



主席報告 Chairman's Report

樂融坊開幕典禮暨「種藝·尋樂」藝術展 (右二為林余佩蓉主席)

本人謹代表董事局報告本會2010至2011年年度的發展及服務。

本會在過去一年經歷多項挑戰，均獲得美滿的成果。在扶康會全體職員的通力合作下，審計署於2010年9月至2011年1月期間，為本會的帳目及服務進行審查。就本會為殘疾人士提供的優質服務及各種良好做法，審計署署長報告書（審計報告）均予以正面的評價及審查結果，實在值得我們欣慰。全憑董事局委員、職員及各持份者齊心協力，審計署對本會的服務和運作均表滿意。此外，審計報告顯示本會的經費全部皆運用於履行使命、擬定目標及認可的活動項目上，並無出現「不當使用經費」問題，本會「誠信」亦毋庸置疑，我們為此感到自豪。

就審計署署長提出在服務方面的改善建議，本會將積極回應，務求精益求精，履行扶康會一貫宗旨——持續改善以提供優質服務。持續改善是本會五項核心價值之一，我們歡迎各持份者或社會人士對本會服務提出意見。董事局轄下不同委員會均有服務使用者的家長代表參與，以增加服務及管理的透明度。我們將一如既往，妥善運用捐款及資助，繼續提供最優質的服務，並感謝社會各界、服務使用者及其家長對我們的支持。

機構管治

要在收入／營運成本及最佳執行指引之間取得平衡向來不易，然而本會將持續檢討現行制度，採用符合成本效益的方法來改善服務及管治；並經常以合法合理及優良的管理方式營運。本會一直非常重視機構管治，並在董事局下設有不同的委員會，分別負責監管各個範疇的工作。其中審核委員會已成立十年，委員包括三名獨立的註冊會計師，專責監察本會的機構管治及為會務提供意見，並直接向會長報告。審核委員會也會與財務及投資委員會，負責監察本會經費的運用及管理；本會所有開支包括非經常性及經常性，均由董事局與財務及投資委員會批准，而會方的帳目則由外聘核數師審查。除本會的內部監控及監察制度外，社會福利署亦會定期進行財務審查（約每二至三年一次）及服務單位的服務質素標準年度檢討。

本會透過三層機制（機構、地區及服務單位層面）落實執行社會福利署的基本服務規定及服務質素標準（SQS），並領導SQS協調團隊定期檢討與此有關的政策和程序。

本會的優秀工作和服務表現一直深受公眾認許。廉政公署邀請本會於「優化管治、提升誠信——挑戰與機遇」研討會與業界分享成功經驗。

服務發展

為應付變化多端的社會環境，董事局於2011年1月舉行退修會議，商討本會的策略性發展方向，其後再召開特別董事局會議，建議設立專責小組檢討組織架構，期望於年終前完成初步報告。

本會近期發展的數項新服務，均獲得董事局認同，能有效為社會上有需要人士提供服務。各項近期新發展的服務詳情如下：

牽蝶中心

牽蝶中心旨在為患有自閉症或發展障礙的人士提供適切的治療及訓練服務。中心獲范德穎醫生協助開展「家庭支援服務」，提供個案工作管理，並採用全人服務的理念，為發展障礙的人士及其家庭提供支援。此外，亦安排連串有關自閉症的講座，繼續加強對家庭的支援。

過去一年，牽蝶中心除了為各區的幼稚園及中、小學提供外展服務，所主辦的感覺統合證書課程亦獲得非常熱烈的反應，吸引不少香港以外的人士參加。此外，中心更與瑪麗醫院精神醫學系及其他非政府機構攜手合作，透過活動提升有發展障礙的人士在學校及家居的適應能力。現時，中心正為本會前線員工舉辦有關自閉症的證書課程。

扶康家庭

我們很高興獲得香港賽馬會慈善信託基金撥款\$2,580,000，繼續資助本會四間扶康家庭未來三年（2011年4月至2014年3月）的部份經費。此外，四位香港賽馬會遴選會員及慈善事務執行總監亦於2010年8月11日到訪邂逅軒。他們對扶康家庭印象深刻，並與各家庭成員暢聚一番。



