

ANNUAL
REPORT

年
報

2012 / 2013



we CARE



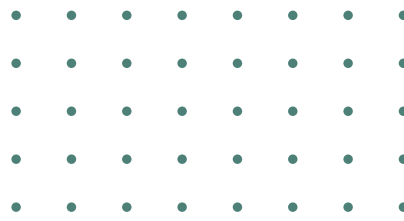
New Life
Psychiatric Rehabilitation Association
新生精神康復會

we CARE

從心關顧

新生精神康復會（新生會）一直秉持「以人為本、從心關顧；與時並進、追求卓越」的信念，為精神病康復者爭取平等機會，致力締造一個和諧共融社會。我們深信，人與人之間的關懷是共融社會的基石，今年我們特別以「We Care從心關顧」作為年報的主題，以不同形態的英文字母“C”（Care）貫串其中，表達我們以不同方式關懷社會人士，不僅是服務使用者，還有他們的家屬、本會員工及市民大眾。我們期望透過這份年報，讓您認識新生會的使命及專業服務，並誠邀您支持新生會，為我們的工作灌注更強大的動力。

New Life Psychiatric Rehabilitation Association (New Life) has been upholding the motto, "Care for People, Excel for Quality". We advocate equal opportunities for persons in recovery (PIRs) of mental illness with the aim of establishing an inclusive society. We believe that care is the foundation of an inclusive society, and for that, we name "We Care" as the main theme of this year's Annual Report. With different typefaces for the letter "C" to symbolize the many ways New Life cares for our society – not only our service users, but also their families, our employees and fellow citizens. Through this Report, we hope that you will learn more about our mission and professional services, and we cordially invite you to strengthen our work by contributing your valuable support.



目錄

CONTENTS

機構簡介 ABOUT THE ASSOCIATION	02
創立人・歷史 FOUNDER・HISTORY	
願景・使命・核心價值 VISION・MISSION・CORE VALUES	
理事・執行委員會・小組委員會 OFFICE BEARERS・EXECUTIVE COMMITTEE・SUBCOMMITTEES	
會長獻辭 PRESIDENT'S MESSAGE	08
主席報告 CHAIRPERSON'S REPORT	10
報告 REPORT	14
同建關顧文化 實踐現代管理 CARING CULTURE & MODERNIZED MANAGEMENT	15
卓越服務 社會表彰 SERVICE EXCELLENCE & COMMUNITY RECOGNITION	20
促進社會共融 推動全面參與 SOCIAL INCLUSION & FULL PARTICIPATION	37
夥伴合作 參與社會 PARTNERSHIP & SOCIAL INVOLVEMENT	47
復元為本的關顧與服務 RECOVERY-ORIENTED CARE & SERVICES	61
行政支援 EXECUTIVE SUPPORT	112
附錄 APPENDICES	118
服務統計 SERVICE STATISTICS	119
職員名冊 STAFF MEMBERS	123
辦事處、服務單位及社會企業名冊 OFFICES, SERVICE UNITS, SOCIAL ENTERPRISES	126
鳴謝 ACKNOWLEDGEMENTS	129
財務報告 FINANCIAL REPORT	133

創立人 劉曼華醫生 Dr. Stella Liu, Founder

新生精神康復會原稱「新生互助會」，由劉曼華醫生與一群精神病康復者於1959年創辦。

劉醫生奉獻一生致力幫助精神病患者，早於1952年加入香港醫務衛生署屬下的精神病科擔任院長助手。1958年，劉醫生在醫院組織了一個集體心理治療小組，成效十分理想，參加者都希望離院後能繼續接受是項治療。基於院友的需求，便盟生組織「互助會」的意念。經過數次研討，終在精神病院舉行成立大會，有55名基本會員出席及5名醫院的工作人員見證，正式定名為「新生互助會」，並在基本會員中選出執行委員。1965年，執行委員會召開大會，由於執委會委員有所變動，且會務性質已漸擴張，於是決定改組，易名為「新生精神康復會」，並吸納更多專業人士加入執行委員會，而鄔維庸醫生便獲選為首屆主席。

劉曼華醫生於1997年4月3日在倫敦因病離世。

The New Life Psychiatric Rehabilitation Association, originally called the New Life Mutual Aid Club, was formed by Dr. Stella Liu and a group of persons in recovery (PIRs) of mental illness in 1959.

Dr. Liu had been committed herself to helping people with mental illness all life long. She joined the Mental Health Service of Department of Health as Assistant Medical Officer in 1952. In 1958, Dr. Liu started a practical form of group psycho-therapy for patients in the hospital. This group therapy had been very successful that the participants wished to continue it beyond hospital care. The idea of forming a "Mutual Aid Club" was born in response to patients' demand. After several preliminary meetings, a preparatory general meeting took place at the Hong Kong Psychiatric Centre, gathering together 55 basic members and 5 observers from the hospital, confirmed the name as New Life Mutual Aid Club. Committee members were elected amongst the basic members. In July 1965, the Committee decided to re-organize due to changes in executive committee members and the expansion of service development. More professional personnel were elected into the new Committee. The title was changed to the New Life Psychiatric Rehabilitation Association. Dr. Raymond Wu was elected as the first Chairman.

Dr. Liu passed away on 3 April 1997 due to illness in London.

首屆執行委員會主席 鄔維庸醫生 Dr. Raymond Wu, the first Chairman of the Executive Committee

鄔維庸醫生自1966年至2006年擔任新生精神康復會執行委員會主席。鄔醫生40年來致力倡導將醫療與康復服務融合，積極發展以社區為本的精神康復服務。

鄔醫生向來提倡以創新的概念提供服務，在他的領導下，本會不斷開創革新服務，先後推出多項先導計劃，尤在協助精神病康復者工作與就業方面，更確切地讓他們盡展所長，重新融入社會。

鄔醫生有感內地康復工作只著重治療，而缺乏協助康復者真正重投社會的康復服務，於是他銳意為內地引入社區精神康復服務，並於90年代開始與中國殘疾人聯合會逐步加強交流。1998年，新生精神康復會與中國殘疾人聯合會簽署《精神康復合作與交流協議書》，正式開展雙方的合作與交流計劃，積極舉辦參訪及研習活動。

鄔醫生於2006年10月3日因病離世，為秉承他的意願，本會於2006年特別成立「鄔維庸醫生基金」，以所籌得款項用作發展本會與內地的社區精神康復服務交流計劃，促進雙方一同邁步向前，為提高社區精神康復服務質素而努力。

Dr. Raymond Wu chaired the Executive Committee of the Association from 1966 to 2006. As the Chairman consecutively for 40 years, Dr. Wu had been a staunch advocate of community psychiatric rehabilitation services in Hong Kong, bridging the gap between the health and welfare sectors.

Dr. Wu always supported pilot and new initiatives for delivering services. Under his leadership, the Association had piloted numerous new initiatives to bring persons in recovery back into the community and enable them to utilize their social capital in work and employment.

Mental health service in Mainland China tended to focus on medication rather than community integration in 1990s. In view of such, Dr. Wu decided to share the good practice of community psychiatric rehabilitation services with the counterparts in the Mainland. In 1998, the Association signed the exchange agreement with the China Disabled Persons' Federation (CDPF), which was a milestone and prelude to a series of exchange and collaboration work with our mainland counterparts that followed.

Dr. Wu passed away on 3 October 2006 due to illness and the Association established the "Dr. Wu Wai Yung Fund" in 2006 for the specific purpose of supporting exchange programs with Mainland China to continue his endeavour on enhancing the quality of community mental health and psychiatric rehabilitation services.

機構簡介 About the Association

願景

本會致力倡導與促進精神病康復者、其家屬及公眾的精神健康與身心康泰，最終目標是為他們爭取平等機會，獲得公眾接納，達致融入和全面參與社會。

使命

本著從心關顧與尊重、勇於創新、持續追求卓越及恪守專業精神，本會致力開拓及提供以人為本、以復元為導向及以實證為基礎的優質社區精神健康服務。

核心價值

以人為本、從心關顧

我們以尊重、信任及持平待人

我們認同各人之所長，重視他們的貢獻

與時並進、追求卓越

我們恪守專業精神並勇於創新

我們追求團隊合作，創造跨界共事，發揮協同效益

我們秉持終生學習、精益求精；與時並進，持續發展

歷史

新生精神康復會原稱新生互助會，由一群離院精神病康復者於1959年創辦，並於1961年正式註冊。新生互助會於1965年改組後，易名為新生精神康復會。

1968年，本會根據《公司條例》註冊為有限公司。1969年成為世界心理衛生聯盟的聯會及香港社會服務聯會的會員，其後於1970年加入香港公益金為會員。

VISION

We strive to promote mental wellness for people in recovery of mental illness and for their families and the general public with the ultimate goal of equal opportunities, social inclusion, acceptance and full participation for all in the community.

MISSION

We are dedicated to pioneering and delivering people-focused, recovery-oriented, and evidence-based community mental health services with care and respect, innovation and continuous drive for excellence and professionalism.

CORE VALUES

Care for People

We treat people with respect, trust and fairness

We recognize each other's merits and value their contributions

Excel for Quality

We are committed to professionalism and innovation

We drive for teamwork, partnership and synergy

We uphold a learning culture for continuous improvement and organizational sustainability amid a changing environment

HISTORY

The New Life Psychiatric Rehabilitation Association was formed in 1959 by a group of persons in recovery of mental illness under the name New Life Mutual Aid Club. The organization was formally registered with the authorities in 1961 and re-organized in 1965 under its current title.

The Association was incorporated under the Companies Ordinance Act in 1968. The Association joined the World Federation for Mental Health in 1969, becoming a member of the Hong Kong Council of Social Service in the same year and a member of the Community Chest of Hong Kong in 1970.

理事 Office Bearers

會長

何世柱GBS, OBE太平紳士

副會長

陳瑞璋先生

許雄先生SBS, ISO太平紳士

劉皇發議員GBM太平紳士

李熙瑜博士ISO

王國耀醫生

鄔伍錦貞女士

楊永強教授GBS, OBE太平紳士

顧問

張建宗GBS太平紳士

高永文醫生BBS太平紳士 (由2012年7月)

馬丁·席德曼醫生

諾文·桑多理教授

黃志光先生太平紳士

義務核數師

陳普芬博士BBS, MBE太平紳士

義務法律顧問

霍璽律師

信託人

郭琳廣先生BBS太平紳士

President

The Hon. HO Sai Chu, GBS, OBE, JP

Vice-Presidents

Mr. CHAN Sui Jeung

Mr. HSU Hsung, Adolf, SBS, ISO, JP

The Hon. LAU Wong Fat, GBM, JP

Dr. LEE Hay Yue, Lawrence, ISO

Dr. WONG Kwok Yiu, Chris

Mrs. WU Maida Elizabeth

Prof. YEOH Eng Kiong, GBS, OBE, JP

Advisors

The Hon. CHEUNG Kin Chung, Matthew, GBS, JP

Dr. KO Wing Man, BBS, JP (from July 2012)

Dr. GITTELMAN Martin

Prof. SARTORIUS Norman

Mr. WONG Chi Kong, Alan, JP

Hon. Auditor

Dr. CHAN Po Fun, Peter, BBS, MBE, JP

Hon. Legal Advisor

Mr. FORSYTH Angus

Trustee

Mr. KWOK Lam Kwong, Larry, BBS, JP

執行委員會 Executive Committee 2012/2013

主席

張妙清教授OBE太平紳士

Chairperson

Prof. CHEUNG Mui Ching, Fanny, OBE, JP

副主席

張鴻堅醫生

Vice-Chairperson

Dr. CHEUNG Hung Kin

義務秘書

余偉德醫生

Hon. Secretary

Dr. YU Wai Tak

義務司庫

楊蔚菁先生

Hon. Treasurer

Mr. YOUNG Wai Tsing, Stephen

委員

陳小冰女士
李子超醫生
麥穎思教授
吳漢城醫生
胡婉玲女士
楊國華博士
余枝勝醫生M.H.
阮長亨醫生

Members

Ms. CHAN Siu Bing, Amy
Dr. LEE Chi Chiu
Prof. MAK Wing Sze, Winnie
Dr. NG Hon Shing
Ms. WOO Yuen Ling
Dr. YEUNG Kwok Wah, Allen
Dr. YU Chi Shing, M.H.
Dr. YUEN Cheung Hang, Henry



小組委員會 Subcommittees 2012/2013

住宿服務小組委員會

張鴻堅醫生 (主席)
陳小冰女士
范德穎醫生
許偉智先生
黎文超先生
李子超醫生
李志光先生
阮家興醫生
蕭慧敏醫生
任婉萍女士
余枝勝醫生 M.H.
黃嘉怡醫生 (由2012年10月)
職員代表：
羅家平先生 (專業服務經理(住宿服務))

工作與就業小組委員會

余枝勝醫生 M.H. (主席)
陳立基醫生
李婉紅博士
譚耀能先生
鄧秀慧女士
屈康欣醫生
胡婉玲女士
葉沛霖醫生
職員代表：
朱世明先生 (專業服務經理(職業康復及就業服務))

社區服務小組委員會

李子超醫生 (主席)
周一醫生
崔永豪醫生
郭佩玲博士
黃健先生
胡子正先生
姚玉筠醫生
職員代表：
羅德明女士 (專業服務經理(社區服務))
鄧佩珊女士 (專業服務經理(培訓及服務發展))

社會企業小組委員會

楊國華博士 (主席)
馮慧儀女士

Residential Services Subcommittee

Dr. CHEUNG Hung Kin (Chairperson)
Ms. CHAN Siu Bing, Amy
Dr. FAN Tak Wing
Mr. HUI Wai Chi
Mr. LAI Man Chiu, David
Dr. LEE Chi Chiu
Mr. LEE Chi Kwong, Larry
Dr. NGUYEN Gia Hing, Desmond
Dr. SIU Wei Man, Bonnie
Ms. YAM Yuen Ping
Dr. YU Chi Shing, M.H.
Dr. WONG Ka Yee, Lydia (from October 2012)
Staff Representative:
Mr. LAW Ka Ping, Kenneth (Professional Service Manager (Residential Services))

Work and Employment Subcommittee

Dr. YU Chi Shing, M.H. (Chairperson)
Dr. CHAN Lap Kei, Edmond
Dr. LI Yuen Hung, Angel
Mr. TAM Yiu Nang, John
Ms. TANG Sau Wai, Betty
Dr. WAT Hong Yun, Karen
Ms. WOO Yuen Ling
Dr. YIP Pui Lam, Isaac
Staff Representative:
Mr. CHU Sai Ming, Thomas (Professional Service Manager (Vocational Rehabilitation and Employment Services))

Community Services Subcommittee

Dr. LEE Chi Chiu (Chairperson)
Dr. CHOW Yat
Dr. CHUI Wing Ho
Dr. Amy KWOK
Mr. WONG Kin, Kenny
Mr. WOO Chi Ching, Francis
Dr. YIU Yuk Kwan
Staff Representative:
Ms. LO Tak Ming, Helen (Professional Service Manager (Community Services))
Ms. TANG Pui Shan, Jessica (Professional Service Manager (Training and Service Development))

Social Enterprises Subcommittee

Dr. YEUNG Kwok Wah, Allen (Chairperson)
Ms. FUNG Wai Yee, Katherine

康慶祥博士
 洪為民先生
 黃志軒先生
 阮長亨醫生
 職員代表：
 游秀慧女士 (行政總裁)
 李賽鳳女士 (業務顧問)
 黃素娟女士 (總經理 (社會企業))
 朱世明先生 (專業服務經理(職業康復及就業服務))

Dr. HONG Hing Cheung, Joe
 Mr. HUNG Witman
 Mr. WONG Che Hin, Kenneth
 Dr. YUEN Cheung Hang, Henry
 Staff Representative:
 Ms. YAU Sau Wai, Sania (Chief Executive Officer)
 Ms. LI Choi Fung, Virginia (Business Advisor)
 Ms. WONG So Kuen, Kris (General Manager (Social Enterprises))
 Mr. CHU Sai Ming, Thomas (Professional Service Manager (Vocational Rehabilitation and Employment Services))

持續優質管理小組委員會

吳漢城醫生 (主席)
 朱崇志教授
 何玉來先生
 劉佑棧先生
 潘定強醫生
 胡婉玲女士
 職員代表：
 羅家平先生 (專業服務經理(住宿服務))
 羅德明女士 (專業服務經理(社區服務))

Quality Assurance and Continuous Quality Improvement Subcommittee

Dr. NG Hon Shing (Chairperson)
 Prof. CHU Sung Chi, Alex
 Mr. HO Yuk Loi
 Mr. LAU Yau Chan
 Dr. POON Ting Keung
 Ms. WOO Yuen Ling
 Staff Representative:
 Mr. LAW Ka Ping, Kenneth (Professional Service Manager (Residential Services))
 Ms. LO Tak Ming, Helen (Professional Service Manager (Community Services))

培訓、研究及發展小組委員會

麥穎思教授 (主席)
 陳友凱教授
 趙美莉博士 (由2013年4月)
 盧慧芬醫生
 盧笑蓮博士 (至2012年10月)
 苗延琮醫生
 蕭慧敏醫生
 謝樹基博士
 黃惠菁女士 (由2013年4月)
 職員代表：
 鄧佩珊女士 (專業服務經理(培訓及服務發展))

Training, Research and Development Subcommittee

Prof. MAK Wing Sze, Winnie (Chairperson)
 Prof. CHEN Yu Hai, Eric
 Dr. CHIU Mei Lee, Teresa (from April 2013)
 Dr. LO Wai Fan, Alison
 Dr. LO Siu Lin, Cola (till October 2012)
 Dr. MIAO Yin King, May
 Dr. SIU Wei Man, Bonnie
 Dr. TSE Shu Ki, Samson
 Ms. WONG Christine (from April 2013)
 Staff Representative:
 Ms. TANG Pui Shan, Jessica (Professional Service Manager (Training and Service Development))

專責小組 人力資源

陳小冰女士
 胡婉玲女士
 職員代表：
 游秀慧女士 (行政總裁)
 賴荃錦女士 (人力資源經理)

Task Force Human Resources

Ms. CHAN Siu Bing, Amy
 Ms. WOO Yuen Ling
 Staff Representative:
 Ms. YAU Sau Wai, Sania (Chief Executive Officer)
 Ms. LAI Chuen Kam, Gwen (Human Resources Manager)

財務

楊蔚菁先生
 職員代表：
 游秀慧女士 (行政總裁)
 蘇潔瑜女士 (會計經理)

Finance

Mr. YOUNG Wai Tsing, Stephen
 Staff Representative:
 Ms. YAU Sau Wai, Sania (Chief Executive Officer)
 Ms. SO Kit Yu, Esther (Accounting Manager)

會長獻辭 President's Message



何世柱 GBS, OBE 太平紳士
The Hon. Ho Sai Chu, GBS, OBE, JP

作為會長，本人感到非常榮幸。現在請允許我懷著欣悅的心情，將本會2012至2013年度的會務向大家報告。

在此，首先向本會執行委員會和游秀慧行政總裁、全體員工表示敬意。本會執行委員會在主席張妙清教授的卓越領導下，為機構的成長和發展作出了寶貴的貢獻。作為機構的導航，執行委員會帶領本會成為具有創新精神、充滿活力、著重關愛和服務質素的提供者，竭誠為社會提供優質社區精神健康照顧及支援服務、發展社會企業，並透過研究與培訓，以實踐實證為本的服務。我謹向執行委員會及小組委員會的全體成員，向他們努力不懈為機構穩健的發展作出無私的奉獻，致以衷心感謝！

本人並藉此機會向張妙清教授表示祝賀。張妙清教授投身大學教育事業多年，成就卓越，於2013年2月1日張教授獲委任為香港中文大學副校長，是香港中文大學歷來首位女副校長。我們為張教授取得大學教育事業上的成就而替她自豪，並引以為傲。恭喜！

當我們認同「精神健康是每個人的事」的同時，在我們面前的道路是充滿無限契機，給多元化的服務提供了發展機會。面對社會對服務的持續需求，我們實在責無旁貸，要竭力增強本會的實力和才幹，以滿足不斷增長的需求，靈活地迎接包括人口老齡化和市民對精神健康迫切的需求、協助精神健康復者正確對待和抵抗來自社會及自我

I am honored by my appointment as President of the Association and it is with great pleasure that I present the Annual Report for 2012/2013.

