



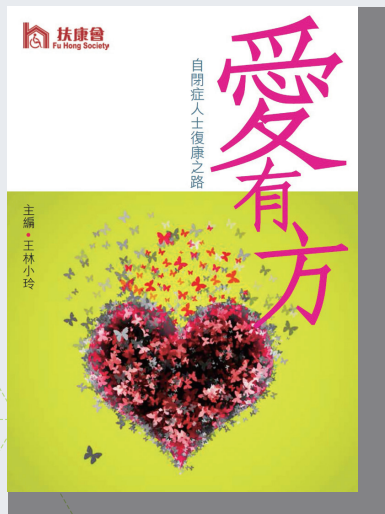
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服務回顧
SERVICE REVIEW

HIGHLIGHTS OF THE YEAR

年度亮點

2014
5月
.....
MAY



出版特殊教育書籍 為自閉症人士家長提供支援及指導

《愛得其法 閉門自閉》獲讀者正面的評價。為回應社會需求，本會其後推出修訂版《愛有方——自閉症人士復康之路》。

Publication on special education to provide support and guidance for parents of persons with autism spectrum disorder

The publication had received very positive review by readers. In response to the popular demand, the Society subsequently published the revised version - 'Love in the Right Path - Rehabilitation Guidebook for Persons with Autism Spectrum Disorder'.



2014
9月
.....
SEP

榮獲中電綠倍動力「環保節能機構」嘉許計劃「星級獎項——銅獎」

本會獲中電頒發社福機構組別的銅獎，嘉許本會為節能所作的努力及成果。

Recipient of 'Bronze Star Award' at the CLP 'Green Plus' Award

In recognition of our efforts and result on energy saving, the Society has been awarded Bronze Star Award in the Social Welfare Organization Category by CLP.



2014
6月及9月
.....
JUN & SEP

獲家庭議會及勞工及福利局分別頒發「傑出家庭友善僱主」及「至尊共融機構」獎項

這兩個獎項肯定本會在推動家庭友善措施及殘疾人士就業的努力，亦策勵本會精益求精，積極宣揚共融文化。

Recipient of 'Distinguished Family-Friendly Employer' and 'Supreme Inclusive Organization' Awards presented by Family Council and Labour and Welfare Bureau respectively

The Society's efforts in promoting family-friendly policy and employment of persons with disabilities have been recognized by these awards. They are also the driving force behind the Society's endeavour for continuous improvement and promotion of the culture of social inclusion.



2014
9月
.....
SEP

獲職業安全健康局頒發「職安健常識問答比賽」亞軍及季軍兩個獎項

本會將繼續參與此類比賽，努力加強員工的職業安全意識，向「零意外」的目標進發。

Recipient of the first and second runners-up at the 'Safety Quiz' organized by Occupational Safety and Health Council

The Society will continue to participate in this kind of contest to strengthen the awareness of occupational safety among staff members. The ultimate target is to achieve 'zero accident'.

2014
9月
.....
SEP

於賽馬會創意藝術中心舉辦「紙藝創繽紛」展覽

此活動承蒙香港藝術發展局資助，透過展示智障人士的藝術作品，展現他們的創造力，推動傷健人士互相欣賞及接納。

Exhibition of 'Colorful Paper Art' at Jockey Club Creative Arts Centre

Sponsored by the Hong Kong Arts Development Council, artworks created by persons with intellectual disabilities were displayed. The exhibition showcased the creativity of persons with disabilities through which members of the public have better appreciation of their talent.



2014

9月

SEP

在本會樂融坊舉辦公開講座「拆解壓力我有法」

不同界別的專業人士及家長代表分享照顧智障兼自閉症人士的專業知識和經驗，為近百位出席者在照顧路上帶來正能量。

'Turn Stressed into Desserts' Seminar has been arranged for caregivers of persons with disabilities at the Society's Joyful Corner

Professionals from various disciplines and representatives of parents have shared their professional skills and experience in taking care of persons with intellectual disabilities and autism, giving positive energy to nearly 100 participants who would continue on the journey of caretaking.



2014

9月

SEP

2015

2月及3月

FEB & MAR

舉行澳洲、新加坡及美國考察團

到外國考察有助員工擴闊視野，學習和吸收海外經驗，並應用到本會服務發展上。

Visits to Australia, Singapore and the U.S.

Overseas visits provide learning opportunities for staff members who have widened their horizons and would apply what they have learnt for the Society's service development.

2014

12月

DEC

第六年獲「十八區關愛僱主」殊榮

本會有幸成為全港三十九間獲頒「連續五年或以上大獎」的機構之一，多年來在促進殘疾人士平等就業的努力得到肯定。

Recipient of '18 Districts Caring Employers' Award for six years

The Society was honoured to be one of the 39 organizations in Hong Kong to receive the 'Special Award for being awarded for 5 consecutive years or above'. The Society's efforts to promote equal employment opportunity for persons with disabilities for the past years have been firmly recognized.



2015

1月

JAN

社企餐廳「香城茶室」開幕禮

位於香港歷史博物館的「香城茶室」，是本會第二所社企餐廳。它不但為殘疾人士帶來工作機會，更是促進社區共融的重要平台。

The opening ceremony of 'City Cafe'

Located in the Hong Kong Museum of History, City Cafe is the Society's second social enterprise cafe. It has not only provided employment opportunities for persons with disabilities but also an important platform for promotion of social inclusion.

2015

2月及3月

FEB & MAR

本會網站獲 Interactive Media Council, Inc.、政府資訊科技總監辦公室和平等機會委員會分別頒發「國際互動媒體傑出成就獎」及「無障礙網頁嘉許計劃」金獎

本會積極建立無障礙網站，方便有特別需要人士瀏覽和使用，大力推動數碼共融。

The Society's website received the 'IMA Outstanding Achievement Award' and the 'Web Accessibility Recognition Scheme Gold Award' from Interactive Media Council, Inc., and the Office of the Government Chief Information Officer and the Equal Opportunities Commission respectively

The barrier-free website set up by the Society has facilitated browsing and usage of the site by persons with special needs and has promoted digital inclusion.



袁國榮先生
Mr YUEN Kwok Wing, Kevin



新編制

各位會察覺今屆的年報採用了新的編制來傳達更多的資訊。為了提高透明度及加強與會員、服務使用者及其他持分者之溝通，管理層優化年報的內容，加入更多題材，集資訊與趣味於一身。

同時，為符合去年3月開始生效的新《公司條例》，本年報首次依據新條例的規定編制內容，特別加入了更全面的服務檢討部分。整份年報，包括董事局主席報告在內，涵蓋本會去年截至2015年3月31日期間的服務檢討及未來發展。根據法例規定，董事局主席報告已於2015年6月18日獲本會董事局批核。

年度回顧

一如過往，本會主要為智障人士及精神康復者提供康復服務，當中包括：住宿服務、日間訓練服務、社區支援服務、社區精神康復服務、職業康復及發展服務。上述服務主要由政府資助，於2014/15年度約有三千七百位殘疾人士受惠。

此外，本會亦透過不同的收入來源營運非政府資助的服務，包括社會企業（康融服務有限公司）、小型家舍（扶康家庭）、自閉症及發展障礙人士服務（牽蝶中心）、全民義工及一對一友誼計劃，參加者包括社區人士、

A new approach

Members of the Society will find that this year's Annual Report has taken a new approach with more information. Management has refined the Annual Report to include numerous subjects to enhance transparency and communication with Members, service users and all stakeholders. A wide range of topics has been summarized and presented in this Annual Report in an informative and interesting manner.

The refined Annual Report is also prepared with the aim to comply with the new Companies Ordinance which took effect in March last year. This is the first attempt to present an annual report to accord with the new statutory requirements, in particular the inclusion of a more comprehensive business review. This entire Annual Report including the Council Chairman's Report constitutes the Society's business review for the year ended 31 March 2015 and the way forward. The Council Chairman's Report has been duly approved by the Society's Council on 18 June 2015, as statutorily required.

The year under review

The core rehabilitation services for people with intellectual and psychiatric disabilities continued in 2014/15 as in previous years, including Residential Services, Day Training Services, Community Support Services, Community Psychiatric Services, Vocational Rehabilitation and Development Services. These services were mainly funded by Government. Close to 3,700 persons with disabilities were served under these various services during the year.

Separately, the Society maintained other services by using various sources of income, including social enterprise (Hong Yung Services Ltd), small homes (Casa Famiglia), services for people with autism and developmental disabilities (Hin Dip Centre), a community-wide volunteer and one-to-one friendship programme for individuals, schools and

學校及企業（「香港最佳老友」運動是美國義工計劃的海外分社），以及交流計劃（主要為國內康復機構）。以上服務由香港賽馬會慈善信託基金、獎券基金、服務收費，以及本地與海外的善款支持。

本年報第 2.4 章的服務報告提供核心服務的回顧及分析。在財務方面，本會與往年一樣，以社會福利署的經常性及非經常性資助金作為主要收入，超過 84%，其餘則來自服務收費、利息收入及捐款。

在可見的將來，目前的情況預計會持續。因應現時的社會情況及政府政策，本會將繼續為殘疾人士提供康復服務。鑑於現時的政治局勢，本會預期香港的康復服務在短期內將不會出現重大變化。

除了管理上述服務外，管理層亦積極採取適當行動，以回應新法例的要求，以及配合社會福利署推行的新政策及措施。

在物業方面，本會以一千二百六十四萬二千元（港元，下同）購入位於九龍長沙灣瓊林街 111 號擎天廣場 20 樓 A，面積一千九百八十三平方呎的商業單位，於今年夏天用作發展新服務（詳述如後）。另外，於 2015 年 3 月底，本會以五百八十萬元出售位於新界荃灣眾安街 87 號 4 樓的葆定居，該物業原為已故葉保定先生於 1978 年捐贈本會用作提供康復服務。由於其地理位置及設施上的不便，近年已甚少使用。出售上述物業所得的款項將用作資助購買扶康家庭「和諧軒」新址（詳述如後）。

在財務表現方面，截至 2015 年 3 月 31 日，本會繼續保持健康的財務狀況。本會於 2014/15 年度的綜合收益增加至三億五千二百四十六萬元，較 2013/14 年度增加二千九百八十四萬元，增幅達 9.25%，增長主要來自政府各項額外資助及於上文提及出售葆定居的收益。在支出方面，本會的綜合支出增加至三億四千零九十二萬元，比去年同期增加一千八百四十七萬元，增幅達 5.73%，主要由於員工薪酬及其他營運開支增加所致。故此，本會於 2014/15 年度有一千一百五十四萬元盈餘，其中五百四十八萬元已轉入社會福利儲備和六百零六萬元轉入本會的儲備基金。截至 2015 年 3 月 31 日，本會的總基金達到二億零六百一十萬元。本會 2014/15 年度財務總結詳列於本年報第 106 頁至 112 頁。

corporates ('Best Buddies Hong Kong' Movement, an overseas chapter of a US volunteer programme), and exchange programmes (mainly with counterparts in China). All these activities were supported by The Hong Kong Jockey Club Charities Trust, Lotteries Fund, fees and charges collected, plus donations raised locally and from overseas.

Reviews and analyses of core services are given in this Annual Report in Chapter 2.4 Service Reports. On the finance side, as in past years, the Society chiefly depended on subventions, recurrent and non-recurrent, from Social Welfare Department, representing over 84 per cent of the consolidated income. The remaining income came from fees and charges collected, interest earned and donations received.

The current situation is expected to continue in the near foreseeable future, as the Society will maintain its core rehabilitation services for people with disabilities under the prevalent social situation and government policies. It is not anticipated that there will be major changes in the rehabilitation field in Hong Kong in the short term, in view of the present political situation.

Besides administering all the above said services, Management was also busily engaged in taking appropriate actions to update policies and practices promulgated by Social Welfare Department and carrying out new measures to cope with new legislation.

For the property portfolio, a commercial flat of 1,983 square feet at Office A, 20th Floor, Kings Tower, 111 King Lam Street, Cheung Sha Wan, Kowloon was acquired at a total cost of HK\$12.642 million for the purpose of providing new services this summer (explained more below). By the end of March this year, Management sold Buddies Lodge at 4/F, 87 Chung On Street, Tsuen Wan, New Territories at HK\$5.8 million. This flat was donated by the late Mr IP Po Ting in 1978 for providing rehabilitation services; however, the flat had been rarely used for services in recent years due to its location and lack of access facilities. The sales proceeds would be used to fund the purchase of a new flat for Concordia Casa Famiglia (explained more below).

As for financial performance, the Society has continued to stay on a healthy financial position during the financial year ended 31 March 2015. In 2014/15, the consolidated income increased by HK\$29.84 million (9.25%) to HK\$352.46 million as compared with 2013/14. This increase was mainly attributable to additional subvention from Government for various purposes and sales proceeds of the Buddies Lodge as mentioned in the above paragraph. On the expenditure side, it increased by HK\$18.47 million (5.73%) to HK\$340.92 million as compared with the previous year, mainly due to higher staff costs and other operating expenses. As a result, there was a total surplus of HK\$11.54 million for the year 2014/15, including HK\$5.48 million transferred to various Social Welfare reserves and HK\$6.06 million to our Society's own reserve funds. The total funds employed as at 31 March 2015 reached HK\$206.10 million. The 2014/15 Financial Summary is shown on pages 106 to 112 of this Report.

展望未來

會員須留意之事項

2015 年施政報告 - 施政報告提及，政府將盡力改善目前提供的康復服務，當中特別注重對以下人士的支援：（一）精神康復者：增加精神健康綜合服務中心社工人手，及開展全港公眾教育運動等；（二）有特殊需要的兒童及其家庭：加強及早識別和早期介入服務，並加強對家長的支援以提升其照顧和訓練有特殊需要子女的能力；（三）殘疾人士：向殘疾人士院舍，特別是中度智障人士宿舍，增撥資源並採取其他適當措施，從而加強照顧高齡服務使用者。一如既往，本會將在可行範圍內積極把握一切合適的機會，透過增加和擴展服務，回應新增或未被滿足的服務需求。

購入新物業拓展新服務 - 本會已於 2015 年 3 月接收新購入位於擎天廣場的商業單位，用作開辦特殊需要人士及家長支援服務。管理層現就新服務的具體執行方案進行審視，預計於 2015 年下半年逐步開展服務，嘗試以自負盈虧模式營運上述新服務。這是一個令人振奮的項目，不但填補社會對特殊需要人士及家長支援服務的空隙，更為管理層和相關專業員工帶來新挑戰。

扶康家庭「和諧軒」遷址 - 和諧軒現位於沙田威爾斯親王醫院員工宿舍大樓內。由於醫院將要改建該大樓，這所小型家舍需於 2017 年年初遷出。為了使上述服務得以延續及穩定長遠發展，本會決定仿效會內一所位於九龍窩打老道的小型家舍邂逅軒，透過購置私人物業為和諧軒提供新的服務地點。目前，管理層正積極尋找合適的物業，將從售賣葆定居所得的收入及籌款活動的善款用作購置新物業，在需要時亦會動用本會的儲備基金。尋找合適的物業無疑是一大挑戰，如各會友有任何相關資訊，歡迎與管理層聯絡，不勝感激。

檢視為殘疾人士建立信託基金的可行性 - 面對老齡化的問題，服務使用者的家長 / 監護人非常關注在他們離世後，服務使用者在經濟上能否得到延續的照顧。在得知社會福利署對上述議題有正面回應後，本會以郭鍵勳博士 BBS, JP 為首，成立了一個專責小組，透過參考海外經驗及相關司法制度，研究在港設立信託基金的可行性，藉以回應服務使用者家長 / 監護人的需求。初步研究經已展開，董事局期待專責小組提交建議方案。

In the years to come

Events that Members should take note of

Policy Address 2015 - As put forward in the Policy Address, Government will make strenuous efforts to refine current rehabilitation services with special focus on the support for (i) persons with psychiatric disabilities by increasing the manpower of social workers in all Integrated Community Centres for Mental Wellness, and launching territory-wide public education campaigns, and so forth; (ii) children with special needs and their families by stepping up early identification and early intervention services, and enhancing parental support to improve parents' ability to take care of their children with special needs, with other relevant activities; and (iii) persons with disabilities by allocating more resources in particular to hostels for persons with moderate intellectual disabilities to reinforce the care for ageing service users and other appropriate actions. The Society will, as always, take proactive actions in making use of all opportunities appropriate for developing services through expansion and extension in meeting new or unmet needs within our ambit.

New premises acquired for initiating new services - In March 2015, the Society took over the new premises at Kings Tower. Management is now finalizing the detailed implementation plan for running new services for people with special needs and their families. It is planned to start the services gradually from the later part of this year, attempting to be on a self-financing basis. This will be an exciting project which, in addition to filling a needy service gap in the community, will provide new challenges for Management and respective professional staff.

Relocation of Concordia Casa Famiglia - This small home, which is currently located at the staff quarters building of Prince of Wales Hospital in Sha Tin, will have to be relocated in early 2017 due to redevelopment of the premises by the Hospital. In order to continue with the service on a permanent basis, it has been decided to accommodate Concordia in the Society's own property, similar to Encounter Casa Famiglia at Waterloo Road, Kowloon. Management is now actively looking for suitable premises which will be funded by the sales proceeds of the Buddies Lodge, donations to be raised and the Society's reserve if so required. The search for suitable premises is indeed a challenge. If Members have any information in this regard, they are encouraged to contact Management. Their help will be much appreciated.

Review on the feasibility of establishing a trust for people with disabilities - Due to the ageing problem, there is always a great concern of parents / guardians of service users who would be available to take care of service users on the financial side when the service users survive their parents / guardians. In learning the positive attitude of Social Welfare Department on this matter, a task force has been set up and headed by Dr Joseph KWOK, BBS, JP to review the feasibility of establishing a trust, like other jurisdictions overseas, to serve this particular need. Preliminary reviews have been carried out and Council looks forward to receiving recommendations from the task force.

採用新的財務和人力資源管理系統 – 另一項將於 2016 年完成的重點工作是更換現有的財務及人力資源管理系統。預計新系統將會提高生產力及工作效率，並可避免現有系統因已使用超過十年及極少進行改善升級而引發的潛在故障風險。此外，財務及人力資源部的業務流程亦將同時進行重整。

資金管理 – 董事局、各委員會和管理層將繼續在資金管理方面以高警覺性和審慎的態度，通過低風險方式提高投資回報。另一方面，本會會按照相關規定，妥善及謹慎地運用持有的資金，例如遵照社會福利署訂明的規例，增加員工獎勵以吸引、激勵及挽留人才，並且在合適情況下利用本會的資金購置物業。雖然本會的收入主要來自社會福利署，但其他非政府資助的服務仍需透過籌款活動來籌集資金。

風險和不明朗因素

與其他機構一樣，本會也面對不同的風險和不明朗因素。為了使各會員了解有關情況，現闡述如下：

老齡化 – 服務使用者、其家長 / 監護人、提供服務的員工，以至本會的物業及設施，均同樣面對老齡化。經歷超過三十八年的運作，本會現時約有一千五百位服務使用者在本會接受超過十年以上的服務；截至 2015 年 3 月底，逾二千一百位服務使用者更超過四十歲以上。現時其他康復機構亦面對老齡化問題。本會員工有同樣的情況，因在本會服務了許多年，這除了展示他們對工作的忠誠外，年紀的增長亦成為他們在工作上的挑戰。解決老齡化問題的其中一個方法是遷往空間更大的物業，以容納更多現代化的設備，使員工在更安全的環境下，服務高齡服務使用者。遺憾的是，鑑於香港當前的環境，管理層很難在這方面取得任何實質進展。不過，管理層和前線員工仍然努力去尋求緩解老齡化的方案。

四所扶康家庭（小型家舍） – 香港賽馬會慈善信託基金現時給予四所扶康家庭的贊助將於 2017 年 3 月屆滿。扶康家庭作為試點項目，多年來一直獲上述信託基金支持，但暫未能確定能否繼續獲得贊助。管理層將繼續與該信託基金協商，爭取他們繼續支持這項極富意義的服務。否則管理層需尋求其他基金支持，以維持這項在社會上不可缺少的小型家舍服務。

Implementation of new financial management and human resources information systems – Another major task to be done in 2016 will be the replacement of the current financial management and human resources information systems with new ones. It is expected that the new systems would raise productivity, enhance efficiency and avoid the latent breakdown risk inherent in the current systems which have been used for over 10 years with very few upgrades and could not meet the latest work requirements. Process reengineering will also be done simultaneously.

Fund management – Council, respective Committees and Management will continue with a vigilant and prudent approach in fund management, by enhancing the investment returns under a low risk approach. On the other hand, funds in hand will be utilized in a meaningful and discreet manner in accordance with the respective stipulations, for instance complying with Social Welfare Department requirements to raise staff incentives for attracting, motivating and retaining talents and also using the Society's own funds to acquire properties when justified. Although the main source of income of the Society comes from Social Welfare Department, numerous activities will continue to be held to raise funds for those services not funded by Government.

Risks and uncertainties

Like any organization, the Society is faced with a number of risks and uncertainties as enunciated below for Members' understanding:

Ageing – This comprises service users, their parents/guardians and staff who support service users, premises and facilities. With over 38 years of operation, there are about 1,500 service users who have been in our service for over 10 years, and more than 2,100 service users are aged over 40 at the end of March 2015. The same ageing problem is also now widely faced by other agencies in the rehabilitation field. This situation applies to staff members who have been working in the Society for many years. Long service shows their dedication to their work but it is a challenge as they are getting older as well. One way to tackle the ageing problem is to move into bigger premises which can accommodate more modern equipment so as to enable the staff to serve the ageing service users in a safer environment. Regrettably, in view of the current situation in Hong Kong, Management finds it extremely difficult to make any positive progress in this regard. Nevertheless, Management and the front-line staff are still working hard to find means to alleviate the intensity of the problem.

Four Casa Famiglia (small homes) – By March 2017, the current sponsorship from The Hong Kong Jockey Club Charities Trust towards the four small homes will expire. It is not certain if the Charities Trust would continue, as they have funded the project on a pilot basis for quite a number of years. Management will continue to liaise with the Charities Trust with the aim that they would continue to support this meaningful service. Failing this, Management would have to resort to other sources of funding, as it is essential to carry on the small home services in the community.

