



企業社會責任
Corporate Social
Responsibility



扶康會除了致力為殘疾人士提供優質服務外，還身體力行關懷社區。去年，本會在下列不同的範疇，積極履行及推動企業社會責任。

提供義工服務的機會

本會透過不同的義工服務，推動傷健共融的精神，並於全年招募了不同個人義工及企業義工隊。

本會提供多元化的義工服務機會，包括到服務單位探訪，與服務使用者一起遊戲、製作手工藝或小食，以及外出活動。

於2012/2013年度，義工參與多達一萬六千二百一十五人次，當中義工張婉玲女士的服務時數更高達四百九十三小時。另外共有三十四隊企業義工隊參與提供服務。

伙伴合作計劃

與外間機構合作

本會與一百六十七個外間團體建立了服務網絡，包括教育機構、醫療機構及地區組織。透過彼此的專業知識、資源或人際網絡，加強外界對康復服務的認識及提升康復服務的質素。去年，合作的計劃包括：

Fu Hong Society is committed to caring the community, in addition to offering excellent services for persons with disabilities. In the past year, the Society actively carried out and pushed forward the corporate social responsibilities in the following aspects.

Provision of Volunteer Service Opportunities

Through different volunteer services, social inclusion is promoted and advocated. Individual volunteers and corporate volunteer teams have been recruited throughout the year.

A wide range of volunteer service opportunities are provided, including visits to service units and joining service users to play games, make handicrafts, prepare snacks and outings.

In 2012/2013, volunteer attendance reached 16,215. In particular, the service hours of volunteer Ms. Cheung Yuen Ling were as high as 493 hours. 34 corporate volunteer teams participated in our activities.

Partnership Projects

Service Collaboration

A total of 167 service networks have been formed with external groups, including educational institutes, medical sectors and district organisations. Through knowledge, resources and social network sharing, we have deepened the public's understanding about rehabilitation services and enhanced our service quality. Last year, several service collaboration projects were carried out as shown in the table.



- ▲ 「香港最佳老友」運動電能烹飪比賽
“Best Buddies Hong Kong” Movement Electric Cooking Competition
- ◀ 賣旗日
Flag Day

合作計劃撮要 Summary of Service Collaboration Projects

服務合作計劃 Service Collaboration Projects	合作伙伴及內容 Collaboration Parties and Contents
學生實習 Student placements	<ul style="list-style-type: none"> 本地大學及專上學院 Local universities and tertiary institutes 共提供了五十四個實習機會 A total of 54 placements were offered
精神健康月 Mental Health Month	<ul style="list-style-type: none"> 勞工及福利局、政府新聞處及社會福利機構 Labour and Welfare Bureau, Information Services Department and social services agencies 推廣心理健康，主題為「好精神 • 撐你行」的活動 Programme was organised to promote mental wellness with thematic message "Mental Health Walk"
家加油支援計劃(康晴天地) Family Support Scheme (Sunrise Centre)	<ul style="list-style-type: none"> 「童有你心」計劃 "Kids! Understand You" Scheme 快樂獎門人 "Super Happiness"
	<ul style="list-style-type: none"> 香港南區婦女會 Hong Kong Southern District Women's Association <ul style="list-style-type: none"> 透過遊戲、故事導讀等手法，讓三至六歲的小朋友認識情緒及發展社交技巧 Through games and storytelling, kids aged between three and six were helped to understand their emotions and develop social skills. 社會福利署香港仔綜合家庭服務中心 Aberdeen Integrated Family Service Centre of Social Welfare Department <ul style="list-style-type: none"> 為精神康復者的年幼子女(六至十二歲)，提供具預防性的介入和支援 Preventive intervention and support was offered to children aged between six and 12 of persons with psychiatric disabilities.



