

CHAPTER VI

COMMUNITY RELATIONS

Chapter VI – Community Relations

In 2007, the CCAC strived to enhance relationships with the community, and conducted a multifaceted publicity campaign to popularise the sense of civic responsibility - particularly with regard to the moral education of teenagers - in order that the concept of integrity would pass into the mainstream consciousness.

6.1 Integrity Education

In 2007, the CCAC continued to promote integrity and education by launching various education programmes targeting public servants, students, associations and private entities. Throughout the year, the CCAC organised some 300 seminars for 20,120 participants.

Table 17
Seminars held in 2000-2007

		2000	2001	2002	2003	2004	2005	2006	2007
Public servants	No. of Sessions	23	94	132	132	51	173	67	88
	No. of Participants	855	5,209	7,435	11,385	1,752	20,228	3,340	4,731
Students/ trainees	Sessions	10	21	40	50	301	175	263	182
	No. of Participants	886	5,386	3,271	6,105	27,483	12,430	18,902	14,300
Teachers	Sessions	---	---	---	24	---	---	---	---
	No. of Participants	---	---	---	810	---	---	---	---
Members of community Association	Sessions	14	19	10	6	22	17	25	13
	No. of Participants	1,678	1,736	493	190	890	876	1,010	413
Members of credit institutions	Sessions	6	4	2	6	8	3	2	1
	No. of Participants	220	132	55	316	538	135	75	90
Members of public services and private institutions	Sessions	---	2	1	---	3	3	9	16
	No. of Participants	---	70	25	---	105	154	393	586
Total	Sessions	53	140	185	218	385	371	366	300
	No. of Participants	3,639	12,533	11,279	18,806	30,768	33,823	23,720	20,120

6.1.1 Public Servants

The CCAC organised seminars on various themes for public servants in different fields. Themes included integrity and observance, public procurement procedures, ombudsman, declaration of incomes and properties, and occupational crimes. Some 88 seminars were attended by 4,731 participants.

Apart from seminars for public servants at large, the CCAC co-organised “Integrity Management Symposiums” targeting directions and department heads of government departments from the offices of the 5 Secretaries in order to enhance awareness of integrity management. In addition to the CCAC leadership, experts from the ICAC and related fields were invited to share their experiences and exchange opinions with participants. The objective was to hold them up as role models and encourage them to improve integrity management in their departments.



Integrity Management Symposiums

Table 18
Seminars and workshops organised for public servants in 2007

Subject	Department	Participants	Number of Sessions	Number of Participants
Integrity Management Symposiums	Offices of five Secretaries and all departments	Directors and department heads	5	417
Symposium of "Noble Character, Righteous Conduct"	Public departments	Staff	22	1,860
Basic Training Course for Public Servants	Public departments	Staff	33	957
Workshops on Integrity Construction	Lands, transportation and public works Civic and Municipal Affairs Bureau Science and Technology Development Fund	Department heads and staff	9	458
Public Procurement	Health Bureau	Staff	2	40
Declaration of Income and Properties	Academy of Public Security Forces	Security trainees of the 6 th , 7 th and 8 th courses and prison guard trainees	4	427
Advanced courses on integrity	Fire Services Bureau	Senior firemen	1	39
		Deputy Divisional Officer	1	45
	Academy of Public Security Forces	Sergeants	1	17
	Academy of Public Security Forces	Deputy Sergeants	1	27
Integrity and Observance	Macao Customs	Newly recruited customs officers	2	56
	Civic and Municipal Affairs Bureau	New recruits	2	105
	Fire Services Bureau	Firemen	3	240
	Academy of Public Security Forces	Trainees	1	15
Ombudsman' seminars	Macao Customs	Newly recruited customs officers	1	28
TOTAL			88	4,731



Integrity Seminars for trainees of Public Security Forces

6.1.2 Teenage Students

6.1.2.1 *Symposium on Education of Integrity and Honesty for Teenagers*

The CCAC held its “Symposium on Education of Integrity and Honesty for Teenagers” seminar in the conference hall of the Macao Cultural Centre on 24th November 2007 in order to enable local educational workers to draw on the experiences in the enhancement of education on honesty of experts from various places. Speakers included professional educational workers and scholars from Mainland China, Taiwan, Macao and Hong Kong. Some 150 principals, supervisors, teachers from local primary and secondary schools, and delegations from government departments and youth associations attended the seminar. The enthusiastic attendees all believed that the seminar would inspire them in the exploration and reflection of honesty education for teenagers.



