機構管治
CORPORATE
GOVERNANCE
Vision, Mission, Objectives and Core Values

Vision

Persons with disabilities are individuals with all human rights, above all the right to be recognised and respected, the right to receive whatever help is necessary in order to progress at every level, human and spiritual, and we are committed to ensuring that their rights are respected and honoured through our work with the community.

Mission

To provide opportunities for persons with disabilities, to develop their abilities and to ensure that their rights are respected and honoured through our work with the community.

Objectives

- To establish appropriate services and family units (Casa Famiglia) in the community to provide holistic care and a homelike environment for persons with disabilities.
- To provide assessment and training for the development of the potential of persons with disabilities.
- To work together with families in the provision of quality service for their family members with disabilities.
- To provide vocational assessment and training for persons with disabilities and enhance employment opportunities for those who have the potential to work in the community.
- To provide counselling and social work services to persons with disabilities and their family members.
- To organise community education programmes for a better understanding and a positive attitude towards persons with disabilities.

Core Values

1. Care and Respect

Staff members are willing to serve service users with respect, open and caring attitude, forming a service user oriented service model.

2. Professional Spirit

We have adopted a macro understanding of the word "profession". Every staff member will be dedicated and responsible for his or her work, as well as practise with professional spirit in their different positions and work for the best interest and welfare of service users.

3. Synergy

Team building requires staff members to maintain close collaboration and mutual trust, realize the effect of "one plus one greater than two" and pursue for excellence through mutual support and encouragement. Staff members should also forge partnership with service users, their family members and other stakeholders, achieving cordial cooperation.

4. Pro-activeness

Staff members take up work proactively, including responsibilities beyond one's job description, taking the initiative to communicate, participate and offer recommendations to achieve better results.

5. Continuous Improvement

Continuous evaluation, learning and improvement of work flow and approach with the aim to enhance the Society's work efficiency and productivity.
對服務使用者的信念、價值和原則
Beliefs, Values and Principles towards Service Users

我們尊重每一位服務使用者，深信他們擁有獨特價值及享有平等人權，包括:
We respect our service users as a human entity, having their individual characteristics and rights, including:

1. **自決權利**
   *The Right to Make Their Own Decisions and Choices*
   尊重服務使用者在自己生活的事情上作決定和選擇的權利。
   Respect the right of service users to have the opportunity, as fully as possible, in making decisions and choices about their daily life and activities.

2. **學習權利**
   *The Right to Learn*
   促進服務使用者在生活上承擔合理程度的風險，並從經驗中學習。
   Enable service users to take calculated risks and to learn from their experiences.

3. **自我價值及受到重視**
   *Own Worthwhile Value and be Respected*
   每一個人都有其自身的自我價值，應得到別人重視。
   All people have value and must be treated as such.

4. **表達自己的權利**
   *The Right to Say*
   服務使用者有權表達自己及得到別人的聆聽。
   Listen to service users as they express themselves.

5. **平等機會**
   *Equal Opportunities in Life*
   不論殘障程度如何，所有人都應該享有平等機會及得到適當支援。
   No matter what degree of disability, all people must have the same opportunity and be appropriately supported.

6. **參與社區活動的權利**
   *The Right to Participate in Community*
   殘疾人士是社會的一份子，有參與社區活動的權利，不應加以標記及隔離。
   Persons with disabilities should not be labelled as segregated out of the mainstream of life. They should be supported and encouraged to participate and be involved in community life.

7. **私隱、尊嚴及保密權利**
   *The Right to Privacy, Dignity and Confidentiality*
   每一位服務使用者在生活中各方面的私隱、尊嚴及保密權利，都應該得到認同及尊重。
   Each service user’s right to privacy, dignity and confidentiality in all aspects of his or her life must be recognised and respected.

8. **個人的身份**
   *Own Identity*
   每一位服務使用者都是獨立的個體，他們的個別身份必須得到認同和尊重。
   Service users are all individuals and must have their own identity.

9. **自己的姓名和稱呼**
   *Own Name*
   應該以名字稱呼服務使用者。
   Service users should be addressed by their names.

