

Association for Engineering & Medical Volunteer Services

工程及醫療義務工作協會



ANNUAL REPORT 2010-2012

二零一零至二零一二年年報

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C **CHAIRMAN'S REMARKS**

2012 is a year to be cherished. It is the 30th anniversary of the Association. We have started this Association from scratch. At the first one or two years, we worked at a few desks borrowed from the Agency for Volunteer Services. Each evening, after we had worked on these desks, we had to return the outlook of the desks to what it should look like before we had started the evening's work. It was not done on the demand of the owners of the desks. It was done out of our wish not to make others' workdesks a mess.

After that, we borrowed an office from the father of one of our friends. It was the first time that we can work day and night in our own office! We have been hanging out in this new office really often, especially during weekends. It became our second home.

In 1984, we have successfully established our permanent office in Shek Kip Mei. From then onwards, we have become a formal establishment. We started to expand our service, extending it from serving the disabled to including the elderly, from devising technical aids to computer aids, from providing occupational training to running social service enterprises.

The past thirty years have provided the Association with a stable platform to grow further. I am pleased to report to you the achievement we have made in the past two years!

New Service

With the financial support from the Hong Kong Jockey Club, the Jockey Club Digital Inclusion Centre, the first of its kind in Hong Kong, commenced operation from September 2011 onwards. The Centre aims to narrow the "Digital Divide" existing in the society through facilitating digital accessibility for people with disabilities and elderly such that they can also benefit from the advancement of information technology.

Development of Current Services

The Lands Department approved our application for the rental of a piece of vacant land in Tuen Mun. The site will be used by the Endeavor for the development of horticulture which can further provide training opportunities for service users.

The Social Welfare Department has granted a continuation of three years' funding support for the Support Service for On-the-Job Disabled Persons & Their Families. This Service commenced in January 2009. It aims to provide comprehensive and continuous support for mentally and physically handicapped persons with open employment and their families through counseling, support groups and treatment groups. Positive results have been generated from the service. Hence, the Social Welfare Department agreed to continue the funding support for the service from January 2012 onwards.

Recognition from the Public

Our project 「巴士站站通」 was conferred one of the winners of the Best Idea Award in ITRC Forum 2011. The idea is to utilize IT to enable people with disabilities to use public transportation more conveniently.

Expansion and Extension of Collaboration

With a view to involving more youngsters in our service, we have been engaging students of School of Nursing of the Hong Kong Polytechnic University in the Care for the Elderly Living Alone service since 2006.

In the past two years, we have extended to our collaboration with the following tertiary institutes:

- (a) to involve students of Department of Marketing, The Hong Kong University of Science and Technology in marketing the service of the Jockey Club Desktop Publishing Centre; and



- (b) to involve students of the Hong Kong Institute of Vocational Education (Tsing Yi) in our Technical / Computer Aids Services for the Disabled and Electric Wheelchair Repair Clinic and Resource Centre.

Furthermore, we have also extended our collaboration beyond Hong Kong.

In March 2011, our Occupational Therapy / Physiotherapy Service has been extended from Hong Kong to Mainland China. A workshop on Application of Assistive Technology in Cognitive Training was conducted for medical and paramedical professionals in Shenzhen, aiming to upgrade the quality of services rendered in China.

The Agency for Integrated Care from Singapore visited the Association in 2010. They were very interested in our Computer Rehabilitation Resource Station. It is hoped that collaboration plan between the two organization can be mapped out soon such that our service can be beneficial to those who need it outside Hong Kong.

Notes of Gratitude

Having reported all these development, I have always to express the most sincere gratitude, on behalf of the Association, to our funding bodies (the Social Welfare Department, the Hong Kong Jockey Club Charities Trust, the Hong Kong Community Chest and all other donors), our members, our volunteers and our staff members. I am proud to say that we have been trying our very best to fulfill the aspirations bestowed on us by all our supporters in the past thirty years. We, as a team, will continue to strive our very best to provide quality service to our clients and to extend our service to new areas whenever and wherever needed!

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SERVICE REPORT



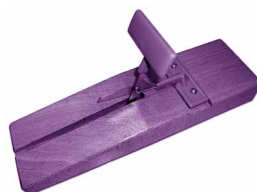
Technical / Computer Aids Services for the Disabled

Technical / Computer Aids Services for the Disabled aimed at enhancing the independence of people with disabilities and elderly through the design, fabrication, modification, installation and repair of technical and computer aids. Repair service for rehabilitation devices such as manual wheelchairs, electric wheelchairs and braille were also provided. A comprehensive one-stop service ranging from the provision of clinical advice and consultation to the design and fabrication of appropriate devices for specific user were also rendered.

During the reporting period, 20 new products were designed and fabricated. They included daily living aids such as adapted portable oxygen cylinder holder for electric wheelchair, attended control for electric wheelchair; head sling exerciser, tailor made blanket holder stand; safety enhancing devices such as finger protector, adapted tabletop for geri-chair, waterproof cushion board and scissors aid. Seating and posturing devices such as the specially designed training tabletop set for children with autism and shower chair with detachable abductor and three sides screening training tabletop were also designed and fabricated. Some newly developed aids including hinged cock-up splint for serial stretching with different sizes and bubble wall mirror wireless control, sensory feedback board with different theme, fishing training package and cognitive training mahjong were also produced. Moreover, some existing products were further enhanced to improve their functions and layout.



■ Finger Protector



■ Scissoring Aid



For computer related products, four new devices, namely the touch-mon head control pointer, computerized skateboard training package, keyboard guard for kid keyboard and enlarged keyboard adapted for use by the visually impaired were designed and fabricated. During this period, 80 pieces of rehabilitation software were designed and collected. The software was largely related to cognitive training and rehabilitation.

The Product Development Group continued to solicit and develop new product ideas. Some product ideas were materialized with the actual devices being fabricated. The design and fabrication of these product ideas included mahjong for dementia, buttoning board game, body motion detection system etc. Some products had already completed while others were still in progress.

To promote the new and enhanced devices to potential users and agencies, information on these devices were disseminated through our web site, news bulletin and product catalogue. In 2010-2012, 36 demonstration sessions on our products were organized. Our products were demonstrated in the Occupational Therapy Clinical Conference, seminar for engineering students of IVE and Advanced Allied Health Studies, HAHO etc. A presentation was also conducted to introduce our rehabilitation devices and training software in the seminar on Update Program on Cognitive Rehabilitation. Our computer assistive devices were also demonstrated during the exhibition organized by the Hong Kong ICT Awards 2010. Through participation in these seminars and exhibitions, both the public and people with disabilities could gain more understanding of our service and products.

To upgrade the quality of service rendered, comprehensive after sale service was provided. User manuals on our products were compiled and distributed to the users. The manual composed of individual product specifications, installation / application guidelines and safety measures can facilitate efficient and effective utilization by the users. A service blog and web based broadcasting were established to promote the service via an up to date promotional media.

User satisfaction survey was conducted to solicit feedback from users. In addition to voluntary feedback received from users, comments were also collected through telephone interview. During the reporting period, the survey findings reflected that 88% of the service users considered that the application of technical and computer devices could enhance their independence and quality of life. Moreover, 87% of the service users considered that more effective training could be rendered through the application of assistive devices. Through individual contact with the service users, invaluable comments were gathered and ideas for further improvement of the products were also obtained.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Design and fabricate technical and computer aids	21,057	21,077
Repair technical and computer aids	7,527	7,510
Modify and evaluate regular technical and computer aids	479	482
Provide clinical consultation and recommend appropriate aids for person with disabilities and elderly	25,023	25,027
Disseminate information on technical and computer aids to rehabilitation and elderly service workers	2,017	2,004
Organize demonstration sessions	527	480



Electric Wheelchair Repair Clinic and Resource Centre

The Centre continued to provide comprehensive and one stop service for electric wheelchair users. Home-based maintenance, regular checkup and repair service for electric wheelchairs were provided. Through the Electric Wheelchair Aids and Equipment Library, some equipment samples were available on loan to service users for trial before purchase. Electric wheelchair on loan service was also provided so that the users' daily routine would not be disrupted when their wheelchairs were under repair. The Electric Wheelchair Driving School aimed to promote the driving safety and proper usage of electric wheelchair. Driving training was rendered to equip users with the skills and knowledge on manoeuvring their wheelchairs. Usable components from obsolete wheelchairs were collected for replacement of faulty parts which could lower the repair costs and was environmental friendly. Moreover, professional advice and consultation on the selection of appropriate wheelchairs and accessories were also provided.

Owing to the quality and spectrum of the services rendered, increasing no. of electric wheelchair prescription referrals from hospitals or NGOs was received during the reporting period. To cope with the growing service demands, part time staff, volunteers and placement students from Institute of Vocational Education were recruited to assist in the repair and maintenance work. Moreover, to promote the concept of proper care for electric wheelchair, a leaflet on daily maintenance tips was compiled and published in a rehabilitation magazine. The leaflet had summarized the experience and knacks, provided by the occupational therapist and technical staff in the care and maintenance of electric wheelchairs. With the availability of this information, the life expectancy of the wheelchair can be extended.

By March 2012, over 900 electric wheelchair users joined the Center as members. The information on members' electric wheelchair such as model, condition and repair record etc. could facilitate the provision of prompt services and minimize the disruption caused to their daily routine. In 2010-2012, 412 home based repair and maintenance services and 340 in house repair services

were rendered. 65 assessment and training sessions on electric wheelchair driving were also provided. Professional advice and technical support were sought from our professional volunteers both in the repair work and development of new wheelchair accessories. To solicit feedback from users, user satisfaction survey was conducted through questionnaires and telephone interview. Over 80% of the service users responded that their driving skills had improved after receiving related training. Regular user satisfaction survey would be launched to solicit feedback from users for further improvement of the service.

To promote the service to potential users, service pamphlets were sent to rehabilitation agencies, special schools, disabled self-help groups, hospitals, social security field units and family service centers. Workshop and training on simple wheelchair repair and maintenance skills were also organized.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Membership	811	959
Provision of home-based repair, maintenance and check-up	111	301
Provision of in house repair	143	197
Provision of wheelchair on-loan service	166	201
Provision of training sessions	33	32
Provision of wheelchair aid on-loan service	26	21



Resopedia

Resopedia, the short form for Rehabilitation Software Cyclopedia, was launched in April 2009 to replace the former Rehabilitation Software Library (RSL). RSL consisted of a collection of software and related information which served as useful resources for rehabilitation professionals working with people with disabilities and elderly. With the establishment of Resopedia, all training materials from RSL were re-categorized, hyperlinked and uploaded on internet for easy search and reference. The set up of this on-line information platform brought convenience and flexibility to rehabilitation professionals. The service was free and there was no membership restriction.

The materials posted on Resopedia were categorized according to the characteristics of the software and targeted users. Users' classification included people with physical disabilities, visual impairment, hearing impairment, intellectual impairment, cognitive impairment & attention deficit, specific learning difficulties and elderly. Software was categorized under access, education, leisure and utility section. Besides, it also provided keyword search function which allowed users to look for relevant information more efficiently.



■ Computer Skateboard Training Package

During the reporting period, the majority of the collection was related to rehabilitation and leisure. The programs collected are largely related to children with learning difficulties including attention deficit & hyperactivity disorder, dyslexia, dysgraphia and autism. Up till March 2012, over 450 pieces of software were classified and uploaded and the accumulated login was over 15,000. A total of 30,000 service users benefited from the service.

Since most of the rehabilitation software were collected from Internet with English description, the information was translated into Chinese to suit local needs. To enable users to utilize the programs more effectively, some programs were selected and studied by our occupational therapist and recommendations for use in training and education were provided. All materials were reviewed and updated on regular basis.

In addition to the collection of freeware and shareware, the service also designed and fabricated software on our own. The design of a new training package, namely “Computer Skateboard Training Package” was completed in 2011. The package was fabricated with interface between hardware and software technology. It was used for the training of upper limb function of people suffering from stroke or with poor hand function. It consisted of a digital skateboard and a specially designed training software with adjustable levels to suit the abilities of different users.

Besides, a snack shop operation system cum training package was designed for a special school for mentally handicapped persons. This was our first attempt to design and develop tailor made operation and training program for individual client. Instructors would use the program to teach students the food operation procedures as well as to assist the management of the snack shop. With accumulated experience and knowledge in designing tailor made training programs, the feasibility to expand the service to serve individual client will be explored.



Computer Rehabilitation Resource Station

With the funding support from the Hong Kong Jockey Club Charities Trust Community Project Grant, the 'Computer Rehabilitation Resource Station' was established in April 2005. The service aims to develop a comprehensive training net to meet the training needs for people with disabilities.

During the reporting period, new categories of programs including sound and webcam activation games were designed so as to cater for the needs of those with impaired cognition and poor hand function. The use of scanning function as the major input device could enable those with poor hand function to operate the programs independently. Attempt and effort were put on designing novel training programs including multi-player games and image capture games. The multi-player games allowed up to four players to participate simultaneously. This format could provide more fun and stimulation for users and enhance their learning motivation. It also allowed greater flexibility and meliorated users' attention and cooperation. The image capture game used webcam to capture the image of the users which could be uploaded directly on computer. With the real self-image on the computer, it provided more fun and stimulation to users. The design of innovative programs and the application of different input devices would be further explored such that users with varying disabilities could also utilize the programs. In these two years, 60 training programs were designed and uploaded on the Station.

A new demonstration section, without the need to use login and password, was developed. This could facilitate users to try out the training programs directly. A total of fifteen training programs with three different languages including Cantonese, English and Putonghua were selected and posted in the demonstration section. It enabled all users to try using the training materials without confined by language barrier. To enable those with poor hand function and visual impairment to use the training programs easier, adjustable big pointer function was added to 120 existing programs. User could adjust the pointer size to meet their needs.

During this period, twenty-four training manuals were compiled. The manuals included brief program description, training objectives, target users and training procedures. The information could facilitate trainers to select appropriate programs.

To enable trainers to select appropriate training programs for their service users, information on the therapeutic value of the training programs was provided by our occupational therapist. It aimed to maximize the learning effectiveness of the programs. In addition to the existing graphic search engine, a new search engine in HTML version was designed to enable professionals, trainers and parents to search appropriate programs conveniently.

An article on the application of C-Rehab training programs in augmentative and alternative communication (AAC) was posted in the *Brainchild*, a journal published by The Hong Kong Society of Child Neurology & Developmental Pediatrics in November 2011. Through this publication, professionals in medical field could gain more understanding of our work and to utilize our training materials for children with communication problems.

During these two years, the Station's membership size had grown steadily. By end of March 2012, the Station had a total of 1,350 members. A total of 26,220 users benefited from the services provided by the Station with an average monthly login rate of 4,500.

Service evaluation was conducted through questionnaires so as to solicit members' comments and feedback on the training programs and training materials. In 2010-2012, a total of 277 completed questionnaires were received and the overall comments were satisfactory. In addition, a simple pop-up short evaluation was attached to each new program for collecting user's feedback in a quick and easy manner. During the past two years, over 8,000 pop-up evaluation forms were received and 98% of the respondents agreed that the training programs could enhance the learning interest and motivation of the users. It also enhanced their common knowledge and daily living skills.



Visits to special schools were organized for the staff team during this period. Through these visits, understanding of our member agencies as well as the mental and physical abilities of the service users was gained. The exchange with rehabilitation personnel also enabled the team to get in-depth understanding of service users' training needs and the difficulties encountered in their daily training activities.

Since January 2011, in collaboration with a special school which was one of our member agency, a one year pilot study on the effectiveness in the application of multi-media computer-based training program to enhance the learning motivation of autistic students was conducted. The overall result was encouraging as most of the students had improvement in their attention and learning motivation. These findings provided valuable information on the effectiveness of the training programs and gave directions for future development of the service.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Membership of the Station	1,130	1,350
Design and fabricate training programs	22,000	26,220
Demonstration and promotion to potential users	320	343
Usage of resource library and photo library	6,908	7,534
Provide technical support to users	172	174



Community Occupational Therapy

The objective of the service is to maximize the functional abilities of people with disabilities and elderly such that they can integrate into the community and live independently with improved quality of life. The service covers the following aspects:

- (a) assessment and training of activities of daily living;
- (b) home and work place assessment;
- (c) consultation on home and work place modification;
- (d) provision of oxygen therapy;
- (e) recommendation and prescription of assistive devices; and
- (f) carer education.

During recent years, the demand for community occupational therapy had grown rapidly due to the increasing number of frail elders living in the community. The government policy of care in the community accounted for this acceleration in service demand. The service could assist the elders to enhance and maintain their functional level. Through modification of living environment; prescription of assistive devices and provision of carer training, the elders could continue to live in their familiar environment independently and safely. The majority of the service users were elderly who were mostly referred by Integrated Home Care Teams, District Elderly Community Centre, Neighborhood Elderly Centres, Integrated Family Service Centres and Occupational Therapy Department of hospitals and clinics. In 2010-2012, the service continued to collaborate with Neighborhood Elderly Centres in the launching of Home Environment Enhancement Program. Consultation on home modification including handrail installation and facilities enhancement was rendered for their members so as to enable them to continue living in the community safely. In view of the encouraging feedback from users, the program would continue in the coming year.