I would like to pay tribute to the Executive Committee, Chief Executive Officer Ms. Sania Yau and her staff team. The Executive Committee, under Professor Fanny Cheung's outstanding leadership, delivered invaluable contribution to the growth and development of the Association. They played a pivotal role in positioning the Association as a dynamic, innovative, caring and quality laden facility for the delivery of high standard community mental health care and support services, social enterprises and evidence-based practice through research and training. I would like to thank all the members of the Executive Committee and Subcommittees for their untiring efforts and altruistic contribution to the solid progress of the organization.

I would also take this opportunity to congratulate Professor Fanny Cheung on her appointment as the Pro-Vice-Chancellor of The Chinese University of Hong Kong on 1 February 2013. She is the first female taking on this position in the history of The Chinese University of Hong Kong after years of dedicated service with magnificent accomplishment. We take pride and honour in her achievement of her distinguished career in tertiary education. Congratulation!!

While we embrace "Mental health is everybody's business", there are incredible opportunities that lie ahead of us for a wide range of service and business to develop. Amid the continuing unprecedented demand for the services, we have a responsibility to ensure that we have the capacity and ability to meet the growing needs and the flexibility to address future challenges as our population ages, the imminent need to attend to people's well being as well as the support towards persons in recovery to positively face the public and self stigma, misunderstanding and inequity. Streamlining to enhance operation capabilities as well as seeking synergies through cross government bureau, departments and sector collaboration to realize the mission and for the betterment of the services is another milestone that faces us. I look forward to embracing it with enthusiasm.



為未來做好裝備，我們掌握了成功的要素，
為機構建立穩健的基礎，保持在業界先驅的地位，
並一同迎接未來的挑戰。

**Gearing up for the future, we have the key success factors
to build on the organization's sound foundation,
to consolidate its position as a leading service provider
and to meet the exciting challenges that lie ahead.**



的誤解、歧視、不公平等方面的挑戰。在運作上，要精簡系統力求提升操作能力，透過與政府部門、業界之間的協作尋求協同效應，以實現服務卓越的目標和願景，這些都是我們將要造就的另一個里程碑，我熱切期待這時刻的來臨。

為未來做好裝備，我們掌握了的成功要素，包括擁有一支充滿創造力和卓越才幹的團隊，配合穩健的管理架構，以應付服務上的不斷發展；此外，本會的社會企業在市場上已得到廣泛的認同，並擁有優良的服務和產品組合，在品牌發展亦已更加穩固。我們願景機構的未來發展邁向更光輝的一頁。本人期待與執行委員會繼續攜手，為機構建立穩健的基礎、為保持在業界先驅的地位，一同迎接未來的挑戰。

最後，我謹此向各位榮譽顧問及副會長致謝，感謝他們多年來不吝的指導。我並希望向政府、撥款團體、捐贈人士、公司企業、地區及社區領袖、義工和支持者等，衷心感謝他們一直以來對本會的熱忱、慷慨和懇切的支持，我們當銘記於心，並期待繼續與他們作緊密的夥伴協作，攜手為促進社會共融與平等參與而努力。

衷心祝願本會和全體員工在游秀慧女士的領導下於來年繼續取得更輝煌成就。

謝謝！

Gearing up for the future, we have the key success factors necessary to withstand the tides of change, including a highly skilled and creative staff team reinforced by a solid infrastructure. Our well-recognized market presence, with a strong service and product portfolio, has become more established with our brand development. We strive to bring greater effulgence in the future.

I look forward to working with the Executive Committee in building on the organization's sound foundation, to consolidate its position as a leading mental health service provider and to meet the many exciting challenges that lie ahead.

Last but not least, I thank all our Honorary Advisors and Vice Presidents for their unreserved guidance over the years. I wish to express my utmost gratitude for the unfailing support from the Government, funding bodies, donors, corporations, district and community leaders, volunteers and supporters. I would like to acknowledge the ongoing support of these groups. Not always visible to the public, their warmth, generosity and passion are intrinsic to the soul of the Association. I aspire to collaborate and partner with them to promote social inclusion and equal participation.

I wish the Association and the staff team will achieve another year's success under the leadership of Ms. Sania Yau in the year to come.

Thank you.



主席報告 Chairperson's Report

張妙清 教授OBE太平紳士
Prof. CHEUNG Mui Ching, Fanny, OBE, JP

機構在發展一日千里的長空翱翔，必須具備精銳的遠見、務實的策略和良好的準備。本會確立了「以人為本、從心關顧；與時並進、追求卓越」的核心價值，於2009至2012年成功推行為期3年的策略性計劃，在優化管理架構和服務的工作上成效卓著。現代化思維、創造力與創新精神，乃本會的基奠與工作方針，使我們得以維持機構一貫的穩健、動力和誠信，體現對持份者的承諾。透過全心全意付出的努力所取得的成就，足以令我們自豪。

為了履行策略性行動中機構管治的一環，本會於年度內檢視及優化了9項政策及指引，並且監察其落實執行的表現，以確保有關政策及指引的運作效能、透明度和問責。另一方面，要成為一個持續發展的組織，創建機構文化以發掘及培育共同價值觀和信念是不可或缺的。是年度本會向職員進行了機構文化調查，舉辦「WE Day」、「WE Trip」及推行「3C運動」等，都是會方銳意凝聚職員團隊，並於機構落實本會所倡議的「關愛、溝通、承擔」三大重要文化骨幹。

為致力在社區精神健康領域實踐具影響成效的工作，我們敢於承擔，強調「不息的創新」，凝聚和裝備員工、康復者、家屬、其他服務提供者及社會大眾，携手同創和實踐以「復元為本」的精神健康服務。我們欣見「以人為先」的精神透過系統轉化的歷程，終在社區中逐步實現，當中不

To embark on a journey of growth, one needs preparedness, foresight and strategy. Anchored on its core values, "Care for People, Excel for Quality", the Association accomplished its 3-year Strategic Plan for 2009-2012 with remarkable enhancements in both services and infrastructure. Not only are modern thinking, creativity and innovation the foundations on which the Association has been built, these attributes have steered our course in fulfilling our promise to our stakeholders, who count on our dependability, drive and integrity. We take pride in our achievements as a result of our committed efforts.

To complete the Strategic Initiative of Corporate Governance, a total of 9 sets of policies and guidelines were reviewed and developed this year. Compliance measures would be conducted to ensure a high standard of transparency, operation efficiency and accountability. For becoming a sustainable organization, creating an agency culture to cultivate and nurture our shared values and beliefs was essential. The Culture Survey, "WE Day", "WE Trip" and "3C Campaign" were all our endeavors to engage staff and to realize the 3 pillars of our agency culture of "care", "communicate" and "commit".

With a view to maximizing the influence of the Recovery journey on the community, we ventured to become an organization that emphasized "organic innovation". By engaging and empowering staff, persons in recovery, family caregivers, other service providers and the public, we co-created our recovery-oriented practices at the agency, service and individual levels. We were glad to see the growing support for the value of "people come first" emerging in the community, including rehabilitation services, medical systems, and academic institutes, all of which devote their resources in transforming the system to echo a socially inclusive society. Furthermore, applied positive psychology and new intervention approaches were piloted through evidence-informed practice. In respect of the persons in recovery and family caregivers, we recognized that there was room to improve in the development of empowerment and participation. For the general public, our territory-wide 9-month mental health promotion campaign "Ready to Change" was launched as



現代化思維、創造力與創新精神，乃本會的基奠與工作方針，使我們得以維持機構一貫的穩健、動力和誠信，體現對持份者的承諾。

Modern thinking, creativity and innovation are the foundations on which the Association has been built. These attributes have steered our course in fulfilling our promise to our stakeholders, who count on our dependability, drive and integrity.



僅體現了社會融合，更不斷得到業界包括康復服務、醫療系統、大專院校等的支持和投放資源。透過實證為本，機構並將應用正向心理學和嶄新的介入手法結合在不同的服務中。除此以外，在康復者及家屬工作方面，機構將進一步發展其充權和參與的工作；於公眾層面，今年我們於全港開展了為期9個月的精神健康推廣活動「轉態行動」，以減低社會對康復者的污名。來年，我們將透過持續的對話與團結力量，承諾更主動積極去回應持份者的關注，並且透過強化充權和參與，實現康復者和家屬的希望和夢想。

洞悉服務隙縫、開拓社區導向及服務使用者為本的前驅性工作項目，是本會於年內實踐的另一項策略性行動。體察到智力正常而受泛自閉症障礙影響人士以及精神病康復者子女在社交發展和心理健康關顧方面的需要，為前者提供就業支援，以及採用系統介入手法輔助受精神健康困擾人士及其家庭，是本會年內成功開展的新服務。除此以外，本會亦動用資源進行農場優化計劃，並為職業康復服務中在社區生活的年邁工友提供額外社區支援；同時，機構更開展慈惠工作項目，透過食物分享計劃幫助貧困的基層市民，並聘請殘疾人士協助推行計劃，不單可以提供就業機會，且能促進他們融入社會。

社會企業是本會的另一主幹；建基於既有的實力，本會將繼續加強發展新品牌；此外，cafe330

an anti-stigma initiative. In the year to come, we pledge to address our stakeholders' concerns more proactively through ongoing dialogues and concerted efforts. Their hopes and dreams would be realized by empowerment and participation.

Pioneering projects that addressed service gaps and innovative services which focused on the community and the users were other accomplishments of the Association's strategic initiative. Identifying the growing psychosocial needs of adults with high functioning Autism Spectrum Disorders (ASD) and the second generation whose parents are facing mental health challenges, employment support for persons with ASD and the use of systemic intervention for individuals and families challenged by mental health hardships were some new service developments achieved in the year. Furthermore, the Association also mobilized resources to optimize farm management and to provide extra support for ageing members of vocational rehabilitation units living in the community. In response to the needs of people confronted by poverty, the Association started our charity initiatives through food sharing projects where people with disabilities were hired to deliver the service with an aim to provide employment opportunities and foster their integration into the community.

Social enterprises, as another arm of the Association, kept the impetus to strengthen new brands and to operate cafe330 in various vicinities. This progressive development helped us secure our business model as well as consolidate our experiences in measuring the social impact of the business operation.

Quality Assurance, both clinical and non-clinical, was another strategic pursuit of the organization. The annual users' satisfaction survey offered us useful feedback, recognized our outstanding work, and reminded us of areas to improve. Attaining international standards like ISO and HACCP was not an easy process. However, by combining innovation and execution, such an endeavor has paved the path for our "Future Ready" system and benefited our sustainability management.

的餐飲業務亦將陸續在不同地域開展，在鞏固其營運模式的同時，亦將整合經驗以探討企業營運的社會影響。

無論是臨床或非臨床的服務，服務質素保證也是本會之策略性追求。每年度的服務使用者滿意程度調查也為我們提供了有用的反饋，一方面讓我們了解獲得康復者認同和欣賞的工作，另一方面亦提醒我們需要改進的地方。為有利於服務的長遠發展，本會申請並獲得國際性的服務質素標準如ISO及HACCP（危害分析和關鍵控制點）的認證；縱使申請認證的過程殊不輕易，然而結合本會的創新思維和妥善執行，這些努力不僅為機構的未來服務發展作好準備，並能對我們的持續管理帶來裨益。

在夥伴合作及與持份者的關係建立方面，本會與政府部門、服務機構、公司企業等在不同的互動平台廣泛接觸與交流，建立友好關係。各方面給予的寶貴意見經常啟發和鼓勵我們超越現有的服務水平。是年，本會憑藉國際性思維和視野，繼續擴展與中國內地及其他國家的合作，主要包括邀請本會提供員工督導、培訓、服務諮詢，以及分享我們的卓越實踐和經驗，均獲得同業的讚賞和認同。本會除與專業人員分享交流外，亦樂於傳授知識予不同背景和修讀不同學科的大專學生，並安排他們到各個服務單位進行實習，領略及學習復元為本的精神健康服務工作。

員工是我們最寶貴的資產，在人力資本方面的投放和培育是本會的另一個重要發展策略。為此，我們透過招募願意突破付出的賢才志士、設立最傑出員工及團隊獎表揚工作表現出色的員工、內部職員培訓及賽馬會新生精神康復學院提供的訓練等，藉以培育及發展人才。是年，機構繼續舉辦臨床及管理方面的培訓以提升員工的效能，當中包括3班各為期5天的「領導精進計劃」管理培訓課程，共80位高中層人員參加。我謹藉此機會，向本地及海外的專業導師，為他們慷慨無私的教授表示衷心感謝。另一方面，員工對工作的熱忱與承擔，亦造就了機構優秀的工作文化，使服務使用者獲得優質服務，實為本會的優勢。而由中而上、以職員逐步帶領發展工作的管理模式，在實現我們的共同目標和願景之效益亦清晰可見。

In the area of partnership and stakeholder engagement, we have been stepping up our interaction with a wide-ranging network of government bodies, service organizations, and business corporations in different platforms. Their valuable advice and insights often inspired and encouraged us to advance our performance. Adopting a global mindset, our collaboration with the Mainland and other countries continued to expand this year through staff supervision, training and consultation as well as sharing of good practices. Our work was highly commended by our partners. The knowledge consolidation and transfer targeted not just the professionals but also students in tertiary education of diverse backgrounds and disciplines. We treasured the placement opportunities provided for them in different service units for cultivating their knowledge and skill of recovery-related practices.

Our employees are the most valued assets of the Association. Human capital investment and capacity building was another strategic development adopted by the Association and achieved by recruiting suitable and quality staff who were willing to go an extra mile. While the elite staff received recognition of the Best Staff and Best Team award, our internal training and development scheme and classes offered by the Jockey Club New Life Institute of Psychiatric Rehabilitation laid the cornerstone to produce and retain the talents. This year, the Association continued to organize clinical and management training to enhance staff competency, including 3 classes of a 5-day Leadership and Management Program participated by 80 senior and middle management staff. The generous and unreserved support of our expert trainers, both local and overseas, was highly appreciated. Furthermore, the enthusiasm of staff and their commitment to providing the best possible care and highest performance were undoubtedly the Association's strengths. The emergence of staff-led development of practices clearly demonstrated the benefits of middle-up approach in fulfilling our common goal and shared vision.

Extensive capital work programs, which included infrastructure upgrade of all the residential units for complying with the new licensing requirements, the renovation of 2 new supported hostels and 2 premises for The Wellness Centre, the opening of 3 new social enterprises as well as the replacement of energy saving lighting and air-conditioning systems in most service units to move forward into a green organization were just some of the items added to the already busy schedule of those regular repair and maintenance projects. More manpower and resources were deployed to accomplish all these projects in order to create a safe and comfortable environment for service implementation. Moreover, the enhancement in information technology was also part of our determination to improve our information communication system and work efficiency.

I take this opportunity to reiterate my gratitude to all serving members of the Executive Committee and Subcommittee for their valuable contributions. Given their strenuous efforts, their wealth of professional knowledge, their dedication and generosity, the organization has benefited tremendously under their guidance and advice. Many of their efforts were behind the scene but they were crucial in stringing the pieces together to attain the organizational objective.

本年內的基本建設工作包括所有住宿單位為符合新發牌制度而進行的內部改善工程、兩間新開設的輔助宿舍、兩間安泰軒的新址、3間新設的社會企業的裝修工程，以及為配合機構推行「綠色文化」而在服務單位更換環保節能照明及空調系統等工程，均是恆常繁忙的維修保養工作以外的新增項目；我們亦特此增配人手和資源以完成此等項目，務求為服務創造一個安全而舒適的環境。此外，為改善機構的內外溝通和通訊渠道，以及工作效率，提升資訊科技亦是我們本年度的重點工作。

我謹藉此機會，向執行委員會及小組委員會全體成員，對他們寶貴的貢獻致以衷心感謝。通過大家竭誠的努力和慷慨的付出，以他們豐富的專業知識為會務提供意見，他們在背後的悉心指引，實對我們成就機構的目標作出了關鍵的貢獻。

我更感謝服務使用者和家屬照顧者一直以來的支持，驅使我們竭誠提供優質的服務，在康復者的復元路上作出承諾與承擔。我衷心祝賀他們在生命中的發展和成長。

最後，我亦衷心感謝行政總裁游秀慧女士與她的工作團隊，憑著他們積極的工作和努力，成就了本會的使命與工作成果。機構美好的將來，實有賴每位員工協力創造。為達致機構「從優秀到卓越」的理想，會方與充滿動力、忠誠委身的員工攜手，並與我們願景和使命一致的持份者衷誠合作，為服務使用者交付豐富的成果。

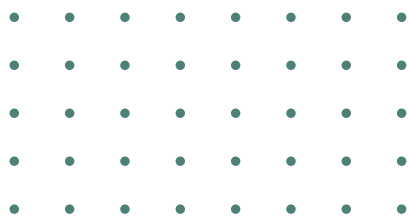
作為本會的主席，見證了機構今年許多重要的里程與成就，實令我感到欣慰。我懷著愉悅的心情，向各界匯報本年度充滿成果和令人鼓舞的年度報告。

I am thankful to our service users and family caregivers for their ongoing partnership and support. They renewed our commitment to excellent and dedicated service. I congratulate them on their growth and development in different aspects of their lives.

Last but not least, my sincere appreciation goes to Ms. Sania Yau, Chief Executive Officer and her team. Without their active contributions, the Association could not have accomplished its mission. I will count on every staff member to help in shaping a better future of the Association. To move the organization forward "from good to great", we strive to work towards the vision and mission shared jointly by our highly engaged and energized staff and stakeholders.

Having witnessed so many important milestones and achievements, I am honored to be the Chairperson of the Association and pleased to present to you our annual report with enthusiasm and satisfaction.





