

Association for Engineering & Medical Volunteer Services

工程及醫療義務工作協會



ANNUAL REPORT 2012-2014

二零一二至二零一四年年報

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C **CHAIRMAN'S REMARKS**

I am honoured to have the opportunity to participate in the work of the Executive Committee over the past six years and to be appointed as Chairman in 2012. When I look back, time seems always to be moving faster than what one would like to accomplish. As my two-year term is about to end, I am pleased to report that most of our services have recorded satisfactory progress during the period under review, which is attributable mainly to the solid foundation established by the former chairmen and the hard work of the Executive Committee members.

In particular, the Electric Wheelchair Repair Clinic and Resource Center, with the funding support of the Fu Tak Iam Foundation, moved to a new premise in a factory building in Kwai Chung and acquired additional manpower resources as well as equipment. With enhanced capacity, the Center is now able to provide emergency support service to users after normal operating hours in addition to the routine rental, repair and maintenance services. The initial development work of the vacant land in Tuen Mun which we rented from the Lands Department at a nominal rent has also been completed. The land, with an area of 20,000 sq. feet, is now being used by The Endeavor for the development of horticulture and provides alternate training opportunities for our service users. In addition, rental of planters and environmental protection related trainings are also being provided to the general public. I am also pleased to report that the Jockey Club Digital Inclusion Center was conferred with the Gold Award again in the Web Accessibility Recognition Scheme jointly organized by the Office of the Government Chief Information Officer and the Equal Opportunities Commission. This would further reinforce the Center's commitment and efforts to facilitate digital accessibility for the disabled and elderly.

When I was appointed Chairman of the Executive Committee in 2012, it was also the 30th anniversary of the Association. With a humble start of operating with a few borrowed desks from the Agency for Volunteer Service, the Association has evolved into an integrated social service organization servicing both the disabled and the elderly, with services ranging from the design and fabrication of rehabilitation aids, development of rehabilitation software, community occupational therapy, social enterprises, digital inclusion center, to horticulture therapy. Not only have solid foundation been developed for all these services, they are also well recognized by the social service community and the service users.

It is an achievement anyone should rejoice for an organization to reach 30 years of age, be it a commercial or social service organization. In his *Analects*, Confucius declares that “at thirty, I stood firm; at forty, I had no doubts; at fifty, I knew the Decree of Heaven”. In its first thirty years of operation, the Association has already established a solid platform. As we enter into the next cycle of thirty years, how to enhance our effectiveness in serving the community by leveraging on the existing platform would be our next challenge.

Indeed, a remark made by a colleague soon after I assumed the Chairmanship of the Executive Committee has caused me to think deep on the future development of the Association. She commented that the Association is still a small convenience store and should not apply the management of that of a supermarket chain. On one hand, I could not agree more as we still do not possess the scale, organizational infrastructure, financial management system, corporate governance and performance assessment systems that a chain enterprise would normally have. But on the other hand, I have learned from my previous experiences as senior executive of multinational financial institutions that an organization requires a well-defined organizational structure and comprehensive system / policies if it were to continue to expand successfully. So why can't we aim to build an infrastructure comparable to an enterprise in the longer term development of the Association? In the days to come, let us continue to serve the community and those in need humbly, and yet dare to dream boldly.

The evolving global economy and continual change for Hong Kong are presenting new challenges not only to the business sector, the society and the stakeholders are also raising their expectation on the non-profits' transparency, accountability and corporate governance. Therefore, social service organizations and their leaders should keep themselves abreast on these changing expectations, and to seek to continually enhance their capabilities in the following areas:

- 1) Understand the changing needs of the community and their customers;
- 2) Financial management and accountability;
- 3) Leading and implementing changes; and
- 4) Ensuring sustainability and driving growth.



In this respect, the Executive Committee has after lengthy deliberation agreed in March to commission an external consultant to perform an organizational review on the Association so that it can better cater for the sharply increasing needs for our services and the ever-changing operating environmental / societal needs. The review would last for six months and would cover services, corporate governance, organizational structure and human resources development. Hopefully, the review and its recommendation would facilitate the Association to fore plan its services so that we could optimize the utilization of resources and answer to the needs and calls of our customers for improvement, innovation and professionalism. An enhanced organizational structure would also ensure that our staffs are being assigned to positions that best utilize their skills and suitable career development opportunities are available. Besides, an enhanced system of corporate governance and accountability would further improve our sustainability in its long term development plan.

As I was writing this Chairman's Remarks to the Annual Report, the review was making satisfactory progress but not yet completed. The findings of the review and the related recommendations are yet to be considered. However, as I will be retiring from the Executive Committee in the forthcoming Annual General Meeting, the responsibility to deliberate on the review findings and recommendations, as well as their implementation will have to be shouldered by the next Chairperson and the Executive Committee. But I sincerely hope that this exercise is only the beginning, and not the end, of a continued reformation process of the Association.

EMV would not be able to achieve its high standard of services without our caring and devoted staff. I would like to take this opportunity to thank them for their aspiration for excellence and improvement. I would also like to take this opportunity to express my heartfelt thanks to all members of the Executive Committee for their selfless dedication and contributions towards the running of the Association, and without their support, my chairmanship would have been a daunting task.

Last but not least, my most sincere gratitude to the government, The Community Chest of Hong Kong, The Hong Kong Jockey Club Charities Trust, Fu Tak Iam Foundation Ltd, donors, strategic partners and volunteers for their guidance, resources and support. With your help, we are able to work on the various challenges with continued resolve for the benefits of those who are in need.

Alan Chow
Chairman, Executive Committee

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EXECUTIVE COMMITTEE

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Vice Chairman

Mr. LAW Chit-wai, Jeffrey

Treasurer

Ms. HONG Wai-chi, Christina

Committee Members

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Mr. CHAN Fuk-keung, Stanley

Dr. CHAN Hok-sum

Dr. CHAN Kam-wah, Eddie

Mr. CHAN Yuk-keung, Simon

Dr. CHENG Suk-kuen, Virginia

Mr. CHEUNG Kin-man, Wilson

Mr. FONG Wai-lap

Mr. LEUNG Kwok-fai

SERVICE REPORT



Technical / Computer Aids Services for the Disabled

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

During the reporting period, 24 new products were designed and fabricated. The products included daily living aids such as enhanced enlarged spoon & enlarged angle spoon, tailor made shower curtain stand; safety enhancing devices such as wireless flash light safety bell and suction handle vertical type. Seating and posture devices such as enhanced curve back cushion and manual wheelchair drop seat were also designed. Other new devices developed included writing aid, staples removing aid, attend control stand for electric wheelchair and foldable stick for the blind. A series of training tools and equipment for sensory integration training was also designed and fabricated. Moreover, some existing products were further enhanced to improve their functions and outlook.

For computer related products, 8 new devices, including dancing mat training package, ABCD switch mate, voice recording memo pad series, head pointer for tablet were designed and produced. In addition, four new input devices, namely Kinect training package, portable image enlarged reading aid adapted device, extra light touch switch and blue tooth switch were developed and fabricated. Two series of AAC communication apps and software were developed which were free for users to download. Three sensory stimulation boards were also designed for providing different sensory stimulation training for elderly with dementia. During this period, 80 pieces of rehabilitation software were designed and collected. The software was largely related to cognitive training and rehabilitation.



■ *Staples Removing Aid*

The Product Development Group continued to explore and develop new product ideas. Some product ideas were materialized with the actual devices being fabricated. The design and fabrication of these product ideas including eyeball tracking device, brainwave application device and AR 3D virtual reality technology etc. Some products had already completed while others were still in progress.

Information on the new and enhanced devices was disseminated to potential users and agencies through our web site, news bulletin and product catalogue. During the reporting period, 27 demonstration sessions on our products were organized. Our products were demonstrated in the symposium, workshops and staff development programs organized by NGOs, Hospital Authority and tertiary institutes and Labour Department. In January 2013, two presentations were given to introduce our rehabilitation devices and training software in a seminar organized by Agency for Integrated Care in Singapore. Through participation in these seminars and exhibitions, both the public and people with disabilities could gain greater understanding of our service and products. Overseas exchange could broaden our vision which was also beneficial to the development of our service.

To upgrade the quality of service rendered, comprehensive after sale service was provided. User manuals on our products were compiled and distributed to users. The manual contained the specifications, installation / application guidelines and safety measures of the product which could facilitate easy and effective utilization by users. The service blog & web based broadcasting media were established as an up to date media for service promotion.

The service continued to solicit feedback from users through user's satisfaction survey. In addition to voluntary feedback received from users, survey was also conducted through phone interview. During the reporting period, the survey findings reflected that 84% of the service users considered that the application of technical and computer devices could enhance their independence and quality of life. Moreover, 83% of the respondents considered that more effective training could be rendered with the application of assertive devices. Through individual contact with service users, invaluable comments were gathered and ideas for further improvement of the products were also solicited.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2012-2013</u>	<u>2013-2014</u>
Design and fabricate technical and computer aids	21,130	21,078
Repair technical and computer aids	7,538	7,505
Modify and evaluate regular technical and computer aids	479	478
Provide clinical consultation and recommend appropriate aids for disabled persons and elderly	25,016	25,007
Disseminate information on technical and computer aids to rehabilitation and elderly service workers	2,035	2,013
Organize demonstration sessions	484	483



Electric Wheelchair Repair Clinic and Resource Centre



With the growing popularity in the use of electric wheelchair among people with disabilities and elderly in recent years, there comes the increasing need for repair and maintenance services. Throughout the past years, the number of new service users continued to increase steadily and up till now the membership size has already grown beyond 1,000. Though the Centre continued to exploit assistance from volunteers and placement students from tertiary institutes, the service demands still could not be met.

In face of the pressing need, the Centre's existing manpower and space could no longer cope with the demands. During the reporting period, with the funding support from Fu Tak Iam Foundation, the Centre was able to move to a new and larger premises located at a factory building in Kwai Chung. Additional manpower and new equipment were acquired which could enhance the handling capacity of the Centre. The service scope was also extended to cover not only electric wheelchair repair & maintenance and rental services but also the provision of emergency support for users beyond normal office hours as well. With the enhancement in staff strength and facilities, both the quantity and the quality of the service rendered were improved.

In addition to the provision of electric wheelchair repair and maintenance service, the Centre also rendered assessment and prescription of electric wheelchair for people with disabilities. Professional advice and consultation on the selection of appropriate wheelchairs and accessories were rendered. During this period, steady number of referrals for electric wheelchair prescription was received from hospitals, clinics and NGOs. The Centre operated Electric Wheelchair Driving School which aimed to promote driving safety and proper usage of electric wheelchair.

To enhance the effectiveness of the training, a 3D virtual reality electric wheelchair driving simulation computer software was fabricated by students of Department of Computing of Hong Kong Polytechnic University. The software could simulate the 3D virtual reality environment which was designed with reference to the local community setup. It facilitated new wheelchair users to grasp basic maneuvering skills under a safe and controlled environment before practicing the learned skills in the real situation. Electric Wheelchair Aids and Equipment Library service enabled service users to borrow some wheelchair accessories for trial for a certain period before purchase. Electric wheelchair on loan service was also available such that users' daily routine would not be disrupted when their wheelchairs were under repair.





The Centre operated under a membership system. With the availability of information on members' electric wheelchair such as types, condition and repair record, prompt services could be rendered and disruption to their daily routine could be minimized. In 2012-2014, 581 home based repair and maintenance services and 466 in house repair services were rendered. To solicit feedback from users, user satisfaction survey was conducted through questionnaires and telephone interview. The overall response was satisfactory. Regular user satisfaction survey will be launched so as to collect comments from users for further improvement of the service.

To promote the service to potential users, service pamphlets were distributed to rehabilitation agencies, special schools, disabled self help groups, hospitals, clinics, social security field units and family service centres. Workshops and training courses on simple wheelchair repair and maintenance were also organized to equip users with basic skills to prolong the life span of their wheelchairs.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2012-2013</u>	<u>2013-2014</u>
Membership	1,110	1,200
Provision of home-based repair, maintenance and check-up	280	301
Provision of in house repair	211	255
Provision of wheelchair on-loan service	212	324
Provision of training sessions	35	33
Provision of wheelchair aid on-loan service	25	23



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 provided easy access and flexibility for 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, keyword search function was available which allowed users to search relevant information more efficiently.

During the reporting period, the majority of the collection was related to digital inclusion for accessibility to computer technology for people with disabilities. It enabled physically handicapped person to access to computer for rehabilitation, training and leisure purposes. As most computer programs were designed for sighted persons, a series of computer games for leisure and entertainment, specially designed for visually impaired persons were also collected. It enabled them to experience the stimulation and sensed every move in the computer. It brought them fantasy and adventure without being confined by their disabilities.

In 2013-2014, a number of apps for use in ios and Android platform related to daily learning, training, leisure and entertainment were collected. Besides, some learning and leisure programs for use in Macintosh were also collected so as to provide more alternatives for service users.



Up till March 2014, over 590 pieces of software were classified and uploaded and the accumulated login was over 22,000. A total of 40,000 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. Besides, to enable trainer to select appropriate training programs, user guides and readme files were attached to new collections.