10. **得到與一般人同等的對待**
    *The Right to be Treated Like Everyone Else in the Community*
    每一位服務使用者在生活各方面，都應該得到同等的對待。
    Each service user’s right to privacy, dignity and confidentiality in all aspects of his or her life must be recognised and respected.
Corporate Governance Information

Corporate Governance Structure

Standing Committees
- Building Development & Maintenance Committee
- Business Development & General Services Committee
- Exchange Programme Committee
- Finance & Investment Committee
- Human Resources Committee
- Information & Communication Technology Committee
- Marketing & Public Relations Committee
- Research Committee
- Services Monitoring Committee
- Tender Board

Professional Committees
- Advisory Committee on Casa Famiglia Services
- Advisory Committee on Community Psychiatric Services
- Advisory Committee on Services for Persons with Autism

Corporate Governance Committees
- Annual Report Committee
- Nomination Committee
- Audit Committee

Corporate Governance Members
- Patron
  - Mr. C.Y. Leung
  - Chief Executive of HKSAR

- President
  - Dr. J.P. Yuen Ming

- Vice President
  - Dr. W.K. Kream, Simon

- Council Chairman
  - Mr. Yuen Kwok Wing, Kevin

- Council Vice Chairman
  - Mrs. Wong Lam Siu Ling, Cecilia

- Hon Secretary
  - Dr. K.W. Fun, Joseph

- Hon Treasurer
  - Mr. S.Z.E., Kyran

- Spiritual Adviser
  - Fr. Giosuè G. PIME

Honorary Members
- Mr. Li Pak Ho, Simon MBE, JP
- Dr. C.H. Pik Yuk, Maria
- Dr. C.H. Sau Han, Joyce
- Fr. Cagnin Fernando PIME
- Mr. Hui Lo Man Chun, Jenny
- Prof. Sin Kuen Fung, Kenneth
- Dr. W.K. Lam, John
- Dr. W.M. Cheuk, Michael
- Dr. F. Wing, William
- Ms. Kwan Chung, Derek
- Ms. Chan Siu Mei, Jane
- Mr. Chi Kwo Keung, Kenny

Honorary Advisers
- Mr. Salaroli Joseph
- Mr. Y.P. Chuen, Henry

Honorary Legal Adviser

Auditor
- Tse Lo CPA Ltd., Certified Public Accountants
**Committee Members**

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<th>Name</th>
<th>Standing Committees</th>
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**Note:**
- BD: Business Development & General Services Committee
- MC: Marketing & Public Relations Committee
- GSC: Information & Communication Technology Committee
- EPC: Exchange Programme Committee
- FIC: Finance & Investment Committee
- HRC: Human Resources Committee
- IACTC: Information & Communication Technology Committee
- NAPRC: Marketing & Public Relations Committee
- RC: Research Committee
- SMIC: Social Services Management Committee
- TB: Tender Board
- ARC: Advisory Committee on Child Famiglia Services
- ACCPS: Advisory Committee on Community Psychiatric Services
- ACSPA: Advisory Committee on Services for Persons with Autism
- ARCSPA: Advisory Committee on Services for Persons with Autism
- ACCS: Advisory Committee on Community Psychiatric Services
- ACCP: Advisory Committee on Community Psychiatric Services
區域小組委員會委員名單

Hong Kong Island South

M. L. Hung Yip (Chairman / Member Representative of SCRTC)
Mrs. LEUNG Kwok Sok Yin (Vice Chairman / Parent Representative of CRCLTC)
Mrs. LIU Suian Hung (Relative Representative of RCYCH)
Mrs. LAM Yuen Fong (Relative Representative of RCYCH)
Dr. LEUNG Tsu Fong, Tony (Community Volunteer)
Mrs. LEUNG Kit Yut (Parent Representative of RCCLTC)
Mrs. HUI Fun Ling (Workmate Representative of RCNWS)
Mrs. HUI Kit Yuk (Parent Representative of RCNLTH)
Mr. KWAN Kam Wa (Member Representative of SCRTC)

Sha Tin, Kwun Tong & Hong Kong Island East

Mrs. YUEN LAM King Na (Chairman / Parent Representative of OWH)
Mrs. WONG CHEN Chi Ying (Vice Chairman / Parent Representative of CLH)
Mrs. TSUI Yue Wah (Parent Representative of HWATC)
Mrs. NG Pao Kam Chee (Parent Representative of LWATC)
Ms. AU Mei King (Parent Representative of HWATC)
Mrs. CHEUNG CHOW Wai Fong (Parent Representative of CSATC / WCATC)
Mr. CHANG Kong Chi, William (Parent Representative of PH) (Deceased in May 2014)
Ms. MAK Pui Ying (Parent Representative of PH)
Ms. FUNG Pok Hiu (Parent Representative of SLATC)
Mr. TAI Sau Wah (Parent Representative of PH) (From June 2014)

