

努力的成果

Our Achievements

一. 擁有一支熱誠專業的團隊

跨專業的組合

- ◆ 962位員工中有173位專業人士*，佔本會員工總數約18%

*專業人士包括臨床心理學家、職業治療師、物理治療師、護士及社工

資深員工

- ◆ 376位員工服務本會超過10年，佔本會員工總數近40%

員工持續進修

- ◆ 員工積極參與本地及海外的課程、研討會及大型會議等，並學以致用
- ◆ 本會為員工提供共23,765小時的培訓，發展及加強員工的工作能力。其中4,278小時與服務使用者老齡化相關，以回應服務需要

二. 提升管治及營運效能

企業管治

- ◆ 本會非常重視良好機構管治。本會總幹事獲廉政公署邀請，在2010年12月8日的「優化管理、提升誠信—挑戰與機遇」研討會中，向業界分享良好管治經驗，公開肯定了本會的管治質素



- ◆ 清晰批核架構，以確保資源用得其所
- ◆ 審核委員會委員包括外界執業會計師給予專業意見
- ◆ 定期檢討各項指引及措施，以確保服務符合質素標準
- ◆ 外界人士及家長參與各委員會，既增加管理透明度，也讓本會能更有效地把持份者的意見融入服務

發展機構文化

- ◆ 落實五項核心價值——關懷尊重、專業精神、協同效應、熱誠主動及持續改善
- ◆ 持續推動開放及嘉許文化
- ◆ 舉行第三屆「卓越服務表揚計劃」，以五個核心價值為準則，嘉許服務單位值得表揚的服務及計劃

業務計劃

- ◆ 本會透過以平衡計分卡概念，使用表現管理及監察工具，建立有系統的周年及三年業務計劃
- ◆ 管理層成員與全體管理及專業員工舉行了3次業務策略發展會議

營運

- ◆ 制定不同範疇的指引及政策，並定期按情況更新，包括：
 - 完成5個服務質素標準，共16個項目的檢討
 - 完善潛在風險報告機制，加強危機管理意識
 - 因應服務需要，制定了10個工作指引
- ◆ 推行60項有關預防意外發生的安全改善措施及44個服務改善項目，並收到預期的果效

資訊科技系統

- ◆ 使用內聯網推行知識管理
- ◆ 強化管理軟件，以提升營運及工作效率
- ◆ 推行清晰資訊科技保安政策，以防止資料外洩

三. 建立關係網絡

服務使用者及其家屬的支持

- ◆ 95.7%服務使用者滿意本會服務
- ◆ 99.7%照顧者滿意本會服務
- ◆ 服務單位共舉行130次家長大會，加強與照顧者的溝通
- ◆ 6,664人次出席各講座及會議，加深認識本會各項服務
- ◆ 服務單位共舉辦34個活動，增加服務使用者家屬對服務運作的了解
- ◆ 收到超過23封讚揚信及感謝卡

獎項及外界認可

- ◆ 石圍角工場在2011年3月19日第八屆香港展能節職業技能比賽項目中勇奪汽車美容組冠軍，並獲傳媒訪問
- ◆ 扶康會和康融服務有限公司在「十八區關愛僱主」嘉許禮榮獲嘉許
- ◆ 友愛之家於2010年參加職業安全健康局舉辦的「香港安健院舍確認計劃」，並獲頒發證書及確認為「傑出安健院舍」
- ◆ 毅誠工場康娛餅房在2011年1月16日參與社會福利署中西南及離島區福利辦事處主辦的「2011殘疾人士照顧者嘉許禮暨康復服務機構社會企業博覽會」，並囊括展銷攤位比賽的所有獎項，包括「最佳銷售策略獎」、「最佳團隊獎」、「最佳展銷攤位佈置獎」、「最優秀展銷攤位獎」及「最受歡迎攤位獎」



