

Chairman's Report

In the year 2009/10, we have overcome many challenges including the H1N1 swine flu. On the other hand, we have also made many achievements in various targets as set out in the strategic agenda. Our achievements could be summarized as follows:

1. For response to service gap, we have made at least seven achievements

Hin Dip Centre

Hin Dip Centre, being re-engineered from Development and Support Centre for Persons with Autism to cover all age groups with autism and / or other developmental disabilities, was set up with effect from 1 June 2009. In response to the great demand from parents, and in collaboration with some kindergartens, the centre provided assessment and training for children with developmental disabilities. The programme was very well received by both parents and the kindergartens.

District Support Centre

We have started the first District Support Centre in Tin Shui Wai District with the provision of centre premises in Hong Kong. The centre provides multi-disciplinary community-based support to persons with disabilities and their families. We were honoured to have Mr. Cheung Kin Chung, Matthew, GBS, JP, Secretary for Labour and Welfare and The Most Reverend John Tong Hon, Bishop of the Catholic Diocese of Hong Kong to officiate and bless during the opening ceremony of the Centre on 8 May 2010.

Integrated Community Centre for Mental Wellness

With our accumulated experience in psychiatric service since 1997, our Society has been successful for being allocated to start a new Integrated Community Centre to provide Mental Wellness services in Hong Kong Central and part of Hong Kong South Districts. It is our aim to further our close collaboration with the medical professionals in the district to strive for mental wellness for needed members in the community.

Madam Hong's Bakery

We have introduced a new brand: Madam Hong's Bakery, for our cookies produced by our workmates in Ngai Shing Workshop. With the support of The

UPS Foundation and the Partnership Fund for the Disadvantaged, Madam Hong's Bakery opened in December 2009 with a new production line to meet the different interests and strengths of our workmates with disabilities. The public response is very encouraging and we have customers from Hong Kong Convention and Exhibition Centre, cafe, churches, schools, Government Departments and business companies.

Joyful Corner

In September 2009, we opened the 4th co-operative shop at Joyful Corner which is located near our Head Office. Having obtained the Light Refreshment Restaurant License, we have now started selling coffee & tea, Madam Hong's cookies as well as other light refreshments. The shop gives good opportunities to persons with disabilities to work, communicate and meet the general public.

Radiance Casa Famiglia

Since 1997, Casa Famiglia are set up to provide a home with warm and family environment to persons with intellectual disabilities. They are self-financed, and recurrent cost for Casa Famiglia Encounter, Concordia and Splendor was mainly supported with funds from The Hong Kong Jockey Club Charities Trust. The 4th Casa Famiglia: Radiance opened on 29 May 2009, however, no funds had been provided for, hence we have launched a "Casa Famiglia Sponsorship Programme" to solicit assistance from members of the public to support those family members who are unable to pay the full amount of the basic expenses.

Aging of our Service Users

We have formed a Working Group on Aging for Persons with Intellectual Disabilities this year. A general study was conducted for 946 concerned service users and we found that all of them encountered different health, psycho-social and caring problems. In response, we have mobilized our multi-professional collaboration to develop suitable care plans and activities for them. Moreover, we have also applied the Queen Elizabeth Foundation for the Mentally Handicapped under the new Scheme to Support Aged Persons with Intellectual Disability for projects to improve their quality of life.

2. Enabling persons with disabilities to achieve maximum independence and become fully integrated members of the community

Our Adult Training Centres provide training programmes in community

setting and organize social inclusion activities to integrate persons with and without disabilities in the community. Apart from daily programmes, we have outstanding social inclusion events during the year including annual “Best Buddies Hong Kong” Movement Electric Cooking Competition and annual Karaoke cum Talent Contest for persons with disabilities that successfully attracted hundreds of community members to buddy with persons with disabilities for cooking and talent show. With the support of Queen Elizabeth Foundation for the Mentally Handicapped, we have also launched the “Intelligent Care Project” for students of secondary schools in order to promote social inclusion concept and to better their understanding of our persons with intellectual disabilities. The programme package and the resource materials will be used to produce a training kit for the sector under the support of Social Work Training Fund.

We have started the first hiking competition “Hike for Health” for organizations providing psychiatric services on 31 January 2010. The hiking journey gave participants a new experience in hiking and physical exercise with new confidence being built up. With the encouraging positive outcome, this would be made a biennial event.

3. Partnership with care-givers

It is our belief that collaboration with care-givers and parents will benefit our service users. We have involved parents / care-givers in concerned service users’ case conference and individual rehabilitation and development plan, as well as in Society level management. In the year under review, Fu Hong Parents’ Association has joined the social welfare sector to voice out the needs of persons with disabilities, in particular, residential service.