荃葵青及深水埗區

Mrs. CHEUNG CHOW Wai Fong (Parent Representative of CSATC / VICATC)
Mr. CHANG King Chi, William (Parent Representative of PH) (Deceased in May 2014)
Ms. TSE TAM Pui Hing (Parent Representative of RCNLTH)
Mrs. NG Pui Ling (Parent Representative of SLATC)
Ms. TAM WONG Lai Hing (Parent Representative of SWKW / SE)
Mrs. KWAN Kam Wa (Member Representative of SCRTC)

屯門及元朗區

Ms. YEUNG Siu Ling (Chairman / Community Volunteer) (Upl Nov 2013)
Mr. HO Kwan Ming (Chairman / Community Volunteer) (From Nov 2013)
Mrs. LEE TANG Chun Hau (Vice Chairman / Parent Representative of TTH) (From Nov 2013)
Ms. WONG Yiu Shuang (Parent Representative of USATC)
Ms. YANG Mei Fung (Parent Representative of TSDSTC)
Ms. CHANG TANG Yiu Ha (Parent Representative of PHCH)
Ms. WAN Yiu Yee (Parent Representative of SKATC)
Ms. NGAI Yue Fung (Parent Representative of PHCH)
Mrs. KWAN CHAI Kam Hoi (Parent Representative of TTH)
會長獻辭
President’s Message

葉恩明醫生 JP
Dr IP Yan Ming JP
會長 President

2013/2014
Annual Report

本會堅信，每一位服務使用者與生俱來都享有平等的權利，他們具備獨特的價值及值得受到尊重，他們和所有人一樣，有權在同一片天空下同等生活，也應享有教育、就業、交友、家庭生活、參加社區活動的權利和機會。因此，本會除了提供多元化的訓練和康復藝術活動，促進服務使用者的健康和個人成長，也致力創造傷健人士交流及合作平台，孕育共融關愛文化，藉著義工服務、社區表演、「香港最佳老友」運動等，豐富服務使用者生活體驗，實現融合互助精神。

冀盼未來有更多的社區人士，願意走近多一點，了解多一點，與殘疾人士並肩同行。相信憑藉一份發自內心的關愛，能夠消除人與人之間的隔閡，共建一個互相接納、互相尊重、互相扶持的共融社區；相信透過真摯的分享，建立彌足珍貴的友誼，我們能夠照亮彼此的生命，活出光芒人生！

殘疾人士常展露笑容，純真可愛，啟示我們快樂本處心內，而人的互相尊重和開啓更會激發這喜樂。扶康會內，服務使用者與員工正正實踐著這份美，讓愛的力量打破任何界限，散發光芒，豐富彼此生命！

It is to our warmth and happiness to see that the latest policy address will put more resources for the improvement of social welfare services in Hong Kong, including increase in the number of places in rehabilitation services and enhancement of Lump Sum Grant Subvention System, etc. In the same vein, we wish the Government will continue to join hands with the Sector to make a better future for our rehabilitation services.

We must take this opportunity to thank the Social Welfare Department, along with other Government Departments, individual and corporate donors, volunteers, parents of service users, members of the Council and Committees of our Society, our staff and every stakeholder, who have rendered their unflagging support in the past year. Their effort is the vital catalyst to our development, projects and services, making our vision and mission possible.

The selfless support from the community is the selfless love towards persons with intellectual disabilities, psychiatric disabilities and autism. Such love is able to transcend all boundaries of fear, stigma, cultural and intellectual differences. In my experience through years of service, I do sincerely feel that the more you give the more you will receive. We have in fact received a lot of inspiration from our service users. Seeing their ability to deal with their destined life with such wonderful smile, unsophistication and contentment can teach us the way to life – being able to be tolerant and serene even in face of adversities.

We sincerely hope that more people in the community will come closer, know better and walk together with our persons with disabilities. With care and love from the bottom of one’s heart, I am sure any human barrier will be broken and together we can build up a community of mutual acceptance, respect, support and inclusion. Through love, friendship and sharing, let’s light up our life together and darkness would be forgotten!
主席報告

袁國榮先生

Mr YUEN Kwok Wing, Kevin

主席

The Society is committed to meeting the needs of persons with disabilities through provision of relevant services, which develop their potential and integrate them with the community while offering a caring and respectful environment for them to grow and live a beautiful life. Last year, the Society has not only strived to make improvement on corporate governance, service development and organisational culture but also to continuously enhance services for the benefits of service users.

