

主席報告

欣逢今年為扶康會三十週年誌慶，本會特別舉辦一連串慶祝活動，其中包括與香港理工大學康復治療科學系於2007年3月中旬合辦的會議。會議以「社區融合新路向」為題，內容包括於3月14日舉行的澳門實地考察、3月15日的會議，以及3月16日的「以生活質素概念作為改變媒介」研討會。是次我們很榮幸邀得世界知名學者Professor Robert L. Schalock擔任主講嘉賓。Professor Schalock於會後接受本會邀請出任顧問，繼續為扶康會的服務提供寶貴的意見和指導。此外，本會亦於會議上與業界同工分享近年推行的各項計劃及研究成果，計劃的內容和本會同工的努力均獲業界肯定，對我們實在是莫大的鼓舞。我們將秉承一貫的宗旨和精神，繼往開來，再創高峯。

本會為紀念達碑立神父逝世三十週年，於2007年4月13日舉行彌撒，並邀請天主教香港教區陳日君樞機主祭。達碑立神父為殘疾人士鞠躬盡瘁，熱心人士繼承其遺志開辦「友愛之家」，亦即扶康會的前身。

本會特別為三十週年紀念出版一部總結過去三十年來發展的紀念特刊，以及發行心思心意郵票，作為紀念本會成立的一個里程碑。此外，本會亦出版兩部書籍，分別為《我的成功故事》及《另一種緣份》，前者分享殘疾人士的成就，後者則是他們的兄弟姊妹作為照顧者的心路歷程。另一部由本會物理治療師編撰，名為《防治筋肌勞損》的書，旨在教育公眾如何建立一套健康的生活和工作模式。



■自閉症人士發展及支援中心開幕典禮

財務及人力資源

本會於年內成功向社會福利署申請「特別一次過撥款」，推行自願離職計劃，旨在達致長遠節省開支的目標。參與計劃的101名定影同工被安排從2006年4月至2007年8月分階段離職。本會又對員工架構進行檢討，並調整薪酬編制，確保服務及員工質素維持優質水平。各服務單位除獲增添人手，應付繁重的工作量之外，會方亦為員工舉辦課程，教授處理工作壓力的方法，同時提供指引予服務單位，協助服務使用者適應職員的調遷。自推出自願離職計劃以來，本會的人力資源部一直負責監督計劃的進度，並採取有效措施吸引專才填補空缺、減低員工的流動性，以及為員工舉辦迎新活動及培訓計劃。此外，會方亦將計劃最新的發展情況定期通知家長。在員工及家長的合作和支持下，自願離職計劃得以順利推行。



機構及服務發展

為照顧香港自閉症人士的特別需要，本會於2006年8月開設自閉症人士發展及支援中心。我們深信讓自閉症人士在有系統及結構化的環境下接受專為他們而設的服務，將有助他們的發展和融入社會。中心承蒙凱瑟克基金贊助三年營運費用、香港賽馬會慈善信託基金及愛心聖誕大行動贊助裝修費用，使本會得以為自閉症人士及其家人提供所需的服務。中心於2007年4月20日正式開幕，期間曾接待多名本地及香港以外的訪客，其中包括於同年6月12日到訪的海外自閉症專家史提芬·舒爾先生。他在幼年時曾被診斷患有「具有強烈自閉傾向的非典型發展」症狀。另一位是占美·馬殊先生，身任波士頓東學院「社會融入計劃」的總監，該計劃為自閉症人士提供全面的就業教育課程。自閉症人士發展及支援中心各職員將竭盡所能，不斷提升專業知識的水平和技巧，為自閉症人士提供適切而優質的服務。

本會成立的社會企業「康融服務有限公司」於2006年初投得醫院管理局大樓的職員合作社經營權，該店於2006年7月27日正式開幕。另一方面，鑑於業界對醫療護理人員的需求甚殷，本會於年內開辦第二期的保健員課程，對象為本會及業界同工。

本會於本年度成立一非牟利機構——友愛之家協會有限公司，主要是關心中障人士及為他們謀福利。扶康會負責推行大部分政府資助的服務，而友愛之家協會有限公司則照顧非政府資助的項目，例如發展扶康家庭。本會將於2007年9月舉辦一項社會共融活動，啟動友愛之家協會有限公司的使命歷程。

