

Association for Engineering & Medical Volunteer Services

工程及醫療義務工作協會



ANNUAL REPORT 2014-2016

二零一四至二零一六年年報

Association for Engineering & Medical Volunteer Services

Mission Statement

To advocate and spearhead engineering and medical volunteering services and to integrate other social resources to enhance the independent living and quality of life for people with disabilities and the elderly.

Specific Targets :

- to popularize the participation of professionals in volunteering works for the provision of services for people with disabilities, elderly and related people
- to introduce new and improve existing services in step with social and technological developments
- to develop innovative service substance and delivery means

*Social Servicing is Our Object,
Professional Volunteering is Our Way*

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CHAIRMAN'S REPORT

As I began to write this report, I realized how quickly my first two years have passed as Chairman of the Executive Committee of the Association. Looking back, it was a period with many rewarding moments, as well as challenges. Through the year 2014-2016, we made solid progress on several fronts, including implementing the recommendations of the Consultancy Report 'Strategic Direction and Alignment Review for Organization Sustainability', while we continued to deliver meaningful services to our service users.

In the past two years, we achieved the service targets of the funding institutions including the Social Welfare Department, the Community Chest and the Hong Kong Jockey Club Charities Trust. In addition, I am pleased to report the following:

- ❖ The Electric Wheelchair Repair Clinic and Resource Centre transformed to become a self-financing service unit since March 2015 upon the expiry of the funding support from the Fu Tak Lam Foundation. So far it has been operating smoothly;
- ❖ The Computer Rehabilitation Resources Station started to design training programs which could be used under multi platforms including both portable and desktop computers;
- ❖ Recognizing our commitment to quality services for the elderly, physiotherapy students from the Hong Kong Polytechnic University volunteered to join the Care for the Elderly Living Alone service. This strengthened the volunteer resources of the service, supplementing the support from the Nursing School of the University;
- ❖ The Jockey Club Digital Inclusion Centre was again conferred the Triple Gold Award of the Web Accessibility Recognition Scheme organized by the Office of the Government Chief Information Officer and the Equal Opportunities Commission;

- ❖ With the funding support from The Community Chest, Technical / Computer Aids Services for the Disabled designed and fabricated a mobile app to run on smartphones and tablet computers to help children with special needs to learn essential skills for self-reliant living; and
- ❖ With additional subvention from the Social Welfare Department, nursing staff was employed to enhance the care and support service for aging service users of the Endeavor who could no longer perform normal work training activities due to old age or deterioration in work abilities.

The Association's Mission Statement was also re-visited to emphasize the Association's focus on Volunteerism and innovation in service delivery. The Mission Statement has been communicated to all staff. In the coming year, the Association's promotion and marketing collaterals will be renovated to ensure the new Mission Statement is known to the members of the Association and to the public.

Regarding strengthening the volunteer element of our service delivery, a Volunteer Management Committee was established early in 2016 to map out strategies in this regard. The Committee started work to monitor the development and implementation of the volunteer participation in the Association's services, and to collect useful data in these aspects to prepare for the strategy formulation work.

On the human resources aspect, an internal Senior Staff Enrichment Program had been designed and implemented to enhance senior staff's understanding of the administration of the Association and the operation of the Association's service units, and to promote transparency and openness. This Program will continue to strengthen the leadership backbone of the Association and will be geared towards the Association's succession planning process.

Effective corporate governance is an important foundation for non-government organizations like our Association for strong performance and is fundamental to our success. The Executive Committee consolidated the Association's corporate governance practices to enhance proper oversight and accountability. The work will continue in the coming year in order to further strengthen trust with our stakeholders, both internally and externally.

The Executive Committee will continue to review our development direction to meet the challenges and opportunities of the future and to implement the relevant recommendations of the Consultancy Report to improve our organizational sustainability. On this, we need a constant flow of ideas and comments, and the Executive Committee will consult concerned stakeholders and the staff of the Association in these tasks.

The Association remains in a relatively healthy financial position. The Association will continue to conduct annual charge review of all existing services to identify opportunities for adjustments according to the prevailing situation and market conditions.

Finally, I would like to thank members of the Executive Committee, all the benefactors, volunteers, the entire staff, the government, our partners and all those who have supported our work.

LAW Chit Wai
Chairman, Executive Committee

TREASURER'S REPORT

The accounts for the year ended 31 March 2016 shows a surplus of \$719,058. The total income for 2016 was \$29,091,382. The distribution of funding sources is:

❖ Designated donations:	1%
❖ Service income:	33%
❖ Subvention:	
1) The Hong Kong Jockey Club Charities Trust:	9%
2) Community Chest:	6%
3) Social Welfare Department:	51%

The Association adopted the Lump Sum Grant Manual issued by the Social Welfare Department in 2000, unspent lump sum grant as at 2016 in the amount of \$8,582,345 is being kept as a separate reserve fund.

The Association will straightly monitor the adequacy of provision and ascertain the compliance of long service obligation with Employment Ordinance.

HONG Wai Chi
Treasurer, Executive Committee

PATRON

Dr. CHIANG Chen

HONORARY ADVISORS

Professor Nelson CHOW

Dr. York CHOW

Professor P. C. W. FUNG

Mr. M. B. LEE J.P.

Professor P. C. LEUNG

Ms. Maria TAM

HONORARY AUDITOR

Mr. Lawrence S. Y. CHAN

CHAN & MAN, CPA

HONORARY LEGAL ADVISOR

Mr. Roger K. S. WONG

Cheung & Lee in association with Locke Lord (HK) LLP

EXECUTIVE COMMITTEE

Chairperson

Mr. LAW Chit-wai, Jeffrey

Vice Chairman

Mr. LEUNG Kwok-fai

Treasurer

Ms. HONG Wai-chi, Christina

Committee Members

Mr. CHAN Fan

Mr. CHAN Fuk-keung, Stanley

Dr. CHAN Hok-sum

Mr. CHAN Yuk-keung, Simon

Ms. CHEUNG Kam-ling, Margaret

Mr. CHEUNG Kin-man, Wilson

Mr. FONG Wai-lap

Mr. KWAN Fu-kei, Larry

SERVICE REPORT



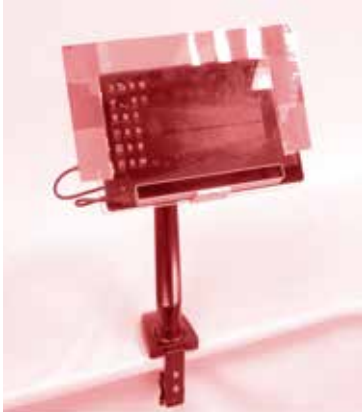
Technical / Computer Aids Services for the Disabled

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 manual wheelchairs, electric wheelchairs and brailers was also provided. To provide a comprehensive one-stop service for the users, clinical advice, consultation and recommendation on the design and appropriateness of the assistive devices for specific user were also rendered.

During the reporting period, 24 new products were designed and fabricated. They included daily living aids such as Insulin Injection Aid, Portable Jar Opener, New Version of Dressing and Buttoning Aid; safety enhancing devices such as USB Alarm Security, LED Door Bell, Bluetooth Vibration Alarm. New seating and posturing devices such as the Wooden Standing Box with Tabletop and Stability Framework were also fabricated. Other newly developed aids including LED Photo and Music Box and TEACCH Table with Aluminum Framework were also produced.

For computer related products, AAC series, Tablet Interactive Chess Series, Keyboard Guard for Big Keyboard as well as the Eye Tribe Tracker with Mount were designed and fabricated. During this period, 80 pieces of rehabilitation software were designed and collected. The software was largely related to cognitive training and rehabilitation.

The Product Development Group continued to discuss and develop new product ideas. Some product ideas were materialized with the actual devices being fabricated. The product developed included Hand Writing Training Package, Kinect Training Package, Hydraulic and Power Foldable Ramp and EMG Motion



■ *Eye Tribe Tracker*



■ *AAC Set*

Detection Bracelet. Some products had already completed while others were still in progress. To improve the process related to the development of new devices, the new project management flow was implemented. One or two newly developed devices with sizeable demands were selected. These products would then be fabricated in accordance to the flow so as to meet market needs.

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, 36 product demonstration sessions were organized. Our products were also introduced to medical and paramedical professionals during the training workshops and the Maker Fair Hong Kong 2015.

To upgrade the quality of service rendered, comprehensive after sale service was provided. User manuals on our products were compiled and distributed to the users. The manual composed of individual product's specifications, installation / application guidelines and safety measures which can facilitate easy and effective utilization by the users. Service blog & web based broadcasting media were established to keep in pace with the updated trend.

The service continued to solicit feedback from users through user's satisfaction survey forms. 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, 84% of the service users considered that more effective training could be rendered through the application of assertive devices. Through individual contact with the 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>2014-2015</u>	<u>2015-2016</u>
Design and fabricate technical and computer aids	21,148	21,055
Repair technical and computer aids	7,542	7,502
Modify and evaluate regular technical and computer aids	486	477
Provide clinical consultation and recommend appropriate aids for people with disabled and elderly	25,014	25,003
Disseminate information on technical and computer aids to rehabilitation and elderly service workers	2,050	2,008
Organize demonstration sessions	490	485



Electric Wheelchair Repair Clinic and Resource Centre



With the growing utilization of electric wheelchair among people with disabilities and elderly, the demand for wheelchair repair and maintenance has increased rapidly during recent years. To cope with the service needs, funding support from the Fu Tak Iam Foundation was sought to enhance the service capacity both in terms of manpower and workshop space. Funding support from the Foundation expired in March 2015 and the service started to operate on a self sufficient mode.

During the reporting period, the Centre continued to provide electric wheelchair repair & maintenance and rental services. In addition to routine services, Electric Wheelchair Aids and Equipment Library enabled users to loan wheelchair accessories for trial for a certain period of time before purchasing the devices. The Electric Wheelchair Driving School aimed to equip users with the skills and knowledge on proper use of wheelchair and promote driving safety. On loan service was also available so that the users' daily routine would not be disrupted when their wheelchairs were under repair. Professional advice and consultation on the selection of appropriate wheelchairs and accessories were also rendered. Due to insufficient manpower, the emergency support service beyond office hour was terminated.

The service operated under a membership system. As at March 2016, over 1,400 users had registered as member of the service. The availability of information on members' electric wheelchair could facilitate the provision of speedy services for users and disruption to their daily routine could be minimized. The majority of the users were referred by hospitals, clinics and rehabilitation agencies. To meet the increasing service demands, assistance from volunteers and part time staff was sought. In 2014-2016, 709 home based repair and maintenance services and 764 in house repair services were rendered. Professional advice and technical support were sought from our professional volunteers both in the repair work and development of new wheelchair accessories. To solicit feedback from the users, user satisfaction survey was conducted through questionnaires and telephone interview. The overall response was satisfactory.

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

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2014-2015</u>	<u>2015-2016</u>
Membership	1,346	1,473
Provision of home-based repair, maintenance and check-up	395	323
Provision of in house repair	316	526
Provision of wheelchair on-loan service	416	389
Provision of training sessions	30	30
Provision of wheelchair aid on-loan service	20	20



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 setting up of this on-line information platform brought convenience and flexibility to rehabilitation professionals. The service was free and there was no membership restriction.

The materials posted on Resopedia were categorized according to the characteristics of the software and targeted users. Users' classification included people with physical disabilities, visual impairment, hearing impairment, intellectual impairment, cognitive impairment & attention deficit, dyslexia and elderly. Software was categorized under access, education, leisure and utility section. Most of the collections could be used in personal computer and apps platform. Besides, keyword search function which allowed users to look for relevant information more efficiently was provided.

During the reporting period, the majority of the collection was related to Augmentative and Alternative Communication (AAC) and cognition. The former provided different forms of communication (other than oral speech) which assisted people with severe speech or language problems to express thoughts, needs and ideas. The later included the collection of training games to improve the cognitive function of elderly with mild cognitive impairment.

Up till March 2016, over 700 pieces of software were classified and uploaded and the accumulated login was over 30,000. A total of 50,000 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 the trainer to select appropriate training programs, user guides or readme files were attached to the new collection.

In addition to the collection of freeware and apps, the service also designed and fabricated software on our own. During the reporting period, two tablet interactive chess games for Android and iOS platform were designed for the elderly. Hong Kong rail track development was used as the background for the Android game while the Hong Kong culture and family relationship was the theme of the iOS game. The games allowed 2-4 players to join the game at the same time and could be used for reminiscence training as well as for leisure and social gathering. The mini-games provided in between could train the cognitive function and fine motor skills of the users.



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.

In view of the growing utilization of information technology in the training and rehabilitation of elderly and people with specific learning difficulties, the training materials of the Station were re-classified to extend the service scope to meet the needs of these service users. In 2014, Three major training zones namely ‘Training Zone for Intellectual Disability’, ‘Training Zone for People with Specific Learning Difficulties’ and ‘Training Zone for Elderly’ which served people with intellectual disabilities, people with learning disabilities and elderly respectively were developed.

The ‘Training Zone for Intellectual Disability’ targeted for mild to severely mentally handicapped persons. The re-classification mainly focused on self-care, activities of daily living, cognition, psychosocial and sensory. The new zone ‘Training Zone for People with Specific Learning Difficulties’ was suitable for use by those aged from 2 to 12 with learning difficulties including dyslexia, attention deficit & hyperactivity disorder and other learning difficulties. It provided some basic language training including Chinese and English. The ‘Training Zones for Elderly’ targeted from normal elderly to those with mild cognitive impairment and those suffering from early stage of dementia. To meet the gradual deterioration in functioning due to normal aging, the major classifications included attention, memory, perception, reasoning and leisure.