C

同建關顧文化 實踐現代管理

CARING CULTURE & MODERNIZED MANAGEMENT

- | | | |
|---------------------------|-----------------------------------|---------------------------------|
| 16 文化革新
Culture Change | 18 策略性行動
Strategic Initiatives | 19 企業管治
Corporate Governance |
|---------------------------|-----------------------------------|---------------------------------|

C

卓越服務 社會表彰

SERVICE EXCELLENCE & COMMUNITY RECOGNITION

- | | | |
|---------------------------------|--|--|
| 21 復元動力
Recovery Initiatives | 27 創新服務 突破領域
New Services & Initiatives | 33 優質服務 享譽品牌
Quality Assurance & Awards |
|---------------------------------|--|--|

C

促進社會共融 推動全面參與

SOCIAL INCLUSION & FULL PARTICIPATION

- | | | |
|----------------------------|---|---|
| 38 復元與藝術
Recovery & Art | 40 精神健康推廣
Promotion of Mental Wellness | 42 反污名與社會共融
Anti-Stigma & Social Inclusion |
|----------------------------|---|---|

C

夥伴合作 參與社會

PARTNERSHIP & SOCIAL INVOLVEMENT

- | | | |
|--|--|--|
| 48 企業夥伴協作
Partnership with Corporations | 54 承擔社會責任
Commitment in Social Responsibilities | 55 開拓國際網絡 促進知識交流
Global Exchange & Knowledge Transfer |
|--|--|--|

C

復元為本的關顧與服務

RECOVERY-ORIENTED CARE & SERVICES

- | | | |
|---|--|--|
| 62 住宿服務
Residential Services | 77 工作及就業服務
Work & Employment Services | 84 社區服務
Community Services |
| 95 家庭服務
Family Services | 100 社會企業
Social Enterprises | 103 培訓、研究及發展
Training, Research & Development |
| 110 臨床心理服務
Clinical Psychological Services | | |

C

行政支援

EXECUTIVE SUPPORT

- | | | |
|-----------------------------|--------------------------|-------------------------------|
| 113 人力資源
Human Resources | 115 行政
Administration | 116 企業傳訊
Corporate Affairs |
|-----------------------------|--------------------------|-------------------------------|

we CARE



CARING CULTURE &
MODERNIZED MANAGEMENT

同建關顧文化 實踐現代管理

C

同建關顧文化 實踐現代管理 CARING CULTURE & MODERNIZED MANAGEMENT

文化革新 CULTURE CHANGE

文化革新計劃自去年開展以來，機構的專責團隊與顧問團相互合作，清楚闡明本會的核心價值，繼而進行全機構廣泛調查，接著是一連串的活動為我們的文化革新之旅正式揭開序幕。

Embarked on the Culture Change Project that begun last year by engaging a consultancy team to work with the Agency Culture Change Team to articulate the core values of the Association and to conduct an organization-wide survey, our culture change journey was kicked off with a burst of activities.



WE TRIP

透過不同的工作坊、培訓及會議，本會採取由中而上的方式連繫各級員工，並確定將要進一步拓展「領導能力」、「溝通」，以及「員工健康」三個主題工作，朝著「從優秀到卓越」的方向邁進。隨後，機構成立了兩個工作小組，一組與顧問合力籌辦全員參與的文化革新起動日「WE Day」，而另一組則收集職員對提升員工身心健康之意見。

本會於2012年10月至11月期間，以社區會堂會議的形式舉辦了3次名為「WE Day」的文化革新起動日，每次均有近300名員工出席。活動開始先由本會行政總裁與職員介紹會方的發展和未來路向，各個服務單位亦分別攝錄了短片表達他們對新的機構文化和核心價值的支持，繼而由顧問發佈職員調查的結果及建議，然後讓職員與管理層進行溝通交流。

Towards the direction of "From Good to Great", through different workshops, trainings and meetings using a middle-up approach linking different tiers of staff, 3 main themes were identified to further expand, namely, "leadership", "communication" and "staff wellness". Subsequently, two working groups were formed with one group collaborated with the consultants to plan for the culture change launching day "WE Day" for all staff to participate while another focus group aimed to collect ideas to enhance staff well-being.

3 WE Days, town hall meetings, were conducted and attended by close to 300 staff each time in October and November 2012. The event started with the Chief Executive Officer presenting the development, growth and future direction of the Association. Different service units also prepared a short video capturing how their teams embraced the new agency culture and core values. The consultants then shared the results and recommendations of the staff survey, followed by a communication session with staff and senior management team.



WE DAY

3C
Care
Commit
Communicate

職員調查獲員工踴躍參與，回應率達68.4%，並提供了正面的意見；當中員工最同意的包括對新生會價值觀的看法及員工對新生會的歸屬感；調查顯示89.8%員工認同機構能實踐「以人為本、從心關顧」的信念，87.1%同意機構服務能「與時並進、追求卓越」。此外，92.9%員工表示喜愛他們的工作，85.3%以能作為機構的一分子為榮。不同職級的員工分別在問卷中提出了建設性的意見，他們的心聲及表達總括環繞三方面—「關愛」(Care)、「承擔」(Commit)、「溝通」(Communicate) — 簡稱為「3C」。本會將把員工在問卷中的意見組織成為行動計劃，進一步優化本會服務，讓機構與員工共同努力實踐以上三個重要元素。最後，活動以啟動文化革新的成功因素之「3C運動」作結束。

凝聚了「WE Day」的動力，我們舉辦了本會歷來第一次全機構的員工獎勵旅遊「WE Trip」。活動分6天進行，共830名職員參加。員工可選擇乘船前往地質公園，或參加陸上之旅遊覽沙頭角歷史遺跡。是次郊遊活動旨在提升員工工作生活的質素，這不僅帶動了機構對員工身心健康關心的文化，還可為來自不同部門單位的員工提供聯繫和互動的機會，加強凝聚力。

機構特設的工作小組將繼續聯繫各級員工，促進文化革新，強化3C元素，讓「3C計劃」保持原動力，不斷向前邁進。

The staff survey received a favourable response rate of 68.4% with scores of positive feedbacks from staff. Among the highest agreeable scores were the core values of the Association and staff's sense of belonging. 89.8% of staff from the survey felt that the Association was realizing the essence of "care for people" and 87.1% agreed that we upheld a learning culture for continuous improvement to strive for "excel for quality". Furthermore, 92.9% expressed enthusiasm to their work and 85.3% were proud of being a member of the Association. Different levels of staff had the opportunity to put forward qualitative suggestions in the survey on areas of improvement. Their aspirations and viewpoints in the survey were reflected in three main areas, "Care", "Commit" and "Communicate" - "3C". Based on their constructive suggestions, action plan would be formulated for further service enhancement of the Association. Joint efforts of both staff and the Association would help actualize these three components. The event concluded with the kick-off of the "3C Campaign", the 3 success factors of culture change.

Riding on the momentum of WE Day, we organized the first ever agency-wide staff incentive trip, "WE Trip", for 830 staff conducted in 6 days. Staff were given options to either take the ferry trip to the Geopark or a land tour at Sha Tau Kok historical sites. The trips meant to be a "work-life enhancement" day not only to nurture the mental health care of staff but also acted as a platform for staff to connect and interact to foster a "we"ness across units.

Moving forward and to sustain the impetus of the "3C Campaign", a staff team will continue to engage staff of different tiers to enhance culture change and to strengthen the 3C components.

策略性行動 STRATEGIC INITIATIVES

為加強管治效率、問責及內部監控，本會已於去年就行政及管理政策及指引進行大規模檢討。本會與顧問公司合作，就財務、採購、行政、人力資源、企業傳訊、資訊科技、保障個人資料(私隱)、避免利益衝突及風險管理制定政策，於2012年6月及10月獲執行委員會通過後，隨即著手制定相關指引及程序，過程中亦不斷收集及加入員工意見。

因應政策及指引的推行，本會舉行了4場簡報會，讓管理層職員了解政策及指引的內容，以便於服務單位實施及進行培訓。來年我們會繼續進行監察，以確保政策和指引於各級全面推行，並會定期及持續進行檢討，有需要時作出更新和修訂。

在檢討過程中，如何在優化政策的同時，又貫徹機構的價值、策略和運作，以及符合資助和法例的規定，是我們所面對的一大挑戰。政策及指引必須足以監察本會重要資源的運用，更重要是須要切合社會對機構運作公開透明度不斷轉變的訴求。針對策略性方針，顧問亦制定了檢討的指導性原則，以助我們能夠清晰、明確及貫徹地闡述有關的政策及指引，並於內聯網上載予員工閱覽。此外，我們會分階段推行相關程序與指引，並與職員溝通以確保能夠順利在本會推行和應用，並就其複雜性及關連性進行系統性的建立工作。

To enhance management efficiency, accountability and internal control, an extensive review on administration and management policies and guidelines had been conducted this year. Partnered with a consultancy company, the policies on finance, purchasing, administration, human resources, corporate affairs, information technology, data privacy, conflict of interest and risk management were developed and endorsed by the Executive Committee in June and October 2012. The related guidelines and procedures were then prepared while views and inputs of the staff were sought throughout the process.

To facilitate the implementation of the policies and guidelines, four communication sessions were held for management staff to enable them to familiarize with the contents, to apply the policies and guidelines and to conduct downstream training in their service units. Compliance monitoring of the policies and guidelines would be conducted in the coming year to ensure that they would be followed through at all levels. Also, regular and continuous review would be performed to update and revise the policies and guidelines as needed.

During the review process, challenges were encountered particularly to align the modernized policies with the values, strategies and operation of the Association and also the subvention and legal requirements. Efforts were required to ensure the policies and guidelines would be adequate to govern the usage of key resources, and most importantly, cover the organizational needs especially in view of the changing demand of the society to be accountable in an open and transparent manner. Thus, strategic articulation was conducted by the consultant to establish the guiding principles for the review. The policies and guidelines were written clearly, concisely, consistently and accessible to all on the intranet. Moreover, procedures and guidelines were implemented and communicated with staff in phase so as to ensure buy-in and proper application across the Association. Finally, a systemic perspective was needed in view of the complexity and interrelatedness of these policies and guidelines.



企業管治 CORPORATE GOVERNANCE

2011至2012年度週年常務會議

本會2011至2012年度週年常務會議於2012年9月28日舉行，會議得到32位嘉賓及22位會員共54位人士出席。本會非常榮幸，邀得平等機會委員會主席林煥光太平紳士擔任主禮嘉賓。林先生在致辭中讚揚新生會是社會企業的先驅，並嘉許本會社會企業務於去年度取得成功的發展；他表示新生會與平等機會委員會的願景同出一轍，均是為社會上的弱勢社群提供平等機會，協助他們重投社會，獲得有尊嚴的生活。

週年會議上，會長何世柱太平紳士、7位副會長，以及12位執行委員會委員均獲一致通過當選擔任2012至2013年度的職務。在他們的卓越領導下，新生會再一年躍進了成功的發展。

是次週年會議展出了本會精神健康教育及推廣的最新發展，介紹了本會多項多元化及大型推廣活動，包括青少年精神健康推廣網上平台、共融藝術、企業合作，以及更多的嶄新項目。適逢是年增設優秀員工獎勵計劃，向過去一年具傑出表現的團隊及個別職員作出嘉許，本會邀請林先生為我們頒發了3個傑出表現團隊獎和3個傑出員工獎；另外，何會長及執行委員會頒贈長期服務獎予76位員工。

隨後的週年晚宴，並得到何會長慷慨贊助，於石硤尾新生餐廳舉行。



本會精神健康教育及推廣工作之展覽於週年大會中展出
Exhibition of Mental Health Education and Promotion at Annual General Meeting

Annual General Meeting 2011/2012

The 2011/2012 Annual General Meeting was held on 28 September 2012 and attended by a total of 54 participants including 32 guests and 22 members. We were honoured to have Mr. Lam Woon Kwong, GBS, JP, Chairperson of Equal Opportunities Commission (EOC) as the Guest of Honour. In the keynote speech, Mr. Lam commended that the Association was the pioneer and forerunner of social enterprises with successful business development throughout the year. As well, EOC and New Life shared a common vision of providing equal opportunities to the socially disadvantaged so that they could re-integrate into the society and lead a dignified life.

At the meeting, President Mr. Ho Sai Chu, GBS, OBE, JP, 7 Vice Presidents and 12 Executive Committee members were all elected unanimously for the year 2012/2013. Under their excellent leadership, New Life leaped forward to another year of successful development.

Exhibition featuring the latest development in mental health education and promotion of the Association were set up to showcase our diversified projects and campaigns, such as the web-based youth mental health promotion, inclusive art programs, corporation partnership and many other initiatives. This year, a Staff Recognition Program was organized to compliment outstanding staff team and individual staff. Mr. Lam presented awards to the 3 teams and 3 staff nominated. As well, President and Executive Committee members presented long service awards to 76 staff.

After the Meeting, an annual dinner was held at New Life Restaurant (Shek Kip Mei) with the generous sponsorship by President Ho.



主禮嘉賓林煥光太平紳士(右2)、會長何世柱太平紳士(右3)及主席張妙清教授太平紳士(右1)於2011至2012年度週年常務會議上
Mr. Lam Woon Kwong, GBS, JP, our Guest of Honour (right 2), Mr. Ho Sai Chu, GBS, OBE, JP, President (right 3) and Prof. Fanny Cheung, OBE, JP, Chairperson (right 1) of the Association at the 2011/2012 Annual General Meeting



weCARE

Day Retreat on

RE

Breaththrough Youth Village

SERVICE EXCELLENCE &
COMMUNITY RECOGNITION

卓越服務 社會表彰

C

卓越服務 社會表彰

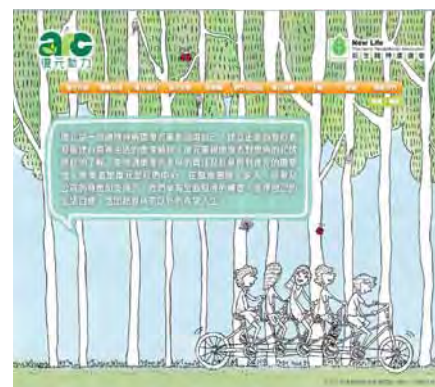
SERVICE EXCELLENCE & COMMUNITY RECOGNITION

復元動力

本會推行復元計劃已踏入第三年，復元為本的實踐亦已在本會內外不同的服務範疇加以落實。本年度復元動力的目標乃承傳過去的協同效應與動力，轉化復元理念成為實務工作，將累積的經驗和知識與業界分享。復元動力的3個事工小組，包括「康復者」、「機構與職員」及「家屬」，成員代表在組內的參與日益提高和成熟，討論亦相當充實。

RECOVERY INITIATIVES

In the third year of the Initiative, recovery-oriented services had been expanding and immersing into service areas both within and outside the Association. This year, the objective of Alliance for Recovery and Care (ARC) consisting of 3 Task Groups namely, Persons in Recovery (PIRs), Agency & Staff (A&S) and Family, continued the synergy and dynamic of the transformation and translation of recovery model into practice as well as sharing the accumulated knowledge with the sector in mental health. Participation from PIRs, staff and family representatives in each task group enriched and facilitated the discussion.



首個有關復元的中文網站
The very first Chinese website on Recovery
<http://www.recovery.nlpra.hk>

為單位主任及督導舉辦的復元退修營
Recovery Day Retreat for Officers-in-charge and Supervisors





由理論到實踐 FROM THEORY TO PRACTICE



培訓與退修

過去兩年，為裝備職員實踐復元為本的服務，本會為各級員工提供一系列相關的職員培訓，主題包括「個人復元計劃」、「身心健康行動計劃」、「動機面談」，以及反污名等。是年，本會的培訓活動進一步深化，為不同的服務舉辦獨特設計的復元退修營，以鞏固實踐復元的知識，並促進同工相互的分享與支持。在2012年6月，機構為51名管理層員工舉辦了「復元退修日」。當中，逾半數同工感到已準備好將不同的復元元素應用於服務上，如康復者的「自主自決與選擇」、「責任」等。此外，不同的服務單位也分別舉辦復元退修活動，以配合個別服務的需要，如於2013年初，職業康復服務為110名職員舉辦了「VR復元日」，安泰軒則為101名員工舉辦「復元與我」退修營。退修營的參加者包括各級同工，他們均認為活動可增進其對復元的知識，並可以正面推動態度的改變和行動的意向。

研究

本會與香港中文大學心理學系合作，就復元相關計劃的成效進行研究，包括精神病自我管理計劃之應用——「身心健康行動計劃本土實踐成效研究」、「公眾人士、康復者和康復者家屬參與反污名計劃的成效研究」、「個人康復計劃與個人復元計劃的成效對照研究」。這些研究乃獲社會福利發展基金資助，甚具前瞻性，研究結果亦令人鼓舞；「身心健康行動計劃」能有效提升康復者的社交支援感；反污名計劃則可減低污名的相信程度和負面標籤；而在公眾教育方面，以「拉闊影像聲」及「形體舞蹈」推行的活動能有效地減低學生對康復者的污名。另一方面，「個人復元計劃」能促進康復者的個人成長和復元目標的訂立；相對傳統的康復計劃，有更多康復者感到在「個人復元計劃」中，職員更能明白及主動維護康復者的權利。上述研究的詳細結果請參閱本年報的「培訓、研究及發展」部份。研究的正面結果令人鼓舞，推動我們繼續在不同的服務層面實踐復元為本的實務工作。

「身心健康行動計劃」

「身心健康行動計劃」(WRAP)是一套實證為本的理念和課程，在康復者當中廣泛應用以促進他們運用內在資源去維持健全健康，並能預先建立危機應變計劃。於2010年，約20位同工接受了「身心健康行動計劃」帶領員的訓練，及後在不同的服務單位帶領小組。為進一步提升復元相關技巧和擴大知識的分享，本會兩位帶領員於2012年10月遠赴美國德克

Training & Retreat

In the past two years, a series of recovery-related staff training with topics of Person-centred Care Planning (PCP), Wellness Recovery Action Plan (WRAP), Motivational Interviewing (MI) and anti-stigma had been rendered to staff at different levels in order to equip them to implement the related recovery-oriented services. This year, the Association also deepened the training by tailored staff retreats to consolidate the knowledge and enhance mutual sharing and support on their implementation of recovery. A recovery retreat day was organized in June 2012 for 51 managerial staff. Over half of them were more ready to apply recovery elements in the service, for example, PIRs' "self-direction and choice", being "responsible", etc. Furthermore, service units designed their own recovery training retreats to meet their unique service needs. Vocational Rehabilitation Services tailored a "VR Recovery Day" for 110 staff while The Wellness Centre organized a one-day "Recovery & Me" retreat camp for 101 staff in early 2013. Different levels of staff found the retreats not only built up their knowledge, but also promoted their attitude change and action orientation.

Research Studies

Funded by Social Welfare Development Fund, the Association collaborated with Department of Psychology of The Chinese University of Hong Kong to evaluate the outcome effectiveness of the recovery-related programs, including "Applying a Mental Illness Self-Management Program — Effectiveness of Wellness Recovery Action Planning (WRAP) in Hong Kong", "Evaluation on the Effectiveness of Anti-stigma Programs among the General Public, Persons in Recovery, and their Caregivers" and "A Comparative Study on the Outcomes between Individual Rehabilitation Plan (IRP) and Person-centred Care Planning (PCP)". These studies were pioneering researches and the results were encouraging. The WRAP was found effective to increase the perceived social support of the PIRs of mental illness. Anti-self-stigma program showed significant decrease in the believability of stigma and negative label. For public education, Photo-voice and Dance & Movement were effective in reducing students' stigma towards PIRs at the end of the programs. PCP was also reported to have facilitated personal growth and goal setting of recovery. Significantly more PIRs under PCP felt their workers understood and actively protected PIRs' rights than those under traditional care plan. Detailed research findings were described in the part of "Training, Research and Development" in this annual report. These encouraging results drove us to commit recovery-oriented practice in different service settings.