Guests of honour and speakers



Attendees listened attentively to speakers



Local educational workers, delegates from government departments and youth associations attended the symposium

6.1.2.2 Education on Honesty for Primary Students

In 2007, the CCAC continued to organise a series of activities entitled “New Generation of Integrity – an Education Programme on Honesty for Primary Students” in the activity room named “Paradise of Integrity” at the CCAC’s branch office. The 125 activities promoted honesty and integrity via puppet shows, computer animation and short films. Some 5,234 primary students from 21 schools participated in the activities.



Primary students participated in “New Generation of Integrity” series

The CCAC organised 18 activities before and after Children's Day on 1st June, as they had in 2006, in order to celebrate Children's Day with 671 primary students from different schools. In addition, the CCAC co-organised a bazaar with several government departments at Macau Forum and an activity entitled "Celebration of June 1st Children's Day" with the General Workers' Union of Macao. The activity instilled in the children an awareness and value of integrity and observance through special games.



Children and William celebrated Children's Day

6.1.2.3 Education on Honesty for Secondary Students

Driven by rapid social development over very few years, the changes in vocational structure and career prospect have deeply influenced teenage values; thus the reinforcement of moral education for teenagers is very important. In 2007, the CCAC focused on strengthening the promotion of honesty and education of teenagers.

The CCAC co-organised "Integrity Week" with the Portuguese School of Macao and Macao Baptist College respectively, in order to merge the activity into school activity and routine of ethical education courses. Through sharing experiences, videos, plays and songs, proper values of law-abidingness are instilled to students so as to foster integrity and the characteristics of honesty.



The CCAC Chief of Cabinet Ho Ioc San delivered speech during inauguration ceremony of “Integrity Week” at Macao Baptist College



The CCAC co-organized “Integrity Week” with Portuguese School of Macao



Anti-corruption promotion works created by students from Portuguese School of Macao

In addition to “Integrity Week”, seminars on integrity education targeting teenagers took place on an on-going basis. As well as an introduction to anti-corruption works, the seminars thoroughly explored the concepts of money and fairness to further raise the teenagers’ consciousness of integrity. Some 19 seminars attracted 6,472 participants in 2007.



Secondary students attend seminars on integrity education

6.1.2.4 Teaching Materials for Moral Education to Secondary Students

Conducting honesty education programmes for secondary students is one of the most important policy goals this year. Consequently, the CCAC is striving to complete the development of teaching materials related to honesty education for secondary students. The preliminary materials will comprise 8 units, including incorruptibility, clean elections, honesty, fairness, attitude on money, observance, responsibility, friendship and justice. Some of the units are expected to be completed within the 2008-09 academic year.

6.1.2.5 Web Page on Honesty for Teenagers

In order to cultivate teenagers' consciousness of honesty and observance, the CCAC created "Teen City" (www.ccac.org.mo/teencity), a website promoting integrity among teenagers which was launched in September 2007. "Teen City" serves as a platform for the CCAC to interact with youngsters so that they have a greater opportunity to actively participate in integrity education programmes. Also, the CCAC co-operated with a number of local secondary schools to link the website to the schools to reinforce the effect of the campaign.



The CCAC's "Teen City" Website

6.1.2.6 Other Activities for Teenagers

In 2007, the CCAC organised or co-organized in a number of activities for teenagers, including co-organising “Draw a New World of Integrity” comic drawing contest and “Honesty and Integrity: Chinese Calligraphy Contest for Macao Students” in conjunction with the Chong Wa Student Association of Macao, and also participated in the “Carnival against Crime and Drug Abuse” organised by Junior Police Call.



The CCAC leadership, guests and winners at “Draw a New World of Integrity” comic drawing contest

6.1.2.7 Integrity Education for College Students

In 2007, the CCAC held a total of 20 seminars for 1,923 participants on integrity for students from higher education institutes and trainees of pre-job training.

