



企業社會責任
**CORPORATE
SOCIAL
RESPONSIBILITY**

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Corporate Social Responsibility

本會致力為殘疾人士提供優質服務，並身體力行關懷社區。在2013/2014年度，本會在下列不同的範疇積極實踐及推動企業社會責任。

提供義工服務的機會

本會透過各類型的義工服務，推廣傷健共融的精神，並於全年招募了不同的個人義工及企業義工隊，參與本會多元化的義工服務，包括探訪服務單位，與服務使用者一起遊戲、製作手工藝或小食，及外出活動。

於2013/2014年度，義工參與服務的次數多達一萬二千八百零三人次，當中義工張婉玲女士的服務時數更超過六百六十小時。另外，共有二十二隊企業義工隊參與提供服務。有關企業義工的詳情，請參閱本年報第七十七頁。

服務合作計劃

本會與一百六十二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。2013/2014年度的服務合作計劃包括：

The Society is committed to caring the community, in addition to offering excellent services for persons with disabilities. In 2013/2014, the Society actively carried out and pushed forward the corporate social responsibilities in the following aspects.

Provision of Volunteer Service Opportunities

Individual volunteers and corporate volunteer teams have been recruited throughout the year. The Society provides diversified service opportunities for volunteers to promote social inclusion, including visits to service units and joining service users to play games, make handicrafts, prepare snacks and have outings.

In 2013/2014, volunteer attendance of service participation reached 12,803. In particular, the service hours of volunteer Ms CHEUNG Yuen Ling exceeded 660 hours. 22 corporate volunteer teams participated in the Society's activities. Details of corporate volunteers are shown on page 77 of this report.

Service Collaboration Projects

A total of 162 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 the quality of rehabilitation services. Several service collaboration projects were carried out in 2013/2014 as shown in the table.



服務合作計劃撮要

Summary of Service Collaboration Projects

服務合作計劃 Service Collaboration Projects	合作伙伴 Collaboration Parties	內容 Contents
學生實習 Student Placements	本地大學及專上學院 Local universities and tertiary institutes	共提供了二十六個實習機會 Offered a total of 26 placements
特殊學校學生實習計劃 Attachment Programme for Students of Special Schools	社會福利署及特殊學校 Social Welfare Department and special schools	為一百二十名特殊學校學生提供實習機會，讓他們在接受職業訓練服務前作好準備 Provided attachment placements to 120 students of special schools to better prepare them for vocational training in their adulthood
精叻操 Mind-Body-Exercise (MBE)	尊賢會 The Jade Club	在本會七個服務單位成立精叻操小組，回應老齡服務使用者的需要 Formed MBE groups in 7 service units to meet the needs of ageing service users with disabilities
精神健康月 Mental Health Month	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	以「家添愛·好精神」為活動主題，向市民大眾推廣家庭和諧及精神健康 With the theme of "Family Love and Spirit", to promote the messages of harmonious family and mental health to the public
BS 展藝 Show BS Talent Show	香港小童群益會賽馬會海怡青少年綜合服務中心 The Boys' & Girls' Clubs Association of Hong Kong – Jockey Club South Horizons Children & Youth Integrated Services Centre	透過不同的藝術媒介，宣揚逆境自強、輕鬆生活、關注精神健康的訊息 By employing various arts media to promote the messages of resilience in adversity, well-being and the importance of mental health
「靚祝聖誕」長者服務系列 "Wishing you a Pretty Christmas" Elderly Services Programme	保良局慧妍雅集書院 Po Leung Kuk Wai Yin College	透過學習化妝、攝影技巧和義工服務等手法，讓精神康復者和中學生合作，服務護理安老院的長者 Through the learning of makeup and taking photography, and providing volunteer services etc., to enable ex-mentally ill persons and secondary school students to jointly serve the aged in the elderly care homes
同心送愛在華富親善探訪 Goodwill Visit "Together, we send love to Wah Fu"	華富(II)邨屋邨管理諮詢委員、明愛香港仔綜合家庭服務中心、救世軍華富長者中心 Wah Fu (II) Estate Property Management Office, Caritas Integrated Family Service Centre - Aberdeen, Salvation Army Wah Fu Centre for Senior Citizens	透過探訪及送贈福袋，向華富(II)邨住戶表達關心，並介紹社會服務及轉介服務 Through delivering the lucky bags and visits, to express care and introduce social care services and referral assistance services to Wah Fu (II) Estate residents
信興集團「咁着60個夢想」 Shun Hing Group "Switch on 60 Dreams"	佛教黃鳳翎中學及香港佛教聯合會青少年中心 Buddhist Wong Fung Ling College and Hong Kong Buddhist Association Youth Center	透過舉辦一連串活動，為服務使用者達成心中夢想 Organised a series of activities to help service users achieve their dreams
傷健義行 Walk with Love	禮賢會萬隸甫夫人長者鄰舍中心 Mrs Mann Tai Po Rhenish Neighbourhood Elderly Centre	傷健人士透過探訪長者，實踐傷健一家的精神 Through visiting the elderly, people with or without disabilities actualised the spirit of "We are one Family"
深水埗區「你是我的最佳老友」傷健共融計劃 Sham Shui Po District "You are my Best Buddies" Inclusion Project	深水埗區議會長者及康復服務工作小組 Working Group on Elderly and Rehabilitation Services of Community Affairs Committee under Sham Shui Po District Council	獲深水埗區議會撥款港幣八萬一千三百多元於深水埗區內舉辦傷健共融計劃，推動「香港最佳老友」運動的精神 Sham Shui Po District Council sponsored an amount of HK \$81,308 to the Society to co-organise the Inclusion Project in Sham Shui Po District, promoting the spirit of BBHK
	香港明愛鄭承峰長者社區中心(深水埗)、香港長者協會及本會三所成人訓練中心 Caritas Cheng Shing Fung District Elderly Centre (Sham Shui Po), The Hong Kong Association of Senior Citizens and 3 Adult Training Centres of the Society	協辦計劃及舉行「鼓舞飛揚」和「筆墨誼情」共融訓練班 Co-organised the Project and Inclusion Class of "Drum & Dance" and "Chinese Penmanship"
	深水埗區內小學及友好康復服務單位 Primary schools and rehabilitation units in Sham Shui Po	組織智障人士及長者義工隊於區內探訪獨居長者 Organised the elderly visiting team consisting of buddies with intellectual disabilities and the elders
		推動以「你是我的最佳老友」為題的標語創作比賽 Promoted the "You are my Best Buddies" Slogan Competition

