Walk together with Love

2014/2015
Annual Report

扶康會
Fu Hong Society
Fu Hong Society has provided services to persons with disabilities since 1977 and has always been their companion on the road to recovery. The services are founded on the Society’s cornerstone, i.e. care and love for persons with disabilities, which also connects the hearts of all stakeholders. On this basis, we strive to provide appropriate services for persons with disabilities and respect their rights of participation in community activities. With this in mind, the design of the cover of this Annual Report features a heart-shaped geometric pattern overlaid with photographs of different stakeholders including service users and their family members, staff and community members. The design symbolizes ‘love’ with which the strength of all stakeholders is connected for the benefits of persons with disabilities. The lines across the heart-shaped pattern represent the commitment to the Society’s core values by all stakeholders traveling on the journey of recovery. The design has best illustrated the theme of this Annual Report: ‘Walk together with Love’.

To better introduce our services, this Annual Report has added a sub-section on feature stories which share the real life experiences of nine stakeholders. It is our hope that this Annual Report will touch the hearts of more community members who will join us to build an inclusive community together with more love and care.
3 企業社會責任
Corporate Social Responsibility

72 社區參與
Community Involvement

74 倡導
Advocacy

80 僱員關係及發展
Employee Relations and Development

90 環境保護
Environmental Protection

93 交流計劃與顧問服務
Exchange Programmes and Consultancy Services

4 企業傳訊
Corporate Communication

96 籌款
Fundraising

97 伙伴合作
Partnership

102 媒體報導
Media Reports

5 財務資訊
Financial Information

106 財務總結
Financial Summary

113 財務分析
Financial Analysis

6 統計資料
Statistics

116 主要表現指標
Key Performance Indicators

118 一般資訊
General Information

122 服務資料統計
Service Statistics

7 附錄
Appendices

128 機構組織圖表
Organization Chart

130 服務類別及服務單位一覽
Overview of Service Types and Service Units

134 謝謝
Acknowledgements
Inspired by the spirit of Father Enea Tapella, PIME who had offered his caring and selfless contribution to the underprivileged, Fu Hong Society was established. Driven by the love of Father Tapella which has crossed the boundaries of ethnic groups, culture, religion and intelligence, a group of enthusiastic people holding on to his unfulfilled wish have founded the Society serving the puniest group of the society. The Society has started providing rehabilitation services since 1977. It was incorporated under the ‘Hong Kong Companies Ordinance’ as a company limited by guarantee the following year and has become a member of The Hong Kong Council of Social Service in 1980. For all these years, the Society has strived to be progressive and worked continuously and closely with the community, providing services pertinent to the changing needs of persons with intellectual, physical and psychiatric disabilities and autism. Persons with disabilities would be able to develop their abilities and to be fully integrated with the community. The majority of the services provided by the Society have now received subvention from the Social Welfare Department. Self-financed services are subsidized by The Hong Kong Jockey Club Charities Trust (Casa Famiglia services and ‘Best Buddies Hong Kong’ Movement), the ‘Enhancing Employment of People with Disabilities through Small Enterprise’ Project of the Social Welfare Department (social enterprise cafes), and other funding sources.

Service pioneer Father Tapella’s spirit of serving the underprivileged has not only inspired the founding of the Society but also had a lasting imprint on the vision, mission, objectives and core values of the Society.

WHO WE ARE

To provide opportunities for persons with disabilities, to develop their abilities and to ensure that they achieve the greatest independence possible within their circumstances, as fully integrated members of the community.

To advocate equal rights of persons with disabilities through education, policy and legislative changes.

service

Vision

Persons with disabilities are individuals with all human rights, above all the right to be recognized and respected, the right to receive whatever help is necessary in order to progress at every level, human and spiritual, and we are committed to ensuring that their rights are respected and honoured through our work with the community.

Mission

Persons with disabilities have fundamental human rights, above all the right to be recognized and respected, the right to receive whatever help is necessary in order to progress at every level, spiritual and human, and we are committed to ensuring that their rights are respected and honored through our work with the community.

理念

Vision

殘疾人士享有一切基本的人權，其中最重要的是受到認許及尊重。他們亦有權利接受各種必需的援助，令他們身心方面都得到充分的發展。本會竭盡所能，確保這些權利得到尊重。

使命

Mission

為殘疾人士提供機會，令他們發揮個人的能力，在所屬社區中，充分獨立自主，積極融入社會。

To provide opportunities for persons with disabilities, to develop their abilities and to ensure that they achieve the greatest independence possible within their circumstances, as fully integrated members of the community.

To advocate equal rights of persons with disabilities through education, policy and legislative changes.

簡 介

服务啟蒙者達磐立神父服務弱小的精神不但促成本會的誕生，而且對本會的服務理念、使命、目標及核心價值均有深遠的影響。
Objectives

To establish appropriate services and family units (Casa Famiglia) in the community to provide holistic care and a homelike environment for persons with disabilities.

To provide assessment and training for the development of the potential of persons with disabilities.

To work together with families of service users in the provision of quality services.

To provide vocational assessment and training for persons with disabilities and enhance employment opportunities for those who have the potential to work in the community.

To provide counselling and social work services to persons with disabilities and their family members.

To organize community education programmes for a better understanding and a positive attitude towards persons with disabilities.
Since the setting up of the first ‘Father Tapella Home’ in 1977 where temporary residential service was available, the Society has been serving Hong Kong for nearly 40 years. Currently, the Society has operated 43 service points providing services for about 3,700 service users. Among them there are persons with intellectual disabilities (55.6%), persons with psychiatric disabilities (35.9%), persons with autism (2.7%) and persons with physical disabilities (1.6%), etc. For further details of statistics on service users, please refer to Part 6 Statistics (p.122) of this Annual Report.

The Society is committed to developing multi-faceted rehabilitation services for the needs of persons with disabilities and their family members, with the spirit of ‘Meet the Need, Take the Lead’ in mind. Core services provided by the Society include: Residential Services, Day Training Services, Vocational Rehabilitation and Development Services, Community Psychiatric Services, Services for Persons with Autism and Developmental Disabilities, and Community Support Services for Persons with Disabilities. In addition, the Society puts emphasis on the promotion of social inclusion. In 2004, the Society was invited by the headquarters of ‘Best Buddies International’ in the U.S. and was authorized to be the sole organization for setting up the ‘Best Buddies’ movement in Hong Kong. Hundreds of ‘Best Buddies’ have been paired up every year, making one-to-one friendship between members of the community and persons with intellectual disabilities possible.
Vocational Rehabilitation & Development Services

Day Training Services

Residential Services

Community Psychiatric Services

Services for Persons with Autism & Developmental Disabilities

Community Support Services for Persons with Disabilities

Community Support Services for Persons with Disabilities

Services for Persons with Autism & Developmental Disabilities

Classification of Service Users Served

28%
(1,019 Users)

24%
(896 Users)

17%
(618 Users)

9%
(333 Users)

5%
(179 Users)

5%
(179 Users)
加入扶康會已三十多年了，不難體會到，倘若不是那些微妙的「愛」，「扶康會」這個家根本就不會成立，也難延展。在這裡，我看見家人和服務使用者那不離不棄的親愛、職員不辭勞累的關愛、義工朋友的仁愛，還有家屬和社會人士與本會的互信互愛……也就是這些暖人的愛意，一路伴著本會前行，從未稍感孤單！

衷心感謝各位家屬，你們長年累月無微不至的照顧和支持，讓服務使用者得以在艱難中學習、成長和復元。那份對親屬的堅忍疼愛，已令人感動，有些家屬的愛更催化為大愛行動，積極參與本會的工作，攜手並肩為殘疾人士爭取權益。

感謝每位職員，以關愛的心和身體力行，專業地服務服務使用者，細心了解他們的需要，悉心設計適合的方案，耐心引導他們學習新知識，衝破那極受規限的潛能，讓他們可在生活和工作中獲得自信和成長，走出灰暗。

也感謝各義工朋友，在繁忙生活中，以愛心與服務使用者相知相交，建立可貴友誼，豐富彼此生命。當然要衷心感謝，許多熱心人士，無私奉獻自己的知識和技能，參與董事局及各委員會事務，或出錢出力，付出了愛心美意，致令本會的服務順利進行。

雖然我們的服務使用者可能不善表達，但他們的半點真摯微笑、片語簡短語言，已將一份強烈的純樸真誠表露無遺，感動人心。從他們身上，我們可以學懂簡單純真的愛，無須造作，只靠真心去活，已很美。但願，在繁囂浮華之中，我們一生都能以愛心美意與這群可爱情友相伴同行。不難發現，以愛同行，已踏上心靈淨土。
Without ‘LOVE’, there is no Fu Hong Society. And it is love that makes us what we were, what we are and what we will be. In this Fu Hong family, I can find earnest love between service users and their families, caring love from the staff, friendly love between volunteers and service users, as well as collaborative love between family members, community members and the Society. Having been able to ‘walk together with love’ for more than 30 years is our blessing.

My sincere gratitude goes to all family members for their unfailing care and support, motivating and making ways for our service users in the process of learning, growing up and recovering. Not only is their steadfast love touching, some also sublime their love into action of helping other families, taking active parts in activities and affairs of the Society, even fighting closely with us for the rights of persons with disabilities.

My gratitude also goes to every staff member for their love and actions towards service users. They serve professionally, cater the needs meticulously, tailor-make plans for each service user and guide them patiently, unleashing their potentials to let them develop and live confidently towards a brighter future.

I thank our friends for volunteering with love in the midst of their tight schedule, taking their valuable time to build friendship with service users, sharing interests and enriching the lives of one another. I must not forget to thank a group of selfless people, coming from various walks of life, who have kindly contributed their knowledge and skills through serving on the Council and/or various Committees, giving away their strength, resources and, most of all, their beautiful mind, to make our Society running smoothly.

Although our service users are not good at complex communications, this should never undermine their ability to share their feelings or their power to touch people’s heart. Genuine smiles, sincere utterings, or simply a shyly gaze……. all convey a sense of beauty and truth in life. Let us hope that, being inspired and blessed by our adorable friends of what we truly need, we shall ‘walk together with love’ with persons with disabilities through our journey in life. With love we’ll find, our heart is purified!
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.

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’.

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.

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.

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’.

HIGHLIGHTS OF THE YEAR

2014

June

获家庭议会及劳工及福利局分别颁发‘杰出家庭友善雇主’及‘至尊共融机构’奖项

这两个奖项肯定本会在鼓励家庭友善措施及残疾人士就業的努力，亦表彰本会继续推动共融文化。

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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.

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.

‘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.

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.

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.
COUNCIL CHAIRMAN’S REPORT

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

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.

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

一如往年，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

年報

袁國榮先生
Mr YUEN Kwok Wing, Kevin

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年報

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Mr YUEN Kwok Wing, Kevin
學校及企業（「香港最佳友老」運動是美國義工計劃的海外分支），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，以及本地及海外的善款支持。

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。鑑於現時的政經情況，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，本會以五百八十八萬元出售位於新界荃灣翠安街 87 號 4 樓的整居，該物業原為已故葉ап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）。


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$3.126.44 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$2.061.0 million。The 2014/15 Financial Summary is shown on pages 106 to 112 of this Report。
展望未來

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活動等；(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，並加強對家長的支持，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，增編人手及採取其他適當措施，從而加強照顧服務使用者。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年下半年進行開放服務，試行以負盈虧模式運營上述新服務。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發展，本會決定仿效設於上一一所位於九龍塘打老橋的小型家舍慧軒，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，將從售賣保家居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個挑戰，如各會員有相關資訊，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 - 對家長的問題，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反應後，本會已與香港大學社會工作及社會行政學系的博士生透過參考海外經驗及相關司法制度，研究在香港建立信託基金的可行性，藉以回應服務使用者的現實及精神需求。初步研究經已展開，董事局將會在財政年度內產生最終建議。

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.
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, Management and the front-line staff are still working it extremely difficult to make any positive progress in this regard.

