



機構文化 Organisational Culture

第三屆「卓越服務表揚計劃」頒獎典禮

落實機構核心價值、實踐專業精神、提供卓越服務

機構文化影響著機構的發展和質素。在六十年代末及七十年代初期，意大利達碑立神父眼見香港智障人士的艱苦景況，於是組織了一群義工探訪他們，並為他們安排社交及宗教聚會，這群義工對工作充滿熱誠和投入。1977年4月，達碑立神父在服務智障人士途中不幸遇上交通意外逝世，他對智障人士的關懷尊重和熱誠付出，孕育了扶康會機構文化的發展，當中著重回應殘疾人士的需要，為他們提供適切的先導服務。因此扶康會先後於香港創辦嚴重智障成人訓練中心暨宿舍、家居訓練服務、臨時住宿服務、智障人士熱線服務、殘疾人士護理院舍服務、自閉症人士訓練中心等。

機構「核心價值」— 關懷尊重、專業精神、 協同效應、熱誠主動及持續改善

在董事局的領導下，以全體員工參與模式，扶康會於2009年訂立五項機構「核心價值」，包括關懷尊重、專業精神、協同效應、熱誠主動及持續改善，目的是推動扶康會實踐願景 — 致力成為香港最優質殘疾人士服務機構。繼2009年舉辦第二屆「好人好事表揚計劃」，嘉許各服務單位員工體現機構「核心價值」的好人好

事，今年舉行了一連串活動和措施致力建立機構「核心價值」，包括第三屆「卓越服務表揚計劃」、向員工致送生日賀卡及禮物、在員工薪酬通知單上印上及在服務單位張貼機構「核心價值」、服務分區和服務單位「核心價值」分享會和「核心價值」優異員工選舉等相關活動，共同建立機構文化及落實「核心價值」。

第三屆「卓越服務表揚計劃」

第三屆「卓越服務表揚計劃」的目的是分享卓越服務實例，使機構的良好服務得以薪火相傳、持續改善。是次活動共收到56份服務計劃提名，由評審委員郭鍵勳博士及冼權鋒博士評審及選出15份入圍的「卓越服務」計劃；最後由全體員工以一人一票方式選出各獎項得獎計劃，投票率達94%，反映員工對推動機構文化的積極參與。第三屆「卓越服務表揚計劃」得獎結果如下：

1. 關懷尊重白燕獎

冠軍：康晴天地 - 「自作樂」RC快樂運動
亞軍：天水圍地區支援中心 - 開心活動星期四
季軍：天耀之家 - 非一般的「特務」

2. 專業精神啄木鳥獎

冠軍：興華成人訓練中心 - 乘風航之旅

亞軍：全會性計劃 - 「香港最佳老友」廣州交流團

季軍：天耀之家 - 護理院友的跑步機

3. 協同效應飛雁獎

冠軍：潔康之家 - 世紀婚禮

亞軍：社區精神康復服務 - 精神康復機構遠足比賽

季軍：深水埗區 - 深水埗區「香港最佳老友」計劃

4. 熱誠主動黃鸞獎

冠軍：毅誠工場 - 一個「康姨」的誕生

亞軍：康復中心管業處 - 環保 傷健同心 身體力行

季軍：全會性計劃 - 「智友您心」計劃



一個「康姨」的誕生計劃

5. 持續改善雄鷹獎

冠軍：康復中心管業處 - 食得放心 玩得稱心

亞軍：友愛之家 - 院舍安全及健康計劃書

季軍：石圍角工場 - 易-必合時

「一個『康姨』的誕生」在五個獎項冠軍隊伍中脫穎而出，獲得「百鳥歸巢大獎」。各個冠軍隊伍在頒獎典禮中，透過不同方式現場演繹其參選計劃，競逐「最佳演繹大獎」，結果由「世紀婚禮」奪得。



世紀婚禮計劃

扶康會上下一心，將繼續透過各類活動和措施，推動全體員工共同實踐「核心價值」，提升服務質素，致力將扶康會建立為香港最優質殘疾人士服務機構。

Practice of "Core Values", Realisation of Professional Spirit, Provision of Quality Service