The service continued to collaborate with public hospitals in the provision of oxygen therapy to discharged persons who were mostly frail elderly suffering from pulmonary illnesses. The service aimed to provide continuous treatment and care to them so as to improve and monitor their compliance to oxygen therapy with the ultimate goal of enabling them to live independently and safely in the community.

The utilization of electric wheelchair among people with disabilities and elderly had increased rapidly during recent years. Accompanying this growth in utilization was the rising demand for expertise advice and consultation on the selection of suitable electric wheelchairs which matched the physical abilities and living environment of the users. Moreover, the need for driving training for new users also increased. A simulated driving skills training computer program was developed to allow users to learn basic skills in maneuvering the wheelchair before practicing the skills in real environment. However, this program had not taken into account the characteristics of the local environment. To rectify this shortcoming, funding was applied to support the design and fabrication of a new program, taking into consideration the unique local environment and with three dimensional effects. Hopefully funding could be sought for this project. In 2010-2012, 140 assessment and prescription of electric wheelchair were rendered. Driving skills training courses were also provided to 65 users to ensure that they could use the device properly and safely.

User's satisfaction survey was conducted to solicit feedback from service users for further improvement of the service. During the past two years, 89% of the service users agreed that there was improvement in the performance of their activities of daily living. The physical function of 83% of the service users was enhanced through the execution of prescribed home exercise and 88% of them agreed that the service could enable them to continue living in the community. 88% of the respondents agreed that the service could enhance their self confidence and life satisfaction. The caring skills of 83% of the carers had improved through the training provided to them. The survey results reflected that the service could achieve its objective of enabling service users to continue living in the community independently and safely.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Provide assessment and training on activities of daily living	191	263
Recommend and provide appropriate assistive devices	211	217
Recommend home and work environment modification	222	215
Provide oxygen therapy	260	258
Carer training	105	99



Community Rehabilitation Project

The Project provides centre-based occupational therapy services to persons with mental, neurological and physical impairment with the aim to enhance the service users' functional capacity and to minimize the chance of relapse. The ultimate goal is to facilitate independent living and integration into the community. The project mainly serves users from Tuen Mun District.

To cater the varying needs of the service users, four different training modules, operated by occupational therapist, were available. These training modules included:

- (a) program for stroke cases;
- (b) program for brain injury cases;
- (c) program for chronic neurological disease cases; and
- (d) program for mentally handicapped persons on independent living skills training.

All these programs concentrated on strengthening service users' functional level, enhancing their community mobility and deferring deterioration. Through different rehabilitation training, service users could learn appropriate skills and activity modes which could improve their functional capacity. Service users were also assisted to incorporate the learned skills into their daily living activities. The ultimate goal was to facilitate them to resume their pre-morbid functional ability as far as possible and to re-integrate into the community. The Project also provided training to mentally handicapped persons. Work skill, social skills and physical training were rendered to enable them to lead an independent living as far as possible.

Each training module consisted of 8 sessions. The program content included assessment, skill training, practice, carer education and community orientation. Both group and individual training were rendered, depending on the needs of the users. To enhance the effectiveness of the training, appropriate equipment was applied.

Operated on a self financed mode, services could only be provided on two days per week basis. During this period, an average of around 64 person-time per month was served. The overall feedback from the users was encouraging as the training could improve their functional capacity and defer deterioration. The majority of the service users were referred through word of mouth. In the coming time, the content of the programs would be further enriched so as to enhance the effectiveness of the training.





Occupational Therapy / Physiotherapy Service

To enhance the knowledge and skills of elderly, caregivers, volunteers and service providers through organization of educational talks, training and workshops is the aim of the service. With the availability of this service, the quality of services rendered can be enhanced and occupational hazards of the caregivers and care workers can be minimized.

In 2010-2012, the most popular topics were those related to the care of elderly. Skills in managing the behavioral and emotional problems of elderly suffering from dementia were introduced to participants who were largely caregivers and care workers. With the acquisition of appropriate knowledge and skills, proper care could be rendered. Moreover, training on occupational safety is another hot topic. The techniques acquired could minimize work related accidents and enhance occupational health of the caregivers.

Four new topics related to the application of Information Technology, assistive devices, stroke rehabilitation and electric wheelchair mobility were developed during this period. The training could enlighten the participants in the utilization of IT when planning their training programs for people with disabilities and elderly. With the application of IT in rehabilitation, people with disabilities and elderly could also benefit from the advancement of technology. In addition



to the development of new topics, four topics related to dementia care, manual transfer skills, feeding skills and home safety were reviewed and updated. During this period, service delivery was extended beyond Hong Kong region. In March 2011, a workshop on application of assistive technology in cognitive training was delivered to medical and paramedical professionals in Shenzhen. Through this training, the participants could gain understanding and knowledge on the utilization of technology in the rehabilitation of their patients.

During the reporting period, the service continued to organize series of training for caregivers. The content included training on occupational safety; use of mobility aids; fall prevention and feeding and transfer techniques. Equipped with appropriate skills, quality services could be rendered and the occupational safety of the caregivers could also be enhanced.

User feedback was solicited through user satisfaction survey. In the past two years, over 82% of the carers agreed that their knowledge and skills in caring were enhanced and 74% of the service users had acquired appropriate self care skills through attending these training.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Organization of talks, workshops and training	316	370
Organization of activity group	60	72



Integrated Home Care Service

The service aims to provide home care service for elderly, people with disabilities and families who are incapable of looking after themselves or maintaining the normal functioning of their household. The ultimate goal is to enable them to continue living in the community. The services provided included personal care, nursing care, meal delivery, escort, purchase of daily necessities and household cleaning etc. As at March 2012, the total no. of service users served was 110 including 20 frail cases. The majority of the service users were elderly.

In addition to the provision of general home help service, professional care services were rendered to those who were assessed by the Standardized Care Need Assessment Mechanism for Elderly Service to be suffering from moderate to severe level of impairment or disability. The services provided included case management, special care, home safety assessment and rehabilitation services.

Social worker assessed all referrals while professional input from nurse and occupational therapist was sought whenever necessary. Based on the assessment results, individual care plan and care tasks were drawn up and implemented in consultation with the service users and their families. Periodic review was conducted to ensure that the services rendered could meet the changing needs of the service users.



To optimize the services provided, other professional services were also rendered. During the past two years, three groups were organized for service users. Two training groups namely 「今日話當年之懷緬小組」 and ‘Cognitive Training Group’ were organised by occupational therapist. These two groups aimed to enable the participants to gain more understanding of the nature and prevention of Alzheimer’s Disease. An educational group namely 「平平安安渡晚年小組」 was organized by social worker to educate participants on stress and anxiety management.

To enrich the social life of the service users, social and recreational activities such as outings and birthday parties were held. Volunteer visits were also arranged for those who were living alone and with little or no social support.

Recognizing the significant role played by carers, carer support activities and training were held. In 2010-2011, a program, namely 「伴你同行豐盛路」 which aimed to facilitate elderly and their carers to build up a positive life attitude was organized. In 2011-2012 another program, namely 「護愛展關懷之美好家庭計劃」 was held to enhance mutual understanding between service users and their carers. Through participating in these programs, carers could learn to manage their stress derived from assuming the carer role.

To solicit feedback from service users for further improvement of the service, user satisfaction survey was conducted through telephone interview and internal audit. During the reporting period, over 90% of the service users expressed satisfaction on the overall service performance.



Care for the Elderly Living Alone

With the rapid growth in elderly population in Hong Kong as well as the Government policy of ‘Aging in Place’, there was increasing concern over the health and home safety of the living alone elderly. To address this issue, the Care for the Elderly Living Alone Service was launched.

The service aims to provide social and psychological support for living alone elderly as well as those with little support from their family. Through regular visits, volunteers could provide emotional and psychological support to elderly so as to reduce their sense of loneliness and widen their social network. Volunteers also attended to the elders’ health conditions and home safety. Any specific observations, such as symptoms of depression, home safety problems and deterioration of health conditions were reported and follow-up actions were taken immediately to ensure the elderly could continue living in the community safely and independently.

For those elderly who required health advice, nurse volunteers were arranged to conduct home visits to render medical consultation, advice on medication and nutrition guidance. Referrals to our occupational therapist for assessment and advice on home adaptation or modification were also made whenever necessary. Referrals to appropriate services were made for those with symptoms of depression and family problems.

Volunteer recruitment was conducted through the School of Nursing of the Hong Kong Polytechnic University and Agency for Volunteer Service. During the reporting period, 95 volunteers were recruited to visit 96 elderly who were referred by the Wong Tai Sin Integrated Home Care Service of our Association and the Hong Kong Christian Service Sham Shui Po Integrated Home Care Service. The elderly referred were largely physically weak, home bounded and with little social support. Volunteers were required to visit and contact them regularly. Advice and support were provided to enable the volunteers to deliver services smoothly.

During these two years, special theme was incorporated in the service to enrich the content. In 2010-2011, the wisdom of the elderly in handling adversities in their life was solicited during the visits. Six epigrams were selected and printed on bookmarks. The bookmarks were disseminated to youth and elderly centres to promote the message of positive thinking. In 2011-2012, the main theme was 'Life Story'. Individual elder's life story book was compiled so as to record their memorable life events.

In addition to the organization of pre-visit training, regular sharing sessions were held with the volunteers. During the evaluation and sharing sessions, over 90% of the volunteers expressed that the service could enhance their understanding of the needs and daily living of frail elderly and over 80% expressed that the visits could enhance their communication skills with frail elderly. At the same time, over 80% of the elders being visited reported that the service could reduce their loneliness and alienation and enabled them to have better understanding of community resources.





EMV

During the past two years, 120 elderly referred by our Wong Tai Sin Home Care Team were visited by our nurse volunteers. Through these visits, medical consultation, advice on medication, personal hygiene, geriatric illnesses and balanced diet were rendered so as to enable them to lead an independent and healthy life in the community.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Home visit paid	162	162
Medical check up provided	60	60
Training provided for volunteers	46	49
Sharing sessions organized for volunteers	54	55
Provide support and guidance to volunteers	46	49
No. of referrals made to appropriate agencies	13	13



Integrated Vocational Rehabilitation Service Centre - The Endeavor

The Endeavor has been in operation for a decade since its commencement in 2002. The Centre continued to pursue its mission in the provision of quality vocational rehabilitation services for people with disabilities with the ultimate goal of enabling them to proceed to supported or open employment as far as possible. The Centre had to serve an average of no less than 155 service users per month.

During the reporting period, the Centre continued to provide both in house and outreaching work training including packaging, laundry, direct sales, catering, courier service as well as lunch-box delivery for service users. The newly developed direct sales and catering services had made steady progress throughout this period. In addition, 20 service users continued to provide all-rounded packaging work on regular basis to a leading logistics firm in Tuen Mun. Collaboration with business sector and local network was essential to secure work opportunities for our service users. Furthermore, significant progress was made in the development of horticulture service. In 2011, Lands Department had approved our application for the lease of a piece of farmland in Tuen Mun. Funding will be applied to support the start up of the service which could serve the dual purposes of providing training opportunities and therapy to our service users. To improve the efficiency of the daily operation, an online warehouse monitoring system was implemented in 2011-2012 so as to strengthen the production workflow and warehouse safety. An effective management system could also upgrade the training rendered to our service users.

Owing to the effort of all staff, the annual income of the Centre had increased from \$2,200,000 in 2010-2011 to \$3,400,000 in 2011-2012 and the net training allowance granted to service users was increased from \$1,050,000 in 2010-2011 to \$1,510,000 in 2011-2012 (excluding incentive payment). In order to provide a simulated work environment for service users, commercial practice was implemented in the Centre as far as possible. Service users were required to take day shift, weekend shift and work over-time whenever needs arose. On top of the incentive payment and allowances, year-end bonus was granted to service users with good performance.



Staff development was significant to ensure that quality service was delivered. In 2010-2012, training programs which aimed at enhancing team-spirit, rehabilitation work skills as well as quality control were launched. To optimize the training provided to our service users, customized training plans and training groups were implemented to upgrade their work skills and abilities so as to assist them to proceed to open employment.

In the past two years, various social and recreational activities including magic show, visits, sports day and skills training were organized to enrich the quality of life of our service users. To build up the confidence of the service users, two users were nominated to participate in the ironing event of “The 8th Hong Kong Abilympics” and one of them won a silver medal in the competition.

To encourage service users to actively participate in community affairs, a Volunteer Team was set up in 2008. Team members participated in various voluntary work and paid visits to the disadvantage groups in Tuen Mun. Through participating in these activities, service users’ could communicate with people from various walks of life and hence widen their horizon. Their self esteem was enhanced as they could also contribute through helping the needy in the community. In view of the positive outcome, more voluntary work opportunities would be arranged for our service users in the coming time. To enable the general public to gain more understanding of our services, open day was organized annually. The event could facilitate integration of our service users into the community.



Supported Employment Service

The operation of Supported Employment Service was first started in March 1995. The service was subvented by Social Welfare Department. It is a form of employment for people with disabilities, which allows them to work in an integrated and open setting with the provision of ongoing support. The major clientele served were the ex-mentally ill, physically handicapped and mentally handicapped persons. It provided pre-job assessment, skills training, job counseling, on-the-job support and follow up services for people with disabilities. As at March 2012, the service capacity was 94.

Individual job placement model was adopted to provide job opportunities in the open market and related training for service users was rendered. During 2010-2012, job placement was successfully arranged for 213 disabled persons and 43 of them were able to retain their jobs for 6 months or more with an average salary of \$5,730. The job types they secured included pamphlet distribution, cleansing, clerical work, courier, customer service, warehouse management, retailing and property management, etc. Employers were satisfied with both their work attitude and performance.

The service also operated a car beauty service under a mobile crew model in Tuen Mun since March 2002 which aimed to provide training opportunities for service users and equip them for open employment. During the reporting period, training was provided to 14 service users and 8 of them were able to secure open employment after receiving the training.

To equip service users with the skills that could enhance their competitiveness in the job market, funding support from the Employees Retraining Board was applied to organize Prevocational Induction Courses for Disabled Persons. Four courses were organized in September 2010, March & October 2011 and March 2012 respectively with 26 service users attending these courses. More than half of them were able to secure open employment after attending the courses.



The service also organized groups and training including stress management, social skills, personal hygiene and occupational safety, etc. for service users. Over 60 service users attended these training through which their skills and confidence in handling work pressure and social relationship were enhanced.

During the past two years, social and recreational activities including visit to Ocean Park, Disneyland, Flower Show, Animated Version of the Riverside Scene at Qingming Festival - River of Wisdom, Touching Art: Louvre's Sculptures in Movement, Fantastic Creatures from the British Museum and Artists in the Neighbourhood Scheme V: Sea of Hope - Works by Foon Sham were arranged with 148 service users participating in these functions. These activities were much welcomed by service users which could enrich their social life.

Regular staff training was essential to the provision of quality services. In 2010-2012, staff was arranged to attend various training including Management of Epilepsy, Employment Ordinance, Occupational Safety & Health, Special Arrangement for Persons with Disabilities under the Minimum Wage Ordinance, Workshop on Substance Abuse & Personality Disorders and Workshop on Early Psychosis & Psychotic Disorders.

Throughout the past years, close liaison was established with some employers. They had developed confidence in the employment of people with disabilities and usually, they gave our service users priority for job interview whenever job vacancies were available. In the future, effort would be paid to explore more training and employment opportunities for service users such that they could integrate into the community and live independently.



Support Service for On-the-Job Disabled Persons and Their Families

The Community-based Support Projects for Persons with Disabilities and their Families, a time defined project subvented by Social Welfare Department, had commenced operation since January 2009. Due to the high service demand, the project was extended for another three years after the expiry of the first contract period in 2011. The clientele served were mentally and physically handicapped persons with open employment as well as their families. The service aimed to provide comprehensive and continuous support for services users through counseling, support group and treatment group service. The ultimate goal was to facilitate them to retain their employment. The service capacity was 45 per year with no geographical boundary.

As from April 2010 to March 2012, a total of 443 counseling sessions were rendered to assist service users to deal with problems they encountered in workplace as well as to relief their work pressure. Apart from counseling sessions, a total of 376 support group sessions were also held which aimed to foster mutual support among service users through sharing. Service users were also encouraged to demonstrate their talents through performances which could enhance their self-confidence and communication skills. Moreover, 110 sessions of treatment group on interpersonal relationship, work stress management and emotion handling were also organized to facilitate service users to retain their job.

