子計劃 Newland Seed Money Project	140	7	140	NA	NA	NA	NA		9
輔助就業服務 Supported Employment Service	97				186	84	NA		NA
殘疾人士在職培訓計劃 On the Job Training Programme for People with Disabilities	65	22	45	1,433	104	47	NA		NA
陽光路上培訓計劃 Sunnyway - On the Job Training Programme for Young People with Disabilities	83				123	44	NA		NA
總數: Total:	3,924	150	1,806	6,425	2,368	1,863	5,088	320	12

註:

1. 就業統計不包括其他年度進入服務的服務使用者之就業數據。
2. 懲教所職業技能訓練課程部份學員仍在獄中服刑，故未能提供就業服務，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』部份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。

Remarks:

1. Service users entered the service in other financial years were excluded.
2. The successful placement rate of "Vocational Training Programme in Correctional Institutions" was calculated by the no. of active discharged persons as some participants in training were still in prison after completion of training.
3. Service users of "ERB Manpower Development Scheme" not yet completed the post-placement period were excluded from calculation.

## 服務範圍

- 全港

## 主要活動

本服務致力開拓僱主及合作伙伴網絡，在二零一一至二零一二年度，共新增 82 位僱主為本服務提供職位空缺，累積僱主數目為 320 位。再者，本服務主動提名合作伙伴接受外間嘉許，以拓展及加強與僱主之間的連繫。本年度共提名了 20 間公司及機構參與由社會服務聯會舉辦之商界展關懷伙伴聯繫日嘉許禮，並獲得商界展關懷及同心展關懷標誌。

此外，本服務參與第四屆僱員再培訓局「人才發展計劃」頒獎禮，並獲得「ERB 就業服務獎」、「ERB 課程管理獎」、「ERB 優異導師獎」、「ERB 傑出學員獎」、「ERB 優異學員獎」及「ERB 1 分鐘廣告雜誌比賽之最富娛樂性大獎」。

本服務亦積極拓展企業義工服務，去年，本服務聯合富港有限公司及敦豪全郵通（香港）有限公司，合共舉辦四項義工活動予本會家庭支援的服務使用者。

在服務質素監察方面，本服務之「陽光路上培訓計劃」在去年成功通過社會福利署之突擊檢查；另外，本服務之僱員再培訓局「人才發展計劃」亦成功通過 ERB「新管理審計系統」實地審計，並在審計中取得「第一級」的最佳評級。



本服務向「深水埗地區活動齊參與」活動的參加者推廣殘疾人權利的訊息。

We promoted the message of the rights of persons with disabilities to the participants of "Sham Shui Po Local Participation Programme".

## Service Area

- All districts

## Major Tasks

We continued to expand our networks of employers and working partners. In 2011/2012, a total of 82 new employers have created job vacancies for our service users. The total number of employers has increased to 320. In order to enhance the relationship with our working partners, employers were nominated to receive employers' awards for their contribution. This year, we nominated 20 companies and organisations to be awarded the Caring Company & Caring Organization Logos in Caring Company NGO Partnership Day organised by Hong Kong Council of Social Service.

Moreover, we have participated in the 4<sup>th</sup> ERB Manpower Development Scheme Award Presentation and were glad to receive the "ERB Outstanding Award for Placement Services (Special Target Group)", "ERB Outstanding Award for Course Management", "ERB Merit Award for Instructors", "ERB Outstanding Award for Trainees" and "Most Entertaining Award of ERB - 1-minute Television Commercial Competition".

We also strived to develop corporate volunteer service. Last year, we joined hand with Full Charter Limited and DHL Global Mail (Hong Kong) Limited in conducting four volunteer activities for service users of our Family Support Service.

For service quality control, our "Sunnyway - On the Job Training Programme for Young People with Disabilities" successfully passed the surprise check conducted by the Social Welfare Department last year. Moreover, our "ERB Manpower Development Scheme" successfully passed the onsite management audit of "ERB new management audit system" and achieved the best "level one" result in the audit.



本會職員於「商界展關懷」伙伴聯繫日嘉許禮與各得獎公司合照。Group photo of staff and awardees in the Caring Company NGO Partnership Day Recognition Ceremony.