 Provide Multi-dimensional Services to Meet the Needs of Service Users

Multi-dimensional training services have been launched by the Society to enrich service users’ life experience and exploring their potentials. For example: a hydroponics training room for a pilot hydroponics training project has been set up in the Shuk Wah Koi Workshop in February 2014 with a donation from a philanthropist; “Madam Hong Cafe”, located at the Hong Kong Museum of Coastal Defence, started its operation in March 2014, is operated by Hong Yung Services Limited, a social enterprise; “AT V 2013”, which recognised the effectiveness of the Society’s current measures and commends on his commitment to services for adults with intellectual disabilities in Hong Kong for more than 40 years in the past. This also acknowledges the Society’s efforts in the pursuit of rights and services for persons with disabilities and the value of our services. In addition to receiving the “18 Districts Caring Employers” Award for five consecutive years, the Society is commended as “2013/14 Distinguished Family-Friendly Employer” by the Family Council, an advisory body to the Government. Among several hundred entries in the “Organisations” category, it is indeed the Society’s honour to be one of the 20 award-winning organisations at its first participation in the award scheme. I am so thrilled and proud to be a member of the Society. In fact, every award is secured with the “pro-activeness” of staff of the Society, an illustration of the core value of “care and respect”, being a driving force for the continuous enhancement of the Society’s services.

Awards Encourage and Stimulate Further Actions

Fr BONZI Giousè G PIME, the Spiritual Adviser and one of the founders of the Society, was one of the top winners among 100 candidates of the “ATV 2013 Hong Kong Loving Hearts Campaign” which recognises and commends on his commitment to services for adults with intellectual disabilities in Hong Kong for more than 40 years in the past. This also recognises the Society’s efforts in the pursuit of rights and services for persons with disabilities and the value of our services. In addition to receiving the "18 Districts Caring Employers" Award for five consecutive years, the Society is commended as “2013/14 Distinguished Family-Friendly Employer” by the Family Council, an advisory body to the Government. Among several hundred entries in the “Organisations” category, it is indeed the Society’s honour to be one of the 20 award-winning organisations at its first participation in the award scheme. I am so thrilled and proud to be a member of the Society. In fact, every award is secured with the “pro-activeness” of staff of the Society, an illustration of the core value of “care and respect”, being a driving force for the continuous enhancement of the Society’s services.

Emphasis on Corporate Governance

The Society puts strong emphasis on achieving excellence in corporate governance for efficient management, maintenance of high level of credibility and operational transparency, as an assurance of accountability to public and stakeholders. The Corruption Prevention Department of ICAC assisted the Society to conduct internal examination of corruption prevention procedures in early 2013. A review of the procurement procedures and administration of external training courses was carried out. The report was published in April 2013, which recognised the effectiveness of the Society’s internal management and operational procedures. They also provided some recommendations to further enhance the existing systems. Follow-up actions by Management have been taken to refine the mechanism.
In addition, the Society was invited by the University of Hong Kong to take part in the study on “Corporate Governance” and became a case study for this study. The report was published in December 2013. It points out that the Society has imposed strict supervision on operations and the quality of services. Professionals of different departments are able to make use of committees as a platform to actualise the effect of synergy by exchanging their views and knowledge with Management for optimising efficiency. As a result, the Society is able to implement services more effectively. A Council retreat was organised for members of the Council and Management in March 2014. The direction of future development was mapped out for formulation of related strategic plans. The Society will continue to implement quality corporate governance practices including but not limited to compliance with the new Companies Ordinance enacted from March 2014, and continuous adherence to the Best Practice Manual which has been recently promulgated by the Social Welfare Department for implementation from July 2014.

Service development and corporate social responsibility are of equal importance to the Society. To help realise the vision of Hong Kong as a community of sustainable development, the Society takes up the responsibility towards its staff, the community and the environment apart from its works on the enhancement and development of services. Abiding to ethical behaviour, paying close attention to occupational health, practising energy saving, raising the quality of life are areas advocated by the Society. Together with staff members and service users, the Society will continue to strengthen its work on environmental protection from waste management, reduction of waste, greening, energy efficiency to environmental consciousness in order to make some contributions.

Building Social Inclusion Together with Corporate Partners

The Society has for many years worked closely with various organisations and industries for the establishment of a community of social inclusion. Last year, 109 companies and professional bodies were nominated by the Society and awarded with the “Caring Company” and “Caring Company” (لد香港) logo by the Hong Kong Co-operative Development Corporation. Corporate partners not only work together with the Society for the development of partnerships projects but also sponsor activities and subsidise self-financed services of the Society including the family-rehabilitation service, living quality and carers and corresponding formulation of related strategic plans. The Society will continue to strengthen its work on environmental protection from waste management, reduction of waste, greening, energy efficiency to environmental consciousness in order to make some contributions.