"Wellness Recovery Action Plan" (WRAP)

WRAP is an evidence-based system that was widely used by people with lived experiences to make use of their internal resource to maintain holistic wellness and develop crisis plan ahead. Around 20 staff received WRAP facilitator training in 2010 and they had been holding WRAP groups in service units since then. To further enhance the recovery related skills and expand the sharing of knowledge, two of the Association's WRAP facilitators participated in a 5-day training of Advanced WRAP facilitator training in Austin, Texas in October 2012 and they were certified as the first two Advanced WRAP facilitators in Hong Kong. In 2012/2013, the Advanced WRAP facilitators trained 14 professional staff of the Association as certified

薩斯州奧斯汀市，參加了為期5天的「身心健康行動計劃」高級帶領員課程，並成為香港首兩位取得此認可資格的人士。在2012至2013年度，兩位高級導師共訓練了14名本會的專業職員成為認可的「身心健康行動計劃」帶領員，又把相關元素加入思健贊助的「朋輩支援工作員計劃」的訓練。此外，我們亦出版了中文版的「身心健康行動計劃」小組程序套，並在朋輩支援工作員、康復者和家屬間大力推廣，以及在公眾教育，包括為年青人舉辦的講座、工作坊和校園活動中引用。

事工小組及服務單位

「康復者」事工小組致力提升康復者的參與和推動朋輩導向服務，包括社區導航員和朋輩支援工作；「機構與職員」事工小組主要推廣對內和對外的復元分享平台，今年設立了全球首個有關復元的中文網站，同時在會內邀請各級員工參加聚焦小組，以收集職員對本會推行復元為本服務的意見；「家屬」事工小組於2012年撰寫了一個「家屬導向工作指引」，介紹與家屬建立密切關係的策略、家屬於復元路上的角色和責任，以及在早期介入工作加入家屬以提升參與度；指引派發到不同的服務單位供職員參考。

在服務應用層面上，所有服務單位均全面發展及推行復元為本的服務，並積極進行復元101基礎訓練課程、身心健康行動計劃、社區導航員、反污名認知行為治療等課程。此外，「個人復元計劃」亦在10個服務單位試行，逾25名康復者主動參與及策劃他們的個人復元計劃。不同服務單位也運用不同的復元元素設計符合服務特色的復元相關活動，如長期護理院以「優勢為本」的活動去發揮康復者的獨特才能和朋輩支援、過渡期宿舍邀請康復者為日常運作提供意見、職業康復服務推廣「選擇與自主自決」，配對康復者的能力和理想工作。

多元渠道的溝通和知識分享

我們從質化及量化的角度收集數據去了解不同持份者的意見及服務成效，以持續推動復元。在職員層面，本會舉辦聚焦小組予管理層及專業員工，讓他們分享實行復元的經驗和挑戰。復元督導委員會根據員工的意見作出建議和完善策略。如在住宿服務推行「復元深化計劃」，讓單位同工討論實際執行的方法，以及發展一套實務指引。此計劃亦予其他服務單位參考。

WRAP facilitators and incorporated WRAP into the training of "Peer Support Worker Project" sponsored by MINDSET. A Chinese version of WRAP Group Facilitators' Manual and WRAP Workbook were developed and published. The WRAP was currently promoted to peer support workers, PIRs and family members. WRAP was also integrated into public education, in particular for youth population during talks, workshops and school programs.

Task Groups & Service Units

PIR Task Group focused on promoting user's participation and peer-directed services, including community navigator and peer support work. A&S Task Group mainly introduced various sharing platforms both internally and externally including the set up of the first Chinese website on recovery as well as holding focus groups among different levels of staff to gather their feedback on the implementation process of recovery-oriented practices in the Association. Family Task Group derived a guideline for family orientation and disseminated to all service units for their reference in mid-2012. The guideline introduced strategies on how to build up rapport with families, the roles and responsibilities of family members in their recovery journey as well as engaging families in the early phase of intervention to enhance participation.

On the level of service application, all service units were devoted to the development of recovery oriented service. Recovery 101 (foundation training), WRAP, community navigator, anti-stigma CBT courses as well as community navigator program were all held in the service units. In addition, Person-centred Care Planning (PCP) had been piloted to 10 service units and over 25 PIRs actively participated in their meeting of recovery plan. Some units also applied specific recovery elements to targeted PIRs, for example, long stay care homes launched the strengths-based program to nurture the unique strengths and peer support among PIRs, halfway houses invited PIRs to feedback on the daily operation and vocational rehabilitation services promoting "choice and self-direction" to match PIRs functioning with the work training desired.

Multi-channel Communication and Knowledge Sharing

We treasured outcome and feedback from all stakeholders. We collected the feedback through both quantitative and qualitative means. At staff level, focus groups for both management and professional staff were organized to share their experience and challenge in implementing recovery oriented services. The Recovery Steering Committee discussed all feedback and made specific recommendations accordingly. For example, Recovery Immersion Program was launched in residential services to discuss the practical concerns and develop guidelines for all staff, while the program was shared with other services subsequently.

Outcome Evaluation

New organization measurement tools were adopted to document recovery process. Recovery Assessment Scale (RAS) and Test Life Satisfaction Scale (TLS) were translated and validated. RAS measured 5 recovery domains including goal and success orientation, reliance on others, personal confidence and hope, absence of symptoms as well as willingness to offer help; while TLS measured living situation, social relationship, work and present life.

成效評估

為配合本會的復元工作，我們發展了一套復元成效的評估工具，包括翻譯《復元評估問卷》及《特氏生活滿意問卷》並從統計學確認其有效性。《復元評估問卷》量度康復者的目標及成功意向、對他人的依賴、個人信心及希望、沒有出現病徵，並願意向他人提供協助。《特氏生活滿意問卷》則量度生活情況、社交關係、工作，以及當下生活。

中文復元網頁

為更廣泛在華人社區推動復元，我們製作了全球首個中文網頁，與公眾及海外華人分享復元有關資訊。網頁資訊包括復元知識、實務貼士及康復者、職員及家屬的應用例子。

學術期刊及國際會議

本會亦透過不同的媒介去分享服務系統轉化的經驗，所撰寫的文獻在《香港心理衛生期刊》中刊載，並於本地、中國內地及海外的國際會議中演講，包括2012年12月於香港舉行的第三屆香港及英國聯合國際會議(精神健康)、2013年1月於美國三藩市舉行的第二屆身心健康行動計劃國際會議、2013年4月在深圳舉行的第九屆全國精神衛生交流會；此外，並多次舉辦復元工作坊予中國內地同工參加。

學生實習

學生為未來社會棟樑，他們對復元概念有正確的認識和態度，將有助促進業界於未來推行復元為本服務的發展。故此，本會為不同學系的學生，包括社工、護士、職業治療師、心理及醫科學生提供復元講課、實習和參觀。我們相信透過與持份者的溝通和分享，定能將復元理念在精神康復界不斷地推展。



第一批由本地「身心健康行動計劃」高級導師訓練的WRAP帶領員
The first WRAP facilitator training trained by the local Advanced WRAP facilitators in Hong Kong



安泰軒「復元與我」退修營中的活動
Activity in the Recovery Retreat "Recovery and Me" of The Wellness Centres

Chinese Recovery Website

In order to better promote recovery in the Chinese communities, we built the first Chinese recovery website to provide recovery-related information to local general public and overseas Chinese community. The website shared information of recovery knowledge, as well as practical tips and examples of the implementation of recovery-oriented practice for PIRs, staff and carers.

Journals & Conferences

We were ready to share the accumulated knowledge and experience through various media and settings, for example, article submission to the Hong Kong Journal of Mental Health, presentations at local, China and overseas conferences etc. including the 3rd HK-UK Joint International Conference held in Hong Kong in December 2012, the 2nd WRAP Around the World Conference held in San Francisco in January 2013, the Joint Conference on Mental Health with China held in Shenzhen in April 2013 together with various training workshops conducted for the Mainland professionals during the year.

Student Placement

Students are the future pillar, their increase in knowledge and recovery attitude will definitely facilitate the transformation of the whole system of mental health. As a result, in arranging student placement and visits by students of social work, nursing, occupational therapy, psychology, medicine, etc., induction training of recovery model was rendered as well. We believe that communication and experience sharing with all stakeholders help expanding the recovery initiative in the field of mental health.



本會代表於美國德克薩斯州奧斯汀市舉行的「身心健康行動計劃」高級導師課程中畢業
Association delegates graduated from WRAP advanced facilitator training held in Austin, Texas, USA



「身心健康行動計劃」手冊
WRAP Manual



職業康復服務舉辦「VR復元日」
Work & Employment Services tailored a "VR Recovery Day"

朋輩支援發展

聘用康復者加入職員團隊提供服務，藉以促進和支持復元為本的系統轉型，在本地是一項嶄新的嘗試。本會參考了外國聘請朋輩支援工作的實證經驗，勾劃了朋輩支援發展的藍圖，並投入額外的資源，建立一個具支持性的環境和團隊，以開展本年度的發展工作。我們的最終目標是促進康復者參與、體現他們的優勢和朋輩支援在復元過程中的獨特性，並且倡導康復者在精神康復服務中的獨特角色和的職業發展。

為此，我們致力並有系統地預備職員的心態和能力去面對這項新發展，其中包括於2012年6月舉行了一場由蘇格蘭著名的精神科醫生Dr. Debbie Mountain主講的朋輩支援及倡導公眾研討會。Dr. Mountain在研討會中介紹朋輩支援及倡導在精神健康復元中的角色及原則，亦與參加者分享在蘇格蘭推行朋輩支援工作員試驗計劃及推動康復者倡導工作的經驗。

為了促進朋輩支援及復元運動在業界的發展，本會於2012年11月28日在香港大學舉辦了一天的「同行精神健康復元路 — 『朋輩支援的發展與前瞻』研討會」，並邀請了社會福利署助理署長林嘉泰先生擔任研討會的主禮嘉賓。研討會除了由美國Copeland Centre for Wellness and Recovery的總監Mr. Matthew Frederic、加拿大多倫多康福心理健康協會督導楊瑞琳女士及朋輩支援工作員王盈基先生作為主講嘉賓外，亦有本地學者、服務提供者、康復者及照顧者的演講及參與圓桌討論。是次研討會吸引了200名來自中國、澳門及香港的參加者。研討會引發了參加者在這課題上的討論，也令我們深思如何在本地精神健康服務謹慎及確切地實踐這個新的工作手法。

為了進一步提高職員的認識及裝備相關的能力以支持朋輩支援工作員融入職員團隊，本會同時舉辦了兩項由Mr. Matthew Frederic、楊瑞琳女士和王盈基先生主講的培訓課程。培訓課程中的實踐經驗和個人復元故事分享不僅豐富了職員對朋輩支援發展的認識，亦提升了職員在實踐朋輩支援工作的敏感度，以迎接將來的挑戰。

建基於這個基礎上，得到思健有限公司贊助，本會聯同浸信會愛羣社會服務處、香港明愛和香港心理衛生會合作開展了為期三年的「思健朋輩支援計劃」，旨在實踐康復者充權及提倡復元為本的精神健康服務。本會有四名康復者完成了48小時培訓課程和52小時實習且成功畢業；而本會的精神健

Peer Support Development

Hiring PIRs within the staff team to promote and support system transformation towards recovery-oriented care is a new initiative in the local community. Making reference to the overseas evidence-based practice on hiring peer support workers, the Association had laid down a roadmap on peer development and committed particular resources to cultivate a supportive environment and staff team to gear our journey forward in the year. The ultimate goals were to promote user's participation, realize their strengths while actualizing the uniqueness of peer support in the recovery journey among PIRs and advocating the career development of PIRs with a specialized role in mental health care.

Systematic efforts had been initiated to prepare staff's mindset and competency for the new development. These included a public seminar on peer support and advocacy presented by a renowned psychiatrist from Scotland, Dr. Debbie Mountain in June 2012. During the presentation, Dr. Mountain introduced the roles and principles of peer support and advocacy in mental health recovery and shared with participants the experience of implementing the pilot scheme in peer worker and the endeavor of promoting advocacy for PIRs in Scotland.

With a vision to promote peer development and recovery movement in the sector, a one-day event, "Symposium: Pathways to Mental Health Recovery – Peer Support Development & Beyond" was held at the University of Hong Kong on 28 November 2012 with the presence of Mr. Lam Ka Tai, Assistant Director of Social Welfare Department as the honourable guest. Apart from our keynote speakers, Mr. Matthew Frederic, Executive Director of Copeland Centre for Wellness and Recovery from the U.S., Ms. Doris Yang, Team Leader and Mr. Jason Wong, a Peer Support Worker of Hong Fook Mental Health Association from Toronto of Canada, local academia, practitioners, PIRs and caregivers had also presented and participated in the roundtable discussion. The Symposium had attracted 200 participants from Mainland, Macau and Hong Kong. The platform had stimulated discussion and deepened our thoughts on how the mental health care services in Hong Kong would localize new practices along the road with caution and authenticity.

To further enhance staff's understanding and equip them with the capacity in sponsoring peer support worker in the staff team, the Association had then organized two training programs conducted by Mr. Matthew Frederic, Ms. Doris Yang and Mr. Jason Wong for staff members. The training not only enriched staff's understanding of the nature and gains of peer support development but also sharpened our sensitivity in peer support work while reflecting on the future challenges through the sharing of real life practice experiences and personal recovery stories.

Given this groundwork, as sponsored by MINDSET, the Association had launched a 3-year "MINDSET Peer Support Worker Project" in collaboration with Baptist Oi Kwan Social Service, Caritas Hong Kong and The Mental Health Association of Hong Kong with an aim to empower PIRs and advocate recovery-oriented mental health care. Four PIRs of the Association had completed the 48 hours training course and 52 hours placement and successfully graduated from the Project. In providing placement venues in The Wellness Centres, sheltered workshop and halfway house, staff members were impressed by the peer power of the trainees in engaging PIRs though challenges were also faced in defining the new role at work.

康綜合社區中心、庇護工場及中途宿舍亦為學員提供實習場地。儘管這個新的工作角色定位具挑戰性，但職員對學員與康復者建立關係的能力都留下了深刻的印象。

為了準備於2013年中聘用朋輩支援工作員，本會特別安排了定期會議，邀請高級管理人員、服務單位和人力資源部門的職員一同釐訂朋輩支援工作員的工作職責，以及準備其他的職員與朋輩支援工作員合作。本會亦撥出資源聘請一位復元項目主任來支援該項目的執行，並為朋輩支援工作員在入職後提供持續的支援和指導。朋輩支援工作員主要的角色是透過分享個人復元經驗、以及在小組、活動和個人工作中支持其他康復者的復元，他們亦以復元大使的身份與團隊職員共同營造一個復元為本的工作環境。

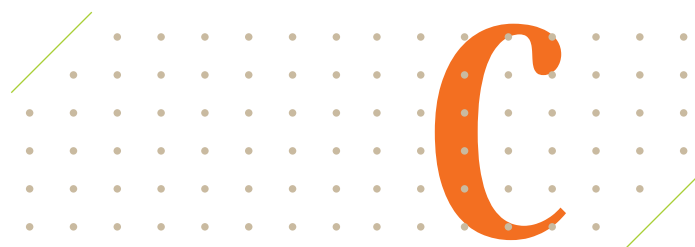
前瞻

在過去三年，本會在推行復元的第一階段建立了良好的根基，我們在來年會有系統地檢討服務成效，包括機構利用復元提升準確度評估問卷作自我檢討，及康復者使用復元為本的服務滿意問卷。我們亦會表揚一些致力推動以復元為本的同工，分享他們正面的經驗。在康復者方面，透過發展朋輩支援、培訓康復者及家屬成為「身心健康行動計劃」帶領員、以聚焦小組收集康復者及家屬的意見，本會將繼續提升各持分者的參與。

In preparing the employment of peer support worker in mid-2013, the Association had created a regular platform with the participation of senior management, service units and the human resources department to work out the job duties of the peer support workers and to prepare the existing staff team in co-working with these new staff members. Designated resource was also mobilized to hire a Project Officer (Recovery) for supporting the implementation of the Project and offering continuous support and coaching to the peer support workers after they were employed in the positions. The main role of peer support worker would be sharing his/her personal experience in living with mental health challenges and to support the recovery journey of other PIRs through groups, programs and individual contacts. They would act as an ambassador and work with the staff team to create a recovery-oriented environment.

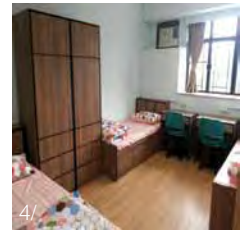
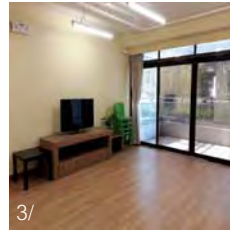
Way Forward

Building on the first phase of the recovery transformation at the Association this year, we would further review its effectiveness in systematic ways including service units to self-evaluate using the Recovery Fidelity Scale and Recovery Consumer Satisfaction Survey. Recognition activities would be organized to reinforce staff and service units devoting into good recovery practice. We would also strengthen the peer support development and continue to increase the participation of PIRs and family members through training them as WRAP facilitators and collecting feedback via focus groups to further explore various ways of participation.