4. Enhancing client management and service efficiency through IT systems

The Society has developed a Case Management System to enable different professionals concerned to get updated information of our service users and to enhance communication among themselves for timely intervention and in working together to help the users. The workshops have also developed an e-Business Management System to optimize operation and manpower efficiency. Other systems under preparation include the restructuring of Bulk Purchase System of Business Improvement Projects and Donation and Membership System.

5. Enhancing competence of staff members

We have invited a consultant to provide a series of training to our management staff as well as our frontline staff in the past year. They included team building workshops, 360 degree feedback for each management staff and coaching workshops. We also sponsored staff members to attend Enrolled Nurse courses. We have organized a Seminar on Autism Service cum Experience Sharing Session – China, Hong Kong, Taiwan and Singapore on 1 April 2009 and under our encouragement, a number of staff made presentations in the 2010 Joint World Conference on Social Work and Social Development: The Agenda and an annual regional conference on intellectual disability service in 2010.

6. Enhancing staff relations

The management has adopted an open and transparent policy which increases the sense of belonging of staff to the Society. In formulating the Business Plan for 2010/11, we have held a staff convention and a follow up discussion session involving all professionals and management staff to contribute their views. Executive Director held annual meeting with all staff and five focus groups with staff to enhance mutual communication.

Apart from the above, in view of the close linkage between Hong Kong and other parts of China, we continued to conduct exchange programmes with our China counterparts. Participants of “Best Buddies Hong Kong” Movement visited Guangzhou to introduce Best Buddies movement in March 2010. We have also continued our consultancy service to Fu Hong Society of Macau on psychiatric service and community support service for persons with intellectual disabilities.

Our Society is committed to continuous improvement. We have introduced five “Core Values” to motivate our staff, namely, Care and Respect, Professional Spirit, Synergy, Pro-Activeness and Continuous Improvement. To award quality staff members upholding our five “Core Values”, we have held the 2nd “Good Staff and Good Event Recognition Scheme”. The award winners were selected by parents adjudicators followed by general election by all staff. We continued to improve measures to enhance occupational safety. Our staff was the champion of an open Safety Quiz 2009 organized by Occupational Safety and Health Council. We also continued the implementation of 5S in all

service units. Sharing sessions on good practice of 5S in store room, nursing room, kitchen and office were held. On employment of persons with disabilities, our Society was awarded by the “Recognition of the 18 Districts Caring Employers” Programme jointly organized by Hong Kong Joint Council for People with Disabilities, Hong Kong Council of Social Service, Labour and Welfare Bureau, Rehabilitation Advisory Committee and the 18 District Councils.

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. Our pledge is to continue our dedication and commitment to providing quality service to the needy and striving for a caring community in Hong Kong.

Eleanor Lam
Chairman

主席報告



我們在過去一年成功克服各種的挑戰，包括人類豬型流感。另一方面，我們在不同的目標和領域下亦締造了不少成就。

一．回應服務需要，完成七大項目

牽蝶中心

牽蝶中心前身為自閉症人士發展及支援中心，於2009年6月1日改組，為不同年齡組別的自閉症及/或發展障礙人士提供適切的服務。鑑於家長對服務需求甚殷，中心開展與幼稚園的合作，為有發展障礙的兒童安排評估及訓練服務，受到家長及幼稚園的熱烈歡迎。

地區支援中心

本會於天水圍成立全港首間設有會址的地區支援中心，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，並榮幸邀得勞工及福利局局長張建宗先生,GBS,JP蒞臨主禮，及天主教香港教區主教湯漢主教主持祝聖儀式。

精神健康綜合社區中心

本會自1997年開始拓展精神康復服務，累積豐富經驗，並成功獲編配於港島中區及南區部分地區開設精神健康綜合社區中心，提供相關服務。我們希望能與區內醫護專業人員加強合作，齊心協力促進社區人士的精神健康。

康姨餅房

本會的新品牌 - 「康姨餅房」，生產的曲奇餅由毅誠工場工友精心炮製。餅房在UPS慈善基金和攜手扶弱基金贊助下，於2009年12月投入服務。餅房除了為

殘疾工友提供新工種，配合他們的興趣和能力外，公眾的反應亦非常熱烈，我們的顧客包括香港會議展覽中心、咖啡店、教會、學校、政府部門及商業公司，成績令人鼓舞。

樂融坊

本會營辦的第四間合作社於2009年9月正式啟業。合作社位於樂融坊，鄰近總辦事處。合作社並成功取得小食食肆牌照，開始售賣咖啡奶茶、康姨曲奇及其他小食，為殘疾人士提供與公眾接觸、溝通及就業的機會。

超瑩軒

扶康家庭自1997年成立以來，一直致力為智障人士提供一個溫馨的家居生活環境。由於屬自負盈虧，三間扶康家庭包括邈逅軒、和諧軒和婉明軒的經費主要來自香港賽馬會慈善信託基金。至於第四間於2009年5月29日成立的扶康家庭 - 超瑩軒，因為缺乏經費，所以特別推出「扶康家庭助養計劃」，希望獲得社會熱心人士捐助，支持未能負擔基本生活開支的智障家庭成員。



