

CHAPTER VI

COMMUNITY RELATIONS

Chapter VI – Community Relations

In 2006, the CCAC continued to launch educational and promotional programmes through various channels to popularize social integrity and solicit public support for the anti-corruption forces. In addition, the CCAC also refined its propaganda strategies, actively promoted the ombudsman, strengthened youth integrity education and further promoted commercial ethics. The foregoing was based on the pace of social development and consolidation of past activities. In addition, the establishment of the branch office made it more convenient for residents to lodge complaints or enquiries. The branch office also encouraged citizens to engage in anti-corruption activities. Furthermore, the CCAC extended collaboration and exchange with other regions, resulting in greater effectiveness in the fight against corruption.

6.1 Integrity Education

In 2006, the CCAC continued to launch integrity education programmes targeting public servants, students, community associations and institutions. The professional ethics seminars for public servants entitled “Noble Character, Righteous Conduct” were held on fewer occasions since most departments had formulated internal codes of conduct. In tandem with the rapid development of the Macao economy, the CCAC enhanced integrity education for students in addition to promoting a culture of honesty among public servants, public services and private institutions. Throughout the year, the CCAC hosted 366 sessions of different seminars with 23,720 participants.

Table 18
Seminars held in 2000-2006

		2000	2001	2002	2003	2004	2005	2006
Public servants	Number of sessions	23	94	132	132	51	173	67
	Number of participants	855	5,209	7,435	11,385	1,752	20,228	3,340
Students/trainees	Number of sessions	10	21	40	50	301	175	263
	Number of participants	886	5,386	3,271	6,105	27,483	12,430	18,902
Teachers	Number of sessions	---	---	---	24	---	---	---
	Number of participants	---	---	---	810	---	---	---
Members of community associations	Number of sessions	14	19	10	6	22	17	25
	Number of participants	1,678	1,736	493	190	890	876	1,010
Members of credit institutions	Number of sessions	6	4	2	6	8	3	2
	Number of participants	220	132	55	316	538	135	75
Members of public services and private institutions	Number of sessions	---	2	1	---	3	3	9
	Number of participants	---	70	25	---	105	154	393
Total	Number of sessions	53	140	185	218	385	371	366
	Number of participants	3,639	12,533	11,279	18,806	30,768	33,823	23,720

6.1.1 Integrity Education Targeting Public Servants

In 2006, the CCAC continued to host integrity seminars for public servants as well as different kinds of seminars with special topics, including “Public Procurement”, “Ombudsman Functions”, “Declaration of Incomes and Properties”, “Occupational Crimes” and so on. Throughout the year, the CCAC held 67 sessions of different seminars for public servants at different levels in many government departments. There were a total of 3,340 participants.

Table 19
Classified seminars for public servants in 2006

Subject	Department	Participants	Number of sessions	Number of participants
Sysposium of "Noble Character, Righteous Conduct"	Macao Customs Service	Trainees	2	57
	Public departments	Staff	4	668
Basic Training Course for Public Servants	Public departments	Staff	11	330
Public Procurement	Macao Productivity and Technology Transfer Centre	Staff of Resource Supply & Management Division of Health Bureau	2	40
Declaration of Incomes and Properties	Macao Customs Service	Trainees	1	60
	Academy of Public Security Forces	Security trainees of the 5 th course	1	117
Integrity and Conduct	Statistics and Census Bureau	Staff of 2006 Population By-census	21	1,046
	Judiciary Police	Investigators on internship of the 11 th course	1	64
	Civic and Municipal Affairs Bureau	New recruits	3	110
	Judiciary Police, Fire Services Bureau and Academy of Public Security Forces	Trainees	1	143
	Fire Services Bureau	Promoted staff and trainees	4	130
	Macao Customs Service	Trainees and customs vice-supervisor	3	71
	Labour Affairs Bureau	Inspection trainees	2	60
	Legal and Judicial Training Centre	Staff	1	77
	Public Security Police Force	Promoted senior policemen	1	56
Ombudsman Functions	Fire Services Bureau	Trainees	1	18
	Academy of Public Security Forces	Promoted policemen and firemen	2	77
	Macao Customs Service	Trainees and promoted customs staff	4	109
Occupational Crimes	Labour Affairs Bureau	Inspection trainees	1	30
	Legal and Judicial Training Centre	Judicial clerk trainees	1	77
Total			67	3,340