With the popular use of tablet computer, the training programs were designed for use in both traditional desktop computer and tablet computer with varying sizes so as to enhance accessibility. It allowed the training to be conducted under both outdoor and home-based environment. The new outlook could keep in pace with the popular touch panel display. The re-structured classification enabled service users to select appropriate training programs for daily learning, training and rehabilitation easily and conveniently. Besides, the new website was also equipped with the functions of keyword search and playing history. The former enabled users to search appropriate training programs easily while the later could help to aggregate information in a simple and searchable database, hence making it easier to review the training materials used recently.

In line with the growing popularity of YouTube video, a new column of ‘YouTube Collection’ was developed. It is a collection of Youtube videos related to training, rehabilitation and therapy to meet the local needs. The collections were classified into major categories including news on rehabilitation, therapy, integrated education and reminiscence. It facilitated users to browse the latest related information under multimedia creation. It was simple to use with just a click of a button to watch your choice.

During the reporting year, the membership size had grown steadily. By end of March 2016, the Station had a total of 1,890 members. Over 38,000 persons benefited from the service and the accumulated login time was 69,000. The content and design of the programs had improved to meet the changing needs of the service users while the rehabilitative value still retained. In addition, a total of 24 training manuals and guidelines were compiled. Brief program description, training objectives with theoretical background, suggested target users and training procedures were introduced which provided useful information for trainers to make optimal use of the tool. Members are free to download all these training manuals from the Station.

During the reporting year, intensive promotional activities were conducted to enable more service users to know our work. Our occupational therapist visited over ten special schools and elderly institutions to share the project with professionals including educational psychologists, occupational therapists, teachers, social workers, trainers and parents. The sharing was rewarding which enabled them to gain more understanding of our work and enhanced their motivation in the utilization of information technology in their daily training and rehabilitation of their service users.

In addition to regular promotion, a seminar on ‘Application of C-Rehab Station in the Training of Elderly’ was organized in January 2015 at Hong Kong Council of Social Service. The seminar focused on the training of elderly with cognitive impairment and the application of the newly developed Elderly Zone. The overall feedback was overwhelming with over 120 participants from 80 elderly institutions and hospitals including occupational therapists, social workers, program workers, health care workers and elderly enrolled for the seminar. The participants expressed great interest in the programs and numerous enquiries on the application of information technology in the training of elderly were raised. Over 50 participants joined as members of the Station on the spot. The success of the seminar and the enthusiastic response reflected the growing trend of utilizing information technology for the training of elderly and the growing demand for related training materials.

Service evaluation was conducted through questionnaires so as to solicit members' comments and feedback on the training programs and training materials. During the past two years, a total of 284 completed questionnaires were received. Over 80% of the responses were related to the content, design, layout and effectiveness of the training program and the feedback ranged from good to very good. Besides, most of the users commented that the training programs were useful and could enhance the training effectiveness.

In addition to the use of questionnaires, a simple pop-up short evaluation was attached to each program to solicit users' feedback in a quick and easy manner. During the reporting period, 12,000 pop-up short evaluation forms were received and over 90% agreed that the training programs could enhance the learning interest and motivation of the service users. It also enhanced their common knowledge and daily living skills.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2014-2015</u>	<u>2015-2016</u>
Membership of the Station	1,760	1,890
Design and fabricate training programs	36,100	38,300
Demonstration and promotion to potential users	392	402
Usage of resource library and photo library	8,900	9,200
Provide technical support to users	175	176



Jockey Club Digital Inclusion Centre

With the funding support from the Hong Kong Jockey Club Charities Trust, the Jockey Club Digital Inclusion Centre was established in September 2011. The Centre aims to facilitate digital accessibility for elderly and people with disabilities through the application of information and communication technology in the training and services rendered.

The Centre provided eight main services, including “e-Clinic”, “e-Workshop”, “e-Institute”, “e-Playground”, “e-Pedia”, “e-Brain”, “ICT Demonstration room” and “Drop-in Computer room”. The services provide comprehensive and tailor made solution for the training and rehabilitation of people with disabilities and elderly.

“e-Clinic” and “e-Workshop” provide individual assessment and tailor-made solution for service users to facilitate access to the digital world. Appropriate digital devices are prescribed or fabricated and the ultimate goal is to enable the users to be barrier-free in digital accessibility. In addition, maintenance service for ICT products is also rendered. During the reporting period, “e-Clinic” provided 751 in-house and outreaching services with 1,243 person times served through the assessment, prescription and training rendered. For “e-Workshop”, 11 pieces of hardware and hardware cum software were designed and fabricated.

“e-Institute” is an e-learning platform for users to acquire ICT application skills through internet. In 2014-2016, 16 online training courses, including the application of Youtube, Facebook, smartphone, basic and advance skills in computer operation were posted on the website. The total login rate during this period was 145,565. “e-Pedia” serves as a resource library on rehabilitation. Related information on rehabilitation software and product evaluation was uploaded on this online database. During the past two years, 52 pieces of software and production evaluation were posted on the website and the login rate attained was 100,573.

“e-Playground” and “e-Brain” offers individual assessment and training for children with disabilities or with special needs aged 2-16 and elderly aged 60 or above or with cognitive problems respectively. During the reporting period, “e-Playground” had rendered 203 assessments, 1,506 centre-based and outreaching training. Up till March 2016, 50 users were still on waiting list for service. As for “e-Brain”, 742 assessment and 3,553 centre-based and outreaching training were provided during this period. Since December 2011, the Centre collaborated with various NGOs and schools for in service provision. Feedback from these partners was positive. Beside individual training, sensory training groups were also organized for children suffering from attention deficit & hyperactivity disorder and autism as well as elderly with cognitive impairment. The training could enhance the body co-ordination and muscle strength of the participants.

In 2014-2016, “ICT Demonstration Room” had provided 1,013 visitors with updated information on rehabilitation technology and assistive devices which could facilitate them to select appropriate devices. “Drop-in Computer Centre” organized training to equip users with the skills and knowledge which were essential for digital accessibility. During the past two years, over 50 computer training courses were organized and 8,826 person times utilized the Centre’s facilities and attended the training courses. At the same time, 3,063 consultations were also provided.

The Centre’s website was launched for public viewing since December 2011. During the reporting period, the total login rates had reached 413,867. The website was conferred the Gold Award in 2013, 2014 and the Triple Gold Award in 2015, 2016 of Web Accessibility Recognition Scheme by the Office of Government Chief Information Officer and the Equal Opportunities Commission. The award aims to encourage and commend relevant organizations for designing and operating a website with rehabilitation value, which is accessible for people with disabilities.



To promote the Centre's services to potential users and the general public, regular promotional activities were launched. Promotional booth was set up in different housing estates to introduce the Centre to the general public. Newsletter was published quarterly to promote the Centre's upcoming events. In July 2014, a product presentation was organized with over 90 participants from different NGOs, schools and hospitals attending the function. Response from the participants was encouraging and many enquiries were received from the event. The Centre's open day was organized in May 2015 with over 200 guests and visitors attending the function. Since June 2014, the Centre had joined the Citi-HKCSS Community Internship Program. The interns assisted planning and implementation of the centre-based and outreaching services which was beneficial to both the Centre and the interns. The Centre would continue to participate in this meaningful program.



Community Occupational Therapy

To maximize the functional ability of people with disability and elderly such that they can integrate into the community and live independently with improved quality of life are the aims of Community Occupational Therapy Service. The scope of the service 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) recommendation and prescription of assistive devices;
- (e) provision of home oxygen therapy; and
- (f) carer education.

With the government policy of ‘Aging in Place’, the demand for Community Occupational Therapy had increased rapidly during the past years. Through the modification of living environment, prescription of assistive devices and provision of carer training, elderly and people with disabilities could continue to live in their familiar environment safely and independently. Our relatively short response time and simple referral system also accounted for the growth in service demand.

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 discharged 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.

In recent years, due to the growing utilization of electric wheelchair among elderly, requests for electric wheelchair prescription and driving training had increased steadily. During 2014-2016, 60 assessment and prescription of electric wheelchair service were rendered. In addition, training courses on driving skills 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 to the further improvement of the service. User's satisfaction survey was conducted to solicit comments from 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, 80% of the service users agreed that there was improvement in the performance of their activities of daily living through the modification of environment and/or prescription of assistive devices. The physical function of over 80% of the service users 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. 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. These survey results could facilitate improvement of the service and provide guidelines for future service development.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2014-2015</u>	<u>2015-2016</u>
Provide assessment and training on activities of daily living	428	349
Recommend and provide appropriate assistive devices	305	213
Recommend home and/or work environment modification	235	237
Provide oxygen therapy	100	100
Render training to caregivers	109	103



Community Rehabilitation Project

The project aimed to maintain and enhance the functional capacity of the 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. In recent years, training was also extended to serve mentally handicapped persons whose functioning deteriorated due to aging. As from March 2015, services were also rendered to the service users of the Work Extension Program of the Association's integrated vocational rehabilitation service centre. The service aimed to retain the residual abilities of the service users who, due to old age or deterioration in work abilities, could no longer perform normal work training activities.

The project offered different training modules for service users with varying functional impairment and the training was conducted by occupational therapist. The training modules included:

- (a) training for persons suffering from stroke;
- (b) training for persons suffering from brain injury;
- (c) training for persons suffering from chronic neurological diseases; and
- (d) training for frail physically and/or 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 illnesses. Work skill, social skill, physical and cognitive training were rendered to enable them to live independently as far as their disabilities allowed. Through different rehabilitation exercises, service users could learn appropriate skills and activity modes which could improve their functional capacity. They 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 re-integrate into the community.

Each training module consisted of 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 80 person-time per month was served. The overall feedback from users was encouraging as the training could improve their functional capacity and defer deterioration. To meet the needs of the users, the content of the programs was reviewed and enriched regularly such that the service could serve people with varying 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.

During the reporting period, training on various recommended topics was conducted to meet the diversified needs of the participants. In addition to the regular training topics, four new topics namely, ‘the care and rehabilitation for stroke patients’, ‘home exercise for the elderly’, ‘electric wheelchair driving skill training’ and ‘application of information technology in rehabilitation were also developed’. These training were delivered to caregivers, volunteers as well as care workers. With the availability of these knowledge and skills, the general health condition of both the service providers as well as the service recipients could be ensured. In 2015, in collaboration with the Hong Kong Housing Society, cognitive training was rendered to elderly suffering from dementia, residing in Chun Seen Mei Estate and Garden Estate. Each training group lasted for 8 sessions with 10 elderly participated in each group. Response from the participants was satisfactory.

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 service users had acquired appropriate self care skills through participating in these training.

Statistics

Service provided

No. of clients served

	<u>2014-2015</u>	<u>2015-2016</u>
Organization of talks, workshops and training for elderly, caregivers and volunteers	315	325
Organization of activity group	90	90



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 care, nursing care, meal delivery, escort, purchase of daily necessities and household cleaning etc.

With the deterioration in health of the elderly service users, more intensive care was needed if they were to continue living in the community. The availability of additional resources could allow the provision of more support to them. As at March 2016, the total no. of service users served was 113 including 20 frail cases. The majority of the service users were elderly.

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. In the past two years, three therapeutic groups were conducted for service users. Two training groups namely “記憶遊戲+輕盈運動” and “健腦俱樂部” were organised by occupational therapist. The goals of these two groups were to enable the service users to gain more understanding of dementia. One educational group namely, “愉快晚年” was organized by social worker to equip them with knowledge on depression. Two medical talks on osteoporosis and joint degeneration were delivered by a orthopedist during this period.

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 organised by social workers for service users who were living alone and with little or no social support.

The carers played an important role in the caring of the service users. To equip them with the skills and knowledge to assume their caring role, carer support activities and training were held. A program namely, “痛不痛由你” was organised for elders and carers to enrich their understanding of chronic pain. Another program namely, “愛家計劃” was held to enhance caring relationship between elders and their carers. Through these programs, carers could have more support to enable them to keep up 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 with 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 social support. Through regular visits, volunteers could provide emotional and psychological support to elderly so as to reduce their sense of loneliness and widen their social network. Volunteers also attended to the elders’ health conditions and home safety. Any specific observations, such as symptoms of depression, home safety problems and deterioration of health conditions were reported and follow-up actions were taken immediately to ensure the elderly could continue living in the community safely and independently.

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

During the reporting years, special themes were incorporated in the visit to enrich the service content. In 2014, the volunteers were trained to convey the concept of ‘Brain Healthy, Healthy Aging’ to the elders. Through regular home visits, simple assessment was conducted and information on Mild Cognitive Impairment was disseminated to the elderly. Related activities were provided so as to maintain their functioning and enable them to continue living in the community. In 2015, the theme on ‘Fall Prevention’ was incorporated in the visit. A simple fall risk screening test to assess the fall risk of visited elderly was conducted. Relevant information and training was provided to enable them to maintain their mobility so as to achieve independent living.

The service collaborated with the School of Nursing, Hong Kong Polytechnic University through which nurse students were recruited to participate in the service. They were equipped with basic medical knowledge and nursing skills which could provide preventive health care to the frail elderly. They could also enrich themselves through the communication with the frail elderly living in the community. Volunteer recruitment was also made through Agency for Volunteer Service where mature and experience volunteers were recruited as they had better understanding of the elderly and could build up effective communication with them.