倡導 Advocacy

本會致力為殘疾人士及其家人爭取權益，並透過倡導工作，鼓勵他們實踐公民權利。去年，本會主要從社區教育、服務使用者及家屬充權兩方面進行倡導工作。

The Society strives for the rights of persons with disabilities and their families who are encouraged to exercise their civic rights through advocacy. Last year, the Society focused on two aspects of advocacy: community education and empowerment of service users and their families.



社區教育

本會康復中心獲余兆麒醫療基金贊助推行為期兩年的《殘疾人權利公約》推廣計劃，內容包括出版區域刊物《南語》、舉行社區共融活動、表演街頭話劇《他們與我》等，藉此加深社會大眾及殘疾人士對《公約》的認知和關注，讓更多人認識殘疾人士的權利並消除對他們的歧視，以締造傷健共融的社會。

出版《南語》

兩年共出版六期，每期印刷三千份，派發予本會服務單位、港島區中小學、公共圖書館及屋邨等。

舉行社區共融活動

由不同殘疾人士及義工組成「共融義工組」，策劃社區探訪活動，以行動證明如在社區內有足夠的設施，殘疾人士亦能透過義工服務回饋社會。

表演街頭話劇《他們與我》

由傷健人士組成的話劇團，除多次在公共屋邨（如興華二邨、愛東邨、漁灣邨、耀東邨及小西灣邨等）進行路演，亦獲救恩學校及英皇書院同學會小學邀請作講座及表演，以話劇推廣「無障礙」的信息，觀眾人數達一千一百三十人。

Community Education

The Society's Rehabilitation Centre, with sponsorship from S K Yee Medical Foundation for two years, has embarked on the programme of the promotion of the "Convention on the Rights of Persons with Disabilities". Content of the programme includes publication of district newsletter "Southern Voices", organisation of district social inclusion activities, performance of street drama "They and I", etc. More members of the community as well as persons with disabilities would be able to have access to the message of the Convention and to be more aware of their rights thus eliminating discrimination for building a community of social inclusion.

Publication of "Southern Voices"

Six issues, 3,000 copies each, have been published in two years. They are circulated to the service units of the Society, secondary schools and primary schools on Hong Kong Island, public libraries and housing estates.

Organisation of district social inclusion activities

District visits are planned by the "Borderless Social Inclusion" Volunteer Group, made up of persons with various disabilities and volunteers. This is to show through adequate facilities within the district, persons with disabilities would also serve the community by providing volunteer service.

Performance of street drama "They and I"

Drama troupe made up of members of the community as well as persons with disabilities perform road shows at public housing estates (such as Hing Wah Estate II, Oi Tung Estate, Yue Wan Estate, Yiu Tung Estate and Siu Sai Wan Estate, etc). The troupe was also invited by Kau Yan School and King's College Old Boy's Association Primary School to perform and to give talks. The drama conveys the message of "barrier-free" and about 1,130 audience attended the show.

