

User Participation in Rehabilitation -

Parents' Role & Contribution

in Enhancing Service Quality & Advocating Policy Changes

Story Tellers:

Mrs Illya Chan, User's sister

Mr Lam Lai Shing, Chairman of Fu Hong Parents' Association



Fu Hong Society

- An NGO serving persons with disabilities in Hong Kong
- Service users :3,600+
- Staff: 1000+
- Finance: 85% subvented by Government

Development of Parent Participation



Parent Participation in Practice

Unit level

- Unit based Parents Group
- Unit based: Working Group on Service Quality / Safety / Meal Service

Agency level

- Fu Hong Parents Association
- Regional Management Subcommittee
- Service Monitoring Committee
- Public Relations Committee
- Board of Director

Parent Participation in Practice



Community level advocacy

- **Fu Hong Society**
- Self-application of cash assistance
- Increase of manpower for Care & Attention Home
- Increase in incentive payment for sheltered work shop users
- Provision of visiting medical practitioner service
- Submission of rehabilitation related position papers to Government

Parent Participation in Practice

Community
Level
advocacy

- **Alliance for Subvented Residential Care Service**
- Constituted by over 30 user organizations
- Advocating for service improvement for the elderly and people with disabilities
- Established a communication platform between Alliance and Government

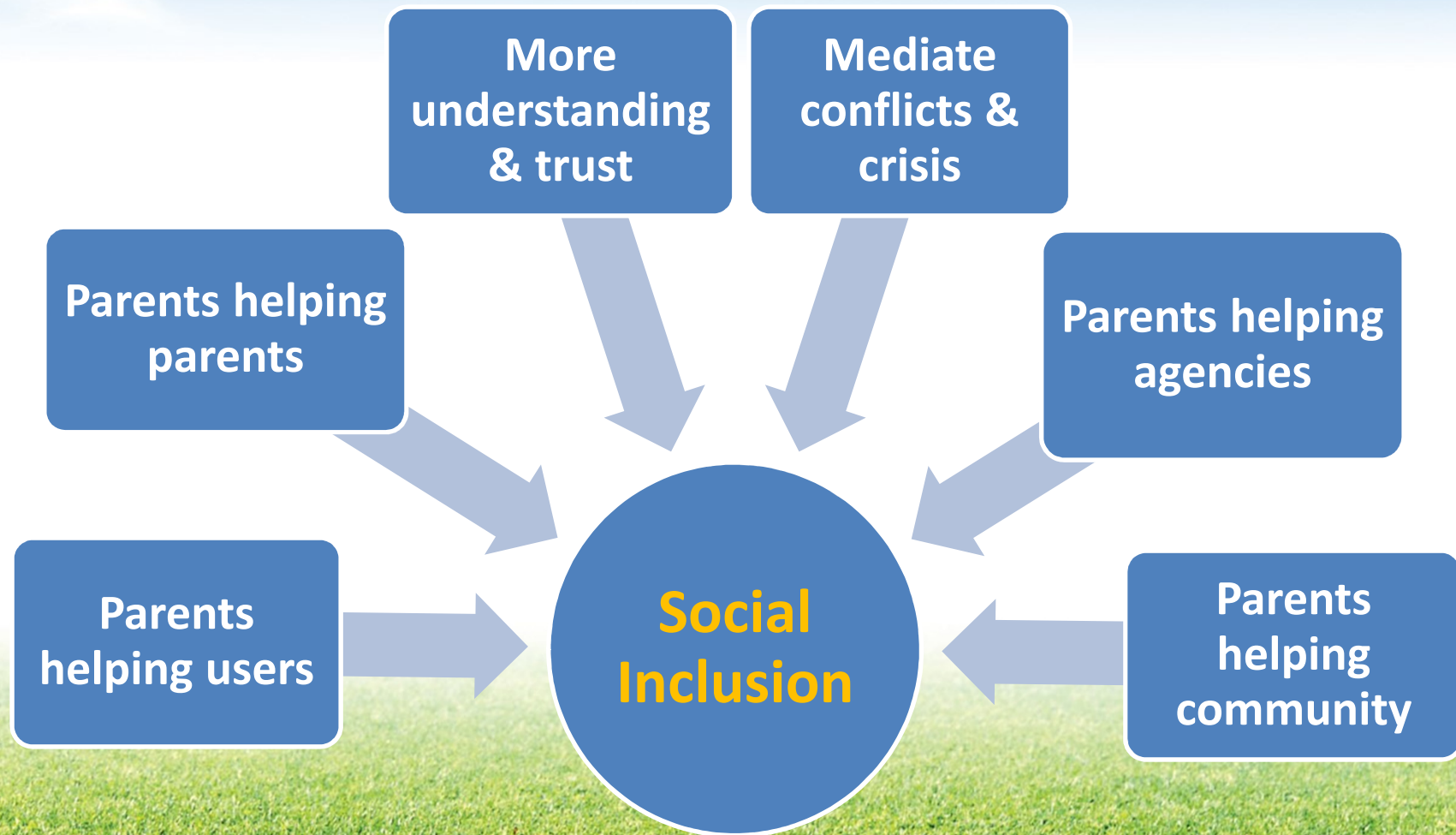
Mr. Lam, an active parent representative of Fu Hong Society







Outcome of Parent Participation



Key Success Factors

Agency side

- Clear vision & belief *in user participation*
- Recognition & acceptance *of parents as important stakeholder*
- Open-mindedness & willingness *to respect views from parents*
- Open communications *with timely & appropriate feedback*
- Honesty in disclosing faults & sharing information



Key Success Factors

Parent side

- Trust & faith *in services provided by agency*
- Acceptance *of restraints & limitations*
- Willingness to contribute *time and expertise*
- Belief in partnership *in service planning & delivery*
- Belief in synergy creation *& continuous improvement*



Conclusion

Voice of parents

Louder & more impactful

Parents participation

Successful example of user participation

Parents' changes

More knowledgeable & ready to contribute

Agency belief

Stronger belief in user participation