機構發展方面，我們於2007年2月3日舉行退修營，檢討本會近年的工作和發展，並商討未來數年的業務計劃。除高級職員參與外，扶康家長會幹事代表亦應邀參與。是次退修營成功舉行，各參與者互相交流討論，獲益不淺，並有助釐訂扶康會的未來發展路向。

各服務單位經理及治療師代表於2007年4月25日舉行以「機構文化」為題的退修營。透過各參加者的積極參與，收集員工不同的意見，並於退修營後成立工作小組跟進討論的成果，探討會方如何改善機構文化。

服務質素

一直以來，本會致力追求卓越的服務質素。過去一年，我們的服務維持嚴格的標準和出色的表現。所有接受社會福利署服務質素標準評核的服務單位，均獲署方的讚賞。另外多位太平紳士曾於2006年11月

24日及2007年3月7日參觀本會的康復中心，他們對員工的熱誠和卓越的服務水平，均留下深刻的印象。此外，同一年度內，在全港超過30個為殘疾人士提供院舍、日間照顧及社區支援服務的單位中，本會麗瑤之家脫穎而出，獲自強協會頒發嚴重肢體殘障人士及照顧者社區服務——優良服務獎。

為持續改善各項服務，我們邀請了廉政公署為本會服務提供建議。該署於2005年5月完成採購貨品及服務的研究後，於翌年繼續針對工場服務展開「工場康復訓練的行政工作」及「服務市場推廣及接受工作訂單」的研究。本會非常重視上述由外間機構進行的研究，並將署方的建議及有關跟進工作送交本會審計委員會討論，確保服務水平不斷提升。

隨著本會於2006年初出版《認知行為治療——如何訓練智障人士處理憤怒的情緒》訓練手冊及教材套，我們接著製作另外兩部教材套：《非洲鼓訓練》及《生活經驗互動訓練》教材套。教材套一方面協助員工為服務使用者提供有效培訓，另一方面亦反映各服務單位合作和努力的成果。

本會不斷致力推行公眾教育計劃，希望提高公眾對殘疾人士的了解和接納。本會於2006年5月14日於德福廣場舉辦一項名為「飛躍舞台」智障人士時裝表演活動，旨在向公眾人士展示智障人士的才藝。是項活動屬業界創新的嘗試，不但吸引了大批觀眾，表演亦大獲好評。

為獎勵服務單位積極推行優秀的服務、活動和項目，本會開展卓越服務選舉。期間共有六項計劃獲獎，員工士氣亦大受鼓舞。

曾蔭權先生於2007年3月19日參觀本會的康復中心。在巡視服務單位後，曾先生與本會的員工及一位服務使用者的家長進行座談會，討論服務需要。

與管理層溝通

為促進員工與管理層的溝通，本會決定改革及增加職員事務諮詢及發展委員會的成員人數，加入工會的代表、不同的專業和職級的員工代表。新的委員會架構於2007年1月生效。

為進一步鼓勵來自不同專業的員工討論有關服務運作及他們之間的管理事宜，會方特別邀請治療師參與服務單位經理的會議。不同的專業人員除了可在地區參與管理發展工作外，亦可在中央層面進行交流和合作。

此外，總幹事亦開始定期在不同區域與同工舉行會議，以便促進彼此的溝通。去年的例會討論了員工



關注的問題，例如自願離職計劃的安排、薪酬調整事宜等。

交流活動

我們繼續與中國內地各省市的機構保持緊密聯繫，互相交流。在本會的支持下，澳門扶康會受澳門政府委託於2007年下旬為精神康復者開辦以社區為本的服務。這是澳門扶康會繼2003年及2005年後第三項獲澳門政府委託推行的計劃。前兩項分別為智障人士技能發展及就業中心，以及日間訓練中心。

與家長建立夥伴關係

過去三十年來，本會一直與服務使用者的家長及家屬保持密切聯繫，並致力提供不同機會鼓勵他們參與，發表他們對改善服務的意見。年內本會再開放多一個董事局轄下的委員會——個案取錄審批委員會予家長參與，邀請扶康家長會一位家長代表成為委員會的成員。

最後，本人謹向我們的會長王淦基太平紳士、董事局和委員會各成員、所有盡心盡力的員工、家長及有關人士，致以懇切的謝意。他們的努力締造了扶康會今天驕人的成就。全賴各位克盡己職，全力以赴，讓扶康會可以繼續為殘疾人士和他們的家人提供優質的服務，共同為香港建立一個關懷的社會。