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，每年服務近三十七百名服務使用者，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、推廣社區業務、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，以及採取適當和充足的監控措施外，本會購買的保險亦能保障會方及辦的潛在責任。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。

結論

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會員委員會在各專業領域上對本會的支持及無私奉獻。同時，我謹代表董事局衷心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.
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:
### Corporate Governance Members

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<tr>
<th>Position</th>
<th>Name and Title</th>
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| Patron                 | 香港特別行政區行政長官  
梁振英先生 GBS, JP  
Chief Executive of HKSAR  
The Hon C Y LEUNG GBM, GBS, JP |
| President              | 1. 葉恩明醫生 JP  
Dr IP Yan Ming JP |
| Vice President         | 2. 王滙基醫生 JP  
Dr WONG Kam Kee, Simon JP |
| Council Chairman       | 3. 袁國榮先生  
Mr YUEN Kwok Wing, Kevin |
| Council Vice Chairman  | 4. 王林小玲女士 MH  
Mrs WONG LAM Siu Ling, Cecilia MH |
| Hon Secretary          | 5. 郭鍵勳博士 BBS, JP  
Dr KWOK Kin Fun, Joseph BBS, JP |
| Hon Treasurer          | 6. 施家殷先生  
Mr SZE, Kyran |
| Spiritual Adviser      | 7. 方叔華神父  
Fr Giosuè BONZI PIME |
服務評核

Council Members

8. 李百瀾先生 MBE, JP
9. 林振敏先生 SBS, QFSM, CPM
10. 戴碧玉博士
11. 陳秀娟博士 JP
12. 許國賢神父
13. 陳紹沅先生
14. 許盧萬珍博士
15. 陳建文先生
16. 梁權鋒教授
17. 李春霖先生
18. 鄭明煥醫生
19. 范德鴻醫生
20. 胡君沐先生
21. 陳雪湄女士
22. 米國強先生
23. 盧鴻業先生

Hon Advisers

羅友聖先生 MH
余柏銘先生

Hon Legal Adviser

梁肇漢律師樓

Auditor

謝盧會計師事務所

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

Mr Joseph SALAROLI MH
Mr YU Pak Chuen, Henry

Messrs S H Leung & Co

Tse Lo CPA Ltd, Certified Public Accountants
### Committee Members

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<th>Name</th>
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<td>Dr SUM LEE Yee Wai, Eva</td>
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<td>Ms SHUM Ching Chi, Nancy</td>
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**Committees of Fu Hong Society**

- **Standing Committees**
  - BD&MC
  - BD&GSC
  - EPC
  - F&IC
  - HRC
  - AGS
  - I&CTC
  - PR
  - RC
  - SMC
  - TB

- **Professional Committees**
  - ACCFS
  - ACCPS
  - ACSPA

- **Corporate Governance Committees**
  - BD&MC:
  - BD&GSC:
  - EPC:
  - F&IC:
  - HRC:
  - I&CTC:

**NOTES:**

- Council Chairman
- Council Member
- Chair
- Member
- Spiritual Adviser
- Family Representative

**Council of Agape Society Limited**

- Building Development & Maintenance Committee
- Business Development & General Services Committee
- Exchange Programme Committee
- Finance & Investment Committee
- Human Resources Committee
- Information & Communication Technology Committee
**委員會委員名單  Committee Members**

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<td>林永祥先生</td>
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<td>蘇漢章先生</td>
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**扶康會委員會 Committees of Fu Hong Society**

**常務委員會 Standing Committees**

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<td>Services Monitoring Committee</td>
<td>Tender Board</td>
<td>Advisory Committee on Casa Famiglia Services</td>
<td>Advisory Committee on Community Psychiatric Services</td>
<td>Advisory Committee on Services for Persons with Autism</td>
<td>Annual Report Committee</td>
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**專業委員會 Professional Committees**

**機構管理委員會 Corporate Governance Committees**

**康路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**
Regional Sub-Committee Members

**Hong Kong Island South**

梁郭淑燕女士（主席 / 怡諾成人訓練中心家長代表）
凃亞芳女士（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（悅群之家屬代表）
林婉芳女士（悅行之家屬代表）
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（悅智之家屬代表）
楊林薇娥女士（毅信之家 / 毅誠工場家長代表）
謝譯佩卿女士（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)

**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 / 禾輩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（嘉華之家家長代表）
區美儀女士（樂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 / 禾輩成人訓練中心家長代表）
麥佩英女士（健之之家家長代表）
楊珍女士（興華成人訓練中心家長代表）
戴秀華女士（健之之家家長代表）

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 YELUNG Chun (Parent Representative of HWATC)
Ms TAI Sau Wah (Parent Representative of PH)
荃葵青及深水埗區

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 LKATC)
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 KHVD)
Ms CHAN Lai Ying (Parent Representative of CHH)
Ms WONG Shui Ping (Parent Representative of CSWATC / FTH)
Ms TAM WONG Lai Hing (Parent Representative of SWKW / SE)

屯門及元朗區

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 KHVDC)
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)
As the Society grows, corporate governance 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.

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.

Corporate Governance Practices

As the Society grows, corporate governance 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.

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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 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>建築師</td>
<td>Architect</td>
<td>1 (5%)</td>
</tr>
<tr>
<td>商人</td>
<td>Businessman</td>
<td>2 (10%)</td>
</tr>
<tr>
<td>註冊會計師</td>
<td>Certified Public Accountant</td>
<td>2 (10%)</td>
</tr>
<tr>
<td>神職人員</td>
<td>Clergy</td>
<td>1 (5%)</td>
</tr>
<tr>
<td>人力資源專業人士</td>
<td>HR Professional</td>
<td>1 (5%)</td>
</tr>
<tr>
<td>資訊科技專業人士</td>
<td>IT Professional</td>
<td>1 (5%)</td>
</tr>
<tr>
<td>精神科醫生</td>
<td>Psychiatrist</td>
<td>2 (10%)</td>
</tr>
<tr>
<td>退休高級公務員</td>
<td>Retired Senior Civil Servant</td>
<td>2 (10%)</td>
</tr>
<tr>
<td>註冊社工</td>
<td>Registered Social Worker</td>
<td>4 (20%)</td>
</tr>
<tr>
<td>教育專業人士</td>
<td>Teaching Professional</td>
<td>4 (20%)</td>
</tr>
</tbody>
</table>

總計 Total: 20
2014/15 Annual Report

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.

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.

<table>
<thead>
<tr>
<th>專業</th>
<th>Professions</th>
<th>委員會委員人數</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Professional</td>
<td>3 (10%)</td>
<td></td>
</tr>
<tr>
<td>Businessman</td>
<td>4 (13.4%)</td>
<td></td>
</tr>
<tr>
<td>Certified Public Accountant</td>
<td>4 (13.4%)</td>
<td></td>
</tr>
<tr>
<td>Clergy</td>
<td>1 (3.3%)</td>
<td></td>
</tr>
<tr>
<td>Clinical/Educational Psychologist</td>
<td>2 (6.7%)</td>
<td></td>
</tr>
<tr>
<td>HR Professional</td>
<td>1 (3.3%)</td>
<td></td>
</tr>
<tr>
<td>IT Professional</td>
<td>3 (10%)</td>
<td></td>
</tr>
<tr>
<td>Medical Professional</td>
<td>6 (20%)</td>
<td></td>
</tr>
<tr>
<td>Registered Social Worker</td>
<td>1 (3.3%)</td>
<td></td>
</tr>
<tr>
<td>Solicitor</td>
<td>3 (10%)</td>
<td></td>
</tr>
<tr>
<td>Teaching Professional</td>
<td>1 (3.3%)</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td>1 (3.3%)</td>
<td></td>
</tr>
</tbody>
</table>

總計 Total: 30

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。


**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.

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**Service Year**

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。
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.
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.

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:

- 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.

- 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.  

- 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.
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。

本會對外委派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，包括透過更新官方網站、出版年度通訊和年報、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，以實現願景、使命和目標。管理層代表董事局負責管理事務和發揮作用，以及執行董事局批准的政策和項目。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.
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 ‘S-S Management Practices’ and continued to encourage service units to carry out the five principles 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.

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.

Service users of Priscilla's Home like playing mahjong at their free time.

CAVALIA

All service units put emphasis on community participation of service users. The living quality of service users would be enhanced through various activities.
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。

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.
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.

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.

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.

Table 1

<table>
<thead>
<tr>
<th>Age</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;15</td>
<td>0</td>
<td>(1%)</td>
</tr>
<tr>
<td>15-20</td>
<td>4</td>
<td>(14%)</td>
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<tr>
<td>21-30</td>
<td>86</td>
<td>(27%)</td>
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<tr>
<td>31-40</td>
<td>167</td>
<td>(27%)</td>
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<tr>
<td>41-50</td>
<td>169</td>
<td>(23%)</td>
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<tr>
<td>51-60</td>
<td>145</td>
<td>(8%)</td>
</tr>
<tr>
<td>&gt;60</td>
<td>47</td>
<td>Total 618</td>
</tr>
</tbody>
</table>

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逾四十歲，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。
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.

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. 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.
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.

<table>
<thead>
<tr>
<th>Number of Service Users Benefited in Vocational Rehabilitation and Development Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>2014/15</td>
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<tr>
<td>2013/14</td>
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<tr>
<td>2012/13</td>
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<tr>
<td>2011/12</td>
</tr>
<tr>
<td>2010/11</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Service Users Participating in Major Vocational Training Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>2014/15</td>
</tr>
<tr>
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</tr>
<tr>
<td>2012/13</td>
</tr>
<tr>
<td>2011/12</td>
</tr>
<tr>
<td>2010/11</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
</tr>
</tbody>
</table>
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.

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 In 2014/15, there were 18 housemothers (paid staff) and 9 elder brothers (community volunteers) in Casa Famiglia.
Regular friends from St Benedict Church visit Concordia during Christmas.

Fr Giosue BONZI, the Society's spiritual adviser and elder brother of Encounter, accompanies members of Casa Famiglia to join community activity.

Mid-Autumn Festival party at Casa Famiglia.

Members of Lions Club of Lion Rock Hong Kong visit Encounter.

Family members of Encounter and Concordia visit Ocean Park.

Members of the 4 units of Casa Famiglia visit Inspiration Lake together.
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:

- **Hope**
  - Let them learn how to take up responsibility
  - To instill hope for persons with psychiatric disabilities

- **Responsibility**
  - To let them understand their individual strength and resources available

- **Strength-based**

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, medictaion compliance training group and interest groups, etc.

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，協助康復者根據個人的選擇，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。

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、為前路展展」為全年服務主題，在服務中深化三個「復元」元素：
Service Review

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.

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.

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.

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。

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。

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。
'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

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Pairs Formed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>180</td>
</tr>
<tr>
<td>2011/12</td>
<td>180</td>
</tr>
<tr>
<td>2012/13</td>
<td>204</td>
</tr>
<tr>
<td>2013/14</td>
<td>221</td>
</tr>
<tr>
<td>2014/15</td>
<td>248</td>
</tr>
</tbody>
</table>
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 一眾老友於嘉賓致辭後與顧問合照
Buddies enjoy the happy moment at the ceremony
03 BBHK廣州交流團成功與多個內地復康機構交流分享，當中包括：廣州市康復機構中心、順德區星宇社會工作服務中心、華南農業大學社工系及鑽音樂特殊孩子家長聯誼會等
BBHK successfully exchange with rehabilitation agencies in Mainland China including Guangzhou Hong Chi Centre, Shunde Xingyu Social Service Centre, Department of Social Work of the South China Agricultural University and Guangzhou Yang Ai Special Children Parent Club, et c.
04 BBHK交流團到廣州慧靈托養中心交流學習
BBHK Exchange Group and Guangzhou Huiling Nursing Centre share service experience
05 本會董事局委員及管理者與廣州市殘疾人聯合會理事長陳學華先生（左三）及副主席黃宗宜先生（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 電競煮飯競技活動，展現張揚共融的精神
The Electric Cooking Competition demonstrates the spirit of social inclusion
**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.
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.
Members of Tin Shui Wai District Support Centre participate in various social inclusion activities.

Families in the community and persons with intellectual disabilities participate in activities of the ‘Ambassador of Happiness Pilot Project’.

Primary students and persons with disabilities get to know one another in the activity.

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.
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.

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，倡導僑健共融。

推行「快樂大使先導計劃」

屯門及元朗區社工團隊於2014年10月開展「快樂大使先導計劃」，以社區教育的方式，鼓勵親子家庭與障礙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年10月開展「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籍著參與義工訓練，為服務單位提供不同的義工服務。在2014/15年度，義工服務時數達六千七百小時。
愛心「屯」隊義工團

由服務使用者組成的愛心「屯」隊，打破接受
服務的框架，每年提供外出採訪及其他義務
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。

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：

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.

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 Hung 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.
"City Cafe" and "Madam Hong Cafe" provide workplace attachment and real training venues for persons with disabilities. They also create a platform for persons with disabilities and community members to understand one another.

Guests at the opening ceremony of 'City Cafe' on 15 January 2015

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 Sheung JP, Director of Leisure and Cultural Services Department (first right) at ribbon-cutting ceremony.

The two social enterprise cafes featured in local print media.

20/02/2015
Food Magazine
13/11/2014
Wen Wei Po

52
53
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「康議咖室」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「創業展能計劃」贊助，聘請十四名殘疾人士在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枝強心針。

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：

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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

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

Organizers

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Walk together with Love
服务使用者家人与机构的故事
Story between Family Member of Service User and the Society

陈丽英女士
Ms CHAN Lai Ying (左) 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

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
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.
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
安琪参加了中心的「練工坊」——一個專為自閉症人士而設的小组，安琪感到以往帶着安琪上學時，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多，媽咪的不安感覺亦越來越少。安琪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。

此外，安琪由衷地說：「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方法亦與學校不同，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。」

安琪由衷地感謝中心的服務除了讓安琪得到正面的改善，還對他們一家子有莫大的幫助，尤其作為媽媽，自從女兒能定期參與中心活動後，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紓緩。」

安琪參加了中心的「練工坊」——一個專為自閉症人士而設的小组，安琪感到以往帶着安琪上學時，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多，媽咪的不安感覺亦越來越少。安琪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。

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.’
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.
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 beamng when she thinks of her son’s changes.

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.
With the encouragement of his wife and staff members, Mr. WONG actively participates in activities held by the Centre.

The story of Mr. Wong demonstrated the mental health recovery-oriented practice. According to William Anthony (1993), 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 his 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.

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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”.’

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”.’
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。
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 Tai. 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.
Wai Man enjoys joining the Centre’s activities, especially sunning outdoor.

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.
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.
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.

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Service Review

Service User of Sheung Li Uk Adult Training Centre

Staff Members

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.’

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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.
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.
3
CORPORATE SOCIAL RESPONSIBILITY
The Society is committed not only to serving persons with disabilities and their family members but also to its corporate social responsibility. In 2014/15, the Society actively carried out and pushed forward corporate social responsibility in different aspects, including community involvement, advocacy, employee relations, and environmental protection, etc.

Opportunities for Volunteer Services

The Society promoted the spirit of social inclusion through providing diversified opportunities for volunteer services including regular visits to service units, playing games and outings with service users, etc. In addition, the Society has vigorously recruited individual volunteers as well as corporate volunteers providing various channels for community members to participate in the volunteer services.

In 2014/15, the number of people participating in volunteer services reached 17,600, an increase of nearly 40% over the previous year. Among the volunteers, the service hours of Mr. TSANG Bing Kuen even exceeded 855 hours. In addition, there are 33 corporate volunteer teams involving over 600 corporate volunteers. For more information regarding corporate volunteers and statistics on volunteer participation, please refer to Part 4 Corporate Communication (p.100) and Part 6 Statistics (p.119) of this Annual Report.