◀ 精神健康月
Mental Health Month

▼ 「童有你心」計劃
"Kids! Understand You" Scheme





▲ “To be a Chef” 慈善晚會
“To be a Chef” Charity Banquet

企業義工隊參與扶康會籌款活動 ▶
Corporate volunteer team
participated in the Society's
fundraising event



商界伙伴

「商界展關懷」計劃

於2012/2013年度，共有九十五間企業及專業團體成功被提名並獲得由香港社會服務聯會頒發的「商界展關懷」及「同心展關懷」標誌，其中九間為新合作的企業。

Corporate Partnership

Caring Company Scheme

In 2012/2013, totally 95 corporate partners and professional bodies were nominated and they were presented the “Caring Company” and “Caring Organisation” logos by the Hong Kong Council of Social Service. Nine of these corporate partners and professional bodies were the new working partners of the Society.

慈善活動

本會於2012年10月舉行的賣旗日，獲得二十間企業支持，他們除安排義工協助賣旗活動外，更於企業內進行募捐。而2012年12月舉行的第九屆「甜蜜心連心」步行籌款共有五十三間企業參加（較去年多出九間），共約七百位企業義工與本會的服務使用者一起參與活動。

Charity Events

The flag day in October 2012 received support from 20 companies, which arranged volunteers to assist in the flag selling as well as launching fundraising campaigns among their staff members. The 9th Charity Walkathon, held in December 2012, was joined by 53 companies (9 more companies as compared to last year). Approximately 700 corporate volunteers and service users participated in this event.



◀ 「商界展關懷」計劃社區伙伴合作展覽（與香港會議展覽中心（管理）有限公司董事總經理梅李玉霞女士（右二）及可持續發展部經理鄧若敏女士（左一）合照）

Caring Company Scheme Partnership Expo
(Photo taken with Ms LEE-MULLER, Monica, Managing Director (Right 2) and Ms TANG, Katherine, Sustainability Manager (Left 1), Hong Kong Convention and Exhibition Centre (Management) Ltd.)

協作計劃 Collaboration Projects



中華電力有限公司

- 連續九年贊助及與本會協辦「香港最佳老友」運動電能烹飪比賽
- 連續三年揀選本會成為其「安全獎勵計劃」捐款部分的受惠機構之一

CLP Power Hong Kong Ltd.

- For nine consecutive years organised the “Best Buddies Hong Kong” Movement cum Electric Cooking Competition.
- Selected the Society as one of the beneficiary organisations of its “Safety Incentive Scheme” for three consecutive years.

香港廚師協會

- 連續六年為本會舉辦「國際廚師日」慈善自助午餐
- 於2012年8月舉行了“To Be A Chef”慈善晚宴，並將部分籌款金額捐贈本會

Hong Kong Chefs Association

- Organised the “International Chefs Day” charity lunch buffet for the Society in the past six years.
- Organised the “To Be A Chef” charity banquet in August 2012 and donated part of the fund to the Society.



永旺(香港)百貨有限公司

- 於2012年8月至2013年7月期間的「永旺日」，舉行「幸福的黃色小票活動」，並安排本會成為活動受惠機構之一，捐贈電器等物品予本會多間服務單位
- 提供機會予本會服務使用者表演及參與社區活動，讓更多社會人士欣賞到智障人士的才能

AEON Stores (Hong Kong) Co., Limited

- Organised the “Blessing Yellow Tickets Activity” on its “AEON day” between August 2012 and July 2013, and listed the Society as one of its beneficiaries. Some electrical appliances were donated to the Society’s service units.
- Offered opportunities to the service users to perform and take part in community activities, enabling public to appreciate the talents of persons with intellectual disabilities.

UPS、花旗集團及雅詩蘭黛集團

- 分別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, Citi and Estée Lauder Inc.

- Respectively co-organised an annual Corporate Volunteer Day with the Society, on which they visited and guided persons with intellectual disabilities to participate in different volunteer activities.

▼ UPS



雅詩蘭黛集團 ▶ Estée Lauder Inc.