In addition to the collection of freeware and shareware, the service also designed and fabricated software on our own. A new training program namely, ‘Customized Software Keyboard’ was designed specifically for users with physical disabilities. By using the customizable virtual keyboard program, user with limited fine motor function could type remotely from a tablet computer and via Wi-Fi connection the text could be transmitted to a desktop computer. The virtual keyboard layout was customizable and colors of the keys could be modified. This customization enabled the virtual keyboard to suit each user’s specific need.

In collaboration with the Department of Computing of the Hong Kong Polytechnic University, a web-based communication book program which aimed to assist people with speech impairment to improve their communication and social skill was designed. A thousand words were built-in and ready for use. The program was suitable for beginners in utilizing AAC for daily communication.



Computer Rehabilitation Resource Station (C-Rehab)

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 and elderly.

During the reporting period, the Station had extended the scope to serve those with specific learning difficulties (SLD) including dyslexia and attention deficit & hyperactivity disorder (ADHD). A series of programs on positive thinking were specially designed for them. The programs provided simulated scenarios on difficulties encountered in studies and users were guided to uphold positive attitude in managing these problems. Besides, special programs on learning Chinese characters, sentence restructuring and Chinese input method were also designed to meet the learning needs of students with dyslexia.

Structural assessment tool was developed in this period. Three sets of assessment tool on visual perception, memory and attention were designed and developed in the past two years. A systematic marking scheme was designed to assess the ability level of users which provided useful reference for trainers in rendering appropriate training. The tool was used in conjunction with the individual account system. The assessment result was automatically recorded, presented and stored in the users’ individual account. Progress of the user could be monitored through updated records. With the provision of multifarious training materials, the training scope was widened which provided more choices for parents and trainers.

With the popular use of tablet computer, a specific Android Zone was developed. A selection of training programs that can be used on android platform were compiled and posted on the zone. Users could select traditional PC or tablet platform to meet their specific training needs. It brought greater convenience and flexibility to users and they could use the training programs at different locations including home-based, centre-based or even outdoor environment.



An individual login system was developed which enabled users to create their own account and select the login name and password of their choice. The practice could minimize the administrative work of the staff and enabled individual user to record their own performance and progress. This could maintain their learning interest and motivation as well as to facilitate the trainer to monitor the on going progress of their service users such that more systematic training could be provided.

In the past two years, 72 training manuals and guidelines were compiled. In line with the publication of the assessment programs, the manual focused on the introduction of the new assessment tool. Brief program description, training objectives with theoretical background, suggested target users and training procedures were introduced which provided useful information for users to best utilize the tool. Members are free to download all these training manuals from the Station.

During the reporting period, the membership size had grown steadily. By end of March 2014, the Station had a total of 1,560 members. Over 30,000 persons benefited from the service with an average monthly login of 4,800. The content and design of the programs were improved continually to meet the changing needs of people with disabilities and elderly while still retaining the rehabilitative value.

Four evaluation exercises were conducted during these years and a total of 327 completed questionnaires were received. Over 80% of the responses were related to the content, design, layout and effectiveness of the training programs and the feedback ranged from good to very good. Besides, numerous positive comments on the multifarious content and design as well as appreciation for effort of the team were received.

In addition to questionnaires, a simple pop-up short evaluation form was attached to each program to solicit users' feedback in a quick and easy manner. During these two years, over 6,000 pop-up short evaluation forms were received and 97% agreed that the training programs could enhance the learning interest and motivation of the users. The users' common knowledge and daily living skills were also enhanced.

In early 2013, invitation was received from the Agency of Integrated Care (AIC) in Singapore for sharing the application of programs in the cognitive and perceptual training for people with developmental delay and elderly. Besides, invitations were also received from rehabilitation agencies to share the project with professionals from both educational and welfare fields. Our understanding toward the service users was greatly enhanced through these sharing. Their precious experience could enlighten us in the direction for future development of the Station.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2012-2013</u>	<u>2013-2014</u>
Membership of the Station	1,455	1,560
Design and fabricate training programs	28,310	30,574
Demonstration and promotion to potential users	356	360
Usage of resource library and photo library	7,986	8,386
Provide technical support to users	174	175



Jockey Club Digital Inclusion Centre

Funded by the Hong Kong Jockey Club Charities Trust, the Jockey Club Digital Inclusion Centre was established in September 2011. The Centre aims to enhance the digital accessibility of elderly and people with disabilities through the application of information and communication technology in the services and training provided. The ultimate goal is to facilitate their integration into the community.

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”. The services offered comprehensive and tailor made solutions for people with disabilities and elderly in their training and rehabilitation. Up till March 2014, 516 service users registered as members of the Centre. Members included elderly, people with disabilities, caregivers, parents and rehabilitation professionals.

“e-Clinic” and “e-Workshop” provides tailor made solutions for service users to facilitate access to the digital world. The services provided ranged from assessment to the prescription and fabrication of appropriate digital devices. Besides, repair and maintenance service for ICT products is also rendered. In 2013-2014, “e-Clinic” had provided 340 intake assessments, 255 in-house and 1,483 outreaching services while “e-Workshop” had designed and fabricated 14 pieces of hardware and hardware cum software.

“e-Institute” serves as an e-learning platform for users to acquire ICT application skills via internet. During the reporting period, 12 online training courses were designed and uploaded on the website. The total login rate of the past 2 years had reached 146,278. “e-Pedia” is a resource library on rehabilitation. Related information including rehabilitation software and product evaluation were uploaded on this online database. In 2012-2014, the service had attained a total login rate of 73,354. These two services enabled service users to learn and acquire ICT knowledge and skills without being confined by time and place.



“e-Playground” and “e-Brain” provides individual assessment and training for children with disabilities or with special needs with age ranging from 2 to 16 while “e-Brain” serves elderly aged 60 or above with cognitive impairment. During the reporting period, “e-Playground” had rendered 179 intake assessments, 968 centre-based and 339 outreaching training. As at March 2014, 50 applicants were wait listing for the service. As for “e-Brain”, a total of 219 intake assessments, 781 centre-based and 2,188 outreaching training were provided. Since the commencement of operation, the Centre had collaborated with different NGOs and schools in service provision. Feedback from these collaborating partners and organizations was positive and encouraging.

During 2012-2014, “ICT Demonstration Room” had received 1,080 visitors and had organized a no. of seminars and demonstrations attended by 1,055 participants. The service aims to provide updated information on rehabilitation technology and assistive devices to facilitate users in their selection of appropriate devices.

The utilization rate of “Drop-in Computer Centre” increased steadily throughout the past 2 years. During this period, over 40 computer and ICT training courses were organized and the total no. of users served was 7,634. The courses aimed to equip users with the skills and knowledge which were essential for digital accessibility.



The Centre's website was launched for public viewing since December 2011. During the reporting period, the accumulated login rate had reached 387,595. The website is a useful media for promoting the Centre services to potential users. The website was conferred the Gold Award in the Web Accessibility Recognition Scheme organized by the Office of Government Chief Information Officer and the Equal Opportunities Commission in both 2013 and 2014. The award aims to encourage and commend organizations for designing and operating website with rehabilitation value, which allows people with disabilities to have easy access.

To promote the service to potential users, pamphlets and posters were distributed to related NGOs on regular basis. Promotional booths were set up at different housing estates to introduce Centre services to the public. Since April 2012, quarterly Newsletter was issued to promote the upcoming events and programs to interested parties. In March 2013, an opening ceremony cum open day was organized with over 130 guests attending the event. The participants expressed great interest and were impressed by the uniqueness of our services.

To evaluate the effectiveness of the service, Hong Kong Council of Social Service was commissioned to conduct a related study. The evaluation report concluded that users had positive perception towards the use of ICT in rehabilitation training and feedback from users was substantially positive. These responses provided strong evidence in justifying the original intention on use of ICT. The positive feedback will provide impetus for the Centre to strive in achieving the objectives of the service.





Community Occupational Therapy

The service aimed to maximize the functional ability of people with disabilities and elderly so that they can continue to live in the community independently with improved quality of life. Services provided included:

- (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.

With the growth in the aging population in Hong Kong and the Government policy of Aging in Place, the number of frail elderly living in the community continued to increase. The demand for Community Occupational Therapy has increased rapidly as the service can maintain and enhance service users' functions and quality of life. With the availability of this service, the elders can continue to live in their familiar environment independently and safely.

During the reporting period, the majority of our service users were elderly, who were mostly referred by Integrated Home Care Teams, District Elderly Community Centres, Neighbourhood Elderly Centres, Family Service Centres and Medical Social Service Units of hospitals. In collaboration with public hospitals, community oxygen therapy service was rendered to discharge patients who were mostly frail elderly suffering from pulmonary illnesses. This 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.

Due to the improvement in accessibility of public areas and transportation, the utilization of electric wheelchair among people with disabilities and elderly has grown rapidly. In 2012-2014, 315 assessment and consultation of electric wheelchair were rendered. In addition, 68 driving skills training for electric wheelchair were also provided to new users so as to ensure that they could use the device properly and safely.



Feedback and comments from service users was essential for further improvement of the service. User's satisfaction survey was conducted to solicit comments service users. To evaluate the effectiveness of the service, some outcome measure indicators were incorporated into the user's satisfaction survey. During the past two year, over 80% of the service users agreed that there was improvement in the performance of their activities of daily living through modification of environment and/or prescription of assistive devices. The physical function of over 80% of the respondents was enhanced through the execution of prescribed home exercise and over 80% of them agreed that the service could enable them to continue living in the community. Over 75% of the service users agreed that the service could enhance their self-confidence and life satisfaction. The caring skills of 75% of the carers had improved through the training provided to them. In response to these results, adjustment in service delivery was made for service enhancement.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2012-2013</u>	<u>2013-2014</u>
Provide assessment and training on activities of daily living	348	342
Recommend and provide appropriate assistive devices	211	220
Recommend home and/or work environment modification	222	265
Provide oxygen therapy	104	100
Render training to caregivers	100	107

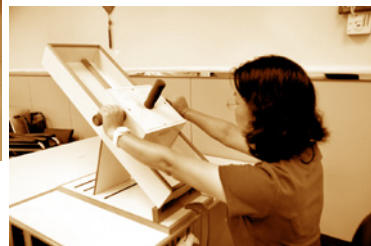
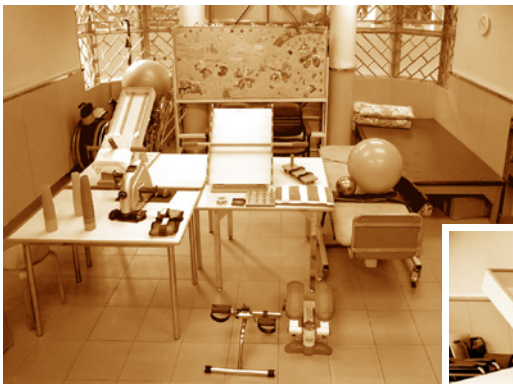


Community Rehabilitation Project

The project aimed to maintain and enhance the functional capacity of service users through the provision of centre-based occupational therapy services. The ultimate goal is to facilitate independent living and integration into the community. The clientele served were people with mental, neurological and physical impairment. The service users were largely referred by hospitals / clinics and through words of mouth. The project mainly served users from Tuen Mun district.

Operated by occupational therapists, the project offered different training modules for service users with varying functional impairment. These training modules included:

- (a) training for stroke cases;
- (b) training for brain injury cases;
- (c) training for chronic neurological disease cases; and
- (d) physical training for frail mentally handicapped persons.





All these training aimed to improve and strengthen service users' functional level, enhance their community mobility and defer deterioration derived from aging or illness. Through different rehabilitation exercises, 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. In recent years, training was also provided to mentally handicapped persons whose functioning began to deteriorate due to aging. Work skill, social skill, physical and cognitive training were rendered to enable them to live independently as far as their disabilities allowed.

Each training module consisted of 8 sessions. The program content included assessment, skill training, practice, carer education and community orientation. To enhance the effectiveness of the training, appropriate training equipment were purchased and installed.

Due to manpower constraint, service could only be provided on a two days per week basis. During this period, an average of around 68 person-time per month was served. The overall feedback from users was encouraging as the training could improve their functional capacity and deter deterioration. To meet the needs of the users, the content of the programs would be reviewed and enriched such that the service could serve people with different types of disabilities.



Occupational Therapy / Physiotherapy Service

The service aims to equip elderly, care givers and volunteers with knowledge and skills to enhance their functioning and/or their caring skills through the organization of educational talks, workshops and training. With appropriate skills, quality services could be delivered by caregivers and care workers which can minimize occupational hazards.

During the reporting period, fall prevention training and health-enhancing exercises for elderly were the most popular topics. In November 2013, a series of training was rendered to over 70 elderly with mild cognitive impairment. The participants were referred by 5 Neighbourhood Elderly Centres in Sham Shui Po. Carer education was also provided to facilitate the delivery of quality services by caregivers. Moreover, a four-session group on general health enhancing exercise was held for service users of a Neighbourhood Elderly Centre. The training aimed to introduce related exercises to the participants and they were encouraged to practice these exercise at home.





In 2012-2014, four new topics namely, occupational safety & health for office worker, work related assistive devices for people with physical disabilities, feeding & transfer techniques for frail elders and caring techniques for Chronic Obstructive Pulmonary Disease were developed. These training were delivered to caregivers, volunteers as well as home care workers. With the availability of proper knowledge and skills, the general health condition of both the service providers as well as the service recipients could be ensured. These new topics were promoted to related agencies and were much welcomed by them. In addition, a presentation on the application of information technology in rehabilitation was delivered in a seminar organized by the Agency of Integrated Care in Singapore in January 2013.