Service Collaboration Projects

The Society has established service collaboration network with 140 organizations including district organizations, NGOs, and educational institutes. Through collaborating with different organizations, the community has gained understanding of rehabilitation services and made use of the strength of one another for improvement of service quality. The Society's service collaboration projects with various organizations in 2014/15 are summarized in the table on the next page.
## Summary of Service Collaboration Projects

<table>
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<tr>
<th>Service Collaboration Projects</th>
<th>Collaboration Parties</th>
<th>Contents</th>
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| **Loving & Caring Movement**  | The Hong Kong Association of Senior Citizens | 服務合作計劃
| **'Amazing Summer 'Inclusion** | Baptist Oi Kwan Social Service | 資助基金會
| **'Happy Tour, Happy Life' Project** | New Home Association HOME Centre (SSP) |
| **'Happy Teen Mental Health'** | Ho Chak Neighbourhood Centre for Senior Citizens (Sponsored by Sik Sik Yuen) | 服務合作計劃
| **Mental Health Month** | Labour and Welfare Bureau, Information Services Department and social service agencies |
| **Sham Shui Po District 'Best Buddies, Talents in the District' Social Inclusion Project** | Social Welfare Department and special schools | 服務合作計劃
| **Students of Special Schools Attachment Programme** | 老年社會福利署及特殊學校 | 服務合作計劃
| **Poster of 'Friends of SSP'** | Jade Club | 服務合作計劃
| **Chair-based Dance** | 與港島南區的中學及青少年中心協辦 | 服務合作計劃
| **Happy Teen Mental Health Project** | Jointly organized with secondary schools and youth centres in Southern District | 服務合作計劃
| **Elderly service organizations in Central & Western District** | 讓精神康復者籌辦活動，服務區內長者 | 服務合作計劃
| **Tuen Mun Catholic Secondary School** | Service users were given the chance to have contact with community members and to enjoy the facilities within the district for improvement of their social skills and promotion of social inclusion | 服務合作計劃
| **Love LOVE LOVE关愛大行動 Loving & Caring Movement** | Chinese YMCA of Hong Kong | 服務合作計劃

**Contents**

- 深水埗區「最佳老友──智藝當家」社區共融計劃
- 社會福利署及特殊學校
- 聯合舉辦多個比賽及活動，如折紙比賽
- 社會福利署及特殊學校
- 引導學生接觸不同的社區人士和設施，提升社交技能，推動社區共融
- 提供機會讓服務使用者與社區人士合作，展現社區正能量

**Chair-based Dance**

- Promoted the 'Buddies in SSP' Sham Shui Po Photo Competition
- Co-organized the Inclusion Project with 3 Adult Training Centres of the Society
- Co-organized the Inclusion Class of Paper Art, Chair-based Dance and Stage Magic Performance
- Organized the elderly visiting team consisting of persons with intellectual disabilities, ethnic minorities, adolescents and the elderly

**Happy Teen Mental Health Project**

- 過週舉辦校際競賽、義工培訓、旅行考察及單親的
- 透過學校舉辦活動，推動社區有關精神健康的活動，向青少年推廣精神健康，預防精神健康問題

**Elderly service organizations in Central & Western District**

- 讓精神康復者籌辦活動，服務區內長者
- 適用於有精神康復問題的長者
- 讓服務使用者接觸不同的社區人士和設施，提升社交技能，推動社區共融

**Love LOVE LOVE关愛大行動 Loving & Caring Movement**

- 提供機會讓服務使用者與社區人士合作，展現社區正能量
- 趙惠美
- 設立基金會
- 服務合作計劃

**Chair-based Dance**

- 遍佈社區
- 由服務使用者自發組織，為單位及社區居民帶來活力

**Happy Teen Mental Health Project**

- 適用於有精神康復問題的青少年
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Advocacy

The Society is committed to striving for the rights of persons with disabilities and their family members by undertaking advocacy work such as community education and empowerment of service users and their family members. The former has made it possible for members of the community to better understand and accept service users while the latter has encouraged service users and their family members to exercise their civil rights.

Community Education

From April 2013 to March 2015, the Society was sponsored by the S K Yee Medical Foundation for organizing a series of activities including publication of district newsletter ‘Southern Voices’ and performance of street drama ‘They & I’ for the promotion of the ‘Convention on the Rights of Persons with Disabilities’. The Society and the community also worked together for building an inclusive community through different inclusion projects.

Performing street drama ‘They & I’

A drama troupe made up of persons with psychiatric disabilities and persons with intellectual disabilities has performed street drama at public housing estates on Hong Kong Island to convey the Convention and the message of ‘barrier-free’. In 2014/15, the troupe gave six performances for the enjoyment of about 500 viewers.

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Organizing school talks
Talks on ‘The Convention on the Rights of Persons with Disabilities’ and performance of ‘They & I’ by the drama troupe were organized at a secondary school and a special school on Hong Kong Island. About 800 students attended the above activities.

Publishing ‘Southern Voices’
Six issues of ‘Southern Voices’, 2,000 copies each, were circulated to residents, primary and secondary schools and welfare agencies of the Southern District on Hong Kong Island. The publication included various content such as ‘Little man with a big story’, words of wisdom and fun places to go, which featured characters with positive images in the district, positive messages, rehabilitation services and barrier-free places.

Promoting the message of mental health
With the support of Clinical Psychological Service of the Social Welfare Department and organizations within the district, a series of mental health activities were organized for the residents of Wah Fu Estate including interactive stalls with games and a talk on Positive Psychology. Over 300 residents attended the said events.
01. 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 above project in 2014/15. Various activities were organized for primary students and persons with disabilities. The project helped primary students to develop a positive image towards persons with disabilities and to understand and exercise the Convention. Both the participating schools, Chiu Yang Por Yen Primary School and FDBWA Chow Chin Yau School, indicated that their students showed positive changes in impression and attitude towards persons with disabilities after participating in the project.

02. Promoting ‘Best Buddies Hong Kong’ Movement

To promote social inclusion and one-to-one friendship between persons with and without disabilities, ‘Best Buddies Hong Kong’ Movement (BBHK) of the Society takes an active part in organizing talks for community education. In 2014/15, BBHK held 21 talks at schools/corporations, attracting around 1,370 students/staff members to attend the activities.
Empowerment of Service Users and Their Family Members

The Society puts much emphasis on human rights, believing that every human being has the right of expression and participation in community life. In this regard, the Society advocates service users’ awareness of their rights and the exercise of such rights. Service users are given the opportunity for involvement in the affairs of the Society and that of the community. At the same time, the Society also advocates the participation of family members in the rights for persons with disabilities, social policies and the monitoring of quality of services provided by the Society.

Tuen Yuen District Service Users Meetings

The first Tuen Yuen District Service Users Meeting was run in 2007. In 2009, the concept of empowerment was strengthened and a committee consisting of service users was set up to encourage service users to care for community affairs and to understand their rights of expression. Service users in service units elect their representatives who would attend the Service Users Meetings. In 2014/15, five meetings were held and the cumulative number of participants since 2009 reached 400.

Yuk Kan (current Chairperson of the Meetings):
I have learnt so much at service users meetings and have widened my horizons.

Service Users Meetings are not only a medium for communication and advocacy but also represent equality and respect.

服務使用者及家屬充權

本會重視人權，深信任何人皆有表達言論及參與社區生活的權利。為此，本會致力倡導服務使用者認識及實踐應有權利，提升他們參與會內及社區事務的機會。同時，本會亦着力倡導家屬在殘疾人士權益、社會政策及機構服務質素監察等方面的參與。

屯元區服務使用者會議

屯門、元朗區區域服務使用者會議於2007年開始，於2009年重點強化充權概念，成立服務使用者委員會，鼓勵服務使用者關心社區事務及明白他們擁有為自己發聲的權利。服務使用者在單位通過互選確立代表，再由代表出席服務使用者會議。在2014/15年度，共舉行了五次服務使用者會議；由2009年至今，累積參與人次多達四百人。
Fu Hong Parents’ Association

Fu Hong Parents’ Association (FHPA) is a self-support group formed by family members of service users in different service units. FHPA has its own constitution and electoral system of Executive Committee. Members of FHPA would elect the Committee members and the term of the Committee is for two years. Since its establishment in 2000, FHPA has been receiving different kinds of support from the Society such as giving professional advice on the development of FHPA and providing venue for FHPA to hold meetings. FHPA, with a total of 430 members at present, is concerned about the service needs and rights of persons with disabilities and their family members. Through diversified activities, FHPA enhances the understanding between family members and promotes mutual support. For parent participation, please refer to Part 6 Statistics (p.118) of this Annual Report.

After years of development, FHPA has become an important and close partner of the Society. The former Vice Chairman, and now the Adviser of FHPA, Mr LO Hung Yip, was even elected as one of the Council Members in 2014/15. This shows that the Society highly values the voices of family members. On 15 October 2014, members of the 8th FHPA Executive Committee were elected. The inaugural ceremony was held at the Annual General Meeting in December 2014. A two-prong approach was adopted for the business of FHPA in 2014/15:

- Organizing social activities
  To strengthen the cohesion of members, FHPA organized a series of activities, including dancing, knitting, making handicrafts, singing karaoke, going on picnic, organizing service exchange visits (Shenzhen, Dongguan and Guangzhou) and day camp with a theme of ‘Positive Psychology’. A total of 621 members took part in the said activities.

- Setting up visit groups
  FHPA set up visit groups and paid visits to parents’ groups of Kwai Hing Workshop and Cho Yiu Adult Training Centre. Members of FHPA also participated in the ‘Parents Tea Party’ held by the Society on 22 May 2014. The event provided an opportunity for members of FHPA to share their experiences with family members of Regional Sub-Committees, enabling the latter to have a better understanding of FHPA.
Concern on the needs and rights of persons with disabilities

- Urging the Government to address the needs of persons with disabilities and their caregivers
  Subsequent to the accidents involving persons with autism and intellectual disabilities in 2014, FHPA urged the Government to respond positively to the stress on caregivers of persons with disabilities. In this regard, FHPA wrote to the Director of Social Welfare expressing their request for urgent need of more places in subvented hostels. FHPA also supported the appeal of ‘Alliance for Subvented Residential Care Service’ for more government allowances to the caregivers of persons with disabilities.

- Fighting for transport fare concession for persons with disabilities and increasing the training allowance of service users
  The Society was in close partnership with related self-help organizations. Through collective forces, they succeeded in getting the rightful benefits for persons with disabilities and their caregivers including the extension of the ‘$2 Public Transport Fare Concession Scheme’ covering children with disabilities under the age of 12 and more green minibus routes. In addition, the Social Welfare Department finally agreed to the request of parents’ organizations to increase the daily training allowance of service users of vocational rehabilitative services from HK$21 to HK$26.5.

- Monitoring the government policies relating to persons with disabilities
  In connection with the public consultation on Voluntary Health Insurance Scheme conducted by the Government, FHPA organized a talk on this topic on 4 February 2015 for parents. Details of the scheme were explained and the views collected, in the format of a joint letter, were forwarded to the Food and Health Bureau for their consideration at the Parents Self-help Association Seminar.
EMPLOYEE RELATIONS AND DEVELOPMENT

Care and respect to staff members is reflected in the Society's human resources policies. Provision of professional and quality services to service users cannot be achieved without staff members' professionalism and high efficiency at work.

In 2014/15, the total number of staff members of the Society was 1,090 (including 1,003 staff members of Fu Hong Society, 22 staff members of Agape Society Limited and 65 staff members of Hong Yung Services Limited). 68 of them were persons with disabilities. Comparing with last year, 30 additional staff members (2.8%) were employed and 19 of them were disabled (an increase of 38.8%). For the Society's staff statistics, please refer to Part 6 Statistics (p.120) of this Annual Report.

The Society has striven for equal employment opportunity for persons with disabilities and creation of inclusive working environment where persons of disabilities can unleash their work abilities. In 2014/15, the Society received the following related awards:

‘18 Districts Caring Employers’

Both the Society and Hong Yung Services Limited received the commendation of ‘18 Districts Caring Employers’. The Society also received a special award for being an awardee for five consecutive years or above in recognition of its efforts in promoting inclusion employment.

‘Caring Social Enterprise’ and ‘Happy Work Place’

The two social enterprise cafes managed by Hong Yung Services Limited (Hong Yung), i.e. ‘City Cafe’ and ‘Madam Hong Cafe’, were respectively awarded as ‘Caring Social Enterprise’ and one of the top ten ‘Happy Work Places’ by the Social Welfare Department. The awards recognized cafes’ contributions and efforts in helping persons with disabilities in community integration.

Fu Hong Society has joined the ‘Talent-wise Employment Charter’ co-organized by the Labour and Welfare Bureau, the Rehabilitation Advisory Committee, the Hong Kong Joint Council for People with Disabilities and the Hong Kong Council of Social Service. The Society is committed with its
年內工作重點

開展人力資源管理系統

為配合人力資源管理系統的工程，內部工作流程檢討及重組經已展開。期望在新系統的協助下，能提供更精確的管理數據，協助管理層進行分析，從而提升機構的管理效率。

薪酬與福利

本會一直秉持家庭友愛的理念，為員工設立不同的家庭友善措施。期望透過相關的政策及措施，協助員工平衡工作與家庭的責任，體現本會關懷尊重的核心價值。

改善員工薪酬及福利

本會的薪酬是以政府公務員薪酬機制及市場水平作借鑑，以保持人力資源的競爭力。同時，本會遵照社會福利署推行之整體撥款津助制度非政府機構《最佳執行指引》的要求，在運用薪酬調整撥款時按公務員薪酬調整的百分比調整員工的薪酬，並把薪酬調整的額外撥款全數用於薪酬調整。在2014/15年度，本會員工薪酬及福利作出以下改善：
- 提升部份職系薪酬幅度以配合市場水平
- 提供強積金一筆過僱主自發性供款注資
- 面對招聘困難的服務單位，為個別職系的員工提供每月津貼
- 最終亦改善非政府機構的薪金水準，讓員工分享社會發展的成果。

Remuneration and Benefits

Family-friendliness is an important objective of the Society and relevant measures have been implemented for this. It is expected that staff members should be benefited from such a policy and measures and be able to strike a balance between their responsibility towards their families and work, embodying the Society’s core value of care and respect.

