努力的成果
Our Achievements

一、擁有一支熟練專業的團隊

跨專業的組合
- 962位員工中有173位專業人士*，佔本會員工總數的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題、研討會及大型會議等，並學以致用
- 本會為員工提供共23,785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。本會按幹事會憲章及連署公約
  邀請，在2010年12月6日的「優化管治－提升誠信－
  戰略與機遇」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

- 清晰組織架構，以確保資源用得其所
- 管理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委員會，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－「務實尊重，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
- 舉行第二屆「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，建立有系統的年度及三年業務計劃
- 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6個服務質素標準，共18個項目的檢討
  - 完善潛在風險報告機制，加強危機管理意識
  - 回應服務需要，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，並收到預期的成果

資料科技系統
- 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
- 99.7%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140次家長大會，加強與照顧者的溝通
- 6,684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封護理信及感謝卡

獎項及外界認可
- 千圈線工場在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，並獲得多間訪問
- 慈康會和康盛服務有限公司在「十八區關懷組」嘉許禮獲得嘉許
- 友愛之家於2010年參加職業安全健康局舉辦的「職安健同行」認可計劃，並獲頒發認可及確認為「傑出安健會
- 職員參與香港志工日在完成空氣質量改善計劃後，申請環境保護署室內空氣質素檢測計劃，獲得室內空氣質素檢測認證
- 職員參與香港志工日在完成空氣質量改善計劃後，申請環境保護署室內空氣質素檢測計劃，獲得室內空氣質量檢測認證

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校、七個大學分校及三個社區老友分校，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、USP、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27間企業，共400多位企業義工參加，活動會場獲得眾多義工及企業義工協助當日活動
努力的成果  Our Achievements

- 派職員擔任中華民國自閉症協會在台灣舉行的「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659位善長捐款支持
- 2010年6月舉行的全港籌款日共籌得破紀錄的220多万元
- 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
- 利銘澤黃瑞鍾慈善基金資助「香港最佳老友」運動2009-2011年度經費達44多萬元
- 香港賽馬會捐款31萬元資助在復中心天津市興建兩座風力發電發電，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各務系統
- 伊利莎伯女王獎智能基金捐款九萬多元資助藝康之家建設「感」「懷」身世－多感官療療治療活動
- 其他包括步行籌款、親曲慈善籌款夜

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

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自閉症人運動會開幕禮

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
- 378 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 23,785 hours of staff training to develop and enhance staff competency. As a response to service need, 4,273 hours out of all training hours were related to the ageing issues of service users.
- 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 80 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.

2. Enhancement of Governance and Operation Efficiency

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 – Challenge 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.

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.
- 6,884 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 “5th Hong Kong Ablympics” 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 Care of Persons with Disabilities cum Rehabilitation Service Organisation Social Enterprise Expo 2011” organised by the Social Welfare Department Central Western, Southern and Islands District Social Welfare Office and won all the awards in the Bake 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 Fu 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 Yu Adult Training Centre, was nominated for the “The 2nd Care for the Disabled Award” organised by the Yan Chai Hospital and Rehabilitation Advisory Committee, and was awarded one of the ten distinguished careers
• 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 CLF 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 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, Commercial Services, Citi Elevator Company (H.K.) Limited, Cap International Sourcing (Holdings) Ltd, etc.

59 corporate and professional bodies were successfully nominated to be "Caring Company" and "Caring Organization".

Donors / Funders
The Society had raised more than HK$38.5 million this year.
- A total of 659 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 Yewrick 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 $160,000 from the UPS Foundation to develop its logistics and warehouse system.
- The Queen Elizabeth Foundation granted more than $60,000 for the building of "Re-start from we were young – Multi-sensory and Reminiscence Room cum Garden" in Ngai Shun Hom.
- Others: Walkathon, Chinese Opera Charity Night.

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.

Students
- 28 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.