



機構管治
**CORPORATE
GOVERNANCE**

理念、使命、目標和核心價值

Vision, Mission, Objectives and Core Values



理念 Vision

殘疾人士享有一切基本的人權，其中最重要的是受到認許及尊重。他們亦有權利接受各種必需的援助，令他們身心各方面都得到充分的發展。本會竭盡所能，確保這些權利得到尊重。

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.

使命 Mission

為殘疾人士提供多種機會，令他們發揮個人的能力，在所屬社區中，充分獨立自主，積極融入社會。

To provide opportunities for persons with disabilities, to develop their abilities and to ensure that they achieve the greatest independence possible within their circumstances, as fully integrated members of the community.

倡導教育、政策及法例的修訂，為殘疾人士爭取平等權利。

To advocate equal rights of persons with disabilities through education, policy and legislative changes.

目標 Objectives

- 在社區中籌辦適切服務及「扶康家庭」，為有需要的殘疾人士提供一個全面照顧及家居式生活環境。
- 提供各類評估及培訓，啟發殘疾人士的潛能。
- 與殘疾人士的家人合作提供適切的優質服務。
- 為具有工作潛能，可於就業環境中工作的殘疾人士提供職業評估及技能培訓等服務，並為他們提供更多就業機會。
- 為殘疾人士及其家人提供輔導及社會工作服務。
- 舉辦社區教育活動，讓公眾人士能更深入了解殘疾人士，進而對他們持更積極和正面的態度。
- 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.

核心價值 Core Values

1

關懷尊重 | Care and Respect

員工樂意用開放、尊重及關懷的態度來接待服務使用者，建立以服務使用者為本的服務模式。
Staff members are willing to serve service users with respect, open and caring attitude, forming a service user oriented service model.

2

專業精神 | Professional Spirit

我們的「專業」是廣義的，所以每位員工都應以敬業樂業及盡責的工作態度，在不同的崗位上發揮其專業的精神，並以服務使用者的福祉為依歸。
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

協同效應 | Synergy

建立團隊精神，員工之間需建立緊密聯繫和合作互信，透過互相支援及互相激勵，共同努力發揮「一加一大過二」的功能；員工亦要與服務使用者、其家人及其他持份者建立伙伴關係，彼此衷誠合作。

Team building requires staff members to maintain close collaboration and mutual trust, realise 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 collaboration.

4

熱誠主動 | Pro-activeness

員工主動承擔份內工作，甚至超越工作範圍的責任、主動溝通、主動參與及提出達致更佳效果的建議。

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

持續改善 | Continuous Improvement

持續檢討、學習及改善工作方法及流程，以提升全會的工作效率及生產力。

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:

■ 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.

■ 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聆聽。

Listen to service users as they express themselves.

■ 學習權利 The Right to Learn

讓服務使用者在生活上承擔合理程度的冒險，並從經驗中學習。

Enable service users to take calculated risks and to learn from their experiences.

■ 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為此得到適當支援。

No matter what degree of disability, all people must have the same opportunity and be appropriately supported.

■ 參與社區活動的權利 The Right to Participate in Community

殘疾人士同是社會的一份子，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.

■ 自我價值及受到重視 Own Worthwhile Value and be Respected

每一個人都有其本身的自我價值，應得到別人重視。

All people have value and must be treated as such.

■ 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.

■ 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.

■ 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.

■ 得到與一般人士同等的對待 The Right to be Treated Like Everyone Else in the Community

機構管治資訊 Corporate Governance Information

機構管治架構 Corporate Governance Structure



備註 NOTE:

¹ 監督四個區域小組委員會
Overseeing four Regional Sub-Committees

機構管治成員芳名 Corporate Governance Members

贊助人

香港特別行政區行政長官
梁振英先生 GBM, GBS, JP

Patron

Chief Executive of HKSAR
The Hon C Y LEUNG GBM, GBS, JP

會長

葉恩明醫生 JP

President

Dr IP Yan Ming JP

副會長

王淦基醫生 JP

Vice President

Dr WONG Kam Kee, Simon JP

董事局主席

袁國榮先生

Council Chairman

Mr YUEN Kwok Wing, Kevin

董事局副主席

王林小玲女士 MH

Council Vice Chairman

Mrs WONG LAM Siu Ling, Cecilia MH

義務秘書

郭鍵勳博士 BBS, JP

Hon Secretary

Dr KWOK Kin Fun, Joseph BBS, JP

義務司庫

施家殷先生

Hon Treasurer

Mr SZE, Kyrin

神師

方叔華神父

Spiritual Adviser

Fr BONZI Giosuè G PIME

董事局委員

李百灝先生 MBE, JP
林振敏先生 SBS, QFSM, CPM
戚碧玉博士
陳秀嫻博士 JP
許國賢神父
陳紹沅先生
許盧萬珍博士
陳達文先生
冼權鋒教授
李春霖先生
王明燦醫生
范德穎醫生
胡君仲先生
陳雪湄女士
錢國強先生