The service continued to operate with integrated home care teams from which frail and living alone elders were referred. During the reporting period, 84 volunteers were recruited to visit 90 elderly who were referred by the Wong Tai Sin Integrated Home Care Service of our Association and the Hong Kong Christian Service Sham Shui Po Integrated Home Care Service. The elderly referred were largely physically weak, home bounded and with little social support. Volunteers were required to visit and contact them regularly. Advice and support were provided to enable the volunteers to deliver the service smoothly.

To equip the volunteers with better skills and knowledge for the service, a series of pre-visit training on communication skills, introduction and assessment of MCI, simple fall risk screening and community resources for elderly were organized. Sharing was also arranged to provide opportunity for them to share the difficulties encountered during the visit.

Evaluation was conducted to assess the effectiveness of the service. In this reporting period, 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, 120 elderly referred by our Wong Tai Sin Home Care Team were visited by our nurse volunteers. Through these visits, medical consultation, advice on medication, personal hygiene, geriatric illnesses and balanced diet were rendered so as to enable them to lead an independent and healthy life in the community.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2014-2015</u>	<u>2015-2016</u>
Home visit paid	163	163
Medical check up provided	60	60
Training provided for volunteers	44	43
Sharing sessions organized for volunteers	46	45
Provide support and guidance to volunteers	44	43
No. of referrals made to appropriate agencies	13	13



Integrated Vocational Rehabilitation Service Centre - The Endeavor

The Endeavor has operated for fourteen years since its commencement in March 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. In 2014-2016, the Centre had served a monthly average of 162 service users.

With the allocation of extra subvention from the Social Welfare Department to enhance the care and support for ageing service users and the launching of Work Extension Programme (WEP), the service users' nursing and extra service needs arose from old age or deterioration in work abilities were catered. Through this arrangement, the aged service users could enjoy a continuation of care and training in a familiar environment.

During the reporting period, the Centre had reorganized its procurement process. The goods ordering process had become more cost-effective and a better profit margin could be generated which could raise the level of allowance granted to service users. An upward sales trend was continuously attained in the Direct Sales training section. A regular direct sales order for the severe intellectual disabled boarders of a residential institution was secured. This direct sales order had provided various training opportunities for the service users and their work skills were also enhanced. The catering training section was able to provide an average of 350 lunch boxes daily. Further development opportunities and related skills training would be solicited. Furthermore, the Centre continued to provide a wide range of centre-based and outreaching work training opportunities for the service users. Various kinds of vocational skill training, such as packaging and laundry were provided to suit the varying abilities and interests of the service users. The Centre collaborated with the business sectors and local networks to solicit training opportunities for our service users. To provide a simulated work environment for the service users and prepare them for open employment, commercial practice was adopted. The service users were required to have shift duty, work overtime and/or during weekends when needs arose.

During the reporting period, the Centre's annual business volume was \$4,400,000 in 2014-2015 as well as in 2015-2016 and the net training allowance, excluding incentive payment granted to service users, was \$2,099,000 in 2014-2015 and \$1,983,000 in 2015-2016. On top of the incentive payment and training allowance, year-end bonus was also granted to service users with outstanding performance.

To optimize the training rendered to the service users, individual training plans were implemented to enhance their social and living skills. Moreover, interpersonal relationship skills training and horticultural therapy were also organized to better equip the service users for open employment. To enrich the quality of life of the service users, different kinds of social and recreational activities and festival celebrations, such as visits to Hong Kong Disneyland, Ocean Park, Sports Day, Christmas Party and Spring Lunch were organized.

Family participation and support played an essential role in the rehabilitation of people with disabilities. To keep the family members closely informed of the progress of the service users, regular parent meetings, activities and parent day were organized. These activities served as a means for mutual communication and coordination, such that the family members and the Centre could join together to assist the service users in their rehabilitation.

To enhance social integration and inclusion, the Centre collaborated with local NGOs to organize activities and programs to facilitate interaction between the public and the service users. Centre Open Day was held annually to increase public awareness and understanding of our services.

Staff development was essential for the provision of quality services. In 2014-2016, with the support from the Social Welfare Development Fund, training programs on team building and upgrading the staff's work skills were organized. In the coming year, the Centre will continue to focus on the skills and knowledge development of the staff so as to improve the quality of the services rendered.



The Endeavor Eco Farm

With the support from the Environment and Conservation Fund, The Endeavor Eco Farm commenced operation in September 2013. The size of the Farm is about 20,600 square feet and is situated at Leung Hong Lane, Tuen Mun. Besides the provision of various kinds of horticultural training opportunities for people with disabilities, the farm also promotes social integration and healthy living to the public.

The Farm provides various forms of service to local community and people with disabilities, including the lease of planters, organization of horticultural workshops and therapeutic groups, sale of farm produce and organization of activities to promote environmental protection and green living. The service users of The Endeavor were arranged to receive various work training in the Farm which included watering of plants, weeding and nurturing of the nursery, building and maintenance of the planters etc. Around 10 service users attended regular work training in the site and the service users of the Work Extension Program held weekly programs and activities at the Farm. With this arrangement, social integration could be achieved through interaction between the public and the service users.

Since the commencement of operation of the Farm, various programs and training on organic farming and environmental protection were organized. The average leasing rate of the planters maintained at around 60%. The Farm planned to increase the varieties of the seasonal crops and to enhance the sale of the farm produce by setting up a kiosk inside the Farm. Besides, educational tours and visits were organized for students of kindergartens and members of elderly centres in the district. The Farm will continue to explore different work training opportunities for service users as well as to enhance social integration between the public and our service users through their interactions in the horticultural activities.



Supported Employment Service



The Supported Employment Service commenced operation since March 1995 with the funding support from the Social Welfare Department. It is a form of employment for people with disabilities, which allows them to work in an integrated and open setting with the provision of ongoing support. The major clientele served were 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 94.

The service adopts the individual job placement model in the provision of job opportunities in the open market and related training for service users. In 2014-2016, job placement was successfully arranged for 173 people with disabilities and 43 of them were able to retain their jobs for 6 months or more with an average monthly salary of \$6,000. The jobs they secured included pamphlet distribution, care work, car beauty service, sales, catering, property management, warehouse keeping, data entry, packing, cleaning, apprenticeship, peer support service and driving.

The service 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 11 service users and 3 of them were able to secure open employment after receiving the training.

Moreover, the service provided different kinds of work skills training such as clerical, data entry, map reading, cleaning and pamphlet distribution in order to equip service users with the requirements of varying jobs as well as to upgrade their work skills. 46 service users received training during the reporting period. To further enhance their competitiveness in the job market, the service also organized two prevocational training courses for service users in March 2015 and January 2016. In addition to vocational skills training, social and recreational activities including visits to Ocean Park, Hong Kong Disneyland and Flower Show were also arranged for the service users.

As staff training was essential for the provision of quality services, staff was arranged to attend relevant workshops and training. During the reporting period, the courses they attended included Overview of Borderline Personality Disorder, Understanding Depression Anxiety Disorders and Psychosomatic Disorders and their Management, etc.

Throughout the past twenty one 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.



Community-based Support Projects for Persons with Disabilities and Their Families

The Community-based Support Projects for Persons with Disabilities and their Families, subvented by the Social Welfare Department, commenced operation since January 2009 for a period of three years. Due to the great service demand, financial support was successfully secured from the Department to continue the service provision for another three years as from 2012 till 2014. The entire project was completed in December 2014. The clientele served was the mentally and physically handicapped persons with open employment as well as their families. The service aimed to provide comprehensive and continuous support for services users through counseling, support group and treatment group service. The ultimate goal was to facilitate them to retain their employment. The service capacity was 45 per year with no geographical boundary.

From April 2014 to Dec 2014, a total of 134 counseling sessions were provided to help the service users to deal with the problems they encountered in workplace as well as to relieve their pressure and to handle any negative emotion. Apart from counseling sessions, a total of 71 sessions of support group were also provided which aimed to foster mutual support and sharing among the participants. Moreover, treatment groups related to vocational issues such as interpersonal relationship, work stress management and emotion handling were also held to facilitate service users to retain their employment. A total of 15 sessions of treatment group was organized during the reporting period.

Apart from group services, interest groups and activities were also organized for the service users to enable them to widen their horizon. Interest classes such as Chinese input method, simple English and basic computer application were held which were welcomed by the service users. Moreover, social and recreational activities including visit to Ocean Park and Christmas Party were also organized to relieve the work pressure of the service users.



Jockey Club Desktop Publishing Centre

Since its commencement of operation in 1996, the Centre had continuously pursued the goal in the provision of 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. At the same time, effort was put to secure different types of training opportunities to meet the varying abilities of the service users. Through the availability of varying job orders, service users could obtain invaluable experience which was significant for them to proceed to open employment.

During this period, the Centre was able to replace obsolete computers through the donation of used computers from a secondary school and several commercial firms. Some computers were given to the service users for home based training. Some furniture and office equipment were also received to replace the old ones. With the availability of the new equipment, the work efficiency could be enhanced.

Business volume of the Centre in 2014-2015 and 2015-2016 was \$1.15 million and \$1.2 million respectively. In the past 2 years, 25 new customers were recruited. However, due to the diminishing price of printing jobs, the business volume had not grown significantly with the expansion of the customer list. Moreover, regular desktop publishing, printing and letter shopping orders from a courier company were also secured. The Centre also continued to provide data input for several exhibition organizers and the Library of the Chinese University of Hong Kong. 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. To enhance the competitiveness of the business, translation service was provided as a value added service.



The majority of our new customers were still recruited through word of mouth. In recent years, the Centre also actively participated in the bidding of orders from various government departments. During the reporting period, the Centre was able to obtain some design and printing orders from the Leisure and Cultural Services Department. Since the customer was satisfied with our performance, it was anticipated that the Department would continue to patronize our services in the coming time. To retain existing customers, value added 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, Grandtag 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, 20 of them were able to receive a daily allowance of \$100. 75% of the trainees agreed that the allowance could increase their earnings. 81% of them agreed that the activities provided by the Centre could help them to

regain their dignity and 75% agreed that the training could equip them to secure open employment and integrate into the community. In the past two years, ten service users left the Centre for open employment or to receive other vocational training.

To enable the service users to keep in pace with the demand of the open market, regular training was organized. During the past two years, 8 training courses including Animation Production, Application of Dropbox, Uploading of Photos to Cloud, Logo and Font Design, and Knowledge on Computer Hardware etc. were organized. Over seventy 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>2014-2015</u>	<u>2015-2016</u>
Provide work opportunities for disabled persons 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



Independent Living Fund

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

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

During the reporting period, a total of 24 applications were received. The applicants were largely physically handicapped 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 2016, there were 28 outstanding borrowers. Advice and support were rendered whenever needs arose.

In 2014-2016, 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 was 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 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 considered the equipment to be 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>2014-2015</u>	<u>2015-2016</u>
Inquiries	86	85
Applications received	16	8
Provision of interest free loan	14	5
Provision of advice on the selection of appropriate devices	14	5
Assessment of social and financial condition of the applicants	14	5
Provision of advice and support to outstanding borrowers	30	28

SOCIAL ENTERPRISE



The CLEAN Laundry

Being a social enterprise, The CLEAN Laundry aims at achieving the social objectives of not only creating employment and training opportunities for people with disabilities but also facilitating their integration into the community. In order to enhance its sustainability, CLEAN Laundry has adopted a commercial practice in the operation and management of its business.

In 2014-2015, the business volume of CLEAN Laundry was around \$827,000, while in 2015-2016, the business volume had decreased to \$738,400. This decrease in business volume indirectly reflected the fierce competition in the laundry services market. During the reporting period, effort was put to solicit new corporate customers as well as to retain the existing customer base which included elderly homes, hostels and commercial firms, etc. However, the venture failed to renew the service contract of an elderly home even though the price had remained unchanged for the past three years.

In order to maintain the venture's competitiveness in the market, prudent cost control was implemented. The business will continue to strive for greater efficiency and cost-effectiveness in the operation through redistribution of manpower and reorientation of the business direction. Effort was put to extend the scope of the business. Besides, regular feedback and comments from customers will be collected for continuous improvement of the service.

In the future, the business will concentrate on the exploration of new corporate customers, as well as re-examine the pricing strategies of existing customers. Moreover, more effort has to be directed to maintain the competitiveness of the business so as to cope with the challenging environment, the growing operating expenses and strive for survival in the market. Last but not the least, the CLEAN Laundry will continue to provide a warm and friendly working 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.

The venture provides a comprehensive range of services including design, printing and distribution of flyers; establishment and updating of databases; letter shopping and delivery; email marketing as well as media production service. Under the keen market competition, the business has to provide up-to-date and diversified services in order to satisfy customers’ needs and expand the market share.

Throughout the past years, the business was able to develop reputation and gained the support of customers from various industries including educational institutes, personal care companies, medical and rehabilitation products companies, elderly centres, catering industries, property agencies, banks, financial organizations, furniture companies, logistic companies, travel agencies, retails and wholesales companies, professional organizations, government departments, non-government organizations as well as social-enterprises.

During the reporting period, out of the total 96 customers served, 59 had repeatedly patronized our service and a business volume of \$645,783.10 was recorded. As at end of March 2016, among the 9 employees of the venture, 7 of them were people with disabilities. This served to fulfill the objective of the venture in creating employment opportunities for people with disabilities.