Besides group work services, interest groups and activities were also arranged to enable service users to expand their horizon. Social and recreational activities such as BBQ gathering and Christmas Party were held to release the work pressure of the service users.

To enable potential users to benefit from the service, promotional banners were posted in different locations. Visits were also paid to NGOs and schools to promote the service. Besides, newsletter was published every 4 months to update service users and referrers on the progress of the service.



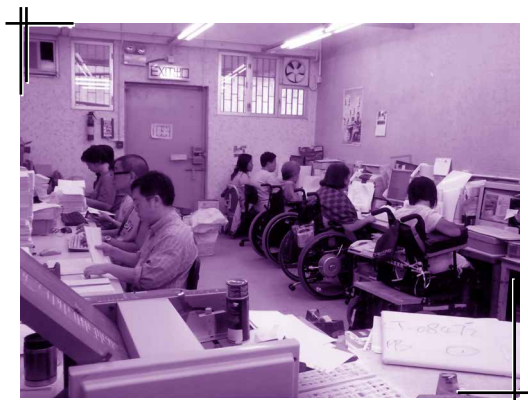
Jockey Club Desktop Publishing Centre

The Centre has been in operation for over fifteen years since its establishment in 1996. It aims to provide training and work opportunities for people with disabilities in word processing, data input, design, printing, mailing and web page updating / design under a simulated work environment. The ultimate goal is to assist them to proceed to open employment.

Operated under a commercial mode, the Centre has to compete with its commercial counterparts for business. To survive under keen competition, intensive marketing activities have to be launched in addition to the provision of flexible and user friendly services. With limited resources and manpower, the Centre could only afford to launch some passive marketing activities such as mailing of pamphlets and posting of service briefs on internet. These activities did not yield satisfactory results. In February 2011, placement was provided to a group of students from the Department of Marketing of the University of Science and Technology. The project lasted for 4 months and the students had to plan and implement activities to promote services of the Centre. This exercise could help to introduce our services to potential customers and hopefully could secure more training and work opportunities for our disabled trainees.

After operating for over 15 years, some equipment and facilities had become obsolete and had to be replaced. Supported by a private donor, all air conditioners and lighting were replaced by energy saving and environmental friendly appliances. This could reduce the expenses on electricity and contribute to the building of a clean environment. Moreover, with the funding granted by Sir Robert Ho Tung Fund, the telephone system which had been in use since the commencement of operation of the Centre was replaced. These new equipment can facilitate smooth operation of the Centre.

Business volume of the Centre in 2010-2011 and 2011-2012 was \$1.8 million and \$ 2 million respectively. Besides the existing pool of regular customers, the Centre had also secured a 3-year contract on data input from



the Library of the Chinese University of Hong Kong. More mailing and letter shopping orders were also secured which could help to train up the work attitude and tolerance of service users especially for those who had been unemployed for a considerable period of time and were now preparing to re-enter the labour market.

The majority of our new customers were still recruited through word of mouth. Effort had to be put on the retention of existing customers. As a token of appreciation for our long standing customers who provided training and work opportunities to our trainees, CMP Asia Limited, Economic Times and U Magazine were nominated as Caring Company in the award organized by the Hong Kong Council of Social Service.

Trainees received allowance that was calculated on piecework basis. In 2010-2012, 11 of them were able to receive a daily allowance of \$100. Over 81% of the trainees agreed that the allowance could increase their earnings. 87% of them agreed that the activities provided by the Centre could help them to regain their dignity and 80% agreed that the training could equip them to secure open employment and integrate into the community. During the past two years, ten service users left the Centre for open employment or to receive other vocational training.



Continuous training was essential to facilitate service users to keep in pace with the demand of the open market. During the past two years, 8 training courses namely Application of Facebook & MSN, Advanced Course on Application of Facebook I & II, Basic Photography Skills, Concept on Printing I & II, and Concept on Graphic Design I & II were organized. Over 55 service users attended these courses and they commented that the courses could enrich their work related skills and widen their horizon.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Provide work opportunities for persons with disabilities in data input, desktop publishing, graphic design, web page design, printing and mailing	36	36
Provide work related training opportunities People with disabilities	36	36



Independent Living Fund

The Fund aims to provide financial support to people with disabilities in form of interest free loan for the purchase of rehabilitation aids, which could enhance their independence as well as quality of life.

Starting from April 2008, the upper limit of the loan was raised to \$60,000 while the maximum repayment period still maintained at 48 months. The loan was to be repaid by monthly installment. A guarantor was required for each application so as to ensure that the loan could be repaid as scheduled. Each application was examined by the Management Committee of the Fund and subsequently to be endorsed by the Executive Committee of the Association before the loan was granted.

During the reporting period, a total of 40 applications were received. The applicants were largely physically handicapped and visually impaired persons. The most popular equipment applied to purchase were motor car and electric wheelchair. Over half of the applications applied for an amount ranging from \$30,000 to \$60,000. Up to March 2012, there were 37 outstanding borrowers. Advice and support were rendered whenever needs arose.

In 2010-2012, some outstanding borrowers expressed difficulties to repay the loan as scheduled. Interview was conducted with them to explore alternate solutions. Extension of the repayment period with reduction of the monthly repayment amount was arranged. On the whole, the operation of the Fund was smooth and no bad debts had incurred so far.





New promotional pamphlet was designed and sent to rehabilitation agencies, special schools, hospitals, disabled self-help groups, family service centres and social security field units. Service promotion was also launched through our web site and quarterly bulletin.

Service evaluation was conducted through questionnaires, which were sent to all successful applicants. Feedback on the application procedures and the usefulness of the equipment applied for in relation to independent living was solicited. The overall comments were satisfactory and the majority of them found the equipment very useful in enhancing their independence as well as their quality of life.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Inquiries	86	87
Applications received	18	17
Provision of interest free loan	12	15
Provision of advice on the selection of appropriate devices	12	15
Assessment of social and financial condition of the applicants	12	15
Provision of advice and support to outstanding borrowers	35	45

SOCIAL ENTERPRISE



The CLEAN Laundry

The Clean Laundry, established since 2005, is the first Social Enterprise operated by our Association. Throughout the past years, the Clean Laundry continues to provide various employment and training opportunities for people with disabilities in laundry machine operation, ironing, sorting, packing, pick-up & delivery, inventory management and counter services under a real business environment.

To uplift the operation efficiency and maintain the venture's sustainability, reengineering of the operation process was launched during the reporting period. The exercise involved streamlining the operation procedures, restructuring the customer base, redistributing manpower resources and cultivating a harmonious work atmosphere. The reliance on retail business with fluctuating income had adverse effect on the development of the business. During this period, focus was put on recruiting corporate customers such as elderly homes, hostels, hospitals and commercial firms which could provide regular orders with stable income.





In 2010-2011, business volume of the workshop was around \$844,900 while for 2011-2012 the business volume had dropped to \$738,200. With the re-engineering of the venture during the fourth quarter of 2011-2012, service counters at some housing estates with low profit margin were closed while effort was put on optimizing the corporate customer base. The revamping process had led to a short term shrinkage in business which accounted for the drop in income for the year. During the reporting period, continuous effort was put on exploring new corporate customers and negotiating more favorable pricing terms with existing customers such that a more favorable financial condition could be achieved in the coming time.

Looking ahead, the Clean Laundry will further strengthen its competitiveness so as to cope with the challenging market environment and to achieve sustainability in its long term development. The workshop will target to enhance the efficiency and expand the production capacity through redistributing resources and acquiring extra machinery. With the availability of additional equipment, more orders can be taken up and more employment opportunities can be offered to people with disabilities.





One-stop Promotion

One-stop Promotion, the second social enterprise of the Association, was established in August 2009 with the funding support from the 'Enhancing Employment of People with Disabilities Through Small Enterprise Project' of the Social Welfare Department. One-stop Promotion aims to provide reliable one-stop promotional services to customers and create employment opportunities for people with disabilities.

One-stop Promotion provides a comprehensive and one stop service including design, printing and distribution of flyers; creation and updating of databases; letter shopping and delivery service as well as media production service. With the enactment of the Minimum Wage Legislation and keen market competition, the venture had to provide up-to-date and diversified services in order to meet customers' needs and expand its market share.

The venture was able to gain the recognition and support from customers. During the reporting period, a total of 126 customers had patronized our service and over fifty percent of them had since then become our repeated customers. They came from various trades including educational institutes, cosmetics companies, pet shops, property agencies, nonprofit organizations and social enterprises, etc.

As from April 2010 to March 2012, the venture had recorded a total business volume of \$1,142,378. To fulfill its objective in providing employment opportunities for people with disabilities, the business had hired a significant number of disabled workers. By end of March 2010, out of the 10 employees of the business, 7 of them were people with disabilities.

In view of the growing popularity in the utilization of internet as the media for promotion, marketing activities would be launched via the business's website. The website was updated regularly to keep customers informed of the services provided. Moreover, promotional packages would be offered from time to time to meet the changing needs of the customers. Last but not least, the venture would continue to create employment opportunities for people with disabilities so as to fulfill its ultimate goal.



NEW PROJECT



Jockey Club Digital Inclusion Centre



With the funding support from the Hong Kong Jockey Club Charities Trust, the Jockey Club Digital Inclusion Centre has commenced operation since September 2011. The service aimed to enhance the functioning and quality of life of elderly and people with disabilities through the application of information and communication technology in the training and services provided to the target service users. The ultimate goal was to facilitate digital accessibility and enable the service users to integrate into the community.

After two months' preparation, service provision had started since November 2011. The Centre provided eight core services, namely "e-Clinic", "e-Workshop", "e-Institute", "e-Playground", "e-Pedia", "e-Brain", "ICT Demonstration room" and "Drop-in Computer room". Up till March 2011, 115 service users had registered as members. The Centre's website was launched for public viewing since December 2011. During the reporting period, the total login rates had reached 36,351.

"e-Clinic" and "e-Workshop" provided individual assessment as well as prescription and fabrication of tailor-made digital devices for service users. The goal was to enable service users to access the digital world through the application of appropriate devices. Repair and maintenance services for related products were also rendered so as to provide convenience for service users.

“e-Institute” provided an e-learning platform which encouraged service users to acquire ICT application skills via Internet. “e-Pedia” was an online database which served as a resource library on rehabilitation. Training courses and resource information were posted on the website in December 2011. Two computer training courses, namely Basic Skills on Computer Operation and Introduction of Photo-impact X3 were uploaded to enable service users to learn the knowledge and skills via internet. During the reporting period, the utility rate of these two services had grown steadily. The login rate for these two services was 4,161 and 4,861 respectively.

“e-Playground” served children with disabilities or with special needs with age ranging from 6 to 16 while “e-Brain” served elderly aged 60 or above. Both services provided professional assessment and training by occupational therapist through the application of information and communication technology with the ultimate goal of enhancing the physical and cognitive abilities of the service users.

Since December 2011, the Centre had collaborated with other NGOs including Caritas Fu Heung Home, Sik Sik Yuen Ho Tai Neighborhood Elderly Centre, Hong Kong Christian Service Lotus Day Care for the Elderly, ELCHK Kwai Chung District Support Centre, NAAC Child Enrichment Centre and Concordia Lutheran School in the service provision. In view of the positive responses from service users, these organizations had expressed interest to continue the collaboration. Nevertheless, the Centre would explore the feasibility to partner with other agencies or schools such that more needy people could benefit from our services. Up till March 2012, over 200 service users had benefited from these two services.

Service users of “ICT Demonstration room” were mostly teachers from special schools and workers from rehabilitation organizations. They all expressed great interest in our service and facilities. These visits and demonstrations could serve the purpose of promoting our services to potential users and pave the way for future collaboration. During the reporting period, the total attendance of ICT Demonstration Room was 249.



To strengthen the skills of our service users and their carers in the application of information and communication technology, regular training courses were organized. Being the members of the Centre, they could utilize the Centre's facilities free of charge. During this period, computer training courses, namely Basic Skills in Computer Operation, Operation of Movie-Marker and Introduction to Photo-impact were organized. Feedback from participants was positive and encouraging. Through attending these computer training courses, service users could enjoy accessibility to computer in much the same way as others in the society and thus achieve digital inclusion. During the reporting period, the utilization rate of "Drop-in Computer room" was 434.

Being a brand new service, promotion was one of our top priorities. Service promotion was launched through distribution of pamphlets to rehabilitation agencies, schools, hospitals, and disabled self help groups. Centre visits and talks were also arranged to enable them to have more understanding of our services. Besides, promotion was also launched through our website. As the majority of the service users and collaboration partners came to know our service via our website, the content of the website would be updated regularly so as to enhance its attractiveness.

In the coming time, a quarterly newsletter would be published to facilitate public understanding of the service. In view of the positive feedback from service users, visitors and our working partners, the Centre would continue to organize various activities including seminars, computer training courses and visits so as to enhance their knowledge and interest in information and communication technology. We are confident that the Centre could achieve the goal of enhancing digital accessibility of people with disabilities and elderly such that they could also enjoy the benefit of advancement in technology.

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EMBERS AND VOLUNTEERS MANAGEMENT

The implementation of our services was largely affected by the involvement and participation of our volunteers. To maintain smooth operation of our services, effort has to be put on the recruitment, training, motivating and retention of volunteers. During the reporting period, volunteer recruitment exercises were launched in conjunction with the development of our services so that the volunteers recruited could utilize their professional expertise and join our services readily.

In 2010-2012, 83 new volunteers joined our volunteer group. As at March 2012, the Association had a total of 371 members and volunteers. Orientation was organized for new comers so that they could have a thorough understanding of the services operated by our Association. Relevant training programs were also organized to equip them with the essential skills to carry out voluntary work.

In addition to the provision of volunteer services for our Association, nurse volunteers were also referred to provide medical check-up and consultation service to other NGOs on regular basis.

In 2011-2012, in collaboration with Department of Engineering of the Hong Kong Institute of Vocational Education, work placement was provided for their students. As part of their assignments, students were required to work on projects related to their discipline. During this placement period, an electric sun shade for power wheelchair and an electronic assistive arm were designed by the students. The collaboration not only allowed students to work with people with disabilities but also provided new stimulation for product design and development. In view of the positive outcome, the feasibility to co-operate with other institutions would be explored.

Besides, a new team of volunteers from information technology field was formed to work on the application of Wii technology in rehabilitation. During the reporting period, the group had designed and fabricated the Wiimote Balance Training Program for the training and rehabilitation of elderly and people with disabilities. The group would further explore the feasibility of utilizing other technologies for the benefits of people with disabilities and elderly.



To express our recognition for their devotion and enthusiasm to voluntary services, 2 volunteers were nominated for Gold Award, 5 for Silver Award and 33 for Bronze Award of the Volunteer Movement organized by the Social Welfare Department in 2010-2012. Besides, two volunteers were also nominated for Long Service Volunteer Award of the same event.

In the past two years, 8 volunteers received Outstanding Volunteer Award and 2 received Long Service Volunteer Award presented by our Association. They were invited to attend the prize presentation ceremony which was held during the Association's annual dinner. Moreover, 4 volunteers were nominated to join the 'Give a Day, Get a Disney Day' event organized by Agency for Volunteer Service. A one day Hong Kong Disneyland complimentary ticket was given as a token of appreciation for them.