Improving staff members’ remuneration and benefits

Remuneration of staff members has made reference to that of the civil servants and the open market to maintain its competitiveness for recruitment. In addition, the Society follows the requirements of the Best Practice Manual of Lump Sum Grant Subvention System for Non-governmental Organizations promulgated by the Social Welfare Department that salary adjustment of staff members by using the funding from the Government should have the same percentage as that of civil servants, and the funding received should be entirely for the salary adjustment of the staff members. The following improvements to remuneration and benefits of staff members were introduced in 2014/15:
- Salaries of certain ranks were uplifted to keep pace with the open market.
- One-off injection into the employees’ MPF accounts was made.
- Monthly allowances for staff members of certain ranks were provided to service units with recruitment difficulties.

Enhancing the awareness of occupational safety

The Society always stresses on occupational safety and working conditions. This issue is a regular agenda item in the meetings of Services Monitoring Committee. A Working Group on Workplace Safety Management has been set up to review service units’ operation and safety measures in the workplace. Special attention is given to high risk environment where it will be examined by the Working Group to ensure occupational safety. In addition, the Society’s Building Development & Maintenance Committee and the Training Department co-organized a talk on ‘5-S Management Practices’, which assisted staff members in keeping their workplace tidy and safe, thus reducing the chances of work injuries.

Development of human resources information system

To cope with the implementation of human resources information system, review and revamping of internal workflows were commenced. With the new system, more precise management figures would be available to the Management for analysis, thereby leading to improvements of management efficiency.

Focuses of Our Work in the Year

Remuneration and benefits of staff members were introduced in 2014/15:
Staff Communication

Enhancing management transparency

To boost staff members’ confidence toward the governance of the Society, the existing policies and procedures adopted have been uploaded to the intranet so that staff members are able to review relevant content easily. The Society’s human resources policies are also explained in Staff Handbook. Review of the existing policies is regularly conducted and the Society would collect staff members’ views on the areas that have to be revised. Before such revision coming into effect, prior written notice would be given to staff members.

Developing two-way communication

To strengthen the cohesion of staff members and team spirit, the Society has set up various channels for two-way communication between staff members and the Management. Through different channels, views of staff members can be collected and the Society’s business strategies, development plans and expectation can be conveyed to staff members.

Setting up diversified channels of communication

Various channels, such as intranet, publications, newsletters, all staff meetings, staff consultative mechanism, staff activities and Fu Hong Focus Groups are made available to staff members for conveying the latest news of the Society and staff members are able to express their views.

Having dialogues with the Executive Director

The Executive Director, Ms Becky LUK Wai Yin, who adopts an attitude of open-mindedness and impartiality when listening to staff members, maintains effective communication with staff members of different positions. In 2014/15, four all staff meetings, three staff consultative and development meetings and nine ‘Fu Hong Focus Groups’ were held. Staff members of different ranks were able to have dialogues with the Executive Director on topics such as service quality, staff benefits and staff development.
Care and Reward

Seventy-four staff members (6.8% of the total number of staff employed) of the Society received Long Service Awards in 2014/15, twenty-nine of whom with seniority of over twenty years, and amongst them, two have served for 30 years and one for 35 years.

Through the setting up of a job hierarchy, staff members are able to develop their career in the Society. Competent and well-performing staff members are rewarded with promotion. In addition, transfer of position is available for widening staff members’ exposures. In 2014/15, forty-three staff members were promoted and forty-eight were transferred.
Staff Activities

01 
The President, Vice President, Council Members and staff representatives are singing at the Annual Dinner.

02
‘Fu Hong Basketball Team’ takes an active part in competition.

03
Cake-baking course is popular among staff members.
Longitudinal Survey on Fu Hong Staff’s Recognition and Practice of Core Values

To complement the continuous development of the Society’s culture, five core values have been identified in 2009: Care and Respect, Professional Spirit, Synergy, Pro-activeness and Continuous Improvement. Commitment to the core values is a driving force for all stakeholders to jointly achieve the mission of the Society. Every year, the Society conducts Longitudinal Survey on Recognition and Practice of Core Values in order to understand the progress of staff members in putting the core values into practice.

In 2014/15, the said survey received a total of 922 sets of completed questionnaires, accounting for 91.9% of the total number of staff. This is an indication that staff members take the core values seriously and engage themselves in the activities of core values. The results of the survey are summarized below:

Comparing with the survey results of previous year, the average scores of all the four aspects increased. It is encouraging that over 50% of staff members considered the recognition by individual staff and practice by various stakeholders were improved. The Society and all service units will continue to live up to the core values, and will strive to provide quality services for service users as well as desirable working environment for staff members.

五個核心價值的平均得分 (1-10 分)
Average Score (1-10) of the Five Core Values

<table>
<thead>
<tr>
<th></th>
<th>員工個人認同程度</th>
<th>員工個人實踐程度</th>
<th>員工認為所屬服務單位實踐程度</th>
<th>員工認為全會實踐程度</th>
</tr>
</thead>
<tbody>
<tr>
<td>員工認為個人認同程度</td>
<td>Degree of recognition by individual staff</td>
<td></td>
<td>Degree of practice by individual staff</td>
<td>Degree of practice by service units</td>
</tr>
<tr>
<td>2014/15年度調查</td>
<td>7.62 - 7.84</td>
<td>7.44 - 7.61</td>
<td>7.25 - 7.39</td>
<td>7.18 - 7.34</td>
</tr>
<tr>
<td>2014/15年度調查</td>
<td>7.49 - 7.77</td>
<td>7.35 - 7.56</td>
<td>7.12 - 7.34</td>
<td>7.02 - 7.22</td>
</tr>
</tbody>
</table>

與去年度比較，以上四個範疇的平均得分均有上升，當中有超過五成員工認為個人認同度和各持份者的實踐程度較去年有所增加，情況令人鼓舞。本會和服務單位將持續落實核心價值，致力為服務使用者提供優質服務，並為員工營造理想的工作環境。

長纜工作小組於2014年9月18日舉行第二屆“共享核心價值實踐經驗分享會”，讓來自各服務單位的同仁分享自身經驗。
**Staff Training and Development**

**Diversified staff training**

The Training Department organized 85 training activities or courses of different topics last year and there were a total of 2,607 staff participants. They all showed positive feedback on the training activities held and 86% of them considered the training satisfactory (See Table 1).

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**Table 1**

<table>
<thead>
<tr>
<th>Summary of internal training activities organized by the Training Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>培训课程、讲座、工作坊及分享会 (Training courses, talks, workshops and sharing sessions)</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>85</td>
</tr>
</tbody>
</table>
Staff training and development

- **Regular training**

Thirty-five regular training courses relating to the basic knowledge of rehabilitation services of intellectual and psychiatric disabilities were organized. These courses aimed to ensure and equip staff members with necessary knowledge and skills to carry out their work, and to strengthen their abilities to cope with daily work and contingencies. There were a total of 584 staff members who participated in different courses including ageing of persons with intellectual disabilities, first-aid, and handling of challenging behaviours and emergencies. In addition, three Orientation and Introduction Training Sessions were arranged for 107 new staff members.

- **Arts with the disabled**

Eight inclusive art workshops on the use of colour were organized. The workshops aimed to enhance staff members’ knowledge and skills towards arts with the disabled and to enable them to have more effective use of colours in different inclusive art activities.

- **Intensive interaction training and behaviour management**

Last year, the Society and Cornwall School of The Mental Health Association of Hong Kong jointly invited Mr Jules McKim, Intensive Interaction Coordinator of Intensive Interaction Institute in the UK to the Society to give guidance on the spot to our service units. Mr McKim also gave three sessions of talk on ‘Intensive Interaction’ and one session on ‘Challenging Behaviour Management’ to share his knowledge on both subjects and overseas experience. The event was sponsored by the Queen Elizabeth Foundation for the Mentally Handicapped, and over 180 staff members of the Society and 90 participants from other organizations attended the event.

- **Organizational culture**

In accordance with the Society’s promotion of ‘Organizational Culture’, four workshops relating to service units’ practice of core values were organized. The workshops aimed to strengthen staff members’ practice of organizational culture and core values at work.
Overseas exchange

Two overseas study tours were arranged by the Training Department, namely ‘Study Tour on Mental Health Services in Brisbane, Australia’ and ‘Study Tour on Services for Persons with Special Needs in California, USA’. Apart from learning first-hand local experience and latest development in such services, staff members have gained service inspiration and would explore the feasibility of applying foreign experience in the Society’s services.

Professional development training

Management staff training

To enhance competence of management staff, two sessions of ‘Course on Supervision and Training Technique’ were arranged for them. A workshop named ‘Dialogue in the dark’ for executive staff was held to strengthen their problem-solving capability. Participants of the workshop experienced how to tackle difficulties in an unfavorable environment, thereby improving their leadership.
## Other professional development training

Ageing of service users has led to complex health related problems. The Training Department arranged seven training sessions including workshop of Continuous Ambulatory Peritoneal Dialysis (CAPD), healthy and nutritious diet, psychiatric medications, and use of elastic therapeutic tape. These courses equipped staff members with useful knowledge for dealing with the needs of ageing service users and treatment of pain.

### Table 2

Summary of staff participation in external training activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>No. of participants</th>
<th>Total training hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training courses, seminars, workshops, exchange programmes, visits and sharing sessions</td>
<td>202</td>
<td>935 hrs</td>
</tr>
<tr>
<td>Training on Prevention of Communicable Diseases in Residential Care Homes for Persons with Disabilities and Day Training Centres</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prevention of Ebola</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prevention of Infectious Disease in the Working Environment for the Medical and Nursing Fields</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Staff member practises the operation of CAPD

员工正在練習腹膜透析法的操作

Staff member practises the operation of CAPD

## Encouragement of staff participation in external training

Apart from internal training, the Society encourages and subsidizes staff members to attend external training courses, talks, seminars, workshops, exchange programmes, visits and sharing sessions, etc. Last year, 202 staff members attended 123 relevant training activities held by external parties (See Table 2). For better control of infection and prevention of infectious diseases, 24 staff members were sent to attend relevant courses including ‘Training Course on Prevention of Communicable Diseases in Residential Care Homes for Persons with Disabilities and Day Training Centres’, ‘Prevention of Ebola’, ‘Prevention of Infectious Disease in the Working Environment for the Medical and Nursing Fields’. Staff members have gained much knowledge on the latest trend of infection prevention.

服务使用者日趋老化及出现复杂数的健康问题，培训部举办了七项培训活动，包括：腹膜透析法工作坊、健康營養飲食、精神科藥物講座及如何使用運動膠布，以提升專業職級員工的有關知識，以應付服務使用者老齡化的轉變及病症處理等需要。
While the Society makes efforts to improve and further develop the scope of its service, we have not forgotten our corporate responsibility of protecting the environment, which is in line with the vision of promoting sustainability in Hong Kong. All staff members of the Society are committed to the cultivation of green culture. The Society’s environmental efforts in 2014/15 are summarized as follows:

Environmental Protection Measures

The Society has launched its environmental protection policy since 1 March 2015 for full implementation of environmental protection measures. Staff members of all service units where practicable should follow the guidelines of environmental protection measures drawn up by the Society. The table below summarizes relevant measures:

<table>
<thead>
<tr>
<th>環境保護措施</th>
<th>策略</th>
<th>環境保護措施</th>
<th>策略</th>
</tr>
</thead>
<tbody>
<tr>
<td>節約能源</td>
<td>在不影響工作表現的情況下，透過關閉閒置的電源、更改電腦設定及適當調節空氣和照明系統等方法來減少能源消耗。</td>
<td>能源節約</td>
<td></td>
</tr>
<tr>
<td>Energy conservation</td>
<td>Reduce energy consumption through switching off unused equipment/appliances, changing computer setting, modifying air conditioning and lighting system without adversely affecting the discharge of current duties.</td>
<td>能源節約</td>
<td></td>
</tr>
<tr>
<td>空氣質素</td>
<td>注意室內空氣質素，保持空氣流通，並定期清潔空氣過濾器和管道，確保員工及服務使用者的健康。</td>
<td>空氣質素</td>
<td></td>
</tr>
<tr>
<td>Air quality</td>
<td>Safeguard the health of service users and staff members through maintaining good ventilation with sufficient fresh air supply and cleaning the ventilation system including air filters and ducts regularly.</td>
<td>空氣質素</td>
<td></td>
</tr>
<tr>
<td>減廢及廢物分類</td>
<td>透過實踐綠色採購、節省紙張用量、減少製造和棄置廚餘等方法，减少固體廢物。同時，分類回收廢紙、鋁罐及塑膠，把廢物再用及循環再造。</td>
<td>減廢及廢物分類</td>
<td></td>
</tr>
<tr>
<td>Waste reduction and separation</td>
<td>Reduce solid waste through adopting green procurement, reducing the use of paper and production of food waste; separate waste paper, aluminium cans and plastic waste for recycling.</td>
<td>減廢及廢物分類</td>
<td></td>
</tr>
<tr>
<td>環保教育</td>
<td>為加強員工在環境保護的參與，從內部（如鼓勵員工出席與環保相關的研討會及工作坊、參加環保講座計劃）及外部教育（如在服務單位設立環保角、舉辦跨單位環保活動）兩方面著手，與員工一起建立綠色文化。</td>
<td>環保教育</td>
<td></td>
</tr>
<tr>
<td>Environmental education</td>
<td>Create a green culture with staff members through enhancing their participation in internal and external environmental activities (e.g. encouraging staff members to attend relevant seminars and workshops; setting up green corners in service units and organizing joint environmental activities between different service units).</td>
<td>環保教育</td>
<td></td>
</tr>
</tbody>
</table>

另外，本會石圍角工場於2015年1月透過中華電力有限公司（簡稱「中電」）安裝了十部室內二氧化碳感應器，通過按需求操作的通風系統技術，在能源效益及室內空氣質素之間取得平衡，讓工場既可減低空氣調節器的能源消耗，亦可確保室內有清新的空氣。

In addition, with the support of CLP Power Hong Kong Ltd, ten sets of indoor carbon dioxide sensors have been installed at Shek Wai Kok Workshop since January 2015. Through the system of demand control ventilation, a balance of energy efficiency and indoor air quality can be struck. Such installation allows the Workshop to reduce the energy consumption of air conditioning while ensuring the abundance of fresh air there.
Environmental Protection Activities

Through various channels, staff members and service users are encouraged to go green through participation in environmental protection activities. Sponsored by the Hong Kong Arts Development Council, an exhibition on ‘Humpty Dumpty – Colourful Paper Art’ was held in the Jockey Club Creative Arts Centre at Shek Kip Mei on 5-8 September 2014. Over 100 art pieces with environmental concepts were displayed. Persons with intellectual disabilities were involved in the process of creating the art pieces. This not only showcased their artistic potentials but also promoted equality, caring, inclusion on top of environmental protection.
**Awards**

- Recipient of the Indoor Air Quality Certification Scheme ‘Excellent Class’

Kwai Hing Vocational Development Centre of the Society received the Indoor Air Quality Certification Scheme ‘Excellent Class’ again in 2014 by the Environmental Protection Department in recognition of the efforts made by the Centre for achieving good indoor air quality. In the meantime, with the excellence in indoor air quality, the Centre has received orders from many health food packaging companies.

