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企業社會責任

Corporate Social
Responsibility





照顧者關係 Caregiver Relations



扶康會一直視服務使用者家屬及照顧者為重要持分者，多年來積極鼓勵他們在服務上給予意見及賦權以提升他們的參與度；同時促進照顧者交流，鼓勵他們與服務使用者一起參與社區活動，為服務使用者謀求福祉。

Fu Hong Society recognises the pivotal role of service users' families and caregivers. Their active involvement and feedback have been instrumental in shaping our services. The Society also fosters communication among caregivers and encourages them to participate in community activities with service users, thereby enhancing their well-being.



照顧者的參與 Involvement of Caregivers

本會與照顧者建立積極的溝通和互動，確保他們的需求得到聆聽和理解。在各個服務單位中設立了「單位家長組」，讓照顧者可以與服務單位保持良好溝通。在機構層面上，設立了四個分區的「區域小組委員會」，其中包括由單位選舉出來的照顧者代表，讓他們可以與機構管理層交流意見。此外，在機構的管治架構中，成立了常設委員會——「服務監察委員會」，會議成員包括董事局委員以及各區「區域小組委員會」的主席，讓照顧者能夠直接參與機構管治的事務。



家長會定期進行會議，加強照顧者之間的意見交流，並讓照顧者與機構保持良好溝通
The parent association arranged regular meetings to strengthen the exchange of opinions among caregivers and maintained their good communication with the Society



The Society establishes proactive communication and interaction with caregivers to ensure their needs are heard and understood. 'Service Unit Parents' Groups' are set up in each service unit to maintain good communication between caregivers and the service units. A 'Regional Sub-committee' is established at the organisational level for four regions. The representatives of caregivers elected by service units could express and exchange their opinion with the organisation's management. In addition, a standing committee called the 'Services Monitoring Committee' is formed within the corporate governance structure, including members from the Council and chairs of each 'Regional Sub-Committees', enabling caregivers to participate directly in corporate governance issues.

扶康家長會定期舉辦不同活動，促進照顧者之間的交流和支援網絡
Fu Hong Parents' Association organised different activities regularly to promote communication and support network among caregivers



促進照顧者交流 Facilitating Communication among Caregivers

本會亦十分重視照顧者間的互相支持，並鼓勵他們積極參與不同的活動，藉此促進照顧者與本會建立良好的關係。其中「扶康家長會」是附設於本會的殘疾人士家長組織，由成立至今已踏入第二十四年。扶康家長會定期舉辦不同的照顧者活動，包括郊遊、茶聚、家屬義工探訪等，促進照顧者之間的交流和建立支援網絡。此外，透過工作坊及講座，包括養生保健工作坊、護理常識和物理治療專題講座等，讓照顧者獲得更多資訊和專業意見。同時透過資源分享，幫助增強照顧者的相關知識和技能，並提供實際的支援，從而減輕他們的負擔，及提升他們對生活的滿意度。

The Society attaches great importance to mutual support among caregivers and encourages active participation in various activities so as to promote a good relationship between caregivers and the Society. Among them, the 'Fu Hong Parents' Association' (FHPA) is a parent organisation for persons with disabilities affiliated with the Society is in its 24th year. FHPA regularly organises activities for caregivers, including outings, gatherings, and visits by family volunteers, to facilitate communication and support networks among caregivers. Additionally, caregivers gain more information and professional advice through workshops and lectures such as health and wellness workshops, nursing care skills, and physiotherapy seminars. In the meantime, the Society helps to enrich the caregivers' related knowledge and skills through resource sharing and providing practical support, thereby alleviating their burdens and enhancing their quality of life.



家長們參與養生保健工作坊，學習紓壓運動、穴位按摩和保健食療，提升情緒和身心健康
Parents participated in health and wellness workshop and learnt about stress-relieving exercises, acupoint massage and healthy food therapy for improving emotional and physical health



教導照顧者扶抱及轉移技巧，讓照顧者學習技巧之餘，亦獲得更多資訊和專業意見
Teaching caregivers the skills of lifting and transfer in which they not only learnt the skills, but also acquired more related information and professional advice



物理治療師為照顧者講解與家務相關的痛症疾患，了解成因及預防方法
Physiotherapists explained the pain and illness related to housework to caregivers, including causes and prevention methods



照顧者在物理治療專題日營享受閒暇活動的樂趣
Caregivers had fun in leisure activities at the day camp organised by physiotherapy team



扶康家長會秋季大旅行，接近一百位參加者一起遊覽有機火龍果農莊，並製作茶果，及後在流浮山品嚐海鮮午餐
About a hundred participants joined the Autumn Picnic, visited an organic dragon fruit farm and enjoyed a seafood lunch at Lau Fau Shan



員工關係及培訓 Staff Relations and Training

扶康會重視與員工的溝通，期望透過坦誠溝通，貫徹「以求為導、以愛同行」的理念，為員工營造一個和諧的工作環境，提升員工對本會的歸屬感。

To uphold the spirit of candid communication, and the motto 'Your Need is the Lead, Walk together with Love', Fu Hong Society has successfully built up a harmonious working environment and has enhanced staff members' loyalty and commitment to the Society.