Integrity seminars held for public servants

6.1.2 Education on Honesty Targeting Students

1. Education on Honesty for Primary Students

(1) “New Generation of Integrity – an Education Programme on Honesty for Primary Students”

In 2006, the CCAC continued with the “New Generation of Integrity – an Education Programme on Honesty for Primary Students” for primary 4 to primary 6 students. The programme took place in an activity room called “Paradise of Integrity” located in the branch office. The programme conveyed the message of honesty and integrity to the primary students via puppet shows, computer animation and short films. In 2006, a total of 25 schools and 7,006 students participated in the programme.



Primary students participated in the “New Generation of Integrity” Programme

(2) Teaching Materials for Moral Education

In 2005, the CCAC published a primary school teaching kit called *Honesty and Integrity* and was distributed to schools for free. Before the new school term started in 2006, the CCAC published new story boards entitled “Picture Storytelling” to supplement and enrich the teaching kit content. By the end of 2006, 55 schools were using the *Honesty and Integrity* textbooks as their supplementary teaching material for moral education, which is around 90% of the primary schools in Macao. The CCAC also provided 42,066 textbooks for free. Many schools set great score to the textbook and teaching kit.

(3) Other Integrity Promotion Activities

In 2006, the branch office of the CCAC held 19 sessions of “June 1st Children’s Day Special Programme” to teach primary students the importance of honesty. Some 761 primary students attended the sessions. The CCAC also took part in several integrity promotion activities held for primary students, including: co-organizing the celebration activities of “June 1st Children’s Day” held by the Macao SAR government; and participating in the celebration activities of “June 1st International Children’s Day” organized by General Workers’ Union of Macao.

In addition, the CCAC corresponded with children through the “William Postage” to

further instil honesty in Macao's youth. Through correspondence, the CCAC guided the children to concern and care for the people and the things around them, to distinguish between right and wrong and establish correct values. By December 2006, a total of 219 students from 25 schools had written 498 letters to "William", sharing their life and study situations with him through their letters.



The CCAC participated in the "June 1st Children's Day" celebration activities co-organized by various departments of the Macao SAR government



Students share their thoughts with "William"

2. Education on Honesty for High School Students

(1) “Integrity Week” and “Education Programme on Honesty for Teenagers”

In order to deepen education on honesty for teenagers, the CCAC launched the “Integrity Week” scheme for high schools in 2004. In this scheme, the CCAC promoted correct values plus the spirit of integrity and law-abiding behaviour to high school students in diverse, interactive ways to excellent effect. In 2006, some 1,588 students from the Macao Portuguese School and Estrela do Mar School participated in the CCAC “Integrity Week”.

In addition, the CCAC also launched the “Education Programme on Honesty for Teenagers” in high schools. Staff members of the CCAC have visited a number of secondary schools in Macao to hold seminars and share opinions on topics such as “the value on money” and “fairness”. In 2006, the CCAC held a total of 20 seminars attended by 7,880 students from 12 high schools.



Chief of Cabinet, Ho Ioc San spoke at the launching ceremony of “Integrity Week” in Estrela do Mar School

(2) Web Page on Honesty for Teenagers

In order to broaden the channels of honesty education for teenagers, the CCAC has set up a web page called “Teen City”. The web page includes interviews, games, animations

and case records through which the CCAC hopes to convey positive values like “honesty and law-abidingness” to teenagers in interactive and interesting ways. The web page is expected to launch in mid 2007.