- ◆ 樂融坊於社會福利署深水埗區福利辦事處舉辦的「2010年愛深嘉許活動」獲頒2010年愛「深」商戶嘉許

- ◆ 樂華成人訓練中心服務使用者利慧貞女士及員工周德雄先生參加了由社會福利署轄下康復服務市場顧問辦事處創業軒，於2010年9月所舉辦的「Let Them Shine」商標設計比賽，並獲得銅獎
- ◆ 康融服務有限公司在城市青年商會舉辦的「稻香創意創業大賞2010」，獲選為得獎企業。此外，康融亦於醫院管理局及僱員再培訓局合辦的「病人再培訓及就業課程」計劃中獲得「傑出僱主獎」
- ◆ 本會精神康復者及殘疾人士於2010年組成劇團，透過公開演出，推廣「殘疾人權利公約」
- ◆ 祖堯成人訓練中心家長梁惠嫻女士獲中心提名參加由仁濟醫院與康復諮詢委員會合辦的「第二屆傷健關愛大獎」，被選為10名傑出照顧者之一



- ◆ 葵興職業發展中心在完成空氣質素改善計劃工程後，申請環境保護署室內空氣質素檢定計劃，獲得室內空氣質素檢定證書《卓越級》，並於2011年1月在「優質室內空氣質素嘉獎典禮」中獲嘉許

義工及企業參與

- ◆ 參與服務單位活動的義工人次多達14,126
- ◆ 「香港最佳老友」運動目前有四個中學分社、七個大專院校分社及三個社區老友分社，我們與其職員、學生及社區義工推行多項義工服務計劃
- ◆ 與中華電力有限公司、UPS、永旺（香港）百貨有限公司及香港廚師協會推展不同協作計劃

- ◆ 第七屆「甜蜜心連心」步行籌款共有27間企業，共400多位企業義工參加，運動會暨競技同樂日亦有近200多位義工協助當日活動





- ◆ 16隊企業義工隊參與本會活動，包括港基物業管理有限公司、帝京酒店、港鐵公司義工團、UPS、香港廚師協會、香港保險中介人協會、花旗集團、懲教署義工隊、奧的斯電梯（香港）公司、傑普採購（控股）有限公司等

- ◆ 本會成功提名59間企業及專業團體獲得「商界展關懷」及「同心展關懷」標誌

本地交流活動

- ◆ 區域小組委員會（港島南區）主席盧鴻業先生應香港城市大學應用社會科學系梁芷芳博士邀請與學生交流
- ◆ 在「第六屆華人地區啟智服務會議」介紹本會多項服務及計劃
- ◆ 本會協辦的「第二屆香港精神病康復者會議」於2010年4月10至11日在香港理工大學舉行

香港以外地區交流活動

- ◆ 30多位服務使用者、家長、義工及職員出席廣州舉行的亞洲殘疾人運動會開幕禮



- ◆ 派職員擔任中華民國自閉症線會在台灣舉行的「國際自閉症機構學術交流會議」的主講嘉賓

捐款/基金

本會年內籌得善款850多萬元

- ◆ 共有859位善長捐款支持
- ◆ 2010年8月舉行的全港耨旗日共籌得破紀錄的220多萬元
- ◆ 香港賽馬會慈善信託基金透過「香港賽馬會社區資助計劃」，資助四間扶康家庭三年經費達258多萬元
- ◆ 利銘澤黃瑋璧慈善基金資助「香港最佳老友」運動2009-2011年度經費達44多萬元
- ◆ 慧妍雅集撥款31萬元資助於康復中心天台興建兩座風力發電裝置，推廣再生能源
- ◆ UPS慈善基金資助約15萬元支持毅誠工場發展物流及倉務系統
- ◆ 伊利莎伯女皇弱智人士基金撥款九萬多元資助毅信之家建設「感」「懷」身世 — 多感官懷緬治療活動室暨資源閣
- ◆ 其他包括步行籌款、戲曲慈善籌款夜

學生

- ◆ 本會提供實習機會予29位本地大學及大專院校社會工作學系及心理學系學生

- ◆ 推行「智友您心」計劃，為學校提供有系統的學生社會服務訓練及實習，並於2010年9月出版服務計劃教材套



其他機構

- ◆ 與160間服務機構團體建立了服務網絡

1. Enthusiastic and Professional Staff

Multidisciplinary Professionals

- Among our 962 staff members, 173 are professionals* from different disciplines, about 18% of the total number. *They include Clinical Psychologists, Occupational Therapists, Physiotherapists, Nurses and Social Workers

