



Stakeholder Engagement & Support — 持分者的關顧及聯繫 — 職員及家屬 Staff & Families

扶康會致力履行企業責任，深信唯有「關懷各持分者以及維持良好聯繫」才能穩健推進本會使命——「以求為導，以愛同行」，共同建設一個共融的社會，讓服務使用者活出生命光彩。在眾多持分者中，前線同事及家屬絕對是最關鍵的一環。

輸入護理員研究

由於前線同事面臨人手不足的挑戰，本會參加了「院舍輸入護理員特別計劃」，並成功引入 40 名來自國內的輸入護理員，分配到 14 個服務單位，以紓緩人手不足的壓力。

同時，我們亦非常關注各持分者的問題及意見，例如：輸入護理員能否適應本地的工作環境？在離鄉背井的情況下，會否影響他們的服務質素？有見及此，本會研究及統計部開始進行「輸入護理員影響及支援需要調查」，以深入了解輸入護理員的需求及調整相應的支援措施，並探討計劃對整體服務質量的影響。

本會於 2024 年以小組訪談形式訪問了 30 位輸入護理員，同時向參與計劃的服務單位回收了 210 份問卷。結果顯示，本會服務單位的同事認為輸入護理員加入服務單位後，對工作效率及運作均有顯著的影響。

除正式研究外，早前本會總幹事胡志活博士與管理層同事亦親自到各間輸入護理員的宿舍作親善交流。在輕鬆的氛圍下，一同進膳及暢談他們的工作情況，並表達會方對他們的關懷，貫徹扶康會對員工的人情味。

無論是專業的研究，或是輕鬆的訪談交流，都彰顯了扶康會對「關懷各持分者以及維持良好聯繫」的重視。

對家屬的支持

本會一直視服務使用者的家屬為重要持分者，並致力與他們建立更緊密的聯繫。為促進家屬的參與，本會透過不同層面設立多個溝通平台，包括在服務單位層面設立「服務單位家長組」、在區域層面成立「區域小組委員會」，以及在機構層面設立「服務監察委員會」，讓家屬能夠直接表達意見、提出建議，同時能參與機構管治事務，確保服務更貼近使用者的需要。

此外，扶康家長會於 2000 年成立，今年正式踏入廿五周年。作為本會轄下各服務單位的家長和家屬組成的殘疾人士家屬組織，扶康家長會定期舉辦一系列活動，如郊遊、聯誼聚餐、義工支援等，旨在加強家屬間的互信及凝聚力，為他們提供更多關懷和支持。

Fu Hong Society is committed to fulfilling its corporate responsibility, believing that only by "engaging all stakeholders and maintaining strong connections" can we steadfastly advance our mission — "Your Need is the Lead, Walk together with Love" — to build an inclusive society where service users can thrive. Among our stakeholders, the frontline staff and family members of our service users are undoubtedly the most vital.

Study on Imported Care Workers

Facing staffing shortages, the Society joined the Imported Care Workers under the Special Scheme for Residential Care Homes and successfully recruited 40 Imported Care Workers from the Mainland, deploying them across 14 service units to alleviate workforce pressures.

Moreover, we actively address stakeholder concerns, such as how well the Imported Care Workers adapt to local work environments, and whether being away from home affects service quality. To explore these issues, our Research & Statistics Unit conducted the "Study on the Impact and Support Needs of Imported Care Workers", assessing their needs, refining support measures, and evaluating the scheme's overall effect on service standards.

In 2024, we held focus group interviews with 30 Imported Care Workers and collected 210 questionnaires from participating service units. Findings revealed that their inclusion significantly improved the working efficiency and overall operation.

Beyond formal research, our Chief Executive Officer, Dr. WOO Chi Wood, and management staff visited Imported Care Workers' dormitories for interaction. Over shared meals, they discussed work experiences and conveyed the Society's support, embodying the Society's people-centric ethos.

These efforts—whether structured studies or dialogues—reflect our dedication to stakeholder engagement.

Support for Families

We recognize families of service users as key stakeholders in our work. To strengthen engagement, we have established multi-tiered communication platforms, including Parent Groups at service unit level, Regional Sub-Committees at regional level, and a Service Monitoring Committee at organizational level. These structured channels facilitates direct feedback and involvement from families, ensuring that our services remain aligned with service users' needs.

Marking its 25th anniversary this year, the Fu Hong Parents Association (FHPA) continues to serve as a self-advocacy platform for families of persons with disabilities. Through outings, gatherings and volunteer programmes, it promotes mutual support and lasting solidarity among the families.