

來年機構發展重點

Upcoming Focus of Agency Development

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善導會正積極籌備機構在未來五年的策略規劃(2025+5)，機構管治成員、員工及機構持份者將會舉行集思會及規劃會議，緊密溝通以訂立與時並進的策略計劃。此新篇章的一個重點目標是強化善導會對促進包容性社會的承諾，讓每個人都能夠「自在共融」。

我們在策劃五年的策略計劃，同時將強調以下方向：

優化服務加強社會效益

善導會著手推進更生康復服務及精神健康服務的優化工程，旨在優化和提升我們的服務流程，並更精確地評估服務需要，確保我們能夠更全面地檢視各項服務成效，成就更具社會效益的服務。此外，透過更多與內地的交流及合作，促進共融發展。

以 Mega System 作為重心推動數碼轉型

作為提升機構效率和服務質量承諾的一部分，我們正展開一項重要的數碼轉型之旅。其核心是 Mega System 的開發和實施，這是一個先進的綜合平台，旨在簡化服務運作、改進數據管理並增強服務協調及與服務使用者更有效地溝通。這次轉型將使我們的團隊能夠掌握實時洞察、自動化流程和更好的溝通工具，確保我們的服務能夠更高效、更有力地提供。通過採用這個創新系統，善導會不僅希望加強內部能力，還期望為服務使用者提供更加無縫、具回應性和有影響力的支持。

跨界別專業協作： 深入研究及倡議

我們將與法律專業人士、相關行業的持份者和學者等多個領域的專家攜手合作，深入探討導致網絡犯罪受害的風險因素。為增強研究的深度和實效性，研究範圍將突破傳統文獻回顧的

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SideBySide is actively preparing our strategic plan for the next five years (2025+5). Through brainstorming sessions and planning meetings, involving corporate governance members, staff, and stakeholders, a contemporary and relevant strategic plan will be formulated. A key objective of this new chapter is to strengthen the organisation's commitment to fostering an inclusive society where everyone feels they belong.

Our upcoming development is expected to emphasise the following directions:

Optimising Services for Greater Social Impact

SideBySide has embarked on enhancing rehabilitation and mental health services, aiming to optimise and streamline service processes while accurately assessing service needs. This also ensures a comprehensive evaluation of service effectiveness, achieving outcomes with more significant social impact. Moreover, collaboration and exchanges with Mainland China will be expanded to support inclusive development.

Digital Transformation with Mega System

As part of our commitment to enhancing organisational efficiency and service delivery, we are embarking on a significant digital transformation journey. Central to this is the development and implementation of Mega System, an advanced integrated platform designed to streamline operations, improve data management, enhance service coordination and improve our communications with service users. This transformation will empower our teams with real-time insights, automated processes, and improved communication tools, ensuring that our services are delivered more efficiently and effectively. By adopting this innovative system, SideBySide aims not only to strengthen internal capabilities but also to offer more seamless, responsive, and impactful support to our service users.

Cross-Sector Professional Collaboration: In-Depth Research and Advocacy

We will collaborate with legal professionals, industry stakeholders, and academic experts from various fields to investigate the risk factors contributing to cybercrime victimisation. To deepen and enhance the relevance of the research, the scope will extend

局限，進一步涵蓋法庭記錄、社交媒體資訊、新聞報導和其他相關資料，確保研究結果與時俱進。此外，有鑒於「電話詐騙」案件數量急劇攀升，我們將「電話詐騙受害者」納入研究範疇，以期真實反映香港現況。預計研究結果將有效提升公眾對網絡犯罪受害風險的認知，促進相關預防教育倡議的制定，並為政策制定者提供寶貴的參考見解。

培養潛力成就卓越

善導會高度重視新同工的融入體驗，積極推行多項創新試驗，助新同工快速適應工作環境，充分發揮潛能。試驗包括：

夥伴計劃：為每位新同事安排經驗豐富的同事擔任夥伴，促進同事間的相互支持，鼓勵坦誠溝通和知識分享，營造溫暖友善的團隊氛圍。

新員工手冊：作為入職培訓指南，幫助新同事全面了解機構的文化、理念和運作模式，以及更了解企业及個人合規的重要性。同時記錄他們的學習旅程，方便隨時檢視其進展。

職員發展路向圖：構建清晰的職員發展路向圖，為同事提供多元化的職業發展路徑，並幫助他們應對行業、技術或組織架構的變化，提升適應能力和靈活性，打造更個性化的成長階梯。

我們深信，通過持續優化新同事入職流程，營造積極向上、充滿活力的工作環境，必能吸引和留住更多優秀人才，共同為機構的發展貢獻力量。

透過以上各個重點方向，善導會旨在秉持我們的核心價值和使命，同時迎接新的契機和合作機遇。我們將一如既往地致力於創新服務並賦能有需要的人士。

beyond traditional literature reviews to include court records, social media data, news reports, and other relevant sources, ensuring the findings remain timely and applicable. Given the rapid rise in “phone scam” cases, victims of such scams will be included in the research scope to accurately reflect Hong Kong’s current situation. The findings are expected to improve public awareness of the risks of cybercrime victimisation, support the development of preventive education initiatives, and provide valuable insights for policymakers.

Cultivating Potential, Achieving Excellence

SideBySide places great importance on the onboarding experience of new staff, implementing innovative initiatives to help them adapt quickly, unlock their potential, and thrive. Key initiatives include:

Buddy Programme: Assigning experienced colleagues as mentors for new staff to promote mutual support, encourage open communication, and facilitate knowledge sharing, creating a warm and collaborative team atmosphere.

New Employee Handbook: Serving as a comprehensive onboarding guide, the handbook helps new staff understand the organisation’s culture, values, and operations while emphasising the importance of corporate and personal compliance. It also tracks their learning journey for easy progress review.

Staff Development Roadmap: Providing a clear career development roadmap, offering diverse career progression pathways to help staff adapt to changes in the industry, technology, or organisational structure. This enhances flexibility and adaptability, creating a personalised growth trajectory.

We firmly believe that by continuously improving the onboarding process for new colleagues and creating a positive and dynamic work environment, we will attract and retain more talented individuals, contributing collectively to the growth and development of SideBySide.

Through the directions of strategic focuses mentioned above, SideBySide aims to uphold our core values and mission while embracing new opportunities for growth and collaboration. We remain steadfast in our dedication to innovatively serving and empowering those in need.