As staff training was essential for the provision of quality services, the staff was arranged to attend relevant workshops and training with topics like 'Effective Skills on Managing Complaint', 'Quality Customer Service - Counter Service & Telephone Enquiry', 'Health Hazards of Hot Environment at Work' and 'Prevention of Lower & Upper Limbs Disorder' etc.

With regard to the marketing strategy of the business, the website of One-stop Promotion is utilized as the major promotional platform. Through regular updating of the content and customers list, the business is able to retain and attract customers which are essential to the sustainability of the venture.



MEMBERS AND VOLUNTEERS

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 2014-2016, 86 new volunteers joined our volunteer group. As at March 2016, the Association had a total of 372 members and volunteers. Orientation was organized for new comers so that they could have a thorough understanding of the services operated by our Association. Relevant training programs were also organized to equip them with the essential skills to carry out voluntary work. In addition to the provision of volunteer services for our Association, nurse volunteers were also referred to provide medical check-up and consultation service to other NGOs on regular basis.

In 2014-2016, work placement was arranged to Department of Computing of Hong Kong Polytechnic University and fifteen students were engaged in the development of computer programs for rehabilitation and training of people with disabilities and elderly. During 2014-2015, tablet-incorporated board game for seniors and children, apps for oxygen training in android platform, and Tai-chi training for stroke elderly using kinect motion sensor were designed by the students. In 2015-2016, the eye tracking device for computer control, augmentative and alternative communication device (web version) and smart watch for the visually impaired persons were designed. The collaboration not only enabled students to gain more understanding of the needs of people with disabilities, it also provided stimulation for product design and development.

To express our recognition for their devotion and enthusiasm to voluntary services, 2 volunteers were nominated for Gold Award, 8 for Silver Award and 30 for Bronze Award of the Volunteer Movement organized by the Social Welfare Department in the year 2014-2016. Besides, 1 volunteer were also nominated

for Long Service Volunteer Award of the same event. Moreover, 3 volunteers received Outstanding Volunteer Award and 5 volunteers also 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. As a token of appreciation for volunteers, 37 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 to them.

To express our gratitude for their continuous support, a specially designed small-sized storage bag and a portable iPad stand were distributed to members and volunteers. 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 member and volunteer database was kept through updating their personal information on regular basis.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>2014-2015</u>	<u>2015-2016</u>
Visits & activities organized	43	43
Recruitment of volunteers	43	43
Orientation organized for new volunteers	43	43
Organized volunteer award	24	25

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工程及醫療義務工作協會

機構使命

結合社會資源，倡導及促進工程及醫療義務工作，以增強殘疾人士及長者的獨立生活能力，並提昇他們生活質素。

具體目標：

- 推廣專業人士參與義務工作，為殘疾、長者及相關人士提供服務
- 緊隨社會及科技發展，創新及持續優化服務
- 發展嶄新的服務內涵及模式



專業技能 服務人群

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主席報告

當執筆寫這報告時，我才想起時光飛逝，擔任執行委員會主席已有兩年。這段光陰有令人振奮的時刻，也充滿挑戰。在二零一四至二零一六年，我們在持續向服務使用者提供有意義的服務外，於落實「機構可持續發展策略和路向」顧問報告的建議和另外幾項工作，都有滿意的進展。

過去兩年，我們達成社會福利署、香港公益金、香港賽馬會慈善信託基金等資助機構的服務指標。我們也取得以下成績：

- ❖ 在二零一五年三月傅德蔭基金的資助屆滿後，「電動輪椅一站通」服務轉型為一個自負盈虧的服務項目。轉型過程順利，服務運作沒有受到影響；
- ❖ 「電腦復康訓練資源站」開始自行設計可用於各類電子溝通平台，如各種手機、平板電腦、個人電腦等裝置的訓練程式軟件；
- ❖ 「關懷獨居老人計劃」得到香港理工大學物理治療學系的學生加入成為義工。這計劃主要與香港理工大學護理學系合作，物理治療學系的學生加入，一方面壯大計劃的義工行列，也見證社會對這計劃服務質素的認同；
- ❖ 「賽馬會數碼共融中心」再度獲政府資訊科技總監辦公室與平等機會委員會頒發「無障礙網頁嘉許計劃」金獎暨三年卓越表現獎；
- ❖ 「弱能人士輔助儀器／電腦輔助儀器製作服務」獲香港公益金撥款，製作了一個流動應用程式，幫助有特殊需要的兒童，利用智能電話或平板電腦，學習獨立生活必須的自我照顧技能；及
- ❖ 「展毅中心」得到社會福利署額外撥款以聘請護理人員，就中心內因年長或機能衰退而無法參與工作訓練的服務使用者，提升對他們的護理和支援服務。

「機構可持續發展策略和路向」顧問報告的其中一項建議，是加強義工參與本會的服務。為此，我們在二零一六年初，成立了一個義工管理委員會，在這方面訂立策略。委員會已開始檢視本會各服務在發展和落實義工參與的情況，以及搜集關於義工參與的有用數據，以備制訂策略之用。

我們去年檢討及重寫本會的使命宣言，強調本會提供的服務要著意推廣志願精神，以及發展嶄新的服務內涵及模式。我們已向本會的職員詳細介紹這新的使命宣言。來年，我們會在本會的刊物及相關文件，加入新的使命宣言，好讓會員及社會各界知悉。

在人力資源方面，我們設立了一個資深職員增益計劃，並要求本會的高級職員參與，以加強不同職員對會方的行政工作及各服務單位的了解，同時鼓勵開誠報公及透明的管理方式。這計劃將會持續舉行，以加強及鞏固本會管理階層的能力以及為關鍵職位栽培接班人。

本會深信良好的機構管治是我們這類非政府機構整體表現維持穩定，以及取得成功的主要因素。執行委員會加強了本會的管治守則及其實施的情況，令執行委員會能更有效監督管理層的工作和承擔責任。我們來年會繼續在這方面努力，增強本會內外各持份者對本會的信任。

執行委員會不斷檢討本會的發展方向，務使本會能更適切面對挑戰及把握機會。執行委員會也會積極實施「機構可持續發展策略和路向」顧問報告在這方面的建議。我們歡迎各位提供意見及建議，當然在制訂本會的發展方向時，我們不會忘記諮詢本會各持份者和本會的職員。

本會的財務狀況維持相對健康。我們會每年檢討各項服務收費，按當時的情況和市場價格作調整。

最後，本人謹此衷心感謝執行委員會、各捐助機構、義工、全體職員、政府部門、各業務夥伴以及曾支持本會的所有人士。

執行委員會主席 羅哲偉

司庫報告

協會於二零一六年錄得盈餘為港幣七十一萬九千零五十八元正，是年總收入為港幣二千九百零九萬一千三百八十二元正，收入分佈的百份比如下：

❖ 指定捐款	百份之一
❖ 服務收入	百份之三十三
❖ 資助款項	
1) 香港賽馬會慈善信託基金	百份之九
2) 香港公益金	百份之六
3) 社會福利署	百份之五十一

協會自二零零零年起採納社會福利署的整筆撥款手冊，截至二零一六年整筆撥款儲備結餘為港幣八百五十八萬二千三百四十五元正，儲備已存放於一個獨立賬戶。

協會會監察財政狀況，確保有足夠的儲備並履行僱傭條例中長期服務金的要求。

執行委員會司庫 康慧慈

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	羅哲偉先生
副主席	梁國輝先生
司庫	康慧慈女士
委員	陳帆先生
	陳福強先生
	陳學深醫生
	陳玉強先生
	張金菱女士
	張健民先生
	方偉立先生
	關富基先生

服務報告



弱能人士輔助儀器 / 電腦輔助儀器製作服務

本服務旨在透過提供設計、製造、改裝、安裝及維修輔助儀器和電腦輔助儀器，以提高殘疾人士獨立生活的能力。此外，還會提供康復儀器 – 包括手動輪椅，電動輪椅及點字器等 – 的維修服務。服務亦會為使用者提供臨床諮詢，並就儀器的設計和適用性提供技術支援及專業意見。

於報告期內，共設計和製造了二十四件新產品，包括日常生活的輔助工具：如注射輔助器、手提開瓶器、穿衣棒及扣鈕器等；增強安全的儀器：如 USB 警報器，LED 閃燈、加大聲響門鈴和藍芽無線震動鐘等；改善坐姿的儀器：如全新設計的特殊辦公室座椅、木製站企箱連枱面板及加固支架等。此外，還有一些輔助工具在開發中，包括全新設計的 LED 相片及音樂播放器及加固三面訓練枱。

至於電腦輔助器材方面，共設計了八個新的產品，包括輔助及另類溝通應用程式、平板電腦互動智能訓練套、超特大鍵盤保護器及眼球控制器等。在此期間，共設計及收集了八十個與認知訓練和康復相關的軟件。

產品開發小組會定期討論和發掘新的產品理念，有些意念已被開發為新產品，當中包括書寫訓練套件、肌肉電波應用軟件和平板電腦應用軟件等。仍有其他意念在開發中，期望能發展出新的產品。為了進一步提升及完善開發新產品的過程，服務會試行一個新的開發流程，計劃在自行開發的產品中，選出一至兩項較具市場需求的產品，嘗試根據開發流程來發展，以滿足市場的需求。

服務透過協會網站、季刊及產品目錄，更新有關服務及產品的信息。在報告期內，共舉辦了三十六次產品示範，當中包括為醫療及輔助醫療人員提供訓練、參加於香港理工大學舉辦的「香港造節 2015」。通過參加這些活動，公眾和殘疾人士可以對我們的服務和產品有更深入的了解。

全面的售後服務對提升服務質素至為重要，服務會為產品編寫產品說明書給使用者查閱，產品說明書的內容包括產品的規格、安裝、應用指南和安全措施等資料。協助使用者更容易及有效的使用產品。服務亦建立了服務博客及使用廣播媒體以配合社會趨勢。

服務持續進行服務使用者的意見調查，除了透過使用者的自發回饋外，亦會透過電話訪問收集他們的意見。在此報告期間，有百份之八十四的服務使用者同意使用復康儀器能提高他們的獨立生活能力和生活質素。此外，有百份之八十四的服務使用者認同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，可收集使用者的寶貴意見，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

	2014-2015	2015-2016
設計及製造輔助儀器	21, 148	21, 055
維修輔助儀器	7, 542	7, 502
改良及評估現有的輔助儀器	486	477
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, 014	25, 003
向復康及安老服務工作者提供輔助儀器的資料	2, 050	2, 008
示範及展覽	490	485



電動輪椅一站通



近年使用電動輪椅的殘疾人士及長者持續增加，對電動輪椅的維修及保養服務需求亦隨之急速上升。為了應付服務需要，機構遂向傅德蔭基金有限公司申請財政支援，以增加服務的處理能力，包括增加人手及擴展場地，而傅德蔭基金有限公司的財政支持已於二零一五年三月完結，中心需以自負盈虧的形式營運。

在報告期間，中心繼續提供電動輪椅保養、維修及租賃服務。除恆常服務，中心會透過電動輪椅輔助工具及器材庫，向服務使用者借出一些設備，讓有需要人士可於正式購買設備前試用。電動輪椅駕駛學院能讓使用者掌握電動輪椅的操作技巧和知識，在促進駕駛安全上發揮功用。租賃服務則讓使用者的日常生活不會因其輪椅需維修而受到影響。此外，中心亦為使用者在選擇適當的輪椅及配件時提供專業意見和諮詢。為控制成本及維持服務水平，非辦公時間提供的緊急支援服務亦在這段期間終止。

服務以會員制運作，截至二零一六年三月有超過一千四百位會員。會員提供其輪椅相關的資料，有助中心提供快捷的服務，減少因維修輪椅對使用者帶來的不便。中心大部份的使用者均是由醫院、診所及復康機構所轉介。為應付服務需求，中心亦有招募義工及兼職員工協助處理中心的工作。在二零一四至二零一六年度，中心共提供了七百零九次上門維修服務及七百六十四次於中心維修及保養服務。專業義工亦會就維修及設計配件等提供專業意見及技術支援。中心會透過問卷調查和電話訪問收集使用者對服務的意見，整體反應令人滿意。

為推廣服務，中心會定期將宣傳單張分發到康復機構、特殊學校、殘疾人士自助組織、醫院、社會保障辦事處和綜合家庭服務中心。中心亦會舉辦工作坊及訓練課程，教授簡單的輪椅保養及維修技巧。

統計數字

所提供服務

接受服務人數

	2014-2015	2015-2016
會員人數	1,346	1,473
為會員提供到戶檢查及保養服務	395	314
為會員提供維修服務	316	448
為會員提供電動輪椅租借服務	416	310
提供電動輪椅使用的訓練	30	30
為會員提供電動輪椅器材外借服務	20	20



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

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

在報告期間所搜集的軟件以另類輔助溝通工具及認知訓練為主，前者提供面部表情、手勢、符號、圖片及可作書寫之溝通工具，以輔助有語言障礙人士去表達思想及需求；後者則搜羅了能改善長者認知的訓練遊戲：包括記憶、感知、解決問題、專注、計算及次序等。

截至二零一六年三月，已上載超過七百多個軟件，並作系統分類，總瀏覽人次超過三萬，共有超過五萬人受惠於這個服務。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，所有上載軟件的資訊都翻譯成中文，而新搜羅的軟件亦附上使用說明或讀我檔案，讓使用者更容易選取適合軟件。