服務使用者及家屬充權

本會深信任何人士皆有權利表達個人意見及參與社區生活。為此，本會積極倡導服務使用者參與會內及社區事務。同時，本會亦著力倡導家屬在殘疾人士權益、社會政策及機構服務質素監察等方面的參與。

屯元區服務使用者會議

讓服務使用者實踐權利

自2010年3月開始，屯元區服務使用者在職員的協助下定期舉行會議，為自己的權利發聲。該區服務使用者在服務單位通過互選確立代表，再由代表們組成服務使用者會議。

認識自我倡導的重要

服務使用者會議不僅是一個讓他們發聲、提問、溝通和表達訴求的媒介，而且更代表一份平等和尊重。隨著會議的發展，會員的分工儼然有序，相互間建立了友好的情誼，並對會議產生強烈的歸屬感，更逐漸感到自我倡導的重要。

「服務使用者參與」實務研究計劃

分享研究計劃報告

本會精神健康綜合社區中心「康晴天地」倡導服務使用者實踐高度自主及參與單位的服務設計和管理。在2013年8月，康晴天地完成為期兩年半的「服務使用者參與」實務研究計劃，並於10月出版有關報告。

參與研討會

同年11月，研究計劃小組成員參與假香港浸會大學舉行的Asia Mental Health Conference，與參加者分享研究計劃的過程及經驗。



1. 服務使用者通過參與會議實踐權利，並在過程中學懂分工及增進彼此友誼
Through participation in meeting, service users practise their rights and learn division of labour and develop friendship
2. 康晴天地經理梁佩儀與服務使用者在研討會分享「服務使用者參與」實務研究計劃的經驗
Ms LEUNG Pui Yee, the Manager of Sunrise Centre and service users share their experience in the "Research Project on Users Participation" at the conference

Empowerment of Service Users and Their Families

The Society firmly believes that every human being is entitled to express oneself and to participate in community life. On this basis, the Society advocates for the participation of service users in the affairs of the Society and that of the community. At the same time, the Society also advocates participation of family members in the rights of persons with disabilities, social policies and the monitoring of quality of services provided by the Society.

Tuen Yuen District Service Users Meetings

Service users practise their rights

Starting from March 2010, service users of Tuen Yuen District with the assistance from staff hold regular meetings where they may voice their rights. Service users in the district elect representatives within their service units who would represent them at the service users meeting.

Understand the importance of self-advocacy

Service users meeting is not only a platform where they may speak out, raise questions, communicate and make request, it also represents equality and respect. As the meeting develops further, the division of labour among members become clearer. As friendship established, members have also developed strong sense of belonging towards the meeting and have gradually understood the importance of self-advocacy.

Research Project on Users Participation

Sharing of the Research Project

The Society's Integrated Community Centre for Mental Wellness "Sunrise Centre" advocates the practice of high degree of autonomy and service users' participation on service design and management of the service unit. The two and a half year "Research Project on Users Participation" conducted by Sunrise Centre completed in August 2013. The report was published in October.

Participation in conference

In November 2013, members of the Research Project participated in the Asia Mental Health Conference at the Hong Kong Baptist University to share the process and experience of the Project.

僱員關係及發展

Staff Relations and Development

扶康會的人力資源政策一直堅守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。

本會直接或間接為四十九位殘疾人士提供就業，並連續五年榮獲「十八區關愛僱主」的嘉許及獲頒發特別嘉許大獎，肯定了本會對殘疾人士就業的貢獻。

本會的員工人數共有一千零六十人（包括扶康會九百九十八人、扶康家庭十八人及社會企業四十四人）。去年，本會面對的最大挑戰莫過於招攬和挽留人才。因此，本會採取多項措施，積極地建立及維持一支充滿熱誠及滿有才幹的工作團隊。

工作重點

檢討各單位人手編制

本會於2013年初成立的「員工架構檢視工作小組」已完成檢討各服務單位員工基本人手編制工作。建議書經過管理層多番討論、員工意見收集及檢視、人力資源委員會和財務及投資委員會審議，最後獲董事局審批；並於2014年4月1日正式推行。新推行的人手編制，將會提高管理能力、優化服務和為應付未來發展的挑戰而作出準備。

提升人力資源管理系統工程

本會獲社會福利發展基金撥款，即將開展提升人力資源管理系統工程，當中包括員工培訓管理系統。期望新系統可全面提升整體人力資源管理的效率及提供更精確的管理數據。

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

Leveraging on direct or indirect provision of job opportunities for 49 persons with disabilities; the Society, having received the "18 Districts Caring Employers" Award, was also presented a special award for receiving the Award for five consecutive years, in recognition of its contributions to the employment of persons with disabilities.

Last year, the biggest challenge of the Society, with total employee of 1,060 (comprising 998 staff of FHS, 18 staff of Casa Famiglia and 44 staff of social enterprise), was to recruit and to retain talent. In this respect, various measures and effort have been made to establish and sustain a passionate and high caliber team.

Focus of Our Work

Review of the staffing provision of all service units

The working group set up in early 2013 has completed the comprehensive review of the staffing provision of all service units. After several discussions by Management, collection and review of staff members' view, and vetting by the Human Resources Committee and the Finance and Investment Committee, the recommendation has eventually approved by the Council and implemented since 1 April 2014. The newly implemented staffing provision would raise management abilities, enhance the quality of services and meet future challenges arising from future development.

Upgrading the current Human Resources Information System

With subsidy from the Social Welfare Development Fund, works on upgrading the Human Resources Information System including staff development record system, would soon commence. With the implementation of new system, the efficiency of overall human resources management will increase and more precise management figures would be provided.