Council Members

Mr LI Pak Ho, Simon MBE, JP
Mr LAM Chun Man, Anthony SBS, QFSM, CPM
Dr CHIK Pik Yuk, Maria
Dr CHANG Sau Han, Joyce JP
Fr CAGNIN Fernando PIME
Mr CHAN Siu Yuen, Stephen
Dr HUI LO Man Chun, Jenny
Mr CHAN Tat Man, Pele
Prof SIN Kuen Fung, Kenneth
Mr LEE Chun Lam, John
Dr WONG Ming Cheuk, Michael
Dr FAN Tak Wing, William
Mr WU Kwan Chung, Derek
Ms CHAN Suet Mei, Jane
Mr CHIEN Kwok Keung, Kenny

榮譽顧問

羅友聖先生 MH
余柏銓先生

Hon Advisers

Mr SALAROLI Joseph MH
Mr YU Pak Chuen, Henry

榮譽法律顧問

梁肇漢律師樓

Hon Legal Adviser

Messrs S H Leung & Co

核數師

謝盧會計師事務所

Auditor

Tse Lo CPA Ltd, Certified Public Accountants

委員會委員芳名
Committee Members

		委員會 COMMITTEES															
姓名 Name		常務委員會 Standing Committees										專業委員會 Professional Committees			機構管治委員會 Corporate Governance Committees		
		BD & MC	BD & GSC	EPC	F & IC	HRC	I & CTC	M & PRC	RC	SMC	TB	ACCFS	ACCPS	ACSPA	ARC	NC	AC
董事局委員 COUNCIL MEMBERS	袁國榮先生 <i>董事局主席</i>		●		●												●
	王林小玲女士		●					●						●			
	郭鍵勳博士		●	●						●	●					●	
	施家殷先生	●			●												
	方叔華神父▲		●	●								●				●	
	李百灝先生			●													
	林振敏先生					●					●						
	戚碧玉博士		●						●					●			
	陳秀嫻博士												●				
	許國賢神父			●													
	陳紹沅先生		●							●		●					
	許盧萬珍博士					●			●								
	陳達文先生	●						●									
	冼權鋒教授									●				●			
	李春霖先生			●				●				●			●		
	王明燦醫生					●							●				
	范德穎醫生								●					●	●		
	胡君仲先生					●						●				●	
	陳雪湄女士		●														
	錢國強先生						●	●									
	方志剛先生							●									
	王陳芝英女士							●*		●*							
	何坤明先生									●							
	吳錫汶女士							●*									
	李世昌先生				●												
	李常友醫生												●				
	李萍英博士							●				●					
	李鄧全妹女士									●*	(由2013年11月) (From Nov 2013)						
	沈李以慧女士													●	(由2014年6月) (From June 2014)		
	沈靜姿女士					●											
阮林瓊娜女士									●*								
林水祥先生	●																
林余佩馨女士			●	(至2014年5月) (Until May 2014)													
林國偉先生														●			
林碧菁女士														●			