- Recipient of Star Award at the CLP GREENPLUS Recognition Award Programme 2014

The above programme provides a platform for sharing of effective practices of energy saving. Through participating in the programme, the Society is able to share the energy saving measures adopted at ‘Joyful Corner’, including implementation of air purifier, refrigerant economizer, solar film, T5 fluorescent tube, etc. In September 2014, the Society was awarded the ‘Bronze Award’ of the Social Welfare Organization category by the CLP.

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**Recipient of the Indoor Air Quality Certification Scheme ‘Excellent Class’**

Kwai Hing Vocational Development Centre has received Indoor Air Quality Certification Scheme ‘Excellent Class’ for 5 consecutive years.
The Society values sharing with other organizations. In 2014/15, the Society received staff members and parents of service users of organizations from Korea, Nanjing, Hunan, Guangzhou, Shenzhen, Shunde and Cambodia. Staff members of the Society and those of visiting organizations earnestly shared their challenges and achievements at work. Through the exchange programmes, they complemented each other helping in improvements of service quality. Highlights of work in 2014/15 are summarized below:

Visits by rehabilitation organizations from Mainland China and Macau

In 2014/15, a number of rehabilitation organizations visited and exchanged experiences with the Society. These included Shenzhen Charity Net, organization in Tianxin district of Hunan Changsha, Shunde Xingyu Social Services Centre, Happy Message Association, Nanjing Fangzhou, Guangzhou Richmond Mental Health Social Work Resource Centre, Nanjing YMCA/YWCA, Hangzhou Association for the Mentally Handicapped, etc. On 7 March 2015, nineteen professional staff members of rehabilitation organizations from Shenzhen, Shunde, Dongguan and Macau participated in the Regional Service Retreat Day (Tuen Mun District and Yuen Long District). Exploring happiness in this profession amidst heavy workload was discussed for cheering and enhancing team enthusiasm.

在 2014/15 年度，本會本著服務分享的信念，接待來自南韓、南京、湖南、廣州、深圳、順德及柬埔寨的服務機構員工和家長，熱切地分享在工作上的挑戰和成果。通過交流心得，互相取長補短，藉以提升服務質素。工作重點歸納如下：

國內及澳門的康復機構到訪本會

在 2014/15 年度，多個康復機構到本會進行交流活動，當中包括：深圳慈善公益網、湖南長沙市心區機構、順德區星宇社會工作服務中心、南粵樂情協會、南京方舟、廣州利民精神健康社會工作資源中心、南京基督教青年會/女青年會、杭州市殘疾人聯合會等。在 2015年 3月 7日，有五個分別來自深圳、順德、東莞、澳門的康復機構，派出合共十九位專業同工來港參與本會屯門元朗區的服務退修日，共同探討在專業的領域中，如何為繁重的工作增添快樂的元素，構建一個充滿動力的團隊。
Internship of counterparts of overseas rehabilitation organizations at the Society

A number of professional staff of rehabilitation organizations from Cambodia, Nanjing and Shenzhen had their internship in service units of the Society. They studied different topics including instructional techniques for social workers, social service networks and service quality standards. Such internship enabled them to exchange their work experience, thereby improving the communication between different organizations as well as the quality of professional services.

Visits to organizations outside Hong Kong and provision of consultancy services

The Society visited organizations outside Hong Kong, including Occupation and Rehabilitation Service Center on Disabled Persons of Shenzhen, Guangdong Huiling Persons with Disabilities Subsidy Foundation, Guangdong Disabled Persons’ Federation, and Macau Association of Parents of Persons with Intellectual Disabilities. Consultancy services to Fuhong Society of Macau and Nanjing Fangzhou are continued.

The Society has continued its consultancy service for Fuhong Society of Macau
With concerted support of community members, corporations and organizations, a total of HK$3.87 million was raised in 2014/15. Such donations enabled the Society to continuously develop relevant services for persons with disabilities. Fundraising activities held and participated by the Society in 2014/15 include:

Full text: [Click here to view]
In 2014/15, the Society successfully nominated 113 corporations and professional bodies which received the logo of ‘Caring Company’ and ‘Caring Organization’ presented by the Hong Kong Council of Social Service.
CLP has supported the ‘Best Buddies Hong Kong’ Movement Electric Cooking Competition by sponsoring and co-organizing the contest to promote the spirit of social inclusion for eleven consecutive years.

The Society has been one of the beneficiaries of CLP’s Safety Incentive Scheme for five consecutive years.

The Association invited the Society to participate in its ‘International Chefs Day’ Charity Buffet Lunch. More than 400 service users and their family members were able to enjoy various delicious dishes and to feel the love and care from the chefs.

The Society actively establishes partnership with corporations and professional bodies for the promotion of social inclusion and corporate social responsibility through various kinds of partnership projects in 2014/15 with details below:

**中華電力有限公司**
**CLP Power Hong Kong Limited**

- 連續十一年支持本會舉辦「香港最佳老友」運動電能烹飪比賽，透過協辦及贊助此活動，推動僱員共融的精神。
  CLP has supported the ‘Best Buddies Hong Kong’ Movement Electric Cooking Competition by sponsoring and co-organizing the contest to promote the spirit of social inclusion for eleven consecutive years.

- 連續五年獲選本會成為其「安全獎勵計劃」捐款部分的受益機構之一。
  The Society has been one of the beneficiaries of CLP’s Safety Incentive Scheme for five consecutive years.

**香港廚師協會**
**Hong Kong Chefs Association**

- 邀請本會參與其舉辦的「國際廚師日」慈善自助午餐，讓四百多名服務使用者及其家屬享用多款美食佳餚，藉此傳遞他們對殘疾人士的愛與關懷。
  The Association invited the Society to participate in its ‘International Chefs Day’ Charity Buffet Lunch. More than 400 service users and their family members were able to enjoy various delicious dishes and to feel the love and care from the chefs.
永旺（香港）百貨有限公司
AEON Stores (Hong Kong) Co., Limited

- 舉行「幸福的黃色小票」活動，安排本會連續五期成為活動受惠機構之一，並捐贈電器等物品予本會多個服務單位。
  The Society has been one of the beneficiaries of the ‘Yellow Receipt Campaign’ for five consecutive phases. AEON also donated electrical appliances to the Society's service units.

- 於其中十間分店擺放本會捐款箱。
  Ten branches of AEON placed the Society's donation boxes.

UPS

- UPS Foundation贊助毅誠工場於2015年3月開展康姨餅房擴展項目。
  Ngai Shing Workshop commenced the extension project of ‘Madam Hong's Bakery’ in March 2015. The project was sponsored by UPS Foundation.

- 與本會合辦年度企業義工日，探訪及帶領智障人士參與不同的義工活動。
  UPS and the Society co-organized the Annual Corporate Volunteer Day, arranged visits and accompanied persons with intellectual disabilities to participate in various activities.

大家樂集團
Café de Coral Group

- 於旗下二十七間一粥麵及米線陣分店擺放本會捐款箱。
  Twenty-seven branches of Super Super Congee & Noodles and Mixian Sense under Café de Coral Group placed the Society's donation boxes.

企業展銷
Corporate Trade Fair

- 康姨餅房獲邀於多間企業及商場進行曲奇展銷，當中包括香港會議展覽中心（管理）有限公司、帝京酒店、九龍建業有限公司、新世界發展有限公司、塡氏律師行、State Street Asia Ltd.、上海中心購物商場及新都城中心一期。
  Madam Hong's Bakery was invited to trade fairs in a number of corporations and shopping centres including Hong Kong Convention and Exhibition Centre (Management) Ltd, Royal Plaza Hotel, Kowloon Development Company Limited, New World Development Company Limited, Huen & Partners Solicitors, State Street Asia Ltd., Sheung Shui Centre Shopping Arcade and Metro City Plaza 1.
In 2014/15, a total of 33 teams of corporate volunteers participated in the activities of the Society. Over 600 corporate volunteers participated in various activities, representing an increase of 34% over the previous year. Volunteer activities are summarized as follows:

01. Volunteers of Estee Lauder and service users visit Hong Kong Museum of History and lunch at the Society’s social enterprise cafe, i.e. City Cafe

02. Volunteers of Arrow Asia Pac Limited and service users travel on Ngong Ping 360 cable cars

03. Volunteers of Goldrise Investment Limited celebrate Mid-Autumn Festival with service users

04. Volunteers of United Italian Crop. (HK) Ltd. and service users make potted plant together
Volunteers of MTR and service users visit Hong Kong Museum of Coastal Defence and lunch at the Society’s social enterprise cafe, i.e. Madam Hong Cafe.

The Society’s service users cheer for the participants at the CENTRAL Rat Race.

‘1600 Pandas’ and volunteer team visit the Society’s service units.
Media is not only an important channel for conveying information in the community but also a close partner for promoting the services of the Society. In 2014/15, about 60 pieces of news articles on the Society’s services by different media were recorded. This shows that the news coverage of the Society increased by more than 30% over the last year, representing a rise in public awareness of persons with disabilities and the services provided by the Society.

Right use of media for promotion would enhance the reputation of the Society and enable the community to have better understanding of the strengths and capabilities of persons with disabilities from different perspectives. The Society therefore held the second Media Lunch in May 2014 and took the opportunity to announce the survey results of the study on ‘Stress and Needs of Caregivers of Adults with Intellectual Disabilities comorbid with Autism Spectrum Disorder’. The survey results were reported in 15 Chinese and English newspapers drawing wide attention. Many caregivers have subsequently joined the ‘Support Group for Parents / Caregivers of Persons with Autism and Intellectual Disabilities’ where they can exchange experiences and alleviate stress.

‘City Cafe’ is the second social enterprise cafe of the Society. It commenced its service in October 2014. Apart from the paper media, the news of ‘City Cafe’ can also be accessed in social websites. Articles on the Cafe got lots of ‘Like’ from the public, allowing wide publicity within a short period of time.

In addition, clinical psychologists and occupational therapists of the Society were interviewed by newspaper and magazine reporters to introduce the services of the Society and to provide useful information. Other news coverage included ‘Best Buddies Hong Kong’ Movement and Arts with the disabled, etc. The Society would continue to work closely with the media to spread the positive messages about people with special needs such as persons with intellectual disabilities, autism and psychiatric disabilities. We hope to enlist support from more members of the community for the creation of an equal, caring, and inclusive community.
Consolidated Income

The Society's consolidated income in this financial year of HK$352.46 million was HK$29.84 million (9.25%) more than that of HK$322.62 million in 2013/14. Excluding the sale of a property disposed of in the year, the increase was only 7.45%, mainly attributable to additional Government subvention for various purposes and the extra income from the flag-day.

Consolidated Income: HK$352.46 million

- Government subventions 84.25% (HK$296.95m)
- Service fees/charges 10.22% (HK$36.02m)
- Investment income 0.85% (HK$2.98m)
- Social enterprise sales 0.55% (HK$1.95m)
- HK Jockey Club Charities Trust Donation 0.48% (HK$1.70m)
- Others 2.55% (HK$8.99m)
- Donations 1.10% (HK$3.87m)

综合收入

本會本年度的綜合收入為港幣三千二百四十六萬元，與2013/14年度的港幣三千二百二百六十二萬元相比，增幅為港幣二千九百八十四萬元（百份之九點二五）。如扣除本年度出售物業收入，綜合總收入只上升了百份之七點四五，增幅的主要原因在於政府增加大不同服務範疇的撥款，以及賣旗日之額外收入。
Consolidated Expenditure

The Society’s consolidated expenditure of HK$340.92 million was 5.73% or HK$18.47 million over last year. This was the result of higher staff costs, and other operating expenses, including insurance.