- 1/ 新生精神康復會主席張妙清教授(中)致送紀念品予(左起)主禮嘉賓社會福利署助理署長林嘉泰先生、主講嘉賓Mr. Matthew Frederic、王盈基先生及楊瑞琳女士
Prof. Fanny Cheung, Chairperson of New Life (middle) presented souvenirs to (from left) Guest of Honour, Mr. Lam Ka Tai, Assistant Director of Social Welfare Department, and keynote speakers Mr. Matthew Frederic, Mr. Jason Wong and Ms. Doris Yang
- 2/ 主禮嘉賓林嘉泰先生在研討會上致開幕辭
Guest of Honour, Mr. Lam Ka Tai, gave an opening speech at the Symposium
- 3/ 怡和集團思健董事麥理文先生(左2)、集團傳訊事務總監王詠嫻女士(右1)、思健顧問陳肖齡女士(左1)、本會行政總裁及「思健朋輩支援計劃」督導委員會主席游秀慧女士出席是項計劃的啟動儀式
Mr. Neil McNamara, MINDSET Governor (left 2), Ms. Esther Wong, Head of Group Corporate Affairs (right 1) of Jardine Matheson Limited, Ms. Ophelia Chan, Consultant of MINDSET (left 1), Ms. Sania Yau, our Chief Executive Officer and Chairperson of the Steering Committee, at the Kick-off Ceremony of MINDSET Peer Support Worker Project
- 4/ 「思健朋輩支援計劃」畢業典禮
Graduation Ceremony of MINDSET Peer Support Worker Project

創新服務 突破領域 NEW SERVICES & INITIATIVES



- 1/ 思悅園外貌 The exterior of Joyous Place
- 2/ 電腦及消閒空間 IT Zone
- 3/ 起居室 Living Room
- 4/ 睡房 Bedroom

思悅園 — 全新輔助及自資宿舍

「思悅園」乃本會位於沙田醫院前職員宿舍B座的全新住宿服務單位，將於2013年5月完成裝修工程及取得殘疾人士院舍牌照後投入服務。新宿舍樓高四層，共有40個房間，包括單人房、雙人房及共住房。客飯廳設計溫暖舒適，另設有露台、活動室、茶水間、電腦及消閒空間，讓康復者既可享有私人空間，亦能投入群體生活。思悅園將以資助及自負盈虧兩種模式營運，並為需要低度及中度照顧的康復者提供42及50個宿位。思悅園以「復元為本」的服務模式，透過不同層次的介入方法，協助康復者跨越自己的限制，重新投入社會。對於康復者的需要，我們將以整全的角度，全力啟發他們的才能及個人優勢，協助他們建立一個正面的形象，讓他們能重新規劃自己的生活。經過多月來的準備，收納程序已於3月底展開，我們預期宿舍投入服務後的3個月內能完成收納工作。

思悅園於來年最重要的任務是建立新的職員團隊，並於沙田區建立地區網絡，與沙田醫院和鄰近的非政府機構成為合作夥伴。同時，我們亦會積極推行復元為本的實踐工作、個人復元計劃、充權及康復者參與。此外，為加強以實證為本的工作手法，本會的臨床心理學家將聯同香港中文大學心理學系就復元系統於思悅園的發展進行縱向研究。

Joyous Place – The New Supported and Self-financed Hostels

Joyous Place, the new residential service unit of the Association located at Block B, ex-staff quarter of Shatin Hospital, would commence its operation in May 2013 upon completion of its renovation and licensing procedures. The two hostels with 40 bedrooms in a 4-storey building, provided choices of single, double and shared rooms. It was designed with a warm and cozy living and dining areas, balcony, group rooms, pantry and i-zone for PIRs to enjoy both privacy and communal living. The service would be operated with a mix mode of subvented and self-financed residence providing a capacity of 42 and 50 respectively for PIRs who required low to medium level of care and support. Joyous Place adopted a recovery-oriented approach in its service delivery. Diversified and multi-level interventions would assist PIRs to live beyond their limitations and regain their place in the society. Taking a holistic view on the developmental needs of PIRs, we aim at mounting their talents and strengths as well as enhancing a positive self-image so that they would assume greater responsibility to lead their lives. After months of preparation, the residents' intake was started in late March 2013 and we expected a full occupancy within 3 months after commencement.

In the coming year, Joyous Place would focus on staff team building, establish network in Shatin district as well as partnership with Shatin Hospital and other local NGOs. To fully implement recovery-oriented practice, person-centred care planning, empowerment and PIRs' participation in Joyous Place would be the pathway to follow. To enhance evidence-based practice, the Association would collaborate with Department of Psychology, The Chinese University of Hong Kong to conduct a longitudinal study on the development of recovery-oriented practice in this new unit.

家點希望

建基於過去我們竭力以綜合家庭及系統介入手法為康復者及家庭提供服務取得的實證成效，本會承蒙香港賽馬會慈善信託基金慷慨捐助4,800,000元於2013年6月開始推行一項為期三年的「家點希望」先導服務計劃，專門服務受精神病及情緒困擾人士、他們的配偶和年幼子女，服務範圍涵蓋屯門及天水圍；油尖旺及深水埗；沙田、葵涌、荃灣及東九龍等三個分區。

是項計劃運用以家庭優勢為本的服務理念，目標為透過對家庭、父母、年幼子女以至專業人士提供多層面的密集式支援和服務，推動家庭成員發揮他們獨特的優勢，促進家庭關係和抗逆力，實踐希望人生，並且提昇社區人士對受精神病困擾的家庭的接納。服務內容包括外展式家庭輔導、父母及子女身心健康行為小組、親職技能訓練、家庭導向活動、朋輩支援、專業同工培訓及社區教育活動等。

除了專業化的服務和推動系統間的協作，新計劃也會聘用具復元經驗的過來人為正在面對精神健康挑戰的家庭提供朋輩支援。服務團隊會主動與地區夥伴緊密協作，令有需要的家庭能更易於使用服務。

靈思園地 — 自閉症障礙青少年社交豐健計劃

「靈思園地」服務計劃已踏入第2年，並持續為受自閉症障礙影響的青少年提供「社區為本」的密集式社交思考小組訓練——社交達人小組。與此同時，本計劃亦為家長、教職員及同學等相關人士提供教育工作坊，藉以提昇他們對受自閉症影響青少年之理解及接納，從而在社區建立共融的氣氛。

自2011年6月至今，共有119位青少年參加服務，當中84位的年齡介乎12 — 17歲，其餘35位屬於18歲或以上人士。另外，有76位家長參與了服務計劃，與計劃職員攜手為這班青少年提供持續的支援。

多方位社區為本介入手法

在2012至2013年期間，「靈思園地」透過舉辦不同主題的家長小組及身心健康活動，致力建立家長網絡。從家長的回應可見，活動有助提升家長之間的互相支援及減低自我污名。另一方面，計劃團隊亦主動聯絡醫院、學校及有關服務機構，以接觸及連繫受自閉症障礙影響的青少年，與此同時，我們與油麻地兒童精神科中心的專業團隊保持緊密合作，其並為計劃提供持續支援。

Shining H.O.P.E.S. for Family Wellness

Built on the evidenced impacts of our endeavor in rendering systemic and home-based intervention for working with PIRs and their families, the Association was granted a donation of \$4.8 million from Hong Kong Jockey Club Charities Trust to launch a new 3-year project "Shining H.O.P.E.S. For Family Wellness" as from June 2013. The initiative is a pioneer service tailored to support people in recovery of mental illness or emotional disturbance, their spouses and young children. Services would cover three district clusters in Tuen Mun & Tin Shui Wai, Yau Tsim Mong and Shamshuipo, and Shatin, Kwai Chung, Tsuen Wan & East Kowloon.

Adopting the family strengths-based approach, the project aims to mobilize the unique capability of families, enhance family relationship and resilience, support actualization of life hopes and promote social acceptance towards these families through the provision of multi-dimensional intervention with focused efforts to support families, parents, young children and professional. Services would include home-based counseling, wellness action groups for parents and children, parental skill training, family-focused activities, peer support, professional training and community education programs.

Apart from professional and systemic input, the new project would recruit Peer Nanny as members of the staff team to render peer support to families and their members in face of mental health challenges. Collaboration with district partners would also be initiated to enhance the accessibility of services catering to the needs of these families.

iLinks Social Enrichment Project for Teens with Autism Spectrum Disorders (ASD)

In its second year of service, iLinks – Social Enrichment Project for Teens with ASD (iLinks) had continued to initiate the intensive and community-based social thinking training group for young persons challenged by ASD while providing training for key stakeholders such as parents, teachers and students to enhance the understanding and acceptance towards these individuals and create an inclusive atmosphere in community.

A total of 119 youth had been served since June 2011. 84 out of them were aged 12-17, and 35 were aged 18 or above. Moreover, 76 parents of the youth with ASD participated in the service to render continuous support to the service users in joint hand with the project staff.

Multi-dimensional and Community-based Approach Intervention

During the year of 2012 to 2013, iLinks had given particular endeavor to build up a network among parents through parents' groups and wellness activities. Such efforts had resulted in enhanced mutual support and alleviated the internalized stigma among parents and caregivers. Moreover, the project team had reached out to network with hospitals, schools



隨著累積了實踐的經驗，以及顧問委員會、服務使用者及家長的寶貴意見，計劃職員在過去一直致力調整社交思考訓練小組的內容，在14節小組當中剔除了相對不重要及較難掌握的部份，並加入更多的活動、角色扮演及小組討論等社交思考實踐活動，同時亦舉辦有關社交思考的進階小組，以提升參加者的社交能力。此外，為了強化參加者在小組中的學習，職員亦優化了小組教材，例如用字、海報、影片內容的深淺程度、角色扮演的劇本等。從問卷內容得知，參加者都享受小組活動，而平均出席率亦高於八成。

除了訓練小組，計劃亦於年度內積極建立家長支援網絡，不單由職員介紹與受自閉症障礙影響人士相處的手法，家長們亦彼此分享其家庭克服困難和挑戰的經驗；一些家長更接受訓練，擔任「同行大使」，以朋輩支持者的身份，運用自身的經歷去支援其他家長；職員亦會定期致電對家長表達關懷，以及安排個別諮詢服務予家長及照顧者，以支援青少年及家長的個別需要。

為了鼓勵受泛自閉症障礙影響青少年與朋輩發展社交關係，計劃於本年度開展了一項名為「iBuddy知心計劃」的活動，於社區招募其他青少年接受訓練，參加者可從訓練中學習到自閉症人士的特性及與他們建立朋輩關係的技巧。訓練完畢後，職員會按參加者的年齡及興趣，與計劃的服務使用者進行配對，鼓勵雙方結成伙伴，一起出席舊生會活動，實踐社交思考。

除了服務計劃原定的內容之外，計劃團隊並成立了舊生會及足球隊，讓已完成「社交達人小組」的青少年參與，以深化及延續參加者在社交思考方面的學習，建立朋輩關係。有關活動亦備受青少年及家長欣賞，並建議舉辦更多不同類型的球類運動及社交活動。

and other service organizations in order to link up and engage with the youth with ASD while continuing the close collaboration and support from the professional team of Yaumatei Child Psychiatric Centre.

Valued the feedback from the Advisory Committee, service users and parents as well as the practice experience generated, the project team had contributed devoted efforts to modify and enhance the intensive social thinking training group for youth and parents in this year. Topics that were found to be less useful or too difficult for the participants were removed from the 14-session training, and the participants were advanced to be trained in the boost-up group on social thinking. More activities, role play and discussion were arranged to facilitate the practice of social thinking among the group participants. The use of words, posters, level of video content and role play script were refined to enhance the participants' learning in the group. Participants enjoyed the groups and an average attendance rate of over 80% was recorded.

Apart from the training groups, peer network for parents were initiated in the year, not only to introduce different intervention strategies for working with persons with ASD, but also to share their experience in coping with the challenges from a family perspective. Some parents also attended the "Training of Peer Consultant" to cultivate their roles and competence as peer supporters to other parents. Moreover, care call and face-to-face consultation for parents and caregivers were rendered to provide individualized support to youth and parents.

With an aim to expand the social horizon and to encourage the development of social relationships among adolescents with ASD, a program named "Cheers Buddy Scheme" was also launched in the year. The program provided training to a group of neuro-typical youth recruited from the community. They learnt the characteristics of persons challenged by ASD and the skills in building peer relationship with them. Matching was made between the buddies and the youth challenged by ASD according to their age and interest. The buddies then participated in various program activities and befriended with the youth with ASD.

To further enhance and sustain the learning of social thinking and social relationship among the youth, the project team had made extra efforts to set up an alumni and a football team among the youth graduated from the training groups. Both the youth and parents reported their appreciation to the activities and hoped to have more different kinds of ball team and gathering for the youth.

2012至2013年度「靈思園地」自閉症障礙青少年社交豐健計劃服務輸出統計
Service Output of iLinks Social Enrichment Project for Teens with Autism Spectrum Disorders 2012/2013

活動名稱 Program Item	活動數目 No. of Program	活動節數 No. of Session	參加人次 No. of Attendance
青少年「社交達人」小組 Social Thinking Training Group for Youth	11	158	88
青少年進階小組 Boost-up Group for Youth	5	23	51
舊生會活動 Alumni Activity	10	10	65
家長「社交達人」小組 Social Thinking Group for Parents	11	81	76
家長支援網絡及同行大使小組 Parents Peer Network and Peer Consultant Group	8	15	114
家庭健康活動 Family Wellness Program	10	20	356
「走進他們的世界」教育工作坊 Education Program for School	12	12	275老師teachers · 436學生students · 20家長parents
「iBuddy知心計劃」義工訓練 CHEERS BUDDY Scheme	1	4	25
個別諮詢 Individual Consultation			超過400小時 Over 400 hours

另外，服務計劃獲邀出席由香港教育學院特殊學習需要與融合教育中心於2013年3月舉辦的「香港自閉症研討會2013」，分享訓練自閉症青少年的實務經驗，過程得到參加者的正面回應。

服務成效

家長在青少年參加小組前及完成小組後均獲邀請填寫「社交反應量表」，從對照分析結果顯示，參加者的社交能力在參加小組後有顯著提升。此外，大部份參加者也開始著重自己予以別人的印象；而家長表示青少年們在日常生活中能展現期望的社交行為，例如與人打招呼及思考別人的想法及感受；有些家長更反映子女在參加小組後，家庭關係也見改善。

朗程 — 自閉症人士輔助就業服務

憑藉與自閉症青少年服務的成功經驗，以及觀察到受自閉症障礙影響的成年人士的服務缺口，本會特地構思了一項針對這個組群的長遠發展而設的輔助就業計劃。於2013年1月，本會承蒙凱瑟克基金撥款贊助3,300,000元，推出一個為期三年的嶄新服務 - 朗程 - 自閉症人士輔助就業服務。

我們堅信自閉症人士也有其獨特的優勢和能力，本計劃亦旨在為受泛自閉症障礙影響而智力健全的人士提供服務，藉以提高他們的就業能力、自主性及社交能力，融入社會。兩名就業指導員會在3年內為100名自閉症人士提供有系統的介入，包括度身訂做的職前訓練、選配合適的工作機會及提供持續的在職支援。為了確保服務質素，本會特地邀請了資深臨床心理學家潘麥珊雯博士擔任此計劃的顧問。此外，本計劃亦動員商界的友好夥伴，以及積極擴闊僱主網絡，希望能為學員提供更多元化的工作機會，藉以展現他們的潛能、促進他們自力更生及提升他們的社交能力和長遠的個人身心健康。

為了達至期望的目標，本計劃將與進行學員全面評估、職前訓練、職前實習、工作配對及持續的在職支援；並同步為提供實習或公開就業機會的僱主及員工提供培訓及支援；此外，我們並鼓勵家屬參與，務求讓學員在訓練、實習、求職及工作的過程中也能得到有效及持續的支援。

透過各界的協力及貼身的服務，我們期望此服務計劃能為自閉症人士提升就業能力、收入、社交能力、個人身心健康及自尊感，同時促進僱主對聘用自閉症人士的接納性。

The Association was invited to share the experience in providing service for the youth with ASD in the conference on Autism organized by the Centre of Special Educational Needs and Inclusive Education in March 2013 and received positive feedback from participants.

Service Outcomes

In comparing the pre-post test of Social Responsiveness Scale of the youth before and after the group participation, the social competence of participants was significantly enhanced. Moreover, most of the youth started to care about their social impression that they would present to others. Moreover, they were reported to demonstrate more expected social behaviors like greeting people and were more able to think about others' feelings and thoughts. As reported by some of their parents, the family relationships improved after they and their children joined the groups.

iSPARK Supported Employment Program for Persons with Autism Spectrum Disorders (ASD)

Riding on the success of working with adolescents challenged by ASD and observed the gap in service for adults with ASD, the Association had taken an initiative to formulate a supported employment program for addressing the lifespan development of this particular population. In January 2013, the Association had received the generous sponsorship of \$3.3 million from Keswick Foundation Limited to launch a 3-year special project – iSPARK Supported Employment Program for Persons with Autism Spectrum Disorders in the year ahead.

With a strong belief in the strengths and abilities of persons with ASD, iSPARK is targeted to enhance the employability, independence and social integration of high functioning individuals with ASD. Two employment coaches would be designated to provide systematic support and intensive training, to identify opportunities for vocational development and to support the sustainable engagement in employment for 100 individuals across 3 years. To ensure the quality of the service, the Association had invited Dr. Rachel Poon, a veteran clinical psychologist and expert in working with this population, to be the consultant of the project. Moreover, we would also mobilize the partnership with the private sector and expand our employer network to provide job opportunities for our service users. In doing so, we hope that the project would facilitate these individuals to realize their potentials, promote their self-reliance, improve their social competence and well-being in the long run.

Towards these ends, the innovative project would initiate holistic assessment, pre-vocational training, job placement, job matching and continuous on-the-job support to the service users while arranging educational program and parallel support to the employers and staff teams that would offer placement or open employment opportunities to the persons with ASD. Adopting the systemic approach, the project would also involve the family members to ensure effective and sustainable support for these individuals in the course of training, placement, job seeking and employment.

With such coordinated and tailored efforts, we envision that our services would increase the employment engagement among persons with ASD, raise their income, enhance their social competence, mental well-being and self-esteem while increase the acceptance of employers in hiring persons with ASD.

食物分享計劃

為喚起大眾對反對浪費食物及鼓勵捐贈剩餘食物的意識，本會獲慈善組織資助，自2012年10月1日起於黃大仙區推行為期3年之食物分享計劃。是項計劃得到眾多本地商舖，包括麵包店、酒樓、街市以及食品供應商的支持，紛紛定期捐贈食物予弱勢社群，以舒緩經濟上的負擔。該計劃每星期5天，每天約派發100公斤食物予100名受惠人士，當中大部份為獨居長者。截止2013年3月31日，合共270位參加者接受了本計劃捐贈。

食物分享計劃更獲得香港洲際酒店配合和支持。他們除熱心捐贈食物予有需要人士外，酒店更於2013年2月26日舉行義工服務日，為該計劃所有受惠者提供免費午膳自助餐，慶賀新春。

食物分享計劃共聘請了4名綜合就業援助計劃參加者任職兼職員工，以維持項目的日常運作。此計劃不單為他們提供了有意義的工作機會，更能加強他們跟社會融合。撥款機構計劃將此項目延至屯門區，預計2013年4月正式推行。屆時將邀請更多本地商舖合作，以促進食品援助及推廣社會共享的訊息。

此外，另一個慈善團體「惜食堂」亦成為本會食物分享的合作夥伴。自2012年7月7日以來，惜食堂每天分發70-80個健康營養餐盒予葵青清潔服務合約接受訓練之康復者及區內綜援受助人。

2012年10月1日至2013年3月31日
黃大仙區食物分享計劃派發之情況
Statistics on donated food distributed by
Food Sharing Project in Wong Tai Sin district
1 October 2012 to 31 March 2013

	食物種類 Food Type	派發捐贈食物 Donated Food distributed
新鮮食物 Fresh Food	蔬菜 Veggies	5,088.7 公斤 kg
	麵包 Bread	1,136.6 公斤 kg
可保存食物 Packed Food	飲品、餅乾、米、麵類、罐頭等食品 Drinks, biscuits, rice & noodle, canned food, etc	10,358.8 公斤 kg
	總數Total	16,584.1 公斤 kg

「廚餘升呢大行動」

新生農場在2012年獲「環境及自然保育基金」贊助開展「廚餘升呢大行動」，推廣及教育公眾人士減少廚餘的概念。項目包括購置廚餘堆肥機，把社區收集的廚餘轉化為有機肥料，給予農場種植使用，從而達至減少廚餘的目的，長遠更可大幅減少農場外購肥料的成本。

Food Sharing Project

To raise the awareness of food waste problems and to advocate surplus food donations from the food industry, a 3-year food sharing project funded by a charity organization was launched from 1 October 2012 in Wong Tai Sin district. A number of local bakeries, restaurants, market stall as well as food suppliers were mobilized to donate food to the underprivileged groups through this project. 100 beneficiaries came 5 days a week, most of them were seniors living alone. The volume of food distributed daily was 100kg. As at 31 March 2013, the Project had benefited 270 individuals.