風險管理 – 本會提供多元化的服務，僱用超過一千名員工，每年服務近三千七百名服務使用者，並有超過一萬七千六百名義工。本會擁有龐大的組織架構，在日常營運和管理中難免存有風險，包括為服務使用者提供生活照顧、治療、培訓和膳食安排、售賣由職業訓練生產的貨品、推廣社企業務、舉辦籌款及社區共融活動、財務及人力資源管理等。除了安排經驗豐富的員工來監督服務運作和管理，以及採取恰當和充足的監控措施外，本會購買的保險亦能保障會方面對的潛在責任。董事局認為，本會在中短期內將不會出現巨大的潛在風險。然而，為審慎起見，管理層已按審核委員會的建議，開始對目前的風險管理政策和方針進行檢討。

政府康復政策及相關資助的改變 – 從目前的社會及政治環境可見，政府的康復服務政策將不會作出任何顯著及重大的改變。在過往數年間，除了每年定期的整筆撥款外，社會福利署還會提供額外資助，以加強員工管理，如允許聘用更多員工以照顧高齡服務使用者，並透過提升員工福利減輕招聘困難等。得到政府持續的資助，加上本會的儲備及謹慎的財務管理，董事局深信本會在康復政策及相關資助方面均沒有重大風險。

總結

我相信透過採用新編制手法，本年報既能簡明扼要地概述本會的表現及狀況，亦能加深會員對本會事務的了解。我很高興總結，2014/15 年度是本會豐碩成果之一年，兼備穩健的財務實力，可欣然接受未來的挑戰。

我在此感謝所有董事局及委員會委員在各專業領域上對本會的支持及無私奉獻。同時，我謹代表董事局真誠感謝管理層和全體員工的勤奮和忠誠。最後，本會衷心感謝各政府部門，特別是社會福利署、獎券基金、香港賽馬會慈善信託基金、個人及團體捐助人士，以及所有義工。沒有他們的鼎力支持及慷慨解囊，本會並不會有如此令人鼓舞的成績。

Risk management – The Society with its multifarious services and operations is a large organization, serving close to 3,700 regular service users every year, employing over 1,000 employees and having a pool of more than 17,600 volunteers. It is therefore inevitable that there are risks in all daily operations and administration, including but not limited to: providing daily care, treatments / trainings and supplying meals to service users, selling products of vocational trainings, carrying out social enterprise works, holding fundraising and social inclusion events, managing finance, administering human resources, etc. Besides deploying experienced staff to oversee all the operations and administration and adopting appropriate good practices with proper and adequate controls, insurance covers are also arranged to protect the Society for potential liabilities. Council believes that there is no potential huge risk that would occur in the short and medium terms. Nevertheless as a matter of prudence, as recommended by the Audit Committee, Management has begun to carry out a review on the current risk management policy and guidelines.

Changes in Government's rehabilitation policies and funding – Judging from the current social and political situations, the chance of facing significant and fundamental changes in government policies on rehabilitation services is indeed very remote. In the past few years, besides the regular annual lump sum grants, the Social Welfare Department has provided additional funds to enhance staff management, such as allowing employment of more staff to serve the ageing service users and increasing staff benefits to help alleviate recruitment difficulty. With the on-going funding support from Government and the Society's own reserves, coupled with prudent financial management, Council strongly believes that there would be no major risk in this area.

Conclusion

The new approach adopted in this Annual Report has covered the Society's performance and situation in a nutshell. I am confident that this Annual Report would enable Members of the Society to understand the Society's affairs much better. I am pleased to conclude that the Society had a fruitful year in 2014/15 with sound financial strength, and is readily prepared to face and tackle challenges ahead.

I wish to thank all Council and Committee Members for their professional support and dedication in administering the Society. On behalf of Council, I also wish to express our sincere appreciation to Management and all staff members for their diligence and loyalty. Last but not the least, our heartfelt thanks to Government departments in particular Social Welfare Department, The Lotteries Fund, The Hong Kong Jockey Club Charities Trust, donors including individuals and organizations, and volunteers. Without their enthusiastic support, financial and otherwise, the Society would not be able to make such encouraging achievements.

機構管治架構

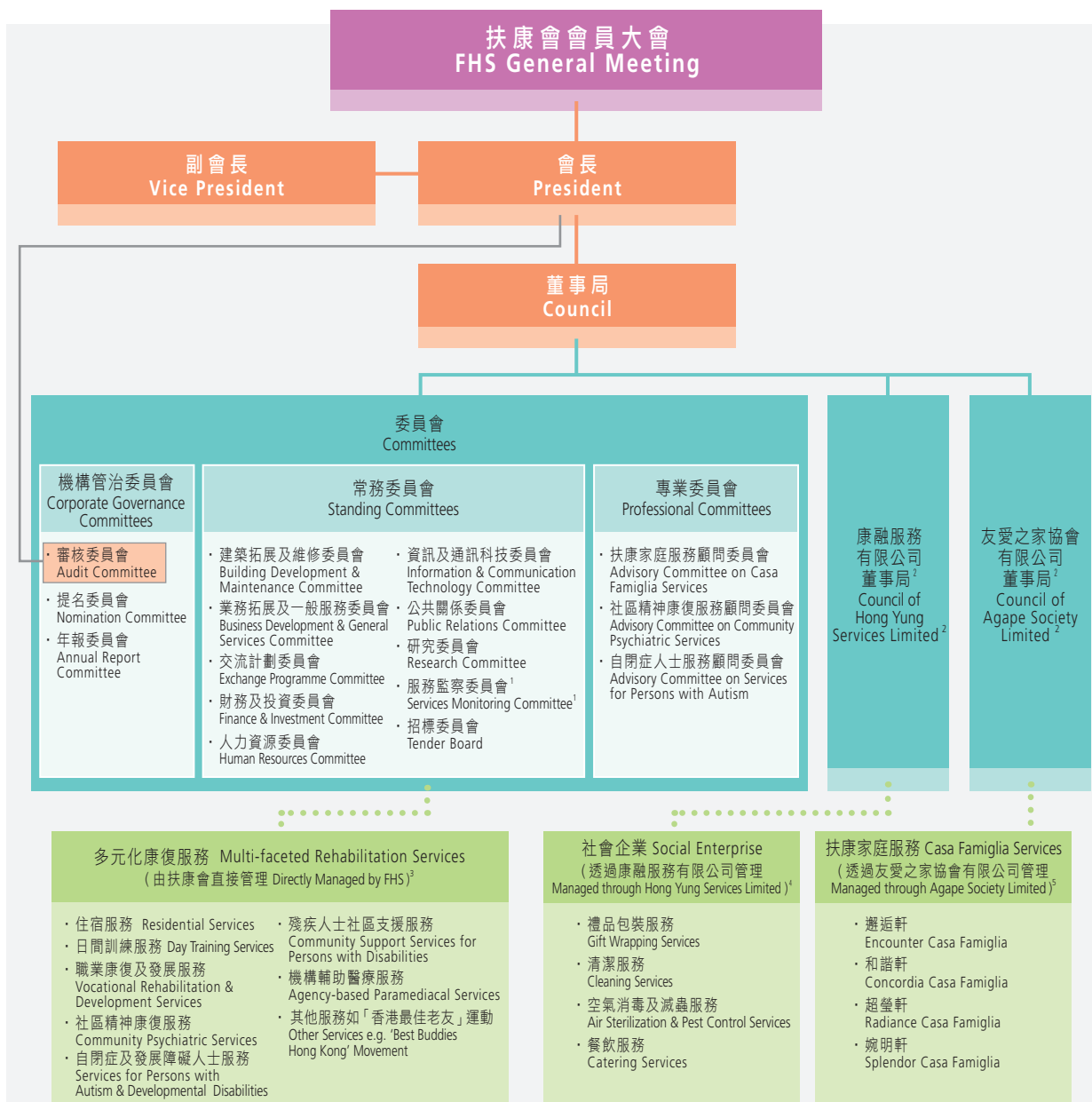
扶康會相信良好機構管治是提供優質服務的重要基石。為此，本會致力達到高水平的機構管治，建立清晰及全面的管治架構，竭力提升管理效益。

下圖概述本會的機構管治架構及主要服務的管理要點：

Corporate Governance Structure

On the belief that good corporate governance is the foundation for the provision of quality service, Fu Hong Society is committed to high standards of corporate governance and strives to achieve this commitment and to enhance management efficiency through establishing a clear and comprehensive governance structure.

Key features of the Society's corporate governance structure and the management of major services are described below:



備註：■ 1. 服務監察委員會亦監督四個區域小組委員會。■ 2. 康融服務有限公司及友愛之家協會有限公司的董事局委員必須為扶康會董事局委員，全屬非受薪董事。■ 3. 扶康會於 1978 年註冊成為擔保有限公司，一直致力提供多元化康復服務，積極為殘疾人士及其家人的需要而努力。現時，本會大部分的服務均由社會福利署資助。服務詳情載於本年報第 36 至 54 頁。■ 4. 扶康會於 2003 年成立一所相關的擔保有限公司——康融服務有限公司（簡稱「康融」），用作管理社會企業，為殘疾人士提供各種就業機會，讓他們發揮潛能，融入社會。康融是本會的其中一項自負盈虧服務。在各項服務中，現時透過康融管理的兩所餐廳均於開業首三年內獲社會福利署「創業展才能計劃」撥款資助部分經費。■ 5. 扶康會於 2006 年成立另一所相關的擔保有限公司——友愛之家協會有限公司，主要代表本會管理扶康家庭服務。扶康家庭是本會的其中一項自負盈虧服務，現時獲香港賽馬會慈善信託基金贊助部分經費。

Notes: ■ 1. Services Monitoring Committee also oversees four Regional Sub-Committees. ■ 2. Council Members of Hong Yung Services Limited and Agape Society Limited must be Council Members of Fu Hong Society and they all serve without any remuneration. ■ 3. Since 1978, Fu Hong Society, a company limited by guarantee, has begun to provide multi-faceted services for addressing the needs of persons with disabilities and their families. The majority of services are now funded by the Social Welfare Department (SWD). Service details are shown on pages 36 to 54 of this Report. ■ 4. In 2003, Fu Hong Society established a related company, i.e., Hong Yung Services Limited (Hong Yung), also a company limited by guarantee, to look after all social enterprise works for unleashing the potentials of persons with disabilities and to promote social inclusion through providing various employment opportunities. Hong Yung is one of the Society's self-financed projects. Among the various services, the two cafes currently managed by Hong Yung are partially funded by the 'Enhancing Employment of People with Disabilities through Small Enterprise' Project of the SWD for the first three years of operations. ■ 5. In 2006, Fu Hong Society established another related company limited by guarantee, Agape Society Limited, with the main responsibility of managing the services of Casa Famiglia (small homes) on behalf of Fu Hong Society. The Casa Famiglia services are one of the Society's self-financed projects and are now partially funded by the Community Project Grant of The Hong Kong Jockey Club Charities Trust.

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機構管治成員芳名 Corporate Governance Members

贊助人
Patron

香港特別行政區行政長官
梁振英先生
大紫荊勳賢 GBS, JP

Chief Executive of HKSAR
The Hon C Y LEUNG GBM, GBS, JP

會長
President

1. 葉恩明醫生 JP

Dr IP Yan Ming JP

副會長
Vice President

2. 王淦基醫生 JP

Dr WONG Kam Kee, Simon JP

董事局主席
Council Chairman

3. 袁國榮先生

Mr YUEN Kwok Wing, Kevin

董事局副主席
Council Vice Chairman

4. 王林小玲女士 MH

Mrs WONG LAM Siu Ling, Cecilia MH

義務秘書
Hon Secretary

5. 郭鍵勳博士 BBS, JP

Dr KWOK Kin Fun, Joseph BBS, JP

義務司庫
Hon Treasurer

6. 施家殷先生

Mr SZE, Kyran

神師
Spiritual Adviser

7. 方叔華神父

Fr Giosuè BONZI PIME



董事局委員
Council Members

8. 李百瀨先生 MBE, JP
9. 林振敏先生 SBS, QFSM, CPM
10. 戚碧玉博士
11. 陳秀嫻博士 JP
12. 許國賢神父
13. 陳紹沅先生
14. 許盧萬珍博士
15. 陳達文先生
16. 冼權鋒教授
17. 李春霖先生
18. 王明燦醫生
19. 范德穎醫生
20. 胡君仲先生
21. 陳雪湄女士
22. 錢國強先生
23. 盧鴻業先生

Mr LI Pak Ho, Simon MBE, JP
Mr LAM Chun Man, Anthony SBS, QFSM, CPM
Dr CHIK Pik Yuk, Maria
Dr CHANG Sau Han, Joyce JP
Fr Fernando CAGNIN PIME
Mr CHAN Siu Yuen, Stephen
Dr HUI LO Man Chun, Jenny
Mr CHAN Tat Man, Pele
Prof SIN Kuen Fung, Kenneth
Mr LEE Chun Lam, John
Dr WONG Ming Cheuk, Michael
Dr FAN Tak Wing, William
Mr WU Kwan Chung, Derek
Ms CHAN Suet Mei, Jane
Mr CHIEN Kwok Keung, Kenny
Mr LO Hung Yip

榮譽顧問
Hon Advisers

羅友聖先生 MH
余柏銓先生

Mr Joseph SALAROLI MH
Mr YU Pak Chuen, Henry

榮譽法律顧問
Hon Legal Adviser

梁肇漢律師樓

Messrs S H Leung & Co

核數師
Auditor

謝盧會計師事務所

Tse Lo CPA Ltd, Certified Public Accountants

委員會委員芳名 Committee Members

	姓名 Name	董事局 Council	扶康會委員會 Committees of Fu Hong Society																		康融服務有限公司董事局 Council of Hong Yung Services Limited	友愛之家協會有限公司董事局 Council of Agape Society Limited	
			常務委員會 Standing Committees												專業委員會 Professional Committees			機構管治委員會 Corporate Governance Committees					
			BD&MC	BD&GSC	EPC	F&IC	HRC	I&CTC	PRC	RC	SMC	TB	ACCFS	ACCPS	ACSPA	ARC	NC	AC					
	袁國榮先生 Mr YUEN Kwok Wing, Kevin	●		●		●												●		●			
	王林小玲女士 MH Mrs WONG LAM Siu Ling, Cecilia MH	●		●													●						
	郭鍵勳博士 BBS, JP Dr KWOK Kin Fun, Joseph BBS, JP	●		●	●								●	●				●		●			
	施家殷先生 Mr SZE, Kyrán	●	●			●														●			
	方叔華神父 Fr Giosuè BONZI PIME	^		●	●									●							●		
	李百瀨先生 MBE, JP Mr Li Pak Ho, Simon MBE, JP	●			●					●										●	●		
	林振敏先生 SBS, QFSM, CPM Mr LAM Chun Man, Anthony SBS, QFSM, CPM	●						●							●								
	戚碧玉博士 Dr CHIK Pik Yuk, Maria	●*		●*								●*									●*		
	陳秀嫻博士 JP Dr CHANG Sau Han, Joyce JP	●													●								
	許國賢神父 Fr Fernando CAGNIN PIME	●			●																		
	陳紹沅先生 Mr CHAN Siu Yuen, Stephen	●		●				●						●	●								
	許盧萬珍博士 Dr HUI LO Man Chun, Jenny	●			●			●															
	陳達文先生 Mr CHAN Tat Man, Pele	●	●							●													
	冼權鋒教授 Prof SIN Kuen Fung, Kenneth	●										●					●				●		
	李春霖先生 Mr LEE Chun Lam, John	●			●					●					●			●					
	王明燦醫生 Dr WONG Ming Cheuk, Michael	●						●								●							
	范德穎醫生 Dr FAN Tak Wing, William	●										●					●	●					
	胡君仲先生 Mr WU Kwan Chung, Derek	●						●											●				
	陳雪涓女士 Ms CHAN Suet Mei, Jane	●		●														●					
	錢國強先生 Mr CHIEN Kwok Keung, Kenny	●							●	●													
	盧鴻業先生 Mr LO Hung Yip	●*						●*					●*		●*	●*							
	方志剛先生 Mr FONG Chi Kong, Derry								●														
	王陳芝英女士 Mrs WONG CHEN Chi Ying													●*									
	何坤明先生 Mr HO Kwan Ming													●									
	李世昌先生 Mr Li Sai Cheong, Barry					●																	
	李常友醫生 Dr Li Seung Yau, Derek															●							
	李萍英博士 Dr Li Ping Ying, Eria									●					●								
	李鄧全妹女士 Mrs LEE TANG Chuen Mui													●	*								
	沈李以慧博士 Dr SUM LEE Yee Wai, Eva																	●					
	沈靜姿女士 Ms SHUM Ching Chi, Nancy						●																

備註 NOTES:

● 董事局主席 Council Chairman

● 董事局委員 Council Member

● 主席 Chairman

● 委員 Member

^ 神師 Spiritual Adviser

★ 家屬代表 Family Representative

BD&MC: 建築拓展及維修委員會
Building Development & Maintenance Committee

BD&GSC: 業務拓展及一般服務委員會
Business Development & General Services Committee

EPC: 交流計劃委員會
Exchange Programme Committee

F&IC: 財務及投資委員會
Finance & Investment Committee

HRC: 人力資源委員會
Human Resources Committee

I&CTC: 資訊及通訊科技委員會
Information & Communication Technology Committee

ACCFS: 專業委員會
Professional Committees

ACCPS: 專業委員會
Professional Committees

ACSPA: 專業委員會
Professional Committees

ARC: 機構管治委員會
Corporate Governance Committees

NC: 機構管治委員會
Corporate Governance Committees

AC: 機構管治委員會
Corporate Governance Committees

委員會委員芳名 Committee Members

	姓名 Name	董事局 Council	扶康會委員會 Committees of Fu Hong Society															康融服務有限 公司董事局 Council of Hong Yung Services Limited	友愛之家協會 有限公司董事局 Council of Agape Society Limited	
			常務委員會 Standing Committees										專業委員會 Professional Committees			機構管治委員會 Corporate Governance Committees				
			BD&MC	BD&GSC	EPC	F&IC	HRC	I&CTC	PRC	RC	SMC	TB	ACCFS	ACCPS	ACSPA	ARC	NC			AC
	林水祥先生 Mr LAM, Raymond		●																	
	林國偉先生 Mr LAM Kwok Wai, Denny															●				
	林碧菁女士 Ms LIM Pek Ching, Dayna															●				
	徐玉卿女士 Ms TSUI Yuk Hing											●	*							
	徐慕菁醫生 Dr CHUI Mo Ching, Eileena														●					
	梁郭淑燕女士 Mrs LEUNG KWOK Sok Yin											●	*							
	梁媛雯女士 Ms LEUNG Wun Man, Emba			●													●			
	陳煒國先生 Mr CHAN Wai Kwok, Kenneth							●												
	陳玉蘭女士 Ms CHAN Yuk Lan													●						
	陳惠芳女士 Ms CHAN Wai Fong, Christina								●											
	陳楊綺麗女士 Mrs CHAN, Lucia													●						
	陸亞芳女士 Ms LUK Ah Fong								●	*		●	*							
	彭韻僖女士 MH, JP Ms PANG, Melissa MH,JP			●																
	曾憲文先生 Mr TSANG Hin Man, Terence																	●		
	馮布玉娟女士 Mrs FUNG PO Yuk Kuen								●	*		●	*							
	黃光磊先生 Mr WONG Kwong Lui														●					
	黃黃婉霞女士 Mrs WONG WONG Yuen Ha											●	*							
	楊全盛先生 Mr YEUNG Chuen Shing, Eric								●											
	楊綺玲女士 Ms YEONG Yi Ling, Eileen														●					
	葉慶林先生 Mr YIP Hing Lam, Peter					●														
	劉余寶堃女士 JP Mrs LAU YU Po Kwan JP															●				
	劉志強博士 Dr LAU Chi Keung		●																	
	劉詩韻測量師 JP Sr LAU, Serena JP		●																	
	歐成沛先生 Mr AU Sing Pui					●										●				
	鄭建中先生 Mr CHENG Kin Chung																	●		
	簡聚坤醫生 Dr KAN Chui Kwan														●					
	羅錦榮先生 Mr LO Kam Wing, Albert					●														
	蘇漢章先生 Mr SO Hon Cheung, Stephen																	●		

PRC: 公共關係委員會
RC: 研究委員會
SMC: 服務監察委員會
TB: 招標委員會
ACCFS: 扶康家庭服務顧問委員會
ACCPS: 社區精神康復服務顧問委員會

Public Relations Committee
 Research Committee
 Services Monitoring Committee
 Tender Board
 Advisory Committee on Casa Famiglia Services
 Advisory Committee on Community Psychiatric Services

ACSPA: 自閉症人士服務顧問委員會
ARC: 年報委員會
NC: 提名委員會
AC: 審核委員會

Advisory Committee on Services for Persons with Autism
 Annual Report Committee
 Nomination Committee
 Audit Committee

區域小組委員會委員芳名 Regional Sub-Committee Members

港島南區

Hong Kong Island South

梁郭淑燕女士（主席 / 怡諾成人訓練中心家長代表）
陸亞芳女士（副主席 / 思諾成人訓練中心家長代表）
吳國忠先生（康晴天地會員代表）
呂雪紅女士（悅群之家家屬代表）
林婉芳女士（悅行之家家屬代表）
張淑賢女士（毅誠工場服務使用者）
梁芷芳博士（社區義工）
梁潔玉女士（思諾成人訓練中心家長代表）
陳玉心女士（康晴天地會員代表）
陸志娟女士（悅智之家家屬代表）
楊林薇娥女士（毅信之家 / 毅誠工場家長代表）
謝譚佩卿女士（怡諾成人訓練中心家長代表）