除了搜羅網上的軟件，服務亦會自行設計及製作軟件。在這兩年內，本會製作了兩款平板互動遊戲棋，分別配合安卓及蘋果平板電腦使用，其中「港故遊蹤」以介紹本港鐵路沿線的發展歷史為主題，而「懷舊耆遊」則以香港地道風貌及家族關係為主題，中間亦加插了一些認知遊戲訓練長者的手眼協調及小手肌。





電腦復康訓練資源網站

「電腦復康訓練資源站」由「香港賽馬會慈善信託基金社區資助計劃」捐助，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。

隨著更多工作者利用資訊科技去服務長者及有特殊學習需要人士，在這兩年，資源站亦作出重組，將版面重新設計，並將訓練軟件及資訊重新分類，以配合這類使用者的訓練及復康需要。在內容方面，新網站將現有教材重組為三區，分別為「智樂區」、「雋樂區」和「耆樂區」，適合智障人士、學習障礙人士及長者作復康訓練用途；另外，亦有評估區，普通話區、英語區及新製作的亮點推介。

「智樂區」教材適合有智能障礙人士，包括輕度智障至嚴重智障人士使用，提供自理、生活技能、認知、社交心理、感官等相關的網上訓練。「雋樂區」適合智力正常但有學習障礙的學生，以兩歲至十二歲為主，包括有讀寫困難、專注力失調或其他學障的學生，提供基本的中、英文語言訓練教材。「耆樂區」主要對象是一般長者及患有輕度認知障礙及初期腦退化症患者，提供專注、記憶、感知肌能、推理能力等網上訓練，以維持長者的基本認知能力，延緩退化。

隨著平板電腦的普及，新軟件的設計亦要配合不同大小的桌上電腦及平板電腦，以方便使用者能在不同地方進行訓練，訓練地點亦因此可延伸至家居、中心甚或戶外，令訓練更方便及富彈性。嶄新的版面設計，配合觸控螢幕令網站更現代化和吸引。新網站亦增添了新功能，包括搜尋器及使用者記錄，前者可協助使用者更容易及迅速地尋找所需軟件或資訊；後者可為使用者自動記錄曾使用之軟件，方便再次擷取該軟件。

為配合 YouTube 的普及應用，資源站亦從網上搜羅一些與復康訓練或治療相關的影片，包括復康新聞、復康治療、融合教育和懷緬治療等資訊，讓復康工作者及學員獲得更多元化的復康資訊，掌握實用技巧，以配合個別化的電腦復康訓練。

在這兩年間，資源站的會員人數有穩定的增長。截至二零一六年三月，會員人數已增至一千八百九十，總瀏覽人次超過六萬九千，共有超過三萬八千多位殘疾人士及長者受惠於此服務。在過去兩年，資源站共上載二十四個由治療師撰寫的訓練教材指引，供會員免費下載，指引內容包括軟件介紹、訓練目標、使用對象及訓練模式等，教材指引能協助使用者更有效地應用網上軟件，增強學習效果。

資源站的職業治療師在這兩年內，為超過十間復康機構及特殊學校舉辦了一系列的推廣活動，以增加老師、社工及復康訓練員對網站應用的認識。在探訪過程中，治療師會分享網站的設計及理念，及如何有效地應用資訊科技在日常訓練及復康工作中。



除定期推廣外，資源站於二零一五年一月三十日下午假香港社會服務聯會舉行「長者軟件訓練研討會」，目的是推介資源站新增設的「耆樂區」，研討會簡介了長者腦部退化與基本認知元素及如何應用網站軟件作長者認知訓練等。當日共有超過一百二十位來自八十間長者機構及醫院的同工包括職業治療師、社工、活動幹事、保健員及長者等參加，他們對網站均表興趣，踴躍查詢應用問題。當日有超過五十位參加者即時申請成為網站會員，研討會的成功，充份反映應用資訊科技在長者服務的趨勢及對訓練軟件的需求。

在這段期間，資源站共進行了四次服務檢討，收回二百八十四份問卷，超過八成的使用者對內容及設計均表滿意，亦認同資源站切合學習需要，能增強學習效率，部份更提出很多具建設性的意見，亦讚賞資源站團隊的努力。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，共收回超過一萬份網上檢討問卷，百份之九十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。

統計數字

所提供服務

接受服務人數

	2014-2015	2015-2016
會員人數	1,760	1,890
設計及製作訓練教材	36,100	38,300
向使用者示範網站的使用	392	402
使用復康資訊及圖片庫	8,900	9,200
為使用者提供技術支援	175	176



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，於二零一一年九月成立及提供服務，中心旨在透過應用數碼資訊科技，為長者、殘疾人士及有特殊需要人士提供多元化的復康及訓練服務，讓他們能無障礙地接觸數碼世界。

中心共提供八大核心服務，包括「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」。為長者和殘疾人士提供全面及個人化的訓練與復康方案。

「數碼診所」及「數碼工作室」為服務使用者提供個別評估、推薦或設計個人化的輔助儀器，目的是讓服務使用者能無障礙地接觸數碼世界。此外，中心會提供相關產品的維修及保養服務。在二零一四至二零一六年度，「數碼診所」共提供了七百五十一人次的中心及外展訓練，有一千零一人受惠於服務所提供的評估、推薦及訓練。在同一時段，「數碼工作室」共設計及製作了十一件復康軟、硬件。

「數碼學堂」是一個網上學習平台，透過互聯網讓服務使用者學習資訊及通訊科技的知識，在過去兩年共上載了十六個電腦培訓課程，包括如何使用 YouTube、Facebook、智能電話和電腦操作基礎班及進階班等，點擊率超過十四萬五千次。「數碼百科」則是一個網上復康服務資料庫，上載了包括復康軟件及通訊科技產品的專業評估等相關資訊，在過去兩年共上載了五十二件復康軟件及產品評估，總點擊更達到十萬次。

「數碼園地」及「數碼長腦」提供個人評估及訓練服務。「數碼園地」的服務對象是二至十六歲的殘疾或有特殊需要的兒童及青少年，而「數碼長腦」則是為六十歲以上或有認知障礙的長者提供服務。在二零一四至二零一六年度，「數碼園地」累計提供共二百零三人次的個別評估，及一千五百零六人次的中心及外展訓練，截至二零一六年三月，仍有

超過五十名有需要人士輪候服務。至於「數碼長腦」，過去兩年共提供了七百四十二人次的評估及三千五百五十三人次的中心和外展訓練服務。從二零一一年十二月開始，中心先後與多間機構和學校合作，為他們的服務對象及學生提供上述服務，各合作夥伴對中心服務均表滿意及讚賞。除個別訓練，服務更提供體感小組訓練，以提升參加者的身體協調及肌肉能量。

在此報告期間，「資訊及通訊科技陳列室」共接待了一千零一十三位訪客，為他們提供產品示範，協助他們選擇合適的儀器。而「電腦學習中心」會舉辦不同的電腦課程予長者及殘疾人士，促進他們的電腦及科技知識及技巧。在過去兩年，「電腦學習中心」舉辦了超過五十個相關的培訓課程，共有八千八百二十六人次使用中心的設備及參加中心所舉辦的課程，與此同時，中心亦提供了共三千人次的諮詢服務予有需要人士。

中心的網站在二零一一年十二月推出，供公眾人士瀏覽。在此報告期間，總點擊率已累積至四十一萬三千次。中心很榮幸於二零一三及二零一四年連續兩年及二零一五及二零一六年連續兩年，分別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及三年卓越表現獎。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無障礙地於網上瀏覽。

為了向服務使用者及公眾推廣中心的服務，中心會定期舉辦宣傳活動，包括在不同屋邨設置街站、定期印製季刊介紹中心的活動。在二零一四年七月，中心舉辦了一次產品發佈會，有四十多間機構共九十多位同工參加，參加者的反應令人鼓舞，會後更收到很多的查詢。中心在二零一五年五月舉辦開放日，藉此讓社區人士認識中心的服務及了解數碼資訊科技如何改善長者及殘疾人士的生活質素。自二零一四年六月，中心開始參與由花旗銀行及社會服務聯會聯合舉辦的「大學生社責實踐計劃」，參與計劃的學生會協助中心推行活動，有鑑於計劃對中心及學生均有裨益，中心會繼續參與此項有意義的計劃。



社康職業治療

服務旨在致力提高殘疾人士和長者的能力，讓他們可以獨立生活，提高他們的生活質素及融入社會。服務範圍包括：

- (一) 日常生活和活動能力評估及訓練；
- (二) 家居和工作環境評估；
- (三) 為家居和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。

隨著政府推行「居家安老」及「家居照顧」政策，社區對社康職業治療服務的需求在過去數年持續增加，透過家居改裝、推薦合適的輔助儀器及提供照顧者訓練，長者及殘疾人士便能獨立及安全地繼續留在他們熟悉的社區生活。與此同時，服務的轉介手續簡單及輪候時間相對較短亦是服務受歡迎的因素。

在報告期間，大部份使用者均為長者，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、家庭服務中心和醫院的醫務社會工作部所轉介。服務亦與公營醫院合作，為患有肺部疾病的患者提供社區氧氣治療服務，此服務旨在提供持續的治療和照顧以改善並監督他們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。

有鑑於近年使用電動輪椅的長者數目持續增長，故對電動輪椅推薦服務及駕駛訓練的需求亦隨之增加。在二零一四至二零一六年度共提供了六十個評估和推薦電動輪椅的服務。此外，亦有為新的電動輪椅使用者提供駕駛訓練課程，以確保他們能正確及安全地使用電動輪椅。

服務使用者的意見對改善服務質素至為重要，服務一直都對使用者進行意見調查及訂立質素指標去評估服務的成效，在過去的兩年，超過百份之八十的使用者同意透過改裝環境和提供輔助儀器能改善他們應付日常生活的能力，有超過百份之八十的使用者同意進行家居運動能提高他們的身體機能，超過百份之八十的使用者同意服務可以讓他們繼續留在社區生活，超過百份之七十五的服務使用者同意服務可以增強他們的自信心和生活滿意度，另外，百份之七十五的照顧者則認同服務能增強他們的照顧技巧。調查的結果有助改善服務，同時亦為服務發展提供方向。

統計數字

所提供服務

接受服務人數

	<u>2014-2015</u>	<u>2015-2016</u>
提供日常生活技能的評估及訓練	428	349
推薦及提供合適的輔助儀器	305	213
提供家居及工作地點改裝的建議	235	237
提供氧氣治療服務	100	100
提供照顧者訓練及諮詢服務	109	103



社區復康計劃

計劃旨在透過職業治療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，大部份的服務使用者均是由醫院、診所或其他服務使用者所轉介。在過去數年，計劃有為一些因年長而體能逐漸退化的智障人士提供訓練。自二零一五年三月起，更開始為本會展毅中心的職業康復延展計劃的服務使用者提供訓練，主要目標是協助一些因年長或工作能力退化而未能參與正常工作訓練的服務使用者保持他們剩餘的能力。

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，包括：

- (一) 中風人士復康訓練；
- (二) 腦部受損人士復康訓練；
- (三) 長期神經受創人士復康訓練；及
- (四) 肢體傷殘及或智障人士復康訓練。

訓練項目旨在改善和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，內容包括工作技能、社交技巧、體能及認知訓練，透過復康訓練去學習一些輔助技巧或適當的活動模式，從而提升活動能力。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。

每個訓練項目的內容包括評估、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，故計劃只能每星期提供兩天服務，在過去兩年，每月平均的服務人次為八十人，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。計劃會持續評估及充實訓練內容，以服務不同類型的殘疾人士及滿足他們不同的需要。



職業治療 / 物理治療服務

服務旨在透過講座、工作坊及訓練為長者、照顧者及義工提供相關的知識和技能，以提升他們的功能及照顧技巧。

在報告期內，服務就著不同的主題提供相關的訓練以配合使用者的需要。除了一些常規的訓練項目外，服務開發了四個新的主題，包括「中風成因及復健」、「長者家居運動」、「電動輪椅駕駛技巧」及「使用資訊科技於復康服務」，這些培訓適合照顧者、義工及照顧員參加，透過提高相關的知識和技能，無論是服務提供者或使用者的一般健康狀況均會有所改善。服務於二零一五年與香港房屋協會合作，為居住在真善美邨及花園大廈患有認知障礙症的長者提供認知小組訓練，每個小組為十位長者提供共八節的訓練，參加者對訓練均表滿意。

服務透過意見調查以收集使用者的意見，整體而言他們對服務表示滿意。百份之八十的照顧者同意服務能提升他們在照顧方面的知識和技巧，而百份之七十五的服務使用者認同透過參與訓練有助提升他們自我照顧的能力。

統計數字

所提供服務	接受服務人數	
	2014-2015	2015-2016
為長者、照顧者及義工提供講座、 工作坊及訓練	315	325
舉辦運動小組	90	90



綜合家居照顧服務

「綜合家居照顧服務」繼續為長者、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。

社區對服務的需求不斷增加，主要因為不少年長的服務使用者因健康情況漸漸退化，而需要更密集照顧。截至二零一六年三月，共有一百一十三位服務使用者，大部份的服務使用者均為長者，其中有二十位為體弱個案。