		委員會 COMMITTEES															
姓名 Name		常務委員會 Standing Committees										專業委員會 Professional Committees			機構管治委員會 Corporate Governance Committees		
		BD & MC	BD & GSC	EPC	F & IC	HRC	I & CTC	M & PRC	RC	SMC	TB	ACCFS	ACCPS	ACSPA	ARC	NC	AC
胡嘉浩先生	Mr WU Ka Ho, Stanley							●									
徐玉卿女士	Ms TSUI Yuk Hing									●							
徐慕菁醫生	Dr CHUI Mo Ching, Eileena												●				
浦偉明先生	Mr PO Wai Ming, Jackie	●	(至2014 年5月) (Until May 2014)														
張周惠芳女士	Mrs CHEUNG CHOW Wai Fong							●*									
梁郭淑燕女士	Mrs LEUNG KWOK Sok Yin									●*							
梁媛雯女士	Ms LEUNG Wun Man, Emba		●													●	
陳玉蘭女士	Ms CHAN Yuk Lan											●					
陳惠芳女士	Ms CHAN Wai Fong, Christina							●									
陳楊綺麗女士	Mrs CHAN, Lucia											●					
彭韻僊女士	Ms PANG, Melissa MH,JP		●														
曾憲文先生	Mr TSANG Hin Men, Terence																●
黃光磊先生	Mr WONG Kwong Lui												●				
黃黃婉霞女士	Mrs WONG WONG Yuen Ha									●*							
楊小玲女士	Ms YEUNG Siu Ling									●	(至2013 年11月) (Until Nov 2013)						
楊全盛先生	Mr YEUNG Chuen Shing, Eric						●										
楊綺玲女士	Ms YEONG Yee Ling, Eileen												●				
葉慶林先生	Mr YIP Hing Lam, Peter				●												
劉余寶堃女士	Mrs LAU YU Po Kwan JP													●			
劉志強博士	Dr LAU Chi Keung	●															
劉桂珍女士	Ms LAU Kwai Chun, Joan											●					
劉詩韻測量師	Sr LAU, Serena JP	●															
歐成沛先生	Mr AU Sing Pui				●										●		
鄭建中先生	Mr CHENG Kin Chung																●
盧鴻業先生	Mr LO Hung Yip							●*		●*							
簡聚坤醫生	Dr KAN Chui Kwan												●				
羅錦榮先生	Mr LO Kam Wing, Albert				●												
蘇漢章先生	Mr SO Hon Cheung, Stephen																●

備註 NOTE:

- ▲ 神師
Spiritual Adviser
- 委員會主席
Committee Chairman
- 委員會委員
Committee Member
- * 家長代表
Parent Representative

- BD&MC : 建築拓展及維修委員會
Building Development & Maintenance Committee
- BD&GSC : 業務拓展及一般服務委員會
Business Development & General Services Committee
- EPC : 交流計劃委員會
Exchange Programme Committee
- F&IC : 財務及投資委員會
Finance & Investment Committee
- HRC : 人力資源委員會
Human Resources Committee
- I&CTC : 信息科技委員會
Information & Communication Technology Committee
- M&PRC : 服務推廣及公共關係委員會
Marketing & Public Relations Committee
- RC : 研究委員會
Research Committee
- SMC : 服務監察委員會
Services Monitoring Committee
- TB : 招標委員會
Tender Board
- ACCFS : 扶康家庭服務顧問委員會
Advisory Committee on Casa Famiglia Services
- ACCPS : 社區精神康復服務顧問委員會
Advisory Committee on Community Psychiatric Services
- ACSPA : 自閉症人士服務顧問委員會
Advisory Committee on Services for Persons with Autism
- ARC : 年報委員會
Annual Report Committee
- NC : 提名委員會
Nomination Committee
- AC : 審核委員會
Audit Committee

區域小組委員會委員芳名

Regional Sub-Committee Members

港島南區

盧鴻業先生（主席/康晴天地會員代表）
梁郭淑燕女士（副主席/怡諾成人訓練中心家長代表）
呂雪紅女士（悅群之家家屬代表）
林婉芳女士（悅行之家家屬代表）
梁芷芳博士（社區人士）
梁潔玉女士（思諾成人訓練中心家長代表）
許芬玲女士（毅誠工場工友代表）
許陳明麗女士（悅智之家家屬代表）
陸亞芳女士（思諾成人訓練中心家長代表）
楊林薇娥女士（毅信之家/毅誠工場家長代表）
謝譚佩卿女士（怡諾成人訓練中心家長代表）
關錦華女士（康晴天地會員代表）

沙田、觀塘及港島東區

阮林瓊娜女士（主席/靄華之家家長代表）
王陳芝英女士（副主席/清蘭之家家長代表）
徐懿華女士（興華成人訓練中心家長代表）
吳鮑金枝女士（樂華成人訓練中心家長代表）
區美琼女士（興華成人訓練中心家長代表）
張周惠芳女士（秦石成人訓練中心/禾輦成人訓練中心家長代表）
張廣嗣先生（健持之家家長代表）（於2014年5月逝世）
麥佩英女士（健持之家家長代表）
馮布玉娟女士（順利成人訓練中心家長代表）
戴秀華女士（健持之家家長代表）
（由2014年6月）

荃葵青及深水埗區

徐玉卿女士（主席/社區人士）
黃黃婉霞女士（副主席/祖堯成人訓練中心家長代表）
陳麗英女士（長康之家家長代表）
吳錫汶女士（麗瑤成人訓練中心家長代表）
李漢權先生（澤安成人訓練中心家長代表）
林碧球女士（長沙灣成人訓練中心/友愛之家家長代表）
（由2014年1月）
章渝生先生（長沙灣成人訓練中心/友愛之家家長代表）
（至2014年1月）
黃瑞萍女士（長康之家家長代表）
黃杏玲女士（葵興職業發展中心家長代表）
劉海燕女士（葵興職業發展中心家長代表）
劉鹿先生（長沙灣成人訓練中心/友愛之家家長代表）

