主席報告
Chairman’s Report

本會在過去一年經歷多項挑戰，均獲得美滿的成果。
在執董會全力和全體的通力合作下，審計獨立於2010年9月至2011年1月期間，為本會的帳目及財務進行審查。
謹代表董事局報告本會2010至2011年度的發展及服務。

機構管理
要在收入／管理成本及最佳執行指引之間取得平衡向來不易，然而本會持續維持現行制度。採用符合成本效益的方法來改善財務及支出，並經常以合理及具優良的管理方式營運。本會一直非常重視機構管理，並在董事局下設有不同的委員會，分別負責監管每個專案的工作。其中審核委員會是設立十年，包括三名獨立的註冊會計師，負責監察本會的機構管理及為會務提供意見，並直接向會長報告。審核委員會也會與財務及投資委員會，負責監察本會財政的運用及管理。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計（每兩至三年一次）及服務單位的服務質量年度審計。

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

本會的優秀工作及服務表現一直獲得公眾認同。廉政公署邀請本會於「優化管理、提升服務－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，董事於2011年1月舉行
董事會，審訂本會的策略性發展方案，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
於年度內完成初步報告。

本會近期發展的數項新服務，均獲得董事局認購，能有
效地為社會上有需要人士提供服務。本會各期新發展的
服務詳情如下：

牽連中心
牽連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。中心獲范德凱醫生協助展開「家庭
支援服務」，為覆蓋工作管理，並採用全套的服務理念，為發展障礙的人士及其家庭提供支援。此外，亦安
排定期有自閉症的講座，繼續加強對家庭的支持。

過去一年，牽連中心除了為各區的幼稚園及中、小學提
供外展服務外，所主辦的感覺統合教育課程亦獲得非常熱
烈的反應，吸引不少香港以外的人士參加。此外，中心
更與香港醫精神科醫學會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庭的適應能
力。現時，中心正為本會兩期員工舉辦有關自閉症的培
訓課程。

扶康家庭
我們很高興獲得香港賽馬會慈善信託基金捐款
$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
香港賽馬會資助委員會的善事委員會委員亦於2010年
8月11日到訪巡視。他們對扶康家庭印象深刻，並與
各家庭成員暢談一番。

香港賽馬會慈善信託基金及慈善事務執行總監到訪巡視

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，
現開設的康晴天地，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
座落於華富邨華美樓，是首間成功贏得社區支持設置的
精神康復綜合社區中心。獲奬勵金捐款後開始裝修
工程。

康晴樓房
康晴樓房為精神病人士提供工作機會，生產和販售手
工藝品，過去一年的營業額更創歷新高。廚房自2009年
12月開業以來，屢創佳績，包括在社會福利署南北及鬆
島區福利辦事處主辦的2011年康復服務機構社區企業
獎比賽獲獎。此外，與不同生意夥伴合作，在個別企業設
立專網，除了業務發展外，康晴樓房
亦被邀請接受傳媒訪問，提升公眾對精神人士的關注，
促進社會共融。

康融坊
位於樂華路並鄰近新緣別墅的便利店正式營業。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。便利店有小食牌照，
售賣糕點曲奇及其它小食，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，本會獲香港社會及服務職業評審局給予初步評
估的評估資格，以籌辦相關課程。培養未來三至四年
所需的人才。為此本會已成立工作小組，並邀請專家參
與，監察及策劃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社資專業、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
區主教湯漢主教致電支持並主持啟動儀式。中心將聘請
一位一級物理治療師以加強服務。

環境保育
本會作為一間關懷社會的機構，一直關注環境保育的課
題。承蒙產研集資捐助，本會於香港仔康復中心的茶亭
興建風力發電設施。啟動禮於2010年6月27日舉行，並
邀得名人吳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，繼續推動以環保為本
的社區教育。
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、捐助者及本地與內地康復團體的熱心支持。承德慈善基金會的鼎力贊助，本會於2010年11月28日舉行的運動會，當中有三位立法會議員、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。另外於2010年3月4日舉行的善旗日，承蒙各界人士慷慨解囊，共籌得超過二百萬元善款。

未來展望

本會面對服務使用者老齡化問題，未來的挑戰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，亦使問題更顯嚴重。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。我們深信扶康團體將繼續努力不懈，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，本人謹向社會各界熱心支持的單位及個人，及社會各界熱心支持的團體及個人，深表謝意。扶康會若缺少了他們的關懷和付出，無法達到今天的成就。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 林永健

風力發電設置很動人

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。

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，亦使問題更顯嚴重。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。我們深信扶康團體將繼續努力不懈，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。

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主席 林永健
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 note 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, oversees and monitors 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.
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 hoped 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 developmental disabilities. With the assistance of Dr. Fan Tze Wing, William, Hin Dip Centre has started “Family Support Service” to provide case 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.

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 usable 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 25 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 Hauk
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 Aged
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 aggravated 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