Details about seminars conducted for university and secondary students and trainees of various programmes are listed as follows:

Table 19
Seminars held for university and secondary students and trainees in 2007

Educational institutes	Participants	No. of Sessions	No. of Participants
University of Macau	Seniors from Department of Government and Public Administration	1	45
Macau Tourism and Casino Career Centre	Trainees of employment training	16	1,208
Macau Millennium College	Trainees of employment training	3	670
Total		20	1,923

6.1.3 Integrity Promotion Targeting Community Associations and Institutions

Pursuant to the dissemination of the concept of integrity over recent years, the CCAC endeavoured to deepen propaganda for the general public by launching promotional activities in different spheres - such as communities, business sectors and community associations, etc. - targeting different people, making use of different content and presentation method to conduct interactive communications so as to promote social co-operation with more concrete promotion content with practical channels.

In 2007, the CCAC conducted a total of 13 seminars and visits for community association members, totalling 413 participants; plus 17 seminars for private institutions, totalling 676 participants.



Extending the message of integrity to the elderly



"Good Citizen Family" volunteer squads of the Municipal Affairs Bureau visited the CCAC branch office

Table 20

Seminars held for community associations, educational institutes, departments and companies in 2007

	Community association/educational institute/company	Participants	Sessions	No. of Participants	Sub-total of participants
Community association, educational institute and others	Mong Ha Community Centre of General Union of Neighbourhood Associations of Macao	Members	1	30	413
	Campus Reporter of Estrela do Mar School	Secondary school students	1	20	
	4 th Group of Scout Association of Macau	Members	1	20	
	Municipal Affairs Bureau	Volunteer squads of "Good Citizen Family"	1	12	
	Juvenile Volunteer Association of Macau	Members	1	20	
	Outdoor Cleaning Squads of General Union of Neighbourhood Associations of Macao	Staff and volunteers	1	40	
	Green Island Community Centre of General Union of Neighbourhood Associations of Macao	Members	1	20	
	Elderly Day Care Centre of UGAM	Elderly members	1	100	
	Elderly Home of St.António Centre	Members	1	50	
	Young Offenders Institute	Resident students and staff	2	45	
	Macao New Chinese Youth Association	Youth meeting ambassadors	1	40	
	Richmond Fellowship of Macau	Service users	1	16	
Private entities	Tai Fung Bank	New recruits	1	90	676
	CLP Engineering Limited	Staff	2	20	
	T.D.M.	Staff	5	106	
	MGM Grand Paradise Limited	Security Staff	6	240	
	Otis Elevator Company	Manager and staff	1	30	
	The Venetian Macau Limited	Procurement staff and treasurers	1	120	
	Ponte 16	Staff	1	70	
Total			30	1,089	

To summarise, the CCAC conducted 300 sessions of various seminars, talks and symposiums, attracting 20,120 participants. More information is detailed in the table below:

Table 21
Seminars, symposiums and workshops in 2007

Participants	Activity nature/topic	Number of Sessions	Number of Participants	Sub-total of participants
Public servants	Integrity Management Symposiums for directors and chiefs	5	417	4,731
	Symposium of "Noble Character, Righteous Conduct"	22	1,860	
	Basic Training Course for Public Servants	33	957	
	Workshops on integrity construction	9	458	
	Seminars on "Public Procurement"	2	40	
	Seminars on "Declaration of Incomes and Property"	4	427	
	Advanced integrity courses	4	128	
	Seminars on integrity and observance	8	416	
	Seminars on "Ombudsman Functions"	1	28	
Primary students	New Generation of Integrity – an Education Programme on Honesty for Primary Students	125	5,234	5,905
	"June 1 st Children's Day Special Programme"	18	671	
Secondary students	Education Programme on Honesty for Teenagers	19	6,472	6,472
College students	Seminars on "Integrity Awareness"	1	45	1,923
Trainees	Seminars on "Integrity Awareness"	19	1,878	413
Community associations	"Education on Honesty for Teenagers" Seminars	7	162	
	Seminars on "Integrity Awareness"	6	251	
Institutions	Seminars on sense of integrity	17	676	676
Total		300	20,120	

6.2 Community Activities

The CCAC strived to enhance communication and co-operation with community associations by extensively liaising with different community associations and institutions, listening to their opinions and suggestions and understanding the current status of all circles in the rapid development of society to further promote the cause of integrity. During the year, the CCAC visited 15 non-government associations in different districts.



The CCAC leadership shared opinion with civil associations

In addition, the branch office of the CCAC frequently organised seminars for community associations on the topics of “Integrity Awareness” and “Education on Honesty for Teenagers”. It also participated in activities organized by community associations, thus strengthening community propaganda and working together to promote integrity education in the community. In order to encourage more citizens to familiarize themselves with the services of the branch office, the CCAC made use of posters, buses, newspapers and radio advertisements. The location of the branch office on the islands has been selected and confirmed, and is expected in operation at later time.