Feedback from users was solicited through satisfaction survey. The overall response was positive. 85% of the carers agreed that their knowledge and skills in caring were enhanced and 75% of the respondents agreed that appropriate self care skills were acquired through participating in these training.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2012-2013</u>	<u>2013-2014</u>
Organization of talks, workshops and training for elderly and caregivers	325	330
Organization of activity group	80	95



Integrated Home Care Service



The service continues to provide home care service to 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 nursing care, meal delivery, escort, purchase of daily necessities and household cleaning etc.

During the reporting period, due to the deterioration in health of the elderly service users, more intensive care was needed if they were to continue living in the community. Additional manpower and resources were needed to cope with the increasing demands. As at March 2014, the total no. of service users served was 116 including 20 frail cases. The majority of the service users were elderly.

Besides the provision of general home help service, the service had to render professional care 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.

All referrals were assessed by social worker 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. Regular review was conducted to ensure that the services rendered could meet the changing needs of the service users.



In addition to the provision of regular services, other professional services were also rendered. During the past two years, four groups were organized for service users. Two cognitive training groups which aimed to enhance the knowledge of service users on dementia were organised by occupational therapist. Two educational groups namely “後顧無憂小組” and “祝福生命小組” were organised by social worker. The first group aimed to prepare service users to consider long term care services while the latter group focused on life and death education.

To enrich the social life of the service users, social and recreational activities such as outings and birthday parties were also held. Volunteer visits were also arranged for service users who were living alone and with little or no social support. Funded by the “Opportunity for the Elderly Project”, a booklet “尋覓智慧、閃耀生命” was published to compile the valuable experience and wisdom of the elderly to inspire the younger generation.

Carers played a significant role in the caring of our service users. To equip them with the skill and knowledge to assume their caring role, carer support activities and training were held. During the past years, two carer support programs namely, “走出鬱境迎接新命” and “護老有營之識飲識食” were organized. The first program aimed to promote the mental well being of the carers while the latter one aimed to enhance carers’ knowledge on healthy and balanced diet. Through these programs, carers could gain more support to continue assuming their caring role.

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



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 issues. 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.

To enrich the service content and enable both elderly and volunteers to obtain the greatest benefit from the service, special theme was incorporated in the service. In 2012-2014, the theme was 「尋覓智慧、閃耀生命 - 長者智慧傳承樂」。Sponsored by 'Opportunities for the Elderly Project 2012-2014', a booklet on the insight and reflection gained by volunteers through understanding the elder's wisdom and life story was published. The booklet was disseminated to the public to promote the message of positive living.

The service collaborated with the School of Nursing of Hong Kong Polytechnic University in volunteer recruitment. Nurse students were recruited to participate in the service. Equipped with basic medical knowledge and nursing skills, they could render preventive health care to frail elderly. Through this voluntary service, their communication skills and understanding of frail elderly living in the community could be enriched. Volunteer recruitment was also launched via Agency for Volunteer Service through which mature and experience volunteers were recruited.



During the reporting period, the service continued to work with Integrated Home Care Teams from which frail and living alone elders were referred. In 2012-2014, 92 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. Training and support were provided to enable the volunteers to deliver services smoothly.

To equip the volunteers with better skills and knowledge for the service, a series of pre-visit training on communication skills with the elderly, frail elders' life story and wisdom and related community resources were organized. A tea gathering was also arranged to enable the elders and the volunteers to get acquainted with each other before conducting the first visit. Sharing meetings were held to provide opportunity for them to share the difficulties encountered during the visit.



During the evaluation meeting, 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.

During the past two years, visits were paid by our nurse volunteers to 120 elderly referred by our Integrated Home Care Team. Through these visits, 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>2012-2013</u>	<u>2013-2014</u>
Home visit paid	162	163
Medical check up provided	60	60
Training provided for volunteers	48	44
Sharing sessions organized for volunteers	53	56
Provide support and guidance to volunteers	48	44
No. of referrals made to appropriate agencies	13	13



Integrated Vocational Rehabilitation Service Centre - The Endeavor



The Endeavor was already eleven years old since its commencement in 2002. The Centre continues 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. As at March 2014, 155 service users were admitted.

During the reporting period, there was significant development in the direct sales training. A regular order for the sale of snacks and daily necessities for boarders of a residential institution for severe grade mentally handicapped persons was obtained. The order provided different training opportunities for our disabled trainees and their work skills were also enhanced. In addition, the Centre continued to provide both in-house and outreaching work which encompassed a wide range of training. The trades included packaging, direct sale, laundry, catering and laundry which could provide different work training to suit the abilities and interests of the disabled trainees. The Centre collaborated with business sector and local network so as to secure training opportunities for our service users. To provide a simulated work environment for service users, commercial practice was adopted. Service users were required to take shift duty, work over time and during weekends whenever needs arose.

During the reporting period, the annual business volume had increased from \$3,300,000 in 2012-2013 to \$3,700,000 in 2013-2014 while the net training allowance, excluding incentive payment granted to service users had increased from \$1,520,000 in 2012-2013 to \$1,620,000 in 2013-2014. On top of the incentive payment and allowance, year end bonus was also granted to service users with outstanding performance.

To optimize the training rendered to our service users, individual training plans were implemented to upgrade their skills and abilities with the view of assisting them to proceed to open employment. Moreover, training groups on interpersonal skill and horticulture were also organized to prepare service users for upward mobility. To enrich the quality of life of the service users, different kinds of social and recreational activities and festival celebrations were organized. During the past two years, Christmas party, Spring Lunch and Sports Day were arranged.

Family participation and support is essential to the rehabilitation of people with disabilities. To keep family members closely informed of the progress of the service users, regular parent meeting and parent day were held. These activities served as a platform to facilitate mutual communication between the Centre and family members such that both parties could join effort to assist service users in their rehabilitation.

To facilitate social integration, the Centre collaborated with local NGOs to launch different programs and activities to enhance interaction between the public and our service users. Open Day was held annually to enable the public to gain more understanding of our services.

Staff development was significant to ensure that quality service was rendered. In 2012-2014, training programs which aimed at enhancing team-spirit and upgrading the staff's work skills were organized with the funding support from the Social Welfare Development Fund. In the coming year, regular staff development programs will be launched to continuously improve the skill and knowledge of our staff.



Supported Employment Service

The operation of Supported Employment Service, subvented by the Social Welfare Department, was first started in March 1995. 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 ex-mentally ill, physically handicapped and mentally handicapped persons. The service provides pre-job assessment, skills training, job counseling, on-the-job support and follow up services for people with disabilities. The service capacity was 90.

Individual job placement model was adopted to provide job opportunities in the open market and related training for service users was rendered. During 2012-2014, job placement was successfully arranged for 190 people with disabilities 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, cleaning, retailing, catering, courier service, warehouse management, estate management and reception etc. The employers were satisfied with both their work attitude and performance.

The service unit also operates Car Beauty Service under a mobile crew model in Tuen Mun since March 2002 which aims 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 5 of them were able to secure open employment after receiving the training.

Moreover, the service provided different kinds of training such as clerical, data entry, map reading, cleaning and pamphlet distribution in order to equip service users with the requirements of different jobs and enhance their work skills. To further enhance their competitiveness in the job market, funding support from the Employees Retraining Board was also applied to organize Prevocational Induction Courses for Disabled Persons. The course was organized in November 2012 with 6 service users attending the course.



During the reporting period, social and recreational activities including visits to The Wellness Centre, Flower Show and Hong Kong Disneyland were also arranged for service users. Through the organizing of these activities, service users could benefit from the community facilities and widen their horizon.

As staff training was essential for the provision of quality services, the staff was arranged to attend relevant workshops and training with topics including “Training Course on Schizophrenia & Mood Disorder”, “Workshop on Managing Depression & Suicidal Behavior”, “Professional Diploma in Health Counselling”, “In-service Certificate Training Course for Rehabilitation Personnel Working for Persons with Intellectual Disability” as well as related computer courses.

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 vacancies were available. In the coming future, effort would be put 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 Project was subvented by the Social Welfare Department and commenced operation in January 2009. It aims at helping persons with disabilities to cope and adjust to the work environment so as to facilitate their retention in the open job market. The service capacity was 45 per year and with no geographical boundary.

From 2012-2014, a total of 386 counseling sessions were rendered to assist service users to manage the problems they encountered in workplace; to relief their work pressure and to handle their emotional disturbances. Apart from the provision of counseling, 244 support group sessions which aimed to foster mutual support among service users through sharing their daily life events and work related issues were also rendered. Moreover, 106 treatment group sessions were also held. It focused on handling work related issues such as interpersonal relationship, work stress and emotion so as to facilitate service users to retain their employment.

To enrich the social network of the service users, various social and recreational activities were also organized including origami class, solo group and Christmas Party. These activities could help to release their work pressure and enrich their social life.

To facilitate the recruitment of potential service users, promotional banners and posters were posted and leaflets were distributed in different locations. Service bulletin was issued and disseminated to potential referrers and service users once every 3 months to update the readers on the progress of the service. At the same time, talks were organized for disabled residents of private hostels to introduce the service. The feasibility of distributing the service pamphlets via the offices of District Counselors was also explored. Service briefs were sent to different NGOs to introduce the service. In the coming time, these promotional activities will be launched regularly to enable more people with disabilities to benefit from the service.



Jockey Club Desktop Publishing Centre



The Centre was already in operation for almost 20 years since its commencement in 1996. It continues 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.

Due to the keen market competition of printing business, the Centre has to be very flexible and responsive to the changing market needs in order to survive. To secure different training opportunities for service users, effort was put to expand the scope of the business. During the reporting period, the feasibility to publish shopping guides for distribution to tourists was explored. If this business plan was able to materialize, various training opportunities could be created for our disabled trainees. Through securing different job orders, service users could obtain invaluable experience which was significant for them to proceed to open employment.

As the Centre was unable to afford to replace the computers on regular basis, donations of used computers from tertiary institutes and commercial firms became a major channel for updating the computers as well as other equipment. During the reporting period, 25 sets of computers were donated by the Vocational Training Council to replace the obsolete ones. Some computers were distributed to trainees for home based training. With the availability of the new equipment, the work efficiency could be enhanced.



Business volume of the Centre in 2012-2013 and 2013-2014 was \$1.6 million and \$1.1 million respectively. A few printing orders which were not profitable but was manpower consuming were given up which accounted for the drop in business volume in 2013-2014 as compared with the previous year. In addition to the provision of data input for several exhibition organizers and the Library of the Chinese University of Hong Kong, a few regular data input orders were also secured. These orders were relatively simple and could be used for training the basic computer skills of the service users. The work attitude and work habit of the service users could also be trained up through these job orders.

The majority of our new customers were still recruited through word of mouth. Hence, effort had to be put on the retention of the existing customers. Customer oriented services had to be rendered so as to attract them to continue patronizing our services. To commend customers for providing training and work opportunities to our service users, Economic Times and U Magazine were nominated as Caring Company in the award organized by the Hong Kong Council of Social Service.

Service users received allowance that was calculated on piecework basis. During the reporting period, 12 of them were able to receive a daily allowance of \$100. Over 70% 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. In the past two years, nine 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 Advance Course on MSN, Concept of Printing, Application of Photo Impact, Application of Skype, Word & Excel 自動儲存, 文字造型設計, Application of Movie Maker were organized. Over fifty service users attended these courses and they commented that the courses were useful in enriching their work related skills and widening their horizon.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2012-2013</u>	<u>2013-2014</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 for disabled persons	36	36



EMV



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 approved.

During the reporting period, a total of 25 applications were received. The applicants were largely physically handicapped and visually impaired persons. The most popular equipment applied to purchase was motor car. Over half of the applications applied for an amount ranging from \$20,000 to \$60,000. Up to March 2014, there were 30 outstanding borrowers. Advice and support were rendered whenever needs arose.

In 2012-2014, 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 and revising the monthly repayment amount were arranged. On the whole, the operation of the Fund was smooth and no bad debts had incurred so far.

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>2012-2013</u>	<u>2013-2014</u>
Inquiries	85	87
Applications received	13	12
Provision of interest free loan	11	10
Provision of advice on the selection of appropriate devices	11	10
Assessment of social and financial condition of the applicants	11	10
Provision of advice and support to outstanding borrowers	33	30



SOCIAL ENTERPRISE



The CLEAN Laundry

Being a social enterprise, the Clean Laundry aims at providing employment and training opportunities for people with disabilities as well as to facilitate their integration into the community. To sustain the operation of the venture, prudent commercial practice was adopted in the planning and management of the business so as to maintain a healthy financial position.

In 2012-2013, business volume of the venture was around \$725,500 while for 2013-2014 the business volume had increased to \$784,400. This slight increment reflected that previous effort put on streamlining the operation procedures has enhanced the overall efficiency which proved to be a judicious action to be implemented. During the reporting period, focus was put on recruiting corporate customers such as elderly home, hostels, and commercial firms which provided steady source of income as compared with retail business orders. Starting from 2014, cleaning of beddings was rendered to Noah's Ark Hotel which provided a regular source of income for the business.