Distribution of Consolidated Expenditure by Service Type

港幣三億四千零九十二萬元
HK$340.92 million

(按支出性質 by Nature)

租金及差餉
Rent & rates
3.32%
(HK$11.33m)

行政開支
Administrative expenses
0.67%
(HK$2.30m)

社會企業售出成本
Social enterprise cost of goods sold
0.23%
(HK$0.80m)

其他營運開支
Other operating expenses
17.34%
(HK$59.07m)

僱員支出
Staff costs
78.44%
(HK$267.42m)

社會企業
Social Enterprise
1.70%
(HK$5.78m)

Casa-famiglia Home
1.09%
(HK$3.70m)

Hin Dip Centre
0.57%
(HK$1.96m)

‘Best Buddies Hong Kong’ Movement
0.21%
(HK$0.71m)

籌款開支
Fund Raising Expenditure
0.06%
(HK$0.20m)

其它項目
Other Projects
1.10%
(HK$3.76m)

SWD Subvented Service Units
95.27%
(HK$324.81m)

綜合支出
Consolidated Expenditure

本會之綜合支出為港幣三億四千零九十二萬元，較上年度高出港幣一千八百四十七萬元，增幅為百份之五點七三。支出上升主要是由於薪酬及其他營運開支包括保險均有所增加所致。
Consolidated Financial Performance and Funds Held

As a result of additional and tightened budgetary control measures implemented during the year, there was a consolidated surplus of HK$11.54 million for the year 2014/15 (2013/14: HK$0.17 million), which had been transferred to various funds held by the Society. Accordingly, the total funds in hand on 31 March 2015 increased by the same amount to HK$206.10 million as analyzed below:

<table>
<thead>
<tr>
<th>Fund Type</th>
<th>Sources of Fund</th>
<th>Percentage</th>
<th>Amount (HK$ millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-financed Services Fund</td>
<td>Foundation Fund</td>
<td>9.27%</td>
<td>19.10</td>
</tr>
<tr>
<td></td>
<td>Accumulated Funds</td>
<td>6.64%</td>
<td>13.68</td>
</tr>
<tr>
<td></td>
<td>Programme Fund</td>
<td>5.74%</td>
<td>11.83</td>
</tr>
<tr>
<td></td>
<td>Exchange Programme Fund</td>
<td>0.11%</td>
<td>0.22</td>
</tr>
<tr>
<td></td>
<td>Other Subvention Reserves</td>
<td>12.01%</td>
<td>24.75</td>
</tr>
<tr>
<td>Lump Sum Grant Reserve</td>
<td></td>
<td>50.62%</td>
<td>104.35</td>
</tr>
</tbody>
</table>

Total Consolidated Funds Held: HK$206.10 million
<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>HK$ 港幣</td>
<td>HK$ 港幣</td>
<td></td>
</tr>
<tr>
<td>收入 INCOME</td>
<td>352,463,777</td>
<td>322,623,182</td>
</tr>
<tr>
<td>支出 EXPENDITURE</td>
<td>(340,919,372)</td>
<td>(322,448,246)</td>
</tr>
<tr>
<td>本年度盈餘 SURPLUS FOR THE YEAR</td>
<td>11,544,405</td>
<td>174,936</td>
</tr>
<tr>
<td>其他全面支出 OTHER COMPREHENSIVE EXPENDITURE</td>
<td>-</td>
<td>(85,387)</td>
</tr>
<tr>
<td>本年度其他全面支出 OTHER COMPREHENSIVE EXPENDITURE FOR THE YEAR</td>
<td>-</td>
<td>(85,387)</td>
</tr>
<tr>
<td>本年度全面收益總額 TOTAL COMPREHENSIVE INCOME FOR THE YEAR</td>
<td>11,544,405</td>
<td>89,549</td>
</tr>
</tbody>
</table>
### Consolidated Statement of Financial Position

#### As at 31 March 2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Non-current Assets</strong></td>
<td>HK$港幣</td>
<td>HK$港幣</td>
</tr>
<tr>
<td>物業、機器及設備 Property, plant and equipment</td>
<td>12,615,284</td>
<td>645,533</td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>存貨 Inventories</td>
<td>39,057</td>
<td>34,599</td>
</tr>
<tr>
<td>按金及預付帳款 Deposits and prepayments</td>
<td>1,943,502</td>
<td>1,618,471</td>
</tr>
<tr>
<td>應收帳款 Accounts and other receivable</td>
<td>10,148,135</td>
<td>7,399,752</td>
</tr>
<tr>
<td>銀行存款及現金 Cash and bank balances</td>
<td>212,782,881</td>
<td>206,285,735</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>224,913,575</td>
<td>215,338,557</td>
</tr>
<tr>
<td><strong>Debt</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>應付帳款 Accounts and other payable</td>
<td>(17,321,441)</td>
<td>(9,110,174)</td>
</tr>
<tr>
<td>預收帳款 Receipts in advance</td>
<td>(3,179,798)</td>
<td>(3,372,200)</td>
</tr>
<tr>
<td>社會福利發展基金 Social Welfare Development Fund</td>
<td>(899,813)</td>
<td>(74)</td>
</tr>
<tr>
<td>未提取年假撥備 Provision for unutilized paid annual leave</td>
<td>(3,800,000)</td>
<td>(3,500,000)</td>
</tr>
<tr>
<td>傢俬與用具添置及小型工程資助 F&amp;E Replenishment and Minor Works Block Grant</td>
<td>(3,590,521)</td>
<td>(2,821,061)</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>(28,791,573)</td>
<td>(18,803,509)</td>
</tr>
<tr>
<td><strong>Net Current Assets</strong></td>
<td>196,122,002</td>
<td>196,535,048</td>
</tr>
<tr>
<td><strong>Total Assets Less Current Liabilities</strong></td>
<td>208,737,286</td>
<td>197,180,581</td>
</tr>
<tr>
<td><strong>Non-current Liability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>長期服務金撥備 Provision for long service payments</td>
<td>(2,632,000)</td>
<td>(2,619,700)</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td>206,105,286</td>
<td>194,560,881</td>
</tr>
</tbody>
</table>

- 累積基金 Accumulated Funds
- 活動基金 Programme Fund
- 扶助基金 Foundation Fund
- 自資服務基金 Self-financed Services Fund
- 交流活動基金 Exchange Programme Fund
- 整筆撥款儲備 Lump Sum Grant Reserve
- 其它資助儲備 Other Subvention Reserves
## 綜合現金流量表

**Consolidated Statement of Cash Flows**

### 截至二零一五年三月三十一日止之年度

**For the Year Ended 31 March 2015**

<table>
<thead>
<tr>
<th>活動項目</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>營業活動產生之現金 CASH FLOWS FROM OPERATING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>本年度盈餘 Surplus for the year</td>
<td>HK$ 11,544,405</td>
<td>HK$ 174,936</td>
</tr>
<tr>
<td>調整 Adjustments for:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>折舊 Depreciation</td>
<td>HK$ 774,302</td>
<td>HK$ 357,071</td>
</tr>
<tr>
<td>出售可供出售投資收益 Gain on disposal of available-for-sale investment</td>
<td>HK$ (114,277)</td>
<td>HK$ 158,959</td>
</tr>
<tr>
<td>出售持至到期投資損失 Loss on disposal of held-to-maturity investment</td>
<td>HK$ (5,791,029)</td>
<td>-</td>
</tr>
<tr>
<td>利息收入 Interest income</td>
<td>HK$ (2,975,515)</td>
<td>HK$ (2,449,787)</td>
</tr>
<tr>
<td>未提存年假撥備之增加 Increase in provision for unutilized paid annual leave</td>
<td>HK$ 300,000</td>
<td>HK$ 48,691</td>
</tr>
<tr>
<td>長期服務金撥備之增加 / (減少) Increase / (Decrease) in provision for long service payments</td>
<td>HK$ 12,300</td>
<td>HK$ (86,868)</td>
</tr>
<tr>
<td><strong>淨現金流量淨額 Net cash from/(used in) operating activities</strong></td>
<td>HK$ 3,864,463</td>
<td>HK$ (1,911,275)</td>
</tr>
</tbody>
</table>

| 存貨之 (增加) / 減少 (Increase) / Decrease in inventories | HK$ (4,458) | HK$ 133,176 |
| 按金及預付帳款之增加 Increase in deposits and prepayments | HK$ (325,031) | HK$ (121,796) |
| 應收帳款之增加 Increase in accounts and other receivable | HK$ (1,431,712) | HK$ (2,370,917) |
| 應付帳款之增加 / (減少) Increase / (Decrease) in accounts and other payable | HK$ 8,211,267 | HK$ (983,718) |
| 預收帳款之 (減少) / 增加 (Decrease) / Increase in deposits in advance | HK$ (192,402) | HK$ 266,962 |
| 社會福利發展基金之增加 Increase in Social Welfare Development Fund | HK$ 899,739 | HK$ 74 |
| 傢俬與用具添置及小型工程資助之增加 Increase in F&E Replenishment and Minor Works Block Grant | HK$ 769,460 | HK$ 375,608 |
| **營業活動之現金流入 / (出) Cash generated from/(used in) operating activities** | HK$ 11,791,326 | HK$ (4,611,886) |
| 出售商場收入 Net sales proceeds from disposal of property, plant and equipment | HK$ 5,791,030 | - |
| **營業活動之現金流入 / (出) 淨額 Net cash generated from/(used in) operating activities** | HK$ 17,582,356 | HK$ (4,611,886) |

| **投資活動產生之現金 CASH FLOWS FROM INVESTING ACTIVITIES** | | |
| 出售可供出售投資收入 Proceeds from disposal of available-for-sale investment | HK$ - | HK$ 2,520,877 |
| 出售持至到期投資收入 Proceeds from disposal of held-to-maturity investment | HK$ - | HK$ 2,325,630 |
| 定期存款之 (增加) / 減少 (Increase) / Decrease in fixed deposits | HK$ (16,248,553) | HK$ 48,521,290 |
| 購入物業、機器及設備 Purchase of property, plant and equipment | HK$ (23,122,102) | HK$ (11,638,728) |
| 已收取利息 Interest income received | HK$ 2,500,807 | HK$ 3,169,165 |
| **投資活動之現金流 (出) / 入淨額 Net cash from/(used in) generating activities** | HK$ (36,869,848) | HK$ 44,898,234 |

| **資助來源 CASH FLOWS FROM FINANCING ACTIVITIES** | | |
| 購置物業、機器及設備資助之收入 Grant received for acquisition of property, plant and equipment | HK$ 9,536,085 | HK$ 9,669,846 |
| **資助來源之現金流入淨額 Net cash generated from financing activities** | HK$ 9,536,085 | HK$ 9,669,846 |

| **現金及現金等價物之 (減少) / 增加淨額 NET (DECREASE) / INCREASE IN CASH AND CASH EQUIVALENTS** | | |
| 經年初之現金及現金等價物 CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR | HK$ 84,405,308 | HK$ 34,449,114 |
| 年末之現金及現金等價物 CASH AND CASH EQUIVALENTS AT END OF YEAR | HK$ 74,653,901 | HK$ 84,405,308 |
## Consolidated Income & Expenditure Summary

### For the Year Ended 31 March 2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td>HK$港幣</td>
<td>HK$港幣</td>
</tr>
<tr>
<td>Subvention received from Social Welfare Department</td>
<td>295,258,565</td>
<td>272,920,652</td>
</tr>
<tr>
<td>Fee received</td>
<td>29,054,508</td>
<td>28,896,254</td>
</tr>
<tr>
<td>Service users' work incomes</td>
<td>4,374,592</td>
<td>4,573,745</td>
</tr>
<tr>
<td>Donation received</td>
<td>3,869,760</td>
<td>2,872,652</td>
</tr>
<tr>
<td>Interest income</td>
<td>2,975,515</td>
<td>2,449,787</td>
</tr>
<tr>
<td>Social enterprise services fee income</td>
<td>2,500,093</td>
<td>1,907,427</td>
</tr>
<tr>
<td>Social enterprise sales</td>
<td>1,947,917</td>
<td>1,227,063</td>
</tr>
<tr>
<td>Lottery Fund Grant</td>
<td>-</td>
<td>15,955</td>
</tr>
<tr>
<td>Lottery Fund Block Grant</td>
<td>1,692,863</td>
<td>1,716,594</td>
</tr>
<tr>
<td>The Hong Kong Jockey Club Charities Trust</td>
<td>1,703,200</td>
<td>1,399,319</td>
</tr>
<tr>
<td>Community Care Fund</td>
<td>93,196</td>
<td>91,739</td>
</tr>
<tr>
<td>Queen Elizabeth Foundation for the Mentally Handicapped</td>
<td>130,993</td>
<td>-</td>
</tr>
<tr>
<td>Rental income</td>
<td>235,081</td>
<td>-</td>
</tr>
<tr>
<td>Gain on disposal of property, plant and equipment</td>
<td>5,791,029</td>
<td>-</td>
</tr>
<tr>
<td>Decrease in provision for long service payments</td>
<td>-</td>
<td>108,466</td>
</tr>
<tr>
<td>Other</td>
<td>2,836,465</td>
<td>4,443,529</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>352,463,777</td>
<td>322,623,182</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expenditure</strong></td>
<td>HK$港幣</td>
<td>HK$港幣</td>
</tr>
<tr>
<td>Salaries</td>
<td>241,788,527</td>
<td>233,311,773</td>
</tr>
<tr>
<td>Provident fund</td>
<td>25,243,937</td>
<td>21,854,526</td>
</tr>
<tr>
<td>Long service payments</td>
<td>89,556</td>
<td>68,978</td>
</tr>
<tr>
<td>Provision for unutilized paid annual leave</td>
<td>300,000</td>
<td>48,691</td>
</tr>
<tr>
<td>Administrative expenses</td>
<td>2,302,031</td>
<td>2,266,049</td>
</tr>
<tr>
<td>Audit fee</td>
<td>135,000</td>
<td>124,700</td>
</tr>
<tr>
<td>Social enterprise cost of goods sold</td>
<td>800,612</td>
<td>1,005,429</td>
</tr>
<tr>
<td>Insurance</td>
<td>3,443,698</td>
<td>2,542,158</td>
</tr>
<tr>
<td>Service users' work payment</td>
<td>3,938,542</td>
<td>4,014,771</td>
</tr>
<tr>
<td>Rent &amp; rates</td>
<td>11,330,848</td>
<td>10,957,343</td>
</tr>
<tr>
<td>Utilities</td>
<td>8,815,493</td>
<td>8,711,808</td>
</tr>
<tr>
<td>Depreciation</td>
<td>774,302</td>
<td>357,071</td>
</tr>
<tr>
<td>Exchange difference on foreign currency deposit</td>
<td>1,927,677</td>
<td>10,448</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>38,210,046</td>
<td>35,413,132</td>
</tr>
<tr>
<td>Lottery Fund expenditure</td>
<td>-</td>
<td>15,955</td>
</tr>
<tr>
<td>Lottery Fund Block Grant expenditure</td>
<td>1,692,863</td>
<td>1,716,594</td>
</tr>
<tr>
<td>Other expenditure under donation</td>
<td>126,240</td>
<td>28,820</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>340,919,372</td>
<td>322,448,246</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surplus for the Year</strong></td>
<td>HK$港幣</td>
<td>HK$港幣</td>
</tr>
<tr>
<td></td>
<td>11,544,405</td>
<td>174,936</td>
</tr>
</tbody>
</table>

**Note 1:** The Financial Summary represents the consolidated financial performances and positions of Fu Hong Society, Hong Yung Services Limited and Agape Society Limited.