花旗集團 ▶ Citi





開設社會企業 以協助殘疾人士就業

過去九年，康融為殘疾人士累積提供超過二百個職位及四百個職業培訓機會，其中不少服務使用者透過本會的職業康復及發展服務團隊的專業評估、培訓、鼓勵及跟進下，重投社會，自力更生。



▲ 康融滅蟲服務
Hong Yung pest control service

倡導

扶康會一直注重倡導工作，例如殘疾人士及其家人的充權。倡導工作主要從四方面著手：社區教育、服務使用者參與、家長參與及政策倡導。

社區教育

本會舉辦社區教育嘉年華會、才藝表演及弱智教育周，包括社區教育講座及到學校和大學介紹「香港最佳老友」運動。

去年，本會在職培訓服務使用者李倩瑩女士參與拍攝香港電台劇集《沒有牆的世界III》，主要探討智障人士的婚姻及生育課題，並於去年7月播出。李女士及後獲會方委任為「扶康大使」，協助介紹本會的服務。

Employment for Persons with Disabilities through Social Enterprises

Over the past nine years, Hong Yung has offered more than 200 job opportunities and 400 vocational training opportunities for persons with disabilities. Many of them have gradually reintegrated into society and became self-reliant through professional assessment, trainings, encouragement and follow-up actions by vocational rehabilitation and development services team.

Advocacy

Fu Hong Society has all along emphasised on its advocacy work, such as empowerment of persons with disabilities and their families. The advocacy work primarily focuses on four aspects: community education, participation of service users, participation of parents and policy advocacy.

Community Education

Community educational carnival, talent shows and education week for persons with intellectual disabilities were organised, including community educational seminar and introducing “Best Buddies Hong Kong” Movement at schools and universities.

Furthermore, last year, one of the On-the-job Training service users Ms. LEE Sin Ying starred in RTHK’s programme “A Wall-less World III”. The programme, aired in July 2012, covered topics on marriage and reproduction in respect of persons with intellectual disabilities. Later, Ms. Lee was appointed by the Society as an “Ambassador of Fu Hong Society” to assist in publicising the services.



▲ 本會在職培訓服務使用者李倩瑩女士參與拍攝香港電台劇集《沒有牆的世界III》
On-the-job Training service users Ms. LEE Sin Ying starred in RTHK’s programme “A Wall-less World III”

為推廣《殘疾人權利公約》，本會的康復中心的服務使用者以話劇「他們與我」，於南區公共屋邨及中小學舉行街劇表演及講座，讓殘疾人士親身將《公約》推廣至社區各階層的人士。在過去一年，話劇共舉行了十一場，觀眾達一千六百多人。本會獲余兆麟基金贊助為期兩年推廣《公約》的經費，以擴大推廣範圍至整個港島區。

服務使用者的參與

服務使用者的參與一直備受重視。在屯門及元朗區的服務單位與工場，服務使用者可透過「服務使用者大會」分享心聲及發表對服務的意見。會內更有不同的服務單位組織義工團，如屯元之友、扶康愛心屯隊，參與各類型的義工活動，如探訪獨居長者、到訪老人中心及參與社區清潔運動等，為服務使用者提供服務社區的機會，更成為殘疾人士與社會大眾接觸的平台。

2012年4月，在職員的陪伴下，康復中心的服務使用者與南區區議員黃靈新先生會面，表達他們在中心附近使用公共交通服務的困難。在會上，服務使用者除積極發言外，更向黃議員遞上意見書。

To raise the awareness of all walks of life about the “Convention on the Rights of Persons with Disabilities”, service users of the Rehabilitation Centre have performed the drama “They and I” on the street and delivered presentations at public estates, primary and secondary schools in the Southern District. Their 11 sessions of dramas attracted more than 1,600 audiences last year. The Society received funding from SK Yee Medical Foundation for a two-year programme promoting the Convention. With the funding, the programme was to cover all parts of Hong Kong Island.