Mrs LEUNG KWOK Sok Yin (Chairman / Parent Representative of RCYLATC)
Ms LUK Ah Fong (Vice Chairman / Parent Representative of RCSLATC)
Mr NG Kwok Chung (Member Representative of SC)
Ms LIU Suet Hung (Relative Representative of RCYKH)
Ms LAM Yuen Fong (Relative Representative of RCYHH)
Ms CHEUNG Shuk Yin (Service User of RCNSW)
Dr LEUNG Tsz Fong, Terry (Community Volunteer)
Ms LEUNG Kit Yuk (Parent Representative of RCSLATC)
Ms CHAN Yuk Sum (Member Representative of SC)
Ms LUK Chi Kuen (Relative Representative of RCYCH)
Mrs YEUNG LAM Mae Ngor (Parent Representative of RCNSH / RCNSW)
Mrs TSE TAM Pui Hing (Parent Representative of RCYLATC)

沙田、觀塘及港島東區

Sha Tin, Kwun Tong & Hong Kong Island East

馮布玉娟女士（主席 / 順利成人訓練中心家長代表）
王陳芝英女士（副主席 / 清蘭之家家長代表）
王國才先生（秦石成人訓練中心 / 禾輦成人訓練中心家長代表）
吳鮑金枝女士（樂華成人訓練中心家長代表）
阮林瓊娜女士（靄華之家家長代表）
區美瓊女士（興華成人訓練中心家長代表）
張周惠芳女士（秦石成人訓練中心 / 禾輦成人訓練中心家長代表）
麥佩英女士（健持之家家長代表）
楊珍女士（興華成人訓練中心家長代表）
戴秀華女士（健持之家家長代表）

Mrs FUNG PO Yuk Kuen (Chairman / Parent Representative of SLATC)
Mrs WONG CHEN Chi Ying (Vice Chairman / Parent Representative of CLH)
Mr WONG Kwok Choi (Parent Representative of CSATC / WCATC)
Mrs NG PAO Kam Chee (Parent Representative of LWATC)
Mrs YUEN LAM King Na (Parent Representative of OWH)
Ms AU Mei King (Parent Representative of HWATC)
Mrs CHEUNG CHOW Wai Fong (Parent Representative of CSATC / WCATC)
Ms MAK Pui Ying (Parent Representative of PH)
Ms YEUNG Chun (Parent Representative of HWATC)
Ms TAI Sau Wah (Parent Representative of PH)

荃葵青及深水埗區

Tsuen Kwai Tsing & Sham Shui Po

徐玉卿女士（主席 / 社區義工）
黃黃婉霞女士（副主席 / 祖堯成人訓練中心家長代表）
吳錫汶女士（麗瑤成人訓練中心家長代表）
李漢權先生（澤安成人訓練中心家長代表）
林碧球女士（長沙灣成人訓練中心 / 友愛之家家長代表）
戚幼玲女士（葵興職業發展中心家長代表）
陳麗英女士（長康之家家長代表）
黃瑞萍女士（長康之家家長代表）
黃杏玲女士（葵興職業發展中心家長代表）
劉鹿先生（長沙灣成人訓練中心 / 友愛之家家長代表）
談寶釗先生（麗瑤之家家長代表）
鄧婉華女士（澤安成人訓練中心家長代表）
韓周衛文女士（麗瑤之家家長代表）
鄭坤儀女士（麗瑤成人訓練中心家長代表）
羅王燕玲女士（上李屋成人訓練中心家長代表）
譚黃麗卿女士（石圍角工場 / 輔助就業服務家長代表）

Ms TSUI Yuk Hing (Chairman / Community Volunteer)
Mrs WONG WONG Yuen Ha (Vice Chairman / Parent Representative of CYATC)
Ms NG Shek Man (Parent Representative of LYATC)
Mr LEE, David (Parent Representative of COATC)
Ms LAM Pik Kau (Parent Representative of CSWATC / FTH)
Ms CHIK Yau Ling (Parent Representative of KHVDC)
Ms CHAN Lai Ying (Parent Representative of CHH)
Ms WONG Shui Ping (Parent Representative of CHH)
Ms WONG Han Ling (Parent Representative of KHVDC)
Mr LAU Lok (Parent Representative of CSWATC / FTH)
Mr TAM Po Chiu (Parent Representative of LYH)
Ms TANG Yuen Wah (Parent Representative of COATC)
Mrs HON CHOW Wai Man (Parent Representative of LYH)
Ms KWONG Kwun Yee (Parent Representative of LYATC)
Mrs LAW WONG Yin Ling (Parent Representative of SLUATC)
Mrs TAM WONG Lai Hing (Parent Representative of SWKW / SE)

屯門及元朗區

Tuen Mun & Yuen Long

何坤明先生（主席 / 社區義工）
李鄧全妹女士（副主席 / 天耀之家家長代表）
王玉嫦女士（良景成人訓練中心家長代表）
江瑞意女士（潔康之家家長代表）
容美鳳女士（天水圍地區支援中心家長代表）
楊小玲女士（社區義工）
溫玉儀女士（山景成人訓練中心家長代表）
魏婉玲女士（柔莊之家家長代表）
關陳金好女士（天耀之家家長代表）

Mr HO Kwan Ming (Chairman / Community Volunteer)
Mrs LEE TANG Chuen Mui (Vice Chairman / Parent Representative of TYH)
Ms WONG Yuk Sheung (Parent Representative of LKATC)
Ms KONG Shui Yee (Parent Representative of KHH)
Ms YUNG Mei Fung (Parent Representative of TSWDSC)
Ms YEUNG Siu Ling (Community Volunteer)
Ms WAN Yuk Yi (Parent Representative of SKATC)
Ms NGAI Yuen Ling (Parent Representative of YCH)
Mrs KWAN CHAN Kam Ho (Parent Representative of TYH)

機構管治工作 Corporate Governance Practices

隨著本會的拓展，機構管治¹對本會的福祉和發展，以至實現本會的願景和使命，均變得日益重要。目的是令本會可持續為殘疾人士提供優質服務。多年來，本會已在各相關發展範疇加強機構管治工作，如在 2014/15 年度，本會遵照 2014 年生效的新《公司條例》要求和實施社會福利署推行的《最佳執行指引》，更新了相關措施。此部份總結了本會目前的機構管治工作情況。

As the Society grows, corporate governance¹ has become more and more important to the well-being and development of the Society for the purpose of accomplishing its vision and mission. The purpose is for the provision of quality services on a sustainable basis for the benefits of persons with disabilities. Over the years, the Society has enhanced its corporate governance practices in line with the respective developments in this regard. For example, in the year under review, the Society has taken measures to update the relevant practices to accord with the new Companies Ordinance requirements and the Best Practice Manual of the Social Welfare Department, both of which took effect in 2014. This chapter summarizes the current position of corporate governance practices of the Society.

機構架構

本會的架構載列於本年報第 21 頁。按本會的組織章程細則，本會會員為主要持份者，與商業機構股東相類似。如本會清盤時，各會員的有限法律責任不多於港幣五十元。本會會員通過周年大會監察本會，並授權董事局管理本會會務。董事局委員由會員於周年大會選出，而董事局之上設有會長及副會長，同樣於周年大會選舉產生，負責支援董事局帶領管理層實踐由本會會員確立的願景、使命和目標。

會長、副會長、董事局及委員會委員均義務任職，並無領取任何酬金。本會的管理層由十一位成員組成，包括總幹事、助理總幹事、六位區域經理及三位部門主管，負責執行董事局的決定及管理本會的運作、提供及發展服務。管理層於 2014/15 年度的酬金合共港幣九百七十二萬四千三百多元，在社會福利署的批准下，有關酬金是參照公務員總薪級表發放，並包括強制性公積金計劃供款及其他福利。

Corporate Structure

The corporate structure of the Society is shown on page 21 of this Annual Report. It reflects that, according to the Articles of Association, the Society Members are the key stakeholders, like shareholders of a commercial enterprise. In case of winding up of the Society, each Society Member's maximum liability is limited to HK\$50. Through General Meetings, the Society Members govern the Society, but delegate the duty to run the Society to a Council which resembles a board of directors. Members of Council are elected by Society Members at annual general meetings. Above the Council, there are President and Vice President(s) of the Society, who are also elected at annual general meetings, and are tasked to support the Council in leading Management to achieve the vision, mission and objectives of the Society as determined by the Society Members.

The President, the Vice President(s), Council and Committee Members are all volunteers serving the Society without any form of remuneration. The Society's Management team has 11 members and comprises Executive Director, Assistant Executive Director, 6 Regional Managers and 3 Department Heads; they are responsible for implementing the decisions of the Council and overseeing operations, service delivery and development. The total remuneration for the Management team in 2014/15 was HK\$9,724,345 which was paid out by reference to the Civil Service Pay Scales, including contributions to the mandatory provident fund and other fringe benefits as endorsed by the Social Welfare Department.

¹ 機構管治是指由董事局設立的政策和制度，以指導和監管本會的行為及表現，促進本會的長期成效。

Corporate governance refers to the system of policies and procedures established by the Council to direct and control the Society's behaviour and performance in order to foster the Society's long-term success.

董事局

按本會章程細則規定的方向和權力，董事局負責管理本會事務，並有整體及最終的責任。

回顧本年度，據章程准許的最多人數，董事局匯聚二十位來自不同專業界別的成員。董事局特意安排及邀請不同專業人士處理事務，旨在以相關的專業知識及平衡的觀點，協助本會管理各種事務。表一顯示本年度董事局的多元化組合。

董事局每年平均舉行五次會議。在 2014/15 年度（截至 2015 年 8 月 31 日），董事局委員的平均出席率為 72.6%（2013/14 年度為 75.8%）。感謝董事局委員抽空出席會議，雖然各成員事務繁重，難以全部出席所有會議，但董事局仍將繼續致力就此作出改善，包括在會議日期及時間作更妥善安排，盡力方便各委員。

The Council

The Council has the overall, ultimate responsibility in managing the business of the Society in accordance with the adopted directions and authorities as stipulated in the Articles of Association.

In the year under review, the Council had 20 members, being the maximum number of members permitted in the Articles of Association, with professions from various disciplines. The diversity in professions is deliberate so as to avail the Society of the various expertises to help manage the multifarious businesses of the Society on balanced views. Table 1 shows the diversity in composition in the current year.

On average there are 5 Council meetings in each year. The average attendance rate in 2014/15 (as at 31 August 2015) is 72.6% (2013/14 - 75.8%). Understandably, it is not easy to achieve a full attendance rate in view of the commitments of Council Members. However, the Council will continue to find ways to improve this, including setting dates and times of meetings convenient to most, if not all, members.

表一 2014/15 年度董事局多元化組合
Table 1 Diversity in the Composition of Council in 2014/15

專業	Professions	董事局委員人數 No. of Council Members
建築師	Architect	1 (5%)
商人	Businessman	2 (10%)
註冊會計師	Certified Public Accountant	2 (10%)
神職人員	Clergy	1 (5%)
人力資源專業人士	HR Professional	1 (5%)
資訊科技專業人士	IT Professional	1 (5%)
精神科醫生	Psychiatrist	2 (10%)
退休高級公務員	Retired Senior Civil Servant	2 (10%)
註冊社工	Registered Social Worker	4 (20%)
教育專業人士	Teaching Professional	4 (20%)

總計 Total: 20



委員

為協助董事局更有效地管理本會事務，本會成立了十六個委員會專責處理事務，主要分為三類委員會向董事局匯報（為維持機構管治獨立性，審核委員會直接向會長作出匯報），彼此密切相關，又各司其職：十個常務委員會監督不同範疇的運作及職能；三個專業委員會從專業角度，處理特別個案；及三個機構管治委員會各自發揮相關機構管治職能。

除審核委員會外，各委員會委員均由董事局委任。董事局致力邀請相關的專業人士加入合適的委員會，並代表董事局監督其運作及職能。審核委員會委員則由會長任命，現時委員包括有兩名執業會計師及一名律師，另有一名董事局代表出席會議，以便有效溝通。下表顯示了委員會（不包括審核委員會）的多元化組合。

Committees

To help the Council administer the business of the Society more effectively, 16 committees are formed to look after specialized affairs. There are three main types of Committees which report to the Council (except the Audit Committee which reports directly to the President as a matter of independence for corporate governance). Each of them is closely related but with different functions: 10 Standing Committees overseeing various operations and functions; 3 Professional Committees looking after special cases from the professional perspectives; and 3 Corporate Governance Committees performing respective corporate governance duties.

Committee Members, except those of Audit Committee, are appointed by the Council with an aim towards installing professionals in corresponding committees to oversee respective operations and functions on behalf of the Council. Unlike other Committee Members, Audit Committee Members, currently including two practicing accountants and one lawyer, are appointed by the President, but with a representative from the Council to form a bridge between the two sides for better communication. The diversity in the composition of Committees (except Audit Committee) is shown in the following table.

表二 2014/15 年度委員會多元化組合
Table 2 Diversity in the Composition of Committees in 2014/15

專業	Professions	委員會委員人數 No. of Committee Members
建築專業人士	Building Professional	 3 (10%)
商人	Businessman	 4 (13.4%)
註冊會計師	Certified Public Accountant	 4 (13.4%)
神職人員	Clergy	 1 (3.3%)
臨床 / 教育心理學家	Clinical/Educational Psychologist	 2 (6.7%)
人力資源專業人士	HR Professional	 1 (3.3%)
資訊科技專業人士	IT Professional	 3 (10%)
醫療專業人士	Medical Professional	 6 (20%)
註冊社工	Registered Social Worker	 1 (3.3%)
律師	Solicitor	 3 (10%)
教育專業人士	Teaching Professional	 1 (3.3%)
其他	Others	 1 (3.3%)

總計 Total: 30

備註：不包括家長代表 Note: Excluding parent representatives

2014/15 年度（截至 2015 年 8 月 31 日），超過八成委員會的會議出席率達七成或以上。為提高出席率，本會將設法鼓勵委員會委員積極參與會議。表三詳列各委員會的平均會議出席率。

Over 80% of the Committees reached 70% or above meeting attendance rate in 2014/15 (as at 31 August 2015). To achieve a higher attendance rate, the Society would strive to further enhance Committee Members' participation in meetings. Table 3 shows the average meeting attendance rate of different Committees.

表三 2014/15 年度委員會平均會議出席率 (截至 2015 年 8 月 31 日)
Table 3 Average Meeting Attendance Rate of Committees in 2014/15 (Up to 31 August 2015)

委員會	Committees	平均會議出席率 Average Meeting Attendance Rate
機構管治委員會	Corporate Governance Committees	
年報委員會	Annual Report Committee	100%
審核委員會	Audit Committee	87.5%
提名委員會	Nomination Committee	100%
常務委員會	Standing Committees	
建築拓展及維修委員會	Building Development & Maintenance Committee	86.6%
業務拓展及一般服務委員會	Business Development & General Services Committee	63.9%
交流計劃委員會	Exchange Programme Committee	66.7%
財務及投資委員會	Finance & Investment Committee	91.7%
人力資源委員會	Human Resources Committee	57.1%
資訊及通訊科技委員會	Information & Communication Technology Committee	87.5%
公共關係委員會	Public Relations Committee	78%
研究委員會	Research Committee	100%
服務監察委員會	Services Monitoring Committee	73.4%
招標委員會	Tender Board	83.3%
專業委員會	Professional Committees	
扶康家庭服務顧問委員會	Advisory Committee on Casa Famiglia Services	75%
社區精神康復服務顧問委員會	Advisory Committee on Community Psychiatric Services	90.6%
自閉症人士服務顧問委員會	Advisory Committee on Services for Persons with Autism	71.4%
委員會整體平均出席率 Overall Average Attendance Rate of Committees		82% (2013/14: 78%)

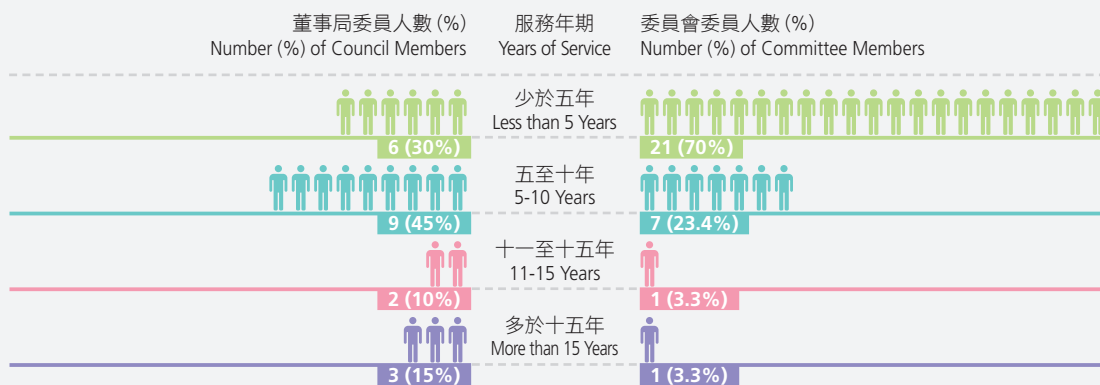
服務年資

2014/15 年度共有五十位義務委員服務董事局 (二十名委員) 和十六個委員會 (三十名委員)。所有董事局委員需擔任不少於一個委員會委員；90% 的董事局委員加入多個委員會。在服務年資方面，董事局和委員會委員主要可分為兩大類：(一) 五年以下；及 (二) 五年至十年之間。表四的數據反映了本會對新委員及現有委員的吸引力；同時，委員服務年資也印證了各董事局及委員會委員熱心支持本會為殘疾人士謀福利。

Length of Service

In 2014/15, there were a total of 50 volunteers serving the Council (20 members) and 16 Committees (30 members). All Council Members were required to serve at least one committee; 90% of them sat in more than one. In terms of the length of service, the Council and Committee Members can be separated into two main groups: (i) below 5 years and (ii) between 5 and 10 years. The figures in Table 4 reflect the Society's appeal to new members and existing members; on the other hand, their length of service proves that the Council and Committee Members are enthusiastic about supporting the Society for the benefits of persons with disabilities.

表四 2014/15 年度董事局及委員會委員服務年資
Table 4 Length of Service of Council and Committee Members in 2014/15



備註：不包括家長代表 Note: Excluding parent representatives

內部監控

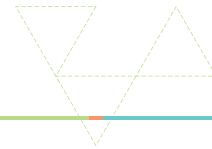
作為機構管治的重要部分，內部監控一直是本會管理及營運的重要一環。本會完善而具制衡作用的內部監控機制，有利於維護本會資產、持份者利益，以及符合規則和條例、法律或其他方面的要求。本會因應運作及條例的轉變，持續檢視整個內部監控機制，其主要功能簡述如下：

- **審批權限機制：**本會自董事局 / 委員會至執行層面均訂立詳盡審批權限，並嚴格遵從。
- **政策及指引：**本會的政策及指引涵蓋範圍廣泛，以便順利、快捷及有效地完成事務及營運流程。
- **手冊：**手冊包含詳細的解釋，在適當情況下補充政策及指引的內容，涵蓋包括服務單位運作、行政、財務等範疇。這是協助員工以本會期望的方式履行職責的重要文件。
- **檢查：**各個部門特別是財務部，會進行常規、特殊和突擊檢查，確保運作能按照已確立的方式進行，以識別和檢測偏差及有意或無意的失誤，並及時修正，保障本會及員工。
- **報告：**定期及不定期層層上達至董事局的報告，是內部監控的另一關鍵部分。精簡、準確而及時的報告，有助準確評估各種服務 / 職能的表現，以便在適當階段作出監控、規劃和發展，並在有需要時採取補救措施。
- **外部評估：**每年社會福利署（社署）對選定的服務單位進行定期評估探訪及突擊檢查，以及進行兩至三年一次的財務審計。在 2014/15 年度，本會兩所服務單位曾進行上述評估探訪，署方非常滿意本會各方面的表現。另外，本會於周年會員大會委任外聘核數師，為本會及相關公司進行法定賬目審計。
- **內部評估：**為確保與社署設定的服務標準一致，本會設有內部評估探訪機制，以三年為一周期。每所服務單位於三年內，須由同區其他服務單位的代表進行一次內部評估探訪。在 2014/15 年度，共有四所服

Internal Control

Internal control, being part and parcel of corporate governance practices, has long been an integral part of the Society's management and operations. The Society's well-established internal control system, with checks and balances, help safeguard the assets of the Society, the interests of stakeholders, and compliance of rules and regulations, statutory and otherwise. The entire system is always under review to cope with changes in operations and regulations. Key features of the internal control system are described below:

- **Schedule of delegated authorities:** A detailed schedule of delegated authorities for the entire Society from Council / Committee level to operational levels is adopted and tightly adhered to.
- **Policies and guidelines:** Policies and guidelines covering a wide spectrum of activities of the Society are prepared to facilitate smooth, efficient and effective completion of business and operational processes.
- **Handbooks:** Handbooks which contain detailed explanation to supplement policies and guidelines, where appropriate, are also available. They cover all areas, including operations of service units, administration, finance and so forth. These are important documentations intended to assist staff members in carrying out their duties in the manner as desired by the Society.
- **Inspections:** Regular, special and surprise inspections are conducted in various departments, particularly in the Finance Department, to ensure the compliance of the adopted practices and to help in the discovery of deviation and mistakes, intentionally or not, for prompt remedies. These would help protect both the staff and the Society.
- **Reporting:** Regular and ad hoc reporting level by level up to the Council is another important arm of internal control. Accurate and timely reports in concise formats are prepared to help relate the performance of various services / functions to appropriate levels for control, for planning, for development, and for taking remedial actions when circumstances so warrant.
- **Reviews by external parties:** The Social Welfare Department (SWD) conducts scheduled as well as surprise review visits to selected service units annually. The SWD also conducts financial audits once in two to three years. In 2014/15, two service units of the Society underwent the above review visits. The SWD was highly satisfied with the Society's performance in various aspects. External auditors are also appointed at annual general meetings to carry out statutory audits of the accounts of the Society and its related companies.
- **Internal reviews:** An internal review visit every three years is in practice with the aim of ensuring delivery of services in line with the criteria set by the SWD. During the period, each service unit has to undergo one internal review visit, which is conducted by representatives of other internal service units within the same region.



務單位進行同類型訪問，整體結果令人滿意。

- **避免利益衝突：**本會致力避免任何利益衝突發生。董事局及委員會委員如在接受任命後發現有任何利益衝突，必須於新一屆任期開始時填寫書面利益申報表。在任內的所有會議上，如發現有利益衝突的情況，亦須立刻申報。此外，本會於審批及招標程序中也會加載相關提示，提醒本會員工及外間公司均需申報利益。

In 2014/15, a total of 4 service units underwent the said visits and the overall results were satisfactory.