(3) Seminars and Youth Camps

In 2006, the CCAC personnel visited many youth organizations in Macao to strengthen bonds with these groups and collect teenage opinions regarding anti-corruption work and honesty education. In addition, the CCAC also organized or participated in many youth activities, including: organizing a Youth Camp on Honesty attended by the delegates of various youth organizations; co-organizing a civic education fun day entitled “Promote Integrity, Abide by the Law” held by the Youth Commission and Youth Association of the Women’s General Association of Macao; attending the “Carnival against Crime and Drug Abuse” organized by Junior Police Call; co-organizing the “Integrity & Honesty – the 8th Macao Chinese Calligraphy Student Competition of Macao Students” with the Chong Wa Student Association of Macao.



The CCAC leaders and association delegations attended Youth Camp



"Promote Integrity, Abide by the Law"

3. Integrity Education for College Students

In 2006, the CCAC held a total of 24 integrity seminars for college students and trainees of various pre-job training courses. The number of participants reached 1,667.



Trainees of Macao Tourism and Casino Career Centre attended integrity seminar

Table 20
Seminars held for university, high school students and trainees of training courses in 2006

Topic	Educational institutes	Participants	Number of sessions	Number of participants	Total number of participants
Clean Election	University of Macau	Students of Faculty of Social Sciences and Humanities	1	120	273
Integrity Awareness	University of Macau	Students of Public Administration programme	1	28	
	University of Macau	Students of undergraduate programme of gaming management	1	60	
	Macau Polytechnic Institute	Students of Public Administration programme	1	30	
	Kiang Wu Nursing College of Macau	Students	1	35	
	Macao Tourism and Casino Career Centre	Trainees of employment training	18	1,350	1,394
	Macau Millennium College	Trainees of employment training	1	44	
The Integrity Week	Estrela do Mar School	High school students	17	1,588	9,468
Education Programme on Honesty for Teenagers	11 Chinese/English high schools and Macao Portuguese School	High school students	20	7,880	
Total			61	11,135	

In addition, the University of Macau organized an activity entitled “New Era of Integrity: seminar series”. Iu Vai Pan, Rector of the University of Macau, Liu Bolong, Director of Social Science Research Centre on Contemporary China, and Cheong U, Commissioner Against Corruption attended and hosted the opening ceremony of the activity. The CCAC personnel discussed “Elections and Anti-corruption” with participating students and teachers.



The Commissioner Cheong U attended “New Era of Integrity: seminar series” at the University of Macau

6.1.3 Integrity Promotion Targeting Institutions and Community Associations

1. Integrity Promotion Campaign Targeting Institutions

In 2006, the CCAC strengthened its propaganda in different spheres such as monopoly companies, private institutions and credit institutions. Interactive communications were performed regarding their specific needs and the culture of honesty fostered among the businesses. The CCAC held 11 seminars for institution staff throughout the year, with 468 participants.

Table 21
Seminars held for institutions in 2006

Institution	Subject	Number of sessions	Number of participants
CTM	Directors and staff	4	270
The Venetian Macau Limited	Supervisors and staff	2	65
CLP Engineering Limited	Staff	2	33
Tai Fung Bank	New recruits	1	40
Industrial and Commercial Bank of China, Macao Branch	New recruits	1	35
Otis Elevator Company	Managers and business operators	1	25
Total		11	468



The CCAC held "Integrity Awareness" seminar for CTM directors and staffs



The CCAC held "Integrity Awareness" seminar for supervisors and staff of the Venetian Macau Limited

2. Integrity Promotion Campaign Targeting Community Associations

In 2006, the CCAC held a total of 25 seminars and visits for community association members, totalling 1,010 participants. Through these activities, the CCAC hoped to educate more citizens about the duties of the CCAC, enlisting public support and participation in anti-corruption activities.