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，並共同訂立其個人照顧計劃及照顧項目，同時亦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，服務亦有提供其他專業服務。在過去兩年為服務使用者舉辦了三個治療小組，其中「記憶遊戲+輕盈運動」及「健腦俱樂部」小組均由職業治療師負責，目的是讓服務使用者認識及預防認知障礙症。由社工負責的教育性小組名為「愉快晚年」，目的是促進長者認識及預防患上抑鬱症。另外亦舉辦了兩次「杏林茶聚」醫療講座，由骨科專科醫生為患有關節問題的長者簡介了骨質疏鬆症及與關節退化的相關資料。

服務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。此外每年均會為社區支援網絡薄弱的獨居長者安排義工探訪服務。有鑑於照顧者的重要性，亦會舉辦照顧者支援服務，為他們提供訓練及支援。為了協助照顧者和長者舒壓緩痛，服務舉辦了一項名為「痛不痛由你」的活動，此外，為了讓長者和護老者學習如何和諧相處，亦舉辦了「愛家計劃」活動。透過這些活動，讓照顧者獲得更多支持，協助他們繼續負起作為照顧者的責任。

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



關懷獨居老人計劃

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

服務旨在為獨居或缺乏家庭支持的長者提供社交及心理支援，透過義工定期探訪，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予本會的社工、護士及職業治療師作跟進，透過儘早察覺長者潛在的健康及家居危機，讓他們能安全及獨立地繼續留在社區內生活。

在過去兩年，服務都會加入新主題，豐富服務的內涵。在二零一四年度，以「靈活腦袋、樂活晚年」為主題，在定期探訪中，義工會為長者作簡單的認知評估，亦為長者進行有趣的記憶、手眼協調、運算等遊戲或活動，以保持長者的認知能力。而二零一五年度則以「保健防跌、活力晚年」為活動主題，義工在探訪過程中，會為長者作簡單跌倒危機評估，並按長者情況，將預防跌倒的相關資訊，如防跌運動、營養膳食、家居安全、輔助器材使用等資料提供予長者。透過在服務中加入不同的主題元素，希望更有效協助長者保持自我照顧能力、延緩退化及維持生活質素，並能在社區中獨立生活。

在過去兩年，服務主要與香港理工大學護理學系合作，由具備基本護理知識和技巧的護士學生，為體弱長者提供預防性的健康知識。此外，亦繼續透過義務工作發展局招募義工。在這段期間，共招募了八十四位義工，探訪了九十位由本會黃大仙綜合家居照顧服務隊及香港基督教服務處深水埗綜合家居照顧服務隊所轉介的體弱及缺乏支援之長者。義工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。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。

為確保義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。在服務成效檢討方面，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。

在過去兩年，護士義工共探訪了一百二十位由本會黃大仙綜合家居照顧服務隊轉介的長者。透過探訪，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，使他們能維持獨立及健康的生活。

統計數字

所提供服務

接受服務人數

	<u>2014-2015</u>	<u>2015-2016</u>
家訪	162	163
提供健康檢查	60	60
舉辦義工訓練	44	43
舉辦義工分享會	46	45
為義工提供支援及諮詢	44	43
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三月開始投入服務，至今已經為殘疾人士服務了十四年，中心目標為殘疾人士提供高質素的職業康復服務，最終協助他們公開就業。在過去兩年，中心每月平均服務人數為一百六十二人。

為了應對殘疾人士老齡化的情況，社會福利署於年內增撥了額外的資源給服務單位，以增強殘疾人士於日間服務中心的護理需要，同時亦推行「職業康復延展計劃」，以回應殘疾人士因年老而引致的工作能力下降，協助他們可於熟悉的環境中，繼續接受工作訓練及舒緩的護理。

在過去兩年，中心重新整合了採購流程，務求以更優惠的價格向供應商訂購貨品，這個安排不僅降低了運作成本，更提高了服務效益。中心的直銷服務隊會定期為區內一所嚴重智障人士院舍的舍友提供購物送遞服務，使中心的直銷業務得到穩定發展，讓直銷服務隊的學員獲得不同類型的工作訓練機會。此外，中心的餐飲服務每日均為區內多個長者、幼兒及殘疾人士的服務單位，提供超過三百五十個午餐飯盒，未來將會重新規劃餐飲服務隊的發展及學員的技術訓練。中心亦為學員提供不同類型的內部及外

出訓練機會，讓學員根據其興趣及能力，參與包裝、直銷、洗衣及餐飲等工作訓練。此外，中心致力與商界及地區團體合作，為學員開拓職業康復訓練的機會。學員的訓練亦加入商業的運作方式，例如輪班及超時工作等，讓學員可以學習適應公開就業的要求。

在過去兩年，中心的總收入約港幣四百四十萬元。撇除營運開支項目，中心向學員發放的訓練津貼（不包括獎勵金），於二零一四至一五年度為港幣二百一十萬元，而二零一五至一六年度為港幣一百九十八萬元，中心更會發放額外的年終獎勵金給予表現卓越的學員。

為優化學員的訓練，中心會為有需要的學員實行個人訓練計劃，以提升他們的社交及生活技能。此外，中心亦會舉辦人際關係及園藝活動等小組，以增強學員公開就業的能力。為提升學員的生活質素，中心會定期舉辦不同類型的康樂及節日慶祝活動，包括暢遊香港迪士尼樂園、海洋公園、運動會、聖誕聯歡會及春茗等。

家人的參與及支持，對殘疾人士的復康至為重要，中心會邀請家屬參加家長會、聯誼活動及家長日等，以促進中心與家人的溝通及了解，攜手支持學員的復康訓練計劃。

為推動傷健共融，中心積極與區內團體合作籌辦不同形式的活動，鼓勵學員參加，中心每年亦會舉行開放日，讓社區人士加深對學員及中心復康服務的認識。

中心非常重視職員培訓，過往兩年得到社會福利發展基金的資助，舉辦了多項員工培訓課程，以提升職員的工作技巧及協助建立團隊精神。在未來日子，中心會繼續投放資源於職員培訓，以增強員工的工作知識及技巧，以持續完善中心對殘疾人士所提供的服務。



展毅環保農莊



「展毅環保農莊」得到「環境及自然保育基金」的資助，於二零一三年九月投入服務，農莊位於屯門良康里，面積逾二萬零六百平方呎。農莊成立的目的，除了為殘疾人士提供園藝的訓練機會，亦向社區推廣傷健共融及健康生活的概念。

農莊為公眾及殘疾人士提供的服務包括：農圃租耕體驗、園藝治療活動、農品墟市、綠色生活及環保教育等。展毅中心會定期安排大約十位學員到農莊接受各樣園藝訓練，包括：灌溉除草、培苗及修築園圃等。此外，展毅中心每星期亦會安排「職業康復延展計劃」的學員到農莊進行活動，透過不同的活動模式，讓學員能夠與社區人士接觸，達至傷健共融。

在過去兩年，農莊曾舉辦多個關於有機耕種及環境保護的活動及訓練，而社區農圃的整體出租率亦維持在六成以上。展望未來，農莊會嘗試種植不同種類的時令蔬果，以增添種植的樂趣。此外，亦會計劃開設小賣農墟，向有興趣的人士售賣農莊的收成。農莊會繼續與區內的幼稚園、長者中心或其他團體合作，安排對農耕活動有興趣的幼兒、青年及長者到農莊參觀及舉辦活動。農莊除了繼續為中心的殘疾學員發掘不同訓練機會，亦希望透過不同的園藝活動，讓社會大眾及殘疾人士增進彼此的了解，共同促進傷健共融。



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，服務名額為九十四位。

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一百七十三位殘疾人士公開就業，其中四十三位更能維持工作達半年或以上，他們的平均月薪約為港幣六千元。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、護理、汽車清潔、售貨、廚務、保安、倉務、資料輸入、侍應、包裝、清潔、私人補習、維修水喉學徒、朋輩支援工作及司機等。

自二零零二年三月，服務於屯門區開辦「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，為將來公開就業作準備。服務使用者透過訓練，除了可建立良好的工作態度及習慣，提升工作動機及自信心外，並藉著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，共有十一位學員接受有關訓練，其中三位在接受訓練後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升他們的工作技能。在過去兩年，共有四十六位服務使用者接受有關訓練。為增加服務使用者對自己的認識、了解本身在就業方面的期望，並在公開就業前作好準備，服務分別於二零一五年三月及二零一六年一月開辦了「職前培訓課程」，以增強他們在職場應對方面的技巧。

除了為服務使用者作就業上的準備，服務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。活動包括暢遊香港迪士尼樂園、海洋公園及參觀花卉展覽。

另外，在報告期間，服務亦安排了同工參與和工作有關的訓練課程，以增加同工的知識及工作技巧。訓練包括認識邊緣人格障礙、抑鬱症、焦慮症、心身症及其治療方法等。

輔助就業服務運作至今已超過二十一年，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

「在職殘疾人士及其家人支援計劃」由社會福利署資助，由二零零九年一月開始提供為期三年的服務。由於服務有一定需求，故再次獲得署方的資助，並於二零一二年一月一日起，開展另外三年的服務，並改名為「就業肩並肩」，繼續為在職之智障人士、肢體傷殘人士及其家人提供服務。服務透過提供全面、持續及多元化的在職支援服務，包括輔導、支援小組及治療小組，協助服務使用者解決在工作上遇到的困難，使他們能繼續留在原職位工作。服務每年的服務名額為四十五個，並無地區限制。整個計劃於二零一四年十二月完結。

在二零一四年四月至十二月期間，計劃共為服務使用者提供共一百三十四節輔導服務，以協助他們處理工作上遇到的困難。為配合服務使用者的不同需要，在報告期間亦為服務使用者提供了七十一節支援小組，既讓服務使用者可以擴闊社交網絡，亦提供空間讓他們分享生活或工作上的點滴，加強彼此間的支援。除了支援小組，為了重點處理服務使用者於工作上遇到的困難，並提升他們解決問題的能力，服務亦曾舉辦共十五節不同主題的治療小組，內容包括人際關係、情緒管理及壓力管理等。

另外，我們亦為服務使用者提供不同性質的班組和活動，例如「認識簡單英文」、「速成打字班」、「認識基礎電腦班」等等，讓他們於日常工作以外能學習不同的知識。活動方面，去年亦舉辦了海洋公園同樂日及聖誕聯歡會，以減輕服務使用者日常工作的壓力。





賽馬會桌面排版中心

中心自一九九六年開始營運至今仍秉持其一貫的目標，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、網頁設計和更新等工作及訓練機會，並協助他們公開就業。

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。與此同時，中心亦需為服務使用者尋找配合他們能力的訓練機會，透過不同類型的訓練，服務使用者能獲得寶貴的經驗，對公開就業有莫大的幫助。

在此期間，中心獲得由中學及商業機構所捐贈的二手電腦，得以替換部份已過時的電腦，令工作及訓練能更順暢。有部份電腦會轉送中心的服務使用者，作家居訓練之用。此外，中心亦獲贈一些傢俱及設備，讓工作環境得以改善。

在二零一四至二零一六兩個工作年度，中心的營業額分別為港幣一百一十五萬元及港幣一百二十萬元。在過去兩年，中心共新增二十五個新客戶，但由於印刷訂單的價格持續下降，故整體的營業額未能跟隨客戶的增長而有所增加。此外，中心亦取得為速遞公司提供設計、印刷及代郵的訂單，及繼續為幾間展覽會公司及香港中文大學圖書館提供資料輸入，這類工作能為服務使用者提供工作技能、工作態度及工作耐力的訓練，對協助他們公開就業尤其重要。為增強競爭力，中心更為客戶提供翻譯服務。

中心大部份的新客戶都是透過曾惠顧的客戶所轉介，在過去幾年，中心積極競投政府部門的服務合約。在此期間，中心開始為康樂及文化事務署提供設計及印刷服務，該署對中心的服務表示滿意，故有機會繼續使用中心的服務。此外，為挽留客人，吸引他們繼續使用中心的服務，中心需提供以客為本的服務。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及 Grandtag 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，有二十位服務使用者的每日津貼為港幣一百元。有百份之七十五的服務使用者同意津貼能增加他們的收入，而百份之八十一的服務使用者認同透過中心的訓練能增加他們的自信，有百份之七十五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，共有十位服務使用者因公開就業或接受其他職業訓練而離開中心。

為配合市場要求，中心定期舉辦各類型訓練，以提升服務使用者的能力。在過去兩年，中心共開辦了八個電腦課程，包括動畫製作、商標及字型設計、電腦相片自動上載至雲端技術、認識電腦硬件及Dropbox的使用等，有超過七十位服務使用者參加，參加者均表示課程能提升他們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

2014-2015 2015-2016

為殘疾人士提供資料輸入、
桌面排版、設計、印刷、代郵
及網頁設計和更新的工作機會

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港幣六萬元，最長還款期則維持在四十八個月，貸款會以每月分期方式攤還。每個申請均需具擔保人以確保貸款能按期收回。每個申請都需由基金的管理委員會審核，並由本會的執行委員會加簽。

在過去兩年，基金共接獲二十四宗申請，申請人均為肢體殘疾人士，最多人申請購買汽車。在接獲的申請中，超過半數的申請者獲批款由二萬元至六萬元。截至二零一六年三月三十一日，共有二十八位殘疾人士仍在還款當中，基金會與他們保持聯絡，以確保他們能按期清還款項。

在這兩年裡，亦有個別接受貸款者表示未能如期還款，為了協助他們解決困難，基金會考慮將還款期延長以減低每月的還款額，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，亦會製作新的宣傳單張，郵寄予各復康機構、特殊學校、醫院、自助組織、家庭服務中心及社會保障部。