Inheriting Organisational Culture, Passing on the Spirit of Caring

It has been over 36 years since the inception of the Society in 1977. The Society has always upheld the spirit inspired by TAPILLA Ena HML: the pioneer of the Society’s services, on caring for the weak and the underprivileged. The Society has always endeavoured to provide a comprehensive range of services developed by the Society to cope with the changing needs of persons with disabilities. In this respect, a book titled “Set Sail for Home with Love – How Fu Hong Society has Met the Need, Taken the Lead for 35 Years” has been published by the Society in February 2014. The book introduces the history of the development of the Society and its multifaceted services, shares with stakeholders the drats and drabs and advocates the caring culture of the Society. The book has been circulated to related organisations and institutions including secondary schools, universities, public libraries and corporate partners to convey the message of barnifeace caring. Through the publication, the works of the Society and the needs of persons with disabilities would be better made known to the general public.

Looking Ahead

The ageing of service users has significant impact on the services for persons with disabilities and is a big challenge to the Society. Staff members now face more stressful conditions when carrying out their work with ageing service users. The demand for more nursing staff has also grown. Consequential problems include inadequate average space per person within residential care homes, difficulty in recruiting frontline staff and increase in potential risk of work injury. In this respect, the Society will dedicate more resources for strengthening manpower support, expanding the contents of services, and enhancing regular care, medical care, training and activities for ageing service users. Professional and frontline staff members will further upgrade their knowledge, skills and techniques for caring of ageing service users through staff training.

The Society will continue reviews on service needs and expansion of services to cope with the needs of persons with disabilities and their family members in the future. Such reviews include the impact of ageing service users on rehabilitation service, living quality and corresponding formulation of service strategy. Furthermore, the Society will continue with the enhancement of efficiency of its corporate governance, the foundation on which quality services are provided. Through the implementation of various departments would also be strengthened by increasing resources at the right times.

Last but not least, my heartfelt gratitude goes to the President and the Vice President for their guidance, the great assistance of the members of Council and Committees, the continuous efforts of all staff members and the unwavering support of parents and stakeholders. I also very grateful for the assistance and encouragement of the Social Welfare Department, other governmental departments, The Hong Kong Jockey Club Charities Trust, all donors and sponsoring organisations, volunteers and so forth. Their contributions to the development of the Society are tremendous.

The wellbeing of persons with disabilities and the future development of the Society rely entirely on the continuous participation and support of every one of you!
Corporate Governance

Corporate governance has always been an important file of the Society’s agenda. The Society has always strived for progressive advancement. Services provided by the Society must respond to the needs of service users and meet the requirements of the relevant ordinances and should be under effective management. A synopsis of the Society’s corporate governance practices is provided below.

Corporate Structure

As stipulated in its Memorandum & Articles of Association, the Society is governed by the General Meeting of Fu Hong Society Members, but managed by Council, members of which are elected annually at general meetings. The President of the Society supports the Council in leading Management to achieve its mission and objectives.

The corporate governance structure is shown and explained on page 10 of this Report. In addition to Standing Committees which oversee various operations and functions, there are Professional Committees which support Management in looking after special cases. Except the Audit Committee, Committee Members are appointed by the Council with the aim to assist Management to ensure that the Society is complying by all applicable professional codes from appropriate professions, disciplines and trades to help the Council oversee respective operations and functions. In 2013/2014, there were 63 volunteers serving in the Society’s Council and Committees without any form of remuneration.

There are three Committees which are directly related to corporate governance practices. They are:

Audit Committee

The Committee comprises professionals from the accounting and legal fields. Members of the Audit Committee are appointed by the President and report directly to the President. Besides overseeing the risk management of the Society, they also help scrutinise annual audited accounts jointly with external auditors, as a separate support to the Finance and Investment Committee.

Nomination Committee

Members of the Committee are appointed by the Council annually with the purpose of finding and nominating suitable candidates to join the Council.

Annual Report Committee

Members of the Committee are appointed by the Council annually to oversee the publication of annual reports.