To express our gratitude for their continuous support, a specially designed Chinese New Year decoration and bookmarks were distributed to members and volunteers. Quarterly news bulletin was published to keep members and volunteers informed of the progress of the Association. To facilitate smooth operation of the services, an updated volunteer database had to be kept through updating their personal information on regular basis.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2010-2011</u>	<u>2011-2012</u>
Visits & activities organized	42	43
Recruitment of volunteers	42	43
Orientation organized for new volunteers	42	43
Organized volunteer award	24	26



工程及醫療義務工作協會



專業技能 服務人群

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主席報告

二零一二年是一個值得紀念的日子：它是工程及醫療義務工作協會成立的三十週年。時光飛逝，回顧過往協會由零開始，在運作的首兩年，感謝義務工作發展局借出數張寫字枱，讓我們作為辦公室，每個黃昏當我們離開前，一定會將寫字枱收拾妥當，這並非義務工作發展局的要求，只是我們不想為他們帶來任何不便。

及後，我們開始借用一位朋友父親的辦公室，這是我們首次「擁有」一個辦公室工作。我們常常待在那裡，努力工作，就算是在週末也捨不得離開，那裡成了我們第二個家。

至一九八四年，我們終於成功申請了現時位於石硤尾邨的會址，成為一間正式擁有會址的非牟利機構，同時亦開始我們拓展服務的旅程。在這三十年間，我們的服務對象由殘疾人士擴展至長者；製作儀器方面，則由設計輔助器材伸展至製作電腦輔助器材；而服務內容，更按社會的需要，由提供職業訓練延伸至經營社會企業。

過去三十年的工作，為協會的發展提供了一個穩健的根基，我在此向大家匯報協會過去兩年的成績。

新服務

由香港賽馬會慈善信託基金資助的「賽馬會數碼共融中心」於二零一一年九月投入服務。中心旨在收窄社會上的數碼鴻溝，透過促進殘疾人士及長者使用資訊及通訊科技，讓他們也能受惠於發展一日千里的通訊科技。

現有服務的發展

地政署已批准協會租用一塊位於屯門的空置土地作發展園藝服務之用，為殘疾人士提供更多的工作訓練機會。

社會福利署由二零一二年一月起會繼續撥款資助推行「在職殘疾人士及其家人支援計劃」，為期三年。此項服務由二零零九年開展，旨在透過輔導、支援小組及治療小組，為在職的智障人士、肢體傷殘人士及其家人提供全面及持續的支援。



公眾對協會的認同

「巴士站站通」獲評選為 ITRC 研討會 2011「最佳概念大獎」的其中一個得獎項目，該項目是利用資訊科技協助殘疾人士更方便使用公共交通工具。服務擴展及伙伴合作為了讓更多年青人參與協會的服務，協會自二零零六年起邀請香港理工大學護理學系的同學參加「關懷獨居老人計劃」。

在過去兩年，協會更開展與下列專上學院的合作關係：

- (一) 香港科技大學市場學系的同學為「賽馬會桌面排版中心」推廣中心的服務。
- (二) 香港專業教育學院（青衣分校）的同學為「弱能人士輔助儀器 / 電腦輔助儀器」及「電動輪椅一站通」提供復康儀器設計、製作及維修等服務。

此外，我們亦已把合作伙伴擴展至香港境外的機構。

「職業治療 / 物理治療服務」延伸至深圳。為提升內地復康服務的質素，我們在二零一一年三月為深圳的醫療及輔助醫療人員開辦了一個名為「使用輔助科技進行認知訓練」的工作坊。

星加坡的 Agency for Integrated Care 曾於二零一零年到訪協會，他們對「電腦復康訓練資源站」深感興趣，並正與協會商討合作計劃。我們希望透過這個合作計劃，使香港境外有需要的人士都能受惠於協會的服務。

鳴謝

除了報告上述的發展外，我謹代表協會向各資助團體（包括社會福利署、香港賽馬會慈善信託基金、香港公益金及所有捐助者）、協會的會員、義工及同事表達衷心的感謝。在過去的三十年，我們均全力以赴，以達成所有支持者寄予我們的期望。作為一個團隊，我們會繼續努力，提高服務的質素，同時亦會將服務擴展至有需要的範疇及地區。

贊助人

蔣震博士

名譽顧問

周永新教授

周一嶽醫生

馮戩雲教授

李文彬太平紳士

梁秉中教授

譚惠珠女士

名譽核數師

陳錫義先生

陳錫義、文國樑會計師行



名譽法律顧問

王季生先生

高蓋茨律師事務所

執行委員會

主席

鄭淑娟博士

副主席

羅哲偉先生

司庫

鄒秉基先生

委員

陳帆先生

陳福強先生

陳學深醫生

陳錦華先生

陳玉強先生

張健民先生

方偉立先生

康慧慈女士

梁國輝先生

服

務報告



弱能人士輔助儀器 / 電腦輔助儀器製作服務

此服務除了透過為殘疾人士及長者設計、製造、改裝、安裝及維修輔助儀器及電腦輔助儀器，以增強他們的獨立生活能力外，亦會為復康儀器包括手推輪椅、電動輪椅及點字機等提供維修服務。此外，服務亦為殘疾人士及長者就有關儀器的設計及合用性等方面提供專業意見，目標是加強殘疾人士及長者在各個生活領域上的獨立性及自主性。

在過去兩年，服務共製作了二十件新的輔助及訓練器材，其中包括日常生活輔助儀器，例如為配合電動輪椅使用而特製的氧氣架、電動附加控制器、頭部活動訓練吊帶及訂製活動被架等；有關家居安全的器材則包括手指保護套及剪刀輔助器、於長者座椅加裝訂製檯面板、防水浴室掛牆軟墊等。另外，坐椅及姿勢訓練器材則有包括為自閉症人士而設的訓練三面檯及設有可拆式分腿器之沖涼椅等。其他新產品包括中風人士上肢活動訓練器、無線水泡柱控制器、有不同主題的多感官刺激板、釣魚樂訓練套件、認知麻雀等。此外，還改良了很多現有器材的外觀及功能，令器材的功能更完備。



■ 釣魚樂訓練套件



至於電腦輔助儀器方面，服務在過去兩年共設計了四個新儀器，包括輕觸式屏幕頭部控制器及兒童鍵盤保護套，上肢訓練滑版遊戲套件、小童專用電腦鍵盤保護器及為視覺有問題人士設計之感官型鍵盤等。在報告期間，服務共製作及搜集了八十件復康軟件，其中大都是與復康及認知能力訓練有關。

一如以往，產品發展小組繼續定期舉行會議，發掘新產品意念，並成功研發及製作了一些新產品，包括益智麻雀、鈕扣遊戲、體感控制器等，現時尚有其他產品概念仍在設計及製作中，期望來年可以完成及開始生產，為服務使用者提供更適切的服務。

在推廣方面，服務會將相關產品一包括全新及改良產品的資料透過本會的網頁、會訊及產品目錄發放予服務使用者及相關人士。在過去兩年，服務共舉辦了三十六次產品示範，亦曾在不同的研討會中作產品示範，包括職業治療研討會、香港資訊及通訊科技獎 2010 展覽會等。透過參與這些研討會及展覽，讓殘疾人士及公眾對本會的產品及服務有更多的認識。為進一步推廣本服務，亦會利用新一代資訊平台包括專題網誌、本服務的網站及網上短片平台，讓服務使用者及公眾人士可以更方便瀏覽本會的服務及產品。

為了提供優質的售後服務，本會會隨產品附送使用手冊，手冊內容包括產品規格、安裝和使用指南及相關的安全守則，以協助使用者掌握產品的使用方法，以達至最佳效果。

另外，本服務會透過發出「服務使用者意見調查」及電話調查去收集使用者對產品及服務的意見，以改善服務質素。在過去兩年，有百份之八十八的使用者認同使用復康儀器能提升他們的獨立生活能力及生活質素，亦有百份之八十七的使用者認同使用復康儀器能提升訓練的有效性。此外，透過與服務使用者的個別接觸，亦能取得他們對服務及產品的建議，並作出改善。



■ 輕觸式屏幕頭部控制器

統計數字

所提供服務

接受服務人數

	<u>2010-2011</u>	<u>2011-2012</u>
設計及製造輔助儀器	20,834	20,650
維修輔助儀器	7,335	7,380
改良及評估現有的輔助儀器	450	455
為殘疾人士及長者提供臨床評估及 提供使用儀器的跟進及諮詢服務	24,185	24,150
向復康及安老服務工作者提供輔助 儀器的資料	1,446	1,445
安排示範及展覽	496	485



電動輪椅一站通

在過去兩年，中心繼續為電動輪椅使用者提供全面及一站式服務，服務內容包括到戶保養服務及定期檢查及維修。透過電動輪椅輔助器材庫，電動輪椅使用者可先免費借用相關的配件，然後才決定是否購買。而租借服務能讓使用者在輪椅維修期間，仍有輪椅使用，使他們日常生活不受影響。電動輪椅駕駛學校會教授使用者操控電動輪椅的技巧及知識，並推廣正確及安全駕駛的意識。服務亦會收集舊零部件去代替損壞的部份，以便能減低維修的價錢及更環保。此外，服務亦會在使用者選擇及購置適合的電動輪椅及配件方面提供專業的意見。

由於服務的範疇廣泛及具質素，中心在這段時間接獲由醫院及復康機構轉介的個案數目持續穩定地增加，為了應付越來越大的需求，中心會透過靈活調動資源及人手，以滿足使用者的需要。此外，為增強使用者正確保養電動輪椅的觀念，中心製作了一張有關電動輪椅保養的單張，內容包含了職業治療師及技術人員在保養方面的心得，期望這些資訊能協助使用者延長輪椅的使用期。

在過去兩年，服務的會員人數有顯著增長，截至二零一二年三月，共有超過九百名會員，會員需提供與其輪椅有關的資料，例如型號及維修紀錄等，以方便中心在其有需要時提供快捷的服務，並減輕對使用者



日常生活的不便。在過去兩年，服務共為會員提供了四百一十二次到戶保養和檢查及三百四十次中心維修，電動輪椅駕駛學校亦提供了六十五次的上門訓練及評估服務。中心亦會就維修技術及發展新的配件方面，向專業義工尋求協助及支援。中心並會透過問卷及電話調查去收集使用者的意見，在這段時間，超過百份之八十的服務使用者表示上門指導能改善他們駕駛電動輪椅的技巧。

在服務宣傳方面，在過去兩年，除了寄發宣傳單張到復康機構、特殊學校、殘疾人士自助組織、醫院、家庭服務中心及社會保障部外，服務更有為使用者舉辦正確使用輪椅的講座及教授簡單的輪椅保養技巧。在未來的日子，服務會繼續發掘使用者的需要，以便能為他們供更全面的服務。

統計數字

所提供服務

接受服務人數

	<u>2010-2011</u>	<u>2011-2012</u>
會員人數	811	959
為會員提供到戶檢查及保養服務	111	301
為會員提供維修服務	143	197
為會員提供電動輪椅租借服務	166	201
提供電動輪椅使用的訓練	33	32
為會員提供電動輪椅器材外借服務	26	21



復康軟件百科

「復康軟件百科」成立於二零零九年四月，前身為「復康軟件圖書館」。「復康軟件圖書館」收集了一系列有關復康的軟件及相關資料，為從事復康工作的專業人士提供一個豐富的資源，協助他們為服務使用者設計訓練及教育課程。在成立「復康軟件百科」後，原有在圖書館內的復康資訊已重新整理分類，並上載到互聯網。透過網上的運作形式，使用者可自行搜尋合適軟件，配合工作需要。服務使用者無需註冊，費用亦全免，復康工作者可自行登入網站，使用各類軟件及資料，為使用者提供更大的方便及彈性。

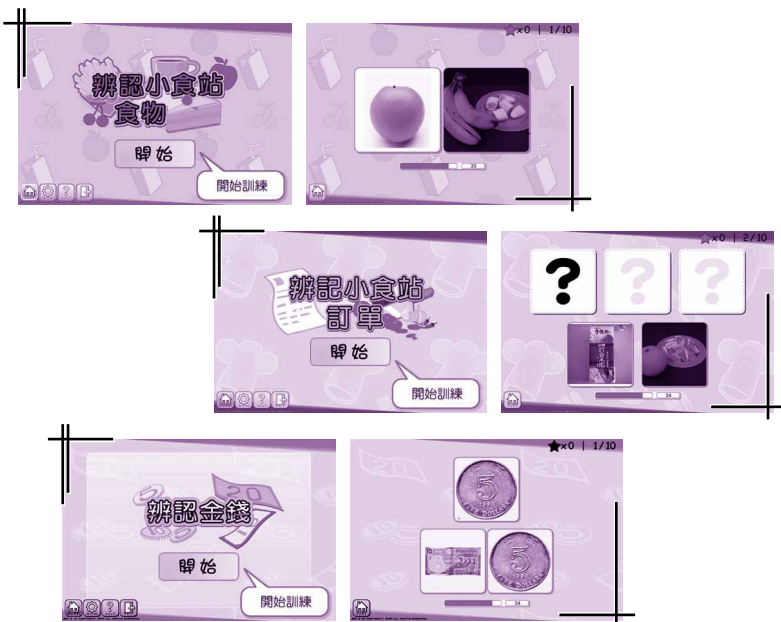
由於載於網上的復康軟件種類繁多，網站提供兩類主要的搜尋功能，包括按使用者及按軟件特性分類。按使用者特性的分類包括肢體殘疾人士、視覺受損人士、聽覺受損人士、智障人士、認知受損人士、讀寫障礙人士、專注力缺乏人士及長者使用的軟件；而按軟件特性的分類，則分為操控類、教育類、遊戲類及工具類。除了上述兩類搜尋功能外，本網站同時加入關鍵字搜尋功能，讓使用者能更方便及有效地獲取所需資訊。

在報告期間所搜集的軟件以復康及餘暇類為主，特別適合有學習障礙的人士應用，例如專注力缺乏人士、讀寫障礙人士、自閉症人士等，而這些軟件大多可以單鍵式操控，讓一些手部功能有障礙的人士，也能獨立地應用軟件，以配合學習及餘暇需要。截至二零一二年三月，重新分類及上載的軟件共有四百五十個，總瀏覽人次為一萬伍仟，有超過三萬人受惠於這個服務。

由於大部份從網上搜羅的軟件都以英文為主，為了方便本地使用者，所有上載的軟件資訊都會翻譯成中文，讓使用者更容易搜查所需資料。為了讓使用者更效地應用軟件，職業治療師會試用部份軟件，並提供專業意見。所有網上的軟件會不斷更新，以確定資訊的有效性及準確性。

除了搜羅網上的軟件，服務亦會自行設計及製作軟件。在這兩年內，本會製作了一套名為「電腦上肢訓練滑板遊戲套件」的復康訓練軟件。此訓練遊戲套件適合上肢活動能力不足如中風患者或手部功能障礙人士作復康及訓練之用。此套軟件包含電子無線滑板及電腦訓練軟件，而特別設計的專用訓練軟件更可調較難度，以配合不同使用者的需要。

此外，服務亦為一間特殊學校製作了名為「小食部購買系統暨訓練軟件」套件，這是本會首次為個別機構設計及製作訓練軟件。透過應用這個電腦多媒體系統，老師能以更富趣味的方法，教導智障學生小食部的運作程序，亦讓學校能更有效地管理小食部的運作。整個系統已完成並運作順暢，而訓練軟件亦在製作中。在累積足夠經驗後，會再研究會否擴展有關服務，為個別機構或學校設計軟件，以配合市場需要。





電腦復康訓練資源網站

承蒙「香港賽馬會慈善信託基金社區資助計劃」資助，「電腦復康訓練資源站」於二零零五年四月正式成立，資源站旨在提供一個全面性的訓練平台，以配合殘疾人士的訓練及學習需要。

在過去兩年，資源站設計了一系列新的軟件包括以聲音及視像鏡頭驅動的訓練軟件，協助有手部功能障礙及認知受損的人士，更容易使用軟件。此外，以掃描輸入模式亦方便手部功能較弱的使用者獨立地使用軟件。另外，服務亦嘗試設計一些創新性軟件例如多人遊戲軟件及真實影像拍攝軟件。前者能讓一至四個使用者同時參與遊戲，從而增加趣味性及提升學習動機，亦可增強參與者的專注力及合作性。而真實影像軟件能拍攝參與者的面貌，並即時上載上網，透過真實面貌，能增強趣味性及使用者的自我認識。在來年本會會繼續設計新穎的軟件及製作多樣化的輸入裝置，以切合不同殘疾人士的需要。

此外，網站亦製作了一個試用區，使用者無需註冊成為會員，便可直接使用試用區內的軟件。試用區共挑選了十五個軟件，分別以三種語言包括廣東話、普通話及英語製作，以方便不同語言的人士試用。為讓一些手部功能較弱及有視覺障礙人士能更有效地應用軟件，已將可調較的特大滑鼠指標功能加入一百二十個訓練軟件內，使用者可按個人需要調較指標的大小。

在過去兩年，治療師亦撰寫了復康訓練教材指引，內容包括軟件介紹、訓練目標、使用對象及訓練模式等，教材指引能協助同工更有效地應用網上軟件，增強學習效果。截止二零一二年三月，共有四十八個教材指引已上載上網，供會員免費下載。此外，職業治療師會為每一個新上載教材提供基本介紹及應用方法，讓使用者能有效地選取合適軟件，增強學習效果。在軟件搜尋方面，除了原有以圖像作搜尋工具外，亦增加以純文字的搜尋方法，以方便治療師、導師及家長去搜索適合的軟件作訓練。

本網站於二零一一年十一月在「香港兒童腦科及體智發展學會」的專業刊物「BrainChild」中撰寫文章，介紹及分享如何應用網站的訓練軟件作替代性溝通工具（AAC）。透過是次介紹，能讓醫療界的工作人員更了解本網站，並能應用網站的軟件去訓練有溝通障礙的兒童。

在報告期間，資源站的會員人數穩定增長。截至二零一二年三月，會員人數已增至一千三百五十人，每月的平均瀏覽人次為四千伍佰，共有二萬六仟多位殘疾人士及長者受惠於此服務。