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>2014-2015</u>	<u>2015-2016</u>
查詢服務	86	85
申請個案	16	8
提供免息貸款	14	5
為選擇合適儀器提供意見	14	5
評估申請人的社會及經濟情況	14	5
為接受貸款人士提供支援	30	28

社 會 企 業



宏遠洗衣服務公司

「宏遠洗衣服務公司」自成立以來，一直以社會企業模式運作，致力為殘疾人士開拓洗衣服務的就業及訓練機會，以協助他們融入社會。為了讓業務能夠持續發展，宏遠採用了商業管理模式，謹慎控制運作成本，以維持穩健的業務運作。

在二零一五至二零一六年度，宏遠的營業額約為港幣七十三萬八千元，較二零一四至二零一五年度的港幣八十二萬七千元下跌，此跌幅間接反映了洗衣行業的激烈競爭。在過往兩年，宏遠致力發展新的客戶及盡力維繫現有客戶，包括安老院舍，殘疾人士宿舍及商業機構等。但在市場的劇烈競爭下，宏遠於二零一六年，在維持多年沒有加價的情況下，仍然失落了一間殘疾人士院舍的洗衣合約。

要在競爭激烈的市場環境下持續發展，宏遠需要謹慎地控制成本，透過人手調配及改善客戶的定位，以提高成本效益。此外，亦會定期收集客戶的意見，以持續改善服務質素。

展望未來，宏遠會繼續集中發掘新的客源及積極檢討報價的方案和策略，以維持宏遠於市場上的競爭力。此外，洗衣工場租金成本，亦對宏遠的經營構成龐大的壓力。縱然面對多樣的經營挑戰，宏遠仍希望能為殘疾人士提供一個溫暖及友善的工作環境。





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，為客戶提供一站式宣傳服務的同時，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、派發宣傳單張、建立及更新客戶資料庫、郵件處理、運送、電郵推廣及媒體製作服務等，以配合不同客戶的宣傳需要。面對市場上競爭對手的相繼出現，宣傳一站通會繼續與時並進，提供多元化服務，以符合客戶的需要。

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，客戶群來自不同行業，包括教育機構、個人護理公司、醫療及康復護理用品公司、護老中心、餐飲公司、地產公司、銀行、金融公司、傢俬公司、運輸公司、旅遊公司、零售及批發公司、專業團體、非政府機構及社會企業等。

在報告期間惠顧的客戶共有九十六位，其中五十九位曾重複惠顧服務，並成為長期客戶。在這段期間，企業錄得的營業額為港幣六十四萬五千七百八十三元一角。僱員數目方面，截至二零一六年三月，共聘用了九位僱員，其中七位為殘疾人士，佔整體僱員人數接近八成，達至業務為殘疾人士創造就業機會的目標。

另外，在報告期間，「宣傳一站通」亦安排同工參與課程，以增加同工的工作知識。訓練包括有效處理及應對投訴證書課程、優質客戶服務工作坊：櫃台服務及電話應對、酷熱環境工作對健康的危害及預防上肢及下肢勞損之課程等。

現時網上推廣已成為最有效的宣傳媒介之一，「宣傳一站通」亦不例外，主要運用本社企的網站作為宣傳的平台，並不時更新網站資訊，及推出配合不同客戶需要的推廣計劃，讓業務可以持續發展。

會員及義工



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

在二零一四至二零一六年度，共有八十六位新義工加入，截至二零一六年三月，本會共有三百七十二位會員及義工。除舉辦迎新導向，讓新加入的義工對本會的服務有更深入的了解，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。義工除參與本會服務外，亦會轉介護士義工予其他長者服務機構，協助提供身體檢查及醫療諮詢服務。

在這兩年裡，本會繼續與香港理工大學電子計算學系合作，為學系的學生安排實習機會。在二零一四至二零一五年度，學生設計了配合平板電腦使用的棋盤遊戲、呼吸訓練流動程式及配合 Kinect 使用的長者太極訓練程式。在二零一五至二零一六年度，學生製作了眼球控制產品、網上版輔助溝通工具及視覺障礙人士智能手錶程式。這類合作不單提供機會讓學生了解殘疾人士的需要，亦為本會在復康產品設計上提供新的靈感，並增加義工的參與性和穩定性，故在義工發展方面，會持續與院校合作，令服務能穩定和持續發展。

為表揚義工的服務精神，在過去兩年，本會共推薦四十位義工參加由社會福利署所舉辦的義工運動，其中三十位獲銅獎、八位獲銀獎及兩位獲金獎；亦有一位義工獲推薦領取長期義工服務獎。在這兩年，三位義工獲本會頒發的卓越義工獎及五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，三十七位義工亦被推薦參加「義務工作發展局」的「迪士尼賞義工行動」，獲得迪士尼送出之免費門票。

為了表達對義工的感謝，本會特別設計及製作了小型儲物袋及手提iPad 支架，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>2014-2015</u>	<u>2015-2016</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	24	25

FINANCE

Auditor Report 核數師報告

ASSOCIATION FOR ENGINEERING AND
MEDICAL VOLUNTEER SERVICES
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2016

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ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES**REPORT OF THE EXECUTIVE COMMITTEE
FOR THE YEAR ENDED 31 MARCH 2016**

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 2016.

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.

RESULTS AND APPROPRIATIONS

The results for the year ended 31 March 2016 and the state of affairs of the Association at that date are set out in the financial statements on pages 5 to 25.

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 26 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
Ms Hong Mai Chi
Mr Fong Mai Lap
Mr Leung Kwok Fai
Ms Lau Cheung Kam Ling Margaret
Mr Kwan Fu Kei, Larry

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 2016

- Continued -

DIRECTORS' MATERIAL INTERESTS IN TRANSACTIONS, ARRANGEMENTS AND CONTRACTS THAT ARE SIGNIFICANT IN RELATION TO THE ASSOCIATION'S OPERATION

No transactions, arrangements and contracts of significance in relation to the Association's operation to which the Association was a party and in which a director of the Association had a material interest, whether directly or indirectly, subsisted at the end of the year or at any time during the year.


MANAGEMENT CONTRACTS

No contracts concerning the management and administration of the whole or any substantial part of the operation of the Association were entered into or existed 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


Mr Law Chit Wai, Chairman

Dated: 27 OCT 2016
Hong Kong

CHAN & MAN

CERTIFIED PUBLIC ACCOUNTANTS

陳錫義、文國樑 會計師行



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INDEPENDENT HONORARY AUDITORS' REPORT

TO THE MEMBERS OF
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 25, which comprise the statement of financial position as at 31 March 2016, 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 information.

DIRECTORS' RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

The directors are responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

AUDITORS' RESPONSIBILITY

Our responsibility is to express an opinion on these financial statements based on our audit. This report is made solely to you, as a body, in accordance with section 405 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

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 about 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 of financial statements that give a true and fair view 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 committee members, as well as evaluating the overall presentation of the financial statements.

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

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



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INDEPENDENT HONORARY AUDITORS' REPORT

TO THE MEMBERS OF
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 financial position of the Association's affairs as at 31 March 2016, and of its financial performance and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in compliance with the Hong Kong Companies Ordinance.



Certified Public Accountants
(Practising)

Dated: 27 OCT 2016
Hong Kong

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2016

	2016 HK\$	2015 HK\$
INCOME		
Designated donations:		
Others	224,462	1,445,638
Subventions:		
Hong Kong Jockey Club Charities Trust	2,491,957	4,549,640
Community Chest	1,671,230	1,475,000
Social Welfare Department - HKSAR Government	14,567,129	13,227,416
- Lotteries Fund	12,000	70,000
- Block Grant	201,000	180,000
- Environment & conservation Fund	293,620	-
	<u>19,461,398</u>	<u>20,947,694</u>
Service income	9,627,699	9,790,016
	<u>29,089,097</u>	<u>30,737,710</u>
OTHER REVENUE		
Interest income	2,285	886
	<u>29,091,382</u>	<u>30,738,596</u>
EXPENDITURE		
Salaries	16,252,589	16,057,147
Provident fund contributions and charges	776,543	763,351
Provision for long service payment	37,424	18,983
Programme and services expenses	7,890,097	7,816,203
Renovation	-	10,000
Repairs and maintenance	252,662	127,279
Printing, postage and stationery	114,215	160,914
Travelling	186,552	89,098
Telephone and fax	112,846	123,703
Electricity and water	525,665	537,703
Insurance	99,493	99,705
Rent and rates	1,399,370	1,373,493
Cleaning	102,016	75,253
Consultancy fee	-	87,300
Depreciation	34,639	34,639
Advertising	9,867	15,919
General expenses	66,747	18,783
Annual general meeting and dinner	13,211	15,145
Equipment and uniform	344,948	848,499
Staff training	22,031	8,087
Motor vehicles	76,913	67,835
Audit fee	26,000	19,000
SWD Fund	33,644	-
	<u>(28,377,472)</u>	<u>(28,368,039)</u>
SURPLUS FOR THE YEAR	<u>713,910</u>	<u>2,370,557</u>

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2016

	2016 HK\$	2015 HK\$
- Continued -		
SURPLUS FOR THE YEAR	713,910	2,370,557
TRANSFERS FROM/(TO):		
General Fund	(137,150)	(259,209)
Service Foundation Fund	(80,288)	(297,564)
Supported Employment Services	(298,026)	(44,455)
Jockey Club Desktop Publishing Centre	86,482	(16,612)
Home Care Services	(506,456)	(158,004)
The Endeavor	(1,166,479)	(276,008)
Laundry Workshop	22,308	23,551
Community-based support projects for Persons with Disabilities and their families 就業與並胸	108,932	(319)
One-Stop Promotion	73,164	101,569
Jockey Club Digital Inclusion Centre	1,205,388	(972,511)
Electric Wheelchair Repair Clinic and Resource Centre	(76,238)	(565,042)
EC Fund-Farm	54,453	94,047
ACCUMULATED BALANCE AT END OF YEAR	-	-

The annexed notes form an integral part of these financial statements

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2016

	<u>NOTE</u>	<u>2016</u> HK\$	<u>2015</u> HK\$
NON-CURRENT ASSETS			
Loans to disabled	3	167,850	284,670
Plant and equipment	4	34,639	69,278
		<u>202,489</u>	<u>353,948</u>
CURRENT ASSETS			
Prepayments and other receivables		1,698,445	1,859,773
Utility deposits		154,430	154,430
Current portion of loans to disabled	3	270,515	363,359
Cash and bank balances		13,084,325	11,970,888
		<u>15,207,715</u>	<u>14,348,450</u>
CURRENT LIABILITIES			
Bank overdraft		-	49,771
Accounts payable		531,336	522,066
Accruals		27,148	19,000
Receipts in advance		40,241	35,063
		<u>(598,725)</u>	<u>(625,900)</u>
NET CURRENT ASSETS		<u>14,608,990</u>	<u>13,722,550</u>
NON-CURRENT LIABILITIES			
Long Service Payments Obligation	5	<u>(367,979)</u>	<u>(330,555)</u>
TOTAL ASSETS		<u>14,443,500</u>	<u>13,745,943</u>

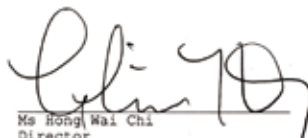
ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2016

	<u>NOTE</u>	<u>2016</u> HK\$	<u>2015</u> HK\$
- Continued -			
Represented by:			
General Fund	6	-	-
Service Foundation Fund	7	3,640,758	3,423,320
Independent Living Fund	8	2,586,002	2,586,002
Supported Employment Services	9	375,541	375,541
Jockey Club Desktop Publishing Centre	10	(1,097,140)	(1,010,658)
Home Care Services	11	528,150	528,150
The Endeavor	12	4,481	4,481
Laundry workshop	13	242,552	264,860
Social Welfare Department			
Lump Sum Grant Reserve	14	8,582,345	7,097,262
Social Welfare Department Provident Fund	15	1,451,010	1,251,264
Social Welfare Department Central Items	16	167,127	175,028
Social Welfare Department Block Grant	17	207,944	59,292
Social Welfare Department			
Rent and Rates Deficit	18	(551,887)	(437,455)
Community-based support projects for Persons with disabilities and their families	19	130,686	130,686
Community-based support projects for Persons with disabilities and their families			
就業崗位	20	26,442	135,374
One-Stop Promotional and Distribution Service	21	131,172	204,336
Social Welfare Department			
Paramedical Staff Surplus	22	-	1,084
Social Welfare Development Fund	23	142,867	(101,677)
Jockey Club Digital Inclusion Centre	24	(2,022,576)	(817,188)
Electric Wheelchair Repair Clinic and Resource Centre	25	356,201	279,963
EC Fund-Farm	26	(458,175)	(403,722)
		<u>14,443,500</u>	<u>13,745,943</u>

The financial statements on pages 5 to 25 were approved by the members of Executive Committee (who are also Directors of the Board) on **27 OCT 2016** and were signed on its behalf


 Mr Law Chit Wai
 Chairman


 Ms Hong Wai Chi
 Director

The annexed notes form an integral part of these financial statements

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF CHANGES IN FUNDS
FOR THE YEAR ENDED 31 MARCH 2016

	<u>2016</u> HK\$	<u>2015</u> HK\$
Total equity at 1 April	13,745,943	11,637,674
Surplus for the year	713,910	2,370,557
Refund to Government	(16,353)	(262,288)
Total equity at 31 March	<u>14,443,500</u> *****	<u>13,745,943</u> *****

The annexed notes form an integral part of these financial statements

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2016

	2016 HK\$	2015 HK\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Surplus for the year	713,910	2,370,557
Adjustments for:		
Interest received	(2,285)	(886)
Depreciation	34,639	34,639
Operating cash flows before movements in working capital	746,264	2,404,310
Changes in loans to disabled	209,664	(35,671)
Changes in prepayments and other receivables	161,328	(906,305)
Changes in utility deposits	-	(6,400)
Changes in accounts payable	9,270	(49,415)
Changes in accruals	8,148	1,000
Changes in receipt in advance	5,178	(2,889)
Changes in long service payment obligation	37,424	18,983
Cash generated from operations	1,177,276	1,423,613
Refund to Government	(16,353)	(262,288)
Net cash from operating activities	1,160,923	1,161,325
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments to acquire plant and equipment	-	(103,917)
Interest received	2,285	886
Net cash from/(used in) investing activities	2,285	(103,031)
NET CHANGES IN CASH AND CASH EQUIVALENTS	1,163,208	1,058,294
CASH AND CASH EQUIVALENTS BROUGHT FORWARD	11,921,117	10,862,823
CASH AND CASH EQUIVALENTS CARRIED FORWARD	13,084,325	11,921,117
ANALYSIS OF THE BALANCES OF CASH AND CASH EQUIVALENTS		
	2016 HK\$	2015 HK\$
Cash at bank and in hand	13,084,325	11,970,888
Bank overdraft	-	(49,771)
	13,084,325	11,921,117

The annexed notes form an integral part of these financial statements.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2016**1. GENERAL INFORMATION**

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 13 members as at the statement of financial position date (2015:13).