Hong Kong Island South

Mr LO Hung Yip（Chairman / Member Representative of Sunrise Centre）
Mrs LEUNG KWOK Sok Yin（Vice Chairman / Parent Representative of RCYLATC）
Ms LIU Suet Hung（Relative Representative of RCYKH）
Ms LAM Yuen Fong（Relative Representative of RCYHH）
Dr LEUNG Tsz Fong, Terry（Community Volunteer）
Ms LEUNG Kit Yuk（Parent Representative of RCSLATC）
Ms HUI Fun Ling（Workmate Representative of RCNSW）
Mrs HUI CHAN Ming Lai（Relative Representative of RCYCH）
Ms LUK Ah Fong（Parent Representative of RCSLATC）
Mrs YEUNG LAM Mae Ngor（Parent Representative of RCNSH / RCNSW）
Mrs TSE TAM Pui Hing（Parent Representative of RCYLATC）
Ms KWAN Kam Wa（Member Representative of Sunrise Centre）

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）
Ms 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）
Mrs FUNG PO Yuk Kuen（Parent Representative of SLATC）
Ms TAI Sau Wah（Parent Representative of PH）
（From June 2014）

Tsuen Kwai Tsing & Sham Shui Po

Ms TSUI Yuk Hing（Chairman / Community Volunteer）
Mrs WONG WONG Yuen Ha（Vice Chairman / Parent Representative of CYATC）
Ms CHAN Lai Ying（Parent Representative of CHH）
Ms NG Shek Man, Illya（Parent Representative of LYATC）
Mr LEE, David（Parent Representative of COATC）
Ms LAM Pik Kau（Parent Representative of CSWATC / FTH）
（From Jan 2014）
Mr CHEUNG Yu Sang（Parent Representative of CSWATC / FTH）
（Until Jan 2014）
Ms WONG Shui Ping（Parent Representative of CHH）
Ms WONG Han Ling（Parent Representative of KHVDC）
Ms LAU Hoi Yin（Parent Representative of KHVDC）
Mr LAU Lok（Parent Representative of CSWATC / FTH）

談實釗先生（麗瑤之家家長代表）
鄧婉華女士（澤安成人訓練中心家長代表）
韓周衛文女士（麗瑤之家家長代表）
鄭坤儀女士（麗瑤成人訓練中心家長代表）
羅王燕玲女士（上李屋成人訓練中心家長代表）
譚黃麗卿女士（石圍角工場/輔助就業服務家長代表）

屯門及元朗區

楊小玲女士（主席/社區人士）
（至2013年11月）
何坤明先生（主席/社區人士）
（由2013年11月）
李鄧全妹女士（副主席/天耀之家家長代表）
（由2013年11月）
王玉嫦女士（良景成人訓練中心家長代表）
容美鳳女士（天水圍地區支援中心家長代表）
張鄧玉霞女士（潔康之家家長代表）
溫玉儀女士（山景成人訓練中心家長代表）
魏婉玲女士（柔莊之家家長代表）
關陳金好女士（天耀之家家長代表）

Mr TAM Po Chiu（Parent Representative of LYH）
Ms TANG Yuen Wah（Parent Representative of COATC）
Mrs HON CHOW Wai Man（Parent Representative of LYH）
Ms KWONG Kwun Yee（Parent Representative of LYATC）
Mrs LAW WONG Yin Ling（Parent Representative of SLUATC）
Mrs TAM WONG Lai Hing（Parent Representative of SWKW / SE）

Tuen Mun & Yuen Long

Ms YEUNG Siu Ling（Chairman / Community Volunteer）
（Until Nov 2013）
Mr HO Kwan Ming（Chairman / Community Volunteer）
（From Nov 2013）
Mrs LEE TANG Chuen Mui（Vice Chairman / Parent Representative of TYH）
（From Nov 2013）
Ms WONG Yuk Sheung（Parent Representative of LKATC）
Ms YUNG Mei Fung（Parent Representative of TSWDSC）
Mrs CHANG TANG Yuk Ha（Parent Representative of KHH）
Ms WAN Yuk Yi（Parent Representative of SKATC）
Ms NGAI Yuen Ling（Parent Representative of YCH）
Mrs KWAN CHAN Kam Ho（Parent Representative of TYH）