The Food Sharing Project was highly supported by the InterContinental Hong Kong (ICHK) who donated food for distribution to people in need. As well, a volunteer day including a lunch buffet was organized by ICHK to serve the beneficiaries of the Project on 26 February 2013 to celebrate the Chinese New Year.

To maintain the daily operation of the Project, four part-time workers were recruited from Integrated Employment Assistance Scheme (IEAS) and sheltered workers were engaged in work training. Such employment opportunities provided them with a meaningful job and enhanced the social integration of these unemployed CSSA recipients. With the support of the funder, this project would be extended to Tuen Mun District in April 2013. More local stores and shops would be invited to collaborate in the project to promote food assistance and sharing to the community.

Another charity organization "Food Angel by Bo Charity Foundation" had become our partner since July 2012 who distributed at affordable charge the meal boxes from the food they received through donation. Food Angel delivered 70-80 healthy and nutritious meal boxes to PIRs who were on Comprehensive Social Security Assistance (CSSA) and receiving job training in our Kwai Tsing Cleansing Project in the district every weekday.



一星期5天每天約100名食物分享計劃的受惠者前往竹園綜合培訓中心領取食品
Food Sharing Project at Wong Tai Sin 5 days a week, around 100 beneficiaries every day lined up for food distribution at Chuk Yuen Integrated Work Centre

Food Waste Recovery Project

The project was sponsored by Environment and Conservation Fund of the Environmental Protection Department since April 2012 with an aim to promote and educate the concept of food waste reduction in the community. With the installation of a composting machine, food waste collected would be converted to organic compost to achieve food waste reduction. Compost produced was used as organic fertilizer which would greatly reduce the operating cost in the long run.

透過與不同社區夥伴合作，如香港洲際酒店、健康工房及麥當奴快餐店，計劃首年已收集了約16,000公斤廚餘，當中包括咖啡渣、蔬菜及黃豆渣等，製成的有機肥料超過7,200公斤。來年新生農場將會繼續提升及優化廚餘堆肥的生產運作規模。

在公眾教育方面，迄今農場已接待6,185名生態旅遊活動的參加者，參與廚餘堆肥的教育活動，了解廚餘堆肥的生產及源頭減廢的重要。去年進行了5次大型社區教育推廣，包括講座及遊戲攤位，此項目亦以兼職形式聘用了一位康復者。



廚餘堆肥生產基地
Food waste composting area

新生農場優化計劃

為提高新生農場種植產量及效率，去年邀請台灣有機農業專家葉豐仁先生提供農務優化顧問服務。加強硬件配套及農務設施改善，包括增建防雨棚以覆蓋農場40%的有機農耕面積，並採購一台高效能的堆肥機，提升自行生產堆肥的產量至每天400公斤，減少外購肥料的成本。

知識及技術轉移方面，除了為農場職員提供全面培訓，把台灣的農務技術應用在本地的種植環境上，同時亦集中發展農務管理系統，優化生產流程。其中包括建設育苗區，為服務使用者設計了有系統的育苗訓練流程，配合耕作需要。此外，亦引進了適合香港夏季種植的台灣蔬菜品種，以滿足夏季期間市場對蔬菜的需求。

After pilot operation for one year, about 16,000 kg of food waste were collected from our service units and community partners like the InterContinental Hong Kong (ICHK), Health Works, McDonalds, etc. A total of 7,200 kg of compost was produced from food wastes of coffee grounds, vegetables and soya bean residues, etc. In the coming year, New Life Farm would continue to optimize its scale in the production of compost.

In the area of public education, 6,185 visitors of ecotour330 received the food waste recovery education and visited the food waste composting site to learn its operation. 5 outreaching community educational activities were organized through talks and promotional game booths. The project hired 1 part-time PIR.

New Life Farm Enhancement Plan

To strive for production enhancement and farming efficiency, we had engaged an expert of organic farming from Taiwan, Captain Yeh to provide farming consultation at New Life Farm. Hardware enhancement included the construction of rain canopies to cover 40% of the organic farmland and the use of composting machines to increase the volume of fertilizer production. It was noted that with the composting machine, 400kg of high quality fertilizer per day would be produced which indirectly lowered the operating cost.

For skills and knowledge transfer area, other than the comprehensive staff training on the local application of Taiwan farming techniques, we also attended to the development of farm management system. With the formation of a sprouting zone, a systematic workflow was planned to train the persons in recovery (PIRs). Furthermore, some Taiwan vegetables which were more adaptable to our summer season were introduced to grow at New Life Farm, thus to ensure adequate supply of vegetables during the hot weather.



育苗區
Sprouting Area



堆肥機製造大量肥料
Composting machines for large scale fertilizer production

優化項目 Enhancement Item	項目內容 Work Plan	目的 Objective
農務設施 Hardware	建設防雨棚 Construction of rain canopies	覆蓋40%農耕面積 Cover 40% of existing farmland
	建設育苗區 Construction of sprouting zone	縮短作物在農地上的生長時間 Cut down the growing time on farmland
	堆肥機應用 Use of composting machine	增加農場自製肥料的產量 Increase the volume of fertilizer produced 減少有機肥料成本 Reduce cost of fertilizer
	採用農業機械 Use of farming machines	減少體力消耗 Reduce physical demand 提升工作效率 Enhance work efficiency
技術及知識轉移 Skills and knowledge transfer	農業機械操作培訓 Staff training on farming techniques	台灣農業技術本土化 Local application of Taiwan farming expertise
	發展育苗工作流程 Workflow development on sprouting	為學員創造訓練工程 Create training opportunities for PIRs
	引進台灣農作物 Local adaptation of Taiwan vegetables species	增加夏季的葉菜供應品種 Supply leafy vegetables in summer season

優質服務 享譽品牌 QUALITY ASSURANCE & AWARDS

獲獎服務

卓越企業品牌選舉2012

本會榮獲由《明報》及香港中文大學市場學系碩士課程合辦的「卓越企業品牌選舉2012」（前稱「香港驕傲品牌」）頒發「評審團大獎（香港社會企業類別）」，對本會持續發展優質及創新的社會企業予以肯定和鼓勵。



AWARDS

Prestigious Corporate Brand Awards 2012

The Association was awarded the "Judging Panel Award (Social Enterprise)" in Prestigious Corporate Brand 2012 (formerly named Hong Kong Proud Corporate Brand) jointly organized by the Master of Science in Marketing Program of The Chinese University of Hong Kong and Ming Pao Daily. The Award was a great recognition and encouragement to our continuous endeavours to develop high quality and innovative social enterprises.



本會榮獲「卓越企業品牌選舉2012」的「評審團大獎（香港社會企業類別）」，執行委員會委員及企業夥伴一同出席典禮

The Association won the Prestigious Corporate Brand Award 2012 in Social Enterprise, Executive Committee members and corporate partners attended the ceremony

愛地球大獎2012

本會於《新假期》舉辦的「愛地球大獎選舉2012」中，獲選為「最落力愛地球機構」，表揚本會多年來致力發展有機耕作及環保項目。



Love the Earth Award 2012

Weekend Weekly Magazine awarded the Association with the "Most Devoted Go Green Organization" in their "Love the Earth Award" Program to recognize our effort in development of organic farming and environmentally-friendly initiatives.

社區愛心商戶表揚計劃2012

社會福利署推廣義工服務督導委員會去年首次舉辦「社區愛心商戶表揚計劃」，以鼓勵商戶與義工團體共同推行義務工作，並嘉許一些在社區內積極參與義務工作，貢獻所長，服務社區及關顧有需要人士的商戶。甜蜜蜜新生咖啡店榮獲社會福利署九龍城及油尖旺區福利辦事處提名，成為30間「社區愛心商戶」之一。



Community Caring Shop 2012

The Steering Committee on Promotion of Volunteer Service of the Social Welfare Department launched the "Community Caring Shops Recognition Scheme" to encourage volunteer service collaborations between local shops and volunteer groups in the community. Nominated by the Kowloon City and Yau Tsim Mong District Social Welfare Office, Teresa New Life Coffee Shop was awarded as one of the 30 Community Caring Shops.

社區投資共享基金「社會資本動力獎」

本會獲勞工及福利局屬下的「社區投資共享基金」頒發「社會資本動力獎」，表揚本會與不同界別協作，共同創建共融社會。



Social Capital Builders (SCB) Award, Community Investment and Inclusion Fund

The Association was awarded the "SCB Award" by the Community Investment and Inclusion Fund (CIIF) of the Labour and Welfare Bureau for recognizing our effort to initiate cross-sectorial collaborations for a more inclusive society.

認證有機農場傑出管理獎2013

新生農場榮獲香港有機資源中心頒發「認證有機農場傑出管理獎2013」，以表揚優質管理及連續兩年在有機認證審查中未有發現任何不符合項目。



Certified Organic Farm Management Award 2013

New Life Farm was awarded the "Certified Organic Farm Management Award 2013" by the Hong Kong Organic Resources Centre (HKORC). The award recognized the organic farm's management competency with zero defects recorded in organic certification audit for two consecutive years.

十大至TOP有機產品零售商2012/2013

農社330獲香港有機資源中心頒發「十大至TOP有機產品零售商」獎項，對農社330積極推廣有機生活，為市民提供優質產品及服務作出嘉許。



獲「零計劃」(“Zero Project”)選為促進精神病康復者就業的「卓越實踐」

本會一篇名為「促進精神病康復者就業」的文章，獲揀選編印於「2013年零報告」中，是「零計劃」所挑選的40篇文章之一；此文主要講述本會社會企業所採用的培訓及就業模式，為精神病康復者帶來新生。

優質管理

榮獲ISO22000:2005及危害分析和關鍵控制點(HACCP)食品安全管理體系認證

為配合本會社會企業的擴展，各庇護工場在食品製作的訓練項目發展更趨專業及多元化，並推出自家品牌產品包括有機豆漿、有機香草茶、麵包、糕餅和蔬菜加工處理等。為顯示本會對食品安全的承諾，同時提高市場競爭力，4個職業康復單位於在2012年12月成功獲取由香港品質保證局頒發的ISO 22000:2005及危害分析和關鍵控制點(HACCP)的國際食品安全管理體系認證。

整個認證過程極具挑戰性，各單位須克服環境限制，職員和康復者的充份配合，並有其他不可預測的因素。經過員工和康復者的努力，加上管理層的全力支持，終於成功獲得認證，並標誌著本會有足夠能力在確保食品生產、食品安全、職員培訓、物流及處理緊急事件上達到質量管理系統的要求。更重要的，是可以讓康復者展示他們在食品製作的的能力，能持續達到質素標準及滿足客戶的要求。未來，本會將全力以赴持續改進食品安全管理的工作，以體現本會「與時並進 追求卓越」的核心價值。

2012/2013 Top Ten Best Organic Retail Shop Award

Farmfresh330 was honored to receive “2012-13 Top Ten Best Organic Retail Shop Award” from Hong Kong Organic Resources Centre for its commitment in promoting organic living and providing quality product and services to public.

Selected as “Good Practice” to promote employment of Persons in Recovery by Zero Project

The article, namely “Jobs for Persons with Psychosocial Disabilities”, was selected and published as one of the 40 distinguished Innovative Practices in the Zero Report 2013. The article highlighted our social enterprises which adopted the training and employment model to bring new life to people in recovery of mental illness.

QUALITY ASSURANCE

Awarded with ISO22000:2005 and Hazard Analysis Critical Control Point (HACCP) Food Safety Management System Certification

To align with the expansion of social enterprises, the spectrum of work trades in different sheltered workshops was both diversified and specialized in food production and self-brand products including the production of organic soy products, herbal tea, bakery, cakes and desserts while vegetable processing and packaging were also included. To demonstrate our commitment in food safety and to enhance our competitiveness in the market, four vocational rehabilitation units were successfully awarded with the ISO22000:2005 and Hazard Analysis Critical Control Point (HACCP) Food Safety Management System Certification in December 2012 by the Hong Kong Quality Assurance Agency (HKQAA).

獲頒ISO22000:2005及HACCP食品安全管理體系認證
ISO22000:2005 and Hazard Analysis Critical Control Point (HACCP)
Food Safety Management System Certification Awarded

服務單位 Service Unit	認證範圍 Accreditation Area
新生農場 New Life Farm	蔬菜加工處理 Vegetable Processing
葵盛庇護工場 Kwai Shing Sheltered Workshop	飲品(豆漿)和豆腐製作 Production of Beverage (Soy Milk) and Bean Curd
田景庇護工場 Tin King Sheltered Workshop	飲品(豆漿和香草花茶)製造 Production of Beverage (Soy Milk and Herbal Tea)
石排灣綜合培訓中心 Shek Pai Wan Integrated Work Centre	麵包類(麵包、曲奇、蛋撻)製造 Production of Bakery Product (Bread, Cookie, Egg Tart)

The application process had been challenging, constraints on physical setting, readiness of both the staff and PIRs as well as unforeseeable factors had to be overcome. Yet, with a team of devoted staff & PIRs and the full support from top management, the attainment of the certification was successful. This validated our competency in assuring hygienic food production, food safety standards, staff training, logistics and emergency handling. More importantly, it also demonstrated the ability of PIRs in producing goods that meet the quality standards required and customer satisfaction consistently. Embracing “Excel in Quality” as our core value, we would make every effort to achieve continuous improvement in this area of work.

Quality Assurance System

The Association’s quality assurance system was reviewed and expanded this year to include domains on recovery-oriented practice and risk management. New markers were identified to replace the old ones so as to align with the new direction and development of the Association. Furthermore, with the expansion of services and increase in the number

優質服務系統

本會於去年檢討了優質服務管理系統，並加入復元為本的實踐及風險管理兩個部份，以配合會方的發展，而各項服務表現指標亦已重新釐訂。此外，由於服務的擴展及專業同工日漸增多，專業支援及督導對於提升職員的專業能力與服務質素保證，更形重要。為此，本會檢討了「專業職系諮詢與督導指引」，及更新了覆蓋所有專業同工的督導架構和安排。

臨床個案管理方面，各服務單位於個案審核均已達到各自的基準，平均佔總個案量的24%，審核工作亦已加入一些質量指標，如復元為本評估與介入的應用、風險識別與管理，以及其他用於個案管理的相關介入手法，以加強職員對服務質素的意識。此外，服務單位之間亦會定期為複雜的個案舉辦個案會議，專業團隊亦積極參與提供專業意見。藉著大家的努力，個案管理工作的質素已得到提升，良好措施亦讓不同單位仿效。另外，持續優質管理小組委員會於去年曾到訪本會一間工場及精神健康綜合社區中心，就服務運作及發展提供意見，包括康復者老齡化問題及回應社區內年長康復者對服務的需求。

優質管理研討會暨持續優質管理計劃分享會

本會抱著持續學習的態度，以及重視加強服務提供的知識和質素的改善、發展和創新的重要性。在過去一年，各服務單位推行了5項優質管理計劃。為了有效地管理資源，7間安泰軒及職業康復服務推行了以資源共享及管理為主題的計劃項目，而長期護理院及各過渡期宿舍與中度智障宿舍則分別推行了3個為服務使用者提供直接服務的主題計劃，以提供個人化及復元為本的服務。

2012年6月9日，持續優質管理小組委員會為同工舉辦了優質管理研討會，邀得九龍醫院鄭吳倩華博士介紹「生活重整計劃——建構“你”想的一天」；鄭博士與職員分享其專業知識及應用實証為本於生活重整為介入方法，以協助康復者達至更全面及優質的生活。研討會亦邀請了啟勝管理服務有限公司鍾保照先生及陳啟源先生向同工介紹職業健康及安全管理體系(OHSAS-18001)、危機管理機制、職業健康與安全事件調查和報告，以及該公司如何實踐提供一個安全和健康的工作環境。

研討會中，本會的服務單位亦分享了院舍、庇護工場及辦公室所推行的各種節能措施，以響應機構去年度推行「低碳工作間」的活動；令我們深感鼓舞的是，本會的耗電量因此而成功減少了9%；除了節省金錢，更重要是能有效保護環境和資源。

of professional staff, professional support and supervision had become increasingly important in enhancing professional competency and assuring service quality. Thus, the "Guideline on Professional Supervision and Consultation" was revised in the areas of supervision structure and arrangement covering all ranks and posts of professional staff.

On clinical case management aspect, all services had attained their benchmark in case audit which covered 24% of the caseload in average this year. Besides conducting quantitative audit, we had also started to include some qualitative markers such as the application of recovery-oriented assessment and intervention, risk identification and management, together with interventions adopted in case management so that staff would attend more consciously of the quality of the service delivery process. We also persisted to organize service-based case conference on complicated cases with inputs from multi-disciplinary professional teams. With concerted efforts, we were glad to find the quality of case management practices improving. Good practices were identified and shared among units. Furthermore, members of Quality Assurance & Continuous Quality Improvement Subcommittee made quality round visits to one sheltered workshop and The Wellness Centre respectively to advise on various aspects of service operation and development including ageing issue and service gap in meeting the needs of older PIRs living in the community.

Continuous Quality Improvement (CQI) Seminar and Project Presentation

Dedicated as a learning organization, the Association contended the importance of knowledge enhancement and quality improvement of service provision, development and innovation. During the year, 5 continuous quality improvement projects were self-initiated by different service units. To manage resources effectively, 2 Initiatives were implemented by The Wellness Centres and Vocational services under the theme of "Resource Management". To enhance service delivery, 3 projects were organized under the theme of "Service Enhancement for Persons in Recovery" initiated by long stay care homes, halfway houses and hostels for the moderately handicapped in providing individualized and recovery oriented services.