Organisational culture influences the development and quality of an organisation. During the end of the 60s and early 70s, witnessing the hardship of persons with intellectual disabilities, Italian Father Enea Tapella organised a group of committed and enthusiastic volunteers to visit this group of persons, and arranged social and religious gatherings for them. In April 1977, Father Tapella passed away unfortunately in a traffic accident when serving a group of persons with intellectual disabilities. His care and respect and enthusiasm for them, however, have nurtured the development in the organisational culture of Fu Hong Society – emphasis on responding to the needs of persons with disabilities by providing suitable and pioneering services. Consequently, Fu Hong Society is the first organisation in Hong Kong to set up training centres cum hostels for adults with severe intellectual disabilities, home-based training service, respite care service, hotline service for persons with intellectual disabilities, care and attention homes for persons with disabilities and training centre for persons with autism etc.

Organisation "Core Values" – Care and Respect, Professional Spirit, Synergy, Pro-activeness and Continuous Improvement

Under the leadership of the Council and with full participation from staff, the Society has laid down its five "Core Values" in 2009, including: Care and Respect, Professional Spirit, Synergy, Pro-activeness and Continuous Improvement. The goal is to enable the Society to realise its vision: to become the best organisation for persons with disabilities in Hong Kong. Building on the 2nd "Good Staff Good Event Recognition Scheme" launched in 2009 which offered recognition to staff and the events that had realised the "Core Values", a series of programmes and measures were in place this year to help consolidate the "Core Values". These included: The 3rd "Outstanding Services Recognition Scheme", sending birthday cards and gifts to staff, printing the "Core Values" on staff's salary note and posting them in the service units, organising sharing sessions among regions and within service units, and election of outstanding "Core Values" staff, joining hands to build organisational culture and realising "Core Values".

The 3rd "Outstanding Services Recognition Scheme"

Through sharing of outstanding service programmes, it is the goal of the 3rd "Outstanding Services Recognition Scheme" to enable the Society's good practices to pass on and continuous improvement. Out of the 56 nominations received this year, 15 "outstanding service programmes" were shortlisted by our panel members,

Dr. Joseph K. F. Kwok and Dr. Kenneth K. F. Sin, followed by the one-staff-one-vote step to select the winners for the respective awards. A 94% turnout rate was recorded reflecting our staff's active participation in promoting organisational culture. Below are the results of the 3rd "Outstanding Services Recognition Scheme":

1. Care and Respect Award

- Champion: Sunrise Centre – Happiness Campaign at Rehabilitation Centre
 1st runner-up: Tin Shui Wai District Support Centre – Thursday with joyful activities
 2nd runner-up: Tin Yiu Home – Special Operation Staff

2. Professional Spirit Award

- Champion: Hing Wah Adult Training Centre – Adventure Ship
 1st runner-up: "Best Buddies Hong Kong" Guangzhou Exchange Tour
 2nd runner-up: Tin Yiu Home – The Treadmill of Care and Attention Home service users



Adventure Ship programme

3. Synergy Award

- Champion: Kit Hong Home – The Century Wedding
 1st runner-up: Community Psychiatric Rehabilitation Service – Psychiatric Rehabilitation Organisation Hiking Competition
 2nd runner-up: Sham Shui Po District "Best Buddies Hong Kong" Movement Scheme

4. Pro-activeness Award

- Champion: Ngai Shing Workshop – The birth of "Madam Hong"
 1st runner-up: Rehabilitation Centre Management Office – Environmental Protection Campaign
 2nd runner-up: "Intelligence Care Project"

5. Continuous Improvement Award

- Champion: Rehabilitation Centre Management Office – Eat well, play well
 1st runner-up: Father Tapella Home – Proposal about Safety and Health of Hostel
 2nd runner-up: Shek Wai Kok Workshop - e-BMS



Eat well, Play well programme

Among the five Champion teams, "The birth of 'Madam Hong'" stood out and won "The Most Outstanding Service Award". During the Award Presentation Ceremony, each Champion team had to stage its entry programme to compete for "The Best Performance Award". The winner of which finally went to "The Century Wedding".

With concerted efforts from the Council, committees, staff and stakeholders, the Society will continue its endeavour through a great variety of programmes and measures to realise the "Core Values", promote the quality of service and turn Fu Hong Society into the best organisation for persons with disabilities in Hong Kong.