林余佩馨

主 席



■曾蔭權先生到訪扶康會康復中心



■達碑立神父逝世三十週年的紀念彌撒



Chairman's Report

The Society has approached its 30th anniversary this year. We have launched a series of programmes for celebration including a conference which was jointly held with the Department of Rehabilitation Sciences of The Hong Kong Polytechnic University in mid-March 2007. The conference with the theme "New Initiatives in Community Integration" consisted of a field visit to Macau on 14 March, the conference on 15 March and a post-conference seminar on "The Concept of Quality of Life as a Change Agent" on 16 March. It was our honour to have the world renowned scholar, Professor Robert L. Schalock, as the keynote speaker. After the conference, Professor Schalock has kindly accepted to be Advisor of Fu Hong Society to continue to provide his distinguished and invaluable guidance to the Society. During the conference, we shared with the field about our projects and research studies conducted in the recent years. We are glad that our projects and the effort of staff are appreciated by the field. We shall build on the achievements in the past and to make further advancement in the years to come.

On 13 April 2007, Cardinal Joseph Zen was invited to officiate at the Eucharist Mass in remembrance of the 30th Death Anniversary of Father Tapella who started Father Tapella Home, founding of Fu Hong Society.

In the year of celebration, an anniversary booklet summarizing the Society's development in the past 30 years and Heartwarming stamps were issued to mark the milestone of the Society. The Society has also published two books, namely "Ordinary Miracle" and "Another Connection" respectively on achievements of persons with disabilities and on stories of support of the siblings of persons with mental handicap. Another book "Prevention and Treatment of Musculoskeletal Disorders" written by our physiotherapists was published to educate the public on building a healthy work and life pattern.



■ Retreat

Finance and Human Resources

To bring about long term savings to the Society, we successfully applied Special One-off Grant from the Social Welfare Department to implement the Voluntary Retirement Scheme (VR) this year. A total of 101 snap shot staff members joined the scheme. They were scheduled to leave the Society by phases within the period from April 2006 to August 2007. To ensure good service quality and good staff, we have both reviewed the staff structure and revised the new pay scale of the Society. Additional staff members were allotted to service units to meet the heavy workload. Courses on handling work stress were organized for staff. We also provided guideline to service units to help prepare service users to cope with the change of staff. The Human Resources Department has been monitoring the progress of VR and introducing initiatives to attract candidates for vacant posts, to minimize staff mobility and organizing staff orientation and training programmes. Parents of service users were regularly informed of the updated progress of VR. With the support of staff and parents, the VR has been carried out smoothly.

Society and Service Development

To address the special needs of persons with



autism in Hong Kong, we have set up a specialized centre, namely Development and Support Centre for Persons with Autism (DSCPA) in June 2006. We believe that a systematic and structured environment together with tailor-made personal service is conducive to the development of persons with autism and their social inclusion. Thanks to The Keswick Foundation for the three-year grant to support the operation cost of the centre and donation from The Hong Kong Jockey Club Charities Trust and Operation Santa Claus to cover the renovation expenses. Without their generous support, we would not have provided the services that meet the needs of persons with autism and their families. After the formal opening of DSCPA held on 20 April 2007, we received many visitors from local and outside Hong Kong including the visit on 12 June 2007 by the overseas autism experts, Mr. Stephen Shore, who was diagnosed with “Atypical Development with Strong Autistic Tendencies” in childhood and Mr. Jamie Marshall, the Division Director of Emergence Program of the Boston Higashi School which offers an extensive employment education programme for persons with autism. DSCPA will strive their best to seek state-of-the-art knowledge to help persons with autism.

In early 2006, our social enterprise, Hong Yung Services Limited continued its success in bidding the service contract to operate the Hospital Authority Staff Co-op Shop. The official opening of the shop was held on 27 July 2006. Due to the demand for health care personnel in the field, we have organized the second Health Worker course that opened to our staff and the sector in the year under review.

Agape Society Limited, a non-profit organization, has been set up by our Society, to work for the wellbeing of persons with disabilities. While Fu Hong Society will concentrate on the services mostly subsidized by the government, Agape will take care of the non-subsidized projects such as the development of Casa Famiglia. A social inclusion programme will be organized to kick off the journey of Agape mission in September 2007.