In 2007, the branch office received 562 complaints/reports, requests for help and consultation, and simple enquiries. This represented a slight increase compared with the 517 cases of 2006. More information is detailed in the table below:

Table 22
Number of citizens received by the branch office in 2007

Number of citizens received by the branch office in 2007					
Complaints/reports		Written Complaints	Requesting help/consultation	Simple enquiry	
In person	Telephone			In person	Telephone
30	3	19	211	242	57
Sub-total: 52			Sub-total: 510		
Total: 562					

6.3 Other Research and Publicity

6.3.1 Other Research

- “Fighting Corruption – Becoming an Agent of Reform” Seminar

Co-organised by the CCAC, Public Administration and Service Bureau and University of Macau, the “Fight Corruption – Becoming an Agent of Reform” Seminar was chaired by Professor Michael Johnston, an expert in anti-corruption issues and Division Director for the Social Sciences, Colgate University of the United States. He was joined by more than 170 chiefs and department heads from more than 70 government departments and entities.

- Diploma Programme on “Strategic Corruption Control and Organizational Creditworthiness”

Jointly organised by the Macau Inter-University Institute and non-governmental organisation TIRI, the diploma programme lecture on Strategic Corruption Control and Organizational Integrity was delivered by experts from anti-corruption organizations and education institutes of different countries. In addition, the CCAC sent staff to introduce relevant working progress in recent years on the ombudsman system of Macao to the attendees.

6.3.2 Regular Promotional Work

The CCAC widely publicises information related to integrity education via:

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

- TV information programme “Enquiry and Reply”;

- Newspaper advertisements, radio commercials, bus advertisements and indoor lightbox advertisements, etc;

- Publicity gifts for students;

- The Caritas Bazaar of Macao;

- Publish the Annual Report of the CCAC in Chinese, Portuguese and English; excerpt of reports on ombudsman was publicized in the annual report of 2006;

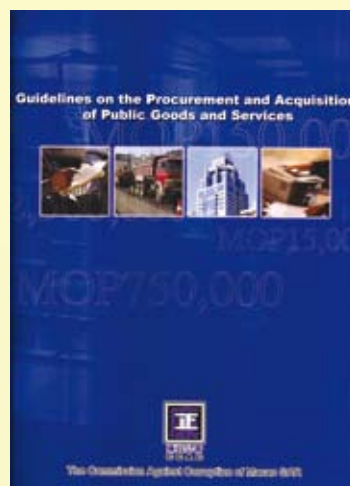
- The quarterly CCAC bulletin in Chinese/Portuguese and half-yearly bulletin in English;

- Publish the book *Integrity Story Salon*, with the objective of promoting citizens' awareness of integrity in a light-hearted manner to attract the attention of citizens; in particular, teenagers with comics illustrating the theme of integrity, fighting corruption and abiding by the law, etc;



Integrity Story Salon comic book

- Published the English version of *Guidelines on the Procurement and Acquisition of Public Goods and Services*;



The English version of *Guidelines on the Procurement and Acquisition of Public Goods and Services*

-Created a new anti-corruption poster - “Don’t Take Chances!” - with the objective of reminding residents that “offering or receiving bribes constitutes a crime”; strengthened the advertising impact by distributing posters to government departments, community associations and schools, etc.



Anti-corruption poster - “offering or receiving bribes constitutes a crime”

6.3.3 Integrity Volunteer Team

The integrity volunteer team of the CCAC continued playing a role in promoting the concept of integrity - and endeavoured to participate in promotion activities and assist in street questionnaire surveys. In addition, team members demonstrated their involvement in the community; for example, by organizing team members to participate in the Charity Walk for Millions and donation activities.

In order to increase the participation of volunteers and build a good relationship to pave the road for future team co-operation, the CCAC organised the “Winter Outing Gathering” in mid-December, which was joined by dozens of volunteers, the Commissioner Cheong U and Chief of Cabinet of the Commissioner Ho loc San. They also discussed and shared their opinions with the volunteers.