Participation of Service Users

Participation of service users has been highly valued all along. Service users in Tuen Mun and Yuen Long as well as those of the workshops, can share their views and express their ideas in unit-based “Service Users Meetings”. Groups of volunteers, such as Friends of Tuen Mun and Yuen Long and Fu Hong Society's Joint of Love, have been set up by the Society's service units. Also, service users are engaged in various kinds of volunteer works, such as visits to homes of the senior citizens living alone in the community, visits to elderly homes, and participation in the community cleanliness campaign. These volunteer activities have given service users not only opportunities of serving the community, but have also served as platforms for persons with disabilities to get along and maintain contacts with members of the public.

In April 2012, accompanied by the Society's staff members, service users of the Rehabilitation Centre met Mr. Vincent Wong, the Southern District Council member, to speak on their difficulties in using public transport service. The service users actively expressed their views at the meeting and submitted their opinions in writing to Mr. Wong.

康復中心的服務使用者與
南區區議員黃靈新先生會面
Service users of the Rehabilitation
Centre met Mr. WONG, Vincent,
Southern District Council member





- ◀ 家長代表會見高級社會福利署主任，反映他們對增加工場獎勵金額及其他康復服務的關注。
Parent representatives had talked with Senior Social Work Officer, Social Welfare Department on an increase of incentives given by the workshops and opinions of other rehabilitation services

家長的參與

家長代表定期參與會方舉行的會議，發表意見。去年，家長代表及扶康家長會代表發起行動，表達他們對工場獎勵金額及其他政策的意見。有關詳情可參考本年報第96頁——與家長的伙伴關係。

Participation of Parents

Parent representatives regularly participate in the Society's meetings and express their views. Additionally, they have conveyed their requests to the Government through actions. Last year, parent representatives and representatives of Fu Hong Parents' Association took actions on expressing their views on incentives scheme of sheltered workshop and also other policies. Detailed reports of the work are included in this annual report Part 4 – Partnership with Parents on page 96.

政策倡導

為了透過政策表達及倡導殘疾人士的公平權益，扶康會的職員積極參與不同團體及政府部門舉辦的會議、研討會及工作小組，包括：2013年福利議題及優次會議、智障人士老齡化及社會照顧研討會等，就多項康復服務議題及政策向政府反映意見。去年，本會聯同業界倡導檢討本港的精神健康政策，並於2012年6月在深水埗舉行「元州三十：倡導精神健康政策起動日」，藉回顧過去的社會悲劇，建議政府及公眾人士關注及制訂精神健康政策對社會的重要性。此外，社會福利署先後於2013年1月及2月就整筆撥款津助制度的《最佳執行指引》舉行交流會，向非政府機構董事會及業界同工徵詢意見。本會董事局主席、副主席及總會管理層員工亦分別出席上述的交流會，與業界分享意見。

Policy Advocacy

To express and advocate equal rights of persons with disability through policy, staff members of Fu Hong Society actively participate in various meetings, conferences and working groups held by other organisations and government bodies. Last year, staff attended the seminar on welfare topics and priority in 2013 and another on ageing and community care for persons with intellectual disabilities. Also, in June 2012, "Un Chau 30 years cum Mental Health Policy Advocacy" was organised in Sham Shui Po, with joint effort by the Society and work partners in mental health sector. The event aimed to advocate a review of local policies on mental health through a review of tragic incidents that took place over the past years. Moreover, in January and February 2013, the Social Welfare Department organised sharing sessions in respect of the Best Practice Guideline which would be incorporated in Lump Sum Grant Subvention System. The objective was to seek comments and feedbacks from the boards of non-governmental organisations and the sector. The Society's Chairman, Vice Chairmen and senior management also attended the sessions and shared their views with the sector.