員工參與及溝通 Staff Communication

為保持與員工雙向的溝通，本年度共舉行四場員工分享大會，合共接近三百位員工出席。大會由總幹事、副總幹事、服務總監、高級職業治療師、高級物理治療師及各部門主管匯報工作重點及未來發展計劃，管理層更與員工直接對話，提升透明度及加強信任。

本年度舉行了兩次由總幹事主持的職員事務諮詢及發展會議，各服務單位及各職系互選的員工代表，在會議上就員工關心的議題提出意見並交流服務心得。

Fu Hong Society strengthens communication between its staff members and Management through multiple communication channels. The Society organised four All-Staff Meetings which nearly 300 staff members attended. The Chief Executive Officer, Deputy Chief Executive Officer, Service Directors, and heads of functional departments shared their highlights and future developmental plans at the meetings so that staff members could reinforce their understanding of the Society's service philosophy and development.

The Staff Consultative and Development Meeting is made up of staff representatives from service units and of various job levels. Two meetings were held this year, the Chief Executive Officer chaired both. The agenda included topics for discussion that were close to the hearts of the staff or related to our services.



員工分享大會
All-Staff Meeting

關懷員工 Care and Respect

扶康會已簽署《好僱主約章》及《精神健康職場約章》，並參與「好心情 @ 健康工作間」計劃，透過推行及優化家庭友善措施、推動精神健康友善工作環境及提倡健康飲食、體能活動、精神健康，鼓勵員工平衡工作及家庭生活，並保持良好的精神健康。與此同時，本會提供「僱員支援計劃」，為員工及其直系家屬提供輔導和精神支援服務，並定期向員工發放心理健康資訊和相關研討訊息等。

The Society signed the 'Good Employer Charter' and 'Mental Health Workplace Charter' and joined the 'Joyfull@Healthy Workplace' programme by adopting employee-oriented and progressive good human resource management practices, promoting a mental health-friendly workplace environment and creating a joyful and healthy working environment in promoting Physical Activity, Healthy Eating, and Mental Health, helps employees fulfill their work and family needs simultaneously to create a family-friendly harmonious workplace and maintain mental health. At the same time, the Society put in place the 'Employee Assistance Programme' for staff and their kin who require counselling or referrals. The Society also shares mental health-related information and learnings from relevant seminars.

員工活動 Staff Activities

為鼓勵員工提升及保持精神健康，本年度舉辦多項工餘活動供員工參與，包括「可愛柴犬布丁杯烘焙製作班」、「香薰手作護膚品製作班」、「滋補秋冬蛇宴」及「沙沙與你一天遊」，另外，本會亦鼓勵並資助員工參加「渣打香港馬拉松 2024」，挑戰自己。

本年度扶康會復辦因疫情停辦多年的員工周年聚餐，出席員工多達五百多位。員工與董事局及各委員會委員聚首一堂，歡度了一個愉快的晚上。



可愛柴犬布丁杯烘焙製作班
Shiba Inu Pudding Baking Class

The Society has organised various social activities this year to promote staff wellness. These included the Shiba Inu Pudding Baking Class, Aromatherapy Skincare DIY Class, Nourishing Snake Feast, and Sha Tau Kok One Day Tour. Besides, the Society also encouraged and subsidised staff members who had joined the Standard Chartered Hong Kong Marathon 2024.

Since the outbreak of COVID-19, the Society has suspended the Staff Annual Dinner for years. This year, more than 500 staff members attended Staff Annual Dinner, together with Council and Committee members, attended the event. All attendees have enjoyed the event fruitfully and happily.



員工參加渣打香港馬拉松 2024
Staff participated in Standard Chartered Hong Kong Marathon 2024



滋補秋冬蛇宴
Nourishing Snake Feast



董事局成員出席員工聚餐
Council members joined the Staff Annual Dinner



員工聚餐氣氛熱鬧
Staff enjoyed a happy gathering



服務總監帶領跳扶康文化操
Service Director led the cultural dance

長期服務獎 Long Service Award

本會於員工周年聚餐上頒發長期服務獎，為員工多年盡心服務表達感謝和敬意。本年度共有一百一十六位員工獲頒長期服務獎。

The Society presents the Long Service Award to eligible staff every year in appreciation of their dedication. During the year, a total of 116 staff members received the Awards at the Staff Annual Dinner.