Table 22
Seminars held for community associations in 2006

Topic	Community associations	Participants	Number of sessions	Number of participants
Ombudsman Functions	North District Service Centre of the General Workers Union of Macao	Members	1	34
	Taipa Branch Office Service Centre of the General Workers’ Union of Macao	Members	1	30
	Macao Community Youth Volunteers Development Association	Members	1	41
	Youth Commission of Association of Women of Macao	Members	1	20
	Association for Residents in Iao Hon and Hipódromo District	Members	1	40
	Macao Volunteer Workers’ Association	Young volunteers	1	25
	Macao New Chinese Youth Association	Health ambassadors	3	120
Integrity Awareness	Elderly Health Centre of 4 Neighbourhood Association of Southern District	Members	1	50
	Caritas Macau Ching Fai Association	Students	1	30
	Youth Committee of the General Workers Union of Macao	Young members	1	40
	Obras das Mães Elderly Health Centre	Members	1	45
	Special Education Centre for Macau Association for the Deaf	Children and parents	1	15
	Family Service Centre of General Union of Neighbourhood Associations of Macao	Young members	1	20
	Youth Service Department under North District Services Centre of the General Workers’ Union of Macao	Young volunteers	1	12
	North District Family Services Centre of Women’s Association of Macao	Members	1	25
	Dawn Centre of Macao Family Association for Mentally Handicapped	Trainees	1	20
	Youth Activity Centre of Agricultural Association of Macao	Members	1	50
	Taipa Community Centre of General Union of Neighbourhood Associations of Macao	Members	1	25
	Juvenile Volunteer Association of Macau	Members	1	33
	Young Men’s Christian Association of Macao	Young reporters	1	15
	Chong Wa Student Association of Macao/ Macao New Chinese Youth Association	Young community ambassadors 2006	1	20
	Macao New Chinese Youth Association	Youth assembly ambassadors	1	50
		High school students	1	250
	Total			25

To summarize, the CCAC held a total of 366 sessions of various seminars, talks and symposiums. The total number of participants was 23,720.

Table 23
Seminars, symposiums and workshops in 2006

Participants	Activity nature/topic	Number of sessions	Number of participants	Sub-total number of participants
Public servants	Symposium of "Noble Character, Righteous Conduct"	6	725	3,340
	Basic Training Course for Public Servants	11	330	
	Seminars on "Public Procurement"	2	40	
	Seminars on "Declaration of Incomes and Properties"	2	177	
	Seminars on "Integrity and Conduct"	37	1,757	
	Seminars on "Ombudsman Functions"	7	204	
	Seminars on "Occupational Crime"	2	107	
Primary students	"New Generation of Integrity – an Education Programme on Honesty for Primary Students"	183	7,006	7,767
	"June 1 st Children's Day Special Programme"	19	761	
High school students	The Integrity Week	17	1,588	9,468
	"Education Programme on Honesty for Teenagers"	20	7,880	
College students	Seminars on "Integrity Awareness"	5	273	1,667
Trainees	Seminars on "Integrity Awareness"	19	1,394	
Community associations	Seminars on "Ombudsman Functions"	9	310	1,478
	Seminars on "Integrity Awareness"	16	700	
Institutions	Seminars on "Integrity Awareness"	11	468	
Total		366	23,720	

6.2 Promotion of Ombudsman Functions

In order to enhance citizens' comprehension of the ombudsman functions, the CCAC not only held seminars on the topic for different social classes but published the *Selected Cases of Ombudsman* and created new promotional posters. In terms of community propaganda,

the CCAC hosted the variety show “Defend Your Rights with Ombudsman” at Leal Senado Square. Through song and dance, drama and games, the show enhanced citizens’ understanding of the ombudsman functions.



Opening ceremony of “Defend Your Rights with Ombudsman” variety show



Promotional poster of ombudsman

6.3 Regular Promotion Work

In 2006, the CCAC widely promoted information related to integrity through systematic dissemination:

- Published *quarterly CCAC bulletin* in Chinese/Portuguese and *half-yearly bulletin* in English.