在這段期間，資源站共進行了四次服務檢討，共收回二百七十七份問卷，大部份使用者都表示滿意，認同資源站能切合使用者的學習需要，提供的訓練教材亦能增強學習效率。此外，每個復康軟件亦附有簡單的網上檢討問卷，在這兩年內，共收回八仟份網上檢討問卷，百份之九十八的回覆均認同訓練軟件能增強使用者的學習興趣及動機，亦能增強基本知識及日常生活技能。





在這兩年，本會亦有安排同工探訪不同的復康機構及特殊學校，並透過這些探訪，增強同工們對服務使用者能力的了解；同一時間，與復康工作者的交流亦可啟發同工對使用者訓練需要的關注，這些都有助本會設計更適合的訓練軟件。

在二零一一年一月，本會與匡智元朗晨樂學校合作，進行為期一年的試驗性計劃，了解有特殊需要的中度弱智自閉症學生使用資訊科技作訓練的成效。整體結果令人滿意，透過應用資源站訓練軟件，能改善自閉症學生的專注力及增強學習動機。是次研究結果對網站成效提供了寶貴資料，有助制定未來發展方向。

統計數字

所提供服務	接受服務人數	
	<u>2010-2011</u>	<u>2011-2012</u>
會員人數	1,130	1,350
設計及製作訓練教材	22,000	26,220
向使用者示範網站的使用	320	343
使用復康資訊及圖片庫	6,908	7,534
為使用者提供技術支援	172	174



社康職業治療

服務旨在增強殘疾人士及長者各方面的功能，使他們能在社區內獨立生活，並提升他們的生活質素，服務內容包括：

- (一) 日常生活活動評估及訓練；
- (二) 家居及工作環境評估；
- (三) 為家居及工作環境改裝提供建議；
- (四) 推薦及提供合適的輔助儀器；
- (五) 家居氧氣治療；及
- (六) 照顧者訓練及諮詢。

在過去數年，隨著香港的人口老化及政府推行居家安老政策，居於社區的體弱長者的人數不斷增加，故對這項服務的需求亦持續增長。社康職業治療服務能維持及增強服務使用者的功能，透過改裝環境、提供合適的輔助儀器及照顧者訓練，令服務使用者能繼續留在他們熟悉的社區內獨立生活。大部份的服務使用者是由綜合家居照顧服務隊、長者地區中心、長者鄰舍中心、綜合家庭服務中心、醫院及診所等轉介。在過去兩年，服務繼續與不同區域的長者鄰舍中心合作，推行家居環境提升計劃，為長者提供家居環境改裝，例如安裝扶手，以改善長者的家居安全，促進獨立生活，這計劃十分成功，並深受長者歡迎，故在來年將會繼續推行。

在報告期間，服務繼續與公立醫院合作，為患有氣管病的離院病人提供家居氧氣治療，服務旨在透過監察及改善他們對氧氣治療的遵從性，令他們能獨立及安全地留在社區中生活。

隨著長者及殘疾人士使用電動輪椅漸趨普及，使用者需要專業意見協助選擇配合他們體能及居住環境的輪椅，同時對駕駛訓練的需求亦增加，為滿足需要，服務發展了一套模擬駕駛訓練的電腦軟件，讓使用者先學習一些基本的駕駛技巧，然後再於實際環境下操作。但由於這個



軟件的设计並未有參考本地環境的特點，故未能提供最適切的訓練。為改善這個缺失，服務希望來年能申請基金去開發一個包含本地環境特色及以三維設計的軟件，令訓練能更臻完善。在過去兩年服務共提供了一百四十個電動輪椅評估及諮詢服務，同時亦為六十五位使用者提供駕駛訓練，確保他們能適當及安全地使用電動輪椅。

服務透過問卷調查，收集使用者的意見。在過去兩年，有百份之八十九的服務使用者認同服務能改善他們的日常生活技能；透過家居運動訓練，有百份之八十三的服務使用者同意他們的體能有所提升；有百份之八十八的服務使用者認同服務能協助他們繼續留在社區生活；有百份之八十八的服務使用者認同服務能增強他們的自信心及對生活的滿足感；有百份之八十三的照顧者同意服務能改善他們的照顧技巧。調查的結果反映服務能達到令使用者繼續獨立及安全地留在社區中生活的目標。

統計數字

所提供服務	接受服務人數	
	<u>2010-2011</u>	<u>2011-2012</u>
評估及訓練日常生活技能	191	263
推薦及提供合適的輔助儀器	211	217
提供家居及工作地點改裝的建議	222	215
家居氧氣治療	260	258
照顧者訓練及諮詢服務	105	99



社區復康計劃

此計劃是為社區內精神、肢體及腦部受損的殘疾人士及其家人提供職業治療及支援服務，旨在提升參加者的功能及活動能力，減慢退化速度，最終的目標是協助他們過獨立生活，融入社會。計劃的服務使用者主要來自屯門區。

計劃共提供四個訓練單元計劃，切合不同服務使用者的需要，由職業治療師主理，這些訓練單元包括：

- (一) 中風病者復康訓練單元；
- (二) 腦部受損病者復康訓練單元；
- (三) 長期神經受創者上肢活動能力復康訓練單元；及
- (四) 智障人士獨立生活能力訓練單元。

這些訓練項目主要是透過不同的復康活動，讓服務使用者學習一些輔助技巧或適當的活動模式，以提升他們的活動能力，同時協助他們將所學技能融入日常生活中，從而增強他們的活動能力、在社區的流動性及減慢其退化速度，最終目標是協助他們儘量回復到患病前的功能水平，同時能重新融入社會。計劃亦有為智障人士提供工作、社交及體能訓練，改善他們的功能，協助他們獨立生活。

每個訓練單元共有八節，內容包括評估、教授適當的技巧、實習、照顧者訓練及認識社區資源，訓練以小組或個別形式進行，以配合服務使用者的需要。計劃亦添置了不少器材，以增強訓練的有效性。

由於本計劃是以自負盈虧的形式運作，故每星期只能提供兩天服務，在過去兩年，每月平均服務人次為六十四人，服務使用者的反應令人鼓舞。透過這些訓練，他們的情況都有顯著的進展。大部份的服務使用者均是由其他服務使用者所轉介，足証服務的口碑不錯。在來年計劃會持續更新單元的內容，務使訓練能更有效益及為更多有需要的人士提供服務。



EMV



職業治療 / 物理治療服務

服務旨在透過講座、訓練及工作坊協助長者、照顧者、義工及護理員獲得相關的知識及技能，以提升他們的功能或照顧技巧，同時亦減少工傷的機會。

在二零一零至二零一二年度，最受歡迎的訓練項目仍是與長者照顧有關的主題，這些訓練讓長者的照顧者及個人照顧員學習處理腦退化症患者的行為及情緒問題，透過學習適當的技巧，去提升服務質素。此外，一些與職業安全相關的訓練主題也很受歡迎。這些訓練能增強照顧者的職業健康及減少工傷。

在此期間，服務共開發了四個與資訊科技、輔助儀器、中風復康及電動輪椅使用訓練有關的新主題，這些訓練能啟發參加者在進行訓練時多利用資訊科技，令長者及殘疾人士亦能受惠於科技的發展。此外，服務亦更新了四個項目，包括腦退化症的照顧、扶抱技巧、餵食技巧及家居安全，令內容更豐富及充實。在二零一一年三月，服務更擴展到香港以外，為深圳的醫療及輔助醫療人員舉辦了一個「使用輔助科技於認知訓練」的工作坊，透過是次訓練，讓參加者對利用科技於復康上有更多的了解及認識。





在這年度服務繼續為照顧者提供一系列的訓練，包括職業安全、助行器的使用、防跌技巧、餵食技巧及轉移技巧。透過學習適當的技巧，便能提升服務的質素及增強照顧者的職業安全。

服務透過問卷形式去收集參加者的意見，在這段期間，有超過八成的參加者同意服務能增強他們的知識及照顧技巧；有百份之七十四的參加者認同服務令他們學習到合適的自我照顧技巧。

統計數字

所提供服務

接受服務人數

2010-2011 2011-2012

為長者、照顧者及義工提供講座、
工作坊及訓練

316

370

舉辦運動小組

60

72



綜合家居照顧服務

「綜合家居照顧服務」旨在為長者、殘疾人士及未能自我照顧和維持日常生活的家庭提供服務，目標是協助他們繼續留在熟悉的社區生活。服務內容包括個人照顧、護理服務、膳食服務、陪診、購物及家居清潔等。截至二零一二年三月，共有一百一十位服務使用者，其中二十位為體弱個案，大部份服務使用者均為長者。

服務除了提供一般家務助理服務外，並為經安老服務統一評估辦事處所分派的體弱個案提供多項專業服務，包括個案管理、特別護理、家居安全評估及復康服務等。

所有服務使用者均需經社工評估，如有需要會轉介護士及職業治療師作評估及提供專業意見，根據評估結果，社工會與服務使用者及其家人商討，訂立其個人照顧計劃及照顧項目，同時會定期檢討照顧計劃，以配合服務使用者的需要。

除了上述恆常服務外，照顧隊亦有提供其他專業服務。在過去兩年照顧隊為服務使用者舉辦了三個小組，其中「今日話當年之懷緬小組」及「認知訓練小組」是由職業治療師負責，目的是讓參加者認識及預防腦退化症。此外為了舒緩長者的生活壓力，社工亦舉辦了一個名為「平平安安渡晚年」小組。



為了協助一些支援網絡薄弱的獨居長者，服務隊會安排義工探訪。此外為了讓長者的生活更多姿多采，服務亦有為服務使用者安排社交及康樂活動，例如秋季旅行和生日會等。

有鑑於照顧者角色的重要性，服務隊亦有舉辦照顧者支援服務，為他們提供訓練及支援。在過去兩年，服務舉辦了「伴你同行豐盛路」，透過講座、小組及參觀，促進護老者及長者以正面態度去積極面對人生。此外，亦舉辦了護愛展關懷之「美好家庭計劃」，同樣透過一系列活動，促進護老者及長者去互相欣賞及關心對方，並學習舒緩照顧壓力，從而增進彼此關係。

為提升服務質素，服務隊會定期透過電話訪問及內部審查去進行服務檢討，在過去兩年，超過九成的服務使用者對整體的服務質素表示滿意。





關懷獨居老人計劃

隨著香港人口老化及政府推行社區照顧政策，增加了社會對獨居長者的健康情況及家居安全的關注。有見及此，本會遂開展「關懷獨居老人計劃」，以回應社會的需要。

服務旨在為獨居或缺乏家庭支持的長者提供社交及心理支援，透過義工的定期探訪，為長者提供情緒及心理支持，減輕他們的孤獨感及擴大他們的社交網絡。此外，義工亦會在探訪期間，留意長者的心理、健康及家居安全情況，並將有需要的長者轉介給本會的社工、護士及職業治療師作跟進。透過這服務，便能儘早察覺長者潛在的健康及家居危機，並協助他們獲得適當的服務。

服務主要是透過香港理工大學護理學系及義務工作發展局去招募義工。在過去兩年，共招募了九十五位義工，探訪了九十六位體弱及缺乏支援的長者，這些長者均由本會黃大仙綜合家居照顧服務隊及香港基督教服務處深水埗綜合家居照顧服務隊所轉介。義工會定期探訪及聯絡長者，部份義工在服務完結後，仍繼續自行探訪。社工會在整個探訪計劃中給予義工支援及意見，令他們能順利進行服務。

在過去兩年，服務每年都加入新主題，令內容更豐富。在二零一零年，服務以「逆境智慧」為主題，義工在探訪過程中，了解長者在人生歷程中如何面對逆境，並搜集長者的生活智慧句語，最後選出六句精句並製作成一套三款的书籤，分發予社區人士，以傳遞抗逆能力的正面訊息。而在二零一一年，則以「生命故事」為主題，鼓勵義工將長者的人生故事記錄下來，並製作成「生命故事」冊，直接送予長者留念。

為確保養工有足夠的技巧推行服務，服務會為義工安排一系列的訓練課程，亦會定期舉辦分享會，讓義工們分享探訪所遇到的困難。在服務檢討方面，超過百份之九十的義工表示透過探訪，能增加他們對體弱長者的日常生活及需要的認識，亦有超過百份之八十的義工表示增強了

與長者的溝通技巧。此外，超過百份之八十的長者認同義工探訪能減輕長者的孤獨感及增加他們對社區資源的認識。

在過去兩年，護士義工共探訪了一百二十位由本會黃大仙綜合家居照顧服務隊轉介的長者。並在探訪過程中，為長者提供健康諮詢、藥物知識、個人衛生、老人疾病及飲食營養等專業意見，使他們能維持獨立及健康的生活。

統計數字

所提供服務

接受服務人數

	<u>2010-2011</u>	<u>2011-2012</u>
家訪	162	162
提供健康檢查	60	60
舉辦義工訓練	46	49
舉辦義工分享會	54	55
為義工提供支援及諮詢	46	49
為其他社會服務機構提供轉介服務	13	13



綜合職業復康服務中心 - 展毅中心

展毅中心於二零零二年開始投入服務，營運至今已踏入第十個年頭。中心旨在透過一個模擬現實的工作環境為殘疾人士提供高質素的職業復康服務，最終的目標是協助他們公開就業。中心每月的平均服務人數為一百九十六人。

在過去兩年，中心繼續為學員提供內部及外出的工作訓練，包括包裝、洗衣、直銷、餐飲及送遞服務。新成立的直銷服務隊及中心餐飲飯盒均穩定發展。此外，中心亦繼續替一間具規模的物流公司提供包裝服務，為最少二十位學員提供外出工作的訓練機會，使他們能學習更多新事物，提升自信心。另一方面，中心與商界及區內團體合作，為學員尋找合適的訓練機會。而園藝服務亦有一個突破性的發展，中心於二零一一年獲地政署批准租用一幅空地作為發展社區苗圃之用，中心會申請基金作起動費用，期望這項新服務能為學員提供更多訓練機會，同時也可用此提供園藝治療。為了提升日常運作的效率，中心引入網絡倉庫管理系統，希望藉此強化中心生產流程，從而提升學員的工作技巧及中心倉庫的安全性。

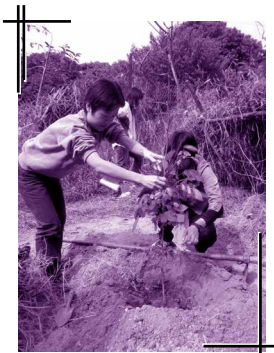
憑著同事的努力不懈，中心的總收入由二零一零至二零一一年度的港幣二百二十萬元增長至二零一一至二零一二年度的港幣三百四十萬元；撇除營運開支項目，中心向學員發放的訓練津貼亦由二零一零至二零一一年度的港幣一百零五萬增加至二零一一至二零一二年度的一百五十一萬元，這些款額並不包括獎勵金。中心亦實行一些商業運作的模式，包括輪班及超時工作制度，以提升中心的競爭力，亦同時讓學員學習及適應公開就業的要求。學員除了獲發獎勵金及津貼外，中心亦會發放額外花紅以獎勵有卓越表現的學員。

有鑑於職員培訓能提升服務質素，故中心在報告期間繼續舉辦了多項的員工訓練課程，以提升同工的工作技巧，訓練內容包括建立團隊精神、復康概念及品質監控等。同時為了優化服務，中心各部門會為學員

製訂個別訓練計劃及推行訓練小組，提升他們的工作技巧，以協助他們公開就業，讓他們的潛能得以全面發揮。

在過去的兩年，為了提升學員的生活質素，中心舉辦了多元化的活動，包括魔術表演、參觀禮賓府、互聯網基礎班及參加屯門區展能運動會等。為了提升學員在工作能力方面的信心，中心推薦了兩位學員參加由香港復康聯會及香港社會服務聯會舉辦的「第八屆香港展能節」，參賽者需要在指定時間內完成恤衫及西褲的燙衣工作，比賽主要以燙衣技巧及所需時間作為評分標準，其中一位參賽學員在這項目中勇奪銀牌。

為鼓勵學員參與社區事務，中心於二零零八年成立了義工隊，中心會安排隊員與不同的義工團體合作，參與義務工作及探訪區內的弱勢社群。透過這些活動，學員可接觸不同階層的人士，從而擴闊他們的生活圈子，同時能服務有需要的人士，回饋社會，提升他們的自信心。有感於義務工作能為學員帶來正面的影響，中心在未來會繼續為學員安排不同的義務工作機會。此外，中心每年均會與區內的社會服務單位舉辦聯合開放日，讓區內的居民及廣大市民能更全面了解中心的服務及運作，藉此消除彼此間的隔膜，達至社區共融。





輔助就業服務

輔助就業服務是由社會福利署資助的項目，於一九九五年三月開始推行，服務旨在協助就業上有困難的精神病康復者、肢體傷殘人士及智障人士公開就業，使他們能融入社會，自力更生，重投就業市場。服務內容包括職業評估、技能訓練、就業輔導、在職支援及跟進，服務名額為九十四個。