2012至2013年度服務單位推行的持續優質管理計劃
Continuous Quality Improvement (CQI) Project conducted by Service Units 2012/2013

主題 Topic	服務單位 Service Unit	計劃名稱 Name of Program
資源管理 Resource Management	7間安泰軒 7 The Wellness Centres	「資源共享 共建綠色工作間」4S行動 "Resource Sharing - 4S Action in Building a Green Workplace"
	職業康復服務 Vocational Rehabilitation Services	衛生間清潔大躍進 A Big Leap in Washroom Cleanliness
為服務使用者提供優化服務 Service Enhancement for Persons in Recovery	新生會大樓長期護理院 New Life Building Long Stay Care Home	多點個人化 多點家 More Individualized Care, More Feel like Home
	屯門長期護理院 Tuen Mun Long Stay Care Home	高資訊站 HD Information Station
	11間過渡期宿舍及2間智障宿舍 11 Halfway Houses & 2 Hostels	復元模式深化應用計劃 Application of Recovery Model





職業安全及健康

去年度職安健計劃的各項措施經已在所有服務單位順利推行，其中重點為提高社會企業店舖及服務的職業安全；新店舖開始運作時，新同事及服務使用者擔任不同的新工作崗位，提高他們的職安健意識，技巧及知識尤為重要；內容主要著重體力處理操作及安全工作環境與程序。除此之外，本會並加強職業康復培訓服務的康復者的工作安全，向他們提供輔助工具及安全設施，以減少因工受傷的事件發生。

另一方面，本會的職業治療師、物理治療師、曾受職安健訓練的員工及職安健工作小組成員，合力承擔職安審核及培訓的工作。除了舉辦培訓工作坊予職員外，我們還邀請了職安健訓練局的專業同工協助不同工種的職安培訓，例如餐飲、零售、場地清潔及辦公室工作等。此外，我們到服務單位進行了多次突擊巡查，以確保同工依計劃推行各項措施。

2012至2013年度，總計有58個單位及工作地點完成年度職安健計劃及審查。是年度有11宗工作受傷紀錄，涉及的意外主要與工作程序有關；機構就此進行了詳細的事後檢討，並制定改善措施，落實執行，以防範於未然。

The Quality Assurance and Continuous Quality Improvement Subcommittee organized the Quality Assurance Seminar on 9 June 2012 for staff where Dr. Serena Cheng of Kowloon Hospital was invited to present "How to live a day – Occupational Lifestyle Redesign in Psychiatric Rehabilitation". She shared her expertise and evidence based practices in applying life style redesign intervention to help PIRs achieve holistic health and a better quality of life. Mr. P.C. Chung and Mr. K.Y. Chan from Kai Shing Management Services Ltd. presented Occupational Health and Safety Assessment Series (OHSAS), mechanisms in risk management, OH&S incident Investigation and reporting as well as the company's pledge to provide a safe and healthy workplace.

During the seminar, service units also presented the various energy saving measures taken in residential homes, sheltered workshops and offices to echo the campaign last year on "Low Carbon Workplace". It was encouraging to note that the total electricity consumption of the Association was reduced by 9% last year. Not only money was saved but more importantly the environment and resources was protected.

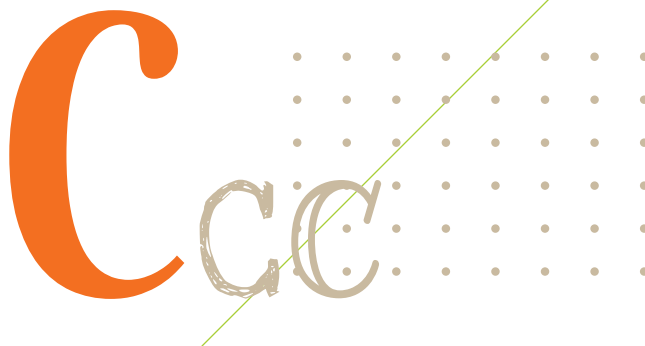
Occupational Safety and Health

A comprehensive Occupational Safety and Health (OSH) plan was implemented in all service units including social enterprises, which was the focus of work this year. With new shops opened and more trainees and staff working in different businesses, it is important to enhance their awareness, knowledge and skills on OSH, especially in the areas of manual lifting and safe work environment and procedures. Besides, work safety of PIRs engaged in various work trades in vocational rehabilitation was also emphasized. Adaptive devices and safety equipment were adopted to prevent injury at work.

Occupational therapists, physiotherapists, OSH working group members and staff with OSH training took up the role of safety inspection and training. Apart from organizing two agency wide training, specialists from Occupational Health and Safety Council were invited to deliver training on safety and precautions in specific work settings such as catering, retailing, cleaning and office work etc. Surprise inspections were also carried out to ensure compliance.

This year, a total of 58 units and work sites had completed OSH year plan and safety inspections. 11 incidents of work related injuries were recorded mainly due to work procedures issues involved. Post incident review and preventive measures were identified and enforced.

“ EMBRACING “EXCEL IN QUALITY” AS OUR CORE VALUE ”



we CARE



SOCIAL INCLUSION &
FULL PARTICIPATION
促進社會共融 推動全面參與



促進社會共融 推動全面參與 SOCIAL INCLUSION & FULL PARTICIPATION

復元與藝術 RECOVERY & ART

藝無疆：新晉展能藝術家大匯展2012

本會3位康復者藝術家——譚敏玲女士、盧業能先生和馬佛山先生——其作品獲選於「藝無疆：新晉展能藝術家大匯展2012」中展出，該展覽於2012年7月13至20日假賽馬會創意藝術中心舉行。盧業能先生創作的《軟陶「紅衫魚」》及譚敏玲女士的作品《貓吃魚？魚吃貓？》並於該項活動的公開組比賽中獲得銅獎。

Cross All Borders: Hong Kong Festival Showcasing New Visual Artists with Disabilities 2012

The artwork of our 3 artists in recovery, Ms. Tam Man Ling, Mr. Lo Yip Nang and Mr. Ma Fat Shan were selected and displayed in the Exhibition held at the Jockey Club Creative Arts Centre for the period of 13-20 July 2012. Mr. Lo Yip Nang's "Clay Golden Threadfin Bream" and Ms. Tam Man Ling's "Cat Eats Fish or Eaten by Fish?" won the 2nd runner-up in the Open Division of the Competition.



盧業能先生的《軟陶「紅衫魚」》
"Clay Golden Threadfin Bream"
by Mr. Lo Yip Nang



譚敏玲女士的「貓吃魚？魚吃貓？」
"Cat Eats Fish or Eaten by Fish?"
by Ms. Tam Man Ling



「藝術330」作品展
"ART330" Exhibition

「藝術330」

獲「Love Ideas ♥ HK集思公益計劃」贊助，一項名為「藝術330」的展覽活動於2012年8月8日至9月3日於太古城中心UA藝廊舉行。展品全為本會康復者的藝術作品，包括手繪自製木樑、感恩倒轉相機、軟陶相架、做多一點點圓形集體畫作等。展覽期間並舉辦了4個正向藝術工作坊及9個藝術交流小組。此計劃希望能透過共融藝術創作，提升康復者、義工及公眾人士的身心靈健康。

「心靈畫者——譚敏玲」

「心靈畫者——譚敏玲」視覺藝術展於2012年8月29日至9月3日假香港藝術中心舉行，譚敏玲女士亦於2012年9月2日閉幕典禮中作出「藝術與復元」的分享。是次展覽有幸邀得香港藝術發展局行政總裁周

“ART330”

Supported by "Love Ideas ♥ Love HK", an exhibition named "ART330" was held at Art Gallery@UA Cityplaza from 8 August to 3 September 2012 to display the artwork created by persons in recovery (PIRs) of mental illness. Exhibits included wooden chairs, reflex cameras, clay photo frames and dots paintings, etc. In addition, 4 art workshops on Positive Psychology and 9 sharing groups were conducted. The project aimed to promote holistic health of PIRs, volunteers and the public through the use of inclusive art.

“The Mind Painter – Tam Man Ling”

"The Mind Painter - Tam Man Ling" Visual Art Exhibition was held at the Hong Kong Arts Centre from 29 August to 3 September 2012 and a sharing on "Art and Recovery" was presented by Ms. Tam Man Ling at the Closing Ceremony held on 2 September 2012. It was an honour to have Mr. Chow Yung Ping, Chief Executive of Hong Kong Arts Development Council, Mrs. Helen Kwok, Chief Social Work Officer (Rehabilitation and Medical Social Services) of Social Welfare Department, Mr. Ricky Yeung, Chairperson of

勇平先生、社會福利署總社會工作主任（康復及醫務社會服務）郭李夢儀女士、社區文化發展中心主席楊秀卓先生及本會行政總裁游秀慧女士擔任主禮嘉賓。

是次展覽以「繪畫—表達所思所感」為主題，敏玲的畫作充份反映她的人生經歷及曾遇到的挑戰。本會為敏玲印製了一本紀念畫冊，記錄了她在不同復元時期的創作，亦闡述藝術如何幫助她走過復元路。

「另眼·相看：賽馬會社會紀實攝影計劃」

兩名康復者盧業能先生及林培德先生獲邀參加「另眼·相看：賽馬會社會紀實攝影計劃」。此計劃是選出35位具不同的社會經濟背景，包括年齡、專業、種族及文化等的說故事人士，讓他們將自己在香港的生活寫照以故事攝影形式表達出來。作品展的開幕禮於2012年10月9日假香港文化中心舉行，而展覽則於2012年10月10日至12月30日在香港4個地區作巡迴展覽。

與中國內地合作的「復元·藝術」才藝交流活動

本會與廣州市民政局精神病院的其中一項合作，是為期兩天的復元與藝術交流活動，於2013年3月21及22日在該院舉行，14名康復者與5名義工，由本會榮譽藝術顧問王廷林先生及同工帶領下，與該院的院友進行藝術互動活動，當中的「形體藝術」及「創意藝術」兩部份均獲得參加者的正面回應。雙方的參加者也很珍惜互相認識和交換的機會，並感到是次嶄新的活動模式令他們經歷了充權的過程。

Centre for Community Cultural Development and Ms. Sania Yau, Chief Executive Officer of the Association as the officiating guests at the Ceremony.

"Draw to Express" was the main theme of the exhibition where Ms. Tam's life experiences and challenges in recovery were well reflected in her paintings. A memorial booklet covering her recovery story through art expression was published and distributed.



「心靈畫者 - 譚敏玲」視覺藝術展覽
"The Mind Painter - Tam Man Ling" Visual Art Exhibition

“Eye to Eye” Jockey Club Social Documentation Project

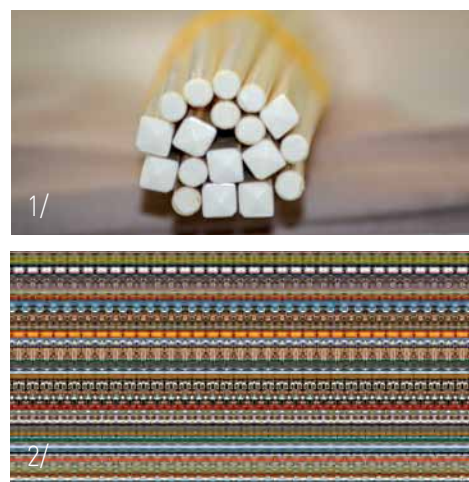
2 of our PIRs, Mr. Lo Yip Nang and Mr. Lam Pui Tak, were invited to participate in the "Eye to Eye: Jockey Club Social Documentation Project". The Project selected 35 story-tellers with diverse socioeconomic background, including age, profession, ethnicity and culture, etc. to present a snap shot of cross-sectional living in Hong Kong through their photo-stories. The Opening Ceremony was held at Hong Kong Cultural Centre on 9 October 2012 while the exhibition was conducted from 10 October to 30 December 2012 in four different districts in Hong Kong.

“Recovery·Art” Exchange Program with the Mainland China

As part of the collaborative project with the Psychiatric Hospital of Guangzhou Civil Affairs Bureau, a two-day exchange program integrating recovery and art was arranged between 21 and 22 March 2013 at the Hospital. 14 PIRs and 5 volunteers, with the facilitation of Mr. Andy Wong, our Honorary Art Consultant and staff, participated in this program. Two sessions on "Dance and Movement" and "Creative Art" were conducted and well received by all the participants. PIRs not only treasured the opportunity to share and exchange with our Mainland counterpart, they also enjoyed this new format of exchange and appreciated the process of empowerment.



於「創意藝術」環節中兩地合力創作的畫作
Paintings created in "Creative Art" session



- 1/ 「朋友多了，能與一群朋友共膳多好，友誼萬歲！」
由林培德先生創作
"Happy to dine with groups of friends. Long lasting friendship!"
by Mr. Lam Pui Tak
- 2/ 盧業能先生將數碼相片代替軟陶創作，以直橫線構思，重覆拼砌出圖案
Similar to Mr. Lo Yip Nang's signature clay work, he collaged a pattern using repetitive digital photos displayed in vertical and horizontal lines

精神健康推廣 PROMOTION OF MENTAL WELLNESS

推廣正向心理學

在過去數年，本會獲香港城市大學應用社會科學系何敏賢教授，在倡議正向心理學的工作上提供持續的支持和專業指導。今年，我們提倡「心理資源」概念，以提升康復者以至社會大眾的精神健康。心理資源包括三大元素 - 「生命力」、「意志力」和「親和力」。為教育公眾有關概念，本會出版了相關的自助手冊，亦在7間安泰軒舉辦公眾教育活動，藉此培養社會大眾在日常生活中的正向心理資源。在計劃進行期間，我們向參加者派發與何教授一起研發的一份12題「華人正向心理資源」問卷，協助參加者確認他們的心理資源，並提出改善建議，從而提升他們的精神健康質素。此外，我們也為葵涌區的居民舉辦講座，介紹這重要的概念。

在2013年，本會臨床心理學家除為安泰軒受情緒困擾的康復者設計和提供了「發揮你所長」治療小組，亦繼續編改有關內容以切合患有較重性的康復者的需要。此外，本會在2013年年初亦開始著手籌備位於屯門安泰軒的正向心理資源中心「健心工房」。職員更參觀了香港懲教署的「健心館」，從中汲取經驗。

Promotion of Positive Psychology

The Association continued to receive the unfailing support and professional guidance from Prof. Samuel Ho of the Department of Applied Social Studies of the City University of Hong Kong in the development of positive psychology initiative in the last few years. This year, we advocated the concept of "psychological resources" to enhance the well-being of persons in recovery (PIRs) and the community. Psychological resources included three factors, namely, vitality, conscientiousness and interpersonal strengths. A self-help booklet was published by the Association to educate the public on these concepts and to cultivate their positive psychological resources in daily life through participating in public education programs organized by The Wellness Centres in 7 districts. In these programs, the 12-item Chinese Positive Psychological Resources Questionnaire was distributed. The questionnaire, co-developed with Prof. Ho, helped people identify their psychological resources and suggested areas which they could work on to enhance their psychological well-being. A talk on introducing this important concept was also delivered to the residents in Kwai Chung district.

In 2013, one treatment group was conducted and a group treatment protocol on "psychological resources" was instrumented by our clinical psychologists for PIRs of mood-related disorders who came from The Wellness Centres. The protocol would be further refined after application to PIRs challenged by severe mental illness. Furthermore, the Association started to prepare the setting up of a positive psychological resources centre at The Wellness Centre (Tuen Mun) since early 2013. Staff from the Association also visited the Psychological Gymnasium of the Hong Kong Correctional Services to learn from their experience.



- 1/ 「心理資源」自助手冊
Self-help booklet on "Psychological Resources"
- 2/ 本會臨床心理學家為葵涌區市民主講關於心理資源的講座
Talk on "Psychological Resources" delivered by our clinical psychologist to residents of Kwai Chung district
- 3/ 在「青少年精神健康指南針」訓練中，青少年正進行正向思考練習
A positive thinking exercise was introduced to the young people in the "Youth Compass" training
- 4/ 透過「樂天達人」的推廣活動，社工喚起學生們對青少年精神健康重要性的關注
Social worker aroused student's attention to the importance of youth mental health in "Mind Easy" promotion program



青少年精神健康教育

「青少年精神健康指南針」

以促進青少年精神健康為目標，由勞工及福利局資助的「青少年精神健康指南針」在2012年7月推出。計劃主要提高青少年在精神健康管理上的知識和技能，提升他們在面對壓力和生活挑戰時的自我意識。透過課堂培訓和工作坊，讓學生認識到身心健康行動計劃(WRAP)、正向心理學及精神疾病知識，計劃舉行了17個班組共383名學生參加。

「樂天達人」

在健康護理及促進基金的支持下，本會聯同香港中文大學心理學系研發首個中文版認知行為治療計劃「樂天達人」。這是一個專為受到輕度抑鬱症或焦慮症的青少年而創設的自助網絡計劃。

該計劃旨在創造一個可持續發展的公共網絡平台，促進青少年精神健康，減低與精神健康問題相關的污名，希望為受到輕度精神困擾的年輕一代，提供一個方便、免費和互動的自助工具，以及提升其應對能力，以達致預防和及早介入、加強正向精神健康意識、改善求助行為的最終目標。該網站並為家庭、教師、青年工作者及健康從業人員提供資源，以支援精神健康照顧工作。

這個認知行為治療網站的主要內容包括循序漸進的指導和網站資訊，還有與抑鬱和焦慮問題相關的遊戲、趣味練習或工作表，當中以例子協助用戶辨識自己的負面思想，並教授抵抗負面的思維模式，從而學習積極思考和回應的技巧。網站還包括一個小測驗，使用戶能夠檢視他們從網絡單元和練習中的所學，而社會資源和相關的鏈接網站亦被列入當中。

本網站並獲得香港中文大學心理學系提供的專業意見，以網上問卷形式進行介入前後評估，運用了「精神健康量表18」、「公眾污名知識」、「認知行為治療量表」、「認知能力清單及壓力量表」去量度介入的成效。參加者和學校對網站也予以正面的回饋。結果顯示，網站可以增強青少年的精神健康知識，促進他們更加注意自己的精神健康狀況，並提升他們尋求專業人士或支援網絡協助的動機。目前，已共有1,993人成為註冊用戶，網站之頁面瀏覽量為20,348。

Youth Mental Health

“Youth Compass”

With the objective to promote youth mental health, one major part of the project “Youth Compass” funded by Labour and Welfare Bureau launched in July 2012 was to improve the knowledge, skills and awareness on mental wellness management among young people when facing stress and life challenges. Classroom trainings and workshops on Wellness Recovery Action Plan (WRAP), positive thinking and mental illness were delivered at schools. There were 17 classes and 383 students participated in the programs.

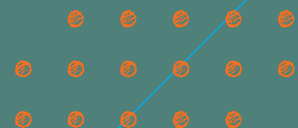
“Mind Easy”

With the support of Health Care and Promotion Fund (HCPF), the Association and the Department of Psychology of The Chinese University of Hong Kong initiated the first Chinese version of web-based cognitive behavioral therapy (WCBT) program “MIND EASY”. It is an innovative web-based self-help program for young people impacted by mild depression or anxiety.

The program aimed to create a sustainable web-based public platform on promoting youth mental health and alleviating stigma associated with mental health problems, hoping to provide a convenient, free and interactive self-help tool and coping skills for prevention of and early intervention on mild mental health problems for the young generation, with the ultimate goal to enhance the awareness on positive mental health and improve the help-seeking behavior towards mental health problems among young people. The website also provided resources for families, teachers, youth workers and mental health practitioners in rendering self-help support for mental health care.

The major parts of the WCBT contents included step-by-step guidance and information of WCBT, games about the perception of depression and anxiety, fun exercises or worksheets, examples to help users identify their negative thoughts, methods on how to dispute unhelpful thinking patterns and to learn new skills to think and respond positively. It also included a quiz that allowed the users to check out what they had learnt from the modules and exercises, as well as the community resources and useful links were included in the website.

With the professional advice from the Department of Psychology of The Chinese University of Hong Kong, a pre-post assessment with online questionnaires using “Mental Health Inventory-18”, “Public Stigma Scale”, “CBT Literacy”, “Cognitive Checklist” and “Perceived Stress Scale” were designed to measure the outcomes. Feedback from the participants and schools were positive. The results indicated that the website could enhance the mental health literacy among young people, facilitate them to be more alert of their mental health status and increase their motivation to seek help from helping professionals or their own supportive network. A total of 1,993 user logins and 20,348 page views were recorded.