在課程發展方面，本服務首次與香港戒毒會合作，舉辦 ERB「展台建造及佈置證書課程」；另外，本服務去年亦分別在壁屋監獄及羅湖懲教所新增 ERB 課程，包括「倉務員證書課程」及「化妝助理證書課程」，為在囚人士提供職業技能訓練課程。

在場地拓展方面，本服務去年成功在綽榮商業大廈租用全層單位，作為僱員再培訓局「人才發展計劃」的報名中心及培訓場地，以及「燃亮新生命計劃（創業組）」的辦公室，另亦租用同一幢大廈 17 樓為多用途活動室及創業者營商辦公室。

本服務獲不同機構的資助，開展短期計劃及活動，當中包括九龍城撲滅罪行委員會資助的「九龍城關懷大使計劃 2011-2012」及東區撲滅罪行委員會主辦的「東區更生達人工作實習計劃」，這些活動為更生人士提供不少工作實習機會，亦讓公眾人士對更生人士有更多的了解和接納。

在地區工作方面，本服務亦與外間機構合辦復康活動，如參與由社會福利署觀塘區康復服務協調委員會籌辦的「觀塘區康復服務聯區活動」、由香港童軍總會深水埗東區籌辦的「第二十屆區務委員就職典禮」，及聯同香港聖公會基愛長者鄰舍中心，參與由 2011 年國際復康日深水埗活動籌委會籌辦的「深水埗地區活動齊參與」活動。服務使用者透過參與這些活動，重建自信，並將他們的能力展示予公眾人士。

## 服務發展

本服務致力為更生人士提供就業服務，去年，參與本服務的懲教所職業技能訓練課程的在囚及更生人士就業率達 54.8%，而接受一般輔導及小組形式的就業服務的更生人士，其就業率為 33%，可見職業技能訓練課程對更生人士之重要性及其成效之顯著。故此，本服務展望在未來的日子，繼續加強與懲教署的合作，為在囚及更生人士提供更多適切的職業技能訓練課程，以裝備他們公開就業。例如馬坑監獄 ERB「園藝助理證書課

For course development, we first collaborated with The Society for the Aid and Rehabilitation of Drug Abusers (SARDA) in conducting ERB "Certificate in Exhibition Booth Setting and Decoration". Also, new ERB courses such as "Certificate in Warehouse Keeper Training" and "Certificate in Cosmetician Assistant Training" were conducted in Pik Uk Prison and Lo Wu Institution respectively to provide vocational training courses for inmates.

For premises development, we rented a floor in Focus Commercial Building to use as training venue and registration centre of "ERB Manpower Development Scheme" as well as office of "Leading to Independence and Vocational Enhancement (LIVE) Project (Entrepreneurship Unit)". We also rented 17<sup>th</sup> floor of the same building, used as a multi-purpose room and commercial office for applicants.

We received various sponsorship in organising different projects this year. These projects included "Rehabilitated Caring Ambassadors Project in Kowloon City District 2011-2012" funded by Kowloon City Fight Crime Committee and "Job Trial project for ex-offenders in Eastern District" funded by Eastern District Fight Crime Committee. All these projects offered various kinds of job placement to ex-offenders and also enhanced the understanding and acceptance from the public towards ex-offenders.

For community work, we have participated in rehabilitation events with various organisations, such as "Kwun Tong District Rehabilitation Services Joint Programme" organised by the Social Welfare Department Kwun Tong District Coordination Committee on Rehabilitation Service, "20th District Scout Council Inaugural Ceremony of Hong Kong Scout Association Sham Shui Po East District", and "Sham Shui Po Local Participation Programme" jointly held with Hong Kong Sheng Kung Hui Kei Oi Neighbourhood Elderly Centre organised by the 2011 International Day of Disabled Persons Sham Shui Po Programme Committee. Service users were able to rebuild their self-confidence and demonstrate their ability to the public through participating in these programmes.

## Development

we continued to provide employment service for ex-offenders. Last year, the employment rate of participants in Vocational Training Programme in Correctional Institutions has reached 54.8%. The employment rate of ex-offenders receiving general counseling and group work employment service was 33%. The importance and effectiveness of vocational training for ex-offenders were prominent. Thus, in the near future, we will strengthen the cooperation with Correctional Services Department, in order to provide more suitable vocational training programmes for ex-



學員於懲教所的 ERB「廚務助理證書課程」中實習烹飪。  
Trainee of "ERB Certificate in Chef Assistant Training" was in culinary training.