會長獻辭 President's Message

葉恩明醫生 JP Dr IP Yan Ming JP

會長 President



今年，我們喜見《施政報告》內，表明將投放更多資源來改善社福服務，包括增加康復服務名額、優化整筆撥款津助制度等。盼望政府能持續與業界溝通合作，規劃出社福服務更美好的長遠目標。

在此，我們一定要感謝社會福利署和政府各部門、各界捐助人士和機構、義工、家長、本會董事局和委員會各成員、全體員工及各持份者在過去一年對本會的支持，幫助本會順利發展各項服務和計劃，實踐我們的理念與使命。

各位不同界別人士默默的付出，彰顯了一份對智障人士、精神康復者和自閉症人士無私的愛，不但跨越思想文化的隔閡，也超越了智力的規限。我深深地體會到，「施予者」其實也正正是當中的「受益人」，服務使用者那份純真、知足及充滿喜樂的生活態度，不時啟發著我們，在人生的逆旅之中，可有堪忍平和的方法面對。

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 their selfless love towards persons with intellectual disabilities, psychiatric disabilities and autism. Such love is able to transgress 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.

本會堅信，每一位服務使用者與生俱來都享有平等人權，他們各具獨特的價值及值得受到重視。他們和所有人一樣，有權在同一天空下同等生活，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展能藝術活動，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，宣揚融合互助精神。

冀盼未來有更多的社區人士，願意走近多一步，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礙，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，活出光明人生！

Our Society firmly believes that we are all born with equal rights. Every one of us has special value and should be cherished, our service users alike. They should, like everyone else under the same sky, have the same rights and opportunities to live, be educated, be employed, have friends as well as family life and to participate in community activities. On this basis, our Society offers multi-faceted trainings, activities of arts for the disabled, promotion of health and individual development, etc. We also create platforms of exchange and cooperation where persons with disabilities and members of the community can cultivate a caring culture. Through volunteer services, performances at district level, “Best Buddies Hong Kong” Movement, etc., life experience of service users would be enriched and the spirit of inclusion and mutual help would be propagated.

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!

“

殘疾人士經常展露笑容，純真可愛，啟示我們快樂本處心內，而人的互相尊重和關愛更會激發這喜樂。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！

The lovely smiles of persons with disabilities tell us that happiness lies in everybody's heart, ready to be sparkled by people's love, care and respect. It is happy to see that in our Society, staff and service users have always been actualising this beautiful chemistry, letting this power of love break all barriers and sublimate one another's life!

”

主席報告 Chairman's Report

袁國榮先生

Mr YUEN Kwok Wing, Kevin

主席 Chairman



按殘疾人士的實際需要提供適切服務，讓他們發揮潛能，融入社會，並在關懷和尊重的環境下成長，活出精彩人生，是本會堅定不移的使命。回顧過去一年，本會不論在機構管治、服務發展及機構文化等方面，均力求上進，持續優化服務，以服務使用者的福祉為依歸。

多元發展切合服務需求

為豐富服務使用者的生活體驗及發掘他們的潛能，本會積極開展多元化訓練服務，包括：2014年2月，在善長的捐助下，本會在石圍角工場推行室內水耕種植先導訓練計劃，設立水耕種植訓練室，讓服務使用者學習相關知識和技能；2014年3月，本會社會企業康融服務有限公司的「康姨咖啡室」正式開業，此間位於海防博物館內的咖啡室更成功地申請到社會福利署「創業展才能」計劃的撥款，資助聘請殘疾員工，讓他們透過餐飲業的培訓，掌握實用經驗，建立公開就業的信心。本會一直積極向各工商機構推廣會方的職業康復及發展服務，去年本會兩間工場及一間綜合職業康復中心得到超過七十間工商機構客戶的支持，全年總生產收入接近港幣三百五十萬元，較上年度提升了百分之十三，成績令人鼓舞。

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 for enriching service users' life experience and exploring their potentials. For examples: A hydroponics training room for a pilot hydroponics training project has been set up in the Shek Wai Kok 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 of the Society, with sponsorship from the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department for employment of persons with disabilities. Through on-the-job training in the food and beverage industry, they would gain practical working experience and regain confidence to work in the open employment market. Efforts have been made vigorously by the Society to introduce our rehabilitation and development services to the business sector. Last year, with the support of over 70 companies, the total revenue earned by service users of two workshops and one integrated vocational rehabilitation services centre was close to HK\$3.5 million, an increase of 13% over the previous year. It is indeed a very encouraging result.