Experienced Staff

- 376 staff members, nearly 40% of the total number, have been working for the Society for over 10 years

Continuous Staff Development

- Staff actively participated in local and overseas courses, seminars and conferences, and put into practice what they had learnt



- To provide 23,765 hours of staff training to develop and enhance staff's competency. As a response to service need, 4,278 hours out of all training hours were related to the ageing issues of service users

2. Enhancement of Governance and Operation Efficacy

Corporate Governance

- Good corporate governance has been the prime concern of the Society. Our Executive Director was invited by the ICAC to share our experience with the sector at their seminar titled "Better Governance and Integrity – Challenges and Opportunities" held on 8 December 2010, signifying public assurance of the quality of our Society's governance
- Clear structure of approval authority to ensure proper use of resources
- An Audit Committee with members of Certified Public Accountants who offer professional advice
- Regular review on different guidelines and measures to ensure compliance with Service Quality Standards
- Participation of the public and parents in various committees enhances management transparency and considers the opinion of the stakeholders in our services

Development of Organisational Culture

- Realising 5 Core Values: Care and Respect, Professional Spirit, Synergy, Pro-activeness and Continuous Improvement

- Continue promoting an open culture and recognition culture
- Organised the 3rd "Outstanding Services Recognition Scheme" to recognise service units and their programmes according to the principles of the 5 Core Values

Business Plan

- Based on the concept of Balance Score Card and by employing the Performance Management and Monitoring Tool, our Society has established a systematic mechanism for annual and 3 years' business planning
- 3 meetings on business strategic development were held among members of our Management and all management and professional staff

Operations

- To develop various guidelines and policies and update regularly, including:
 - Completed the review of 5 service quality standards with a total of 16 items
 - Improved potential risk reporting mechanism, to enhance the sense of crisis management
 - Developed of 10 guidelines in response to service needs
- Implementation of 60 safety measures for accident prevention and 44 service improvement projects to achieve expected outcomes

IT System

- Application of intranet platform to promote knowledge management
- Enhancement of management software to promote operative and work efficiency
- Implementation of clear IT security policy to prevent information leaking

3. Establishment of Relationship Network

Support from Service Users and their Family Members

- 95.7% of service users were satisfied with service provisions
- 99.7% of carers were satisfied with service provisions
- Service units organised a total of 130 parents meetings to strengthen communication with the carers
- 6,664 attendances of family members at our talks and meetings for better understanding of our services

- 34 programme sessions held to facilitate family members' understanding of service units' operations
- More than 23 appreciation letters/cards were received

Awards and Accreditation

- Shek Wai Kok Workshop won the championship in car beauty service at the "8th Hong Kong Abilitympics" and was interviewed by the media
- Fu Hong Society and Hong Yung Services Limited were recognised in the "18 Districts Caring Employers" Recognition Ceremony
- Father Tapella Home took part in the "Hong Kong Safe and Healthy Residential Care Home Accreditation Scheme" and was awarded a certificate and accredited "Safe and Healthy Residential Care Home with Outstanding Performance" by the Occupational Safety and Health Council in 2010
- Madam Hong's Bakery of Ngai Shing Workshop took part in the "Recognition Ceremony for Carers of Persons with Disabilities cum Rehabilitation Service Organisation Social Enterprises Expo 2011" organised by the Social Welfare Department Central Western, Southern and Islands District Social Welfare Office, and won all the awards in the Sales Booth Competition. These included "Best Sales Strategy Award", "Best Team Award", "Best Booth Decoration Award", "Best Sales Booth Award" and "Most Popular Booth Award"
- The Joyful Corner was recognised as a caring merchant in Sham Shui Po by the Social Welfare Department Sham Shui Po District Social Welfare Office
- Service user of Lok Wah Adult Training Centre, Ms. Lee Wai Ching and our staff Mr. Chow Tak Hung entered the "Let Them Shine" Logo Design Competition organised by the SEPD of the Social Welfare Department and won the Bronze prize
- Hong Yung Services Limited was awarded "Innovative Entrepreneur of the Year" in the "Tao Heung Innovative Entrepreneur Award 2010" organised by the City Junior Chamber. Moreover, Hong Yung also received the "Outstanding Employer Award" from the "Patient Retraining and Vocational Resettlement Service Programme" co-organised by the Hospital Authority and Employees Retraining Board
- Persons with psychiatric disabilities and persons with disabilities from our Society formed a drama club in 2010 to promote "Convention on the Rights for Persons with Disabilities" through public performances
- Ms. Leung Wai Han, parent from Cho Yiu Adult Training Centre, was nominated for the "The 2nd Care for the Disabled Award" organised by the Yau Chai Hospital and Rehabilitation Advisory Committee, and was awarded one of the ten distinguished carers
- Kwai Hing Vocational Development Centre was granted Indoor Air Quality Certificate "Excellent Class" by the Environmental Protection Department upon completion of its air quality improvement work, and received recognition during the "Indoor Air Quality Certificate Award Ceremony 2010" held in January 2011