香港賽馬會遴選會員及慈善事務執行總監到訪邂逅軒

精神健康綜合社區中心 — 康晴天地

本會自1997年起發展精神康復服務，累積豐富經驗，新開設的康晴天地，進一步與醫護專業人員攜手合作，

為部份港島中區及南區地區，提供相關服務。康晴天地將設於華富邨華美樓，是首間成功贏得社區支持開設的精神健康綜合社區中心，獲獎券基金撥款後將開展裝修工程。

康姨餅房

康姨餅房為殘疾人士提供工作機會，生產和銷售曲奇餅，過去一年的營業額更躍升三倍。餅房自2009年12月開業以來，屢獲殊榮，包括在社會福利署中西南及離島區福利辦事處主辦的2011康復服務機構社會企業博覽會獲獎。此外，又與不同的生意夥伴包括 Viva Italia 合作，在店內售賣曲奇餅。除了業務發展外，康姨餅房亦被邀請接受傳媒訪問，提升公眾對智障人士的關注，促進社會共融。

樂融坊

位於樂融坊並鄰近總辦事處的便利店正式啓業，專門為殘疾人士提供零售業培訓機會。開幕禮於2011年1月17日順利舉行，並獲得企業夥伴中華電力有限公司及香港房屋協會的代表擔任主禮嘉賓。便利店持有小食牌照，售賣康姨曲奇及其他小食，提供良好機會予殘疾人士就業，與社會大眾溝通及接觸。

公開培訓課程

繼過去數年成功舉辦保健員訓練課程及高級保健員訓練課程，本會獲香港學術及職業資歷評審局給予初步評估的評審資格，以籌辦相關課程，培育未來三年康復界所需的人才。為此本會已成立工作小組，並邀請專家參與，監察所舉辦公開培訓課程的水平。

地區支援中心

全港首間設有會址、位於天水圍的地區支援中心正式啓用，為殘疾人士及其家人提供跨專業、社區為本的服務和支援。中心於2010年5月8日舉行開幕禮，並獲勞工及福利局局長張建宗先生，GBS, JP及天主教香港教區主教湯漢主教蒞臨主禮和主持祝聖儀式。中心將聘請一位一級物理治療師以加強服務。

環境保護

本會作為一間關懷社會的機構，一直關注環境保育的課題。承蒙慧妍雅集捐助，本會於香港仔康復中心的天台興建風力發電裝置。啓動禮於2010年8月27日舉行，並邀得名人莫可欣小姐及趙雅芝小姐擔任嘉賓，聯同數百名兒童一齊參與當日在中心舉行的環保教育活動。我們將透過安排中小學生的參觀活動，繼續推動以環保為題的社區教育。



風力發電裝置啟動禮

擴充香港仔康復中心

鑑於提供社會服務的地方非常缺乏，董事局於是委託顧問公司，就擴充香港仔康復中心服務空間的可行性進行研究。本會將與社會福利署合作跟進研究結果及建議。

持份者的支持

來自各界的支持

我們非常感謝各商業機構、服務使用者家屬、捐助者及本港與內地康復團體的熱心支持。承蒙葵涌扶輪社的鼎力贊助，本會恆常舉行的運動會，於2010年11月28日順利舉行。當日有三位立法會議員、十二間商業機構、七間國內及澳門的康復機構、七個本地非政府組織的代表出席，以及超過200名義工參與協助，本會深表謝意。另於2010年8月4日舉行的賣旗日，承蒙各界人士慷慨解囊，共籌得超過二百萬元善款。