To survive under keen competition, tight cost control has to be implemented. The venture will continue to improve the efficiency of the operation through redistribution of manpower and reorientation of the business direction. Feedback from customers will be solicited regularly to improve the service quality.

Looking ahead, the Clean Laundry will concentrate on exploring new corporate customers and negotiating more favorable pricing terms with existing customers so as to consolidate the financial condition. In addition, the competitiveness of the business had to be strengthened to cope with challenging market environment and achieve sustainability in the long run. In addition to the provision of employment opportunities for people with disabilities, hopefully the venture can also provide a warm and friendly work environment for the disabled employees.



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 job opportunities for people with disabilities.

One-stop Promotion provides a comprehensive range of services including design, printing and distribution of flyers; establishment and updating of databases; letter shopping and delivery as well as the media production service. With the enactment of minimum wage ordinance and the keen market competition, the business had to provide up-to-date and diversified services in order to satisfy customers' needs and expand market share.

Throughout the past years, the business was able to develop reputation and gained the support of customers. During the reporting period, out of 157 customers, 69 of them had repeatedly patronized our service. They came from various industries including educational institute, art & cultural company, business centre, interior design firm, professional organization, retails and wholesales company, sports company, laundry workshop, property agencies, NGO, government department, furniture company, cosmetics company, security company, bank and wine dealer etc.

From 2012-2014, a business volume of \$1,255,472.10 was recorded. As at end of March 2014, 11 out of the 14 employees of the business were people with disabilities. This served to fulfill the goal of the venture in creating employment opportunities for people with disabilities.

With regard to the marketing strategy of the business, since nowadays internet is one of the most effective means of promotion, the website of One-stop Promotion is utilized as the major promotional platform. Through updating the content regularly and offered concessions to customers from time to time, the business is able to retain and recruit customers which are essential for the sustainability of the venture.



NEW PROJECT



The Endeavor Eco Farm



The Endeavor Eco-Farm, commenced operation since September 2013 with the funding support from the Environment and Conservation Fund is a new venture of the Association. Located at Leung Hong Lane, Tuen Mun, the farm has a sizeable area of around 20,600 sq. feet. The main objective is to provide a different type of training opportunity for people with disabilities while at the same time promoting the concept of social integration and healthy living.

The farm provides various services to the public and people with disabilities, including the lease of planter, provision of horticultural therapy, sale of farm produce and organization of activities to promote environmental protection and green living. Service users of The Endeavor were arranged to take up various tasks in the farm which included watering the plants, weeding and nurturing the nursery etc. Around 10-12 service users attended the farm on regular basis. Under this operation mode, different training opportunities can be provided to our disabled trainees. Moreover, social integration can be achieved through interaction between the public and the disabled trainees.

During the initial stage, 100 planters were available for leasing in the farm. Owing to the effort of those involved in the project, more than 75% of the planters were rented. This also reflected that community farming is in great demand. Since the commencement of operation, various programs and training on organic farming and environmental protection education were organized. As from December 2013 to March 2014, funding was sought to support the organization of a series of programs ranging from training courses on organic farming, making of organic soap to horticultural therapy for people with disabilities and the public.

Looking ahead, the Farm will continue to explore different training opportunities for disabled trainees while at the same time cherish their sense of responsibility through horticultural activities. Through interaction with the public in the programs organized by the Farm, social integration for our disabled trainees can be enhanced.





MEMBERS 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 2012-2014, 86 new volunteers joined our volunteer group. As at March 2014, the Association had a total of 373 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.

During these two years, the majority of the newly joined volunteers participated in the Care for the Elderly Living Alone Project. Besides, a group of volunteers from Africa and Rwanda were invited to conduct musical performance for elderly of our Integrated Home Care Service Team during the Lunar New Year celebration dinner. In addition to the provision of volunteer services for our Association, nurse volunteers were also referred to provide medical check-up and consultation service for other NGOs on regular basis.

To enhance the effectiveness and efficiency in recruiting volunteers for the development of rehabilitation aids, the service collaborated with tertiary institutes for the provision of placement for their students. During the reporting period, placement was provided for students from Department of Engineering of Hong Kong Institute of Vocational Education (Tsing Yi) and Department of Computing of Hong Kong Polytechnic University. The students could select projects related to their discipline and could meet our service users' needs. The collaboration not only enabled students to contribute to the benefit of people with disabilities but also provided opportunities for them to practice their skills. In view of the positive outcome, the feasibility to co-operate with other institutions would be explored in the coming years.

To express our recognition for their devotion and enthusiasm to voluntary services, 2 volunteers were nominated for Gold Award, 7 for Silver Award and 35 for Bronze Award of the Volunteer Movement organized by Social Welfare Department in 2012-2014. Besides, 2 volunteers were also nominated for Long Service Volunteer Award of the same event.

In the past two years, 4 volunteers received Outstanding Volunteer Award and 4 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, 9 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 recycled bag was 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 was kept through updating their personal information on regular basis.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2012-2013</u>	<u>2013-2014</u>
Visits & activities organized	43	43
Recruitment of volunteers	43	43
Orientation organized for new volunteers	43	43
Organized volunteer award	25	27



EMV

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

本人有幸過去六年參與執行委員會的工作，更於二零一二年獲選為執行委員會主席。時間飛逝，轉瞬間，兩年任期即將屆滿，深愧無甚建樹，尤幸各前主席和一眾委員已經為協會奠立了一個良好的基礎，使協會的各項服務，在過去的兩年，仍然取得滿意的進展。

其中，「電動輪椅一站通」在獲得「傅德蔭慈善基金」的資助下，得以增聘員工及添置設備，並租用額外的工廈單位，藉以提升中心的服務能力，以應付不斷增加的服務需求。「展毅中心」從地政總署成功租賃一幅達 20,000 平方呎的空地後，亦逐步完成開發的工作，啟動環保農莊，不單為「展毅中心」的學員提供園藝治療和更多訓練機會，同時透過公眾人士的參與，增加公眾對環保的意識。而「賽馬會數碼共融中心」更連續兩年榮獲「香港政府資訊科技辦公室」及「平等機會委員會」聯合主辦的「無障礙網頁嘉許計劃」之金獎，令中心在提升殘疾人士及長者在應用資訊及通訊科技的能力上加添動力。

二零一二年獲委為執行委員會主席時，正是協會成立三十週年紀念。回顧首三十年，協會由借用「義務工作發展局」的寫字樓，發展至一所服務涵蓋殘疾人士及長者，復康輔助器材設計和製作，復康軟件設計，職業復康訓練，社會企業，數碼共融中心，及園藝治療的綜合社會服務機構，各項服務不單已經建立了穩定的基礎，更深受業界和服務使用者認同。

不管是商業或社會服務機構，能夠跨越一個三十年的周期，都是一項令人感到欣慰的成就。孔子在「論語」中說「三十而立，四十而不惑，五十而知天命」，協會經歷三十載而建立了一個穩健的根基，在跨進第二個三十年的周期，如何善用這「根基」在服務社會上發揮更大的效益，將會是協會未來的挑戰。

還記得在接任執行委員會主席之初，一位同工曾經告誡我「本會祇是一所小士多，不應以管理連鎖超市的方式來管理」。一方面我深表贊同，因為我們確實還未有連鎖企業所具備的規模，管理架構，財務管理系統，機構管治和業績評估的機制；但另一方面，從我過去任職跨國銀行管理層的經驗，我深刻體會到一個機構要不斷成長擴展，就必須要有良好的架構

和完備的制度，因此，在我反覆思考協會發展的前路時，效法企業建立相關的機制，不正是我們長遠的目標嗎？在未來的日子，我們會一如既往地以謙卑的態度服務社會，但同時把目光放得高，放得遠。

近年經濟和社會的改變不單為商業機構帶來新的挑戰，社會和各持份者對社會服務機構的透明度，問責和機構管治的要求亦越來越高。因此，社會服務機構應充份掌握社會和持份者對它們的期望而作出相應的改變或改善，不斷提升以下各方面的能力：

- 1) 瞭解社會和服務使用者對服務的要求；
- 2) 財務管理和問責；
- 3) 領導和實施改革；及
- 4) 提升持續性，推動增長。

在二零一四年的三月份，執行委員會通過委任一顧問機構為協會開展一項為期六個月的顧問研究工作，以檢視協會在服務、機構管治、組織架構、人力資源發展及培訓的情況，並作出相關的改善建議。期望有關的研究工作能為協會更有效益的調配資源，計劃和開發不同的服務，不斷尋求創新，以回應社會不斷改變的需求；優化組織架構，為員工提供專業發展的機會，凝聚人才；提升機構管治和問責，使協會在制定未來的發展策略時，更具持續性。

在撰寫此報告時，顧問研究工作還未完成，研究結果及其相關的建議尚待審議。但本人即將卸任，實施報告建議的重任，將要由下任主席和執行委員會肩負。但我誠摯的希望，這個顧問研究工作，祇是協會發展改革歷程上的一個逗號，而不是句號。

協會的服務得以成功的推展，全賴一班充滿熱誠和幹勁的同事，他們多年來為協會的服務努力不懈，不斷求進的精神，本人謹致以衷心的感謝。我亦希望藉此機會感謝各委員在過去兩年對協會無私的貢獻和給予我的支持，讓我順利完成主席的任期。

最後，亦由衷感謝各有關政府部門，香港公益金，香港賽馬會慈善信託基金，傅德蔭慈善基金，捐贈者，合作夥伴和各義工，在會務和資源上所給予的指導和支持，使協會的服務得以持續發展，幫助更多有需要的人士。

執行委員會主席 鄒秉基



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

張李律師事務所

執行委員會

主席

鄒秉基先生

副主席

羅哲偉先生

司庫

康慧慈女士

委員

陳帆先生

陳福強先生

陳學深醫生

陳錦華博士

陳玉強先生

鄭淑娟博士

張健民先生

方偉立先生

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

本服務旨在透過設計、製造、改裝、安裝和維修輔助儀器及電腦輔助儀器，提高殘疾人士的獨立生活能力。此外，亦會提供復康儀器的維修服務，包括手動輪椅、助移機及點字器等。服務亦為有需要人士提供全面的一站式服務，包括臨床諮詢、就儀器的設計和適用性提供專業意見。

於報告期內，服務共設計和製作了二十四件新產品，包括日常生活輔助工具：如經改良的加大手柄匙和彎曲柄匙、量身訂造的浴簾支架；增強安全的儀器：如無線閃燈平安鐘及垂直吸盤扶手；座位和改善姿勢的儀器：如曲面背墊及手動輪椅底座。其他新產品包括全新設計的書寫訓練工具、書釘移除器、新型電動輪椅輔助控制器連支架及可折疊式盲人手杖等。服務亦開發了一系列為感覺統合訓練而設計的工具和設備，及改良了一些現有的產品以提昇其功能。



■ 便攜式放大閱讀平台



■ 輕觸式開關及輸入設備



■ 微軟 Kinect 訓練套件

至於電腦輔助器材方面，共開發了八個新產品，包括跳舞毯訓練遊戲套件、新一代可編程鍵盤、電子錄音提示系列、平板電腦頭戴式觸控筆及四個新的輸入設備，包括微軟 Kinect 訓練套件、便攜式放大閱讀平台、輕觸式開關和藍牙開關。此外，亦製作了兩個另類及輔助溝通系列的應用程式，供使用者免費下載。而三個新的感官刺激板可為腦退化症患者提供不同的感官刺激訓練。在此期間，服務共設計及搜集了八十個與認知訓練和復康有關的軟件。

產品開發小組仍繼續發掘新的產品意念，有些意念已被開發成新產品，當中包括眼球追蹤裝置、腦波應用設備和增強實境三維虛擬現實技術等，有個別意念則仍在開發當中，期望能有理想的進展。

服務繼續透過網站、會訊及產品目錄向使用者發放有關服務及產品信息。在報告期內，共舉辦了二十七次產品示範，透過由非政府機構、醫管局及大專院校舉辦的研討會、工作坊及員工訓練，展覽及介紹本會製作的儀器，在二零一三年一月，服務更應新加坡 Agency for Integrated Care 的邀請在其舉辦的研討會中介紹自行開發的康復用品和訓練軟件。透過參加這些研討會和展覽，能讓公眾和殘疾人士對服務和產品有更深入的了解，而與外國機構的交流，更可擴闊眼界，對服務發展有很大的裨益。



為了提升服務質素，全面的售後服務至為重要，服務會編制產品說明書並派發予使用者，產品說明書包含了個別產品的規格、安裝和應用指南及安全措施等資料，讓使用者能更容易及有效地使用產品。服務亦建立了服務博客及利用廣播媒體，作推廣之用。

服務繼續進行服務使用者意見調查，通過問卷調查及電話採訪，收集使用者的意見。在報告期內，有百分之八十四的使用者認同使用復康儀器可提升他們的獨立生活能力和生活質素；此外，有百分之八十三的使用者同意使用復康儀器能增強訓練的有效性。通過與服務使用者的接觸，便可收集用家的意見，進一步提高產品的質素。

統計數字

所提供服務

接受服務人數

	<u>2012-2013</u>	<u>2013-2014</u>
設計及製造輔助儀器	21,130	21,078
維修輔助儀器	7,538	7,505
改良及評估現有的輔助儀器	479	478
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	25,016	25,007
向復康及安老服務工作者提供輔助儀器的資料	2,035	2,013
安排示範及展覽	484	483