服務主要以「個別就業選配」模式推行。在過去兩年，服務單位成功協助了二百一十三位殘疾人士公開就業，其中四十三位更能維持工作達半年或以上，他們的平均月薪為港幣五千七百三十元正。殘疾人士能夠勝任不同的工作種類，而經服務成功轉介的工作包括傳單派遞、清潔、文職、速遞、保安、場務、接待、倉務、茶水、售貨及物業管理等，僱主對他們的工作態度及表現均表示滿意。

服務亦設有「流動汽車清潔訓練隊」，為服務使用者提供汽車清潔及美容的訓練機會，為他們將來公開就業作準備。透過訓練，服務使用者除了可建立良好的工作態度及習慣，提升工作動機及自信心外，並透過團隊合作改善與人溝通的技巧，同時更可獲取訓練津貼。在過去兩年，共有十四位學員接受有關訓練，其中八位在接受訓練後更能成功在公開就業市場獲得聘用。

為提高服務使用者在公開就業市場成功覓得工作的機會，在過去兩年繼續向僱員再培訓局申請資助，並分別於二零一零年九月、二零一一年三月和十月及二零一二年三月開辦了四次「殘疾人士職前單元證書課程」，以改善學員與就業相關的個人素質，並提高學員就業及適應工作的能力。四次課程參與人數合共為二十六名，其中超過一半參加者於課程完結後成功找到工作。

此外，服務單位亦舉辦了一些小組、講座及活動，如壓力一筆清、社交禮儀小組、搵工作樂小組、義工訓練小組、職安健講座、個人衛生



講座及認識港鐵一日遊縱等，參與的服務使用者超過六十位，他們透過參與這些活動，改善了社交及處理壓力的技巧，從而增強在職場與同事及上司相處的自信心，並建立良好的 interpersonal 關係。

除了為服務使用者作就業上的準備，服務單位在報告期間亦舉辦了不同的活動，讓他們在工作之餘，也可舒展身心。活動包括暢遊香港迪士尼樂園、參觀海洋公園、香港花卉展覽、智慧的長河－電子動態版清明上河圖、羅浮宮雕塑全接觸－觸感藝術之旅、神禽異獸－大英博物館藏珍展之《神禽異獸探索之旅》及藝遊鄰里計劃 V：希望之旅－沈寬作品展。參與上述活動的服務使用者共有一百四十八位，他們均表示希望服務單位能舉辦更多的活動，讓他們可以在工作之餘，舒展身心，同時亦能擴闊社交圈子。

另外，在報告期間，服務單位亦安排了同工參與與工作有關的講座及接受相關的培訓，包括認識腦癱症和其處理方法、僱傭條例、職安健及《最低工資條例》為殘疾人士提供特別安排的簡介會、濫藥及人格障礙工作坊及思覺失調與重性精神病一天工作坊等。透過有關訓練，同工在增加工作知識之餘，在工作技巧方面亦改善不少。

輔助就業服務運作至今已超過十七年，已與不少僱主建立了緊密的聯繫，並已贏取了他們對僱用殘疾人士的信心。殘疾人士有機會融入社會工作，實有賴僱主的接納與支持。在未來的日子，服務單位會繼續為服務使用者開拓更多的工作訓練及公開就業機會，讓他們能夠融入社會，自力更生，為社會作出貢獻。



EMV



在職殘疾人士及其家人支援計劃

「在職殘疾人士及其家人支援計劃」由社會福利署資助，由二零零九年一月開始提供三年服務。由於服務有一定需求，故再次獲得署方的資助，並於二零一二年一月一日起，開展另外三年的服務，並改名為「就業肩並肩」，繼續為在職之智障人士、肢體傷殘人士及其家人提供服務。服務透過提供全面、持續及多元化的在職支援，包括輔導、支援小組及治療小組，協助服務使用者解決工作上遇到的困難，使他們能繼續留在原職位工作。每年的服務名額為四十五個，服務並無地區限制。

在過去兩年，服務共提供了四百四十三節輔導服務，以協助服務使用者處理工作上遇到的困難。為配合服務使用者的不同需要，在報告期間亦為他們提供了三百七十六節支援小組，小組不但讓參加者擴闊社交網絡，亦提供空間讓他們分享生活或工作上的點滴，加強彼此間的支援。為了可以重點處理服務使用者於工作上遇到的困難，並提升他們解決問題的能力，服務亦曾舉辦了一百一十節不同主題的治療小組，內容包括人際關係、情緒管理及壓力管理等。

此外，計劃亦有為服務使用者提供不同性質的班組和活動，例如「認識英文地址」、「速成打字班」、「認識基礎電腦班」等，讓他們於日常工作以外能增加不同領域的知識。在活動方面，去年亦舉辦了燒烤同樂日及聖誕聯歡會，讓他們能減輕日常工作的壓力。除此之外，服務於去年亦舉辦過一個名為「我們的表演時間」小組，由組員帶領，分享他們的技能，例如手語、摺紙、唱歌等等。透過這些小組，組員能發揮自己的技能，提升他們的自信心以及與人溝通的技巧。

為了讓更多公眾人士認識本服務，除了懸掛宣傳橫額外，服務會定期出版通訊，讓大眾了解服務的最新動向。在過去的一段日子，亦曾到訪中華基督教會基順學校及基督中心堂之恩典班作服務介紹，讓更多有需要的人士認識本服務，並加入成為會員。在未來的日子，服務會繼續作宣傳，以及舉辦不同類型的活動與小組，讓更多有需要的人士受惠。



賽馬會桌面排版中心

中心自一九九六開始運作至今已營運了超過十五年。中心繼續為殘疾人士提供文字處理、資料輸入、桌面排版、設計、印刷、代郵及網頁設計／更新的工作和訓練機會，目標是協助他們公開就業。

中心以商業模式運作，需與其他同業競投訂單，要在競爭激烈的環境下生存，中心的營運需具彈性及以顧客為先，以應付不斷轉變的市場需要，同時亦需要推行密集的宣傳活動，去吸引新的客源。由於中心的人力及資源有限，只能以被動形式如郵寄服務單張或將服務介紹上載於互聯網作宣傳，但這些宣傳活動未能帶來預期的效果。在二零一一年二月，香港科技大學市場學系的一組學生到中心實習，在為期四個月的實習中，學生需為中心計劃及推行宣傳活動，是次計劃可使更多客戶認識及了解中心的服務，期望能為中心帶來商機。

由於中心已營運了超過十五年，有不少儀器均需要更換。承蒙一位善長及何東爵士慈善基金捐贈，更換了中心所有冷氣機、電燈及電話系統，使中心能節能及環保，減輕電費之餘，同時令中心運作更暢順。

在二零一零至二零一二年度，中心的營業額分別為港幣一百八十萬及港幣二百萬。除現有的客戶外，中心還取得香港中文大學圖書館一個為期三年的資料輸入工作合約。此外，中心亦承接了較多的代郵訂單，以訓練一些已長時間脫離就業市場但現正計劃重新就業的服務使用者的工作態度及工作耐力，以協助他們重投人力市場。

中心大部份客戶都是透過轉介而惠顧中心服務，為表揚一些長期給予中心訓練及工作機會的客戶，中心推薦了亞洲博聞有限公司及經濟日報參加由香港社會服務聯會主辦的「商界展關懷」計劃。

中心的學員可獲得以件工計算的津貼，在這段時間，有十一位服務使用者的每日津貼為港幣一百元。有超過百份之八十一的服務使用者同



意津貼能增加他們的收入，而百份之八十七的服務使用者認同透過中心的訓練能增加他們的自信，有百份之八十的服務使用者同意中心的訓練有助他們公開就業，融入社會。在報告期間，共有十位服務使用者因公開就業或接受其他職業訓練而離開中心。

中心定期為學員提供各類型的訓練，以提升他們的能力。在過去兩年，中心共開辦了八個電腦課程。有超過五十五位殘疾人士參加，這些課程包括面書及 MSN 的使用、基礎攝影技巧、平面設計概念、基礎印刷概念，參加者均表示課程很實用及能擴闊他們的眼界。

統計數字

所提供服務

接受服務人數

2010-2011 2011-2012

為殘疾人士提供資料輸入、
桌面排版、設計、印刷、代郵
及網頁設計的工作機會

36 36

為殘疾人士提供工作訓練機會

36 36



展能基金

展能基金旨在為殘疾人士提供免息貸款，協助他們購買復康器材，以提升他們的獨立生活能力及生活質素。

自二零零八年四月一日開始，基金的最高貸款額增至港幣六萬元，最長還款期則維持在四十八個月，貸款會以每月分期方式攤還。每個申請均需具擔保人以確保貸款能按期收回。每個申請都需由基金的管理委員會審核，並由本會的執行委員會加簽批核。

在過去兩年，基金共接獲四十宗申請，申請人均為肢體殘疾人士及視障人士，最多人申請購買的項目為汽車、電動輪椅及輪椅。在接獲的申請中，超過半數的申請者獲批款三萬元至六萬元。截至二零一二年三月三十一日，共有三十七位殘疾人士仍在還款當中，基金會與他們保持聯絡，以確保他們能按期清還款項。

在這兩年裡，亦有個別接受貸款者表示未能如期還款，為了協助他們解決困難，基金會考慮將還款期延長及減低每月還款額，並會密切跟進他們的情況，當他們的財政情況改善後，便需回復到當初承諾的還款期限。總括而言，基金的運作大致暢順，並沒有出現壞賬。





在宣傳工作方面，除透過本會網站及刊物作宣傳外，亦會每年製作新的宣傳單張，並郵寄予各復康機構、特殊學校、醫院、自助組織、社會保障部及家庭服務中心。

基金會透過問卷收集申請人對申請手續及儀器實用性的意見，在過去兩年，所有申請人均對服務表示滿意，並認為所購置的儀器能提升他們的獨立生活能力及生活質素。

統計數字

所提供服務	接受服務人數	
	<u>2010-2011</u>	<u>2011-2012</u>
查詢服務	86	87
申請個案	18	22
提供免息貸款	12	20
為選擇合適儀器提供意見	12	20
評估申請人的社會及經濟情況	12	20
為接受貸款人士提供支援	35	37

社 會 企 業



宏遠洗衣服務公司

宏遠洗衣服務公司自二零零五年起以社會企業形式運作，目標是致力為殘疾人士提供與洗衣相關的就業機會，其中包括洗衣機械操作、衣物摺熨、衣物分類及打包、洗衣提存、衣物存倉管理及客戶服務等。

為了提昇業務的營運效能及使其得以長遠發展，「宏遠」在二零一一至二零一二年度內實行了業務流程重組，與此同時，「宏遠」的營運模式及市場推廣策略亦作出相應的調節，當中包括簡化操作流程、重整客戶群組、調配職位人手及培養良好的公司文化等。此外，為減低過往不穩定的零售業務對整體業務收益的影響，「宏遠」將業務發展重點轉向以公司客戶為核心，主力開拓長者院舍、宿舍、醫院及商業機構等的洗衣服務。

在二零一零至二零一一年「宏遠」的營業額為港幣八十四萬元，但在二零一一至二零一二年度比較，營業額下跌至港幣七十三萬元。營業額下跌主要是受「宏遠」於二零一一年第四季進行業務流程重組的影響。在業務重組過程中，「宏遠」透過縮減低利潤的住戶洗衣櫃檯服務

及主力開拓較穩定的公司客源，從而讓公司客戶群組得以優化。為提升長遠的營運效率，「宏遠」的業務收入不能避免受到短期性的衝擊。在此期間，「宏遠」仍不斷努力開拓新的公司客戶及積極與現有客戶洽談提價方案，此舉預期有助改善來年的財務狀況。

展望未來，「宏遠」將繼續致力強化競爭力以迎接具挑戰性的營商環境及配合長遠發展。透過資源重整及添置洗衣設備，預期有助「宏遠」提升其生產力，從而為殘疾人士提供更多不同類型的就業機會及提昇他們的工作技能。



宣傳一站通

「宣傳一站通」由社會福利署「創業展才能」計劃撥款資助，是協會營運的第二個社會企業，於二零零九年八月成立，既為客戶提供可靠的一站式宣傳服務，亦為殘疾人士創造就業機會。

宣傳一站通提供的服務包括設計、印刷及派發宣傳單張、建立及更新客戶資料庫、郵件處理、運送及媒體製作服務等，以配合不同客戶的宣傳需要。面對最低工資立法及競爭對手相繼出現，宣傳一站通需要與時並進，確切了解及符合客戶的需要，並提供多元化服務才能使業務得以持續增長。

宣傳一站通獲得不少客戶的支持及信賴，在報告期間惠顧客戶達一百二十六個，其中超過一半的客戶更是重覆惠顧服務，並成為長期客戶，充分反映宣傳一站通能滿足客戶的需要。宣傳一站通的客戶群來自不同行業，包括教育機構、個人護理公司、寵物護理公司、地產公司、非牟利慈善團體及社會企業等。

宣傳一站通於二零一零年四月至二零一二年三月期間，錄得的營業額為港幣一百一十四萬二千三百七十八元。僱員數目方面，截至二零一二年三月，宣傳一站通共聘用了十位僱員，其中七位為殘疾人士，佔僱員人數七成。

現時網上推廣已成為大氣候，宣傳一站通亦不例外，會繼續利用本社企的網站作宣傳平台，定期更新網站內容，推出配合不同客戶需要的推廣計劃。在未來，本社企將會推陳出新，發掘更多宣傳渠道，為客戶提供適切及周全的優質服務，並為更多殘疾人士提供就業機會。



新計劃



賽馬會數碼共融中心

承蒙香港賽馬會慈善信託基金捐助，「賽馬會數碼共融中心」於二零一一年九月正式投入服務。中心為長者、殘疾及有特殊需要人士提供多元化的復康訓練服務，讓他們能接觸及透過應用資訊及通訊科技，增強他們的能力及提高他們的生活質素，並融入社會。

中心經過兩個月的籌備，於二零一一年十一月起開始提供服務，中心共提供八項主要服務，即「數碼診所」、「數碼工作室」、「數碼學堂」、「數碼園地」、「數碼百科」、「數碼長腦」、「資訊及通訊科技陳列室」及「電腦學習中心」。截至二零一一年三月，中心共收納了一百一十五名會員。中心的網頁亦於二零一一年十二月開始啟用，在這段期間，總瀏覽人次為三萬六千三百五十一。

「數碼診所」及「數碼工作室」由職業治療師提供個別評估，及為服務使用者度身訂造合適的輔助工具，目的是讓服務使用者透過使用相關工具，能無障礙地接觸數碼世界。此外，中心亦會提供有關產品的維修服務，方便個別服務使用者及機構。

「數碼學堂」是一個提供網上學習電腦知識的平台，而「數碼百科」則是一個網上復康服務資料庫。由二零一一年十二月開始，「數碼學堂」及「數碼百科」的網頁已上載有關課程及資料供公眾人士瀏覽。在這段期間，「數碼學堂」共提供了兩個電腦訓練課程，包括「電腦操作入門」及「Photo-impact X3 入門」，供使用者於網上自我學習。這兩個服務的瀏覽人次持續穩定增長，截至二零一一年三月，「數碼學堂」及「數碼百科」的總瀏覽人次分別為四千一百六十一和四千八百六十一。



「數碼園地」及「數碼長腦」分別為六至十六歲殘疾和有特殊需要的兒童及青少年，及六十歲或以上的長者，透過使用資訊及通訊科技，提供評估、治療及訓練，藉以增強他們的身體機能及認知等能力。

自二零一一年十二月起，中心已與數個機構建立合作關係，包括明愛富亨苑、嗇色園可泰耆英鄰舍中心懷傲運動天地、香港基督教服務處荷花長者日間護理中心、基督教信義會葵涌地區支援中心、鄰舍輔導會欣康幼兒中心及協同中學等，為他們提供「數碼園地」及「數碼長腦」的服務。由於服務使用者的反應理想，這些機構都期望與中心能再有合作的機會。此外，中心亦會與更多不同的機構、學校建立合作網絡，務求令更多的長者、殘疾及有特殊需要的人士受惠。截至二零一二年三月，「數碼園地」及「數碼長腦」的總服務人次亦分別超過一百人。

「資訊及通訊科技陳列室」的參觀者多是來自特殊學校的老師及復康機構及醫院的同工。參觀者對中心的服務和設施均十分感興趣。透過講解及使用中心的器材，一方面能宣傳中心服務，另一方面亦為日後合作打好基礎，對中心的服務發展有正面的影響。在報告期間，「資訊及通訊科技陳列室」的總參觀人次為二百四十九。