- **Avoidance of conflicts of interest:** The emphasis on avoidance of conflicts of interest has always been placed. Council and Committee Members are required to declare their conflicts of interest, if any, at all meetings in addition to a formal written confirmation immediately after appointment at the beginning of each term. A note of caution in this regard is also given in the approval and tendering processes, for both internal and external parties.

遵從法規

本會致力遵照所有法定要求，隨時因應法定程序的變化進行更新，保持警惕。與本會相關的法例及條文包括：

• 有關機構管治：

- **新《公司條例》(第622章)：**審計年度財務報表、提交周年申報表、擬備業務審視、就董事局委員更迭作聲明，以及其他適用的公司秘書要求等。
- **防止賄賂條例(第201章)：**確保全會上下在各方面，特別是在採購程序上，保持廉潔作風。

• 有關服務提供：

- **殘疾人士院舍條例(第613章)：**採取必要的措施以符合由社會福利署署長管理的發牌制度，從而確保本會宿舍和護理院舍的服務使用者獲得的服務，能令他們在體格、情緒及社交方面均達到可接納的標準。²

• 有關員工聘用：

- **僱傭(修訂)條例：**按條例規定，本會(僱主)與每位員工簽訂書面僱傭合約、準時支付薪金、享受法定假日、有薪年假、產假和侍產保障、最低工資等。
- **平等機會法例：**挑選和聘用員工過程中遵守《性別歧視條例》、《殘疾歧視條例》、《家庭崗位歧視條例》及《種族歧視條例》。

Statutory Compliance

The Society is committed to carrying out all statutory requirements, and always vigilant to updates on and changes in statutory compliance. Major laws and ordinances that are relevant to the Society include:

• Relating to corporate governance :

- **Companies Ordinance (Cap. 622)：**Conducting annual audit of financial statements, submitting annual returns, preparing business review, making declarations for changes in members (directors) of the Council, and other applicable company secretarial requirements, etc.
- **Prevention of Bribery Ordinance (Cap. 201)：**Ensuring corruption-free practices, in particular procurement procedures, across the entire Society in all aspects.

• Relating to service provision:

- **Residential Care Homes (Persons with Disabilities) Ordinance (Cap. 613)：**Carrying out necessary measures to conform to the licensing system administered by the Director of Social Welfare so as to ensure that service users of the Society's hostels and care & attention homes receive services of acceptable standards physically, emotionally and socially.²

• Relating to staff employment:

- **Employment (Amendment) Ordinance：**Complying with the Ordinance through signing written employment contracts between the Society (employer) and each employee, paying wages on time, enjoying statutory holidays, paid annual leave, maternity and paternity protection, minimum wages, etc.
- **Equal Opportunities Legislation：**Selecting and employing employees in compliance with the Sex Discrimination Ordinance, the Disability Discrimination Ordinance and the Family Status Discrimination Ordinance and the Race Discrimination Ordinance.

² 按社會福利署頒發之豁免證書規定，此條例生效前已存在但未能完全符合法例規定的殘疾人士院舍營辦人，可申請豁免證書，預留時間為原有的院舍進行改進，以滿足牌照的要求。在2014/15年度，本會所有宿舍、護理院舍均已申請豁免證書，並致力作相關改善以符合發牌要求。

As stipulated in the Certificate of Exemption (CoE) issued by Social Welfare Department, residential care homes for persons with disabilities (RCHDs) which exist before commencement of the Ordinance and yet are unable to fully comply with the legislative requirements, the operators may apply for a CoE in order to allow time for the existing RCHDs to make improvements for meeting the licensing requirements. In 2014/15, all the Society's hostels and care & attention homes applied for CoEs and strove to make necessary improvements for fulfilling the licensing requirements.

溝通

本會重視與持份者、政府及市民的溝通。本會對內採取了雙向溝通，透過董事局／委員會定期會議、各個員工會議、服務單位家長代表和扶康家長會代表，收集不同持份者包括服務使用者及其家人、員工及董事局／委員會委員的意見，與他們保持有效溝通。縱向溝通由董事局／委員會至管理層，管理層到執行員工，反之亦然；橫向溝通則涵蓋不同職能的部門及服務單位。本會亦讓所有持份者知悉相關投訴程序，以便適時溝通及跟進。

本會對外會派出合適的員工代表參加由社會福利署、區議會、教育機構及其他社福組織舉辦的各類研討會和會議；也會透過不同途徑，包括恆常更新官方網站、出版季度通訊和年報、進行問卷調查、舉辦傳媒午宴等，讓公眾及政府了解殘疾人士不斷變化的需求、本會服務發展及成果。

問責及透明度

本會深明問責和透明度是實踐良好機構管治的兩個先決條件。本會設有明確的審批權限，有利於機構事務及營運。董事局監督本會的整體表現、策略方向及發展，以實踐願景、使命和目標。管理層代表董事局負責管理服務和支援運作，以及執行董事局批准的政策和項目。經過多年的經驗，各方在履行應盡義務及責任時，均對董事局／委員會和管理層的職責和權限分工表現充分理解及明白。

本會以公開及具透明度的方式發放相關資訊、財務狀況及其他資料。本會官方網站經常並定期更新有關營運及表現、企業合作夥伴和義工活動的資訊。本會通訊和年報亦廣泛派發予持份者及相關政府部門、機構及其他非政府團體。管理層已進行相關審視，以進一步改善所撰寫及發放予相關人士的管理資訊，此年報內新增的資訊正是本會持續檢視公開管理資訊的例子。

Communication

The Society values communication with stakeholders, Government and the public. Internally, the Society has adopted a two-way communication to collect views of different stakeholders including service users and their families, staff members and Council/Committee Members through regular Council/Committee meetings, different staff meetings and parent representatives from service units and/or Fu Hong Parents' Association. Vertically, it is from Council/Committees down to Management, Management to operational staff, and vice versa; horizontally, it is across different functional departments and service units. Complaint procedures are also made known to all stakeholders. Actions will be taken, if situations require.

Externally, the Society delegates appropriate staff representatives to join different seminars and meetings held by the Social Welfare Department, District Councils, educational institutions and other welfare organizations. Numerous channels are also employed, including frequent updates of the Society's official website, issues of quarterly newsletters and annual reports, opinion surveys, media lunches and so forth. The main purpose is to keep Government and the general public abreast of the changing needs of persons with disabilities, service development and achievements of the Society.

Accountability and Transparency

The Society understands that accountability and transparency are the two pre-requisites to good corporate governance practice. The Society has clear delegation of authority which facilitates the conduct of business and operations. The Council oversees the Society's overall performance, strategic directions and developments in pursuit of the adopted vision, mission and objectives. Management on behalf of the Council administers services and supporting operations as well as implementation of strategies and projects approved by the Council. Through years of experience, the segregation of duties and authorities between Council/Committees and Management is clearly understood and appreciated by respective parties in the conduct of their obligations and duties.

The Society also adopts an open, transparent approach in disclosing relevant formation, financial and otherwise. Information relating to the Society's operation and performance, corporate partnership and volunteer activities on its official website is frequently and regularly updated. Quarterly newsletters and annual reports are also widely distributed to stakeholders and counterparts in Government, institutions and other non-governmental organizations. Management has embarked on a review to further improve the compilation and distribution of management information to appropriate recipients. Additional information in this Annual Report is an example of this continuous review.

本會同時向持份者、員工及公眾發佈其機制和程序，例如：通過官方網站、服務單位通告、內部政策文件、指引及手冊等。投訴會交由負責的管理人員及 / 或董事局 / 委員會委員適時回應及徹查，並採取必要的補救措施及跟進工作。

The Society also publishes its mechanisms and procedures to its stakeholders, staff members and the public, for examples, through the official website, notices in service units, internal documentation of policies, guidelines and handbooks, etc. Prompt responses to complaints will be handled by responsible managerial staff and/or Council / Committee Members as appropriate, with proper, thorough investigation and necessary remedial actions for follow-ups.

營運效率

本會承諾持續改善營運效率，務求更有效地迎接服務有需要人士帶來的挑戰。在 2014/15 年度，本會繼續致力於不同的領域提高營運效率，如：職場管理、工作流程、設施及員工培訓與發展。

在職場管理方面，本會一直推廣「5-S 管理守則」³，持續鼓勵服務單位推行相關管理原則³，目標是讓管理層以至前線每一位員工都能參與，共同改善工作環境，減低及避免工傷，從而提高工作和營運效率。本會將繼續促進及培育這種工作文化。

在工作流程上，本會將藉更換財務管理及人力資源管理系統的機會，同時進行流程重組，預計於 2016 年完成。進行上述工作是為了改善與財務及人力資源相關的工作流程，以提高在行政和營運上的效率及效能。改革管理將同步進行，以確保新項目成功推行。除了指定的項目，本會將持續透過改善資訊科技設施提高工作效率。同時，員工得到大量機會參加與工作相關的培訓，其中包括最新的資訊科技及相關知識，以協助員工迅速及流暢地執行其職務。

Operational Efficiency

Continuous improvement in operational efficiency is one of the commitments of the Society, in order to face challenges more effectively for the delivery of services to the needy people. During the year under review, the Society continued to strive for higher operational efficiency in different areas such as workplace management, work procedures, facilities, and staff training and development.

In terms of workplace management, the Society has kept promoting '5-S Management Practices' and continued to encourage service units to carry out the five principles³ for the purpose of engaging every staff member, from the top level to front-line, to jointly improve the working environment and to minimize and avoid workplace injuries, which in turn would contribute to higher work productivity and operational efficiency. The Society will continue to promote and cultivate this work culture.

In terms of work procedures, the Society will take the opportunity to do process revamping when upgrading its financial management system and human resources information system, which are scheduled for completion in 2016. The aim is to enhance respective work flows in achieving higher administrative and operational efficiency and effectiveness. Change management will also be carried out simultaneously to ensure successful implementation of the new projects. Besides specific projects, improving information technology facilities is an on-going task to help improve work efficiency. Staff is also provided with ample opportunities to attend necessary training in relation to their work, including but not limited to latest information technology and relevant knowledge which would facilitate them to carry out their duties in an expeditious and a smooth manner.

³ 「5-S 管理守則」代表「架構化」、「系統化」、「衛生化」、「標準化」及「自律」。
'5-S Management Practices' represents 'structure', 'systematise', 'sanitise', 'standardise' and 'self-discipline'.



01



02

01 健持之家是「家居化」的好例子。適逢 2014 年是健持之家成立三十周年，家舍舉辦社區教育展覽，讓社會人士親身感受家舍家居化的特色和演變
Priscilla's Home is a good example of 'home life'. To celebrate its 30th anniversary of establishment, a community education exhibition was held for the public to feel and understand the evolution and characteristics of Priscilla's Home in 2014

02 家舍的服務使用者閒時愛打麻雀消遣
Service users of Priscilla's Home like playing mahjong at their free time



03 服務使用者獲香港賽馬會贈送「奇幻特技馬術匯演 CAVALIER」門票，結伴欣賞精彩絕倫的表演
Service users enjoy the exciting and thrilling performance of Cavalier. Tickets of the show are donated by The Hong Kong Jockey Club

04 各宿舍單位十分注重服務使用者在社區的參與，並透過不同的活動，提升他們的生活質素
All service units put emphasis on community participation of service users. The living quality of service users would be enhanced through various activities



04



住宿服務

本會的住宿服務堅守「以人為本」的理念為基礎，並透過跨專業同工的緊密協作，為殘疾人士提供全面的住宿照顧、康復及發展服務，改善他們獨立生活的能力及提升他們的生活質素。現時本會共有二十二所宿舍（不包括扶康家庭），為不同類別的殘疾人士提供住宿服務。在 2014/15 年度，約有一千名殘疾人士受惠於本會的住宿服務，工作重點歸納如下：

引入智障人士生活質素量表

為貫徹「以人為本」的服務理念，本會於 2015 年初首度引入智障人士生活質素量表（香港版），藉以全面檢視服務使用者的生活質素概況，作為未來規劃及完善住宿服務的參考資料。

塑造家居化生活環境

除了重視服務質素外，各宿舍亦著重服務使用者的生活感受，並致力塑造家居化的生活環境。在宿舍內，職員與服務使用者相處融洽，如家人或朋友般的相處為他們帶來「家」的溫暖。在環境設施方面，舒適、美觀的家居化佈置有效營造「家」的氣氛。

引入外聘陪診服務

近年宿舍面對人手不足的挑戰，加上服務使用者老齡化增加專科覆診的需求，令宿舍人手安排更為緊張。在得到服務使用者家屬的理解和同意下，本會以「共同承擔」的方式引入外聘陪診服務，以紓緩人手緊張的情況。

申領殘疾人士院舍牌照

目前，本會的康復中心及澤安成人訓練中心已順利完成屋宇及消防安全改善工程，部分宿舍的改善工程亦準備開展，預計來年有多間宿舍可正式申領殘疾人士院舍牌照。

Residential Services

Provision of residential services by the Society has always adhered to the principle of 'people-oriented' approach. Through close co-ordination of multi-disciplinary professionals, the Society provides comprehensive residential care, rehabilitation and development services for persons with disabilities. Such services aim to improve their ability for independent living and enhancement of living quality. At present, there are 22 residential hostels (excluding Casa Famiglia) managed by the Society to provide residential services for persons with various disabilities. In 2014/15, around 1,000 persons with disabilities benefited from our residential services. Highlights of work are summarized as follows:

Introduction of Personal Outcomes Scale for persons with intellectual disabilities

To carry through the 'people-oriented' approach, the Society has first introduced the Personal Outcomes Scale (Hong Kong version) for persons with disabilities in 2015. The scale will provide comprehensive assessment on service users' quality of life and will be used as a reference for planning and improvement of residential services.

Creation of homelike environment

Apart from service quality, the Society has also put emphasis on the feeling of service users about their lives, and has striven to create a homelike setting where staff members and service users live together harmoniously just like family members or friends, enabling them to enjoy the warmth of 'home'. The comfortable and beautiful setting also help inspire an ambiance of 'home'.

Introduction of medical appointment escorting service

Faced with the challenge of understaffing in recent years and increasing demand of medical appointment due to ageing of service users, the situation of manpower shortage in hostels is aggravated. With the understanding and agreement of families of service users, the Society has introduced the concept of shared responsibilities to handle the cost of medical appointment escorting service.

Application for Licence for Residential Care Homes for Persons with Disabilities (RCHDs)

The building and fire safety improvement work for the Society's Rehabilitation Centre and Chak On Adult Training Centre has completed. Improvement work for other hostels will soon commence. In this regard, several hostels would be ready for applying for the licence for RCHDs in the coming year.

成人訓練中心服務

本會共有十三所成人訓練中心，於 2014/15 年度服務六百多位嚴重至低中度智障成人，為他們提供多樣化的生活體驗，滿足其身、心、社、靈的需要，從而提升生活質素。2014/15 年度工作重點歸納如下：

以藝術促進社區共融

舉辦「五顏六色工作坊」及「形形色色工作坊」，提升員工運用顏色的技巧，以便他們能更有效地協助服務使用者運用顏色概念於藝術活動上。

獲香港藝術發展局資助，本會荃葵深及沙觀區共八個服務單位合力推行「紙藝創繽紛」計劃，於 2014 年 5 月至 8 月期間舉辦近四十多場藝術共融工作坊，由專業藝術導師指導，有過百名智障人士、長者及學生參與。及後於同年 9 月在石硤尾賽馬會創意藝術中心舉辦為期四天的展覽，展出過百件紙糊藝術作品，吸引超過六百名參觀人士。



01 「形形色色工作坊」
'Shapes & Colours Workshop'

02 藝術共融工作坊深受家長和小朋友的歡迎
Art Inclusion Workshops are welcomed by children and their parents

03 展覽吸引超過六百名社區人士前來參觀，包括智障人士、長者及藝術工作者等
Over 600 members of the community visit the exhibition, including persons with intellectual disabilities, elderly and artists, etc.

04 展覽以「不倒娃娃」為主題，透過藝術作品展現智障人士的生命力和創造力
The theme of the exhibition is 'Humpty Dumpty'. The vitality and creativity of persons with intellectual disabilities shine through the art pieces

Services of Adult Training Centres

The Society operates 13 adult training centres to provide various living experience for over 600 adults with severe to low moderate intellectual disabilities to promote their quality of life through satisfying their physical, mental, social and spiritual needs. Highlights of work for 2014/15 are summarized as follows:

Enhancing social inclusion through arts

'Colourful Workshop' and 'Shapes & Colours Workshop' were held to improve the skills of staff members so that they could more effectively assist service users in applying the concept of color to art activities.

Sponsored by Hong Kong Arts Development Council, 8 service units from Tsuen Wan, Kwai Tsing, Sham Shui Po, Sha Tin and Kwun Tong Districts co-organized the 'Colourful Paper Art' project from May to August 2014. About 40 art inclusion workshops were held with professional art instructors. Over 100 persons with intellectual disabilities, elderly and students participated in the workshops. In September the same year, a 4-day exhibition was held in the Jockey Club Creative Arts Centre in Shek Kip Mei. Over 100 paper art pieces were exhibited and more than 600 persons were attracted to the exhibition.



05 服務使用者練習「快樂椅子舞」
Service users practise 'Chair-based Dance'

06 服務使用者於尊賢會舉辦的「耆舞派對」中載歌載舞
Service users are dancing and singing in the 'Oldies Dance Party' organized by Jade Club



05



06



D4

以音樂強化身心、改善情緒

本會共有六間成人訓練中心的服務使用者參加由尊賢會舉辦的「快樂椅子舞」課程，利用音樂作為媒介，讓被動的服務使用者透過音樂積極運動，並達致改善情緒的效果。

Enhancing physical and mental strength and improve emotion with music

Service users from six of our Adult Training Centres joined 'Chair-based Dance' courses organized by Jade Club. Using music as a medium, passive service users become active in exercise and their emotions can be improved.

協辦「密集互動」研討會及工作坊

本會與香港心理衛生會臻和學校合作，於2014年12月舉辦「密集互動」研討會及工作坊，由經驗豐富的英國學者 Mr Jules McKim 主講，吸引過百名業界人士及特殊學校教師出席。本會會持續應用此訓練，以改善嚴重智障及自閉症成人的溝通和社交互動行為。

Co-organizing 'Intensive Interaction' Seminar and Workshop

The Society and the Mental Health Association of Hong Kong - Cornwall School jointly organized the 'Intensive Interaction' Seminar and Workshop in December 2014. The experienced British scholar Mr Jules McKim was the keynote speaker and attracted over 100 members of the industry and teachers from special schools to attend the event. The Society will continuously apply this training for the improvement of communication and social interaction for adults with severe intellectual disabilities and autism.

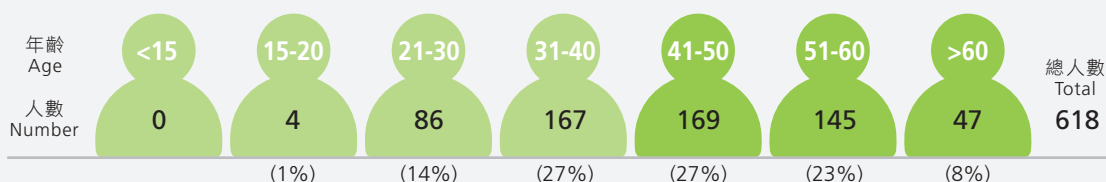
因應服務使用者老齡化提供所需服務

截至2015年3月31日，本會成人訓練中心有接近六成的服務使用者已年過四十歲，步入智障人士老齡階段。為此，本會於2015年3月舉行「訓練服務分享會」，檢視現時各項訓練工具和手法的應用情況，並計劃修訂「訓練服務手冊」，以配合服務使用者不斷轉變的需要。

Responding to the service demand of ageing service users

As of 31 March 2015, about 60% of the service users of adult training centres aged over 40, proceeding to the ageing stage. At the 'Training Service Sharing Session' in March 2015, the Society has examined the current application of various training tools and practices. The 'Training Handbook' will be revised to meet the changing needs of service users.

圖表一 成人訓練中心服務使用者年齡分佈
Table 1 Age Distribution of Service Users of Adult Training Centres



職業康復及發展服務

本會透過提供多元化職業康復及發展服務，包括工場、輔助就業、在職培訓計劃和職業康復延展計劃等，讓殘疾人士持續發展，展現才能及擴闊選擇。在 2014/15 年度，共有超過六百位殘疾人士接受本會的職業康復及發展服務（詳見表一），重點歸納如下：

凝聚工商力量 創造就業機會

本會的職業康復及發展服務一直走在前線，並結合工商元素，以創造更多就業及培訓機會予殘疾人士。我們不但為殘疾人士提供一站式的職業康復服務，並致力為有潛質及願意公開就業的殘疾人士提供職前培訓、就業選配、在職督導及持續支援。在 2014/15 年度，本會輔助就業及在職培訓計劃成功協助七十四名服務使用者公開就業，並與五十間工商團體或服務機構建立了服務網絡。



「康姨餅房」於「康復服務機構社會企業博覽會」再度蟬聯「最受歡迎展銷攤位獎」冠軍
'Madam Hong's Bakery' again receives the 'Most popular Booth' award at the Expo for Social Enterprises

工場服務深受社會人士支持

本會屬下三所工場分別為殘疾人士提供多元化的職業技能訓練，包括曲奇製作、多媒體攝製、水耕種植、汽車美容、洗衣、包裝、物流、印刷、零售及清潔等（詳見表二）。在各方努力及支持下，2014/15 年度工場服務使用者的總訓練津貼共錄得超過港幣四百萬元，較去年提升了百分之十五，成績令人鼓舞。

位於本會毅誠工場內的「康姨餅房」連續六年於社會福利署中西南及離島區康復服務協調委員會主辦的「康復服務機構社會企業博覽會」中獲獎，不但增添餅房工友的信心，而且進一步確立本會殘疾人士的出品具質量及信心保證。

Vocational Rehabilitation and Development Services

Through multi-dimensional vocational rehabilitation and development services including workshops, supported employment, on-the-job training and work extension programmes, etc., persons with disabilities are able to develop their skills and to widen their choice. In 2014/15, over 600 persons with disabilities have received our vocational rehabilitation and development services (See Table 1). Highlights of the services are summarized as below:

Mobilizing the resources of the commercial sector for creating more employment opportunities

The Society has always been on the forefront of vocational rehabilitation and development services, and has worked together with the commercial sector to provide more training and employment opportunities for persons with disabilities. The Society not only provides one-stop vocational rehabilitation services for service users, but also strives to offer pre-employment training, job matching, on-the-job supervision and continuous support to those who are potential and prepared for open employment. In 2014/15, through supported employment and on-the-job training programme, seventy-four service users have been successfully employed in the open market, and a service network with 50 companies in the commercial sector and service institutions has been established.