會長葉恩明醫生(中)頒發三十年
長期服務獎予得獎員工
Dr. IP Yan Ming, the President (centre)
presented the Thirty Years
Long Service Award to staff

服務年期 Length of Service

員工數目 Number of Staff Members

30 年 years

4

25 年 years

17

20 年 years

6

15 年 years

19

10 年 years

17

5 年 years

53



積金好僱主 Good MPF Employer

扶康會連續五年獲嘉許為「積金好僱主」，並獲「積金好僱主 5 年 +」殊榮。於 2024 年，本會為員工提供僱主自願性供款一次性注資，為員工退休後提供更佳保障。本會亦已就取消強積金「對沖」安排及積金易平台的推出作出準備，以便於 2025 年正式實施時順利過渡。

Fu Hong Society won the 'Good MPF Employer Award' and 'Good MPF Employer 5 Years+' for the fifth consecutive year. The Society also enhanced protection for staff members after their retirement; this year, a one-off special contribution to its staff's Mandatory Provident Fund accounts was provided. The Society has explored measures and prepared for the changes and challenges of the Abolition of the MPF Offsetting Arrangement and the implementation of the eMPF Platform in 2025.



卓越人力資源獎 HR Excellence Awards

由香港人力資源管理學會舉辦的「卓越人力資源獎」，旨在表揚憑藉出色的人力資源管理策略及措施於業務上取得優異成績的機構和從業員。去年本會參與了「環境、社會與管治」(ESG) 項目，由總幹事帶領不同部門，透過與香港都會大學協作，強化招聘網絡與資源運用，並豐富了知識管理內容，成功取得 ESG 類別的精英獎項。

The 'HR Excellence Awards' organised by the Hong Kong Institute of Human Resource Management aims to recognise organisations and individuals who achieve business success through outstanding people strategies and practices. Last year, under the leadership of the Chief Executive Officer, the Society participated in the 'Environmental, Social and Governance' (ESG) category to strengthen the recruitment network, enhance resource utilisation and enrich knowledge management through collaboration with Hong Kong Metropolitan University, and received the Elite Award.



本會獲頒 ESG 類別的精英獎項
The Society was awarded the Elite Award in the ESG category

人才招聘及挽留

Staff Recruitment and Retention

充裕的人手對服務的穩定性非常重要，本會透過不同的招聘渠道，招募合適人才加入本會提供服務。

The availability of sufficient manpower is crucial for the stability of services. The Society has adopted various means to attract new talent among the keen competition for talent in the labour market.



招聘日

Job Fair

為令更多求職者認識本會的服務，本會積極參與由勞工署、社會福利署及香港都會大學所舉辦的招聘日及職業博覽，期望更多人認識及加入本會。

To widen the pool of potential job seekers, the Society proactively participated in Job Fairs organised by the Labour Department, Social Welfare Department, and Hong Kong Metropolitan University this year.



香港都會大學就業博覽 2024
HKMU Career Fair 2024

輸入護理員

Import Care Worker

扶康會透過「補充勞工計劃」及「院舍輸入護理員特別計劃」，成功聘用了三十位護理員填補空缺，令照顧人手不足的情況逐步紓緩。同時，本會亦增設「輸入護理員推薦計劃」，鼓勵員工介紹非本地居民人士透過「院舍輸入護理員特別計劃」加入本會工作。

The Society applied for the 'Supplementary Labour Scheme' in 2022 and the 'Special Scheme to Import Care Workers for Residential Care Homes' in 2023. A total of 30 Import Care Workers have been employed, and it is expected that the pressure on the shortage of caring staff will be released gradually. The Society has extended the New Staff Referral Scheme to Import Care Workers, the referrals could apply for the position via the Special Scheme.