Volunteers and the CCAC leadership gathered at outing



Integrity Volunteer Team and the CCAC personnel participate in "Charity Walk for Millions"

6.4 Liaison and Exchange

6.4.1 Liaison with Media

As ever, the CCAC endeavoured to maintain close links and a healthy collaborative relationship with the media to enhance communication and co-operation. The CCAC also hosted press conferences to announce the latest cases detected and progress on the issue of anti-corruption work.



The CCAC and media directors at annual "Tea Meeting on Clean Administration"



The CCAC leaders host press conference

6.4.2 Exchanges with Counterparts Overseas

In 2007, the CCAC continued to strengthen its bonds with the anti-corruption and Ombudsman departments of Mainland China, Hong Kong and other regions. The exchange activities attended by the CCAC included the Board of Directors Meeting of the Asian Ombudsman Association in Vietnam; an inspection tour of Beijing and Henan led by the Commissioner; the Board of Directors Meeting of the International Ombudsman Institute held in Sydney, Australia in early November, with Commissioner Cheong U attending as a member of the Board

of Directors; an inspection tour of the Ministry of Supervision in Beijing and the Department of Supervision in Hangzhou led by the Deputy Commissioner Endy Tou.



The CCAC delegation was invited by Supreme People's Procuratorate of the People's Republic of China to visit Beijing. The Commissioner Cheong U presented souvenir to Vice Procurator General Zhang Geng



The Commissioner Cheong U presented souvenir to Dr. Le Tien Hao, Deputy Inspector-General of Vietnam at Board of Directors Meeting of Asian Ombudsman Association in Vietnam



The Commissioner Cheong U and board members at Board of Directors Meeting of International Ombudsman Institute in Sydney, Australia

The CCAC also received visiting delegations from the Zhuhai Public Security Bureau, the ICAC of Hong Kong, the Canadian Consulate General in Hong Kong, Anti-corruption Authority of Mongolia, Corrupt Practices Investigation Bureau of Singapore, Jiangmen Procuratorate, the Chamber of Commerce of Sri Lanka, Anti-Corruption Bureau of South Korea, attendants of the 1st IAACA Seminar, US Government, Hong Kong Equal Opportunities Commission, Tianjin Supervision Bureau, members of Ministry of Justice of South Korea and former ICAC Commissioner of Hong Kong Bertrand de Peville, and others.



Delegates from different countries attending the IAACA Seminar organised by Supreme People's Procuratorate of the People's Republic of China. Delegation heads posed for photos with the CCAC leadership



The 4th China-ASEAN Prosecutors-General Conference was held in Macao in April. The Commissioner took part in the Conference and invited all delegations for luncheon. The Commissioner had a pleasant conversation with Jia Chunwang, Procurator-General of the Supreme People's Procuratorate during the lunch



Delegation from Anti-corruption Bureau of South Korea visited Macao



Delegation from US Government visited Macao



Delegation from Anti-corruption Authority of Mongolia visited Macao



Delegation led by Chairman of Hong Kong Equal Opportunities Commission Raymond Tang (fourth from left) visited Macao and posed for photos with CCAC leaders



Delegation from Public Complaints Bureau of Malaysia visited Macao

The CCAC leaders organised a series of exchange visits and seminars with individuals in charge of many institutions and associations, including: representatives of the People's Liberation Army Macao Garrison, General Union of Neighbourhood Associations of Macao, General Labour Union of Macau and General Association of Macau Clerical Employees, etc.

In addition, the CCAC also sent representatives to visit the North District Family Services Centre of the Women's Association of Macao, Mutual Help Association of the Neighbours of Bairro Fai Chi Kei, the Branch Office of North District of the General Union of Neighbourhood Associations of Macao, the North District Volunteer Promotion Association of Macao, Deaf Services Centre of Macau Deaf Association, Community Centre of General Union Neighbourhood Associations of Macao, Mutual Help Association of the Neighbours of Green Island, Mutual Help Association of the Neighbours of Bairro Tamagnini Barbosa, of Bairro Abrangendo a Rua do Campo, a Avenida Conselheiro Ferreira de Almeida and Rua da Mitra and of Bairro Mong-Ha, Bosco Youth Service Network, Community Centre of Bairro Tamagnini Barbosa of General Worker's Union of Macao and Family Service Centre at Kin Wa of Church of Macao Methodist.



Commissioner Cheong U exchanged views with the leadership of the General Workers' Union of Macao



Commissioner Cheong U visited General Union of Neighbourhood Associations