01 「資深工友俱樂部」成員
Members of 'Senior Workmates Club'

02 工場提供水耕種植、洗衣、食品包裝及汽車美容等多元化訓練服務
Multi-faceted training services such as hydroponic cultivation, laundry, food packaging and car grooming are provided by workshops

Workshops supported by members of the community

The three workshops under the Society have provided various vocational training programmes for persons with disabilities, including cookies baking, multi-media production, hydroponic cultivation, car grooming, laundry, packaging, logistics, printing, retail and cleaning, etc (See Table 2). With the efforts and supports of all, an encouraging result was achieved during the year of 2014/15. The total training allowances of service users at the workshops reached over HK\$4 million, an increase of 15% over the last year.

The Madam Hong's Bakery located in the Society's Ngai Shing Workshop has been awarded for six years consecutively at the Expo for Social Enterprises of Subvented Rehabilitation Agencies organized by the Central Western, Southern & Islands District Co-ordinating Committee on Rehabilitation Service of the Social Welfare Department. It is not only a confidence boost to the workmates, but also a quality endorsement of the products by our service users.

職業康復延展計劃

老齡化對職業康復及發展服務是一項重大挑戰。為配合服務使用者老齡化的需要，本會毅誠工場自 2006 年起獲社會福利署資助營辦「職業康復延展計劃」(WEP)，成立「資深工友俱樂部」。此計劃為因年老或工作能力衰退而無法繼續日常工作訓練的工場服務使用者提供服務，內容包括維持工作能力的活動、社康及發展性節目、滿足服務使用者健康及身體需要的照顧服務。

在 2014/15 年度，WEP 合共為十八名五十歲以上並符合上述要求的服務使用者提供半退休形式的工作訓練和活動安排，既可維持他們的工作能力，亦可配合「資深工友」的身心需要。

Work Extension Programme

The problem of ageing has become a big challenge for vocational rehabilitation and development services. To respond to the needs of ageing service users, the Society's Ngai Shing Workshop, with subvention from the Social Welfare Development, has launched the Work Extension Programme (WEP) through setting up a 'Senior Workmates Club' since 2006. The aim of the WEP is to specifically serve those who can no longer perform normal work tasks due to old age or deterioration in work abilities. Services provided by the WEP include daily work activities for sustaining work abilities; social, recreational and developmental programmes; and caring activities for meeting the health and physical needs of service users.

In 2014/15, a total of 18 service users, aged 50 or above and satisfying the said requirements, received semi-retirement style training and activities arrangement. It maintained the work abilities of our senior workmates whilst balancing their physical and psychological needs.

表一
Table 1 職業康復及發展服務受惠人數
Number of Service Users Benefited in Vocational Rehabilitation and Development Services

	2014/15	2013/14	2012/13	2011/12	2010/11	總人數 Total
綜合職業康復服務中心 Integrated Vocational Rehabilitation Services Centre	174	170	176	174	178	872 (28%)
在職培訓計劃 On the Job Training Programme	42	41	37	41	38	199 (6%)
輔助就業服務 Supported Employment Service	75	75	77	74	71	372 (12%)
工場 Workshop	318	316	336	330	314	1,614 (51%)
職業康復延展計劃 Work Extension Programme	18	17	20	15	15	85 (3%)
小計 Sub-total	627	619	646	634	616	3,142

表二
Table 2 服務使用者於主要職業訓練項目的參與人數
Number of Service Users Participating in Major Vocational Training Programmes

主要職業訓練項目 Major Vocational Training Programmes	2014/15	2013/14	2012/13	2011/12	2010/11	總人數 Total
1. 康姨餅房 Madam Hong's Bakery	15	14	13	10	8	60 (3%)
2. 水耕種植 Hydroponic Cultivation	10	5	/	/	/	15 (0.7%)
3. 汽車美容 Car Beauty	24	23	25	24	25	121 (5%)
4. 產品包裝 Product Packaging	384	395	402	398	398	1,977 (87%)
5. 洗衣服務 Laundry Service	13	10	10	8	6	47 (2%)
6. 多媒體製作 Multi-media Production	1	1	2	3	3	10 (0.4%)
7. 其他 Others	2	2	2	/	/	6 (0.3%)
零售培訓 Retail Training	5	5	5	5	5	25 (1%)
物流 Logistics	3	3	3	3	3	15 (0.6%)
辦公室助理 Office Assistant						
小計 Sub-total	457	458	462	451	448	2,276

香港賽馬會社區資助計劃： 扶康家庭

扶康家庭屬本會的自負盈虧服務，承蒙香港賽馬會慈善信託基金資助部份經費。現時本會共有四所扶康家庭，分別是「邂逅軒」、「和諧軒」、「婉明軒」及「超瑩軒」。雖然扶康家庭成員沒有血緣關係，但基於彼此接納及互相欣賞，他們皆如親人般互相關心、互相扶持。在 2014/15 年度，共有廿九位智障成人接受扶康家庭服務，重點歸納如下：

提供「以人為本」的家庭式照顧

每所扶康家庭均有家姆和兄長，為智障家庭成員提供「以人為本」的照顧服務。家姆負責照顧家庭成員的身心健康及起居生活；兄長則負責輔導及培育家庭成員的靈性及德行發展。¹

實踐結交朋友的權利

除了家庭生活，智障人士亦應享有結交朋友的權利。這理念得到社區義工的認同，他們以「固定朋友」的身份經常探訪家庭成員和協助扶康家庭舉辦共融活動。在 2014/15 年度，扶康家庭共有八十三位固定朋友。

參與社區共融活動

為了增加社區人士與智障家庭成員的接觸，扶康家庭舉辦不同類型的共融活動，當中包括：參觀花卉展、參與聖堂彌撒或其他宗教活動、參與海洋公園復康日及迪欣湖公園一天遊等。這些活動有助社區人士認識智障人士單純及可愛的特質，有效促進他們對智障人士的接納。

獲不同團體探訪

扶康家庭服務漸得到各界人士的關注和支持，於 2014/15 年度獲本地及國外團體探訪，其中包括：香港獅子山獅子會、香港一般保險代理協會、聖本篤堂聖雲先會、聖博德堂及柬埔寨 New Humanity 等等。

The Hong Kong Jockey Club Community Project Grant: Casa Famiglia

'Casa Famiglia' is a self-financed service provided by the Society and has been partially funded by The Hong Kong Jockey Club Charities Trust. At present, there are four units of Casa Famiglia, namely Encounter, Concordia, Splendor and Radiance. Although family members of Casa Famiglia are not blood-related, they care for, support and accept one another as close as family members could be. In the year of 2014/15, a total of 29 adults with intellectual disabilities enjoyed the services of Casa Famiglia. Highlights of work are summarized as below:

Providing 'People-oriented' family care

There are housemothers and elder brother in every Casa Famiglia providing 'people-oriented' caring services to family members with intellectual disabilities. The housemothers look after the daily life as well as physical and mental wellbeing of family members. The elder brothers, as their mentors, provide support to their spiritual and moral development.¹

Actualizing the right to make friends

Persons with intellectual disabilities are also entitled to the right of making friends apart from family life. This vision is realized by volunteers from the community who visit family members as 'regular friends' and help organize activities for Casa Famiglia. During the year of 2014/15, Casa Famiglia had 83 regular friends.

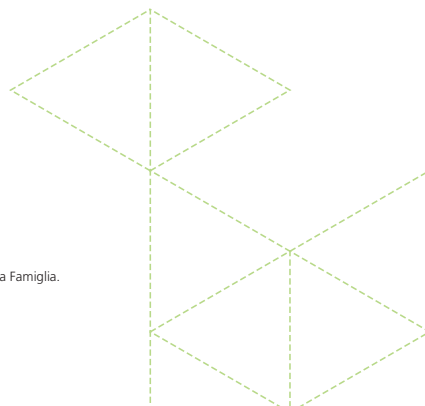
Participating in social inclusion activities

To enhance the link between the members of Casa Famiglia and those of the community, various inclusion activities were organized e.g. watching the flower show, joining mass in church and other religious activities, participating in Ocean Park Rehabilitation Day and visiting Inspiration Lake, etc. These activities enable members of the community to understand the simple and lovely disposition of persons with intellectual disabilities so as to foster social acceptance.

Visits from various organizations

The services of Casa Famiglia are supported by the community. In 2014/15, visits from local and overseas organizations included Lions Club of Lion Rock Hong Kong, the Hong Kong General Insurance Agents Association Ltd, Society of St Vincent de Paul of St Benedicts Church, St Patrick's Parish and New Humanity from Cambodia, etc.

¹ 在 2014/15 年度，扶康家庭共有十八位家姆（屬受薪員工）及九位兄長（屬社區義工）。
In 2014/15, there were 18 housemothers (paid staff) and 9 elder brothers (community volunteers) in Casa Famiglia.





01 聖本篤堂的固定朋友於聖誕期間探訪和諧軒
Regular friends from St Benedict Church visit Concordia during Christmas

02 身兼本會神師及邂逅軒兄長的方叔華神父與智障家庭成員結伴參與社區活動
Fr Giosue BONZI, the Society's spiritual adviser and elder brother of Encounter, accompanies members of Casa Famiglia to join community activity

03 扶康家庭舉行中秋聯歡會
Mid-Autumn Festival party at Casa Famiglia

04 香港獅子山獅子會會員探訪邂逅軒
Members of Lions Club of Lion Rock Hong Kong visit Encounter

05 邂逅軒及和諧軒的成員暢遊海洋公園
Family members of Encounter and Concordia visit Ocean Park

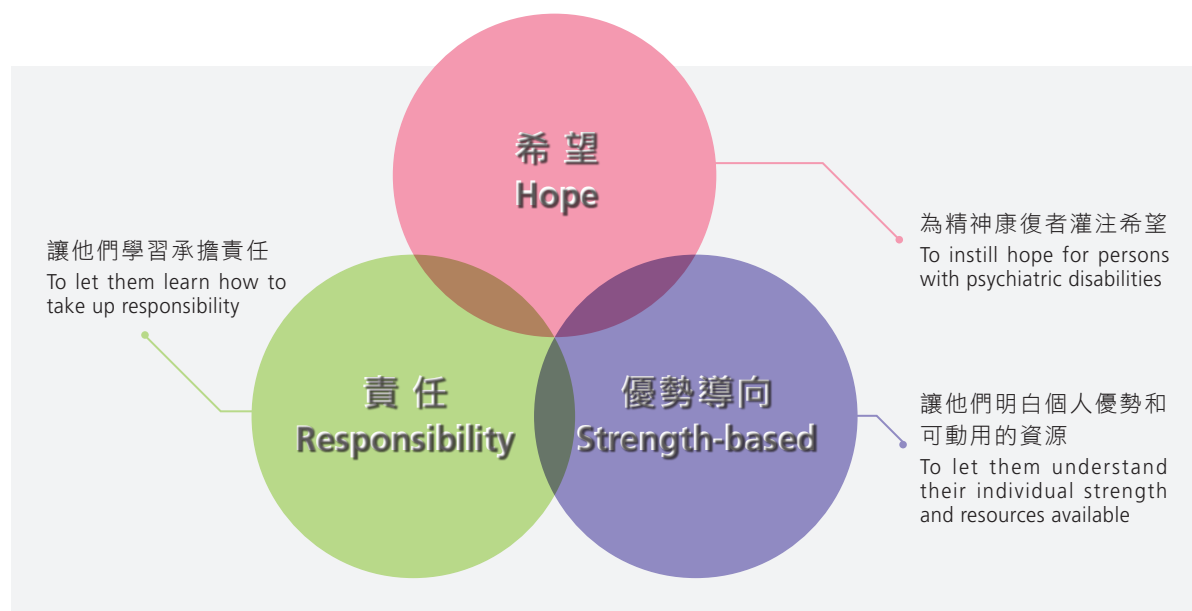
06 四所扶康家庭的成員一同遊覽迪欣湖公園
Members of the 4 units of Casa Famiglia visit Inspiration Lake together

社區精神健康服務

本會的社區精神康復服務包括中途宿舍和精神健康綜合社區中心「康晴天地」提供的服務。中途宿舍為精神康復者提供一個支持性的住宿服務，以協助他們重新融入社區；康晴天地主要服務港島南區及港島中區居民，除了提供一站式精神健康及社區支援服務，還積極推行公眾教育，加強居民對精神健康的關注。在2014/15年度，共有一百五十八位服務使用者接受中途宿舍服務；約九百名會員接受「康晴天地」服務，重點歸納如下：

深化「復元介入方式」的應用

以深化「復元介入方式」的應用作為工作重點，並以「為希望奮鬥、為自己負責、為前路展優」為全年服務主題，在服務中深化三個「復元」元素：



進行「復元」小組活動

透過運動、藝術、支援及治療性小組，配合身、心、社、靈的全人發展，協助康復者依據個人的選擇，發揮潛能，在社群中過一個有意義的人生。這些活動包括：綜合藝術小組、綜合運動小組、互助社、心靈加油站、服藥依從性訓練小組及興趣小組等。

Community Psychiatric Services

Community psychiatric services provided by the Society include halfway houses and Integrated Community Centre for Mental Wellness – Sunrise Centre. Halfway houses provide supportive residential service for ex-mentally ill persons to prepare them for their return to the community. The Sunrise Centre mainly serves residents of Hong Kong Island South and Central Districts. Apart from one-stop psychiatric and district support services, the Centre also actively promotes community education to increase the awareness of the public towards mental health. In 2014/15, halfway houses provided service for 158 service users and about 900 members were served by the Sunrise Centre. Highlights of work are summarized as follows:

Deepening the application of 'Recovery-oriented Practice'

Deepening application of 'Recovery-oriented Practice' was the focus of service for the year. With the theme of 'To strive for hope, to be responsible for oneself, to move ahead with strength', three recovery elements were applied in-depth to the services:

Organizing 'Recovery' group activities

Through provisions of sports, art, supportive and therapeutic groups for holistic development in physical, psychological, social and spiritual aspects, service users are supported to make personal choice and to develop their potentials for a meaningful life. These activities include comprehensive art group, integrated sports groups, mutual support group, life enhancing group, medication compliance training group and interest groups, etc.



- 01** 服務使用者與職員一起參與中心活動
Service users together with staff participate in the Centre's activity
- 02** 服務使用者與港鐵義工隊一起策劃乘風航海歷奇活動
Service users plan boating activity with MTR Volunteers
- 03** 三間中途宿舍的服務使用者聯同職員和義工參加「苗圃2014」慈善越野馬拉松
Service users from the 3 halfway houses, volunteers and staff participate in the 'Sowers 2014' Charity Marathon
- 04** 悅智之家五位健兒參加由香港社會工作人員協會舉辦的「同行共跑 - 社工日(香港)2014」長跑比賽
5 athletes from Yuet Chi Home participate in the 'Run in company - Social Worker Day (HK) 2014' organized by the Hong Kong Social Workers Association
- 05** 「同行樂與路」樂隊在社署「2015 精神健康推廣活動經驗分享會」中表演
The band 'Walk & Roll in Company' performs at the '2015 Experience Sharing Session: Promotion of Mental Health' organized by the Social Welfare Department
- 06** 康晴天地與區內團體協辦「加添笑容家多Fun」社區教育活動
Sunrise Centre and groups in the same district organize community education activity 'More Smiles, More Fun'



提供生活新體驗

安排服務使用者參與和協助策劃活動，讓他們增廣見聞及藉此提升社區生活技能。活動包括：澳門遊、露營體驗、歷奇活動及長跑比賽等。

Providing new life experiences

Service users not only participate but are also involved in the planning of activities. The process has widened their horizons and has improved their community living skills. Activities include Macau visit, camping, adventure activities and long-distance running competitions.

推動服務使用者參與中心管理及自務活動

康晴天地持續推動會員積極參與中心管理及自務活動。中心會員亦聯同職員組成「同行樂與路」樂隊，透過音樂和述說故事，向社區人士傳遞精神健康訊息。

Facilitating service users' participation in the management of the Centre and own affairs

Sunrise Centre has continuously promoted the involvement of service users in the management of the Centre and their own affairs. 'Walk & Roll in Company' is a band made up of members of the Centre and staff who relay the message of mental health to the community through music and story-telling.

與社區保持緊密聯繫

康晴天地一直與社區保持緊密聯繫，與區內長者服務單位、青少年中心、學校、居民組織等協作，向不同階層人士推廣快樂生活及關愛社區等訊息。

Maintaining close contact with the community

Sunrise Centre is always in close link with the community by working with various service units for the elderly, youth centres, schools and resident groups to promote the messages of happy living and caring for the community to all walks of life.

「香港最佳老友」運動

「最佳老友」是一項非牟利的國際性友誼運動，於1989年由美國甘迺迪家族成員Mr Anthony Kennedy SHRIVER發起並成立，目的是讓智障人士與社區人士建立一對一的友誼，加強社會人士對智障人士的認識，從而促進社會共融。現時，全球共有五十多個國家和地區參與推廣此項極具意義的運動，並有一千九百所初中、高中和大學參加，累積參加人數高達九十萬人。

在2004年，本會獲國際最佳老友總部邀請及授權本會成立「香港最佳老友」運動（簡稱「BBHK」），成為本港唯一獲認可推動此項運動的機構。BBHK自2012年10月起，獲香港賽馬會慈善信託基金撥款贊助三年的行政及活動開支，以大力推動「最佳老友」的共融精神。2014年是BBHK成立十周年的大日子，除了舉辦連串慶祝活動外，亦到國內進行交流，重點歸納如下：

參與人數持續上升

在2014/15年度，BBHK成功配對了接近二百五十對老友，並成立了十八個老友分社，當中包括大專院校分社、中學分社、企業分社及社區老友分社。回顧過去五年，BBHK的參與人數持續上升，累積超過一千對來自不同分社的老友。

'Best Buddies Hong Kong' Movement

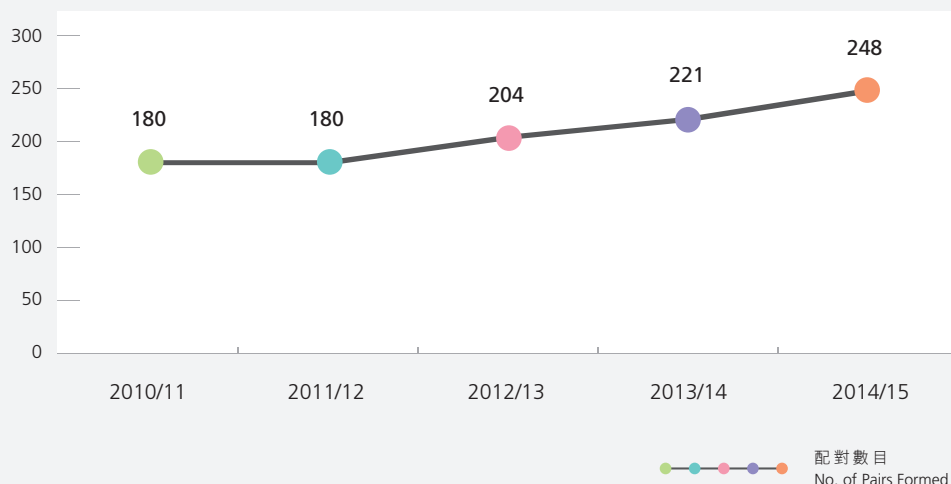
'Best Buddies' is a non-profit making international friendship movement, founded in 1989 by Mr Anthony Kennedy SHRIVER, a member of the American Kennedy family. The movement promotes one-to-one friendship between persons with and without intellectual disabilities in the community. By joining the movement, the community would be able to have better understanding of persons with intellectual disabilities, thereby fostering social inclusion. At present, there are more than 50 countries and regions participating in this meaningful movement. About 1,900 secondary schools and universities have joined the movement and its total number of participants has reached 900,000.

In 2004, Best Buddies International invited and authorized the Society to establish 'Best Buddies Hong Kong' Movement (BBHK). The Society is the only authorized organization to promote the movement in Hong Kong. Since October 2012, The Hong Kong Jockey Club Charities Trust has sponsored the administrative and activity expenses of BBHK for three years for the promotion of social inclusion. In celebration of the 10th anniversary of the establishment of BBHK in 2014, special events and exchange tours to Mainland China were organized. Highlights are shown below:

Continuous increase of participants

In 2014/15, nearly 250 pairs of buddies were matched and 18 chapters were formed in tertiary institutions, secondary schools, corporations and neighbourhood. Over the past 5 years, the number of participants of BBHK has increased steadily with an accumulated total of over 1,000 pairs of buddies from different chapters.

BBHK 老友配對數目
Number of BBHK Buddy Pairs Formed





舉行「香港最佳老友」周年聚會暨企業伙伴嘉許禮

為慶祝 BBHK 成立十周年及表揚商界企業對傷健共融的支持，本會在 2014 年 7 月 5 日舉行上述活動，有超過四百二十位嘉賓及老友出席支持。

舉行廣州交流團

為進一步推廣 BBHK 的共融精神，本會於 2014 年 6 月 20 至 21 日舉行廣州交流團，其間與廣州市殘疾人聯合會及廣東省註愛家屬資源中心合辦「推動殘疾人士與社會共融服務經驗」交流座談會，並邀請內地多個康復機構派員出席及分享。BBHK 交流團亦到廣州市慧靈托養中心進行探訪，了解國內智障人士服務。

舉行第十一屆「香港最佳老友」運動電能烹飪比賽

電能烹飪比賽是 BBHK 的年度大型活動，每年吸引近三百位傷健人士組隊參賽。第十一屆電能烹飪比賽的初賽已於 2015 年 3 月舉行，一如以往得到各界人士的踴躍參與。決賽在 2015 年 4 月舉行，榮獲四位知名立法會議員及影視紅星鄧萃雯小姐答允出席支持。



Organizing BBHK Annual Gala Dinner cum Corporate Partnership Recognition Ceremony

Celebrating the 10th anniversary of BBHK and showing appreciation to our corporate partners for their support of social inclusion, a ceremony was held on 5 July 2014. Over 420 guests and buddies attended the event.