Quarterly CCAC bulletin in Chinese and Portuguese plus half-yearly bulletin in English

- Published articles in the column of “Clean Administration Forum” in Chinese press. Some articles were published in *Periodicals of the Association of Adult Education of Macao* and “*Kai Pou*”, the publication of the Macao Prison.

- Through press releases, announced cases detected by the CCAC, court verdicts of detected cases and briefings on latest CCAC activities.

- Appeared on TV information programme “Enquiry and Reply”.

- Created TV commercials, radio commercials, press advertisements and bus advertisements.

- Participated in other public welfare and recreation activities including the 37th Caritas Bazaar of Macao, Charity Walk for Millions, group blood donations and sports contests for public servants.



Citizens participated in the CCAC booth games at 37th Caritas Bazaar of Macao



Filming of TV commercial "City of Integrity"

6.4 The Branch Office

Community relations are important resources for the CCAC's promotion and education of its integrity programme. The CCAC further expanded its community network through the branch office in 2006. The branch office visited 25 community associations in different districts, listening to their opinions and suggestions for anti-corruption and clean elections. The branch office also encouraged different social classes to actively participate in anti-corruption work.



The CCAC delegation attended discussion with community association leaders

In addition, the branch office often held seminars on "Integrity Awareness" and "Ombudsman Functions". It also participated in many activities held by community associations, thus fostering community awareness on integrity. In order to encourage more citizens to acknowledge and use the services of the branch office, the CCAC created promotional posters, bus, newspaper and radio advertisements.



Members of associations in the north district attended “Ombudsman Functions” seminar



Young association members visited the branch office



Principal and supervisors of Hou Kong Middle School visited the branch office and met with the Commissioner Cheong U



Bus advertisement



Promotional poster of the branch office

In 2006, the branch office received a total of 517 complaints/reports, requests for help and consultation and simple enquiries. There was a dramatic increase compared to the 405 cases in 2005. Of these cases, 45 complaints/reports and 472 consultations were recorded. Most complaints/reports and requests for help and consultation were instigated by citizens in person.

Table 24
Number of citizens received by the branch office in 2006

Complaints/reports		Written Complaints	Request for help/consultation	Simple enquiry	
In person	Telephone			In person	Telephone
20	8	17	262	136	74
Sub-total: 45			Sub-total: 472		
Total: 517					

6.5 Liaison and Exchange

6.5.1 *Liaison with Media*

The CCAC maintained close liaison and a healthy collaborative relationship with the media that helped enhance communication and cooperation with society at large. In 2006, the CCAC hosted the “Tea Meeting on Clean Administration”, during which the CCAC met with the leaders of different media institutions for exchange and collection of social opinions. The CCAC also obtained information for reference to formulate anti-corruption strategies.



The CCAC met with media institution leaders in the annual “Tea Meeting on Clean Administration”

6.5.2 *Exchange with Counterparts Overseas*

In terms of exchange, the CCAC continued to strengthen its bonds with the Ombudsman departments of Mainland China, Hong Kong and other regions. The CCAC attended exchange activities including the Board of Directors’ Meeting of the International Ombudsman Institute, Board of Directors’ Meeting of Asian Ombudsman Association, the 1st Conference of States Parties to the United Nations Convention against Corruption (UNCAC) in Jordan, the 12th International Anti-Corruption Conference in Guatemala organized by the Transparency International, the 1st Annual Conference and General Meeting of the International Association

of Anti-Corruption Authorities (IAACA) in Beijing, International Anti-Corruption Conference in Malaysia and the 3rd China-ASEAN Prosecutors General Conference in Indonesia. The CCAC also attended the 8th and 9th Steering Group Meeting of the ADB/OECD Anti-Corruption Initiative for Asia-Pacific, which took place in Manila and Bangkok, as well as the 3rd ICAC Symposium in Hong Kong.