On Society's development, we had organized a retreat on 3 February 2007 to review the work of the Society and to formulate business plan for the years ahead. In addition to senior staff,

representatives from Fu Hong Parents' Association were also invited to our retreat. The retreat was very successful with fruitful exchange of views amongst all and has helped the Management in setting directions for future development.

“Society Culture” Retreat was held on 25 April 2007. With the enthusiastic participation of Service Unit Managers and representatives of therapists, we were able to consolidate different views of staff. To follow up on the discussion at the retreat, a working group has been formed to further explore how the Society could work on its culture.

Service Quality

The Society is committed to strive for excellent service. The service quality of the Society in the year under review has continued to maintain its high standard. All service units under external review of Service Quality Standards received recognition from the Social Welfare Department. Our Rehabilitation Centre was visited by Justices of the Peace on 24 November 2006 and 7 March 2007. The visitors appreciated the efforts of our staff and made positive comments on our services. We are pleased that in the year under review, Lai Yiu Home was given Persons with Severe Physical Disabilities and Carers Community Service — Quality Service Prize by 1st Step Association after the association had visited more than 30 service units providing hostel, day care and community supported services for persons with disabilities in Hong Kong.

On continuous service improvement, we had invited the Independent Commission Against Corruption to conduct a series of studies on our services. After their completion of the studies on Procurement of Goods and Services in May 2005, they conducted another two studies “Administration of Rehabilitation Training in Workshops” and “Marketing of Services & Receiving of Job Orders” on workshop service in the following year. We place high importance to these studies by external organizations. Their recommendations and the follow-up actions were discussed at our Audit Committee to ensure continuous service improvement.

Further to our resource kit on “Cognitive



Behavioural Therapy: Anger Management for People with Intellectual Disabilities” produced in early 2006, we have produced another two new resources kits on “African Drum Training Course” and “Life Experience Interactive Training” respectively. Not only do these kits help our staff members to provide effective training to service users, they also demonstrate the initiative and joint efforts of the staff members of all service units.

We have continued to launch public education to enhance members of the community a better understanding and acceptance towards persons with disabilities. On 14 May 2006, we put up a fashion show “Fly to the Stage” A Fashion Show for Persons with Mental Handicap at Telford Plaza to demonstrate the talents of persons with mental handicap. The show was a pioneer in the field. It attracted a large number of audience who showed great appreciation to the abilities of service users with disabilities.

To recognize the initiation of service units to carry out good projects, we have started the Best Project Award Scheme in the Society. Six projects have been awarded under the scheme and the morale of the staff members has been heightened.

Mr. Donald Tsang visited our Rehabilitation Centre on 19 March 2007. After touring around the service units, he held a discussion with the staff and a parent of a service user on the service needs.

Communication with Management

In order to enhance the communication between staff and management, we have revamped the Staff Consultative and Development Committee in expanding its membership to include a union representative, different professionals and representatives of different ranks of staff. The new committee structure took effect in January 2007.

To further facilitate different professionals to discuss matters on service operation and management among themselves, we have invited therapists to take part in the Service Unit Managers’ meetings. In this way, apart from regional participation, different professionals could exchange their views at central level.

The Executive Director has also started a

practice to hold regular meetings in different regions with all staff members to enhance mutual communication. At the regular meetings last year, staff concerns such as VR arrangement, salary adjustment were discussed and addressed.

Exchange Programme

In order to keep close communication with the counterparts in China, we have continued the exchange programmes with organizations in different provinces and cities in China. With the Society’s support, Fu Hong Society of Macau was further invited by the Macau Government to start a new community-based service for persons with psychiatric disabilities to be commenced in the end of the year 2007. This is the third project entrusted by the Macau Government to Fu Hong Society of Macau apart from the skills development and employment centre, and the day training centre for persons with mental handicap opened in 2003 and 2005 respectively.

Partnership with Parents

The Society has been working closely with service users’ parents and family members for the past 30 years. We have offered different levels of opportunities for them to participate and welcome their feedback for improvement of services. In the year under review, one more Council committee, the Admission Board, has been opened up for parent participation and has extended its membership to a parent representative of Fu Hong Parents’ Association.

As a conclusion, I would like to thank our President, Dr. Simon K. K. Wong, JP, dedicated members of the Council and committees, committed staff members, parents and stakeholders. Their hard work has contributed a great deal to the achievements of the Society. With their unfailing support, we will continue to provide quality services to persons with disabilities and their families and to work for a caring society in Hong Kong.



Eleanor P.H. Lam
Chairman