**Note 2:** The audited accounts were approved by the Council of the Society on 17 September 2015. The full set of this year's audited accounts and financial statements will be available at the Society's Head Office upon request.
### 近五年綜合收入 Past 5 Years Consolidated Income

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2013/14</th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HK$ million</td>
<td>HK$ million</td>
<td>HK$ million</td>
<td>HK$ million</td>
<td>HK$ million</td>
</tr>
<tr>
<td></td>
<td>百萬港元</td>
<td>百萬港元</td>
<td>百萬港元</td>
<td>百萬港元</td>
<td>百萬港元</td>
</tr>
<tr>
<td>政府資助 Government subventions</td>
<td>296.95</td>
<td>274.47</td>
<td>263.57</td>
<td>247.23</td>
<td>230.18</td>
</tr>
<tr>
<td>服務收費 Service fees/charges</td>
<td>36.02</td>
<td>34.63</td>
<td>34.06</td>
<td>32.94</td>
<td>36.85</td>
</tr>
<tr>
<td>捐款 Donations</td>
<td>3.87</td>
<td>2.87</td>
<td>4.30</td>
<td>2.80</td>
<td>6.65</td>
</tr>
<tr>
<td>投資收入 Investment income</td>
<td>2.98</td>
<td>2.45</td>
<td>3.11</td>
<td>2.69</td>
<td>1.43</td>
</tr>
<tr>
<td>社會企業銷售 Social enterprise sales</td>
<td>1.95</td>
<td>1.97</td>
<td>2.40</td>
<td>6.04</td>
<td>28.44</td>
</tr>
<tr>
<td>香港賽馬會慈善信託基金捐款 HK Jockey Club Charities Trust Donation</td>
<td>1.70</td>
<td>1.40</td>
<td>1.03</td>
<td>0.86</td>
<td>0.67</td>
</tr>
<tr>
<td>其他 Miscellaneous</td>
<td>8.99</td>
<td>4.83</td>
<td>6.72</td>
<td>4.04</td>
<td>3.01</td>
</tr>
<tr>
<td>綜合收入 Consolidated Income</td>
<td>352.46</td>
<td>322.62</td>
<td>315.19</td>
<td>296.60</td>
<td>307.23</td>
</tr>
<tr>
<td>與上年度比較之增減百分比 Percentage change against previous year</td>
<td>+9.25%</td>
<td>+2.36%</td>
<td>+6.27%</td>
<td>-3.46%</td>
<td>+5.00%</td>
</tr>
</tbody>
</table>

*The Society's consolidated incomes have increased over the past several years, except in 2011/12 (upon the conclusion of the contract with Hospital Authority for running their co-op shop (by the Society's social enterprise)).

### 近五年綜合支出 Past 5 Years Consolidated Expenditure

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2013/14</th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HK$ million</td>
<td>HK$ million</td>
<td>HK$ million</td>
<td>HK$ million</td>
<td>HK$ million</td>
</tr>
<tr>
<td></td>
<td>百萬港元</td>
<td>百萬港元</td>
<td>百萬港元</td>
<td>百萬港元</td>
<td>百萬港元</td>
</tr>
<tr>
<td>僱員支出 Staff costs</td>
<td>267.42</td>
<td>255.28</td>
<td>243.78</td>
<td>227.88</td>
<td>208.71</td>
</tr>
<tr>
<td>租金及差旅 Rent &amp; rates</td>
<td>11.33</td>
<td>10.96</td>
<td>10.32</td>
<td>10.14</td>
<td>9.82</td>
</tr>
<tr>
<td>行政開支 Administrative expenses</td>
<td>2.30</td>
<td>2.67</td>
<td>1.97</td>
<td>1.83</td>
<td>1.88</td>
</tr>
<tr>
<td>社會企業銷售成本 Social enterprise cost of goods sold</td>
<td>0.80</td>
<td>1.01</td>
<td>1.25</td>
<td>3.19</td>
<td>23.12</td>
</tr>
<tr>
<td>其他營運開支 Other operating expenses</td>
<td>59.07</td>
<td>52.53</td>
<td>54.07</td>
<td>49.33</td>
<td>52.73</td>
</tr>
<tr>
<td>綜合支出 Consolidated Expenditure</td>
<td>340.92</td>
<td>320.45</td>
<td>311.39</td>
<td>292.37</td>
<td>296.26</td>
</tr>
<tr>
<td>與上年度比較之增減百分比 Percentage change against previous year</td>
<td>+5.73%</td>
<td>+3.55%</td>
<td>+6.51%</td>
<td>-1.31%</td>
<td>+4.60%</td>
</tr>
</tbody>
</table>

*The Society's consolidated expenditures have increased over the past several years, except in 2011/12 (upon the conclusion of the contract with Hospital Authority for running their co-op shop (by the Society's social enterprise)).
6
STATISTICS
統計資料
The Society has adopted Performance Measurement and Management Tool (PMMT) in its business plan and monitoring since 2005. The PMMT is used to assist the Society in developing its capacity to tackle the challenges and to seize the opportunities brought by internal and external changes. Key Performance Indicator (KPI) is an important indicator with defined standards used to measure and evaluate the effectiveness of major measures and to foster service improvement.

In 2014/15, 32 specific and measurable KPIs were determined to measure the performances of the Society and service units beyond financial aspects. The KPIs covered four major areas, namely service user and network, internal process (including client management and operation management), learning and growth (including human resources and organization capital) and financial resources (including establishment of networks with donors and sponsors). Besides submitting monthly progress reports on service performance, each service unit follows the requirements of ‘Service Quality Standards’ defined by the Social Welfare Department, to conduct half-year and annual service performance evaluations and to collect opinions from staff members, service users and their family members. In 2014/15, the Society has achieved or exceeded targets of nearly all KPIs. The overall attainment rate reaches 91%.

To further improve the overall attainment rate of KPIs, the Society will make continuous efforts in the areas of service users’ community participation, enhancement of operational safety and compliance with the service standards of the Social Welfare Department.

1 本會將致力在促進服務使用者積極融入社會、改善運作安全及確保社會福利服務要求等方面持續改善，以進一步提高主要表現指標的整體達標率。

To further improve the overall attainment rate of KPIs, the Society will make continuous efforts in the areas of service users’ community participation, enhancement of operational safety and compliance with the service standards of the Social Welfare Department.
### Key Performance Indicators in 2014/15

<table>
<thead>
<tr>
<th>Service Users / Support Network</th>
<th>Targets</th>
<th>Overall Results (Variance in %)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Users</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>改善服務使用者的生活質素及對服務的滿意程度</td>
<td>80%</td>
<td>96.9% (+16.9%)</td>
</tr>
<tr>
<td>Improve service users' quality of life and satisfaction with services received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>服務使用者對日間訓練及住宿服務表示滿意的比率</td>
<td>80%</td>
<td>100% (+20%)</td>
</tr>
<tr>
<td>Service users' satisfaction rate of Day Training and Residential Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>服務使用者對社區支援服務表示滿意的比率</td>
<td>1,074</td>
<td>1,160 (+ 8%)</td>
</tr>
<tr>
<td>Service users' satisfaction rate of Community Support Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>為回應服務使用者高齡化而推行新增或修訂的活動計劃 / 措施 / 介入方式的數目</td>
<td>52</td>
<td>54 (+3.8%)</td>
</tr>
<tr>
<td>No. of service users arranged for development and regular participation in one suitable physical exercises / sports / arts activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>促進服務使用者積極融入社會</td>
<td>14,080</td>
<td>13,661 (- 3%)</td>
</tr>
<tr>
<td>Encourage service users to be fully integrated members of the community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>住宿服務使用者參與非中心為本社區共融活動的出席人次</td>
<td>9,000</td>
<td>10,267 (+14%)</td>
</tr>
<tr>
<td>Attendance of service users of Residential Services participating in non-centre based social inclusion activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>到訪人士參與共融活動的出席人次</td>
<td>33</td>
<td>41 (+ 24.2%)</td>
</tr>
<tr>
<td>Attendance of visitors participating in inclusive activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>與服務機構 / 公司 / 團體建立了服務網絡的數目</td>
<td>126</td>
<td>140 (+ 11%)</td>
</tr>
<tr>
<td>No. of networks formed with service organizations / corporates / groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Support Network</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>加強義工陣容</td>
<td>12,598</td>
<td>17,699 (+ 40.5%)</td>
</tr>
<tr>
<td>Strengthen the capacity of volunteers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>義工參與扶康會 / 服務單位服務的出席次數</td>
<td>9,000</td>
<td>10,267 (+14%)</td>
</tr>
<tr>
<td>Volunteer attendance in services held by FHS / service units</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other Stakeholders</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>加強與服務機構 / 公司 / 團體建立網絡</td>
<td>117</td>
<td>116 (-0.8%)</td>
</tr>
<tr>
<td>Enhance network with service organizations / corporates / groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>與服務機構 / 公司 / 團體建立了服務網絡的數目</td>
<td>117</td>
<td>116 (-0.8%)</td>
</tr>
<tr>
<td>No. of networks formed with service organizations / corporates / groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>被接觸推廣介紹「香港最佳老友」運動的服務機構 / 公司 / 團體的數目</td>
<td>28</td>
<td>49 (+ 75%)</td>
</tr>
<tr>
<td>No. of service organizations / corporates / groups contacted for promotion of 'Best Buddies Hong Kong' Movement</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Operation Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>改善服務運作之效率及成效</td>
<td>65</td>
<td>65</td>
</tr>
<tr>
<td>Improve operation, efficiency and effectiveness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>進行檢視及簡化行政 / 服務程序的數目</td>
<td>61</td>
<td>62 (+ 1.6%)</td>
</tr>
<tr>
<td>No. of reviews conducted for simplifying administration / service procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>改善運作效率和 / 或成效的良好服務建議的數目</td>
<td>41</td>
<td>58 (+ 1.8%)</td>
</tr>
<tr>
<td>No. of good suggestions on improving operation efficiency and / or effectiveness</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Organization Capital</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>發展跨專業團隊協作</td>
<td>611</td>
<td>663 (+ 8.5%)</td>
</tr>
<tr>
<td>Develop multi-disciplinary teamwork</td>
<td></td>
<td></td>
</tr>
<tr>
<td>跨專業團隊會議次數</td>
<td>57</td>
<td>58 (+ 1.8%)</td>
</tr>
<tr>
<td>No. of meetings of multi-disciplinary teams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>促進機構文化</td>
<td>57</td>
<td>58 (+ 1.8%)</td>
</tr>
<tr>
<td>Foster organizational culture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>建立機構價值活動 / 措施的數目</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of activities / measures in cultivating organization core values</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**GENERAL INFORMATION**

**Number of FHS Members**

<table>
<thead>
<tr>
<th>Year</th>
<th>Corporate members</th>
<th>Individual members</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>9</td>
<td>189</td>
<td>198</td>
</tr>
<tr>
<td>2013/14</td>
<td>9</td>
<td>175</td>
<td>184</td>
</tr>
<tr>
<td>2012/13</td>
<td>9</td>
<td>174</td>
<td>183</td>
</tr>
<tr>
<td>2011/12</td>
<td>9</td>
<td>162</td>
<td>171</td>
</tr>
<tr>
<td>2010/11</td>
<td>9</td>
<td>154</td>
<td>163</td>
</tr>
</tbody>
</table>

**Participation of Service Users' Parents / Guardians**

**General Participation**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of parent volunteers</th>
<th>Number of parents / guardians participating in activities</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>564</td>
<td>2,365</td>
<td></td>
</tr>
<tr>
<td>2013/14</td>
<td>527</td>
<td>5,035</td>
<td></td>
</tr>
<tr>
<td>2012/13</td>
<td>425</td>
<td>4,917</td>
<td></td>
</tr>
<tr>
<td>2011/12</td>
<td>414</td>
<td>4,957</td>
<td></td>
</tr>
<tr>
<td>2010/11</td>
<td>435</td>
<td>4,588</td>
<td></td>
</tr>
</tbody>
</table>

**Participation in Council / Committees / Regional Sub-Committees**

<table>
<thead>
<tr>
<th>Year</th>
<th>Council</th>
<th>Committees</th>
<th>Regional Sub-Committees</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>42</td>
<td>8</td>
<td>2</td>
<td>52</td>
</tr>
<tr>
<td>2013/14</td>
<td>41</td>
<td>8</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>2012/13</td>
<td>43</td>
<td>12</td>
<td>1</td>
<td>56</td>
</tr>
<tr>
<td>2011/12</td>
<td>51</td>
<td>15</td>
<td>1</td>
<td>67</td>
</tr>
<tr>
<td>2010/11</td>
<td>50</td>
<td>15</td>
<td>1</td>
<td>66</td>
</tr>
</tbody>
</table>
### Number of Voluntary Participation

<table>
<thead>
<tr>
<th>Year</th>
<th>General Services</th>
<th>Casa Famiglia Services</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of Voluntary Participation</td>
<td>Number of corporate voluntary participation / Number of corporate voluntary team participation</td>
<td></td>
</tr>
<tr>
<td>2014/15</td>
<td>17,098 / 601 / 33</td>
<td>17,699 / 200 / 9</td>
<td>118</td>
</tr>
<tr>
<td>2013/14</td>
<td>12,356 / 447 / 23</td>
<td>12,803 / 186 / 10</td>
<td>119</td>
</tr>
<tr>
<td>2011/12</td>
<td>12,304 / 186 / 10</td>
<td>12,490 / 200 / 9</td>
<td></td>
</tr>
<tr>
<td>2010/11</td>
<td>13,926 / 200 / 9</td>
<td>14,126 / 200 / 9</td>
<td></td>
</tr>
</tbody>
</table>