僱員關係及發展

扶康會的人力資源政策一直反映關懷尊重員工的理念。本會能夠為服務使用者提供專業及優質的服務，全賴員工專業的服務精神和高水平的工作效能，故此員工是機構珍貴的資本。

本會直接或間接為六十位殘疾人士提供就業，已連續四年榮獲「十八區關愛僱主」的嘉許，肯定了本會對殘疾人士就業的貢獻。

工作重點

去年，本會的員工人數已由上年度的九百九十六位增加至一千零一十八位。本會面對最大的挑戰莫過於招攬和挽留人才。因此，本會採取多項措施，積極努力，建立及保持一支充滿熱誠及滿有才幹的工作團隊。

薪酬與福利

本會的薪酬和福利基準乃以政府總薪級表及市場水平作借鑑，以保持競爭力。2012/2013年，本會透過以下檢討及措施提升員工薪酬和不同福利：

Employee Relations and Development

In Fu Hong Society, care and respect to the staff is reflected and abreast of within the human resources policies. Provision of quality services for service users cannot be achieved without professionalism and high effectiveness of staff members. Staff members are indeed the Society's valuable assets.

Leveraging on direct or indirect provision of jobs opportunities for 60 persons with disabilities, the Society has been received "18 Districts Caring Employers" Award for consecutive four years in recognition of its contributions to the employment of persons with disabilities.

Work Focus

Last year, the number of employees in the Society increased from 996 to 1,018. The biggest challenges that the Society faced was recruiting and retaining talents. Therefore, various measures and effort have been made to establish and sustain a passionate and high caliber team.

Salaries and Benefits

The benchmark of the Society's salaries and fringe benefits is based on the Government's Master Pay Scale Point and market level in order to maintain its competitiveness. In 2012/2013, the salaries and various benefits of staff members were improved through the following reviews and measures:

合理報酬和關切福利 Reasonable Salaries and Caring Policies

設立特別津貼及獎金 **Setting up Special Allowances and Bonus**

增加年假 **Increasing the Number of Days of Annual Leave**

提升強積金計劃 **Improving the Mandatory Provident Fund**

增加侍產假 **Increasing the Number of Days of Paternity Leave**



職員諮詢委員會 Staff Consultative Committee



會議 Meeting

- ◀ 提升員工參與機構管理
Promoting staff members to participate in the Society's management

員工溝通

員工與管理層的溝通至為重要，透過多元化和不同渠道，建立有效的雙向溝通。藉著收集意見，讓員工了解本會服務策略、發展計劃及期望，加強員工的凝聚力及團隊精神。

本會設有內聯網、扶康會刊物、員工分享大會、員工諮詢機制、職員諮詢委員會會議及員工活動、扶康講場及跨專業會議等等。

Staff Communication

Communication among staff and management has been valued and an effective means of communication has been formed through diversified and different channels, especially emphasising two-way communication. In order to strengthen the cohesion and team spirits among staff members, not only opinions are collected but also service strategies, development plan and expectation on staff members are conveyed.

Measures include intranet, publications, sharing sessions for staff members, consultation mechanism for staff members, staff consultative committee meetings and staff activities, Fu Hong Focus Group, cross-disciplinary meetings, and so on.

員工活動 Staff Activities

大棠渡假村聯誼活動 Social gathering at Tai Tong Holiday Camp

增進員工和諧及友誼 ▶
Developing harmony and friendship among staff members



春茗聯歡 Annual Dinner

- ◀ 共賀新禧
Celebration and sharing joy

扶康講場 — 與總幹事對話

「扶康講場」為本會的一大亮點，不同職級的員工可以直接與總幹事對話，促進管理層與員工溝通。在2013年，總幹事陸慧妍女士已先後主持十一場「扶康講場」，細心聆聽每位出席員工就改善服務質素、員工福利及員工發展等事宜提出的意見。

關懷與獎勵

於2012/2013年度，本會共有一百五十一位員工獲長期服務獎，其中服務二十年或以上年資的達二十一人。

透過職級的制定，本會為員工提供事業發展路徑，表現突出及有能力的員工有機會晉升。除此之外，本會亦讓員工在工作崗位上作出調動，以擴闊工作視野及經驗。在2012/2013年度，本會共有二十七位員工晉升及三十二位員工調職。

Fu Hong Focus Group - Dialogue with Executive Director

“Fu Hong Focus Group” is a highlight of Fu Hong Society. During the sessions, staff members at different level can speak directly to Executive Director as a way to facilitate communication between the Management and staff members. In 2013, Executive Director Ms. LUK, Becky hosted 11 “Fu Hong Focus Group” and listened carefully the views of staff members regarding ways to improve service quality, staff benefits and staff development.