第十一屆運動會暨競技同樂日

與家長的夥伴合作關係

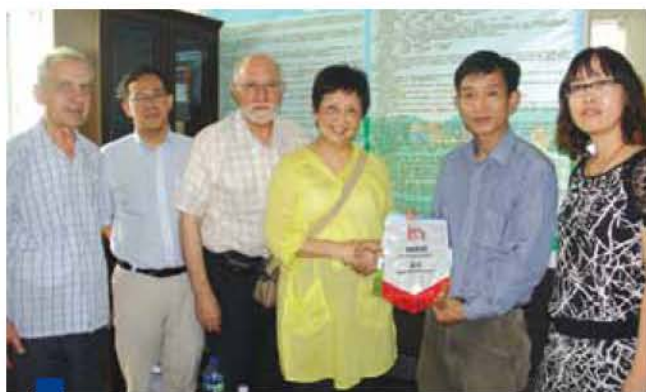
過去一年，在服務改善和社會倡導的工作方面，我們繼續與扶康家長會保持緊密合作。此外，家長及照顧者亦參與本會不同委員會，提出對服務的寶貴意見。扶康家長會更就「智障人士老齡化對復康服務的影響」及「社區化及社區支援服務之發展利弊」發表評估報告。

服務使用者及照顧者的滿意程度

本會致力為服務使用者及其照顧者提供優質服務，改善生活質素及促進社會共融。去年的滿意程度調查結果顯示，94.6%服務使用者及99.6% 照顧者對我們的服務表示滿意。

交流計劃

我們與內地及澳門的康復機構一直保持良好的合作，並連續八年為澳門扶康會提供顧問服務。自2010年開始，類似的交流計劃亦擴展至廣東省及南京的康復機構。



交流活動

未來展望

本會正面對服務使用者老齡化的問題，未來的挑戰還包括服務單位缺乏足夠空間，為年長服務使用者裝置所需的設施和用具。另外，人力市場上專業人才的短缺，亦使問題更趨嚴重。本會將與社會福利署聯絡，並商討對策。我們亦持續為員工安排優質的培訓，協助他們面對瞬息萬變的環境下帶來的挑戰。我們深信扶康團隊將繼續努力不懈，堅守本會五項核心價值——關懷尊重、專業精神、協同效應、熱誠主動及持續改善，竭盡所能為殘疾人士及社會服務。

最後，本人謹向會長葉恩明醫生太平紳士、董事局及各委員會委員、全體員工、家長及各持份者，致以衷心的謝意。扶康會若缺少了他們的支持和付出，無法締造今天的成就。我們承諾將一如既往，全心全意，致力提供優質服務予有需要的人士，並為建設香港成為一個關懷社區而努力。

主席 林余佩馨

I, on behalf of the Council, would like to report on the Society development and services in the year 2010/2011.

The Society has another challenging and fruitful year. With the full cooperation of Fu Hong staff, the Audit Commission had carried out an audit on the Society from September 2010 to January 2011. We are happy to note the positive comments and findings from the Report of the Director of Audit (the Report) on many of the good practices which the Society has adopted in the provision of quality services to persons with disabilities. With the joint effort of Council members, staff and stakeholders, the Audit Commission is satisfied with the services and operations. We are proud that the Report revealed that all our funds have been used in accordance with the mission, the intended purposes and agreed activities and there is no "misuse of funds" and our "integrity" is beyond any doubt.

The Director of Audit has made recommendations for continuous improvement in our service delivery which the Society will actively respond. It is the mission of the Society to improve continuously in the provision of quality service. Continuous improvement is therefore one of the Society's five core values. We welcome any feedback on our service from stakeholders or members of the public. To increase service and management transparency, we have in place representatives from service users' parents who participate in various Committees under the Council. We will continue to make good use of the funding in providing services of the highest quality. We are thankful to the unfailing support we received from different sectors of the community, service users and their parents.

Corporate Governance

It is always a challenge to strike a balance between revenue / operating cost and best practice, while the Society will continue to review all systems to better improve all services and its governance, using cost-benefit approach, it is pleasing to report that the operations of the Society have always been carried out in a legal and proper manner, and with good management practices. The Society accords high importance in corporate governance. It has in place different Committees under the Council for independent functions to oversee different scopes of work. An Audit Committee, with three independent members who are certified public accountants, and which reports directly to the President, has been set up for ten years to monitor the Society's corporate governance and to give advice in all aspects of the work of the Society. The Audit Committee, together with the Finance and Investment Committee, oversee and monitor the use and management of the Society's funds. Any expenditure, either capital or recurrent, is approved by Finance and Investment Committee and the Council, all accounts are audited by an external auditor. Apart from the Society's internal control and monitoring systems, Social Welfare Department (SWD) also conducts regular financial audits (about once in 2-3 years) and annual review on the Service Quality Standards of the service units.