1. 家長參與興趣班
Parents in interest group
2. 扶康家長會組織日營及旅行等活動，向家長傳遞正面訊息
FHPA organises day camp and outings sending positive message to parents



扶康家長會

各服務單位家長參與度攀升

直至2014年初，會員的增幅超過百分之七，現時會員人數已達四百七十多人。

加強家長幹事會與服務單位家長的溝通

除定期探訪服務單位家長組外，家長幹事會更在2013年成功向社會福利署申請「加強殘疾人士照顧者支援服務一次過特別撥款」共港幣三萬八千多元，通過組織家長興趣班、旅行、生命教育學習日營等活動鼓勵家長參與，各項活動共有七百四十多人參加。

爭取放寬醫院上午探病時間

在2013年，家長會去信明愛醫院要求放寬上午探病時間，讓智障病友的親人可以有多點時間臨床探視，減少病患者情緒的不安，其後獲院方書面回覆表示可按個別病友的情況作出考慮。

高度關注及回應殘疾人士的訴求

家長會派出代表參與不同的外間團體，如「家長自助組織座談會」、「爭取資助院舍聯席」與「爭取交通優惠聯席」等，積極關注及回應殘疾人士的訴求，包括智障人士老齡化衍生的問題、爭取嚴重殘疾人士照顧者生活補貼等。

Fu Hong Parents' Association

Increase of participation from parents of service units

Until early 2014, the number of members of Fu Hong Parents' Association (FHPA) increased 7%. Members of FHPA is now over 470.

Strengthening the communication between FHPA Executive Committee and parents of service units

Apart from regular visits to parent groups of service units, FHPA Executive Committee successfully applied to the "One-off Special Grant for Strengthening Support for Parents' Associations of Persons with Disabilities" of the Social Welfare Department in 2013 for the sum of over HK\$38,000. The money is used for the organisation of interest groups, outings and life education learning camp to encourage participation of parents in FHPA. In total, over 740 participants were recorded in the activities.

Requesting relaxation of hospital morning visitation hour

FHPA wrote to Caritas Hospital requesting relaxation of morning visitation hour in 2013. Family of patients with disabilities may spend more time with them to reduce the stress of the patients. Written reply from the hospital stated that consideration may be given on individual merits.

Concern and response to request of persons with disabilities

FHPA sent representatives to participate in various groups such as "Parents Self-help Association Seminar", "Alliance for Subvented Residential Care Service", "Alliance of Fare Concessions in Public Transport for People with Disabilities", etc. Their concern and response to the request of persons with disabilities include problems associated with ageing service users and living subsidy for carers of persons with severe disabilities.



1. 透過「職員事務諮詢及發展會議」，讓員工參與機構管理
Staff members participate in the management of the Society through "Staff Consultative and Development Meeting"
2. 總幹事透過「員工分享大會」，聆聽員工心聲
The voice of staff members is heard by the Executive Director at "All Staff Meeting"

薪酬與福利

本會參照政府公務員薪酬機制及市場水平制訂員工的薪酬和福利，以保持競爭力。

於2013/2014年度，本會經過檢討後，改善員工薪酬和增加多項福利，包括：

- 1. 提升部份職級薪酬幅度以配合市場水平
- 2. 增加照顧職系員工特別津貼及獎金
- 3. 提升長期服務獎的獎勵
- 4. 增加重要節日員工提早下班的安排等

本會將以家庭友善作為檢討現行政策及措施的基準，期望可幫助員工在工作與家庭生活之間取得平衡，從而提升士氣、促進僱傭關係。

員工溝通

重視雙向溝通

透過多元化和不同的渠道，建立員工與管理層之間有效的雙向溝通。藉著收集員工意見，讓他們了解本會服務策略、發展計劃及期望，加強員工的凝聚力及團隊精神。

設立不同的溝通渠道

本會設有內聯網、扶康會刊物、員工分享大會、員工諮詢機制、職員諮詢及發展會議、員工活動及扶康講場等，讓員工透過不同渠道，瞭解會方資訊並提出意見。

與總幹事對話

去年，本會共舉辦四次員工分享大會，四次職員事務諮詢及發展會議，及六次扶康講場，讓不同職級的員工可直接與總幹事對話，員工可就改善服務質素、員工福利及員工發展等事宜提出意見。總幹事亦主動與不同職系的員工代表會面，以開放、持平的態度聆聽員工心聲，與各階層員工建立和保持良好溝通。

Remuneration and Benefits

The remuneration and benefits of staff of the Society are taking reference to that of civil servants and the open market for maintaining its competitiveness for recruitment and staff retention.

In 2013/2014, the salaries and various benefits of staff members were improved through the following reviews and measures:

- 1. The salaries of certain ranks have been uplifted
- 2. Increase of special allowance and bonus for caring staff
- 3. Enhancement of long service award
- 4. Arrangement of early release for staff members on major festivals

Review on existing human resources policies and measures is based on family-friendly principle. Such review is anticipated to help staff members strike a balance between work and family life, to raise staff morale and to enhance staff and employer relationship.