程」。同時，亦於青少年院所勵新懲教所及勵志更生中心新辦洗衣技巧初階課程。

另外，本服務亦為精神病康復者及殘疾人士提供就業服務，透過工作選配、小組、工作實習及職業技能訓練等，協助精神病康復者及殘疾人士公開就業，去年之就業率達 52.7%。未來，本服務將加強於小欖精神病治療中心提供的就業服務簡介，招募即將刑釋的人士加入本服務，以協助他們公開就業。

本服務亦積極參與由社會福利署聯同各康復機構組成的大聯盟「創業軒」所舉辦的攤位活動，讓公眾人士認識殘疾人士的工作能力，介紹他們製作的產品，協助殘疾人士取得更多工作機會。

還有，本服務之僱員再培訓局「人才發展計劃」為一般失業人士提供不同類別的培訓課程，為學員提供個人素養及職業技能訓練，學員完成課程及就業跟進期後，就業率達 78%。



DHL 企業義工參與扭汽球義工訓練。  
The volunteers of DHL Global Mail (Hong Kong) Volunteer Team were participating in the balloon twisting volunteer training.

offenders so as to equip them in open employment. We will provide ERB training "Certificate in Horticulture Assistant Training" in Ma Hang Prison training centre. In the meantime, we will start Elementary Laundry Skill Training in Lai Sun Correctional Institution and Lai Chi Rehabilitation Centre.

On the other hand, we provided employment service for ex-mentally ill patients and persons with disabilities. Through job matching, group work, job placement and job skills training, we assisted ex-mentally ill patients and persons with disabilities in open employment. The employment rate was 52.7% last year. We will also arrange employment orientation programmes in Siu Lam Psychiatric Centre to recruit ex-offenders with mental illness and provide employment service.

In the coming year, we will join the promotional sales arranged by "Support the Employment of People with Disabilities", to help the public recognise the abilities of people with disabilities and promote their handmade products to increase their employment opportunities.

Also, the "ERB Manpower Development Scheme" of our Service conducted different retraining courses for the unemployed while providing Basic Personal Attributes and vocational training for service users. The employment rate of service users after the completion of training courses and employment service has reached 78%.

未來，本服務與香港戒毒會合作，於轄下之戒毒中心開辦不同的 ERB 課程，為戒毒人士提供培訓。

另外，本服務亦與香港按揭證券有限公司合作，於來年推行小型貸款計劃，為創業人士提供小型創業貸款服務、為自僱人士提供自僱營商貸款服務及進修人士提供自我提升貸款服務。

本服務與模擬法庭公義教育計劃合作舉辦第三屆善導僱主嘉許禮暨模擬法庭公義教育計劃感謝宴，藉以感謝為服務使用者提供就業機會的善導僱主及協助推行公義教育計劃的司法界義工。

提升個案管理質素方面，本服務將為同工舉行個案研習工作坊，並提供個案臨牀督導，以提升個案管理工作質素。同時，透過問卷研究檢視本服務工作成效。

本服務將繼續開拓新工作訂單，為服務使用者提供臨時工以適應工作市場及培養良好的工作習慣。



學員參加「中銀香港暖心愛港新天地創業種子」計劃的創業課程。  
Trainee of "Newland Seed Money Project" participated in entrepreneurial training.

Moreover, we will collaborate with The Society for the Aid and Rehabilitation of Drug Abusers (SARDA) to operate different types of ERB training in drug addiction treatment centres.

Hong Kong Mortgage Corporation Limited (HKMC) will launch a Microfinance Scheme with us this year. The Scheme aims to offer Micro Business Start-up loan, Self-employment loan and Self-enhancement loan to assist people who wish to start their own business, in becoming self-employed or achieving self-enhancement.

We will collaborate with Mock Trial Competition Project to hold the 3<sup>rd</sup> Benevolent Employers of Rehabilitated Offenders Awards Presentation Ceremony cum Gratitude Lunch of Mock Trial Competition Project. We want to recognize our benevolent employers who provide employment opportunities for service users, and legal professionals who help run the Mock Trial Competition Project; and at the same time, consolidate the relationship with our working partners.

In regard of case management quality, we will also provide case study workshop and clinical supervision to improve the quality of case work. In the meantime, we will review our service efficiency by research study.

We will explore new job orders for service users that help them adapt to the labour market and cultivate good working habits.



就業安置組及就業拓展組的服務使用者參與清潔的「工作訂單」。  
Service users of Employment Development Unit and Employment Enhancement Unit participated in a cleaning job order.