Guangzhou Exchange Group

Promoting the spirit of social inclusion of BBHK, the Society visited Guangzhou on 20-21 June 2014. During the visit, representatives of BBHK exchanged their views and experience with the Guangzhou Disabled Person's Federation and the Guangdong Love Express Family Resource Centre at the seminar named 'Experience Sharing for the Promotion of Inclusion between Persons with Disabilities and Community'. Staff members of several rehabilitation organizations from Mainland China were invited. BBHK also visited the Huiling Nursing Centre in Guangzhou for better understanding the services for persons with intellectual disabilities in China.

The 11th BBHK Electric Cooking Competition

Electric cooking competition is the annual major event of BBHK. Every year about 300 abled and disabled persons team up to participate in the competition. The first round of the 2015 competition was held in March and as before the event was supported by members in various fields. The final was held in April 2015. Four LegCo members and Miss Sheren Tang, famous TV and movie actress, attended to show support.

- 01 嘉賓頒發「最佳老友配對獎」予十對老友
Ten pairs of buddies are given the 'Best of the Best Buddies' awards by guests of honour
- 02 一眾老友於嘉許禮當天盡興而歸
Buddies enjoy the happy moment at the ceremony
- 03 BBHK 廣州交流團成功與多個內地康復機構交流分享，當中包括：廣州市康智樂務中心、順德區星宇社會工作服務中心、華南農業大學社工系及揭愛特殊孩子家長俱樂部等
BBHK successfully exchange with rehabilitation agencies in Mainland China including Guangzhou Hong Chi Centre, Shundi Xingyu Social Service Centre, Department of Social Work of the South China Agricultural University and Guangzhou Yang Ai Special Children Parent Club, etc.
- 04 BBHK 交流團與廣州慧靈托養中心會員交流服務心得
BBHK Exchange Group and Guangzhou Huiling Nursing Centre share service experience
- 05 本會董事局委員及管理層與廣州市殘疾人聯合會理事長陳學軍先生（右三）及副主席左宜先生（左一）合照留念
The Society's Council Members and Management take photo with President of Guangzhou Disabled Person's Federation Mr CHAN Hwak Kwun (third right) and Vice Chairman Mr LEUNG Chor Yi (first left)
- 06 透過電能烹飪活動，展現傷健共融的精神
The Electric Cooking Competition demonstrates the spirit of social inclusion

自閉症及發展障礙人士服務

近年自閉症及發展障礙人士的數目不斷上升，本會亦有不少相關服務使用者，分別於日間訓練中心、宿舍、地區支援中心、感覺統合治療服務中心及牽蝶中心（此乃自負盈虧項目）等接受服務。為了持續改善訓練服務，本會特別設立自閉症工作小組，努力在不同範疇提升訓練服務的質素，於2014/15年度工作重點歸納如下：

在日間訓練中心、宿舍及地區支援中心的工作：

強化實證為本的介入手法

鼓勵服務單位採用世界公認有效的結構化教學（TEACCH），並進一步推廣圖片交換溝通系統（PECS）的應用，包括建議在每所日間訓練中心挑選合適服務使用者使用PECS進行溝通訓練，使他們能正確接收訊息及表達需要，增強獨立生活能力。目前已有五所日間訓練中心使用PECS進行溝通訓練。工作小組亦已把PECS的英文版溝通訓練評估表翻譯為中文版，方便服務單位應用。

推廣體能活動

積極鼓勵自閉症及發展障礙人士參與體能訓練，如特殊馬拉松賽事及室內划艇等活動。由於體育活動的參與有助改善服務使用者的情緒行為，工作小組將繼續探討其他合適的體能活動。

發掘及發展興趣

本會認同每位自閉症及發展障礙人士都有自己的強項，他們所欠缺的可能是給予發展強項的機會，故此本會鼓勵他們參與不同類型的興趣小組，讓他們釋放潛能。

本會除了提供上述成年自閉症及發展障礙人士服務，亦以盡早介入的原則，分別在牽蝶中心及感覺統合治療中心為年幼的自閉症及發展障礙人士提供專業服務，務求令他們盡早適應生活上的環節，發揮所長。

Services for Persons with Autism and Developmental Disabilities

The number of persons with autism and developmental disabilities has increased in recent years. A considerable number of service users of the Society receive related services at day training centres, hostels, district support centre, sensory integration therapy service centre and Hin Dip Centre (self-financed service project). A working group on autism has been specifically set up for continuous improvement of quality of training services in various respects. Highlights of work in 2014/15 are shown below:

Services at Day Training Centres, Hostels & District Support Centre:

Strengthening the use of Evidence-based Interventions

Service units are urged to adopt the globally recognized 'Treatment and Education of Autistic and related Communication handicapped Children' (TEACCH). The use of the 'Picture Exchange Communication System' (PECS) is also encouraged. It is recommended that service users suitable for PECS at every day training centre should be selected for communication training so as to help them receive correct messages and express their needs, thereby strengthening their ability for independent living. Currently, there are five day training centres adopting PECS for communication training. The Working Group has also translated the English version of the Communication Training Assessment Scale of PECS into Chinese to facilitate the application of PECS in service units.

Promoting physical training

Persons with autism and developmental disabilities are encouraged to participate in physical training such as special marathon and indoor rowing. The Working Group will continue to explore other suitable physical activities which help improve their emotion and behaviour.

Cultivating and developing interests

The Society believes that every person with autism and developmental disabilities has his/her strength. What they lack is the opportunity for developing their strengths. In this regard, the Society encourages their participation in various interest groups for unleashing their potentials.

Apart from the above services provided for adults with autism and developmental disabilities, the Society, applying the principle of early intervention, has offered professional services at Hin Dip Centre and Sensory Integration Therapy Service Centre for children with autism and those with developmental disabilities respectively. Services of early intervention are able to help them adapt to daily life and make use of their own potentials earlier.



- 01 服務使用者參與室內划艇活動
Service users participate in indoor rowing
- 02 服務使用者與職員一起參與特殊馬拉松賽事
Service users and staff participate in Special Marathon together
- 03 服務使用者學習彈奏結他
Service users learn to play guitar
- 04 服務使用者亦參與不同的藝術活動，部份作品更作參展用途
Service users also participate in various art activities. Some of the art pieces are used for exhibition
- 05 本會提供個別或小組形式的感覺統合治療服務
The Society provides individual or group sensory integration therapy services

牽蝶中心

治療師給予個別或小組專業治療，使年幼的自閉症及發展障礙人士在社交、情緒控制及溝通方面得以成長。家長亦能從中獲取有效方法，在家中延續訓練，培育幼兒。

感覺統合治療服務中心

中心除提供個別感覺統合治療外，還設立不同類別的小組如感知動感小組和「醒自派課程」等，由治療師或家長（治療師從旁監察）主導，為孩子提供感覺統合治療，維持及調節孩子的覺醒狀態處於適中的水平。

另外，工作小組鼓勵職員參與由本地或海外專家學者提供的專題講座，並參考已上載到本會內聯網資料庫的成功案例，把合適的介入手法應用於日常工作中；亦透過舉辦參觀活動，讓職員了解不同康復機構的服務情況，藉著交流提升應用技巧。

Hin Dip Centre

Individual or group professional treatments are given by therapists for children with autism and developmental disabilities for their future development on social, emotional control and communication. Parents may also learn effective ways to extend such trainings at home.

Sensory Integration Therapy Service Centre

The Centre provides individual sensory integration therapy. Groups of different kinds such as 'Sensory Awareness Motion Group' and 'Self Awareness Course' are set up. Sensory integration therapy for children is led by therapist or parents (with supervision of therapist). These groups aim to provide comprehensive sensory therapy services for the maintenance and adjustment of the sensory awareness of children at an appropriate level.

In addition, the Working Group encourages the participation of staff members in talks and seminars given by local or overseas professionals. It has also uploaded successful cases to the database of the Society's intranet for reference of staff members who can make use of suitable means of intervention in their daily work. Visits to other rehabilitation organizations have also been arranged for staff members for the understanding of different service conditions and the exchange of skills and knowledge.



01 天水圍地區支援中心的會員參與多個社區共融活動
Members of Tin Shui Wai District Support Centre participate in various social inclusion activities

02 親子家庭及智障人士參與「快樂大使先導計劃」的活動
Families in the community and persons with intellectual disabilities participate in activities of the 'Ambassador of Happiness Pilot Project'

03 小學生與殘疾人士在活動中互相認識
Primary students and persons with disabilities get to know one another in the activity

04 「小奧士平等之旅先導計劃」成功獲社區投資共享基金頒發「2014 社會資本動力獎」
The 'Education cum Volunteer Training Project for Primary Students' is the recipient of the '2014 Social Capital Builder Award' presented by the Community Investment and Inclusion Fund

殘疾人士社區支援服務

為促進殘疾人士全面融入社會，本會致力提供適切的日間照顧及社區支援服務，為居於社區內的殘疾人士提供「以人為本」的訓練和照顧服務，並透過一站式及跨專業的服務，增強對殘疾人士及其照顧者的支援。

在 2014/15 年度，本會為三百多位服務使用者提供地區支援中心服務、住宿暫顧服務及嚴重殘疾人士日間照顧服務等。本會的殘疾人士社區支援服務一直運用「點、線、面」的概念，以點牽線、以線帶面的方法，凝聚社區上不同的持份者。2014/15 年度服務重點歸納如下：

天水圍地區支援中心

天水圍地區支援中心於 2014/15 年度共有二百六十多位會員。中心除了提供一站式及跨專業的服務予殘疾人士及其家人，還發展成為一個共融平台，讓殘疾人士及社區人士透過參與社區活動，增進彼此認識，倡導傷健共融。

推行「快樂大使先導計劃」

屯門及元朗區服務單位與「童心樂園計劃」在 2014 年 10 月開展「快樂大使先導計劃」，以社區教育的方式，鼓勵親子家庭與智障人士通過遊戲建立友誼，在社區帶出「快樂」、「和諧」的訊息。

推行「小奧士平等之旅先導計劃」

屯門及元朗區社工團隊於 2014/15 年度開展「小奧士平等之旅暨義工訓練計劃」，以小學生及殘疾人士為對象。參加者透過參與不同的活動，學習與殘疾人士相處，從而減低對殘疾人士的歧視，促進社區教育。

「屯元之友」義工團

以社區人士組成的義工團隊藉著參與義工訓練，為服務單位提供不同的義工服務。在 2014/15 年度，義工服務時數高達六千七百小時。

Community Support Services for Persons with Disabilities

The Society has worked diligently to provide suitable day care and district support services for persons with disabilities living in the community to facilitate social integration. Training and caring services are provided on the basis of 'people-oriented' approach in the form of one-stop and multi-disciplinary services to strengthen the support to persons with disabilities and their caregivers.

During the year of 2014/15, the Society has provided over 300 service users with services of district support centre, residential respite service, and day care service for persons with severe disabilities and so forth. The concept of 'point, line, and plane' was applied to the provision of district support services for persons with disabilities. Stakeholders of the neighbourhood are united together through the application of this concept, i.e. lines are connected by points and planes are joined by lines. Highlights of work for the year of 2014/15 are summarized below:

Tin Shui Wai District Support Centre

There were over 260 members in the Tin Shui Wai District Support Centre in 2014/15. Apart from the provision of one-stop and multi-disciplinary services for persons with disabilities and their family members, the Centre has developed as an inclusive platform to promote mutual understanding and to advocate inclusion through interaction between persons with disabilities and the community.

Introducing the 'Ambassador of Happiness Pilot Project'

Service units in Tuen Mun District and Yuen Long District and 'Joyful Odyssey' launched the 'Ambassador of Happiness Pilot Project', a community education programme, in October 2014. Families in the districts made friends with persons with intellectual disabilities through playing games, bringing 'happiness' and 'harmony' to the community.

Launching the 'Education cum Volunteer Training Project for Primary Students'

The team of social workers in Tuen Mun District and Yuen Long District launched the 'Education cum Volunteer Training Project for Primary Students' in 2014/15. The campaign was targeted at primary students and persons with disabilities. Primary students through participating in various activities learnt how to get along with persons with disabilities, thereby mitigating discrimination towards persons with disabilities and promoting community education.

'Friends of Tuen Yuen' Volunteer Group

The volunteer group is made up of members of the community. Through training, the Group provided different volunteer services for service units. In 2014/15, the number of volunteer hours has reached 6,700.

愛心「屯」隊義工團

由服務使用者組成的愛心「屯」隊，打破接受服務的框框，每年提供外出探訪及其他義務工作，為社區上有需要的人士提供服務。在2014/15年度，服務使用者義工服務時數達一千一百小時，參與人次超過三百三十人。

區域服務使用者會議

自2010年3月開始，屯元區服務使用者在職員的協助下定期舉行會議。在2014/15年度，會議已選出第二屆委員，並開始探討社區事務，關注與殘疾人士有關的政策。參與會議令服務使用者得以認知並實踐自身權利。詳情請參閱本年報第77頁。

Joint of Love Volunteer Group

The volunteer group is made up of service users who reciprocate services they have received. Visits and other volunteer services have been provided by the Group for people in need in the community. During the year of 2014/15, the number of hours served by service users has reached 1,100 with over 330 participants.

District Service User Meetings

From March 2010, service users in Tuen Mun District and Yuen Long District, with the assistance of staff members, hold meetings on a regular basis. Members of the second committee were elected for 2014/15. District affairs and policies concerning persons with disabilities are topics of discussion at the meetings. Service users participating in the meetings become more aware of their own rights and put them into practice. For details, please refer to page 77 of this Annual Report.



01



02



03

- 01 愛心「屯」隊在2014年籌辦的活動「中秋「聚」快樂」更獲社署「齊放義彩」義工服務計劃評選為銀獎得主。In 2014, the event 'Happiness in Mid-Autumn' organized by the Joint of Love Volunteer Group received silver award in a volunteer service campaign held by the Social Welfare Department.
- 02 服務使用者於會議上互相合作。Service users co-operate with each other in the meetings.
- 03 服務使用者於會議上自由表決。Service users express their views in the meetings.

社會企業

「凝聚工商力量，創造就業機會」除了是本會職業康復及發展服務的方向外，也是本會成立社會企業的目的之一。在2003年，本會透過成立一所相關的擔保有限公司——康融服務有限公司（簡稱「康融」），用作營運社會企業。康融秉承著本會的服務使命，積極促進殘疾人士公開就業，讓他們融入社群、自力更新。康融業務廣泛，其中包括零售、餐飲、集體採購、清潔、空氣消毒及滅蟲等，為工場、輔助就業及在職培訓計劃的服務使用者提供多元化及真實的訓練、實習及就業機會，並為準備就業的殘疾人士打穩根基。2014/15年度服務重點歸納如下：

總營業額上升

在2014/15年度，康融總營業額接近港幣五百七十三萬元，較上年度增加近36%；康融聘用了接近五十名殘疾員工（詳見表一），佔總員工人數75%，並為殘疾人士提供近八百小時的訓練，成績理想。

Social Enterprise

'To enlist support from the commercial sector for job creation' is not only the direction of the Society's vocational rehabilitation and development services but also one of the aims of setting up social enterprise. In 2003, the Society established a related company named Hong Yung Services Limited (Hong Yung), which is limited by guarantee, to operate all social enterprise businesses. Pursuing the mission of the Society, Hong Yung takes an active part in fostering the employment of persons with disabilities in the open market, enabling them to integrate into the community and to become self-reliant. Hong Yung has developed a broad range of businesses, which include services of retailing, catering, group purchase, cleaning, air sterilization and pest control, etc. All these services provide service users of workshops, supported employment and on-the-job training programme with diversified and workplace attachment training as well as employment opportunities. Working at social enterprise can particularly help persons with disabilities, who are going to work in the market, to well prepare themselves. Highlights of work in 2014/15 are shown as follows:

Increase in total turnover

In the year of 2014/15, the total turnover of Hong Yung reached approximately HK\$5.73 million, representing an increase of 36% over the same period last year. Hong Yung employed around 50 employees with disabilities (See Table 1), which accounted for 75% of its total number of employees. In addition, Hong Yung provided nearly 800 hours of training for persons with disabilities. The results were satisfactory.

香城茶室 City Cafe



01 「香城茶室」及「康頤咖啡室」不但為殘疾人士提供真實的實習及訓練場地，而且為社會提供一個共融的平台，讓社區人士與殘疾人士互相認識。

02 一眾嘉賓於2015年1月15日出席「香城茶室」的開幕典禮
Guests at the opening ceremony of 'City Cafe' on 15 January 2015

03 本會會長葉恩明醫生JP(左二)陪同民政事務局副局長許曉暉女士(左一)、天主教香港教區輔理主教夏志誠主教(右二)、康樂及文化事務署署長李美嫦女士JP(右一)主持剪綵儀式
The Society's President Dr IP Yan Ming JP (second left) accompanies Ms Florence HUI, Under Secretary for Home Affairs (first left), Rev. Joseph HA Chi Shing OFM, Auxiliary Bishop of the Catholic Diocese of Hong Kong (second right), Ms Li Mei Sheng JP, Director of Leisure and Cultural Services Department (first right) at ribbon-cutting ceremony

04 本會會長葉恩明醫生JP(左)與董事局主席袁國榮先生(右)親嚐由服務使用者沖調的奶茶
The Society's President Dr IP Yan Ming JP (left) and Council Chairman Mr YUEN Kwok Wing, Kevin (right) taste the milk tea prepared by service users

05 兩所社企餐廳均獲媒體報導
The two social enterprise cafes featured in local print media



傷健僱員展所長 咖啡室變「快樂城堡」

香港文匯報訊(記者 陳曉輝)傷健人士工作不力一定遜於正常人，甚至多步多虧。社會服務者昨日舉辦多項活動，表揚僱員與社會機構的共同努力。他們憑著樂觀心態與努力，成為僱主心目中的好員工，同事間的活寶。有傷健人士更以擁有自己的餐廳為奮鬥目標。

獲顧客鼓勵 同事愛錫

輕微智障的僱員，在社會會旗下康頤咖啡室工作已有一年。她形容，位於海防博物館內的咖啡室是「快樂城堡」，身為是愛樂的「守護天使」，同事非常友善、耐心，顧客亦常鼓勵她。在「堡壘」內，她是萬千寵愛在一身的「主人」，也是要清潔、抹地、出餐的「僕人」。這「僕人」非常勤功、主動，甚至自學英語，突然冒出一句「coffee tea? (要咖啡還是茶?)」令同事非常欣喜。

加入咖啡室前，僱員曾於大型快餐店工作，由樓面清潔、以至廚房煮食、送外賣全部要做。失誤時被罵在所難免。但由於培訓不足，僱員曾扭傷腰骨，甚至被滾油燙傷手背，留下一大片疤痕，令她失去自信。加入康頤咖啡室後，她開始重建信心，熱愛工作，更希望自行開餐館，聘用一眾「守護天使」。

同時患有自閉症和過度活躍症的康頤咖啡室員工，亦有在咖啡室工作。經理John形容，康頤咖啡室的好員工，更帶動其他同事工作氣氛。雖然康頤工作初期不懂英語，但會主動請教同事，現時面對外國客人也沒大問題。決定下月把康頤咖啡室轉為全職員工。

社會福利署昨日舉辦「快樂工作間」投票活動暨「傷健僱員展」，表揚他們對社會企業付出的努力，並感謝社會機構協助僱員融入社會。署長表示，社會2001年推出「創業展才計劃」，透過向非政府機構提供種子基金，支持它們開設小型企業，促進僱員就業。計劃至今已撥款逾2,000萬元，創造逾670個僱員職位。希望社會更認同他們的工作能力。

05 僱員表示，「創業展才計劃」至今已創造逾670個僱員職位。陳曉輝攝

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20/02/2015
飲食男女
Food Magazine

13/11/2014
文匯報
Wen Wei Po

成功競投香港歷史博物館餐廳經營權

康融憑著突出的營運策略，於 2014 年透過公開競投，成功取得康樂及文化事務署（簡稱「康文署」）轄下香港歷史博物館餐廳的經營權。餐廳命名為「香城茶室」，是本會繼「康姨咖啡室」後，第二所於康文署轄下博物館營運的餐廳。「香城茶室」成功獲社會福利署「創業展才能」計劃贊助，聘請十四名殘疾人士於餐廳擔任不同的崗位，充分展現每一位殘疾員工的能力。

連續十年為大學宿舍提供清潔服務

康融於 2014 年透過公開競投，再次成功取得香港大學賽馬會第二舍堂村的服務合約，連續十年為該宿舍提供清潔服務。這不但是對康融服務質素的肯定，而且為各殘疾員工注入一支強心針。

獲頒發不同的獎項

在 2014/15 年度，康融於不同機構舉辦的比賽中均獲殊榮，當中包括：

Successful bidding of the permit to operate the light refreshment restaurant at the Hong Kong Museum of History

With prominent operational strategies, Hong Yung successfully obtained the permit to operate the light refreshment restaurant at the Hong Kong Museum of History through an open bidding under the Leisure and Cultural Services Department in 2014. The restaurant is called 'City Cafe' and it is the Society's second social enterprise cafe located in the museums of the Department. The City Cafe, with subsidy from the 'Enhancing Employment of People with Disabilities through Small Enterprise' Project of the Social Welfare Department, has employed 14 persons with disabilities to take up different posts at the cafe. This allows them to fully demonstrate their work abilities.

Providing cleaning service in university hostel for ten consecutive years

In 2014, Hong Yung successfully obtained the service contract of Jockey Club Student Village II of The University of Hong Kong again through open bidding. This has been the 10th consecutive year that Hong Yung provides cleaning service to the hostel. This not only recognizes the service quality of Hong Yung but also gives our employees with disabilities a big boost.