Staff Communication

Emphasis on two-way 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 spirit among staff members, not only opinions are collected but also service strategies, development plan and expectation on staff members are conveyed.

Setting up of various communication channels

Measures include intranet, publications, all staff meetings, consultation mechanism for staff members, staff consultative and development meetings, staff activities, Fu Hong Focus Groups, and so on.

Dialogue with Executive Director

Last year, the Society's Executive Director hosted four all staff meetings, four staff consultative and development meetings and six Fu Hong Focus Groups. Such occasions allow staff members express their views on service quality, staff welfare, and staff development, etc., directly to the Executive Director. To establish and maintain effective communication with staff members, the Executive Director, who adopts an attitude of open-mindedness and impartiality, takes the initiative to talk and listen to the voices from staff members at different positions.

關懷與獎勵

於2013/2014年度，本會共有八十四位員工獲頒長期服務獎，當中為本會服務二十年或以上的資深員工共有十七人。

透過職級制定，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獲晉升。同時，本會積極擴展員工的晉升空間，如增設高級經理、護士主任及一級社工等職級，並增加一級職業治療師、一級物理治療師、舍監及二級照顧員等職位，讓員工有更多機會發展才能。此外，本會亦會讓員工在工作崗位上作出調動，以擴闊工作視野及經驗。去年度，本會共有三十二位員工晉升及三十五位員工調職。

三十年長期服務獎 30-Year Long Service Awards



總幹事 陸慧妍女士 Ms LUK Wai Yin, Becky Executive Director

與扶康會共度難忘的卅載，全憑心中從不熄滅的一團火，以及同行者的共勉和支持，讓我能在歷練中學習和成長，衷心感謝。

It is my passion and belief in what we do, together with the support and encouragement I have received along the way, that allow me to mature with the Society over the past 30 years and inspire me to keep striving for improvements in making a difference to persons with disabilities.



健持之家舍監 陳美霞女士 Ms CHAN Mei Ha Warden of Priscilla's Home

有幸在葉會長手中接到「三十年長期服務獎」，心中滿是感激。既多謝會方的帶領，亦感謝同事的支持。讓我們繼續努力，活出有意義的人生！

I am honoured and grateful to receive the “30-year Long Service Award” from the President, Dr Ip. I would like to thank the Society for its leadership, and appreciate the support given from my colleagues! Let’s keep on going and live a meaningful life!



區域經理 關志生先生 Mr KWAN Chi Sang, Aldous Regional Manager

為何由畢業至今一直在扶康會服務？我只能用一個「情」字去解釋。無論是對學員、家長、同事、董事局成員的一份「情」，或是會長所提及的「扶康精神」，在扶康會的日子已佔了我人生一個很重要的位置。

What makes me work in the Society after my study till now? I can only use one word to explain and that is “LOVE”. No matter it is the love for service users, parents, colleagues, members of the Council, or as mentioned by the President - the “Fu Hong Spirit”, the days in the Society means so much to my life.

員工活動 Staff Activities



1. 齊聚各單位的員工聚會一堂，共賀新禧
Staff members of all service units get together to celebrate the Lunar New Year at the Annual Dinner
2. 員工春茗設有抽獎環節，氣氛緊張熱鬧
Exciting moment during the lucky draw session at the Annual Dinner
3. 職諮會舉辦保齡球會活動，增進員工和諧及友誼
Bowling organised by members of Staff Consultative Meeting for socialising

「扶康人對核心價值的認同及實踐程度」追蹤調查

推動員工實踐機構核心價值

推動扶康會實踐願景

配合機構文化的持續發展，本會於2009年制定五項機構核心價值：關懷尊重、專業精神、協同效應、熱誠主動及持續改善，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。

提升員工對核心價值的認識、認同和實踐

透過舉辦不同的活動，包括好人好事獎勵計劃、卓越服務表揚計劃、核心價值良好服務/措施分享會、核心價值雋語創作比賽等，增加員工對核心價值的認識，讓各服務單位互相分享核心價值良好服務和措施。

Longitudinal Survey on Fu Hong Staff's Recognition and Practice of Core Values

Promote the Practice of the Society's Core Values Among Staff Members

Actuating realisation of the Society's vision

To complement the continuous development of the Society's culture, five core values have been identified in 2009: Care and Respect, Professional Spirit, Synergy, Pro-activeness and Continuous Improvement. Upholding of the core values is a driving force for the Society's commitment to its vision of being the best organisation in providing services for persons with disabilities in Hong Kong.

Raising awareness level, recognition and implementation of the core values

Various activities such as Good Deed by Good People Award, Outstanding Service Scheme, Core Value and Best Practice Sharing, Slogan for Core Value Contest, etc. are organised where all service units may share their experience and staff members' understanding on the core values can be enhanced.