Care and Rewards

In 2012/2013, a total of 151 staff members received Long Service Awards. Among them, 21 have served Fu Hong Society for 20 years or more.

Through a system of rank hierarchy, we have provided career paths for staff members. Staff members showing outstanding performance and strong capability are offered opportunities to be promoted. Also, some staff members are assigned other job duties so as to broaden their horizons and diversify their work experiences. In 2012/2013, a total of 27 staff members were promoted and 32 staff members were reposted to take up other job duties.

三十年長期服務獎 30-Year Long Service Award



姚偉民先生 (高級經理)

Mr. YEW, Raymond (Senior Manager)

▼ 三十年來，我見證到扶康會在服務方面，一直貫徹始終八個字，就是「以人為本，以求為導」。
Over the past 30 years, I have witnessed that Fu Hong Society often adheres to its principle of providing people-oriented service, and “Meet the Need, Take the Lead”.

歐偉民先生 (區域經理)

Mr. AU, Joseph (Regional Manager)

▲ 三十年來的工作，雖然有時勞累，但看見服務使用者的笑臉，又似乎為我重新裝載動力，促使我繼續前行！
Though I have been working for 30 years in the Society and sometimes feel tired, when I see the service user's smiling faces, I regain energy to go ahead!





▲「暴力行為控制及脫身法技巧」工作坊
Workshop on Nonviolent Control and
Breakaway Techniques

◀ 新入職員工導向工作坊
Orientation Workshops for new staff members

職員培訓及發展

為了讓員工吸取新知識，過去一年，扶康會培訓部舉行不同主題的培訓項目（例如：調解工作概念、精神病危急事故之處理），共五十五項，總培訓時數為三百五十七小時，出席員工人次達二千七百四十八人次，總人次培訓時數為一萬三千四百二十一小時。所舉辦的培訓項目均得到員工的認同，檢討平均得分為四點八五分（最高為六分）。去年，培訓部共舉辦了三次新入職員工導向工作坊，為一百一十名新員工提供入職培訓。

本會為回應智障人士老齡化的趨勢，前兩年集中為護士職級員工舉行「照顧老齡智障人士」課程，去年更將此課程的培訓對象擴闊至其他專業職級，共有五十二名員工於去年參加此課程，當中有護士、服務單位經理、社工及治療師等。另外，亦將於智障人士老齡化系列的培訓新加一篇——樂齡活動篇。

除內部培訓，本會資助員工參加外間課程、研討會等，如資助六名員工於去年前往南韓出席國際康復國際會議，交流及吸收海外經驗；兩名員工參與社福登記護士訓練課程。

Staff Training and Development

To equip staff members with up-to-date knowledge, last year, Fu Hong Society's Training Department organised a total of 357 training hours in 55 training courses in different topics, like Workshop on Conflict Management, Handling Psychiatric Emergencies, with a total staff attendance of 2,748. During the year, the courses totally offered 13,421 hours of training activities. These courses were well received among staff members, and scored 4.85 on average in course evaluation (with 6 being the highest). Also, Training Department organised three Orientation Workshops for new staff members, and provided 110 new comers with trainings.

In the light of ageing of persons with intellectual disabilities, training courses were conducted for nursing team focusing on caring the ageing service users, in the previous two years. Last year, more staff training courses for other professional teams were developed. A total of 52 staff members, including nurses, managers of service units, social workers and therapists, enrolled in the courses. Furthermore, a new chapter known as "Activities for the Elderly" was added to our training series relating to the ageing of persons with intellectual disabilities.

In addition to internal staff training, sponsorship is given to staff members who join external courses and conferences. For example, six staff members were sponsored to attend RI World Congress in South Korea last year. Also, two of staff members were admitted to the Enrolled Nurse Training Programme for the welfare sector.