Volunteers and Corporate Participation

- Volunteer attendance at the programmes of our service units reached 14,126
- 4 Secondary School Chapters, 7 College Chapters and 3 Citizen Chapters are formed under our "Best Buddies Hong Kong" Movement and we have launched various volunteer service projects with their staff members, students and citizen volunteers
- Collaboration Projects partnered with CLP Power Hong Kong Limited, UPS, Aeon Stores (Hong Kong) Co., Ltd. and the Hong Kong Chefs Association
- 27 corporates with more than 400 corporate volunteers participated in the 7th Charity Walkathon, and more than 200 volunteers assisted in the Sports Day cum Carnival





- 16 corporate volunteer teams participated in our Society's activities: including Citybase Property Management Limited, Royal Plaza Hotel, MTR, UPS, Hong Kong Chefs Association, Hong Kong Chamber of Insurance Intermediaries, Citi, Correctional Services, Otis Elevator Company (H.K.) Limited, Gap International Sourcing (Holdings) Ltd, etc

- 59 corporates and professional bodies were successfully nominated to be "Caring Company" and "Caring Organization"



Local Exchange Activities

- Mr. Lo Hung Yip, Chairman of Regional Sub-Committee (Hong Kong Island South) was invited by Dr. Terry Leung Tse-fong from Department of Applied Social Studies, City University of Hong Kong to exchange with students
- Many of our services and projects were introduced and presented at "The Sixth Special Education Service Meeting of the Chinese Community".
- Our Society co-organised the "2nd Hong Kong Conference for Persons with Mental Illness" which was held at the Hong Kong Polytechnic University between 10 -11 April 2010

Exchange Activities Outside Hong Kong

- More than 30 service users, parents, volunteers and staff attended the Opening Ceremony of the Asian Para Games in Guangzhou

- Our representative was invited as speaker at the "Organizations for persons with Autism International Conference" organised by the Autism Society Taiwan, R.O.C. in Taiwan



Donors / Funders

The Society had raised more than HK\$8.5 million this year

- A total of 859 donors / funders
- The Territory-Wide Flag Day held on 4 August 2010 raised a record-breaking HK\$2.2 million
- Our four Casa Famiglia received a three-year grant totaled \$2.58 million from "The Hong Kong Jockey Club Community Project Grant" under The Hong Kong Jockey Club Charities Trust
- "Best Buddies Hong Kong" Movement received \$440,000 sponsorship from the Drs. Richard Charles & Esther Yewpick Lee Charitable Foundation
- Wai Yin Association sponsored \$310,000 to build two wind power systems on the rooftop of our Rehabilitation Centre to promote renewable energy
- Ngai Shing Workshop received a sponsorship of \$150,000 from the UPS Foundation to develop its logistics and warehouse system.
- The Queen Elizabeth Foundation granted more than \$90,000 for the building of "Re-start from we were young - Multi-Sensory and Reminisce Room cum Garden" in Ngai Shun Home
- Others: Walkathon, Chinese Opera Charity Night

Students

- 29 social work and clinical psychology students from local universities and institutions had placements in our service units
- Implementation of the "Intelligent Care Project" providing systematic social service training and practice for school students and published service project teaching kit in September 2010

Other Organisations

- Service networks have been built with 160 service agencies and organisations