Internal Control

The Society has established a well-balanced internal control system to facilitate smooth operations while maintaining an effective check and balance, risk management approach. Some examples are summarised below:

a) A detailed schedule of delegated authorities for the entire Society from Council/Council Committee level to operational level, covering financial management, human resources management, procurement, etc. This would ensure the protection of resources, and the appropriation of funds and assets in the manner as they are intended for;

b) Policies and guidelines are available to supplement the schedule of delegated authorities. They are prepared with the aim to facilitate administration and operations and to prevent any abuse, intentional or otherwise;

c) Handbooks cover all areas, not only for finance, administration, human resources etc., but also for full operations at service units. They are important documentations to assist staff in carrying out their duties in the manner as expected by the Society;

d) Regular and special inspections are conducted by various departments in particular the Finance Department, to ensure compliance of the adopted practices to prevent violation of regulations and mistakes;

e) Regular and ad hoc reporting level by level up to Council is another important arm of internal control. Accurate, timely reports in concise formats are used to help relate the performances of various services/functions to the appropriate levels for control, for planning, for development, and for taking remedial actions when circumstances so warrant;

f) Reviews by government departments are also conducted. Annually, the Social Welfare Department (SWD) conducts Service Quality Standards to ensure that the Society is performing in accordance with their expectations. They also conduct financial audits once in two to three years. The SWD is pleased with the Society’s performances in various aspects;

g) In 2013/2014, three service units have accepted the review visits of Service Performance Monitoring System (SPMS) conducted by the SWD. All of them fulfilled the requirements of Funding and Service Agreements and Service Quality Standards set by the SWD. An internal review visit mechanism on a three-year cycle is in place in the Society with a view to ensuring the services provided to be in line with the criteria specified in the SPMS. During the cycle, each service unit has to conduct one internal review visit. In 2013/2014, five service units carried out internal review visits;

h) Emphasis on conflict of interest has always been made, including declaration of conflict of interest at each meeting, during approval process, reminder messages in tender documents, etc.
遵從法定要求

雖然本會的行政管理團隊成員人數不多，但本會均能按要求及法時執行所有法例規定工作。例如年度財務報告等工作，遞交年度申報表、就董事局委員(董事)的變動發出聲明、嚴格遵守各種條例及牌照規定，例如法定最低工資、《殘疾人士院舍條例》、《公司條例》、《僱傭條例》、《個人資料(私隱)條例》、使用閉路電視系統的條例等。

溝通

本會經常鼓勵各方進行坦誠的溝通及對話，務求為服務使用者及持份者謀福祉。透過適當及開放的溝通，本會可以持續改善、發展及擴展，以滿足不斷變遷的社會需要。本會設有直向及橫向的雙向溝通途徑。垂直式的溝通是指由董事局下達至管理層，由管理層下達至執行員工，反之亦然：橫向式的溝通是指不同部門、服務單位及職能之間的溝通。

問責性及透明度

職能分配

本會的董事局及管理層團隊具有清晣的職能分配。董事局授權一定程度之權力予各管理層團隊成員。

處理投訴

為有效處理投訴，本會已建立投訴機制，投訴報告將會交予相關之委員會作岀適當跟進及檢討。

加強運作效率

本會的應用系統已進行全面升級以提升運作效率，包括：安裝無線網絡系統、加強網絡設施及翻新本會官方網等。

Statutory Compliance

Although the Society does not have a large team for administration, all statutory compliance work has been duly carried out as and when required, for instance, annual audit of financial statements, submission of annual returns, declarations for changes in members (directors) of Council, strict adherence to various ordinances and licensing requirements such as statutory minimum wage, Residential Care Homes (Persons with Disabilities) Ordinance, Companies Ordinance, Labour Ordinance, Personal Data (Privacy) Ordinance, regulations on using CCTV systems, and so forth.

Communication

The Society always encourages communication and dialogue in an honest manner for the benefits of service users and stakeholders. Through proper, open communication, the Society will be able to improve, develop and expand to cope with changing social needs. The Society has both vertical and horizontal two-way communication channels. Vertically, it is from the Council down to Management, Management to operational staff, and vice versa. Horizontally, it is across different departments, service units and functions.

Accountability and Transparency

Delegation of Authority

System of delegation of authority between the Council and different levels of executive management is clearly delineated. The Council delegates certain regulatory powers and functions to senior management.

Handling of Complaints

Mechanism for handling complaints is established to ensure effective complaint-handling practices. Complaint reports will be submitted to relevant Committees for timely follow-up and review.

Strengthening Operational Efficiency

To strengthen operational efficiency, the Society’s application systems have undergone a complete upgrade, including an online mobile function with installation of Wi-Fi network; enhancing the network infrastructure; and revamping the Society’s official website, etc.