電動輪椅一站通

近年使用電動輪椅的殘疾人士及長者數目均持續增加，對電動輪椅保養及維修服務的需求亦隨之上升。在過去數年，服務的會員人數有穩定的增長，目前已達一千二百人。為應付不斷增加的需求，服務嘗試發掘各種資源，包括招募義工及為專上學院修讀相關課程的學生提供實習機會等，希望藉此紓緩對服務需求的壓力，但這些措施都未能解決問題。

面對這急切的需要，現有的人力資源及場地已不敷應用。在報告期內，承蒙傅德蔭基金有限公司的支持，服務終於能遷往一個位於葵涌較大的場地，同時增添了人手及設備，令服務能處理更多的申請，令服務的質量有所提升，而服務範圍亦由提供電動輪椅維修、保養及租賃擴展至為使用者提供緊急支援服務。

服務以提供電動輪椅保養及維修為主，同時亦提供其他配套服務，包括為殘疾人士作評估及在他們選擇電動輪椅及相關配件的過程中給予專業意見。在報告期間，服務持續收到由各醫院、診所及非政府機構轉介評估電動輪椅需要的個案。服務亦提供電動輪椅駕駛學院，旨在促進使用者的駕駛安全及正確使用輪椅的知識。

為增強駕駛訓練的有效性，在香港理工大學電子計算學系學生的協助下，開發了一個三維虛擬實境電動輪椅駕駛模擬電腦軟件，該軟件模擬本地環境而設計，讓新的電動輪椅使用者在安全及可控的情況下學習駕駛。此外，使用者可透過電動輪椅輔助工具及器材庫服務借用一些相關的設備及輔助工具，讓他們於購買前先行試用。電動輪椅租賃服務可讓使用者在其輪椅維修期間的日常生活不受影響。

服務以會員制運作，會員會提供與其輪椅相關的資料，包括型號及維修記錄等，方便為使用者提供快捷的服務，減輕在維修期間對他們日常生活所做成的不便。在二零一二至二零一四年度，中心共提供了五百八十一次上門維修服務及四百六十六次中心維修及保養服務。服務通過問卷調查



和電話訪問收集使用者對服務的意見，在此期間，整體回應令人滿意，服務會繼續進行意見調查，以改善服務的質素。

在服務推廣方面，除了寄發宣傳單張予康復機構、特殊學校、殘疾人士自助組織、醫院、診所、社會保障辦事處及家庭服務中心外，亦有舉辦工作坊及講座，教授使用者簡單的保養及維修知識，延長輪椅可使用的年期。

統計數字

所提供服務

接受服務人數

	<u>2012-2013</u>	<u>2013-2014</u>
會員人數	1,110	1,200
為會員提供到戶檢查及保養服務	280	301
為會員提供維修服務	211	255
為會員提供電動輪椅租借服務	212	324
提供電動輪椅使用的訓練	35	33
為會員提供電動輪椅器材外借服務	25	23



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」。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「復康軟件百科」成立後，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。透過網上運作形式，使用者可配合工作需要，自行搜尋合適軟件。服務使用者無需註冊，亦無需費用，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，分別按使用者及按軟件特性分類。按使用者特性的分類包括適用於肢體殘疾人士、視覺受損人士、聽覺受損人士、智障人士、認知受損人士、讀寫障礙人士及專注力缺乏人士及長者的軟件；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，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資訊。

在報告期間所搜集的軟件，主要協助殘疾人士應用電腦以達至共融的目標。這些軟件均能協助肢體殘疾人士應用電腦以配合學習及餘暇需要。由於很少電腦軟件專為視障人士而設計，百科亦搜集了一些趣味軟件，讓視障人士也可體驗及享受電腦遊戲帶來的滿足感及樂趣。此外，在二零一三年，亦開始搜集一些可在 ios、Android 及 Macintosh 平台上應用的軟件，作日常學習、訓練及餘暇之用，讓使用者有更多選擇。

截至二零一四年三月，重新分類及上載的軟件共五百九十個，總瀏覽人次為二萬二千，共有超過四萬人受惠於這個服務。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，所有上載的軟件說明都翻譯成中文，而新搜羅的軟件亦附上使用說明及讀我檔案，讓使用者更容易選取適合的軟件。



除了搜羅網上軟件，服務亦會自行設計及製作軟件。在這段期間，製作了一套名為「可編輯虛擬鍵盤」，方便使用者在觸控屏幕上作輸入，特別適合上肢活動能力不足或有手部功能障礙人士使用。虛擬鍵盤的每個功能鍵，包括其大小，位置，顏色甚至聲效，都可以由使用者自行設定，以配合不同使用者的需要。

此外，本會亦與理工大學電子計算學系合作，在該學系的學生協助下，完成了一個「網上溝通板」軟體，幫助有語言障礙人士提升溝通及社交能力。溝通板預設有過千個詞句以供使用，其設計是採用 HTML5 程式語言編寫，適合跨平台電腦包括手機及平板電腦使用，是一個自助式輔助溝通工具，亦特別適合初學者使用。





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適合有關學習障礙人士包括患有讀寫障礙、專注力缺乏及過度活躍症人士使用的軟件。資源站亦新開發一系列有關正面思考的軟件，讓有關學習障礙人士能以正面的思維去處理在學習上遇到的困難。此外，亦設計了一些學習書寫中文字彙及句子結構的軟件，以增強有關讀寫障礙人士的中文能力。

另一方面，資源站更設計一系列的評估軟件包括視覺感知、記憶力及專注力三項範疇，同時亦制定了一個系統性的評分標準，以計算使用者的能力及為訓練者提供有用的數據，以配合適切的訓練。評估軟件亦能配合個人賬戶使用，評估結果能自動記錄及儲存在個人賬戶內，以監察使用者的進度。是項設計是資源站一個嶄新嘗試，未來會繼續設計不同類型的評估軟件，讓使用者及訓練員能有更多的選擇。

隨著平板電腦的普及，資源站亦設立了一個 Android 地帶，選擇了一系列能應用於 Android 平台的訓練軟件，並作分類，讓使用者可選擇在平板電腦平台作訓練，訓練地點亦因此可延伸至家居、中心甚至戶外環境，從而為使用者提供更多方便及彈性。

在過去兩年，治療師亦繼續撰寫復康訓練教材指引，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。為配合評估軟件的使用，教材指引亦會集中介紹新評估工具的應用方法。截至二零一四年三月，共上載了七十二個教材指引，供會員免費下載。

在此段期間，資源站的會員人數亦有穩定增長。截至二零一四年三月，會員人數已增至一千五百六十人，每月的平均瀏覽人次超過四千八百，共有超過三萬位殘疾人士及長者受惠於此服務。



在報告期間，資源站共進行了四次服務檢討，收回三百二十七份問卷，超過八成的使用者對內容及設計都表示滿意，亦認同資源站能切合他們的學習需要及增強學習效率，部份亦提出很多具建設性的意見，並讚賞資源站同工的努力。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，共收回六千份網上檢討問卷，百份之九十七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。

在二零一三年初，本會接受新加坡 Agency of Integrated Care (AIC) 的邀請，與新加坡的復康工作者分享如何應用資源站軟件為發展遲緩人士及長者進行認知及感知訓練。此外，在這兩年內，本會亦有安排同工探訪不同的復康機構及特殊學校，透過這些探訪，能增強同工們對服務使用者能力的了解，與復康工作者的交流亦可啟發同工更關注使用者的訓練需要，這些都有助資源站設計更適合的訓練軟件。

統計數字

所提供服務

接受服務人數

	<u>2012-2013</u>	<u>2013-2014</u>
會員人數	1,455	1,560
設計及製作訓練教材	28,310	30,574
向使用者示範網站的使用	356	360
使用復康資訊及圖片庫	7,986	8,386
為使用者提供技術支援	174	175



賽馬會數碼共融中心

賽馬會數碼共融中心由香港賽馬會慈善信託基金捐助，並於二零一一年九月成立，中心旨在透過應用資訊及通訊科技於復康及訓練，讓長者、殘疾及有特殊需要人士能接觸數碼世界，以達到融入社會的目標。

中心提供的八大核心服務，分別為「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」。服務為長者及殘疾人士提供全面及個人化的方案以解決他們在復康及訓練所遇到的問題。截至二零一四年三月，中心共有五百一十六名會員，當中包括長者、殘疾及有特殊需要人士、他們的照顧者及家長，以及相關的專業人士。

「數碼診所」及「數碼工作室」為服務使用者提供個人化的服務以協助他們無障礙地接觸數碼世界，服務內容包括評估、推薦及製造合適的數碼用具，亦提供數碼儀器的維修服務。此外，中心會提供相關產品的維修及保養之增值服務，方便服務使用者及機構。在過去兩個年度「數碼診所」共提供了三百四十次個別評估、二百五十五次中心訓練及一千四百八十三次外展訓練。而「數碼工作室」則設計及製作了十四件復康軟硬件。





「數碼學堂」是一個網上學習資訊及通訊科技知識的平台，在過去兩年共上載了十二項電腦培訓課程，點擊率高達十四萬六千二百七十八次。「數碼百科」則是一個網上的復康服務資料庫，將相關資料包括復康軟件、資訊及通訊科技用具的專業評估上載於網站，在二零一二至二零一四年度，這個網上服務的總點擊率更達到七萬三千三百五十四次。這兩個服務能讓使用者更自由地學習資訊及通訊科技知識。

「數碼園地」及「數碼長腦」分別為二至十六歲、殘疾和有特殊需要的兒童及青少年、六十歲或以上有認知困難的長者提供服務。在二零一二至二零一四年度「數碼園地」共提供一百七十九人次個別評估、九百六十八人次中心訓練和三百三十九人次外展訓練，截至二零一四年三月仍有五十多名有需要人士輪候服務。在這段期間「數碼長腦」共提供了二百一十九人次的個別評估、七百八十一人次的中心訓練和二千一百八十八人次的外展訓練服務。自中心成立後，已先後與多個不同的機構和學校合作，各合作夥伴均對中心服務有正面的評價。

在報告期間，「資訊及通訊科技陳列室」共招待了一千零八十位參觀者，而所舉辦的產品儀器示範共有一千零五十五位參加者。透過這些參觀及示範，能為參加者提供最新的復康科技，協助他們選擇合適的儀器。

在過去兩年，「電腦學習中心」的使用率持續穩定地增長，在此期間，中心共舉辦了超過四十個電腦培訓課程，以促進參加者的電腦知識及技巧，讓他們能接觸數碼世界，服務累積人次為七千六百四十三。

中心的網站在二零一一年十二月推出，供公眾人士瀏覽。在報告期間網站總點擊率已累積至三十八萬七千五百九十五次，中心透過網站資訊讓服務使用者及合作機構對中心的服務有更多的了解。中心於二零一三及二零一四年連續兩年獲得由政府資訊科技總監辦公室及平等機會委員會舉辦的無障礙網頁嘉許計劃的金獎。此獎項旨在鼓勵和讚揚有關機構所設計和操作的網站，不僅能予公眾人士瀏覽，更可讓有不同復康需要的人士能無障礙地於網上瀏覽。

為推廣中心的服務，中心會定期印製季度通訊，向會員、社區人士及機構介紹中心的活動，讓他們能第一時間知悉中心的最新動向及舉辦課程。在二零一三年三月十六日，中心舉行了開幕典禮暨開放日，當日有超過一百三十位嘉賓出席，他們均對中心獨特的服務感到興趣及留下深刻印象。

為評估中心服務的有效性，中心委託香港社會服務聯會進行一個相關的研究，該評估報告總結服務使用者對應用資訊及通訊科技於復康及訓練上均給予正面的評價，這些反應為中心的使命提供了強大的支持，亦為中心注入動力去達成中心成立的目標。



社康職業治療

服務的目標是增強殘疾人士及長者的功能，讓他們可以在社區中獨立生活，及提升他們的生活質素。服務的範圍包括：

- (一) 日常生活及活動能力評估及訓練；
- (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。

隨著本港人口老化及政府推行社區照顧政策，居於社區的長者人數有持續增加的趨勢，有鑑於社康職業治療服務能協助維持及改善長者的身體功能及生活質素，讓他們能繼續獨立及安全地在他們熟悉的社區中生活，故在過去數年服務的需求迅速增加。

在報告期內，大部份的服務使用者為長者，他們主要由綜合家居照顧服務隊、長者地區中心、長者鄰舍中心、家庭服務中心及醫務社會服務部轉介。服務亦與公立醫院合作，為患有慢性阻塞性肺病的患者提供家居氧氣治療服務，服務旨在提供持續的治療以改善及監督患者對氧氣治療的遵從性，使他們能夠獨立及安全地在社區生活。

隨著近年通道及公共交通工具的改善，使用電動輪椅的殘疾人士及長者數目持續上升，在二零一二至二零一四年度，服務共提供了三百一十五次電動輪椅評估及諮詢，此外，亦為使用者提供了六十八次電動輪椅駕駛技術訓練，協助他們正確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，用以改善服務的質素。為增加評估的有效性，更在調查問卷中加入成果衡量指標。在過去的兩年，有超過百分之八十的使用者認為通過環境改裝及使用輔助儀器能改善他們的日