**Total**: 73,333

#### General Services

- **2014/15**: 17,098
- **2013/14**: 12,356
- **2012/13**: 15,885
- **2011/12**: 12,304
- **2010/11**: 13,926

#### Casa Famiglia Services

- **2014/15**: 17,699
- **2013/14**: 12,803
- **2012/13**: 16,215
- **2011/12**: 12,490
- **2010/11**: 14,126

**Number of volunteers (regular friends)**

- **2014/15**: 92
- **2013/14**: 93
- **2012/13**: 103
- **2011/12**: 98
- **2010/11**: 95
Staff Statistics (As at 31 March 2015)

總人數 Total 1,090

香港服務有限公司 Hong Yung Services Limited

管理 Management

服務運作 Direct Service and Operation

專業人員 Professionals

中央行政 Central Administration

1,003
727 (72.5%)

1,022 (94%)

68 (6%)

217
(19.9%)

809 (74.2%)

53 (4.9%)

11 (1%)

友愛之家有限公司 Agape Society Limited

管理 Management

服務運作 Direct Service and Operation

專業人員 Professionals

中央行政 Central Administration

22

217 (96.9%)

19 (86.4%)

63 (96.9%)

手動

非障礙員工人數 (全職/兼職)
No. of non-disabled staff (Full-time/Part-time)

非障礙員工人數 (全職/兼職)
No. of disabled staff (Full-time/Part-time)

總人數 Total 1,090

香港服務有限公司 Hong Yung Services Limited

管理 Management

手動

非障礙員工人數 (全職/兼職)
No. of non-disabled staff (Full-time/Part-time)

非障礙員工人數 (全職/兼職)
No. of disabled staff (Full-time/Part-time)
Distribution of Full-time / Part-time Disabled Staff (by Service Types)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Full-time</th>
<th>Part-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Services</td>
<td>26 (38%)</td>
<td>42 (62%)</td>
</tr>
<tr>
<td>Vocational Rehabilitation and Development Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sensory Integration Therapy Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Enterprise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>68</td>
<td>68</td>
</tr>
</tbody>
</table>

Source of Premises of Service Units (As at 31 March 2015)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Renting Premises from HK Housing Authority</th>
<th>Renting Premises from HK Housing Society</th>
<th>Renting Government Premises</th>
<th>Self-owned Premises</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Services</td>
<td>16</td>
<td>2</td>
<td>11</td>
<td>2</td>
</tr>
<tr>
<td>Day Training Services - Adult Training Centres</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Community Support Services</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Community Psychiatric Services</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Vocational Rehabilitation and Development Services</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Services for Persons with Autism and Developmental Disabilities</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Social Enterprise</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Central Administration</td>
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<td>1</td>
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Since 28 February 2015, the programme has begun to receive subventions from the Social Welfare Department and it has started to admit service users since 1 April 2015.

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<tr>
<td>Casa Famiglia</td>
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<td>Extended Care Programme</td>
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<td>Hin Dip Centre</td>
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<tr>
<td>Sensory Integration Therapy Centre</td>
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</table>

總人數 Total: 2,720 3,672

*此計劃於2015年2月28日開始獲社會福利署提供補助，並於2015年4月1日開始收錄服務使用者。

Since 28 February 2015, the programme has begun to receive subventions from the Social Welfare Department and it has started to admit service users since 1 April 2015.
Classification by Service Users' Major Disability

- **Psychiatric Disabilities**
  - Users: 1,319
  - Percentage: 35.9%

- **Mild Intellectual Disabilities**
  - Users: 416
  - Percentage: 11.3%

- **Moderate Intellectual Disabilities**
  - Users: 941
  - Percentage: 25.6%

- **Severe Intellectual Disabilities**
  - Users: 403
  - Percentage: 11%

- **Severe Physical Disabilities with Intellectual Disabilities**
  - Users: 283
  - Percentage: 7.7%

- **Physical Disabilities**
  - Users: 58
  - Percentage: 1.6%

- **Autism**
  - Users: 100
  - Percentage: 2.7%

- **Sensory Integration Dysfunction**
  - Users: 96
  - Percentage: 2.6%

- **Attention-deficit Hyperactivity Disorder**
  - Users: 10
  - Percentage: 0.3%

- **Other Developmental Disabilities**
  - Users: 35
  - Percentage: 1%

- **Limited Intelligence**
  - Users: 11
  - Percentage: 0.3%
### 受惠服務使用者人數

**Number of Service Users Served**

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<tr>
<th>服務類別</th>
<th>Service Types</th>
<th>2014/15</th>
<th>2013/14</th>
<th>2012/13</th>
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<td>中度智障人士宿舍</td>
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<td>中途宿舍</td>
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<td>輔助家舍</td>
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<td>日間訓練服務</td>
<td>Day Training Services</td>
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<td>社區支援服務</td>
<td>Community Support Services</td>
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<td>殘疾人士地區支援中心</td>
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<td>住宿暫緩服務</td>
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<td>精神健康綜合社區中心</td>
<td>Integrated Community Centre for Mental Wellness</td>
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<td>輔助就業</td>
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<td>71</td>
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<td>職業康復延展計劃</td>
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<td><strong>總人數 Total</strong></td>
<td><strong>Total</strong></td>
<td><strong>3,672</strong></td>
<td><strong>3,568</strong></td>
<td><strong>3,697</strong></td>
<td><strong>3,794</strong></td>
<td><strong>3,677</strong></td>
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</table>
Age Distribution of Service Users Served

Total: 3,672

- <15 (241 名使用者 Users)
- 15-20 (132 名使用者 Users)
- 21-30 (418 名使用者 Users)
- 31-40 (739 名使用者 Users)
- 41-50 (956 名使用者 Users)
- 51-60 (790 名使用者 Users)
- >60 (396 名使用者 Users)

Residential Services
- 0-40 (308 名使用者 Users)
- 41->60 (711 名使用者 Users)

Day Training Services
- 0-40 (257 名使用者 Users)
- 41->60 (361 名使用者 Users)

Geographical Distribution of Service Users Served

- 香港島 Hong Kong Island (53%)
  - 16-20 (693 名使用者 Users)
  - 11-15 (360 名使用者 Users)
  - 6-10 (295 名使用者 Users)
- 新界 New Territories (35%)
  - 15-20 (132 名使用者 Users)
- 九龍 Kowloon (12%)
  - 21-25 (143 名使用者 Users)

Duration of Stay of Service Users Served

- 0-5 (1,859 名使用者 Users)
- 6-10 (295 名使用者 Users)
- 11-15 (360 名使用者 Users)
- 16-20 (693 名使用者 Users)
- >25 (322 名使用者 Users)

Kowloon: 444 名使用者 Users (12%)
Hong Kong Island: 1,958 名使用者 Users (53%)
New Territories: 1,270 名使用者 Users (35%)
Sources of Referral of Service Users Served

- **Referral from SWD**
  - 2,584 Users (70.4%)
- **Direct Intake**
  - 609 Users (16.6%)
- **Referral from Other Authorities**
  - 479 Users (13%)

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**2014/15 Professional Studies**

1. **Study on Stress of Caregivers of Adults with Intellectual Disabilities Comorbid with Autism Spectrum Disorder**
2. **Pilot Study on Fall Exercise Intervention Programmes for Persons with Intellectual Disabilities**
3. **Effect of Interactive Weight-bearing Exercise Platform on Retardation of Bone Loss and Balance in the Ageing People with Learning Disabilities**
Services will be available in November 2015
## Management Team

### Executive Director
Ms LUK Wai Yin, Becky

### Assistant Executive Director
Ms TSUI Kwan Yin, Frankie

### Regional Managers
- Mr LEUNG Tai Wai, David (Sha Tin & Kwun Tong)
- Mr WONG Kin On, Leo (Hong Kong Island South)
- Mr POK Fook Sun (Tsuen Kwai & Sham Shui Po)
- Mr AU Wai Man, Joseph (Tuen Mun & Yuen Long)
- Mr KWAN Chi Sang, Aldous (Hong Kong Island East & Paramedical Services Projects)
- Ms MAK Yun Wan, Silvia (Vocational Rehabilitation & Development Services)

### Financial Controller
Ms CHAN Yin Wah, Eva

### Administration & IT Manager
Ms LAI Siu Fun, April

### Human Resources Manager
Ms LEUNG Pui Lin, Angela
## Overview of Service Types and Service Units

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Service Description</th>
<th>Hong Kong Island</th>
<th>Kowloon</th>
<th>New Territories</th>
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<td>Hostel (Persons with Severe Physical Disabilities and Intellectual Disabilities)</td>
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<td>Halfway House</td>
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<td>Casa Famiglia</td>
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<td>On The Job Training Programme for Persons with Disabilities</td>
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<td>Work Extension Programme</td>
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<td>Cleaning Services</td>
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<td>Gift Wrapping Services</td>
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<td>Air Sterilization &amp; Pest Control Services</td>
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<td><strong>Other Services</strong></td>
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<td>Consultancy Services</td>
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<td>Inclusion Project – Let’s Art Together</td>
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1. The Society’s social enterprise is managed through Hong Yung Services Limited. For any questions regarding the services, please contact our staff at 2215-6305 or hys@fuhong.org.
### 服務單位

**Service Units**

<p>| 上李屋成人訓練中心 | Sheung Li Uk Adult Training Centre | G/F, No. 2A Po On Road, Cronin Garden, Sham Shui Po, Kowloon | 2958-0331 | 2729-3581 | <a href="mailto:sluatc@fuhong.org">sluatc@fuhong.org</a> |
| 山景jść成人訓練中心 | Shan King Adult Training Centre | Unit 3, Level 3, Community Recreation Building, Shan King Estate, Tuen Mun, New Territories | 2464-6126 | 2462-5050 | <a href="mailto:skatc@fuhong.org">skatc@fuhong.org</a> |
| 友愛之家 | Father Tapella Home | Unit 201-209, Shek Fong House, Shek Wai Kok Estate, Tsuen Wan, New Territories | 2490-9080 | 2415-4000 | <a href="mailto:fth@fuhong.org">fth@fuhong.org</a> |
| 天水圍社區支援中心 | Tin Shui Wai District Support Centre | Unit 501-502, 5/F, Ancillary Facilities Block, Tim Chak Estate, Tin Shui Wai, New Territories | 2486-3030 | 2744-1812 | <a href="mailto:dsc@fuhong.org">dsc@fuhong.org</a> |
| 天耀之家 | Tin Yiu Home | 1/F &amp; 2/F, Wing A, Yiu Lung House, Tin Yiu Estate, Tin Shui Wai, New Territories | 2617-6161 | 2448-4242 | <a href="mailto:tyh@fuhong.org">tyh@fuhong.org</a> |
| 石田角工場 | Shek Wai Kok Workshop | G/F, Car Park Block No. 2, Shek Wai Kok Estate, Tsuen Wan, New Territories | 3518-4388 | 2498-8375 | <a href="mailto:swkw@fuhong.org">swkw@fuhong.org</a> |
| 稔東成人訓練中心 | Wo Che Adult Training Centre | G/F, Tai Wo House, Wo Che Estate, Sha Tin, New Territories | 2692-6606 | 2693-0816 | <a href="mailto:wcatc@fuhong.org">wcatc@fuhong.org</a> |
| 良景成人訓練中心 | Leung King Adult Training Centre | G/F, Leung Shui House, Leung King Estate, Tuen Mun, New Territories | 2454-5223 | 2454-5458 | <a href="mailto:lkatc@fuhong.org">lkatc@fuhong.org</a> |
| 優域廈 | Concordia Casa Famiglia | Room 8, 2/F, Block E, Staff Quarters, Prince of Wales Hospital, 46 Ngan Shing Street, Sha Tin, New Territories | 2648-3740 | 2648-4740 | <a href="mailto:cf@fuhong.org">cf@fuhong.org</a> |
| 恆安之家 | YI Lok Adult Training Centre | 3/F, HKS Rehabilitation Centre, BS Yue Kwong Road, Aberdeen, Hong Kong | 2214-2534 | 2870-1207 | <a href="mailto:rcylatc@fuhong.org">rcylatc@fuhong.org</a> |
| 長廈之家 | Cheung Shiu Wan Adult Training Centre | 3/F, Cheung Shiu Wan Community Centre, 55 Fat Tseung Road, Sham Shui Po, Kowloon | 2360-0364 | 2361-1467 | <a href="mailto:cswatc@fuhong.org">cswatc@fuhong.org</a> |
| 長康之家 | Cheung Hong Home | Unit 21-40, 2/F, Hong Wo House, Cheung Hong Estate, Tsing Yi, New Territories | 2495-6163 | 2497-6178 | <a href="mailto:chh@fuhong.org">chh@fuhong.org</a> |
| 思源之家 | Si Lok Adult Training Centre | 2/F, HKS Rehabilitation Centre, BS Yue Kwong Road, Aberdeen, Hong Kong | 2214-2523 | 2870-1210 | <a href="mailto:rcolatc@fuhong.org">rcolatc@fuhong.org</a> |
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| 新東成人訓練中心 | Chun Shek Adult Training Centre | G/F, Shek Ying House, Chun Shek Estate, Sha Tin, New Territories | 2699-2969 | 2699-2976 | <a href="mailto:csatc@fuhong.org">csatc@fuhong.org</a> |
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We would like to extend our gratitude to all donors, volunteers, corporations and organizations for the generous donation and support to our services last year (from 1 April 2014 to 31 March 2015). Owing to limited space, the Society regrets not being able to include the names of all volunteers and contributors individually here.
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廖梓汝  謝家良家長  謝愛娟
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甄玉多  謝愛蘭  謝碧輝
翟美芝  謝懷希  謝潤開
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