獎金及薪酬調整

Optimising Staff Remuneration Package

為挽留人才及維持競爭力，本會於本年度向員工派發一次性獎金，以答謝員工於疫情期間辛勞的付出。為配合公務員薪酬調整，本會亦就員工薪酬作出相應調整，合資格員工於 2023 年 8 月 1 日起獲薪酬調整；同時，為保持市場競爭力，本會持續檢討各職級的薪酬，保健員、職業治療師、物理治療師及言語治療師的薪酬已作出調整。

The Society applied for the 'Supplementary Labour The Society regularly reviews the staff's remuneration and benefits to ensure it is a competitive employer that provides reasonable remuneration. A special bonus was awarded to all staff members to appreciate their dedication and selfless contributions under the specter of the novel coronavirus. Taking reference to the Civil Servant's salary adjustment, the Society has matched relevant adjustments to staff salary; eligible staff members have received their new salary from 1 August 2023. Besides, review and adjustment were made on the remuneration package of Health Workers, Occupational Therapists, Physiotherapists, and Speech Therapists.



基本人手編制檢討

Review of Standard Staffing Provision

因應服務發展，本會於 2024 年 1 月進行管理層架構重組，讓相同服務類別的服務單位更有效發揮協同效應。同時，基本人手編制檢討亦已展開，預計 2025 年完成。

To meet future service needs, a re-engineering exercise on Management Staffing was conducted, and the new Management structure which changed from regional base to service type was implemented in January 2024. Besides, a comprehensive review of standard staffing provision on all services is in progress, and is expected to be implemented in 2025.



配合法例新規定

Legal Compliance

為配合《2023 年院舍法例（雜項修訂）條例》就特定鐘點及夜班當值人手的新規定，受影響院舍將增加人手以應對有關要求。

To comply with new requirements on 'Residential Care Homes Legislation (Miscellaneous Amendments) Ordinance 2023' regarding specific hours and manpower requirements during nighttime, the Society has reviewed its manpower in all hostels, and additional manpower was created for concerned hostels to cope with the new requirements.

員工培訓及發展 Staff Training and Development



過去一年，本會積極拓展及優化服務，以配合機構的發展策略，並致力培育人才以實現機構使命。為此，培訓部制定了一系列全面的培訓課程。

在新員工入職培訓方面，鑑於新入職員工人數有所增加，我們提供了完善的培訓課程，務使新員工能迅速掌握必要的工作知識和技能。在管理培訓方面，為協助新晉主管順利提升至管理職位，我們開設了專門課程，涵蓋管理技巧、溝通技巧及服務單位運作等。課程中，還特別安排經驗豐富的員工分享實務經驗，以助新任主管迅速地掌握職責要項及相關技巧。



新入職員工導向工作坊
New Staff Orientation



新晉管理人員培訓課程
Newly Promoted Manager Training



經理進階課程
Advanced Training Programme for Service Manager

Over the past year, our organisation has actively expanded and optimised our services to align with the organisation's development strategy, while also striving to nurture talents to fulfill the organisation's mission. To this end, the Training Department has developed a series of comprehensive training programmes.

For new employee induction training, given the increase in the number of new hires, we have provided a comprehensive training programme to help new employees quickly acquire the necessary work knowledge and skills. For management training, to assist newly promoted supervisors in smoothly transitioning to managerial roles, we have launched specialised courses covering management skills, communication techniques, and the operations of service units. The courses also feature experienced staff members sharing their practical experiences to help the new managers quickly grasp their responsibilities and relevant skills.



此外，為鼓勵員工持續專業進修，我們開辦了多元的專業培訓課程，鼓勵專業員工參與。通過定期的專業培訓，員工能獲取專業範疇的最新資訊，及改進工作技巧的專業知識。

Furthermore, to encourage employees to pursue continuous professional development, we have offered diverse professional training programmes and encouraged our professional staff to participate. Through regular professional training, employees can acquire the latest information in their respective fields and improve their work skills.



復康座椅及坐姿介入工作坊
Seating and Positioning Workshop



社福機構風險和危機管理課程
Training on Risk Management in NGO



在加強團隊合作和促進跨部門交流方面，本會定期舉辦跨部門分享會，旨在擴展員工的專業視野並強化團隊協作。其中融入「關懷文化培訓」尤為重要，這不僅展示了我們的關懷文化如何在日常工作中得到體現，同時也強化了機構的核心價值。

To strengthen team collaboration and promote cross-departmental exchange, our organisation regularly holds cross-departmental sharing sessions, aiming to broaden employees' professional perspectives and enhance team collaboration. Incorporating 'caring culture training' is particularly important, as it not only demonstrates how our caring culture is manifested in daily work, but also reinforces the organisation's core values.