常生活技能；有超過百分之八十的使用者同意服務能提升他們的體能；有超過百分之八十的使用者認同服務能協助他們繼續留在社區生活；有超過百分之七十五的使用者同意服務可以增強他們的自信心及對生活的滿意度；有百分之七十五的照顧者認為服務能改善他們的照顧技巧。服務會因應使用者的意見對服務流程作出改善。

統計數字

所提供服務

接受服務人數

	<u>2012-2013</u>	<u>2013-2014</u>
提供日常生活技能的評估及訓練	348	342
推薦及提供合適的輔助儀器	211	220
提供家居及工作地點改裝的建議	222	264
提供氧氣治療服務	104	100
提供照顧者訓練及諮詢服務	100	107



社區復康計劃

計劃旨在透過職業治療及支援服務去維持及提升服務使用者的功能及活動能力，減慢退化速度，最終目標是協助他們過獨立生活，融入社會。計劃的主要服務對象是精神、肢體及腦部受損的殘疾人士及其家人，大部份的服務使用者均由醫院、診所或其他服務單位轉介，主要來自屯門區。

社區復康計劃由職業治療師為不同機能受損人士提供不同的訓練單元計劃，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) 智障人士獨立生活訓練單元。

這些訓練項目主要是改善及增強服務使用者的功能及在社區的活動能力，同時減慢因疾病或年長而產生的肢體退化情況，透過復康運動，學習一些輔助技巧或適當的活動模式，提升服務使用者的活動能力。同時會協助服務使用者將所學的技能融入他們的日常生活中，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。在最近幾年，計劃開始為一些因年長而體能逐漸退化的智障人士提供服務，透過工作技術、社交技巧、體能及認知訓練，讓他們能獨立生活。

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。計劃亦會因應需要添置器材，以增強訓練的有效性。

由於人力資源的限制，現時每星期只能提供兩天服務，在過去兩個年度，每月平均的服務人次為六十八人，服務使用者的反應令人鼓舞。透過這些訓練，能增強使用者的功能及延緩退化。在未來計劃會持續更新單元的內容，令計劃能服務不同類型的殘疾人士。



職業治療 / 物理治療服務

服務旨在透過講座、工作坊及訓練為照顧者、長者、義工及安老服務工作者提供相關的知識和技能，藉以提升他們的照顧技巧，同時亦能減低工傷的機會。

在報告期間，長者預防跌倒及長者健康運動是最受歡迎的主題。此外，在二零一三年十一月，服務為七十位有輕度認知障礙的長者舉辦了一系列的認知訓練，更為照顧者提供照顧技巧訓練，參加者是由深水埗區的五間長者鄰舍中心所轉介。此外，亦為一間長者鄰舍中心的會員開辦了四節的長者健康運動班，運動班旨在向參加者介紹適合長者的運動並鼓勵他們在家中持續練習。

二零一二至二零一四年度，服務共開發了四個新的主題，包括文職人員的職業健康、協助在職肢體殘疾人士的輔助儀器、體弱長者的餵食和轉移技巧及慢性阻塞性肺病的日常護理。上述訓練的主要對象是照顧者、義工及護理員，這些相關的知識和技能可以提升照顧服務的質素，同時亦能保障照顧者的健康，故深受提供相關服務的機構歡迎。在此期間，服務曾應新加坡 Agency for Integrated Care 的邀請，在該機構舉辦的研討會中介紹在復康服務應用資訊及通訊科技的情況。





服務透過問卷調查去收集使用者的意見，在報告期間，大部份的回應都是正面的，有百分之八十五的照顧者認同訓練能提升他們的照顧技巧，另有百分之七十五的參加者同意訓練能讓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

2012-2013 2013-2014

為長者、照顧者及義工提供講座、
工作坊及訓練

325

330

舉辦運動小組

80

95



綜合家居照顧服務

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。服務的內容包括個人照顧、護理服務、膳食服務、陪診、購物及家居清潔等。

在過去兩年，不少年長的服務使用者因健康情況漸漸退化而需要更密集的照顧，令服務的需求大增。截至二零一四年三月，共有一百一十六位服務使用者，其中二十位為體弱個案，大部份的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的專業服務，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轉變及需要。

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四個小組，其中兩個由職業治療師負責，名為「認知訓練小組」，目的是讓服務使用者認識及預防認知障礙症。另外兩個教育性小組則由社工負責，一個名為「後顧無憂小組」，目的是促進長者接受長期護理服務，另一個名為「祝福生命小組」，主要以生死教育為主題。

照顧隊亦有定期舉辦社交康樂活動，例如生日會及旅行等，以提升服務使用者的生活質素。此外，照顧隊每年亦為社區支援網絡薄弱的獨居長者安排義工探訪服務。在二零一二至二零一四年度，服務隊更獲「老有所為計劃」的資助，除義工探訪外，更替長者撰寫及出版「尋覓智慧、閃耀生命」一書，目的是將長者豐富的人生經驗和智慧傳承年青一代。



有鑑於照顧者的重要性，照顧隊亦有舉辦照顧者支援服務，為他們提供訓練及支援。為了促進照顧者和長者的精神健康，舉辦了一項名為「走出鬱境迎新命」的活動，此外為提升照顧者對健康飲食的常識，舉辦了另一項名為「護老有營之識飲識食」活動。透過這些活動，讓照顧者獲得更多支持，協助他們繼續負起照顧者的責任。

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，因而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，透過義工定期探訪，為這些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，便能儘早察覺及處理長者潛在的健康及家居危機，讓他們能繼續安全及獨立地留在社區內生活。

在過去兩年，服務每年都訂立一個主題，令內容更豐富。是次服務以「尋覓智慧、閃耀生命－長者智慧傳承樂」為主題，並獲社會福利署二零一二至二零一四年度「老有所為活動計劃」撥款資助。透過茶聚和定期家訪，體弱長者和義工分享生活體驗，讓義工汲取長者的人生經驗和生活智慧，用文字記下個人感受和反思，並輯錄成書，讓長者的人生智慧能得以傳承。此書已送贈予各青年中心及長者機構，以傳遞正面思考的訊息。

這兩年服務主要與香港理工大學護理學系合作，年青一代的大學生是社會未來的棟樑，能配合智慧傳遞的主題，而護士學生亦備有基本的護理知識和技巧，能為體弱長者提供保健知識。此外，亦繼續透過義務工作發展局招募義工。在過去兩年，共招募了九十二位義工，探訪了九十六位來自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的長者，這些長者均是體弱及缺乏支援，義工會定期探訪及聯絡長者，部份義工在半年探訪計劃完結後，仍繼續探訪服務。社工會在整個探訪計劃中給予義工支援及意見，令服務能順利進行。



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，亦會定期安排分享會，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，超過百份之八十的被訪長者認同義工探訪能減輕他們的孤獨感及增加他們對社區資源的認識。

在過去兩個年度，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轉介的長者。在探訪的過程中，護士義工為長者提供身體檢查、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，協助他們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>2012-2013</u>	<u>2013-2014</u>
家訪	162	163
提供健康檢查	60	60
舉辦義工訓練	48	44
舉辦義工分享會	53	56
為義工提供支援及諮詢	46	44
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，中心營運至今已邁進第十一個年頭。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一百五十五人。

在過去兩年，中心的直銷服務隊有了一個嶄新的發展，成功投得為地區一間嚴重智障院舍的舍友提供購物及送遞服務的訂單，為學員提供不同的訓練機會，從而提升他們的工作技能。此外，中心亦為學員提供類型廣泛的內部及外出訓練，包括包裝、直銷、洗衣及餐飲等訓練，以切合學員不同的能力及興趣。中心會與商界及地區團體合作，為學員發掘各種的學習機會。中心亦實行一些商業運作的模式，例如輪班及超時工作制度，讓學員適應公開就業的要求。





在過去兩年，中心的總收入由二零一二至二零一三年度的三百三十萬元增長至二零一三至二零一四年度的三百七十萬元；撇除營運開支項目，中心向學員發放的訓練津貼（不包括獎勵金），亦由二零一二至二零一三年度的一百五十二萬增加至二零一三至二零一四年度的一百六十二萬元，中心更會發放額外的獎勵金予有卓越表現的學員。

為更優化服務，中心會為學員實行個人訓練計劃，以提升他們的技能，協助他們公開就業，此外，亦會舉辦社交技能訓練及園藝治療小組等。為提升學員的生活質素，中心會舉辦不同類型的社交康樂活動，包括聖誕聯歡會、春茗、運動會及參觀等。

家人的支援及參與，對殘疾人士的復康至為重要，為使家人對學員的進度有更深切的了解，中心定期舉辦家長會及家長日，透過這些活動增加中心與家長的溝通，讓雙方可攜手推行學員的復康計劃。

為推動服務使用者融入社區，中心鼓勵學員積極參與社區服務，中心與地區組織舉辦不同的活動，讓服務使用者與不同年齡和背景的社區人士及義工團體合作，促進傷健共融，並會每年舉行中心開放日，加深社區人士對中心服務及學員的了解及認識。

有鑑於職員培訓能提升服務質素，中心在過往兩年得到社會福利發展基金資助，舉辦了多項員工訓練課程，以提升同工的工作技巧，及建立團隊精神等。在未來日子，中心會定期舉辦職員培訓，持續改進同工的工作技巧及知識。



輔助就業服務

輔助就業服務於一九九五年三月開始推行，服務由社會福利署資助，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一百九十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，他們的平均月薪約為五千七百三十元正。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、銷售、侍應、速遞、送貨、倉務、保安及接待等，僱主對他們的工作態度及表現均表示滿意。

於二零零二年三月，服務開始在屯門區開辦「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，提昇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，其中五位在接受訓練後更能成功在公開就業市場獲得聘用。





服務亦為服務使用者提供不同類型的訓練項目，以配合公開就業市場的需要，包括文職、資料輸入、地圖應用、清潔及派發傳單訓練等，讓服務使用者於入職前多了解工作所需及提昇他們的工作技能。在過去兩年，共有四十二位服務使用者接受有關訓練。

為提高服務使用者在公開就業市場成功覓得工作的機會，服務會向僱員再培訓局申請資助，並於二零一二年十一月開辦了「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，提高學員的就業及適應工作的能力，是次課程參與的人數為六名。

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為他們舉辦了不同活動，讓他們在工作之餘，也可舒展身心及認識社區設施。活動包括參觀新生會安泰軒、香港花卉展覽及香港迪士尼樂園。參與上述活動的服務使用者共有三十六位。

另外，在報告期間，服務亦安排了同工參與與工作有關的講座、工作坊及報讀相關訓練課程，以增加同工的知識及工作技巧，包括精神分裂症與情緒失調工作坊、處理抑鬱症及自殺危機工作坊、醫療輔導專業文憑、智障人士康復服務證書課程及電腦課程等。

輔助就業服務運作至今已超過十九年，期間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。



在職殘疾人士及其家人支援計劃

本會獲得社會福利署資助，由二零零九年一月一日開始推行在職殘疾人士及其家人支援計劃，為在職智障及肢體殘疾人士提供支援服務，旨在提昇殘疾人士適應工作環境及解決問題的能力，讓他們能持續於公開市場就業。計劃為全港性的服務，並沒有地域限制，服務名額每年為四十五個。

在二零一二至二零一四年度期間，本會共為服務使用者提供三百八十六節輔導服務，以協助他們解決及抒緩在工作上所遇到的壓力、情緒及其他問題。除輔導外，計劃亦提供了二百四十四節支援小組，讓組員們透過分享自己的經歷及工作上遇到的問題作出相互支援。此外，計劃共推行了一百零六節治療小組，主要是處理服務使用者在工作上遇到的困難：包括人際關係處理、壓力管理及情緒控制等，目的是讓服務使用者能持續就業。

為擴大服務使用者的社交網絡，計劃亦會為服務使用者舉辦不同性質的活動及興趣小組，例如摺紙班、個人表演、參觀花展及舉辦聖誕聯歡會等，讓服務使用者在工作之餘，亦能透過活動舒展身心。

為了讓更多公眾人士認識本服務，計劃除於不同地區分別懸掛及張貼宣傳橫額及海報外，亦在不同地區派發宣傳單張，以吸引潛在服務使用者及公眾人士的注意。本會亦會每三個月郵寄一次服務通訊給轉介機構及服務使用者，在推廣計劃之餘，亦能傳達服務的最新資訊予外界知悉。此外，同工亦曾到訪私營殘疾人士宿舍進行服務推廣，並聯絡各區的區議員，以便將宣傳刊物擺放在各區議員辦事處。此外，亦會定期透過電郵向轉介機構推廣服務，以提昇同工對本服務的認知。在未來的日子，計劃會繼續定時推行宣傳，以加深公眾人士的認識，讓更多的殘疾人士能受惠於這計劃。



賽馬會桌面排版中心

中心自一九九六年開始營運，至今已將近二十年，中心透過一個模擬的工作環境，為殘疾人士提供文字處理、資料輸入、桌面排版、設計、印刷、代郵及網頁設計或更新的工作及訓練機會，目標是協助他們公開就業。

要在競爭激烈的印刷行業生存，中心的營運需具彈性及能迅速回應市場需要。為了替服務使用者提供不同類型的訓練機會，中心需不斷擴大服務的範圍，中心現正探討印製供遊客使用的購物指南的可行性，如此計劃能實行，可為服務使用者帶來不同的訓練機會，服務使用者透過這些訓練，能獲得寶貴的經驗，對公開就業有莫大的益處。