此外，為增強服務使用者對應用資訊及通訊科技的技巧，中心的「電腦學習中心」會定期舉辦各項復康小組及電腦課程予服務使用者及其照顧者。各參加者會自動成為中心會員，可到中心免費使用電腦設施。中心所提供的電腦訓練課程包括「電腦操作入門」、「電腦剪片初班」及「Photo-impact X3 入門」，參加者的反應正面及熱烈。透過這些電腦訓練課程，參加者能夠無障礙使用電腦，從而實踐數碼共融的理念。在過去的服務時段，「電腦學習中心」的使用率為四百三十四人次。

作為一個新服務，宣傳是其中一項重要的工作，讓有需要的社區人士認識及受惠於中心的服務。除了寄發單張予各康復服務機構、中小學校、醫院、政府及非政府機構外，亦會邀請各機構到中心參觀，藉以推廣及交流服務心得。中心亦會定期到有關機構、學校舉辦講座及擺設地區街站，以建立社區關係及服務更多有需要之人士。此外，中心的網站對宣傳服務，亦起了重大的作用，大部份服務使用者及合作機構均透過網站認識中心。未來中心會定期更新網站的內容，藉此吸引更多服務使用者及公眾人士瀏覽。

展望未來，中心將於短期內出版每季通訊，讓公眾人士對中心服務有更多的認識。有鑑於得到服務使用者、參觀者及合作機構的正面回應，中心將繼續舉辦適合服務使用者的多元化活動，包括數碼軟件講座、電腦班組，及有關資訊及通訊科技的戶外活動等。中心有信心能提升殘疾人士及長者在應用資訊及通訊科技的能力，使他們能無障礙地接觸數碼世界，從而得益，並提高他們的生活質素。



會員及義工

本會各項服務的推行，均有賴義工的積極參與。為了令服務能順利推展，實有需要在義工招募、訓練、鼓勵及維繫方面投放資源。在過去兩年，本會因應服務發展需要招募合適的義工，既有利機構服務的發展，亦讓義工善用個人的專業技能，投入服務。

在二零一零至二零一二年度，共有八十三位新義工加入，截至二零一二年三月，本會共有三百七十一位會員及義工。為使新加入的義工對本會的服務有更深入的了解，本會會舉辦迎新導向，亦會按義工的能力及興趣，為他們安排相關的義工服務，使他們能發揮所長，投入有興趣的服務。除了協助本會服務外，亦會轉介護士義工至長者中心，為他們的會員提供身體檢查及醫療諮詢服務。

在二零一一年，本會首次與香港專業教育學院（青衣分校）的工程學系合作，為學生提供實習機會，共有三位電子及機械工程學系的同學在本會實習。他們設計了「輪椅電子防雨蓋幕」及「電子手臂」兩件輔助儀器，是次合作不單提供機會讓學生了解殘疾人士的需要，亦增加本會對復康產品設計的創作靈感。有感於與其他團體合作能令服務得益，本會會嘗試將合作關係擴展至其他機構。

此外，一群擁有資訊科技背景的義工成立了一個工作小組，利用Wii科技設計及製作輔助器材。在報告期間，小組設計了一個平衡訓練板，讓長者及殘疾人士作訓練及復康之用。小組會繼續研究利用其他科技去設計輔助器材，令殘疾人士及長者都能受惠於科技的發展。



為了表揚義工的服務精神，在過去兩年，本會共推薦四十位義工參加由社會福利署所舉辦的義工運動，其中三十三位獲銅獎、五位獲銀獎及兩位獲金獎；亦有兩位義工獲推薦領取長期義工服務獎。

在這兩年內，共有八位義工獲本會頒發卓越義工獎，兩位獲發長期義工服務獎。他們均獲邀出席本會的週年聚餐，領取獎項。此外，四位長期服務義工亦被推薦參加「義務工作發展局」的「迪士尼賞義工行動」，獲迪士尼送出免費門票。

為了表達對義工的感謝，本會特別設計及製作新年小掛飾及勵志書簽，贈予所有會員及義工，期望他們能繼續支持本會的服務。此外，為了使會員及義工了解本會服務，會定期將季刊寄發予他們，讓他們知悉各項服務的進展；同時亦會透過季刊更新會員及義工的資料，以保持一個合時的義工資料庫，令服務能順利推行。

統計數字

所提供服務	接受服務人數	
	<u>2010-2011</u>	<u>2011-2012</u>
舉辦探訪活動	42	43
招募新義工	42	43
舉辦新義工迎新介紹	42	43
舉辦傑出義工選舉	24	26



FINANCE

Auditor Report 核數師報告

ASSOCIATION FOR ENGINEERING AND
MEDICAL VOLUNTEER SERVICES

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2012



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ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

REPORT OF THE EXECUTIVE COMMITTEE
FOR THE YEAR ENDED 31 MARCH 2012

The members of the Executive Committee (who are also Directors of the Board) have pleasure in submitting their annual report and the audited financial statements of the Association for the year ended 31 March 2012.

PRINCIPAL ACTIVITY

The Association is an incorporated voluntary and non-profit making body. Its principal activity is the provision of engineering and medical professional services to needy individuals and organizations.

FINANCIAL RESULTS

The results for the year ended 31 March 2012 and the state of affairs of the Association at that date are set out in the financial statements on pages 5 to 24.

PLANT AND EQUIPMENT

Movements in plant and equipment during the year are set out in Note 4 to the financial statements.

RESERVES

Details of movements in the reserve accounts of the Association during the year are set out in Note 6 to 23 to the financial statements.

DIRECTORS

The directors of the Association during the year were as follows:-

Mr Chan Yuk Keung
Mr Law Chit Wai
Mr Chan Fan
Dr Chan Hok Sum
Mr Cheung Kin Man
Mr Chan Fuk Keung
Ms Cheng Suk Kuen
Dr Chan Kam Wah
Ms Hong Wai Chi
Mr Fong Wai Lap
Mr Chow Ping Kay Alan
Mr Leung Kwok Fai

In accordance with article 34 of the Association's Articles of Association, all directors will retire and, being eligible, offer themselves for re-election at the forthcoming annual general meeting.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

REPORT OF THE EXECUTIVE COMMITTEE
FOR THE YEAR ENDED 31 MARCH 2012

- continued -

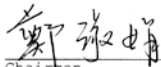
DIRECTORS' INTEREST

No director had a material interest in any contract of significance to the operation of the Association to which the Association was a party during the year.

AUDITORS

The financial statements have been audited by Messrs. Chan & Man, Certified Public Accountants (Practising), who retire and, being eligible, offer themselves for re-appointment.

On behalf of the Executive Committee



Chairman

Dated : 10 OCT 2012
Hong Kong



EMV

CHAN & MAN
CERTIFIED PUBLIC ACCOUNTANTS
陳錫義、文國樑 會計師行



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INDEPENDENT HONORARY AUDITORS' REPORT

TO THE MEMBERS
ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES
(Incorporated in Hong Kong with limited liability)

We have audited the financial statements of Association For Engineering And Medical Volunteer Services set out on pages 5 to 24, which comprise the statement of financial position as at 31 March 2012, statement of comprehensive income and expenditure, statement of changes in funds and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Directors' responsibility for the financial statements

The Association's directors are responsible for the preparation and the true and fair presentation of these financial statements in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and the true and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and true and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

CHAN & MAN
CERTIFIED PUBLIC ACCOUNTANTS
陳錫義、文國樑 會計師行



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INDEPENDENT HONORARY AUDITORS' REPORT

TO THE MEMBERS
ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES
(Incorporated in Hong Kong with limited liability)

- Continued -

Opinion

In our opinion, the financial statements give a true and fair view of the state of affairs of the Association as at 31 March 2012 and of its deficits and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.

A handwritten signature in blue ink that reads "Chan & Man".

Certified Public Accountants
(Practising)

Dated: 10 OCT 2012
Hong Kong



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2012

	<u>2012</u>	<u>2011</u>
	HK\$	HK\$
TURNOVER		
Designated donations:		
Others	484,377	417,412
Subventions:		
Hong Kong Jockey Club Charities Trust	3,815,560	1,042,300
Community Chest	1,482,670	1,329,700
Social Welfare Department - HKSAR Government	10,746,445	10,710,425
- Lotteries Fund	32,100	170,976
- Block Grant	145,000	143,000
	<u>16,706,152</u>	<u>13,813,813</u>
Subventions from Employees Retraining Board utilized	37,222	18,560
Membership annual subscriptions	700	550
Service income	9,187,872	8,238,771
	<u>25,931,946</u>	<u>22,071,694</u>
OTHER REVENUE		
Interest income	1,553	1,247
Sundry income	-	10,270
	<u>25,933,499</u>	<u>22,083,211</u>
EXPENDITURE		
Salaries	12,539,458	10,750,744
Provident fund contributions and charges	582,379	508,226
Provision for long service payment	94,152	(23,604)
Programme and services expenses	7,755,193	6,973,903
Renovation	1,874,108	-
Repairs and maintenance	156,714	88,468
Printing, postage and stationery	83,564	114,620
Travelling	66,085	66,691
Telephone and fax	117,932	90,539
Electricity and water	376,365	401,672
Insurance	69,413	62,430
Rent and rates	1,033,010	957,224
Cleaning	70,220	65,631
Depreciation	16,060	3,200
Advertising	20,789	7,452
General expenses	50,772	41,758
Annual general meeting and dinner	16,646	11,245
Equipment and uniform	1,503,779	515,043
Staff training	10,278	14,019
Motor vehicles	112,921	113,233
Audit fee	15,000	15,000
	<u>(26,564,838)</u>	<u>(20,777,494)</u>
(DEFICITS)/SURPLUS FOR THE YEAR	<u>(631,339)</u>	<u>1,305,717</u>

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2012

	<u>2012</u> HK\$	<u>2011</u> HK\$
- continued -		
(DEFICITS)/SURPLUS FOR THE YEAR	(631,339)	1,305,717
TRANSFERS FROM/(TO):		
General Fund	(93,840)	(193,392)
Service Foundation Fund	(305,445)	(397,644)
Supported Employment Services	(121,058)	(136,652)
Jockey Club Desktop Publishing Centre	(58,557)	56,348
Home Care Services	(72,026)	(79,980)
The Endeavor	(181,891)	(438,281)
Laundry Workshop	45,608	(24,829)
Persons with disabilities and their families	(24,811)	(43,848)
One-Stop Promotion	(1,074)	(107,439)
Jockey Club Digital Inclusion Centre	1,444,433	60,000
ACCUMULATED BALANCE AT END OF YEAR	----- - =====	----- - =====



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2012

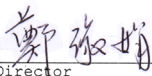
	<u>NOTE</u>	<u>2012</u> HK\$	<u>2011</u> HK\$
NON-CURRENT ASSETS			
Loans to disabled	3	382,886	265,993
Plant and equipment	4	32,120	-
		<u>415,006</u>	<u>265,993</u>
CURRENT ASSETS			
Prepayments and other receivables		2,166,233	1,322,436
Utility deposits		103,330	88,730
Current portion of loans to disabled	3	394,478	388,462
Cash and bank balances		10,892,265	12,215,558
		<u>13,556,306</u>	<u>14,015,186</u>
CURRENT LIABILITIES			
Bank overdraft		30,806	50,560
Accounts payable		557,651	315,857
Accruals		15,000	15,000
Receipts in advance		23,212	17,932
		<u>(626,669)</u>	<u>(399,349)</u>
NET CURRENT ASSETS		<u>12,929,637</u>	<u>13,615,837</u>
NON-CURRENT LIABILITIES			
Long Service Payments Obligation	5	<u>(275,051)</u>	<u>(180,899)</u>
TOTAL ASSETS		<u>13,069,592</u>	<u>13,700,931</u>


ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2012

	<u>NOTE</u>	<u>2012</u> HK\$	<u>2011</u> HK\$
Represented by:			
General Fund	6	-	-
Service Foundation Fund	7	2,226,976	1,844,502
Independent Living Fund	8	2,586,002	2,586,002
Supported Employment Services	9	393,194	398,283
Jockey Club Desktop Publishing Centre	10	447,857	389,300
Home Care Services	11	528,150	528,150
The Endeavor	12	4,481	4,481
Laundry workshop	13	234,817	280,425
Social Welfare Department			
Lump Sum Grant Reserve	14	6,677,837	6,542,263
Social Welfare Department Provident Fund	15	1,029,971	938,452
Social Welfare Department Central Items	16	22,457	20,532
Social Welfare Department Block Grant	17	3,731	18,734
Social Welfare Department			
Rent and Rates Deficit	18	(225,934)	(204,379)
Persons with disabilities and their families	19	140,232	115,421
Social Welfare Department One-off subsidy	20	-	-
One-Stop Promotional and Distribution Service	21	192,585	191,511
Social Welfare Department			
Special One-off Block Grant	22	60	60
Social Welfare Department			
Paramedical Staff Surplus	23	78,604	54,101
Social Welfare Development Fund	24	233,005	53,093
Jockey Club Digital Inclusion Centre	25	(1,504,433)	(60,000)
		<u>13,069,592</u>	<u>13,700,931</u>
		=====	=====

Approved by the members of Executive Committee (who are also Directors of the Board) 10 OCT 2012


Director


Director



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF CHANGES IN FUNDS
FOR THE YEAR ENDED 31 MARCH 2012

	<u>2012</u> HK\$	<u>2011</u> HK\$
Total equity at 1 April	13,700,931	12,406,002
(Deficits)/Surplus for the year	(631,339)	1,305,717
Refund to Social Welfare Department	-	(10,788)
Total equity at 31 March	<u>13,069,592</u>	<u>13,700,931</u>

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2012

	<u>2012</u> HK\$	<u>2011</u> HK\$
OPERATING ACTIVITIES		
(Loss)/Profit for the year	(631,339)	1,305,717
Adjustments for:		
Interest received	(1,553)	(1,247)
Depreciation	16,060	3,200
Operating cash flows before movements in working capital	(616,832)	1,307,670
Changes in loans to disabled	(122,909)	236,908
Changes in prepayments and other receivables	(843,797)	(347,636)
Changes in utility deposits	(14,600)	-
Changes in accounts payable	241,794	19,658
Changes in accruals	-	15,000
Changes in receipt in advance	5,280	(212,123)
Changes in long service payment obligation	94,152	(23,604)
Cash generated from operations	(1,256,912)	995,873
Refund to Social Welfare Department	-	(10,788)
Net cash (used in)/from operating activities	(1,256,912)	985,085
INVESTING ACTIVITIES		
Payment to acquire plant and equipment	(48,180)	-
Interest received	1,553	1,247
Net cash (used in)/from investing activities	(46,627)	1,247
NET INCREASE IN CASH AND CASH EQUIVALENTS	(1,303,539)	986,332
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	12,164,998	11,178,666
CASH AND CASH EQUIVALENTS AT END OF YEAR	10,861,459	12,164,998
CASH AND CASH EQUIVALENTS AT END OF YEAR		
	<u>2012</u> HK\$	<u>2011</u> HK\$
CASH AT BANK AND IN HAND	10,892,265	12,215,558
BANK OVERDRAFT	(30,806)	(50,560)
	10,861,459	12,164,998



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

1. INCORPORATION DETAILS

The Association was incorporated under the laws of Hong Kong on 5 June 1990. Pursuant to Section 21 of the Companies Ordinance, the Association has obtained approval from the Registrar of Companies to register the Association without incorporating the word "Limited" to its name.

The Association is limited by guarantee and, accordingly, it is not authorized to issue share capital. The liability of members is limited to HK\$100 each.

There were 12 members as at the statement of financial position date (2011:18).

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

These financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards (HKFRSs), which collective term includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards (HKASs) and Interpretations issued by the Hong Kong Institute of Certified Public Accountants and accounting principles generally accepted in Hong Kong. They have been prepared under the historical cost convention.

(b) Plant and equipment

Plant and equipment are stated at cost less accumulated depreciation and impairment losses. For property, plant and equipment which are funded by government grants or other grants, such grants are deducted in arriving at the carrying amount of the assets, and the balance of the cost of these assets are depreciated over their estimated useful lives.

Depreciation is provided to write off the cost of property, plant and equipment over their estimated useful lives, using the straight line method, at the following rates per annum:-

Furniture and equipment	33 $\frac{1}{3}$ %
Leasehold improvement	50%

When assets are sold or retired, any gain or loss resulting from their disposal, being the difference between the net disposal proceeds and the carrying amount of the assets, is included in the statement of comprehensive income and expenditure.

(c) Government grants

Government grants are recognized at their fair value where there is reasonable assurance that the grant will be received and all attaching conditions will be complied with. When the grant relates to an expenses item, it is recognized as income over the periods necessary to match the grant on a systematic basis to the cost that it is intended to compensate.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20122. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

- Continued -

(d) Operating leases

Leases where substantially all the rewards and risks of ownership of assets remain with the lessor are accounted for as operating leases. Rentals payable under operating leases are charged to the statement of comprehensive income and expenditure on the straight-line basis over the lease terms.