服務使用者老齡化

本會於年內成立關注智障人士老齡化工作小組，並訪問了946名相關的服務使用者，發現他們均遇到不同的健康、心理社交及照顧等問題。為此我們特別透過跨專業團隊的合作，為他們設計適切的服務計劃和活動。此外，我們亦向伊利沙伯女皇弱智人士基金新設的「智障人士高齡化服務支援計劃」申請撥款，推行改善計劃，提升服務使用者的生活質素。

二. 促進殘疾人士的自立能力及全面融入社會

本會的成人訓練中心於社區環境提供訓練及舉辦社區活動，希望達致傷健共融。除了日常活動外，我們每年亦會舉辦不少出色的項目，包括一年一度的「香港最佳老友」運動電能烹飪比賽及互唱共融齊OK才藝大賽，成功吸引數百名社會人士與殘疾人士組隊參與。本會亦感謝伊利沙伯女皇弱智人士基金贊助，推出「智友您心」計劃，藉此推動及增加中學生對智障人士的認識，促進社會共融。此外，我們亦獲得社會工作訓練基金資助，將上述計劃的內容及相關資料編寫訓練手冊，以供業界參考使用。



上述計劃的內容及相關資料編寫訓練手冊，以供業界參考使用。

由本會主辦的「行出健康」第一屆全港精神復康機構遠足比賽於2010年1月31

日順利舉行。是次活動讓參加者充分體驗遠足和運動的全新樂趣，並有助建立自信。由於反應熱烈，本會將以後每兩年舉行一次。

三. 與照顧者通力協作

我們堅定不移的信念是與照顧者及家長保持緊密合作，讓服務使用者長遠受益。因此，不論是個案會議、個別康復及發展計劃、或是機構層面的管理工作，本會均邀請相關的家長/照顧者參與。過去一年，扶康家長會亦與社會福利界共同就殘疾人士的服務，特別是住宿服務方面的需要，向有關當局表達意見。

四. 透過發展資訊科技系統，強化服務對象管理及服務效益

本會積極發展個案管理系統，讓各專業人員可以迅速取得服務使用者最新的資料，同時促進彼此溝通合作，為服務使用者提供適時介入。此外，我們的工場已引入電子商業管理系統，用以完善操作程序及提升人力資源效率。其他將進行改善的系統包括重組中央採購系統、捐款及會員管理系統。

五. 提高員工的工作能力和表現

去年，我們聘請顧問為管理層以及前線員工提供一系列的培訓項目，包括團隊精神工作坊、360度管理人員勝任能力調查及教練技巧工作坊。此外，本會亦資助

員工修讀登記護士課程，又於2009年4月1日主辦自閉症服務研討會暨中、港、台、新加坡經驗結合分享會。在會方積極鼓勵下，本會數位員工更先後在2010聯合世界大會：社會工作及社會發展的願景與藍圖，以及智障服務地區周年會議作出簡報。

六. 促進員工關係

管理層實行開放和具透明度的政策，藉此增強員工的歸屬感。在制訂2010/11的業務計劃時，我們舉行了員工會議及跟進討論會，邀請所有專業員工和管理層出席，收集他們的意見。此外，總幹事又與全體員工每年召開員工分享大會及出席五個聚焦小組的會議，加強彼此溝通合作。

除了致力推行本地服務之外，本會亦考慮到香港與中國內地其他地區關係密切，所以繼續舉辦與內地的交流計劃。「香港最佳老友」運動參加者於2010年3月出訪廣州，並向當地團體介紹「最佳老友」運動的詳情。此外，我們亦繼續為澳門扶康會擔任顧問，提供有關精神康復服務及智障人士社區支援服務的意見。



本會再接再厲、務求精益求精，並引入五項「核心價值」以激勵員工，包括關懷尊重、專業精神、協同效應、熱誠主動及持續改善。為了獎勵貫徹實行五項「核心價值」的員工，我們推出第二屆「好人好事表揚計劃」。得獎者先由家長代表遴選，再經全體員工投票選出。職業安全方面，我們亦繼續過往佳績，並切實推行改善措施。我們的員工更於職業安全健康局舉辦的2009全港「職安健常識問答比賽」中摘冠。此外，本會亦鼓勵服務單位推行「五常法」的管理模式，並舉行分享會，交流在貯物室、護理室、廚房及辦公室實行五常法管理的優良經驗。在聘請殘疾人士就業方面，本會獲頒「十八區關愛僱主」的獎項，該活動由香港復康聯會、香港社會服務聯會、勞工及福利局、康復諮詢委員會及18區區議會聯合舉辦。

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，致以深切的謝意。若缺少了你們的支持和付出，扶康會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，並努力建設香港成為一個關懷社區。

主席 林余佩馨