由於中心未能自行負擔定期更換電腦的費用，故需透過由大專院校或商業機構捐贈二手電腦，用以替換部份已過時的電腦，令工作及訓練能更順暢。在過去兩年，承蒙職業訓練局捐贈了二十五台電腦予中心，部份用作補充一些損壞或過時的電腦，有部份則轉送中心的學員，作家居訓練之用。

在二零一二至二零一四年度，中心的營業額分別為一百六十萬及一百一十萬，由於中心放棄了幾個利潤低但風險高的訂單，故中心的營業額於二零一三至二零一四年度較前一年為低。在過去兩年，除了為幾間展覽會公司及香港中文大學提供資料輸入外，中心亦爭取了幾個資料輸入工作的新客戶，這類工作能提供工作技能、工作態度及工作耐力的訓練，這些訓練對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尤其重要。

中心大部份的客戶都是透過曾惠顧的客戶所轉介，故中心需提供以客為本的服務，以挽留客人，吸引他們繼續使用中心的服務。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一百元。有超過百份之七十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。在此段期間，共有九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。

中心會為學員提供各類型的訓練，以提升他們的能力。在過去兩個年度，中心共開辦了八個電腦課程：包括印刷概念、文字造型設計、短訊使用進階及 Skype 使用等。有超過五十位殘疾人士參加，他們均表示課程很實用。中心在將來仍會定期開辦課程，以提升服務使用者的工作能力及擴闊他們的眼界。

統計數字

所提供服務

接受服務人數

	<u>2012-2013</u>	<u>2013-2014</u>
為殘疾人士提供資料輸入、 桌面排版、設計、印刷、代郵 及網頁設計或更新的工作機會	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，並由基金的管理委員會審核及本會的執行委員會加簽。

在過去兩個年度，基金共接獲二十五宗申請，申請人均為肢體殘疾人士及視障人士，最多人申請的儀器是汽車、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二萬元至六萬元。截至二零一四年三月三十一日，共有三十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因各種理由而未能如期還款，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，亦會製作宣傳單張，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>2012-2013</u>	<u>2013-2014</u>
查詢服務	85	87
申請個案	13	12
提供免息貸款	11	10
為選擇合適儀器提供意見	11	10
評估申請人的社會及經濟情況	11	10
為接受貸款人士提供支援	33	30



社 會企業



宏遠洗衣服務公司

作為一個社會企業，「宏遠洗衣服務公司」的目標是致力為殘疾人士提供與洗衣相關的就業及訓練機會，以協助及推動他們融入社會。為了讓業務能持續發展，「宏遠」需謹慎地計劃及處理其業務，以期能維持健康的財政狀況。

在二零一二至二零一三年度「宏遠」的營業額約為七十二萬五千元，而二零一三至二零一四年度的營業額則上升至港幣七十八萬四千元，這個輕微的增長是由於過去所實行的業務流程重組，因而提升了整體的效率，同時亦證明重組業務是一個明智之舉。在過去的兩年，「宏遠」將業務發展重點專注於尋找公司客戶，主力開拓長者院舍、宿舍及商業機構等的洗衣服務，相對於零售洗衣服務，此舉令企業能有穩定的收入來源。由二零一四年起，「宏遠」開始為挪亞方舟渡假酒店提供洗衣服務，增加了業務的穩定收入。

要在激烈的競爭環境下生存，「宏遠」需嚴謹地控制成本，業務會透過調配人手及重新定位去持續改善其效率，同時亦會定期收集客戶的意見，以改進服務質素。

展望將來，「宏遠」將繼續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，以改善來年的財務狀況。此外，「宏遠」會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。除了為殘疾人士提供就業機會外，「宏遠」亦希望能為殘疾僱員提供一個溫暖及友善的工作環境，讓他們能愉快地工作。



宣傳一站通

「宣傳一站通」於二零零九年八月成立，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，主要業務是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。

在過去數年「宣傳一站通」已建立了一定的商譽，並獲得不少客戶的支持及信賴，在報告期間惠顧客戶共一百五十七位，其中六十九位重複惠顧服務，並成為長期客戶，充分反映業務能滿足客戶的需要。「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」於二零一二至二零一四年度期間，錄得的營業額為一百二十五萬五千四百七十二元一角。僱員數目方面，截至二零一四年三月，共聘用了十四位僱員，其中十一位為殘疾人士，佔僱員人數接近八成，達至業務為殘疾人士創造就業機會的目標。

現時網上推廣已成為有效的宣傳媒介，「宣傳一站通」亦不例外，會利用本社企的網站作為宣傳平台，定期更新網站內容，推出配合不同客戶需要的推廣計劃，並透過這些宣傳去吸納新的客戶及挽留舊客戶，令業務能持續發展。





新計劃



展毅環保農莊



「展毅環保農莊」是協會轄下的新計劃，於二零一三年九月份正式投入運作，得到「環境及自然保育基金」資助開辦的費用，農莊位於屯門良康里，面積逾二萬六千平方呎。農莊的主要目標是為殘疾人士提供另類的訓練機會，同時亦會推廣傷健共融及健康生活的概念。

農莊為殘疾人士及公眾提供的服務包括：租耕體驗、園藝治療、健康農品墟市、綠化生活及保護環境教育等。與此同時，農莊亦為殘疾人士創造不同的訓練機會，會定期安排「展毅中心」的學員到農莊學習取草、育苗及種植等工作，每次均有十至十二位學員參與，讓他們學習各種相關的技能，此外，亦透過不同的活動模式，讓學員能與社區人士接觸，達至「傷健共融」共建和諧社區的理念。

在服務開展的初期，農莊推出了約一百個農耕租盤，經過同工及學員的努力，在僅僅兩個月內，出租率已達七成，這個現象亦反映社區對租耕的需求很大。自農莊開業至今，已舉辦了數個有關有機耕作及保護環境的活動及訓練，由二零一三年十二月至二零一四年三月，承蒙富泰邨屋邨管理諮詢委員會撥款支持，為社區人士及殘疾人士舉辦不同的課程及活動，包括有機耕作班、園藝治療小組及有機香草肥皂製作等。

展望未來，農莊會繼續發掘不同的訓練機會，讓殘疾學員能發揮所長，而透過舉辦園藝治療活動，能讓他們學習做個負責任的人。與此同時，透過社區活動，增加社會大眾與殘疾人士的接觸機會，增進相互的了解，以達到傷健共融的目標。





會員及義工



本會各項服務的推行，均有賴義工的積極參與。為了令服務能夠順利推展，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，本會會因應服務發展的需要去招募合適的義工，務使他們能善用其專業技能，投入服務。

在二零一二至二零一四年度，共有八十六位新義工加入，截至二零一四年三月，本會共有三百七十三位會員及義工。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。

在這兩年內，大部份的新義工均協助探訪獨居長者，期間亦邀請了一群非洲及盧旺達籍的義工為本會綜合家居照顧服務作音樂表演。義工們除協助本會服務外，護士義工亦會被轉介至長者中心，為他們的會員提供身體檢查及醫療諮詢服務。

為了讓義工能更有效參與復康器材的設計及製作，本會加強與專上學院的合作，為相關學系的學生提供實習機會。在這兩年，本會繼續與香港專業教育學院（青衣分校）的工程學系及香港理工大學電子計算學系合作，為其學系的學生提供實習機會。這些合作不單能讓學生對殘疾人士的福祉作出貢獻，同時讓學生能實踐他們所學的知識，最重要是增加了義工的參與性和穩定性。所以，在義工發展方面，本會將持續與學院合作，令服務有穩定和持續的發展。

為了表揚義工的服務精神，在過去兩年，本會共推薦四十四位義工參加由社會福利署所舉辦的義工運動，其中三十五位獲銅獎、七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，四位義工獲本會頒發卓越義工獎及四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，九位長期義工亦被推薦參加「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了一個環保購物袋，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，會定期將本會刊物寄發予他們，讓他們知悉各項服務的進展；同時亦會透過刊物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>2012-2013</u>	<u>2013-2014</u>
舉辦探訪活動	43	43
招募新義工	43	43
舉辦新義工迎新介紹	43	43
舉辦傑出義工選舉	25	27



F INANCE

Auditor Report 核數師報告

ASSOCIATION FOR ENGINEERING AND
MEDICAL VOLUNTEER SERVICES
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2014

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ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

REPORT OF THE EXECUTIVE COMMITTEE
FOR THE YEAR ENDED 31 MARCH 2014

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 2014.

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 2014 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 27 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, JP
Dr Chan Hok Sum
Mr Cheung Kin Man
Mr Chan Fuk Keung
Dr 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 2014

- 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 : 28 OCT 2014
Hong Kong



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 2014, 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 auditors' 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



Page 4

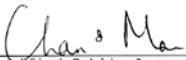
INDEPENDENT HONORARY AUDITORS' REPORT

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 2014 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.


Certified Public Accountants
(Practising)

Dated: **28 OCT 2014**
Hong Kong



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2014

	2014 HK\$	2013 HK\$
TURNOVER		
Designated donations:		
Others	1,012,800	734,996
Subventions:		
Hong Kong Jockey Club Charities Trust	2,779,740	3,435,146
Community Chest	1,432,000	1,525,170
Social Welfare Department	11,475,382	11,152,109
- HKSAR Government	335,881	34,300
- Lotteries Fund	162,000	154,000
- Block Grant	260,500	288,020
	<u>17,458,303</u>	<u>17,323,741</u>
Subventions from Employees Retraining Board utilized	-	42,468
Membership annual subscriptions	-	600
Service income	8,415,358	8,609,873
	<u>25,873,661</u>	<u>25,976,682</u>
OTHER REVENUE		
Interest income	1,567	1,561
	<u>25,875,228</u>	<u>25,978,243</u>
EXPENDITURE		
Salaries	14,854,629	13,830,769
Provident fund contributions and charges	703,102	791,650
Provision for long service payment	11,070	25,451
Programme and services expenses	6,972,677	7,885,296
Renovation	568,926	495,108
Repairs and maintenance	255,642	139,969
Printing, postage and stationery	150,528	143,641
Travelling	85,273	66,189
Telephone and fax	101,041	99,521
Electricity and water	416,748	411,413
Insurance	77,762	74,302
Rent and rates	1,287,245	1,056,433
Cleaning	90,875	68,443
Depreciation	16,060	16,060
Advertising	18,734	7,518
Provision for doubtful debts	-	917,500
General expenses	59,472	49,216
Annual general meeting and dinner	12,600	26,450
Equipment and uniform	275,047	500,403
Staff training	44,290	7,824
Motor vehicles	415,993	135,626
Audit fee	18,000	16,500
	<u>(26,435,714)</u>	<u>(26,765,282)</u>
DEFICITS FOR THE YEAR	<u>(560,486)</u>	<u>(787,039)</u>

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2014

	2014 HK\$	2013 HK\$
- continued -		
DEFICITS FOR THE YEAR	(560,486)	(787,039)
TRANSFERS FROM/(TO):		
General Fund	(76,899)	(254,043)
Service Foundation Fund	(220,804)	(70,177)
Supported Employment Services	(19,443)	(1,033)
Jockey Club Desktop Publishing Centre	147,172	1,327,955
Home Care Services	(6,757)	(1,029)
The Endeavor	(38,441)	(26,573)
Laundry Workshop	8,166	(61,760)
Persons with disabilities and their families	(39,200)	(86,309)
One-Stop Promotion	(56,945)	(56,375)
Jockey Club Digital Inclusion Centre	484,941	(199,675)
FTI 電動輪椅一站通	264,259	20,820
EC Fund-Farm	114,437	195,238
ACCUMULATED BALANCE AT END OF YEAR	-----	-----



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2014

	<u>NOTE</u>	<u>2014</u> HK\$	<u>2013</u> HK\$
NON-CURRENT ASSETS			
Loans to disabled	3	308,948	330,090
Plant and equipment	4	-	16,060
		<u>308,948</u>	<u>346,150</u>
CURRENT ASSETS			
Prepayments and other receivables		953,468	1,417,557
Utility deposits		148,030	114,330
Current portion of loans to disabled	3	303,410	354,840
Cash and bank balances		10,887,874	11,152,282
		<u>12,292,782</u>	<u>13,039,009</u>
CURRENT LIABILITIES			
Bank overdraft		25,051	-
Accounts payable		571,481	773,336
Accruals		18,000	16,500
Receipts in advance		37,952	18,057
		<u>(652,484)</u>	<u>(807,893)</u>
NET CURRENT ASSETS		<u>11,640,298</u>	<u>12,231,116</u>
NON-CURRENT LIABILITIES			
Long Service Payments Obligation	5	<u>(311,572)</u>	<u>(300,502)</u>
TOTAL ASSETS		<u>11,637,674</u>	<u>12,276,764</u>