目前，智障人士及其照顧者「雙老」的問題非常嚴峻。本會除了高度關注這情況，亦從訓練服務的內容及家長工作兩方面着手，以迎合高齡智障人士的需要及舒緩家長的壓力。如在成人訓練中心訓練項目分佈中，肌能訓練項目佔首位（26.1%），服務使用者透過適當的恒常運動減低身體機能的退化；在家長工作方面，本會積極促進扶康家長會的發展，鼓勵家長為殘疾子女發聲，如派代表參與「家長自助組織座談會」及「爭取資助院舍聯席」等外間團體，向政府表達訴求及爭取殘疾人士家屬支援服務。去年，扶康家長會的會員人數已達四百七十多人，而家長會舉辦的活動有多達七百四十多人次參與。此外，為切實回應社會對殘疾人士院舍宿位的殷切需求，本會正積極籌備擴建位於香港仔的康復中心，希望可以在來年與社會福利署取得實質進展。

榮獲獎項 鼓勵推動進步

2013年11月，本會創辦人之一及神師，方叔華神父，從一百位候選人當中成功獲選為「ATV 2013 感動香港」十大年度人物之一，表揚他四十多年來在香港積極推動智障成人服務的傑出貢獻，並肯定本會對爭取殘疾人士權益及推動殘疾人士服務發展的價值。此外，繼連續五年獲得「十八區關愛僱主」嘉許後，本會獲政府諮詢組織家庭議會頒發「2013/14 年度傑出家庭友善僱主」獎項。對於本會首次參賽，便有幸從數百間「機構組」的參選機構當中，成為二十間獲得這項殊榮的機構之一，作為扶康會的一份子，我確實感到欣喜和自豪。每一個獎項，皆見證了本會各員工對工作的「熱誠主動」，體現本會「關懷尊重」的核心價值，並策勵本會精益求精。

高度重視機構管治水平

本會致力達到高水平的機構管治，竭力提升管理效益，並維持高公信力和運作透明度，確保對公眾和持份者負責。2013年初，本會獲廉政公署防止貪污處協助進行防貪檢討，對本會的採購程序及外間培訓課程行政管理進行檢視。報告於2013年4月完成，對本會原有措施和運作程序予以肯定，並提出一些完善現有制度的建議。管理層已跟進報告內的建議，使運作機制更妥善。

Currently, ageing of both persons with intellectual disabilities and their carers is a critical issue. To combat the problem, the Society has devised training service content to respond to the needs of ageing persons with disabilities and work with parents to alleviate their stress. For instance, training on motor has now become a significant portion (26.1%) in the training sessions provided in adult training centres. Service users through regular exercise may delay the effect of ageing on motor capability. For parents, the Society actively promotes the development of Fu Hong Parents' Association (FHPA). Parents are encouraged to express their views on related issues. Participation of representatives of FHPA in the "Parents Self-help Association Forum" and "Alliance for Subvented Residential Care Service" are examples of the Society's involvement with other organisations to convey their requests to Government for more family support services for persons with disabilities. Last year, the total number of members of FHPA has exceeded 470. More than 740 participants took part in activities arranged by FHPA. Furthermore, to meet the acute demand for places in residential care, the Society is actively working on the expansion of the Rehabilitation Centre in Aberdeen. It is hoped that there would be positive progress with the Social Welfare Department in the coming year.

Awards Encourage and Stimulate Further Actions

Fr BONZI Giosuè G PIME, the Spiritual Adviser and one of the founders of the Society, was one of the top ten 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 current measures 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.

此外，本會應香港大學的邀請參與以「機構管治」為題的研究，成為研究個案對象，探討本會的機構管治模式。有關報告在2013年12月出版，內容指出本會對機構運作及服務質素有嚴密的監督，而來自各範疇的專業人士皆能運用委員會這平台，與管理層同事在知識領域上進行交流，發揮協同效應，讓本會能更有效地優化服務。2014年3月，董事局委員與管理層同事參與集思會，共同策劃本會未來的發展方向，以便制定相關策略計劃。本會將繼續大力推行優質機構管治，包括遵照於2014年3月實施的新《公司條例》，及持續地推行社會福利署早前發表並於2014年7月實施的《最佳執行指引》。

服務發展與企業社會責任對本會而言也是同樣重要。為實現推動香港社會可持續發展的願景，本會在優化及拓展服務的同時，極力承擔對員工、社會及環境的責任，包括提倡遵守道德規範、關注職業健康、實踐節約能源、協助提升社會的生活素質等。本會繼續加強在環保方面的工作，從廢物管理、減少廢棄物、綠化環境、能源效益及環保意識等範疇，與各員工及服務使用者一起為保護環境出一分力。