Receiving different awards

In 2014/15, Hong Yung received awards in different competitions. These included:

獎項 Awards	主辦機構 Organizers
十大「快樂工作間」（康姨咖啡室） Top Ten 'Happy Work Place' Award (Madam Hong Cafe)	社會福利署康復服務市場顧問辦事處 Marketing Consultancy Office (Rehabilitation) of the Social Welfare Department
「愛心社企」獎項（香城茶室） 'Caring Social Enterprise' Award (City Cafe)	
「十八區關愛僱主」獎項 '18 Districts Caring Employers' Award	香港社會服務聯會、香港復康聯會 The Hong Kong Council of Social Service, The Hong Kong Joint Council for People with Disabilities
「第五屆香港傑出企業公民獎」社會企業組別之企業公民優異獎 'The 5 th Hong Kong Outstanding Corporate Citizenship Award' - Certificate of Merit in the Category of Social Enterprise	香港生產力促進局、公民教育委員會 The Hong Kong Productivity Council, Committee on The Promotion of Civic Education

表一 受惠於社會企業的服務使用者人數

Table 1 Number of Service Users Benefited in Social Enterprise

	2014/15 訓練/受聘 Training/ Employment	2013/14 訓練/受聘 Training/ Employment	2012/13 訓練/受聘 Training/ Employment	2011/12 訓練/受聘 Training/ Employment	2010/11 訓練/受聘 Training/ Employment
1. 醫院管理局合作社（合約屆滿） Hospital Authority Co-op Shop (contract expired)	—	—	0 / 1	0 / 2	4 / 1
2. 清潔/空氣消毒及滅蟲服務 Cleaning/Air Sterilization & Pest Control Services	15 / 33	19 / 29	23 / 30	23 / 31	23 / 31
3. 餐飲服務 Catering Services					
- 康姨咖啡室（香港海防博物館） Madam Hong Cafe (Hong Kong Museum of Coastal Defence)	17 / 3	0 / 3	—	—	—
- 香城茶室（香港歷史博物館） City Cafe (Hong Kong Museum of History)	3 / 13	—	—	—	—
總人數 Total	35 / 49	19 / 32	23 / 31	23 / 33	27 / 32

專題故事
FEATURE STORIES



以愛同行

Walk together with
Love

路上有「你」 'You' Are by My Side

服務使用者家人與機構的故事

Story between Family Member of Service User and the Society



陳麗英 女士
Ms CHAN Lai Ying

扶康家長會主席
Chairperson of Fu Hong
Parents' Association



扶康會
Fu Hong Society

陳麗英女士(左)自2012年11月開始擔任扶康家長會主席
Ms CHAN Lai Ying (left) has been the Chairperson of Fu Hong Parents' Association since November 2012

陳麗英女士是一位普通的家庭主婦，和一般人一樣，上班工作、育兒成長、照顧家庭；有點不平凡的是她有一位智障的弟弟。自母親離世後，她的生命就多了一份責任，就是要把弟弟融入自己的生命，為他打點生活的點點滴滴。

在弟弟的家舍內，她認識了很多智障朋友，他們有些熱情開朗，也有時會滿臉憂戚，亦會情緒高亢，用盡身體語言想向她訴說一些事情；他們雖然普遍缺乏一般人的表達能力，無法完全表述內心的感受，但會渴望有一個可以閱讀他們的人，時常守候在旁，高聲朗讀他們的需要。陳女士開始感到迷惘，擔心該如何去守護她的弟弟。

陳女士坦言：「我不是心理專家，也不擅長了解智障人士的感受。我只會在每次探望弟弟的時候，都帶他上酒樓吃燒肉飯，這是他至愛的食物。每當我抵達中心的門口，弟弟的一眾朋友就會通知他。這時弟弟會衝上來緊握著我的手，像是要告訴我他的感謝，也囑咐我不要忘記他。我看著他滿足的表情，拖著他發熱的手心，內心充滿

Ms Chan Lai Ying is like any ordinary housewife. She goes to work, takes care of her children and family. Her intellectually disabled brother, however, makes her life less ordinary than most of the people. Since her mother passed away, she has taken the responsibility for looking after her brother in every little way, making him a part of her life.

Ms Chan has made a lot of friends with intellectual disabilities in her brother's hostel. Some of them are warm and pleasant, some are sad at times and some get excited easily. They will try to use all possible body languages to communicate with her. Generally speaking, they lack the ability to express themselves and it is hard for them to tell people how they feel. They always long for someone who can understand their minds and stay by their sides. Ms Chan has once felt perplexed and worried about looking after her brother.

Ms Chan said frankly, 'I'm not a psychologist, nor can I understand the feeling of persons with intellectual disabilities. Every time when I visit my brother, I can only take him to the Chinese restaurant and treat him with his favourite roast pork rice. Every time when I'm at the entrance of the Centre, my brother's friends will tell him at once. My brother will soon rush to me and hold my hands tightly as if he wishes to thank me and reminds me not to forget him. When I see his contented face and hold his hands, my heart would be full of gratitude.' Ms Chan has deeply

感恩。」她深刻地體會到，這份喜悅不是基於母親的交託，也不是來自個人的責任，而是因為弟弟的純樸，讓她學懂了智障人士那份簡單的愛。

陳女士訴說著內心的感受：「感謝弟弟，讓我明白到智障人士的需要，也感謝母親的囑咐，讓我承傳這份責任。『滴水之恩，湧泉以報』，我要好好照顧弟弟，盡姊姊的本份，報答母親。」從照顧弟弟開始，她學會簡樸，學會感恩，並啟發了內心的原動力，促使她積極參與扶康家長會的事務，為智障人士的福祉努力。

回望與扶康會肩並肩的路上，她由服務使用者的家人到身兼扶康家長會主席，見證了扶康會、弟弟以及自己在這十年來的成長和進步。扶康會與扶康家長會多年來一直以唇齒相依、守望相助的態度相處，在會方的支持下，扶康家長會能有效地倡導家長對社會政策及機構服務質素等方面的參與。

陳女士和大多數的家長一樣，從智障人士身上學會無私的精神，願意以分享、感恩的心去呼籲更多的同路人，包括兄弟姐妹、第二代的照顧者，共同為智障人士的權益發聲。她期盼扶康家長會可以秉承「薪火相傳」的精神，有更多和她一樣的「兄弟姐妹」接棒，與扶康會攜手為智障人士開拓一條更光明、更寬闊的道路。

realized that this happiness is neither from her mother's entrustment, nor the responsibility for being a sister. It's because she has learnt the simple love of persons with intellectual disabilities through her brother's simplicity.

Ms Chan shared her feeling, 'Thanks to my brother, I am able to understand the needs of persons with intellectual disabilities. I also thank my mother for urging me to take up the responsibility for taking care of my brother. I'll take good care of my brother and dutifully perform my duty as a sister.' From the moment she started looking after her brother, she has learnt to be simple and thankful. It has also motivated her to take an active part in the affairs of Fu Hong Parents' Association (FHPA) to fight for the benefits of persons with intellectual disabilities.

Looking back on the road walking jointly with the Society, Ms Chan's role has transformed from a family member of service user into the Chairperson of FHPA. In the past 10 years, she witnessed the continued development and growth of the Society and that of her brother and even herself. In the past years, the Society and FHPA have closely worked together and they have mutually supported each other. FHPA, with the support from the Society, has been able to advocate parents' participation in government policy and quality of services provided by the Society.

Like most of the parents, Ms Chan has learnt the spirit of selflessness from persons with intellectual disabilities. She is full of gratitude and wishes to share her experiences with people in the same boat, including siblings and caregivers of the second generation, to jointly advocate the rights of persons with intellectual disabilities. She hopes that FHPA, as a close partner of the Society, would be able to pass on the torch to more 'brothers and sisters' like her, for giving persons with intellectual disabilities a brighter future.



在扶康家長會的活動上，陳女士(右)與澳門弱智人士家長協進會永遠會長劉玫瑰女士互相勉勵
Ms CHAN (right) and Ms Rose LAU, Permanent President of the Associacao dos Familiares Encarregados dos Deficientes Mentais de Macau, encourage each other at the event of FHPA

無償的愛

Unconditional Love

服務使用者與家人的故事

Stories between Service Users and Family Members

安琪
Angel

天水圍地區支援中心服務使用者
Service User of Tin Shui Wai
District Support Centre

媽媽
Mother



參加「練工坊」後，安琪的行為和情緒均有正面的改善
Angel's behaviour and emotion have both improved after joining the group

安琪是一個典型的智障兼自閉症人士，行為和情緒極易受到外在環境影響。多年來安琪雖在特殊學校就讀，但因行為和情緒的嚴重波動，每天最多只能上學兩、三小時，而安琪媽亦只能留在家中「隨時候命」，每當電話鈴聲一響，便要立刻出發接回寶貝。日復一日，安琪媽完全沒有靜下來的時間，沒有半點個人空間，更遑論社交生活、事業發展。這是安琪媽的生活寫照，亦正是大多數智障父母的寫照。

多年的學校生活縱然艱苦，但也是一個重要的避風港。然而，學齡時間總有終結，安琪於2013年正式結束學校生活。可是，輪

Angel is a typical person with intellectual disability and autism. Her behaviour and emotion are often affected by the external environment. Although Angel has enrolled in special school for many years, she could only spend no more than 2-3 hours a day at school because of the fluctuation of her behaviour and emotion. Every day, Angel's mother had to be on standby at home. Once the phone rang, she had to pick Angel up immediately. Angel's mother had no peace of mind and no time of her own day in day out, not to mention social life or career development. This not only had been the life of Angel's mother, but also the lives of the majority of parents of persons with intellectual disabilities.

Although school life may be difficult, it had been a shelter after all. However, Angel's school life had formally come to an end in 2013. The hope for getting a place in a day activity centre was far from being seen. Only parents

候展能中心的希望仍然遙遙無期。那刻的徬徨、擔心，相信大多數有智障子女的家長也感同身受。就在此情況下，學校社工陪同安琪媽來到天水圍地區支援中心，了解會否有合適的服務可以安排。安琪媽回想當日第一次接觸地區支援中心的服務，她並沒抱任何期望，卻意外地找到了轉捩點。

安琪參加了中心的「練工坊」——一個專為自閉症人士而設的小組，安琪媽憶起以往帶著安琪上學時，她都有忐忑不安的感覺，但參加「練工坊」後，安琪的適應情況超乎想像。她每天在中心參加活動的時間越來越長，媽媽的不安感覺亦越來越少。安琪媽形容這雖然只是一種感覺，但對她來說卻非常重要，因為兩人的生命從來都是互相牽引、互相緊扣，如果她心情穩定，安琪的情緒亦會較為穩定。

安琪媽由衷地說：「我觀察到中心職員是真心地對待我的女兒，他們給予我一種熱情、親切的態度。中心教導安琪的處理手法亦與學校不同，令她能更輕鬆地接受訓練。加上『練工坊』會在了解組員之後，才按他們的實際需要設計獨特的訓練和行為處理方案，令訓練內容能針對組員的個別需要。」

此外，安琪媽十分欣賞中心願意花時間去了解「練工坊」各組員的行為情緒，就像安琪有行為情緒問題時，職員會嘗試以不同的方法理解她的想法，去協助及控制她的行為和情緒，並制定一套涵蓋不同情景的處理方案，令安琪得到明顯的改善。

安琪媽一再強調，中心的服務除了讓安琪得到正面的改善，還對他們一家人有莫大的幫助，尤其作為媽媽，自從女兒能定時參與中心活動後，她可以得到真正的休息，現在才有機會處理自己的病痛和情緒，以及得到接受治療的時間。她感激地說：「我個人的壓力，甚至我整個家庭的壓力，全賴得到中心的支援才得以舒緩。」

of persons with intellectual disabilities are able to fully empathize the above moment, which is a mix of anxiety and worry. Under the circumstances, Angel's mother, who was accompanied by a social worker from Angel's school, went to Tin Shui Wai District Support Centre to try to find out if there was any suitable service available for Angel. Angel's mother recalled that she did not have any expectation when she first contacted the Centre, not realizing that she just stumbled across the turning point.

In the Centre, Angel has joined a special group which was specifically designed for persons with autism. Angel's mother remembered, when she took Angel to school before, she always had an unsettled feeling. However, after Angel has joined the group, she seems to become more adaptive than expected. The time Angel spends in the Centre has become longer and longer, and her mother has become less worried. Angel's mother explained that although it's just a feeling, it's very important indeed. It is because the life of the two has been interlinked and intimately connected. If her emotion is stable, Angel's emotion will be the same as well.

Angel's mother said gratefully, 'I have observed that staff members of the Centre work wholeheartedly. They are passionate and warm. The ways the Centre teaches Angel are different from that of her school, enabling her to learn in an easier way. In addition, after understanding the individual needs of each member, training programmes and methods for handling behavioural problems would be tailor-made for individual group members. This makes the service pertinent to the actual needs of group members.'

Angel's mother also appreciates that the Centre is willing to spend time in understanding the behaviour and emotion of group members. Whenever Angel has emotional or behavioural problems, staff member would try different ways to find out what she thinks and to help her control her behaviour and emotion. A set of guidelines covering different scenarios has been devised for Angel, enabling her to achieve marked improvement.

Angel's mother reiterated that the services provided by the Centre have not only resulted in Angel's improvement but have also helped her family tremendously. As a mother, she can now really take rest because her daughter has regular training activities in the Centre. She also has the opportunity to handle her own illness and emotion and to receive treatment. She said gratefully, 'All the pressure that my family and I have endured has now been able to be relieved due to the support of the Centre.'



「練工坊」的家長出席中心的「家長大聯盟」會議，反映意見
Parents of the special group express their views at the meeting of 'Parents Alliance' of the Centre

百昇

Pak Sing

天水圍地區支援中心服務使用者
Service User of Tin Shui Wai
District Support Centre

媽媽

Mother

百昇是一位中度智障的自閉症人士，同時亦沒有語言能力。自特殊學校畢業後，他便如前文的主角安琪一樣，苦苦等候展能中心服務。當天水圍地區支援中心的「練工坊」正式收納組員時，他便率先加入，並且很快便掌握訓練流程。

然而百昇與職員和其他會員的溝通不多，尤其當他的需要未能滿足時，便會用下巴撞別人的手來表達索求。因此，中心便嘗試使用圖片兌換溝通系統（PECS）教導他，包括使用圖咭來表達基本的需要，例如飲水、如廁、吃小食等。

Pak Sing is a person with moderate intellectual disability and autism. He also lacks the ability to speak. Like Angel in previous story, he had to wait a long time for a place in day activity centre after he graduated from special school. When the special group for persons with autism held by Tin Shui Wai District Support Centre started to recruit members, he became one of the very first to join. It was not long before he could grasp the flows of training.

However, Pak Sing did not communicate well with staff or other members of the Centre. Whenever his need was not met, he would use his chin to nudge others' hands in order to express his needs and requests. Noting this behaviour, staff members of the Centre attempted to make use of the Picture Exchange Communication System (PECS) to teach Pak Sing how to express his basic needs such as drinking, going to toilet and having snacks.



「練工坊」的服務使用者接受手眼協調訓練
Service users of the group receive training for
the co-ordination of eyes and hands

剛開始時，職員先教授百昇各圖咭的分別及使用。經過數月的學習及實踐，百昇已能靈活地運用圖咭，並主動以圖咭來與職員溝通，讓職員能更明白及了解他。透過運用圖咭，百昇撞人的行為得到明顯改善。其後，職員陸續加入其他圖咭，他亦能靈活運用，漸漸提升自己的溝通技巧。

在背後一直支持百昇的媽媽，非常感謝中心職員對兒子的教導。她表示：「中心職員能了解百昇的需要，並即時介入解決，減少他的不恰當行為，讓他能更專注地學習。」百昇媽媽強調，中心不但提供切合百昇需要的訓練，成功提升他的耐性，而且中心職員與會員彼此的交流，令百昇能夠學習溝通，脾氣亦得以改善。現時，即使回家後，百昇亦懂得聽從媽媽的說話。百昇媽媽回想兒子的改變，面上不禁泛起會心微笑。

At the beginning, staff members taught Pak Sing how to differentiate and use each picture card. After a few months' training and practice, Pak Sing has been able to use the cards effortlessly. He even approaches staff members by using picture cards so that they can understand him better. The more he uses picture cards, the less he uses his chin to nudge the others. Later on, more and more cards are added and Pak Sing handles them effectively. His communication skills have gradually improved.

Pak Sing's mother, who has been behind him all along, is very grateful to the staff members. She said, 'The Centre's staff realize the needs of Pak Sing and act quickly to minimize his inappropriate behaviour so that he can better concentrate on learning.' Pak Sing's mother stressed that the Centre provides not only necessary training to improve Pak Sing's patience, but also opportunities for Pak Sing to interact with staff members. The interaction enables Pak Sing to learn how to communicate with others and to improve his temper. Now, even when Pak Sing comes home, he would listen to his mother. The face of Pak Sing's mother is beaming when she thinks of her son's changes.

王先生

Mr WONG

康晴天地服務使用者
Service User of
Sunrise Centre



王太

Mrs WONG

王先生不適應退休生活，加上受健康和家庭財政的困擾，因而患上抑鬱症，情況更每況愈下，最後需要入住醫院，即使出院後仍要接受腦電盪治療。王先生其後加入康晴天地成為會員，接受社區精神康復服務。

初見面時，王先生需要太太陪伴，表現沉默，常低頭沉思。他原本對書法、聽舊歌、粵曲、時事都感興趣，但患病時甚麼都提不起勁，與太太晨運也只是敷衍了事，參與活動時十分沉靜。幸好在太太的推動下，他仍每天到中心看報，與外界保持接觸。約一個月後，王先生開始與其他參加者聊天、交流，職員於是與王太協議，鼓勵王先生獨自到中心參加活動。約兩個月後，他的情況有明顯改善，前陣子他更是願意接受轉介參加保安員訓練課程，現正從事相關兼職，重投社會工作。

Mr Wong couldn't get used to his retirement life, together with his worry about his own health and financial situation, he finally suffered from depression. His situation got worse and he needed hospitalization. Even after Mr Wong returned home, he still needed to receive Electroconvulsive Therapy treatment. He later joined Sunrise Centre as a member to receive community psychiatric services.

When staff members of the Centre first met Mr Wong, he still needed his wife to stay with him; he remained quiet and had no eye contact with other people. Previously, Mr Wong loved calligraphy, listening to oldies, Cantonese Opera and getting to know current affairs. But when Mr Wong became sick, he lost interest in anything. He behaved perfunctorily in morning walk exercise with his wife and was quiet in the Centre's activities. Fortunately, under his wife's encouragement, he came to the Centre daily to read newspaper in order to keep in touch with the society. One month later, Mr Wong started chatting with other participants. Mrs Wong accepted Centre staff's suggestion of encouraging her husband to participate in the Centre's activities alone. About two months later, Mr Wong's situation improved. He was even willing to take a training course of security guard and he is now back to the workforce and working as a part time security guard.

王先生的故事展示「復元」工作手法，根據 William Anthony (1993)¹ 對復元的定義，當事人是否感到自己生活有意義、有貢獻和滿意，是重要的康復因素。王先生的復元除了因為自身的努力外，太太的支持尤為重要：太太在復元初期給予丈夫鼓勵及陪伴，在過程中與社工保持溝通，按照丈夫的康復進展配合中心服務，維持日常家庭活動和與丈夫一同進行運動，發揮「復元」效果。

王先生說，他復元的轉捩點全因太太的一句說話：「有一天我也會生病並需要你照顧，如果你仍是這樣我怎麼辦？」聽畢這說話，王先生明白他必須積極參與和投入自己的復元過程，才不會讓太太失望。

太太的陪伴和關懷給予王先生人生意義和復元動力，兼職工作則紓緩了他的財政壓力，同時讓他感到自己能夠貢獻社會。此外，每天運動亦令他重拾健康。雖然王先生現時仍要服用精神科藥物治療，但他已成功「復元」，並重建了滿意的生活。

The story of Mr Wong demonstrated the mental health recovery-oriented practice. According to William Anthony (1993)¹, it would be important for a person in recovery to feel that he is living a life which is meaningful, satisfied and of contribution to the society. Apart from Mr Wong's own efforts, his wife's support is crucial to his recovery. At the start of recovery, Mrs Wong provided encouragement and support to her husband. Throughout the process, she kept in contact with the social workers to complement their support services according to the recovery progress of her husband, maintaining daily family activities and exercised with her husband. All these were essential towards Mr Wong's recovery.

Mr Wong said that the turning point of his recovery was when her wife told him: 'I'll be sick one day and need you to take care of me. If you do not recover, who can I rely on?' Mr Wong immediately realized that he must actively participate in the course of his recovery in order not to disappoint his wife.

The care and support from his wife do provide Mr Wong meaning of life and the momentum for recovery. His part time job has relieved his financial stress and made him feel capable of contributing to the society. Furthermore, doing exercise daily keeps him healthy. Although Mr Wong still needs medication on his depression, he has successfully recovered and embarked on a meaningful and satisfied life.



得到太太及職員的鼓勵，王先生積極參與中心活動
With the encouragement of his wife and staff members, Mr WONG actively participates in activities held by the Centre



¹ Anthony, W. A. (1993). Recovery from mental illness: The guiding vision of the mental health service system in the 1990's. *Psychosocial Rehabilitation Journal*, 16(4), 11-23.