The Society has implemented a three-tier (agency, regional and service unit levels) internal audit mechanism to implement the SWD's Essential Service Requirements and Service Quality Standards (SQS). The SQS Coordinating Team reviews regularly policies and procedures relating to the SQS.



7th FHS Charity Walkathon

The good job and service performance of the Society has been very well received by the public. To share our good corporate governance with the sector, the ICAC invited our Society to do the sharing at their workshop "Better Governance and Integrity - Challenges and Opportunities".

Service Development

To cope with the changing environment, the Council held a retreat in January 2011 to consider the strategic direction of the Society, followed by a Special Council Meeting with recommendation to set up a task force to review the organisational structure. It is hopeful that a preliminary task force report would be ready towards end of the year.

The Council agreed that the development of the Society has been in the right direction to serve the people in need. The following highlights the recent development:

Hin Dip Centre

Hin Dip Centre aims to provide treatment and training to persons with autism or with developmental disabilities. With the assistance of Dr. Fan Tak Wing, William, Hin Dip Centre has started "Family Support Service" to provide case work management and to adopt holistic approach to support both persons with developmental disabilities and their families. A series of talks on autism has since been held and support to families will be strengthened.

In the past year, Hin Dip Centre besides providing outreaching service to kindergarten, primary and secondary schools, its Sensory Integration Certificate Course has received positive response attracting many participants outside Hong Kong. The centre has also collaborated with the Department of Psychiatry of Queen Mary Hospital and other NGOs to organise a joint programme to enhance persons with developmental disabilities to adapt in school and home setting. Currently, the centre is providing a certificate course to all frontline staff of the Society on understanding of autism.

Casa Famiglia

We are glad that The Hong Kong Jockey Club Charities Trust has approved another three-year (April 2011 – March 2014) grant totaling \$2,580,000 to continue its support to the four Casa Famiglia. A visit to Encounter – Casa Famiglia was made on 11 August 2010 by four voting members and the Executive Director of Charities General Counsel of the Hong Kong Jockey Club. They were very impressed with Casa Famiglia set up and had a wonderful time with the family members.

Integrated Community Centre for Mental Wellness – Sunrise Centre

With our accumulated experience in psychiatric services since 1997, the new Sunrise Centre will further our close collaboration with the medical professionals to serve the communities in part of Hong Kong Island Central and Southern Districts. Sunrise Centre will be the first integrated community centre for mental wellness for having successfully won the support of the community to set up the centre in Wah Mei House of Wah Fu Estate. Renovation work will start immediately Lotteries Fund is approved.

Madam Hong's Bakery

Madam Hong's Bakery provides work opportunity for persons with disabilities to make cookies for sale. It has tripled its sales volume in the past year. Since its commencement in December 2009, the business has won numerous external and internal awards in different events, such as The Social Enterprise Expo 2011 organised by Social Welfare Department Central Western, Southern and Islands District Social Welfare Office. It has collaborated with different business partners including Viva Italia to sell cookies in their shops. During the past year, besides business development, Madam Hong's Bakery had the opportunity being interviewed by the media in promoting concern and social inclusion for persons with intellectual disabilities.



The Social Enterprise Expo 2011

Joyful Corner

To provide training opportunity for persons with disabilities to work in retail trade, a convenience store located near the Head Office was opened at Joyful Corner. The opening ceremony was successfully held on 17 January 2011 with corporate partners, representatives of CLP Power Hong Kong Limited and Hong Kong Housing Society as the officiating guests. The store with Light Refreshment Restaurant License, sells Madam Hong's cookies and

other light refreshments, providing good opportunity to persons with disabilities to work, communicate and meet the public community.

Training Courses for the Public

Further to the successful implementation of the Health Workers Course and Advanced Health Workers Course in the past years, the Hong Kong Council for Accreditation of Academic and Vocational Qualifications had approved the Initial Evaluation accreditation status for our Society to organise relevant courses to provide manpower in need of the rehabilitation sector for the coming three years. A working group with outside experts to oversee the standard of the training courses for the public has since been formed.