各員工積極實踐核心價值，為服務使用者提供專業服務，並發揮關懷尊重的精神，彼此成為生活中的好友
With the core values in mind, all staff members strive for the provision of professional service for service users and the spirit of care and respect for becoming friends with one another

進行年度核心價值追蹤調查

調查目的

了解機構員工在核心價值認同及實踐程度上的進展。調查以不記名問卷方式進行，共收回八百八十份問卷，佔全體員工87.4%，顯示員工對核心價值的重視。

調查結果

顯示員工對五項核心價值的認同和對各方面實踐成效的評分在7.02 - 7.77之間：

Annual Core Values Longitudinal Survey

Purpose of the survey

To understand the progress of staff members in recognition and practice of core values. The survey is anonymous and 880 return were recorded, 87.4% of all staff members. This is an indication that staff members take the core values seriously.

Survey results

The scores for the recognition and practice of the five core values lie between 7.02 - 7.77 :

五項核心價值的平均得分 (1-10分) Average Score (1-10) of the Five Core Values

員工個人認同程度 Degree of recognition by individual staff	員工個人實踐程度 Degree of practice by individual staff	員工認為所屬服務單位實踐程度 Degree of practice by service units	員工認為全會實踐程度 Degree of practice by the Society
7.49 - 7.77	7.35 - 7.56	7.12 - 7.34	7.02 - 7.22

當中有接近六成員工認為與去年比較，「認同和實踐程度」有所增加，情況令人鼓舞。結果同時顯示員工「個人實踐的程度」評分稍高於「服務單位實踐的程度」和「全會實踐的程度」的評分。會方和服務單位將持續落實核心文化，為員工提供理想的工作環境和為服務使用者提供優質服務。

It is an encouraging result that close to 60% of staff members considered "Degree of recognition and practice" has improved. The result also indicated that the scores for "Degree of practice by individual staff" are slightly higher than "Degree of practice by service units and the Society". The Society and all service units will continue with the implementation of the core values for providing a better working environment for staff and quality service for service users.

職員培訓及發展

多元化內部培訓活動

去年，培訓部舉行不同主題的培訓活動或課程合共六十八項，出席培訓員工達二千二百八十一人次。整體來說，員工對培訓活動有正面評價（詳見表一）。

表一：培訓部舉辦之內部培訓活動概況綜合表
Table 1 Summary of Training Activities Organised by Training Department

	培訓課程、講座、工作坊及分享會 Training course, talk, workshop and sharing session	員工參與培訓活動總人次 Total number of staff participants	員工參與培訓活動總時數 Total training hours	培訓活動評估平均得分(最高為6分) Average "course evaluation" score for training activities (highest score is 6)	對培訓活動的滿意度 Degree of satisfaction on training activities
培訓活動統計數字 Statistics of training activities	68 項 events	2,281 人次 participants	9,535 小時 hrs	5 分 marks	82 %

恒常培訓

共舉辦二十九項恒常培訓，包括：認識智障人士的特性和需要、訓練模式、挑戰性行為的處理、智障人士老化的照顧及相關事宜的處理、自閉症、急救及職安健等培訓，確保和裝備員工具備服務所需的知識、技巧及灌輸正確的工作態度，加強員工處理日常工作及突發事件的能力，共七百一十六人次參與。另外，亦舉辦了三次新入職員工導向工作坊，為九十七名新入職員工提供入職培訓。

Staff Training and Development

Multi-dimensional Internal Training

Last year, a total of 68 training activities or courses of different topics were organised by the Training Department and there were 2,281 staff participants. Overall speaking, staff showed positive and satisfactory feedback on the training activities (See Table 1 for details).

Regular training

29 regular training courses were organised. Topics included the Characteristics and Needs of Persons with Intellectual Disabilities, Training Mode, How to Deal with Challenging Behaviour, the Caring of Ageing Persons with Intellectual Disabilities and Related Matters, Autism, First Aid and Occupational Safety and Health. Those courses aimed to help staff acquire and equip the necessary knowledge and skills, cultivate positive working attitude, strengthen their capacity for daily work and handling emergency. A total of 716 staff members participated. Furthermore, three Orientation and Introduction Training Sessions were arranged for a total of 97 newly recruited staff last year.

服務發展和專業培訓
Service Development and Professional Training

展能藝術 Arts for the Disabled	舉辦四節展能藝術講座及工作坊，以提升員工對展能藝術的知識及加強運用顏色等概念和觸覺。 Four sessions of talk and workshop on arts for the disabled were arranged to provide staff members with knowledge of arts for the disabled, the concept of colour application and sensory stimuli.
香薰治療與智障人士服務 Aromatherapy service for persons with intellectual disabilities	舉辦「如何應用香薰治療於智障人士服務」工作坊，讓員工學習如何應用香薰處理智障人士的皮膚護理及改善情緒。 Workshop on “How to use aromatherapy for persons with intellectual disabilities” was conducted for staff members to learn the application of aromatherapy for skin care and emotional management of persons with intellectual disabilities.
精神復康服務之復元模式 Recovery model for ex-mentally ill persons	舉辦兩天復元模式 (Recovery Model) 培訓，以配合精神復康服務發展。 Two-day training course on Recovery Model was provided to complement the development of psychiatric service.
職業復康服務之客戶服務和社會服務應用市場學 Customer-service approach and application of marketing on social services (vocational rehabilitation)	舉行兩節有關客戶服務及在社會服務應用市場學的培訓，讓員工掌握面向客戶及了解職業復康服務市場的發展趨勢。 Two training sessions on customer service and application of marketing on social service were organised to help staff members master the knowledge of handling customers and the development trend of the vocational rehabilitation market.