(e) Income recognition

Income is recognized when it is probable that the economic benefits will flow to the Association and when the income can be measured reliably, on the following bases:

- (i) Subventions, when there is reasonable assurance that the Association will comply with the conditions attaching to the subventions and that the subventions will be received. Subventions are recognized as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis;
- (ii) Donations and membership annual subscriptions, upon actual cash receipt;
- (iii) Interest income, on a time proportion basis taking into account the principal outstanding and the effective interest rate applicable; and
- (iv) Service income, in the period in which such services are rendered.

(f) Employee benefits*Employment Ordinance long service payments*

Certain of the Association's employees have completed the required number of years of service to the Association in order to be eligible for long service payments under Hong Kong Employment Ordinance (the "Employment Ordinance") in the event of the termination of their employment. The Association is liable to make such payments in the event that such a termination of employment meets the circumstances specified in the Employment Ordinance.

A provision is recognized in respect of the probable future long service payments expected to be made. The provision is based on the best estimate of the probable future payments which have been earned by the employees from their services to the Association to the statement of financial position date.

A contingent liability is disclosed in respect of possible future long service payments to employees, as a number of current employees have achieved the required number of years of service to the Association, to the statement of financial position date, in order to be eligible for long service payments under the Employment Ordinance if their employment is terminated in the circumstances specified. A provision has not been recognized in respect of such possible payments, as it is not considered probable that the situation will result in a material future outflow of resources from the Association.



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

- Continued -

(f) Employee benefits

- continued -

Pension schemes

The Association operates a defined contribution Mandatory Provident Fund retirement benefits scheme (the "MPF Scheme") under the Mandatory Provident Fund Schemes Ordinance, for those employees who are eligible to participate in the MPF Scheme. Contributions are made based on a percentage of the employees' basic salaries and are charged to the statement of comprehensive income and expenditure as they become payable in accordance with the rules of the MPF Scheme. The assets of the MPF Scheme are held separately from those of the Association in an independently administered fund. The Association's employer contributions vest fully with the employees when contributed into the MPF Scheme.

(g) Cash equivalents

Cash equivalents represent short term highly liquid investments which are readily convertible into known amounts of cash and which are within three months of maturity when acquired, less advances from banks repayable within three months from the date of the advance.

3. LOANS TO DISABLED

	<u>2012</u> HK\$	<u>2011</u> HK\$
At beginning of year	654,455	891,363
Advances during the year	623,395	296,495
Repayment during the year	(500,486)	(533,403)
At end of year	<u>777,364</u>	<u>654,455</u>
Portion classified as current assets	(394,478)	(388,462)
Non-current portion	<u>382,886</u>	<u>265,993</u>
	=====	=====

These are unsecured, interest-free and are repayable by monthly instalments.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20124. PLANT AND EQUIPMENT

	Furniture & Equipment HK\$	Leasehold Improvement HK\$	Total HK\$
<i>COST</i>			
At 01.04.2011	24,308	128,100	152,408
Additions	48,180	-	48,180
At 31.03.2012	<u>72,488</u>	<u>128,100</u>	<u>200,588</u>
<i>ACCUMULATED DEPRECIATION</i>			
At 01.04.2011	24,308	128,100	152,408
Charge for the year	16,060	-	16,060
At 31.03.2012	<u>40,368</u>	<u>128,100</u>	<u>168,468</u>
<i>NET BOOK VALUE</i>			
At 31.03.2012	32,120	-	32,120
At 31.03.2011	-	-	-

5. LONG SERVICE PAYMENTS OBLIGATION

The balance represented the provision for an employee who has been employed by the Association for over 5 years and is aged over 65. The balance was paid to the employee upon his retirement during the year.

At the statement of financial position date, apart from the above, another 35 (2011:22) employees have achieved the required number of years of services to the Association in order to be eligible for long service payments under the Employment Ordinance on termination of their employment. The Association is only liable to make such payments where the termination meets the required circumstances specified in the Employment Ordinance. If the termination of all these employees met the circumstances required by the Employment Ordinance, the Association's additional liability not provided for in the financial statements at the statement of financial position date would be HK\$410,887 (2011: HK\$317,914) (note 28 to the financial statements). A provision has not been recognized in respect of such possible payments, as it is not considered probable that the situation will result in a material future outflow of resources from the Association.

6. GENERAL FUND

	2012 HK\$	2011 HK\$
Balance at beginning of year	-	-
Transfer from statement of comprehensive income and expenditure	71,940	193,392
Transfer to Service Foundation Fund - note 7	(71,940)	(193,392)
Balance at end of year	<u>-</u>	<u>-</u>
	=====	=====



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

7. SERVICE FOUNDATION FUND

	2012 HK\$	2011 HK\$
Balance at beginning of year	1,844,502	1,246,681
Transfer from statement of comprehensive income and expenditure	305,445	397,644
Transfer from General Fund - note 6	71,940	193,392
Transfer from Supported Employment Services - note 9	5,089	6,785
Balance at end of year	<u>2,226,976</u> =====	<u>1,844,502</u> =====

The Service Foundation Fund ("SFF") was set up to support the development of new services of the Association and the surplus balance of SFF will be used to offset against any deficits in the General Fund.

8. INDEPENDENT LIVING FUND

The Independent Living Fund was set up separately to provide interest-free loans to the disabled and, accordingly, it is not to be used to cover any deficits which were derived from any other services or funds.

9. SUPPORTED EMPLOYMENT SERVICES

	2012 HK\$	2011 HK\$
Balance at beginning of year	398,283	409,902
Transfer from statement of comprehensive income and expenditure	121,058	136,652
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(121,058)	(136,652)
Transfer to SWD Lump Sum Grant Reserve - Adjustment	-	(4,834)
Transfer to Service Foundation Fund - note 7	(5,089)	(6,785)
Balance at end of year	<u>393,194</u> =====	<u>398,283</u> =====

The Supported Employment Services, commenced in March 1995, provides employment opportunities to the disabled.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201210. JOCKEY CLUB DESKTOP PUBLISHING CENTRE

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	389,300	445,648
Transfer from/(to) statement of comprehensive income and expenditure	58,557	(56,348)
Balance at end of year	<u>447,857</u> =====	<u>389,300</u> =====

The funding from The Hong Kong Jockey Club Charities Trust and Chinese Permanent Cemeteries was used to set up a workshop to provide training and employment for the disabled since March 1996 and, accordingly, it is not to be used to cover any deficits which were derived from any other services or funds.

11. HOME CARE SERVICES

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	528,150	528,150
Transfer from statement of comprehensive income and expenditure	72,026	79,980
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(72,026)	(79,980)
Balance at end of year	<u>528,150</u> =====	<u>528,150</u> =====

The Home Care Services aims to provide home care to the elderly and disabled, as well as needy families so as to assist them to continue living in the community.

12. THE ENDEAVOR

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	4,481	4,481
Transfer from statement of comprehensive income and expenditure	203,791	438,281
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(203,791)	(438,281)
Balance at end of year	<u>4,481</u> =====	<u>4,481</u> =====

This is an integrated vocational rehabilitation service centre subvented by the Social Welfare Department.



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

13. LAUNDRY WORKSHOP

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	280,425	255,596
Transfer (to)/from statement of comprehensive income and expenditure	(45,608)	24,829
Balance at end of year	<u>234,817</u> =====	<u>280,425</u> =====

The Clean Laundry was funded by the grants from the 'Enhancing Employment of People with Disabilities through Small Enterprise' Project of the Social Welfare Department. The Project commenced operation since February 2006. The project is to operate on a self finance mode after expiry of funding support from the Social Welfare Department.

14. SOCIAL WELFARE DEPARTMENT LUMP SUM GRANT RESERVE

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	6,542,263	6,048,771
Transfer from Supported Employment Services - note 9	121,058	136,652
Transfer to SWD Lump Sum Grant Reserve - Adjustment	-	4,834
Transfer from Home Care Services - note 11	72,026	79,980
Transfer from The Endeavor - note 12	203,791	438,281
Transfer to Social Welfare Department Provident Fund - note 15	(91,519)	(113,202)
Transfer to Social Welfare Department Central Items - note 16	(1,925)	-
Transfer from/(to) Social Welfare Department Block Grant - note 17	15,003	(17,820)
Transfer from Social Welfare Department Rent and Rates Surplus - note 18	21,555	43,237
Transfer to Social Welfare Department One-off Subsidy - note 20	-	-
Transfers to Social Welfare Department Special One-off Block Grant - note 22	-	-
Transfers to Social Welfare Department Paramedical Staff Surplus - note 23	(24,503)	(25,377)
Transfers to Social Welfare Development Fund - note 24	(179,912)	(53,093)
Balance at end of year	<u>6,677,837</u> =====	<u>6,542,263</u> =====

In accordance with the Lump Sum Grant Manual issued by the Social Welfare Department in October 2000 and adopted by the Association since last year, any unspent lump sum grant is to be transferred to and kept in a separate reserve fund.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201215. SOCIAL WELFARE DEPARTMENT PROVIDENT FUND SURPLUS

	2012 HK\$	2011 HK\$
Balance at beginning of year	938,452	825,250
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	91,519	113,202
Balance at end of year	<u>1,029,971</u> =====	<u>938,452</u> =====

In accordance with the Lump Sum Grant Manual issued by the Social Welfare Department in April 2005, any unspent lump sum grant is to be transferred to and kept in a separate reserve fund.

16. SOCIAL WELFARE DEPARTMENT CENTRAL ITEMS

	2012 HK\$	2011 HK\$
Balance at beginning of year	20,532	31,320
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	1,925	-
Surplus refund to Social Welfare Department	-	(10,788)
Balance at end of year	<u>22,457</u> =====	<u>20,532</u> =====

In accordance with the Lump Sum Grant Manual issued by the Social Welfare Department in April 2005, any unspent lump sum grant is to be transferred to and kept in a separate reserve fund.

17. SOCIAL WELFARE DEPARTMENT BLOCK GRANT

	2012 HK\$	2011 HK\$
Balance at beginning of year	18,734	914
Transfer (to)/from Social Welfare Department Lump Sum Grant Reserve - note 14	(15,003)	17,820
Balance at end of year	<u>3,731</u> =====	<u>18,734</u> =====



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

17. SOCIAL WELFARE DEPARTMENT BLOCK GRANT

- Continued -

Movement of the F&E Replenishment and Minor Works Block Grant Reserve is as follows:-

		HK\$
Credit balance b/f from previous financial year		18,734
Add: Block Grant received during the year		145,000
		163,734
Less: Expenditure during the year		
Minor Works Projects	46,700	
Furniture and equipment	<u>164,303</u>	(211,003)
		(47,269)
Add: unrecognised expenditure from previous financial year		51,000
Credit balance c/f to the next financial year		3,731

At the statement of financial position date, the outstanding commitments in respect of Furniture and Equipment replenishment and Minor Works Grant were as follows:-

	2011 HK\$	2010 HK\$
Contracted for but not provided in the financial statements	-	-
Authorized but not contracted for	-	-
	-	-

The Block Grant aims to meet the minor and routine Furniture and Equipment replenishment and repairs and maintenance requirements of Agencies in respect of their subvented welfare service so as to replace the need for individual applications.

18. SOCIAL WELFARE DEPARTMENT RENT AND RATES DEFICIT

	2012 HK\$	2011 HK\$
Balance at beginning of year	(204,379)	(161,142)
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(21,555)	(43,237)
Balance at end of year	(225,934)	(204,379)

In accordance with the Lump Sum Grant Manual Issued by the Social Welfare Department in April 2005, any unspent lump sum grant is to be transferred to and kept in a separate reserve fund.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201219. COMMUNITY-BASED SUPPORT PROJECTS FOR PERSONS WITH DISABILITIES AND THEIR FAMILIES

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	115,421	71,573
Transfer from statement of comprehensive income and expenditure	24,811	43,848
Balance at end of year	<u>140,232</u> =====	<u>115,421</u> =====

Community-based Support Projects for Persons with Disabilities and their Families aims to provide comprehensive and continuous on-the-job support to persons with disabilities so as to enhance their adaptation and problem solving abilities. The ultimate goal is to assist them to retain their employment. Support is also rendered to their families to relieve their pressure and improve their family relationship.

20. SOCIAL WELFARE DEPARTMENT ONE-OFF SUBSIDY

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	-	-
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	-	-
Balance at end of year	<u>-</u> =====	<u>-</u> =====

The subsidy is designated for reinforcing Non-governmental Organisations restructuring and service reengineering efforts.



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

21. ONE-STOP PROMOTIONAL AND DISTRIBUTION SERVICE

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	191,511	84,072
Transfer from statement of comprehensive income and expenditure	1,074	107,439
Balance at end of year	<u>192,585</u> =====	<u>191,511</u> =====

One-Stop Promotion is the second social enterprise of the Association which aims to provide reliable one-stop promotional services for customers and at the same time creating employment opportunities for disabled persons. Services included design, printing, distribution of flyers, establishment and management of database, letter shopping and delivery services.

22. SOCIAL WELFARE DEPARTMENT SPECIAL ONE-OFF BLOCK GRANT

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	60	60
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	-	-
Balance at end of year	<u>60</u> ==	<u>60</u> ==

The special one-off block grant aims to carry out minor works in 2010-11

23. SOCIAL WELFARE DEPARTMENT PARAMEDICAL STAFF SURPLUS

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	54,101	28,724
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	24,503	25,377
Balance at end of year	<u>78,604</u> =====	<u>54,101</u> =====

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201223. SOCIAL WELFARE DEPARTMENT PARAMEDICAL STAFF SURPLUS

- Continued -

The allocations are additional resources to employ paramedical staff and hire paramedical services.

Movement of the paramedical staff surplus is as follows:-

<u>Income</u>	HK\$	HK\$
Additional Resources for Paramedical Staff received		32,100
Less: Expenditure during the year		
a) Personal Emolument		
- Salary	7,235	
- Provident Fund	362	
	<u> </u>	(7,597)
Surplus for the year		<u>24,503</u>
Cumulative Surplus brought forward from previous year(s)		<u>54,101</u>
Cumulative Surplus Carried forward		<u>78,604</u> =====

24. SOCIAL WELFARE DEVELOPMENT FUND

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	53,093	-
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	179,912	53,093
Balance at end of year	<u>233,005</u> =====	<u>53,093</u> =====

The Fund is allocated by the Social Welfare Department to support training, capacity enhancement initiatives and service delivery enhancement studies.

Movement of the Social Welfare Development Fund (SWDF) is as follows:-

Balance of SWDF brought forward		53,093
<u>Income</u>		
Allocation from SWDF during the year		251,845
Interest received during the year		10
<u>Expenditure</u>		
a) Expenditure for projects under scope A	53,753	
b) Expenditure for projects under scope B	<u>18,190</u>	
Balance carried forward to the next financial year		<u>(71,943)</u> <u>233,005</u> =====



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201225. JOCKEY CLUB DIGITAL INCLUSION CENTRE

	<u>2012</u> HK\$	<u>2011</u> HK\$
Balance at beginning of year	(60,000)	-
Transfer to statement of comprehensive income and expenditure	(1,444,433)	(60,000)
Balance at end of year	<u>(1,504,433)</u>	<u>(60,000)</u>

The Centre aims to narrow the digital divide and enhancing digital accessibility of people with disabilities and elderly such that they can also benefit from the advancement in technology.

26. DIRECTORS' REMUNERATION

None of the directors received any remuneration in respect of their services rendered to the Association during the year (2011: Nil).

27. TAX

No provision for Hong Kong profits tax has been made since the Association is a charitable institution and, accordingly, is exempted from Hong Kong tax under Section 88 of the Inland Revenue Ordinance.

28. LEASE COMMITMENTS

At the statement of financial position date, the Association had total future minimum lease payments under non-cancellable operating leases in respect of land and buildings falling due as follows:-

	<u>2012</u> HK\$	<u>2011</u> HK\$
Within next year	894,180	828,900
In the second to fifth years inclusive	-	785,700
	<u>894,180</u>	<u>1,614,600</u>

29. CONTINGENT LIABILITY

	<u>2012</u> HK\$	<u>2011</u> HK\$
Long service payments obligation - note 5	410,887	317,914

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

30. FINANCIAL INSTRUMENTS - RISK MANAGEMENT

The Association is exposed through its operations to one or more of the following financial risks:

- Fair value or cash flow interest rate risk
- Liquidity risk

Policies for managing these risks are set by the management of the Association. The policy for each of the above risks is described in more detail below.

Fair value and cash flow interest rate risk

As the Association has no significant third party interest-bearing assets/liabilities other than in Hong Kong dollar bank deposits, the Association's income and operating cash flows are substantially independent of changes in market interest rates.

Liquidity risk

The Association's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term.



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