Training Course

District Support Centre

The first District Support Centre in Tin Shui Wai District with the provision of centre premises in Hong Kong was started. It provides multi-disciplinary community-based support to persons with disabilities and their families. We were very much honoured to have Mr. Cheung Kin Chung, Matthew, GBS, JP, Secretary for Labour and Welfare and The Most Reverend John Tong Hon, Bishop of Hong Kong to officiate and bless during the opening ceremony of the Centre on 8 May 2010. A Physiotherapist (I) will be recruited to further strengthen the team support.

Environmental Protection

As a caring organisation, the Society is concerned about environmental conservation. With the support of Wai Yin Association, a Wind Power System was set up on the rooftop of Rehabilitation Centre in Aberdeen. The Launching Ceremony was held on 27 August 2010 with celebrities, Ms. Mok Ho Yan and Ms. Angie Chiu and hundreds of children participating in the environmental protection education activities in the Centre on the same day. Student visits will continue to be arranged providing them with community education on environmental protection.



Wind Power System Launching Ceremony

Expansion of Services at Rehabilitation Centre in Aberdeen

In view of the lack of sufficient provision of premises for social services, the Council has commissioned a consultant to carry out a feasibility study to consider expanding the useable service area in the Rehabilitation Centre, Aberdeen. The Society will collaborate with SWD on the proposal.

Support from Stakeholders

Support from All Walks of Life

We are grateful that we have good support from many corporations, service users' families, donors as well as counterparts from Hong Kong and the Mainland. Our Sports Day, one of the Society's regular events with major sponsorship from Rotary Club of Kwai Chung, had been successfully held on 28 November 2010, and well attended by three Legislative Council Members, twelve corporations, seven organisations from Mainland and Macau, seven local non-governmental organisations and more than two hundred volunteers who took part for which we are thankful. With the support from all walks of life, we had also raised more than \$2 million on the Flag Day on 4 August 2010.

Partnership with Parents of Service Users

In the past year, we have continued close collaboration with Fu Hong Parents' Association (FHPA) both on service improvement and on social advocacy. The parents and care-givers also sit in different committees to give us feedback on services. In addition, the FHPA has published an evaluation report on "The Impact of Ageing of People with Intellectual Disabilities on Rehabilitation Services" and "Community-oriented Rehabilitation Services and the Advantages and Disadvantages of the Development of Community Support Services."

Service Users' and Care-givers' Satisfaction

The Society emphasises provision of quality services to improve quality of life and enhance social inclusion of the service users and their care-givers. Service users and

care-givers were highly satisfied with our services. The annual satisfaction surveys for the past year indicated that 96.4% service users and 99.6% care-givers are satisfied with our services respectively.

Exchange Programmes

Collaboration with counterparts in the Mainland and Macau continued. This is the eighth year that consultancy service to Macau Fu Hong Society is being provided. Similar exchange programme was extended to counterparts in Guangdong province and Nanjing since 2010.

Way Forward

The Society is facing the ageing issue of most service users. The challenge ahead is the lack of sufficient space to install necessary equipment and facilities in the service units for the ageing service users. The shortage of professionals in the market has aggregated the problem. SWD will be approached to consider measures to address the problems. Quality training will continue to be provided to staff to enable the Society to face the

challenges in the changing environment. Nevertheless, we are confident that Fu Hong Staff team will continue to be committed to the five Core Values of the Society – Care and Respect, Professional Spirit, Synergy, Pro-activeness, and Continuous Improvement to do our best for persons with disabilities and the community.

Finally, let me give a special thanks to our President, Dr. Ip Yan Ming, JP, also, my sincere thanks to all members of the Council and the committees, staff members, parents of service users and other stakeholders. Without your support, our Society would not have made such achievements. I promise that we will continue our dedication and commitment to providing quality service to the needy and striving for a caring community in Hong Kong.



Eleanor P.H. Lam
Chairman



The 11th Sports Day cum Carnival