加強管理職級員工的管理勝任能力

先後兩次為管理職級員工舉辦「管理及領導培訓課程——做個高效管理人」，及為高級管理人員舉行了「高級管理人員培訓課程」；亦舉辦了「如何以調解手法處理投訴及衝突」，以加強員工在應對投訴及衝突的處理技巧。

配合社會服務界行政發展步伐

舉辦會計程序、服務質素標準 (SQS) 及會方政策的分享會，令服務單位能更有效配合本會及社會服務界行政發展的轉變及有關政策。

其他專業發展培訓

配合會方推動「實證為本」工作，舉辦了兩天「如何有效進行服務評估工作坊」，讓員工學習有效服務評估的知識及研究方法；回應服務使用者日趨老化及出現複雜的健康問題，提供一連串護理培訓活動，包括：造口的處理、骨科手術後護理、婦科病及健康營養飲食等，以提升護理職級員工的有關知識，應付服務使用者老化的轉變及需要。

員工心理健康培訓

本會關注員工的心理健康，並舉行了三次有關壓力處理及正向心理學的培訓。

Strengthening the competence and capability for management staff

Two training courses on “Management and Leadership Training – To Be an Effective Manager” were organised for managerial staff while “Senior Management Development Programme” were arranged for senior management team. Besides, a course on “How to Use Mediation Technique for Complaints and Conflict” was arranged to equip staff members with the skills in handling complaints and conflicts resolution.

Keeping abreast of the development on social administration and management

Training sessions on accounting procedures, service quality standard (SQS) and respective policy enactment in the Society were arranged to update and highlight the change. The sessions aimed at improving the compliance and management.

Other professional development training

To promote “Evidence-based Practice” in the Society, a two-day workshop on “Programme Evaluation - How to Assess Service Effectively” was held. Staff members learned the knowledge and study method on programme evaluation. In response to the problems of ageing service users and associated health issues, a series of nursing care training activities were organised, including stoma care, orthopaedic surgery, gynaecological diseases, healthy and nutritious diet.

Staff mental health training

Mental health of staff is a concern of the Society. Three training sessions on stress management and positive psychology were held for staff members.



交流計劃與顧問服務 Exchange Programmes and Consultancy Services

本會交流計劃委員會支持及鼓勵以交流的方式，與其他地方的服務團體分享服務理念和經驗，以求增進彼此的服務質素。去年度工作重點如下：

The Society's Exchange Programme Committee supports and encourages by ways of exchange, to share service vision and experience with organisations from various locations, with a view to improving the service quality level by learning from one another. In the past year, the service highlights included:

- 1. 員工在課堂練習脫身法技巧
Practice of breakaway technique at training session
- 2. 員工在培訓中參與角色扮演部份
Role-play at training session



鼓勵員工出席外間培訓

除內部培訓，本會鼓勵和資助員工參加外間課程、講座、研討會、工作坊、交流探訪及分享會等，去年本會共有三百四十四名員工出席相關之外間培訓活動，參與不同的外間培訓活動高達一百七十項（詳見表二）。為配合執行「職業安全及健康（顯示屏幕設備）規例」，本會去年更派出八名員工修讀「顯示屏幕設備評估合格證書課程」。另外，兩名社工前往台灣參與有關智障人士生涯規劃服務的交流探訪以吸收海外經驗。

Encouraging Staff to Attend External Training

Apart from internal training, the Society encourages and subsidises staff members to attend external training courses, talks, conferences, seminars, workshops, exchange programmes, visits and so on. Last year, a total of 344 staff members attended 170 external training activities of various topics. In response to the enactment of the "Occupational Safety and Health (Display Screen Equipment) Ordinance", the Society sponsored 8 staff members to attend the course on "Certificate of Competence in Display Screen Equipment Assessment". Furthermore, two social workers participated in an exchange visit to Taiwan to learn overseas experience in career planning service for persons with intellectual disabilities.

多個國內與澳門的復康機構到本會學習及探訪

與本會進行交流活動的復康機構包括：廣州市人人社會服務中心、廣州市蘿崗區太和社會服務中心、深圳慈善公益網、深圳市福田現代社工事務所、東莞心海殘友資源服務中心、南寧殘疾兒童服務中心、澳門弱智人士家長協進會、湖南長沙市愛樂社工服務中心、南京基督教青年會/女青年會及柬埔寨 New Humanity 等。

Many Mainland China and Macau rehabilitation organisations have made a visit and learn from the Society

The rehabilitation organisations take part in the exchange programmes with the Society included: Guangzhou Ren Ren Social Service Centre, Guangzhou Luogang Taihe Social Service Centre, Shenzhen Charity Net, Shenzhen Futian Social Workers Association, Dongguan Xinhai Resources and Information Centre for Persons with Disabilities, Nanning Service Centre for Children with Disabilities, Macau Association of Parents of Persons with Intellectual Disabilities, Hunan Changsha Aile Social Service Centre, Nanjing YMCA/YWCA and Cambodia New Humanity, etc.