「友」心人

‘Friends’ With Heart

服務使用者與「老友」的故事

Stories between Service Users and 'Buddies'

駿安

Chun On

柔莊之家服務使用者
Service User of
Yau Chong Home



周 Sir

CHAU Sir

駿安是柔莊之家的服務使用者，他擁有一份全職工作，以及一股對跑步的熱誠。在 2013 年初，駿安希望參加一個以共融為主題的跑步公開賽。基於賽制需要「二人同跑」，柔莊之家便配對了同樣熱愛跑步的社區老友周 Sir 給駿安作為「陪跑員」。

在過去這兩年，他們一起參加過大小不同的比賽。透過一起練跑及交流跑步心得，他們不但成為志趣相投的老友，而且互相分享生活上的樂與悲。周 Sir 十分認真對待這份友誼，他除了帶駿安參加公司聚會，還介紹自己的家人給駿安認識。周 Sir 的太太也不禁說道：「他們一想到甚麼就會直接於 WhatsApp 分享給對方，有時我丈夫逛街留意到一些合適的東西就會買來送給駿安，兩人真的『老友鬼鬼』！」

在 2014 年 6 月，他們一起參加了「香港最佳老友」運動的廣州交流團，向當地的康復服務機構推廣一對一友誼計劃。對於是次交流，駿安仍然記憶猶新：「周 Sir 細心地為我檢查清楚需帶備的物品及證件，令我十分感動，因為一個男士竟然能夠如此細心！」對於這份深厚的友誼，周 Sir 也寄望道：「希望這份由跑步開始建立的友情，可以一直跑到很久很遠！」

Chun On is a service user of Yau Chong Home. He has a full time job and is passionate about running. In the beginning of 2013, Chun On wished to participate in an open running race with a theme of social inclusion. The regulations required 'two to run' so Yau Chong Home matched Chun On with a community buddy named Chau Sir to be his 'running buddy'.

In the past two years, Chun On and Chau Sir participated in races of various scales. Through training and exchanging views on running, they not only share the same hobby but also the joy and sorrow in daily life. Chau Sir takes this friendship seriously. He would bring Chun On to his company's gatherings and introduce Chun On to his family members. Mrs Chau said, 'They always communicate with each other through WhatsApp. When we are shopping and if my husband finds something suitable for Chun On, he will buy it for Chun On. The two of them are real buddies.'

They both joined the 'Best Buddies Hong Kong' Movement Exchange to Guangzhou in June 2014 to promote one-to-one friendship to local rehabilitation agencies. Chun On still remembers the visit vividly, 'Chau Sir would inspect very carefully to ensure I have every necessary item and identity documents with me. I'm so touched! A man can be such attentive.' In regard to this deep friendship, Chau Sir remarked, 'I hope this friendship, which starts with running, will have a long, long way to "run".'



駿安(右)與他的「最佳老友」
周 Sir(左)
Chun On (right) and his 'best
buddy' CHAU Sir (left)

跑步好比友誼，同樣需要各方面的配合。能夠於人生之中找到一位「最佳老友」，像駿安和周 Sir 那樣，互相分享愛和真誠，彼此滋潤對方的生命，當中的喜悅如同尋獲至寶！

Running, like friendship, needs co-ordination in many ways. To be able to find the 'best buddy' in life, just like Chun On and Chau Sir who share love and sincerity and enrich the life of each other, is as happy as a treasure is found!



瑞芳(前排左)及其他固定朋友陪同和諧軒的家庭成員乘船往鹽田梓遊覽
Shui Fong (front left) and other regular friends accompany family members of Concordia to take ferry to Yim Tin Tsai

和諧軒家庭成員 Family Members of Concordia

瑞芳

Shui Fong

和諧軒的固定朋友
Regular Friend of
Concordia Casa Famiglia

瑞芳是扶康家庭——和諧軒的固定朋友。她所屬的團體（沙田聖本篤堂聖雲先會）經常與扶康家庭成員參與社區活動，甚至為他們舉辦不同類型的共融活動。

2015 年初，瑞芳的團體邀請和諧軒及區內約五十個基層家庭一同參與「家常便飯」的活動。除了一起享用晚餐外，和諧軒的家庭成員更有機會與來自不同家庭背景的朋友一起談天玩樂，從而拉近智障人士與社區人士的距離。

Shui Fong is a regular friend of Concordia Casa Famiglia. The Organization she belongs (Society of St Vincent de Paul of St Benedict Parish in Sha Tin) always accompanies members of Casa Famiglia to participate in community activities, and even organizes various kinds of inclusion activities for them.

In early 2015, Shui Fong's organization invited members of Concordia and 50 low-income families in the district to take part in the activity of 'Family Dinner'. Apart from having dinner, members of Concordia could also take this opportunity to chat and socialize with friends of different family backgrounds, bridging the gap between persons with intellectual disabilities and members of the community.

瑞芳說：「佩芬由最初的沉默寡言，到現在變得活潑鬼馬，更懂得讚人『靚女』。即使有自閉症的越山，也會在活動中主動送上手工藝品給初次見面的陳志明副主教及其他參加者。我相信讓他們多參與團體活動及多接觸社區人士，能令他們變得開朗主動，同時亦增加社區人士對他們的認識和接納。」當瑞芳正想分享與智障家庭成員外出活動的樂事，成員煜文心有靈犀地說：「很感謝她和其他固定朋友帶我們到鹽田梓遊覽，我那天還吃了很多美食呢！」

瑞芳與另一位固定朋友湯小姐由衷地表示，她們很享受與智障人士結交為朋友，因為他們的個性率直可愛，而且易滿足的性格亦值得她們學習。「希望有更多社會人士，願意認識及了解智障人士，為社會多添一份愛和關懷！」

由此可見，扶康家庭不但提供一個共融的平台讓社區人士透過互動認識智障人士，而且藉著愛與分享，令他們建立深厚的友情，豐富了彼此的生命。

As Shui Fong said, 'Pui Fun was very quiet in the beginning. Now she has become lively and funny. She even calls people "beauty". Yuet Shan, who is a person with autism, took the initiative in presenting handicrafts to Rev. Dominic Chan, Vicar General of Catholic Diocese of Hong Kong and other participants even it was the first time he met them. I believe when they have more chances to take part in group activities and more contact with members of the community, they would become cheerful and active. In return, the community would have a better understanding of persons with disabilities, thereby fostering community acceptance.' Just when Shui Fong was about to share the happy moments of the outing with members of Casa Famiglia, Yuk Man, a member of Concordia, as if he could read her mind, chipped in, 'We are so grateful that she and other regular friends took us to Yim Tin Tsai. We ate a lot of tasty food on that day!'

Shui Fong and another regular friend Miss Tong said sincerely that they enjoy being friends with persons with intellectual disabilities because they are honest about their feelings and are so lovely. They also feel contented easily and this is indeed the thing we should learn. 'We hope more members of the community are willing to understand and know more about persons with intellectual disabilities, giving more love and care to the community.'

It is obvious that Casa Famiglia provides a socially inclusive platform for members of the community to better understand persons with intellectual disabilities through interaction. Together with love and sharing, they have established deep friendship, enriching the life of one another.



和諧軒的家庭成員與陳志明副主教、義工一同參與「家常便飯」活動
Family members of Concordia join 'Family Dinner' with Rev. Dominic CHAN, Vicar General of Catholic Diocese of HK and volunteers



煜文(右)與他的固定朋友(左)同遊鹽田梓
Yuk Man (right) and his regular friend (left)
visit Yim Tin Tsai together

牽手同行康復路

Hand in Hand on the Road to Recovery

服務使用者與職員的故事

Stories between Service Users and Staff Members



蔚敏喜愛參與中心活動，尤其享受在戶外曬太陽
Wai Man enjoys joining the Centre's activities, especially sunning outdoor

蔚敏

Wai Man

樂華成人訓練中心服務使用者
Service User of Lok Wah
Adult Training Centre

職員

Staff Members

蔚敏自1989年開始於樂華成人訓練中心接受服務。他是一位中度智障的唐氏綜合症人士，具有不俗的自我照顧能力和工作技能。早年他日間外出接受職前訓練，然後返回宿舍。自2002年後，便在中心接受日間訓練及住宿服務。

在2008年，五十八歲的蔚敏因暈倒被醫生診斷患上腦萎縮，他的活動能力、自理能力及健康情況在數年間大幅倒退。目前，蔚敏已完全倚賴護理照顧，出入要靠輪椅代步，並需要使用尿喉及鼻胃喉，大部份時間處於瞌睡的狀態。

為保持蔚敏外觀整潔，職員特別為他設計及縫製褲子，讓尿喉在大腿旁的位置引出，既方便職員為他清理，也方便護士觀察情況，同時避免他在社區活動時引來注目。另外，護士及社工亦重視蔚敏參與訓練及社區活動的機會。在可行的情況下，社工除了讓蔚敏與其他服務使用者一同參與活動，還在設計訓練項目時份外關注他的肌能及健康情況。在籌劃大型戶外活動時，職員亦會考慮各項設備，以配合蔚敏的需要。

Wai Man, a person with moderate intellectual disability and Down Syndrome, has received services in Lok Wah Adult Training Centre since 1989. In early years, his self-care ability and work skills were satisfactory that he could go out to receive pre-vocational training in daytime and went back to the Centre after training. Since 2002, he has received day training and residential services in the Centre.

In 2008, the 58-year-old Wai Man was diagnosed with encephalatrophy after he fell into a faint. Since then, his mobility, self-care ability and health condition deteriorated massively in the following years. Currently, Wai Man, who stays asleep most of the time, has to rely on nursing care, depend on wheelchair for mobility and use urinary catheter as well as nasogastric tube.

To keep Wai Man's appearance neat and tidy, staff members of the Centre have made a custom-designed pants for him. By wearing this pants, the urinary catheter can come out from the side of his thigh, making it easier for cleaning while facilitating the inspection by nurses. The design of the pants also prevents Wai Man from drawing unnecessary attention when joining community activities. Furthermore, nurses and social workers put emphasis on Wai Man's opportunity to participate in training and community activities. Whenever it is possible, Wai Man would be allowed to join community activities with other service users. Social workers will pay special attention to his health and motor conditions when designing training courses. When planning large-scale outdoor events, staff members will take various facilities into account so as to meet the needs of Wai Man.

雖然蔚敏對事物的反應日益微弱，但是職員對他的關愛卻沒有半點退減，反而更加細心地照顧和觀察他的變化，並努力維持他參與社區生活的權利。

在職員心中，蔚敏是一個積極工作並且懂得「享受」的人。兩位與他相處多年的職員不約而同地說：「蔚敏早年透過職前訓練『賺錢』，自力更生，更懂得『享受』人生，每天總要『嘆』一杯奶茶！」另一位由衷地說：「能夠與蔚敏相遇，是上天給我的禮物。當相處的日子久了，他能感受到我們對他的關愛，在無聲之中帶給我們溫暖。還記得有一次放完長假回來，他竟對我說『你回來了！』當中的感動，實在不言而喻。」

蔚敏現正輪候嚴重殘疾人士護理院舍服務，為此職員努力在各方面為他作準備，希望他留在中心的日子，都是快樂和幸福的歷程。縱然年老、退化、疾病是不能改變，但在合適的支援下，智障人士亦能彰顯他們的生命力，並且活得有尊嚴。

In spite of Wai Man's gradually deteriorating response to the surroundings, he receives even more care by the staff members, who are always there to ensure that Wai Man's rights of getting care and participating in the community have been maintained.

From staff members' point of view, Wai Man is a diligent worker and knows how to 'enjoy' his life. Two staff members who have known him for many years said, 'In earlier years, Wai Man worked very hard in the pre-vocational training to "make money" and to be independent. To "enjoy" his life, he insisted on having a cup of milk tea every day.' Another staff member said, 'It's a gift from heaven that I have met Wai Man. He knows we care for him and in return he gives us warmth without the need of words. I still remember one time when I returned from a long holiday, he said to me, "You're back!" I was really touched by his words.'

Wai Man is now on the waiting list for the services of Care and Attention Home for persons with severe disabilities. Staff members have worked hard to make sure that the days he spends here are happy ones. Although one cannot change the fact of being old, degenerative or sick, persons with intellectual disabilities can still live with dignity and vitality through receiving appropriate support.





阿坤現於康融服務有限公司管理的「香城茶室」工作
Ah Kwan now works at City Cafe, which is managed
by Hong Yung Services Limited

阿坤

Ah Kwan

葵興職業發展中心務使用者
Service User of Kwai Hing
Vocational Development Centre

職員

Staff Members

約在十年前，葵興職業發展中心來了一位個子高大，具工作能力，唯信心不足且沉默寡言的服務使用者——阿坤。由於缺乏信心，加上外出工作面對的壓力，使阿坤對公開就業卻步。即使過去曾成功獲聘，但他只能短暫工作，然後便辭職並要求返回工場。如是者，一眨眼就十年了……

2014年10月，本會社企餐廳「香城茶室」開業，需要招聘餐廳服務員，於是中心社工便向阿坤了解會否有興趣任職餐廳待應。一如以往，阿坤都是「耍手擰頭」。為增添阿坤的信心，社工便與社企經理及餐廳負責人洽商一個能夠配合阿坤的工作時間和能力的安排，鼓勵他再次踏出第一步。阿坤深感各人為他如此用心，便猶猶豫豫地答允嘗試。在入職初期，阿坤一如以往出現不適應及想放棄的念頭，但經過社工與餐廳負責人一再鼓勵，並不斷調適他的工作時間和安排，最後阿坤能在最佳的精神狀態下發揮所長，展現才能。

About 10 years ago, a big man joined Kwai Hing Vocational Development Centre. He is Ah Kwan, a service user who is capable of working but is reticent and lack of confidence. Owing to his lack of confidence and the existence of work pressure, Ah Kwan was not willing to seek open employment. Although he had been employed in the past, he could only stay in the job for a short while. He then resigned and requested the Centre to let him come back. The same situation repeated over the last ten years……

In October 2014, the Society's social enterprise cafe, 'City Cafe', opened and recruited waiters. Social worker of the Centre asked Ah Kwan if he was interested in this job. As usual, Ah Kwan said 'No' immediately. Seeing an opportunity to give a boost to his confidence in open employment, the social worker worked with the manager of the social enterprise and the head of the Cafe for designing a work schedule with appropriate scope of work that fitted Ah Kwan. Ah Kwan was so touched by everyone's efforts to encourage him to take the first step one more time. He therefore hesitantly agreed to give it a try. In the beginning, Ah Kwan, as usual, found himself difficult to adapt to the job and thought about giving it up. But with encouragement by the social worker and the head of the Cafe as well as their constant adjustment made to his work schedule and arrangement, Ah Kwan, in good mental condition, has finally been able to give a full play to his talents and work abilities.

阿坤(右)獲頒「傑出工友獎」，
他的努力得到肯定
Efforts of Ah Kwan (right) have
been recognized by the 'Most
Outstanding Workmate Award'



至今，阿坤已在香城茶室工作了半年多，這不但打破了他十年來最長的工作記錄，而且讓他重拾自信及得到家人的肯定。

問及他今次成功公開就業的感受，阿坤感恩地說：「感謝餐廳負責人為我度身訂做工作內容及上班時間，並如培育初生嬰兒般教導我。還記得最初我不懂如何擺放餐具，做事馬虎，工作了一會兒便要求休息，甚至在繁忙時間也會坐在一邊『叉電』。然而，職員就像充滿愛的媽媽，用心地教導及鼓勵我，並接納我需要較長時間才能適應新環境。」

今天的阿坤，已是餐廳的大師兄，還能提點新入職的「後輩」。在剛過去的中心春茗上，阿坤更獲頒「傑出工友獎」。他在台上不僅感謝家人的支持，還以過來人的身份鼓勵其他工友努力增值，勇於踏出第一步，向公開就業的目標進發。

It has been more than six months since Ah Kwan started working in the City Cafe. It has been his longest working record over the last ten years. He has now become more confident and his efforts are recognized by his family members.

When asked what he feels about this open employment, Ah Kwan said gratefully, 'I'm so thankful to the head of City Cafe for tailor-making my scope of work and work schedule and teaching me patiently. I am just like a new born baby to learn and absorb new things. I still remember I did not know how to arrange the tableware and worked sloppily in the beginning. Worse still, I requested to take a rest after working for just a short while and I did so to 're-charge' myself even during busy hours. However, staff members are like loving mothers, who encourage me and teach me wholeheartedly. They accept me to take a longer time to adapt to the new working environment.'

Ah Kwan now becomes the 'big brother' in the Cafe. He is able to give a helping hand to new colleagues. In the last Spring lunch of the Centre, he even received the 'Most Outstanding Workmate Award'. On the stage, Ah Kwan thanked his family members for their support, and used himself as an example to encourage other fellow workmates to enhance their own values and be brave to take the first step for seeking open employment.



阿恩（左）正在接受密集互動訓練
Ah Yan (left) is receiving the training of Intensive Interaction

阿恩
Ah Yan

上李屋成人訓練中心的服務使用者
Service User of Sheung Li Uk
Adult Training Centre

職員
Staff Members

阿恩是本會上李屋成人訓練中心的服務使用者，她的主要照顧者是姊姊及姊夫。阿恩自少在他們眼中是一位行為偏執，不肯參與訓練，常常自閉獨處，並抗拒與職員及其他服務使用者溝通。然而，姊姊發現阿恩在過去一年有突破性的進步，她與人眼神接觸的次數增加，精神較以往集中，情緒亦變得穩定，並開始對周遭事物產生興趣及明白簡單提示。是什麼原因令阿恩有如此轉變？原來中心在過去一段時間嘗試採用「密集互動」的手法與阿恩進行訓練和溝通，使她的情況得到改善。姊姊感激地說：「多謝中心職員對阿恩的包容、耐心及關愛，從沒有放棄她，並從多方面為她設想，陪伴她成長。」

Ah Yan is a service user of Sheung Li Uk Adult Training Centre. Her main caregivers are her sister and brother-in-law. In their eyes, Ah Yan is stubborn, often sits by herself, refuses to participate in training activities and resists communication with staff members and other service users. However, her sister notices that recently, Ah Yan has improved significantly. She has made more eye contact when communicating with other people, and has been more concentrated and emotionally stable. She has even found interests in the things around her and been able to understand simple instructions. What is the cause of all these changes? Actually her improvement is the result of the adoption of 'Intensive Interaction' in training and communication. Ah Yan's sister said gratefully, 'Thanks for staff members' tolerance, patience and love. They have never given her up and always worked for her best interests, accompanying her on the road to recovery.'

密集互動訓練強調介入手法必須以服務使用者為先，由服務使用者主導帶領，並與導師一同建立一個具響應性的環境，能夠因應服務使用者的行為，作出即時的回應，引導他們走出封閉的世界，從而對周遭的環境及人物開始產生興趣。

阿恩的事例，讓家長及職員見證了服務使用者的進步，更成為一股無形的動力，一方面維持職員對工作的熱誠，使他們緊守崗位，更用心地投入服務；另一方有助本會提升服務質素，增加家屬對本會服務的信心。事實證明，當專業手法與愛心結合，才能有效地幫助服務使用者，密集互動訓練手法便是典型例子。

Training in the practice of 'Intensive Interaction' emphasizes that training should be steered by service users who together with their instructors build up a responsive environment within which timely actions may be provided in response to the behaviour of service users. The training would guide service users out of their closed world and make them interested in people and things around.

In the story of Ah Yan, parents of service users and staff members have witnessed that service users are able to make improvements. The story also provides momentum. On one hand, the enthusiasm of staff members in work is maintained and fostered whilst the quality of service is enhanced and the confidence of family members is boosted on the other hand. In fact, it is proven that professional training services would be able to help service users in an effective manner only when they are integrated with care and love. The training of 'Intensive Interaction' is a typical example.

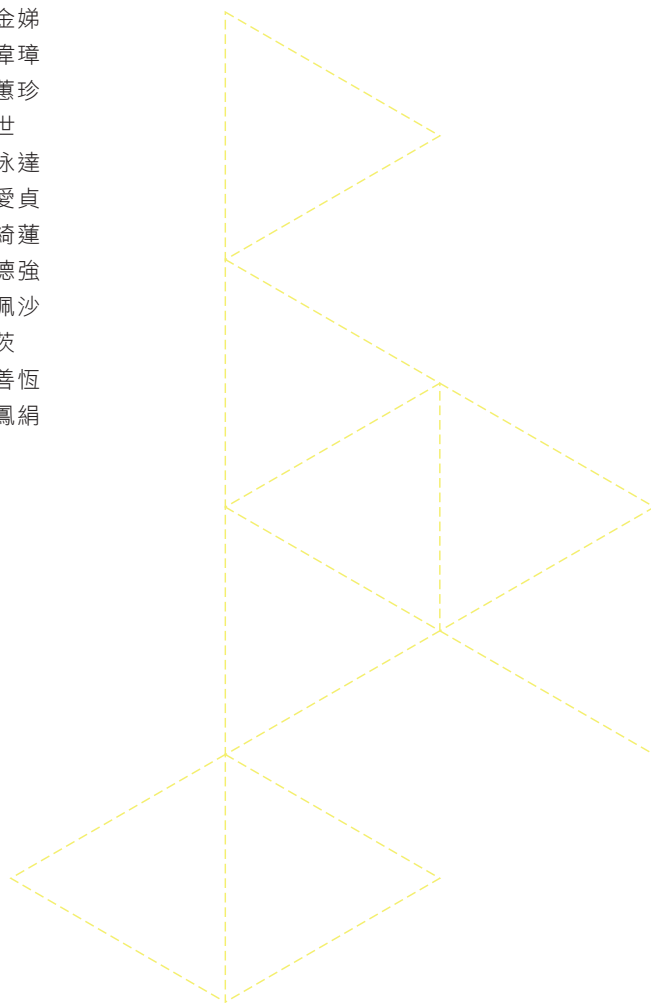


阿恩（左）與姊姊結伴參與中心活動
Ah Yan (left) and her sister participate
in the Centre's activity together

黃兆光
黃兆強
黃杏葵
黃育文家長
黃倩彤
黃彩英
黃敏怡
黃傢謙
黃惠兒
黃詠衡
黃榆婷
黃漢源
黃劍榮
黃慧娟
黃銳文
黃錦威
黃錦容
黃錫全
黃麗卿
黃麗瓊
楊小玲
楊文諾
楊月少
楊全威
楊柏軒
楊美儀
楊偉邦
楊偉強
楊國良
葉子晴
葉子齊
葉金蘭
葉惠儀
葉群英
葉翠儀
葉禮謙
葉櫻
董閏愛
詹曼麗
雷雪芳
雷善瑩
雷碧雲
廖月娥
廖玉禎
廖堅裴
廖梓汶
廖惠英
甄玉多
翟美芝
趙佩文
劉如明

劉材安
劉倩敏
劉國洋
劉瑞怡
劉裕恩
劉德華
劉燕婷
樊帶娣
潘玉英
潘惠芬
潘新生
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蔡浩然
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