與企業伙伴齊建共融社會

本會多年來與各行業的企業及機構並肩同行，攜手建立共融社會。去年，本會成功提名一百零九間企業及專業團體，獲得由香港社會服務聯會頒發的「商界展關懷」及「同心展關懷」標誌。企業伙伴不僅與本會發展多樣化的協作計劃，更贊助本會的活動，和撥款支持本會的自負盈虧服務，包括扶康家庭提供的家庭模式照顧服務，及牽蝶中心提供的臨床服務。全港獨有、本會致力推廣的「香港最佳老友」運動（BBHK）就正好讓各界人士通過與智障人士建立友誼，實踐共融精神。2014年，BBHK踏入十周年誌慶。在這十年間，參與BBHK的分社由中學、大專院校，拓展至社區人士及企業，至今共設立了十八個老友分社，成功配對超過二百對老友。本會的BBHK更是全球首個，亦是現時唯一一個成功開拓企業分社的地區。在社會各界尤其是香港賽馬會慈善信託基金的大力支持下，本會期望能成立更多企業老友分社，傳達傷健共融的訊息，並配合推動社會企業責任。除建立傷健共融外，BBHK透過活動將正面的、包容性的價值觀和思維傳給年青的一代，從而幫助建設一個和諧的社會。

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 disciplines 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 industries and organisations 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 Organisation” logo by the Hong Kong Council of Social Service. Corporate partners not only work with the Society for the development of partnership projects but also sponsor activities and subsidise self-financed services of the Society including the family-based care service provided by Casa Famiglia and clinical services at Hin Dip Centre. Promoted by the Society, the unique “Best Buddies Hong Kong” Movement (BBHK) advocates the building of one-to-one friendships between persons with disabilities and citizens for barrier-free friendships. BBHK will celebrate its 10th anniversary in 2014. For the past 10 years, 18 BBHK chapters have been established with participation initially from secondary schools, universities to different levels of the community and corporations. Over 200 pairs of buddies have been successfully matched. BBHK has even set up the first and the only corporate chapter in the world. With sponsorship from the community, particularly the support of The Hong Kong Jockey Club Charities Trust, the Society wishes that more corporate chapters would be established for conveying the message of barrier-free friendship and corporate social responsibility. Apart from promoting the spirit of inclusion, it would also instil the messages of positive value and embracing spirit to the younger generation for establishing a harmonious community through BBHK activities.

傳承機構文化 傳遞關愛精神

本會自1977年提供服務至今已逾三十六年，除一直秉承服務啟蒙者達碑立神父關懷弱小的精神外，亦不斷應對殘疾人士隨社會轉變而衍生的需求，開展各種適切的服務。為此，本會在2014年2月出版《用愛啟航家是岸——扶康會「以求為導」卅五年》，介紹本會的發展歷史及各項多元服務，與各持份者分享本會多年來的點點滴滴，推廣本會的關愛文化。同時，為提升社會大眾對本會服務的認識及對殘疾人士的關注，此書已送呈相關機構、學校及團體，當中包括中學、專上院校、公共圖書館及企業伙伴等，傳遞關愛共融的訊息。

展望未來

隨著智障人士老齡化的情況，本會的智障服務將面對更多挑戰及沖擊。智障人士老齡化除了添加前線護理人員的工作壓力及增加對專業護理人員的需求，也導致院舍人均空間不足、前線人手招聘困難、工傷潛在風險增加等問題。為了讓出現老化的服務使用者得到適切服務，本會將增撥資源加強人手支援，提升智障人士老化服務的內涵，加強恆常照顧、醫療護理、訓練及活動等元素，並透過員工培訓，深化專業及前線人員照顧老齡智障人士的知識及技巧。

未來，本會會持續檢討服務需要並積極拓展迎合殘疾人士及其家人需要的服務，包括審視智障人士老齡化對康復服務、生活質素及照顧者帶來的問題與影響，並按社會需要重整服務策略。此外，良好的機構管治是提供優質服務的重要基石，本會將持續提升機構管治效能，並適時增加資源以強化本會各部門的功能。

最後，本人衷心感謝會長和副會長的指導，董事局及各委員會委員的全力協助、全體員工努力不懈的工作、家長和各持份者的傾力支持。本人亦非常感謝社會福利署、各政府部門、香港賽馬會慈善信託基金、各捐助人士／機構、義工等，他們的幫助和鼓勵對本會的發展貢獻良多。

殘疾人士的福祉，本會的未來發展，全賴大家的持續參與和支持！

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 Fr TAPELLA Enea PIME, the pioneer of the Society's services, on caring for the weak and the underprivileged. Further, a comprehensive range of services have been 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 multi-faceted services, shares with stakeholders the dribs and drabs and advocates the caring culture of the Society. The book has been circulated to related organisations and institutes including secondary schools, universities, public libraries and corporate partners to convey the message of barrier-free 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. Frontline 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 carers 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. The functions 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 am 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!