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2014

	NOTE	2014 HK\$	2013 HK\$
Represented by:			
General Fund	6	-	-
Service Foundation Fund	7	2,862,614	2,558,495
Independent Living Fund	8	2,586,002	2,586,002
Supported Employment Services	9	379,479	385,895
Jockey Club Desktop Publishing Centre	10	(1,027,270)	(880,098)
Home Care Services	11	528,150	528,150
The Endeavor	12	4,481	4,481
Laundry workshop	13	288,411	296,577
Social Welfare Department			
Lump Sum Grant Reserve	14	6,595,028	6,628,320
Social Welfare Department Provident Fund	15	1,118,502	1,031,206
Social Welfare Department Central Items	16	100,348	35,451
Social Welfare Department Block Grant	17	50,277	29,396
Social Welfare Department			
Rent and Rates Deficit	18	(334,006)	(247,493)
Persons with disabilities and their families	19	130,686	130,686
Persons with disabilities and their families 就業崗並局	20	135,055	95,855
One-Stop Promotional and Distribution Service	21	305,905	248,960
Social Welfare Department			
Special One-off Block Grant	22	-	-
Social Welfare Department			
Paramedical Staff Surplus	23	1,084	103,414
Social Welfare Development Fund	24	297,381	262,283
Jockey Club Digital Inclusion Centre	25	(1,789,699)	(1,304,758)
FTI 電動輪椅一站通	26	(285,079)	(20,820)
EC Fund-Farm	27	(309,675)	(195,238)
		<u>11,637,674</u>	<u>12,276,764</u>
		*****	*****

Approved by the members of Executive Committee (who are also Directors of the Board) **28 OCT 2014**

Director

Director



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF CHANGES IN FUNDS
FOR THE YEAR ENDED 31 MARCH 2014

	<u>2014</u> HK\$	<u>2013</u> HK\$
Total equity at 1 April	12,276,764	13,069,592
Deficits for the year	(560,486)	(787,039)
Refund to Government	(78,604)	(5,789)
Total equity at 31 March	<u>11,637,674</u> =====	<u>12,276,764</u> =====

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2014

	<u>2014</u> HK\$	<u>2013</u> HK\$
OPERATING ACTIVITIES		
Loss for the year	(560,486)	(787,039)
Adjustments for:		
Interest received	(1,567)	(1,561)
Depreciation	16,060	16,060
Operating cash flows before movements in working capital	(545,993)	(772,540)
Changes in loans to disabled	72,572	92,434
Changes in prepayments and other receivables	464,089	748,676
Changes in utility deposits	(33,700)	(11,000)
Changes in accounts payable	(201,855)	215,685
Changes in accruals	1,500	1,500
Changes in receipt in advance	19,895	(5,155)
Changes in long service payment obligation	11,070	25,451
Cash generated (used in)/from operations	(212,422)	295,051
Refund to Government	(78,604)	(5,789)
Net cash (used in)/from operating activities	(291,026)	289,262
INVESTING ACTIVITIES		
Interest received	1,567	1,561
Net cash from investing activities	1,567	1,561
NET CHANGES IN CASH AND CASH EQUIVALENTS	(289,459)	290,823
CASH AND CASH EQUIVALENTS BROUGHT FORWARD	11,152,282	10,861,459
CASH AND CASH EQUIVALENTS CARRIED FORWARD	10,862,823	11,152,282
CASH AND CASH EQUIVALENTS AT END OF YEAR		
	<u>2014</u> HK\$	<u>2013</u> HK\$
CASH AT BANK AND IN HAND	10,887,874	11,152,282
BANK OVERDRAFT	(25,051)	-
	10,862,823	11,152,282



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20141. 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 (2013:12).

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%
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 20142. 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) Provisions

Provisions are recognised when there is a present legal or constructive obligation as a result of past event, it is probable that an outflow of resources will be required to settle the obligation, and a reliable estimate of the amount can be made.

(g) 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.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20142. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

- Continued -

(g) Employee benefits

- continued -

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.

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.

(h) 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

	2014 HK\$	2013 HK\$
At beginning of year	684,930	382,886
Advances during the year	301,122	346,040
Repayment during the year	(373,694)	(43,996)
At end of year	<u>612,358</u>	<u>684,930</u>
Portion classified as current assets	(303,410)	(354,840)
Non-current portion	<u>308,948</u> =====	<u>330,090</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 20144. PLANT AND EQUIPMENT

	Furniture & Equipment HK\$	Leasehold Improvement HK\$	Total HK\$
<i>COST</i>			
At 01.04.2012	72,488	128,100	200,588
& At 31.03.2013	-----	-----	-----
<i>ACCUMULATED DEPRECIATION</i>			
At 01.04.2012	40,368	128,100	168,468
Charge for the year	16,060	-	16,060
At 31.03.2013	56,428	128,100	184,528
Charge for the year	16,060	-	16,060
At 31.03.2014	72,488	128,100	200,588
	-----	-----	-----
<i>NET BOOK VALUE</i>			
At 31.03.2014	-	-	-
At 31.03.2013	16,060	-	16,060
	=====	=====	=====

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 56 (2013:48) 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\$547,972 (2013:HK\$479,932) (note 31 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

	2014 HK\$	2013 HK\$
Balance at beginning of year	-	-
Transfer from statement of comprehensive income and expenditure	76,899	254,043
Transfer to Service Foundation Fund - note 7	(76,899)	(254,043)
Balance at end of year	-	-
	=====	=====



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20147. SERVICE FOUNDATION FUND

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	2,558,495	2,226,976
Transfer from statement of comprehensive income and expenditure	220,804	70,177
Transfer from General Fund - note 6	76,899	254,043
Transfer from Supported Employment Services - note 9	6,416	7,299
Balance at end of year	<u>2,862,614</u> =====	<u>2,558,495</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

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	385,895	393,194
Transfer from statement of comprehensive income and expenditure	19,443	1,033
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(19,443)	(1,033)
Transfer to Service Foundation Fund - note 7	(6,416)	(7,299)
Balance at end of year	<u>379,479</u> =====	<u>385,895</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 201410. JOCKEY CLUB DESKTOP PUBLISHING CENTRE

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	(880,098)	447,857
Transfer (to)/from statement of comprehensive income and expenditure		
1) Normal	(147,172)	(410,455)
2) Provision for doubtful debts		
- Wilson Design	-	(455,000)
- Day Design	-	(247,500)
- Pure Art Design	-	(215,000)
Balance at end of year	<u>(1,027,270)</u> =====	<u>(880,098)</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>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	528,150	528,150
Transfer from statement of comprehensive income and expenditure	6,757	1,029
Transfer to Social Welfare Department		
Lump Sum Grant Reserve - note 14	(6,757)	(1,029)
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>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	4,481	4,481
Transfer from statement of comprehensive income and expenditure	38,441	26,573
Transfer to Social Welfare Department		
Lump Sum Grant Reserve - note 14	(38,441)	(26,573)
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 201413. LAUNDRY WORKSHOP

	2014 HK\$	2013 HK\$
Balance at beginning of year	296,577	234,817
Transfer from/(to) statement of comprehensive income and expenditure	(8,166)	61,760
Balance at end of year	<u>288,411</u>	<u>296,577</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

	2014 HK\$	2013 HK\$
Balance at beginning of year	6,628,320	6,677,837
Transfer from Supported Employment Services - note 9	19,443	1,033
Transfer from Home Care Services - note 11	6,757	1,029
Transfer from The Endeavor - note 12	38,441	26,573
Transfer to Social Welfare Department Provident Fund - note 15	(87,296)	(1,235)
Transfer to Social Welfare Department Central Items - note 16	(64,897)	(14,919)
Transfer (to)/from Social Welfare Department Block Grant - note 17	(20,881)	(25,665)
Transfer from Social Welfare Department Rent and Rates Surplus - note 18	86,513	17,755
Transfers to Social Welfare Department Paramedical Staff Surplus - note 23	23,726	(24,810)
Transfers to Social Welfare Development Fund - note 24	(35,098)	(29,278)
Balance at end of year	<u>6,595,028</u>	<u>6,628,320</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 201415. SOCIAL WELFARE DEPARTMENT PROVIDENT FUND SURPLUS

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	1,031,206	1,029,971
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	87,296	1,235
Balance at end of year	<u>1,118,502</u> =====	<u>1,031,206</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

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	35,451	22,457
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	64,897	14,919
Refund to Government	-	(1,925)
Balance at end of year	<u>100,348</u> =====	<u>35,451</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

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	29,396	3,731
Transfer from/(to) Social Welfare Department Lump Sum Grant Reserve - note 14	20,881	25,665
Balance at end of year	<u>50,277</u> =====	<u>29,396</u> =====



ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31 MARCH 2014

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	29,396
Add: Block Grant received during the year	162,000
	<u>191,396</u>
Less: Expenditure during the year	
Minor Works Projects	94,320
Furniture and equipment	46,799
	<u>(141,119)</u>
Credit balance c/f to the next financial year	<u>50,277</u> =====

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

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	(247,493)	(225,934)
Transfer to Social Welfare Department		
Lump Sum Grant Reserve - note 14	(86,513)	(17,755)
Refund to Government	-	(3,804)
Balance at end of year	<u>(334,006)</u> =====	<u>(247,493)</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.

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ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201419. COMMUNITY-BASED SUPPORT PROJECTS FOR PERSONS WITH DISABILITIES AND THEIR FAMILIES

	2014 HK\$	2013 HK\$
Balance at beginning of year	130,686	130,686
Transfer from statement of comprehensive income and expenditure	-	-
Balance at end of year	<u>130,686</u> =====	<u>130,686</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 relief their pressure and improve their family relationship.

20. COMMUNITY-BASED SUPPORT PROJECTS FOR PERSONS WITH DISABILITIES AND THEIR FAMILIES 就業前並肩

	2014 HK\$	2013 HK\$
Balance at beginning of year	95,855	9,546
Transfer from statement of comprehensive income and expenditure	39,200	86,309
Balance at end of year	<u>135,055</u> =====	<u>95,855</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 relief their pressure and improve their family relationship.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201421. ONE-STOP PROMOTIONAL AND DISTRIBUTION SERVICE

	2014 HK\$	2013 HK\$
Balance at beginning of year	248,960	192,585
Transfer from statement of comprehensive income and expenditure	56,945	56,375
Balance at end of year	<u>305,905</u> =====	<u>248,960</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

	2014 HK\$	2013 HK\$
Balance at beginning of year	-	60
Refund to Government	-	(60)
Balance at end of year	<u>-</u> ==	<u>-</u> ==

23. SOCIAL WELFARE DEPARTMENT PARAMEDICAL STAFF SURPLUS

	2014 HK\$	2013 HK\$
Balance at beginning of year	103,414	78,604
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	(23,726)	24,810
Refund to Social Welfare Department	(78,604)	-
Balance at end of year	<u>1,084</u> =====	<u>103,414</u> =====

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

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201423. SOCIAL WELFARE DEPARTMENT PARAMEDICAL STAFF SURPLUS

- Continued -

Movement of the paramedical staff surplus is as follows:-

	HK\$	HK\$
<u>Income</u>		
Additional Resources for Paramedical Staff received		34,300
Less: Expenditure during the year		
a) Personal Emolument		
- Salary	13,101	
- Provident Fund	573	
b) Hire of Services		(13,674)
- Fee		(44,352)
Refund to Social Welfare Department		(78,604)
Deficit for the year		(102,330)
Cumulative Surplus brought forward from previous year(s)		103,414
Cumulative Surplus Carried forward		<u>1,084</u> =====

24. SOCIAL WELFARE DEVELOPMENT FUND

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	262,283	233,005
Transfer from Social Welfare Department		
Lump Sum Grant Reserve - note 14	35,098	29,278
Balance at end of year	<u>297,381</u> =====	<u>262,283</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		262,283
<u>Income</u>		
Allocation from SWDF during the year		71,500
Interest received during the year		5
<u>Expenditure</u>		
a) Expenditure for projects under scope A	30,907	
b) Administrative support	<u>5,500</u>	
		(36,407)
Balance carried forward to the next financial year		<u>297,381</u> =====

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201425. JOCKEY CLUB DIGITAL INCLUSION CENTRE

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	(1,304,758)	(1,504,433)
Transfer from/(to) statement of comprehensive income and expenditure	(484,941)	199,675
Balance at end of year	<u>(1,789,699)</u> *****	<u>(1,304,758)</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. FTI 電動輪椅一站通

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	(20,820)	-
Transfer to statement of comprehensive income and expenditure	(264,259)	(20,820)
Balance at end of year	<u>(285,079)</u> *****	<u>(20,820)</u> *****

The Fu Tak Iam (FTI) Foundation, commenced in March 2014, provides repair and maintenance services for electric wheelchair so as to facilitate mobility of people with disabilities and thus their integration into the community.

27. EC Fund-Farm

	<u>2014</u> HK\$	<u>2013</u> HK\$
Balance at beginning of year	(195,238)	-
Transfer to statement of comprehensive income and expenditure	(114,437)	(195,238)
Balance at end of year	<u>(309,675)</u> *****	<u>(195,238)</u> *****

The Farm Project, commenced in March 2014, provides training opportunities for people with disabilities on farming and horticulture and facilitate their integration into the community.

28. DIRECTORS' REMUNERATION

None of the directors received any remuneration in respect of their services rendered to the Association during the year (2013: Nil).

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201429. 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.

30. 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>2014</u> HK\$	<u>2013</u> HK\$
Within next year	1,108,884	1,024,884
In the second to fifth years inclusive	953,271	1,891,368
	<u>2,062,155</u> =====	<u>2,916,252</u> =====

31. CONTINGENT LIABILITY

	<u>2014</u> HK\$	<u>2013</u> HK\$
Long service payments obligation - note 5	547,972 =====	479,932 =====

32. 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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