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**(a) Statement of compliance**

The Association's 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 (HKICPA).

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period of the Association. Note 2(c) below provides information on any changes in accounting policies resulting from initial application of these developments to the extent that they are relevant to the Association for the current and prior accounting periods reflected in these financial statements.

(b) Basis of preparation of the financial statement

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 (HKICPA) and accounting principles generally accepted in Hong Kong. They have been prepared under the historical cost convention.

(c) Changes in accounting policies and disclosures

The HKICPA has issued a number of amendments to HKFRSs and one new Interpretation that are first effective for the current accounting period of the Association. Of these, none of the developments are relevant to the Association's financial statements.

The Association has not applied any new standard or interpretation that is not yet effective for the current accounting period.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2016**2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

- Continued -

(d) 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 calculated to write off the cost/value of each asset, less their estimated residual value, if any, using the straight line method over their estimated useful lives. The principle annual rates used for this purpose are as follows:-

Furniture and equipment	33%
Leasehold improvement	50%

Gains or losses arising from the retirement or disposal of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the item and are recognized in the statement of comprehensive income and expenditure on the date of retirement or disposal.

(e) 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.

(f) 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 income and expenditure on the straight-line basis over the lease terms.

(g) 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.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20162. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

- Continued -

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

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

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

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

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.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20162. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

- Continued -

(i) 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.

(j) Cash equivalents

Cash and cash equivalents comprise cash at bank and in hand, demand deposits with banks and other financial institutions, and short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition.

3. LOANS TO DISABLED

	2016 HK\$	2015 HK\$
At beginning of year	648,029	612,358
Advances during the year	154,800	357,966
Repayment during the year	(364,464)	(322,295)
At end of year	438,365	648,029
Portion classified as current assets	(270,515)	(363,359)
Non-current portion	167,850	284,670
	=====	=====

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 20164. PLANT AND EQUIPMENT

	Furniture & Equipment HK\$	Leasehold Improvement HK\$	Total HK\$
COST			
At 01.04.2014	72,488	128,100	200,588
Additions	103,917	-	103,917
At 31.03.2015 & 31.03.2016	<u>176,405</u>	<u>128,100</u>	<u>304,505</u>
ACCUMULATED DEPRECIATION			
At 01.04.2014	72,488	128,100	200,588
Charge for the year	34,639	-	34,639
At 31.03.2015	<u>107,127</u>	<u>128,100</u>	<u>235,227</u>
Charge for the year	34,639	-	34,639
At 31.03.2016	<u>141,766</u>	<u>128,100</u>	<u>269,866</u>
NET BOOK VALUE			
At 31.03.2016	<u>34,639</u>	<u>-</u>	<u>34,639</u>
At 31.03.2015	<u>69,278</u>	<u>-</u>	<u>69,278</u>

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 60 (2015: 57) 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\$813,196 (2015: HK\$730,938) (note 30 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

	2016 HK\$	2015 HK\$
Balance at beginning of year	-	-
Transfer from statement of comprehensive income and expenditure	137,150	260,209
Transfer to Service Foundation Fund - note 7	(137,150)	(260,209)
Balance at end of year	-	-

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 20167. SERVICE FOUNDATION FUND

	2016 HK\$	2015 HK\$
Balance at beginning of year	3,423,320	2,862,614
Transfer from statement of comprehensive income and expenditure	80,288	296,564
Transfer from General Fund - note 6	137,150	260,209
Transfer from Supported Employment Services - note 9	-	3,938
Transfer to Social Welfare Development Fund - note 23	-	(5)
Balance at end of year	<u>3,640,758</u>	<u>3,423,320</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

	2016 HK\$	2015 HK\$
Balance at beginning and end of year	<u>2,586,002</u>	<u>2,586,002</u>

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

	2016 HK\$	2015 HK\$
Balance at beginning of year	375,541	379,479
Transfer from statement of comprehensive income and expenditure	298,026	44,455
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(298,026)	(44,455)
Transfer to Service Foundation Fund - note 7	-	(3,938)
Balance at end of year	<u>375,541</u>	<u>375,541</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 2016

10. JOCKEY CLUB DESKTOP PUBLISHING CENTRE

	2016 HK\$	2015 HK\$
Balance at beginning of year	(1,010,658)	(1,027,270)
Transfer (to)/from statement of comprehensive income and expenditure	(86,482)	16,612
Balance at end of year	<u>(1,097,140)</u>	<u>(1,010,658)</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

	2016 HK\$	2015 HK\$
Balance at beginning of year	528,150	528,150
Transfer from statement of comprehensive income and expenditure	506,456	158,004
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(506,456)	(158,004)
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

	2016 HK\$	2015 HK\$
Balance at beginning of year	4,481	4,481
Transfer from statement of comprehensive income and expenditure	1,166,479	276,008
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14	(1,166,479)	(276,008)
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 201613. LAUNDRY WORKSHOP

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	264,860	288,411
Transfer to statement of comprehensive income and expenditure	(22,308)	(23,551)
Balance at end of year	<u>242,552</u> *****	<u>264,860</u> *****

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

14. SOCIAL WELFARE DEPARTMENT LUMP SUM GRANT RESERVE

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	7,097,262	6,595,028
Transfer from Supported Employment Services - note 9	298,026	44,455
Transfer from Home Care Services - note 11	506,456	158,004
Transfer from The Endeavor - note 12	1,166,479	276,008
Transfer to Social Welfare Department Provident Fund - note 15	(199,746)	(132,762)
Transfer to Social Welfare Department Central Items - note 16	-	(74,680)
Transfer to Social Welfare Department Block Grant - note 17	(148,652)	(9,015)
Transfer from Social Welfare Department Rent and Rates Surplus - note 18	107,064	103,449
Transfers (to)/from Social Welfare Development Fund - note 23	(244,544)	136,775
Balance at end of year	<u>8,582,345</u> *****	<u>7,097,262</u> *****

In accordance with the Lump Sum Grant Manual issued by the Social Welfare Department in October 2000 and adopted by the Association, 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 201615. SOCIAL WELFARE DEPARTMENT PROVIDENT FUND SURPLUS

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	1,251,264	1,118,502
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	199,746	132,762
Balance at end of year	<u>1,451,010</u> *****	<u>1,251,264</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>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	175,028	100,348
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	-	74,680
Surplus refund to Social Welfare Department	(7,901)	-
Balance at end of year	<u>167,127</u> *****	<u>175,028</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>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	59,292	50,277
Transfer from Social Welfare Department Lump Sum Grant Reserve - note 14	148,652	9,015
Balance at end of year	<u>207,944</u> -----	<u>59,292</u> -----

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2016

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		59,292
Add: Block Grant received during the year		201,000
		<u>260,292</u>
Less: Expenditure during the year		
Furniture and equipment	43,398	
Vehicle overhauling	8,950	
		<u>(52,348)</u>
Credit balance c/f to the next financial year		<u>207,944</u> *****

Capital Commitments

As at 31 March 2016, the outstanding commitments in respect of Furniture and Equipment Replenishment and Minor Works Grant were as follows:

	HK\$
Contracted for but not provided in the financial statements	-
Authorized but not contracted for	-
	<u>-</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

	2016 HK\$	2015 HK\$
Balance at beginning of year	(437,455)	(334,006)
Transfer to Social Welfare Department		
Lump Sum Grant Reserve - note 14	(107,064)	(103,449)
Surplus refund to Social Welfare Department	(7,368)	-
Balance at end of year	<u>(551,887)</u> *****	<u>(437,455)</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.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201619. COMMUNITY-BASED SUPPORT PROJECTS FOR PERSONS WITH DISABILITIES AND THEIR FAMILIES

	2016 HK\$	2015 HK\$
Balance at beginning and end of year	130,686	130,686
	*****	*****

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 就業輔導

	2016 HK\$	2015 HK\$
Balance at beginning of year	135,374	135,055
Transfer (to)/from statement of comprehensive income and expenditure	(108,932)	319
Balance at end of year	26,442	135,374
	*****	*****

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.

21. ONE-STOP PROMOTIONAL AND DISTRIBUTION SERVICE

	2016 HK\$	2015 HK\$
Balance at beginning of year	204,336	305,905
Transfer to statement of comprehensive income and expenditure	(73,164)	(101,569)
Balance at end of year	131,172	204,336
	*****	*****

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.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201622. SOCIAL WELFARE DEPARTMENT PARAMEDICAL STAFF SURPLUS

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	1,084	1,084
Transfer to Social Welfare Department Lump Sum Grant Reserve - note 14		-
Surplus refund to Social Welfare Department	(1,084)	-
Balance at end of year	<u>-</u> =====	<u>1,084</u> =====

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

23. SOCIAL WELFARE DEVELOPMENT FUND

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	(101,677)	297,381
Transfer from/(to) Social Welfare Department Lump Sum Grant Reserve - note 14	244,544	(136,775)
Transfer from Service Foundation Fund - note 7	-	5
Surplus refund to Social Welfare Department	-	(262,288)
Balance at end of year	<u>142,867</u> =====	<u>(101,677)</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		(101,677)
<u>Income</u>		
Allocation from SWDF during the year		276,703
Interest received during the year		5
<u>Expenditure</u>		
a) Expenditure for projects under scope A	22,644	
b) Expenditure for projects under scope B	-	
c) Administrative support	11,000	
	<u> </u>	(33,644)
Add: Membership fee		1,480
Balance carried forward to the next financial year		<u>142,867</u> =====

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201624. JOCKEY CLUB DIGITAL INCLUSION CENTRE

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	(817,188)	(1,789,699)
Transfer (to)/from statement of comprehensive income and expenditure	(1,205,388)	972,511
Balance at end of year	<u>(2,022,576)</u> *****	<u>(817,188)</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.

25. Electric Wheelchair Repair Clinic and Resource Centre

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	279,963	(285,079)
Transfer from/(to) statement of comprehensive income and expenditure	76,238	565,042
Balance at end of year	<u>356,201</u> *****	<u>279,963</u> *****

The Centre provides repair, maintenance and rental of electric wheelchair so as to facilitate mobility of people with disabilities and elderly and thus their integration into the community.

26. EC Fund-Farm

	<u>2016</u> HK\$	<u>2015</u> HK\$
Balance at beginning of year	(403,722)	(309,675)
Transfer to statement of comprehensive income and expenditure	(54,453)	(94,047)
Balance at end of year	<u>(458,175)</u> *****	<u>(403,722)</u> *****

The Farm Project, commenced in March 2013, provides training opportunities for people with disabilities on farming and horticulture and facilitate their integration into the community.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201627. BENEFITS AND INTERESTS OF COMMITTEE MEMBERS (DISCLOSURES REQUIRED BY SECTION 383 OF THE HONG KONG COMPANIES ORDINANCE (CAP.622) AND COMPANIES (DISCLOSURE OF INFORMATION ABOUT BENEFITS OF DIRECTORS) REGULATION (CAP.622G)

No remuneration was paid or payable to the directors which needs to be disclosed pursuant to section 383 of the Hong Kong Companies Ordinance (Cap. 622) and Companies (Disclosure of Information about Benefits of Directors) Regulation (Cap.622G).

28. TAXATION

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.

29. LEASE COMMITMENTAs lessor

At the reporting date, the Association had future aggregate minimum lease receivables under non-cancellable operating leases in respect of investment properties as follows:-

	<u>2016</u> HK\$	<u>2015</u> HK\$
Within one year	1,333,020	1,210,764
After one year but within five years	2,363,859	210,219
After five years	-	-
	<u>3,696,879</u>	<u>1,420,983</u>

30. CONTINGENT LIABILITY

	<u>2016</u> HK\$	<u>2015</u> HK\$
Long service payments obligation - note 5	<u>813,196</u>	<u>730,938</u>

31. 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.

ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 201631. FINANCIAL INSTRUMENTS - RISK MANAGEMENT

- Continued -

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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