反污名與社會共融 ANTI-STIGMA & SOCIAL INCLUSION

「轉『態』行動」

本會今年推出大型公眾教育項目「轉『態』行動」，旨在提升市民的精神健康意識。我們很榮幸邀得藝人張達明先生、精神科專科醫生曾繁光醫生及 Mr. Vivek Mahbubani 成為「轉『態』行動」大使，並於2012年10月至11月在報章、港鐵站及巴士站推出4個平面廣告，發放不同的精神健康資訊，希望讓市民明白精神健康是所有人切身的課題。

此外，我們為「轉『態』行動」開設Facebook專頁及製作兩段短片，並於中環、銅鑼灣、旺角、尖沙咀等鬧市派發「轉『態』行動」小冊子及八達通套。在本會屬下7間精神健康綜合社區中心的支持下，我們於不同地區展出「轉『態』行動」攤位，向社區人士推廣精神健康。

“Ready-to-Change” Mental Health Education Campaign

The Association launched the mass public education campaign “Ready to Change” this year with an aim to promote public awareness of mental health. We were honoured to have Mr. Cheung Tat Ming, Dr. Tsang Fan Kwong and Mr. Vivek Mahbubani to be the campaign ambassadors. A series of 4 printed advertisements were launched to deliver messages of “mental health is everybody’s business”, as well as the facts and figures of mental illnesses. The advertisements were launched on newspaper, MTR stations and bus stop shelters from October to November 2012.



To echo the Campaign, a Facebook page and 2 videos were produced to promote the Campaign. “Ready to Change” booklets and octopus holders were also distributed in busy districts such as Central, Causeway Bay, Mongkok, Tsim Sha Tsui, etc. With the support of our Integrated Community Centres for Mental Wellness in 7 districts, “Ready to Change” exhibition booths were also displayed to promote the awareness of mental health among local communities.



1/ 「轉『態』行動」的平面廣告系列，提高市民的精神健康意識
A series of printed advertisements to promote public awareness of mental health

2/ 「轉『態』行動」小冊子及八達通套
“Ready to Change” booklet and octopus holders

3/ 曾繁光醫生及Mr. Vivek Mahbubani於「轉『態』行動」宣傳短片中擔綱演出
Dr. Tsang Fan Kwong and Mr. Vivek Mahbubani were actors in the promotional videos

4/ 「轉『態』行動」社區攤位
“Ready to Change” exhibition booths in local communities

「一人一故事」康復者口述歷史戲劇計劃

獲健康護理及促進基金贊助，本會於2012年6月與香港中文大學及中英劇團攜手開展了一項反污名活動——「一人一故事」康復者口述歷史戲劇計劃，旨在消除青少年對精神病康復者的誤解和歧視，以及培養他們對康復者正面的想法和態度。

計劃以「口述歷史」和「戲劇教育」為理念，在2012年7月至8月期間邀請了15位精神病康復者分享他們在治療和復元路途上的掙扎、經歷和得著，並按此撰寫了一話劇劇本講述康復者的復元經歷。

2012年9月至2013年5月期間，21位康復者——話劇表演的「新人」——接受了共30課的戲劇培訓工作坊，排練一齣名為「心織·行」的話劇，並於2013年5月9日至11日假葵青劇院黑盒劇場公開演出，獲逾560位社區人士及中學生出席欣賞。演出活動邀請了社會福利署荃灣及葵青區福利專員林定楓先生及中英劇團藝術總監古天農先生擔任嘉賓，而古天農先生、該劇導演陳楚鍵先生、本會行政總裁游秀慧女士及康復者葉先生更在演出後分享他們的得著和反思。透過話劇演出，展示了康復者的能耐、抗逆力和公開表演的勇氣，在場的觀眾都深受感動。計劃除增加了康復者的舞台經驗外，也讓我們見證他們在自信心和個人成長的提升。是次演出獲得非常正面和令人鼓舞的反饋，年輕一輩的觀眾更表示這齣話劇能有助提升他們對康復者的理解和接納。

話劇計劃並將前赴參與學校舉行工作坊，以進一步提升年青人對精神病的認識，消除他們對精神病的誤解，同時進行一項有關反污名的研究。另外，計劃亦會在2013年年底出版書籍，以記錄是項計劃及精神病康復者的復元故事。

In Our Own Stories

With the funding support from the Health Care and Promotion Fund, we collaborated with The Chinese University of Hong Kong and Chung Ying Theatre Company to launch an 18-month stigma reduction project "In Our Own Stories" since June 2012. The project aimed to reduce stigma and to cultivate a positive attitude towards PIRs especially among young people.

Adopted "Oral History" and "Theatre in Education" as our theoretical framework, 15 individual interviews were conducted to collect the personal testimonies of these PIRs during July and August 2012. Based on their life stories, a drama script describing their personal struggles, experiences in the treatment process and reflection during the journey of recovery was developed.

After participated in 30 training workshops between September 2012 and May 2013, 21 PIRs who were all "freshmen" to drama performance, performed four drama performances titled "Recovery Montage" in the Black Box Theatre of Kwai Tsing Theatre during 9-11 May 2013. More than 560 community members and secondary schools students participated. Mr. Lam Ding Fung, District Social Welfare Officer of Tsuen Wan & Kwai Tsing, and Mr. Ko Tin Lung, Artistic Director of Chung Ying Theatre Company were invited as the honorable guests. Mr. Ko Tin Lung, Mr. Chan Cho Kin, the Show Director and Ms. Sania Yau, our Chief Executive Officer and Mr. Yip, a PIR, held a debriefing session shared their insights and reflection after the performance. The drama portrayed the strengths and resilience of PIRs. Their stories and courage to act publicly inspired and touched the heart of every audience. We also witnessed PIRs' growth in theatrical experience, self-confidence and personal development. The performance received very positive and encouraging feedback especially among the young audiences who acknowledged their gains on understanding and acceptance towards PIRs.

Post drama workshops to further demystify mental illness and to promote a positive attitude towards people with mental illness as well as a research study on stigma reduction would be conducted in these participating schools. A book documenting the recovery stories of PIRs would be published by the end of 2013.



「一人一故事」康復者口述歷史戲劇表演
In Our Own Stories – Drama performance



劇後分享
Sharing Session after the drama performance

「青少年精神健康指南針」2012/2013 — 反污名活動

由勞工及福利局資助的「青少年精神健康指南針」，是回應及推動反污名和社區融合的活動計劃。透過共融藝術活動，青少年學習精神健康的知識與與康復者的溝通技巧。活動完結後，分別有92.5%和96%的青少年表示增加了對康復者的了解和接納，效果令人鼓舞。此外，康復者參加了說故事小組，透過公開演講培訓，建立了他們的自信心，並重整了他們的復元故事，從而認識到自己的長處和優勢。康復者的復元故事，展示了他們在面對生活挑戰時的勇氣和毅力，青少年們亦從中得到鼓勵。事實上，所有康復者認為活動提升了他們的正面形象，證實了反污名活動對青少年及康復者皆有正面的果效。活動完結後，青少年們整理了當中的經驗，透過舉辦展覽、分享會和戲劇等，在學校進一步宣揚反污名的訊息。

「青少年精神健康指南針」共融藝術活動之參與
Participation of Inclusive Art Programs of "Youth Compass"

工作坊 Workshop	班組數目 No. of class	參加者數目 No. of participant
深遠行 J-Walk	6	108
展覽 Exhibition	6	1,080
與你One Day Touch One Day Touch with PIRs	4	29
校園分享會 / 戲劇 Sharing session / Drama in school	4	524
說故事小組 (康復者) Story telling group for PIRs	1 (3節sessions)	11

躍動新國度

「舞蹈躍動」是適合任何人士的活動，透過非語言溝通，參與者能在愉快和輕鬆的氣氛中促進彼此的社交互動。於2013年1月在東涌天主教學校舉辦了「舞蹈躍動」活動，當中有180位中一學生及30位康復者和義工一起參與。他們運用身體語言和舞蹈來表達自己。此外，康復者與同學們分享了他們的復元故事，並鼓勵同學要勇敢面對生活的挑戰，而同學亦繪製了蝴蝶並寫上支持的語句來表達對康復者的祝福。

拉闊影像聲

「拉闊影像聲」在社會共融活動中是一種有效促進參加者互動的手法，參加者運用照片來表述自己的想法和表達情感。我們為3間中學及香港警察學校舉辦了「拉闊影像聲」活動，共130位參加者及24名康復者參加。參加者和康復者學習彼此尊重和溝通，是項活動實能有效減低公眾污名。

"Youth Compass" 2012/2013 – Anti-stigma Programs

The "Youth Compass" funded by Labour and Welfare Bureau echoed the importance to promote anti-stigma and re-integration. Social inclusive arts programs were launched and through interactive and experiential activities, young people learned the knowledge of mental health and communication skills in relating with PIRs. The outcomes were encouraging with 92.5% and 96% of the young people reported increased understanding and acceptance toward PIRs respectively after participating in the inclusive art programs. Moreover, PIRs joined the "Story Telling" group to build up their self-confidence through public speaking training, to consolidate their recovery stories as well as to recognize their strengths. Their stories demonstrated their courage and resilience in coping with their challenging lives. The young people were also encouraged by the recovery stories of the PIRs. All the PIRs attended this project found that their positive image was enhanced by the programs. The anti-stigma programs had benefited both the young participants and the PIRs. After the programs, the students consolidated their experiences by organizing exhibition, sharing session and drama in schools which further expanded the anti-stigma message in their schools.

Dance & Movement

Dance & Movement is suitable for all walks of life to facilitate social interaction in an enjoyable and relaxing atmosphere through non-verbal communication. A Dance & Movement program was organized in Tung Chung Catholic School in January 2013 for 180 Form One students to interact with 30 PIRs and volunteers. Body language and dance were the media to express themselves. Besides, PIRs shared their recovery stories with the students and encouraged them to be courageous in facing life challenges. Students in turn gave their blessings to the PIRs by drawing butterflies and writing supportive messages to them.



青少年與康復者透過藝術活動互相溝通
Young people and PIRs interacted with each other through art activities



同學和康復者一起在愉快和輕鬆的氣氛下起舞
Students and PIRs danced together in a relaxing and joyful atmosphere

Photo-voice

Photo-voice is an effective means to facilitate interaction in the social inclusion program in which participants would narrate their thoughts and expressed their feelings through the photos they took. The program was conducted in 3 secondary schools and Hong Kong Police College with a total of 130 participants including 24 PIRs. Through the activity, the participants learned how to respect and communicate with each other. Significant reduction of public stigma was found in these programs.

愛心罐香港

本會獲邀參加由「小寶慈善基金」主辦的「愛心罐香港」慈善活動，旨在為有需要的弱勢社群募集食物罐頭。活動以「傳遞希望」為主題，參與機構須籌募善款購買食物罐頭，然後砌成大型的罐頭雕塑。在同事、康復者及家屬的慷慨支持下，本會成功籌得20,000元購買了2,200罐罐頭，並於2012年11月10日由10位職員及親友砌成一個高逾7尺的「聖誕老人」於商場展出。活動完結後，所有罐頭由主辦機構送弱勢社群。



10位本會義工參與罐頭雕塑製作
10 volunteers from the Association
took part in the Canstruction Hong
Kong Competition

無線電視《愛·回家》演員探訪新生會大樓長期護理院

無線電視處境劇《愛·回家》14名主要演員包括劉丹先生、徐榮先生、黎諾懿先生、郭少芸小姐等，於2012年8月18日探訪新生會大樓長期護理院，與院友一同參與「裝身跳舞」遊戲及競食遊戲，藉此推廣社會共融，是次活動為所有參加者帶來愉快又充滿意義的時光。



Canstruction Hong Kong

The Association was invited to join the charity event "Canstruction Hong Kong" organized by Bo Foundation which aimed at soliciting canned food to be distributed to disadvantaged people. With a theme of "Bringing forward Hope", participating organizations were responsible for raising fund to buy canned food, designing and building a sculpture with the cans. The Association had successfully raised over \$20,000 from staff, PIRs and their family members. The money was spent on ordering 2,200 pieces of canned food for 10 of our staff and their family members to participate in a competition to build a 7-foot tall Santa Claus sculpture on 10 November 2012. The sculpture was exhibited in the shopping centre and all the canned food was distributed to the disadvantaged people by the organizer after the event.

Visit by TVB Actors of "Come Home Love"

14 actors of TVB drama episode "Come Home Love" led by Mr. Lau Dan, Mr. Tsui Wing, Mr. Chris Lai and Ms. Florence Kwok visited New Life Long Stay Care Home on 18 August 2012. To promote the message of building an inclusive society, the group played a "dress and dance" game and held an eating contest engaging our PIRs. All participants shared enjoyable and meaningful moments together.

國際獅子總會中國港澳303區青年獅子區會舉辦共融活動

中國港澳303區青年獅子區會的青年領袖，於2013年6月29日為本會15位康復者及該會的13位青年義工舉辦了一次共融活動，透過以T恤繪畫藝術創作，增進彼此的了解和接納。本會康復者代表更獲邀出席是項共融活動計劃「長征」的閉幕禮，並與在場的參加者分享其康復的心路歷程。

Inclusive Program by Leo District 303 Hong Kong & Macao, China

15 PIRs and 13 youth volunteers from Leo District 303 Hong Kong & Macao joined the Art Jam of T-shirt painting organized by the Leo leaders on 29 June 2013 to enhance mutual understanding and acceptance. Representatives of PIRs also attended the closing ceremony of the project to receive appreciation and shared their experiences on the journey of recovery.



「元州三十」暨倡導精神健康政策起動日

為就「元州事件」三十週年作出正面的反思，並聚集持份者共同倡導政府就香港精神健康政策作出檢討，業界於2012年6月24日舉行了「元州三十」暨倡導精神健康政策起動日，共有500位參加者出席。本會為參與團體之一。

"Un Chau 30" – 30th Anniversary of Un Chau Street Memorial Event

To arouse a positive reflection on the 30th Anniversary of Un Chau Street Tragedy and to gather the stakeholders to advocate to the government on the need to review the mental health policy in Hong Kong, a kick off event "Advocate and Review Mental Health Policy in Hong Kong" was held on 24 June 2012 attended by 500 participants. The Association was one of the participating organizations.

2012年精神健康月

為推廣精神健康及社區對精神病康復者的支持，是年度的精神健康月於2012年10月7日在維多利亞公園舉辦了開幕典禮暨「撐你行」步行活動揭開序幕，當天得到逾2,000名公眾人士出席參加。2012年精神健康月的整體活動並包括一項探討香港精神健康狀況的調查及新聞發佈會發表有關調查報告；此外，並舉辦「智Fit精神健康計劃」比賽，向學校及公眾人士推廣精神健康訊息。本會為是次中央活動開幕典禮及步行活動的統籌單位。

義務工作發展

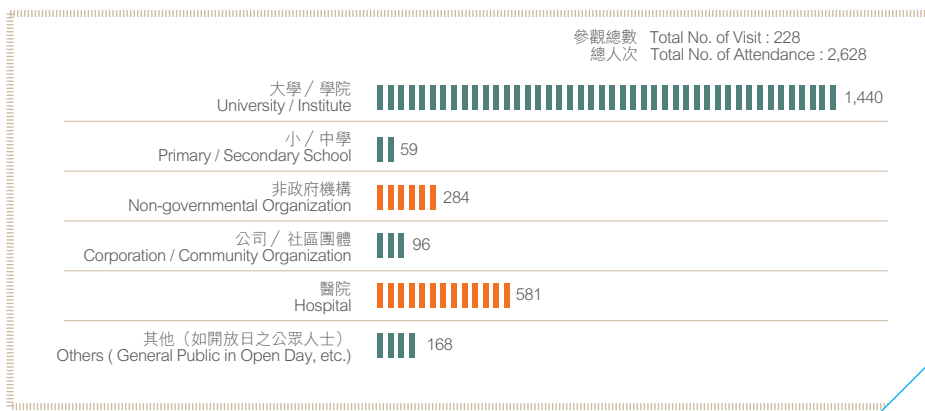
義工是寶貴的人力資源，持續發展和肯定義務工作是必要的。為促進義工的成長，本會於2012年5月舉辦了義工培訓，讓他們學習正向心理學、認識精神病及與康復者溝通的技巧，共34位義工參加。年度內共有343名義工在本會提供4,730小時服務，當中包括探訪康復者、協助街展及嘉年華、宣揚精神健康訊息等。

來年，義工培訓將以復元概念及正向心理學為主題，而為了發展義工的潛能及凝聚力，我們亦將推出義工交流活動及義工嘉許計劃，發展義工管理系統，以進一步整合促進義工服務的發展。

教育性參觀

是年度會方安排了228次共2,628人次到本會參觀；參觀者主要為大學學生、社會工作者、精神健康服務人員、醫療及輔助醫療專業包括護士、職業治療師等，並有照顧者、精神病康復者及院友等。參觀的目的主要為對社區精神健康服務加深了解、擴闊視野、交流及培訓等。機構會為參觀團體特設合適的活動形式，以分享機構以復元為本的服務和工作經驗，康復者並協助帶領參觀。未來，本會的參觀活動將會以更互動的形式推行，從而促進參觀者與康復者的共融和了解。

2012至2013年度教育性參觀 Educational Visit 2012/2013



Mental Health Month 2012

To promote mental wellness and community support towards PIRs, the campaign was kicked off with an Opening Ceremony held on 7 October 2012 at Victoria Park, followed by a Mental Health Walk participated by more than 2,000 people. The Campaign also comprised a survey and a press conference that released the updated findings on the mental health situation of Hong Kong and a mental health program design competition to promote the messages to schools and the general public. The Association coordinated the central activities of the ceremony and the Walk.



Volunteer Development

Volunteers are valuable human resources that requires recognition and on-going development. With a view to promote the growth of volunteers, volunteer training workshops were held in May 2012 with 34 volunteers participated. During the training, they learned about the topics on positive psychology, understanding of mental illness and communication with PIRs. This year, 343 volunteers provided 4,730 hours of service in the Association. The services included visiting the PIRs, supporting the road shows and carnival programs, promoting mental health message to the community, etc.

In the coming year, volunteer training on recovery and positive psychology, volunteer sharing programs and volunteer recognition scheme would be launched to build up volunteer's capacity and cohesion. At the same time, we would develop management systems to support the growth of volunteer in the organization.



Educational Visits

The Association received a total of 228 educational visits and 2,628 visitors this year who were mainly university students, social workers, mental health related workers, medical and para-medical professionals including nurses, occupational therapists, as well as caregivers, hospital patients and PIRs. They came with the aim to receive training and for exposure, exchange and orientation. We would tailor different programs through various means to share our recovery-oriented practice. Sometimes, PIRs were invited to act as co-facilitator in these visits. In the years to come, more interactive programs between the visitors and PIRs would be incorporated in the visits.





New Life

Psychiatric Rehabilitation Association

新生精神康復會

總辦事處
Head Office

香港九龍南昌街332號
332 Nam Cheong Street, Kowloon, Hong Kong
電話 Tel: (852) 2332 4343
傳真 Fax: (852) 2770 9345
電郵 Email: ho@nlpra.org.hk
網址 Website: www.nlpra.org.hk



MIX
Paper from
responsible sources
FSC® C001689