The CCAC delegation attended the 1st Annual Conference and General Meeting of the International Association of Anti-Corruption Authorities (IAACA) in Beijing

It merits mention that in 2006, the CCAC, on behalf of the Macao SAR Government, formally signed up as a member of the Anti-Corruption Action Plan for Asia and the Pacific. The Anti-Corruption Action Plan for Asia and the Pacific is an anti-corruption initiative jointly launched by the Asian Development Bank and Asia Pacific Economic Cooperation in the Asia Pacific region. The Action Plan included 3 pillars: developing effective and transparent system for public service; strengthening anti-bribery actions and promoting integrity in business operation; supporting active public involvement. The Anti-Corruption Action Plan for Asia and the Pacific was launched in 2001 and currently has 27 members. All members pledged to observe the principles and standards set by the Action Plan, formulating and enforcing the anti-corruption scheme according to their specific practical situations. Activities such as workshops and forums will be held to enhance collaboration and exchange with each other.



CCAC delegation invited by Ministry of Supervision of the People's Republic of China to visit Shanghai. Luo Shiqian, Deputy Secretary of the CPC Shanghai Municipal Committee and Secretary of Discipline Inspection Commission of Shanghai, met with Endy Tou, the Deputy Commissioner



The Commissioner, Cheong U attended the 8th Steering Group Meeting of ADB/OECD Anti-Corruption Initiative for Asia-Pacific in Manila, together with leaders of all delegations



Board of Directors' Meeting of the International Ombudsman Institute in Barcelona, Spain.
The Commissioner Cheong U attended as a member of the Board of Directors



CCAC delegation attended the 12th International Anti-Corruption Conference in Guatemala

In order to strengthen liaisons with local community associations, CCAC leaders met with the persons in charge of the many institutions and associations, including: the University of Macau, Macao Polytechnic Institute, Oversea Chinese Association Macau, Macao Chinese Civil Servants' Association, the Women's General Association of Macau, Macau Juvenile Cultural Association, Association of Clerical Staff, Macau Diocesan Youth Pastoral Centre and Macau Social Workers' Association. The CCAC also seized the opportunity to collect diverse opinions on anti-corruption work. In addition, the CCAC also organized two sessions of its "Symposium on Integrity" and invited the representatives of nearly 20 associations to attend the sessions. The CCAC collected public opinion through these sessions so that it could better plan future activities.

The CCAC also received visiting delegations from different countries and region, including the Australian Federal Police, the Procurator Delegation of Indonesia and Denmark, United States Department of Justice, US Las Vegas Gaming Commission, ICAC of Hong Kong, the Discipline Inspection Commission of the Ministry of Public Security of the People's Republic of China, Indonesian Procuratorate Delegation, staff of the Department of Law of Hong Kong and Macao Affairs Office of the State Council, Guangdong Provincial People's Procuratorate, Jilin Provincial People's Procuratorate, staff of the Inspection Department of Guangdong Provincial State Taxation Bureau, Beijing Bureau of Quality and Technical Supervision, the 46th staff training course of the Shanghai Cadres of Shanghai Administration Institute, Beijing Supervision Bureau and so on.



Delegation of the Australian Federal Police visited the CCAC



Cheong U, the Commissioner had business exchange with Zhang Xuejun, Chief Procurator of Guangdong Provincial People's Procuratorate, and presented souvenir

Representatives of the Central Government Units stationed in Macao, number of Macao associations and academic institutes also paid visits to the CCAC or the branch office, including the principal and supervisors of Hou Kong Middle School, the representatives of the People's Liberation Army Macao Garrison, Macau Insurers' Association, the Macao Foundation, Association of Clerical Staff and so on.



Director of Beijing Supervision Bureau Zhang Houkun led delegation on Macao visit