機構管治 Corporate Governance

本會多年來一直重視機構管治。本會不斷革新求進，提供服務之同時，須確保服務能回應服務使用者的需要，符合法例要求及有效管理。本會的機構管治工作概述如下：

機構架構

根據本會的組織章程大綱及細則規定，扶康會受其會員大會監察，由董事局監管，並於每年會員大會中推選出董事局委員。在本會會長的支持下，董事局帶領管理層實踐其使命及目標。

本會的機構管治架構載於本年報第十頁。本會除了設有負責監察不同運作及職能的常務委員會外，亦設有專業委員會，負責協助管理層處理特別事項。除審核委員會外，委員會委員均由董事局委任，旨在招攬來自合適界別的專業人士加入委員會，協助董事局監管有關運作及職能。於2013/2014年度，共有六十三位義工不問酬勞地於本會董事局及委員會服務。

本會設有以下三個直接與機構管治工作相關的委員會：

● **審核委員會** 由會計及法律界專業人士組成。審核委員會的委員由會長委任，並直接向會長匯報。除監督本會的風險管理，他們亦協助財務及投資委員會，與外間核數師查閱年度審核帳目。

● **提名委員會** 由董事局每年委任提名委員會委員，以物色及提名合適的候選人加入董事局。

● **年報委員會** 委員每年由董事局委任，負責監察年報的刊發工作。

Corporate governance has always been on top 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 annual 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 solicit necessary professionals 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 accountancy 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.

內部監控

本會已建立一套完善的內部監控系統，在維持有效制衡、風險管理的同時，促進運作順暢。現舉例並概述如下：

a) 本會由董事局 / 委員會至執行層面，包括財務管理、人力資源管理、採購等，均訂立詳盡的審批權限機制，以確保資源得以適當運用，並依照資金及資產目的作妥善撥款及分配；

b) 本會訂立政策及指引，以補充審批權限機制。有關政策及指引，旨在協助本會的行政管理及運作，預防任何蓄意或濫用情況；

c) 本會各範疇均備有實務手冊，這些範疇不但涵蓋財務、行政管理、人力資源等，還包括服務單位的全面運作。這是協助員工按照本會期望的方式履行責任的重要文件；

d) 本會各部門尤其是財務部，會進行定期和特別檢查，以確保運作能按照已採納的方式進行，防止違規及錯誤；

e) 本會另一項重要的內部監控措施是以定期及特別匯報機制層遞式上達至董事局。精簡、準確而及時的報告有助本會準確地評估各項服務和職能的表現，以作監控、籌劃及拓展用途，並於有需要時採取補救措施；

f) 政府部門亦對本會進行審查。每年，社會福利署（簡稱「社署」）均進行服務質素標準審查，以確保本會按照其預期的方式運作。此外，社署每兩至三年會對本會進行財務審核一次，署方對本會各項範疇的表現均表示滿意；

g) 於2013/2014年度，本會共有三個服務單位接受社署「服務表現監察制度」評估探訪，全部均符合社署的《津貼及服務協議》及「服務質素標準」訂明的要求。本會亦設有內部評估探訪機制，以三年為一周期。於周期內，各服務單位均須接受一次內部評估探訪，以確保提供的服務符合社署服務表現監察制度內的標準。本年度本會共有五個服務單位進行了內部評估探訪；

h) 本會一直重視避免利益衝突的措施，包括每次於會議上及審批過程中申報利益衝突、於招標文件中載有提醒訊息等。

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/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按時執行所有法例規定工作，例如年度財務報表審核工作、遞交周年申報表、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，本會可以持斷改善、發展及擴展，以滿足不斷轉變的社會需要。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晰的職能分配。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**

為有效地處理投訴，本會已建立投訴機制，投訴調查報告會交予相關之委員會作出適時跟進及檢討。

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頁等。

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 on-line mobile function with installation of Wi-Fi network; enhancing the network infrastructure; and revamping the Society’s official website, etc.