表二：員工參加外間培訓活動概況綜合表
Table 2 Summary of Staff Participation in External Training Activities

培訓課程、講座、研討會、工作坊、交流探訪及分享會 Training courses, seminars, conferences, workshops, exchange visits and sharing sessions	參加人數 No. of participants	培訓總時數 Total training hours
外間培訓活動統計數字 Statistics of external training activities	170 項 events	344 人 persons
		2,214 小時 hrs



本會交流計劃委員會代表（神師方叔華神父、董事局委員李百瀨先生 MBE, JP 及郭鍵勳博士 BBS, JP）到訪南京方舟啟智中心
Representatives of the Society's Exchange Programme Committee (Fr BONZI Giosuè G, PIME, the Spiritual Adviser, together with Council Members Mr LI Pak Ho, MBE, JP and Dr KWOK Kin Fun, BBS, JP) visit the Ark-Nanjing Special Education Center



獲「南京方舟啟智中心」邀請進行服務考察

交流計劃委員會主席方叔華神父與董事局委員李百瀨先生 MBE, JP、郭鍵勳博士 BBS, JP，及區域經理歐偉民先生在 2014 年 4 月按「南京方舟啟智中心」邀請進行服務考察。本會將考慮向此機構提供顧問服務，協助機構制定發展方向及設立管理操作系統，詳細的顧問計劃仍在商討策劃中。

The Society was invited by the "Ark-Nanjing Special Education Center" as exchange visitor

Fr BONZI Giosuè G, PIME, Chairman of the Exchange Programme Committee, together with Council Members Mr LI Pak Ho, MBE, JP, Dr KWOK Kin Fun, BBS, JP, and Regional Manager Mr AU Wai Man were invited to pay an exchange visit to "Ark-Nanjing Special Education Centre" in April 2014. The Society would consider providing consultancy service to this organisation for mapping out its development direction and setting up management operation system. The detailed consultancy plan is still under discussion and planning stage.



1. 創設於不同地區，本會與「南京方舟扶康中心」在職一位服務經驗豐富、及專業人士加強聯繫。

Despite the difference in region, the Society and the "Ark-fapping Fu Hong Center" can jointly practice the spirit of caring and work for the benefits of persons with disabilities.

2. 本會區域經理陳先生與該中心的陳先生曾於去年，共同參加本會舉辦的「香港扶康中心週年大會」。

At All the Area, Regional Manager of the Society, shared the various performance monitoring of Hong Kong NGOs with visitors of Nanjing YSCA/YWCA.



與國內及澳門復康界同工砥礪互勉

本會屯門元朗區在2014年3月主辦了「歷久常新」區域主管退修日活動，讓同工從多角度了解復康工作的意義和價值，並重新檢視及更新自我特質，互相砥礪，為往後的工作賦予新的意義。是項活動獲深圳、順德及澳門多個社工服務團體響應和參與，包括深圳慈善公益社、福田現代社工事務所、順德區星宇社會工作服務中心、威權康復服務中心及澳門扶康會康盈中心共二十九位社工參與。

Encouraging and learning with counterparts in Mainland China and Macau rehabilitation sector

In March 2014, the Society's Tuen Mun and Yuen Long district has organised an "Anew as always" District Manager Retreat Day, allowing colleagues to understand the meaning and value of rehabilitation work in multiple perspective, to re-examine and update self-attribute while encouraging one another and giving new meaning for the future work. This programme has received great support and participation from many social service organisations. A total of 29 social workers came from Shenzhen, Shunde and Macau, including Shenzhen Charity Net, Shenzhen Futian Social Workers Association, Shunde Xingyu Social Services Center, Shunde Ronggui Rehabilitation Center and Hong Ieng Center, Fuhong Society of Macau.

持續為澳門扶康會康盈中心提供顧問服務

是年度顧問服務的目標會順應著過往的工作重點，把復康工作理論植根及深化在中心內三個項目當中，包括協助「展能中心」及「延展服務」完善單位內的運作指引，提升管理和運作質素，亦會引進適用的認知和行為糾正法，改善學員的情緒和行為；協助相關同工為「家長資源中心」建立基礎性的工作目標及家長活動基地。

Continuous consultancy service to Hong Ieng Center, Fuhong Society of Macau

This year's consultancy service objective, in accordance with the previous service highlights, will deepen the rehabilitation theory onto the Centre's three projects, including to assist the "Day Activity Centre" and "Extension Services" to refine the internal operational guidelines, to uplift the quality of management and operation, and to introduce relevant cognitive and behavioural correctional approach, to help improve service users' emotion and behaviour. Moreover, to assist related colleagues to set fundamental work objectives and establish the activity base for the Parent Resources Center.