參加澳門扶康會二十周年活動
Participated in the 20th Anniversary Event of Fuhong Society of Macau



除了既有的常規培訓外，培訓部也定期舉辦法規課程，涵蓋安全、照顧、護理及基礎範疇，以確保員工熟悉並遵守相關法例。為應對社會議題及法規要求的轉變，我們還透過專題講座幫助員工掌握如《港區國安法》、《強制舉報虐待兒童條例草案》和《都市固體廢物收費》等的法律知識。

In addition to the existing regular training, the Training Department has also regularly conducted regulatory courses covering safety, care, nursing, and basic domains to ensure that employees are familiar with and comply with relevant laws. To address changing social issues and regulatory requirements, we have also organised specialised seminars to help employees gain legal knowledge on topics such as the 'National Security Law', the proposed 'Mandatory Reporting of Child Abuse Bill', and the 'Municipal Solid Waste Charging' scheme.



保護兒童專業訓練
Training on Children Protection



邀請「綠在區區」到本會進行有關回收及都市固體廢物收費的講座
Invited 'GREEN@COMMUNITY' to the Society to share the details on recycling and 'Municipal Solid Waste Charging' scheme

展望未來，培訓部將持續優化及豐富課程內容，培育更多專業人才，以確保我們的服務符合機構策略，並繼續為服務使用者提供優質的服務。

Looking ahead, the Training Department will continue to optimise and enrich the course content, nurturing more professional talents to ensure our services align with the organisation's strategy and continue to provide high-quality services to our service users.

綠色企業文化 Green Corporate Culture



因應氣候變化及推動環保工作，環保小組於本年度分別聯絡不同的公私營機構，包括環境保護署、「綠在區區」及衛晉創新科技有限公司等，向他們了解最新的環保技術及相關政策的推行情況，務求使本會能與現行的環保措施接軌及善用科技促進環保效益。

Facing dramatic climate changes and promoting environmental protection work, our working group has connected and consulted with both public and private agencies, including the Environmental Protection Department, GREEN@COMMUNITY and GF Technovation Company Limited. To understand their cutting-edged technology and policy implementation progress, we ensure our agency can keep equal footing with the existing policy and make good use of technology to promote environmental protection benefits.



到環保科技公司參觀，
了解最新的環保技術和產品
Visited a related agency to understand the
cutting-edged technology and products of
environmental protection

在提升環保設施方面，本會積極與環保科技公司聯繫，探討在服務單位推行智能垃圾桶及智能廚餘回收箱的可行性。這些產品均備有太陽能供電裝置，並能夠準確計算收集垃圾 / 廚餘的頻率，以掌握單位棄置垃圾 / 廚餘的情況，同時產品亦備有自動壓縮及消毒功能，確保操作衛生安全，保障健康。本會期望透過科技應用達致有效減廢及潔淨環境，並推動環保意識。

As part of our commitment to improving the Environmental Protection facilities, we have initiated a project in collaboration with a related agency. This project focuses on the feasibility studies of Smart bins and food waste recycling. The innovative features of these products, such as sunlight charging, waste volume calculation, and compression and anti-bacterial technology are designed to enhance operation and health safety. By harnessing advanced technology, we can significantly reduce waste, create a cleaner environment, and promote environmental protection awareness.



智能垃圾桶具備多項功能，
有助減廢及潔淨環境
Smart bin has multiple functions
to help reduce waste and create
a cleaner environment



供應商介紹廚餘處理機的裝置及應用
Supplier introduced the application of
food waste treatment equipment



在推廣綠色生活方面，環保小組在不同層級的會議中就「都市固體廢物收費」的議題廣納意見，並就服務單位減少固體廢物等進行準備工作。此外，環保小組鼓勵不同類別的服務單位推行「綠色星期一」（Green Monday）為素食日。有些服務單位已經開始落實素食餐譜，並深受服務使用者與照顧者的歡迎，期望透過生活中的一點改變，合力減少碳排放，為可持續的綠色未來作出貢獻。

於「綠在區區」回收環保站
按分類標示處理固體廢物
Disposing of solid waste according
to the separation labels at
'GREEN@COMMUNITY' Recycling
Station



服務單位積極推行
固體廢物回收分類
Service units actively
promoted solid waste
separation and recycling



支持「綠在區區」回收服務
Supported the recycling services at
'GREEN@COMMUNITY'



善用社區回收設施
Made good use of community recycling facilities



使用社區智能廚餘機
Using the Smart Food Waste Bin
in the community

To promote a Green Lifestyle, our group has collected the opinions of different services to formulate our waste control guideline and carry out preparations for reducing solid waste in service units. Our group also encourages service units to have 'Green Monday' to serve vegetarian dishes. Some services have adopted the 'Green Monday' idea, and received desirable feedback. We hope that a change in lifestyle and a concerted effort of carbon reduction can contribute to the 'Green Future'.



綠色膳食深受服務使用者歡迎
Green meals were popular among
service users

