

we CARE



PARTNERSHIP &
SOCIAL INVOLVEMENT

夥伴合作 參與社會

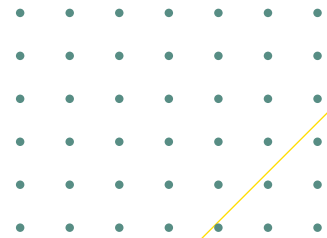


夥伴合作 參與社會 PARTNERSHIP & SOCIAL INVOLVEMENT

企業夥伴協作 PARTNERSHIP WITH CORPORATIONS

我們衷心感謝45間企業及機構，在今年透過捐款、義工服務、知識及技巧傳授、業務合作等不同範疇對本會作出支持，不但令精神病康復者受惠，更讓企業及機構實踐企業社會責任，締造雙贏。2012年，本會不單獲得企業的慷慨捐款，並有超過300位企業員工參與我們的義務工作。

This year, we were thankful to have received the generous support from 45 corporations and organizations through donation, volunteering, knowledge & skills transfer and business collaboration. The partnership was mutually benefiting both ends as it created a synergy that had greatly benefited our persons in recovery (PIRs) of mental illness and served as a platform that enabled our partners to achieve corporate social responsibility through meaningful endeavours. Generous donations were received and over 300 corporate volunteers were recorded.



由東亞銀行義工製作的精美路牌
Pretty post signs created by BEA volunteers

東亞銀行

32名東亞銀行義工於2012年11月到訪新生農場。他們發揮創意，為農場製作精美的路牌及翻新石肩，大大改善農場的環境和設施。

Bank of East Asia

32 volunteers from the Bank of East Asia (BEA) visited New Life Farm in November 2012. The group helped beautifying the Farm by demonstrating their creativity in making new sign posts and painting the road side. Their contribution had greatly enhanced the environment and the facilities of the Farm.

葛蘭素史克

我們有幸獲得葛蘭素史克成為本會精神健康公眾教育工作的重要夥伴，贊助出版未來一年的《新生資訊》，此外，葛蘭素史克亦將與本會合辦精神健康講座，向市民大眾推廣有關精神病的知識。

GlaxoSmithKline

We are pleased to have GlaxoSmithKline (GSK) as one of our major partners in mental health public education. Apart from sponsoring the publication of the Association's Newsletter for the coming year, GSK would also join hands with the Association to organize mental health talks to promote the understanding of mental illness among the general public.



本會參與香港洲際酒店「綠色日」
Participated in the Green Day at ICHK

香港洲際酒店

香港洲際酒店在過去一年透過不同的項目及計劃繼續鼎力支持本會。該酒店參予了廚餘回收合作計劃，將廚餘捐給新生農場作有機堆肥，並邀請本會出席2013年4月舉行之綠色日，介紹本會各項綠色行動。此外，該酒店於2012年12月透過銷售聖誕禮籃及康復者製作之手工曲奇，成功為本會籌得198,075.90元。與此同時，香港洲際酒店共聘用了7名本會輔助就業服務之康復者於酒店工作。另外，酒店亦將善心推廣至其他弱勢社群，於2013年2月26日在竹園綜合培訓中心為100名參加了食物分享計劃之長者提供自助形式的午餐。當天，共有38名酒店主廚及義工在現場煮食，他們亦準備了表演項目、遊戲及福袋與一眾長者分享愛與關懷。參加者一同渡過了溫馨而難忘的時刻。

匯豐銀行

2012年7月28日，匯豐銀行與本會葵涌區單位合辦義工探訪活動。23名匯豐銀行義工到訪安泰軒（葵涌）及葵盛工場，了解本會的服務及運作，然後到訪石籬宿舍，與舍友一同進行共融藝術活動及享用茶點。所有匯豐銀行義工和石籬宿舍舍友都對活動讚賞有嘉。



香港洲際酒店主廚及義工在竹園綜合培訓中心為百名長者提供免費午餐自助餐
Lunch service for 100 elderly at Chuk Yuen Integrated Work Centre by Chef and volunteers from InterContinental Hong Kong

InterContinental Hong Kong

InterContinental Hong Kong (ICHK) continued to support the Association through various projects and programs this year. ICHK participated in the food waste donation program by giving out the hotel's food waste to New Life Farm for compost making and invited the Association to present our green initiatives in their Green Day in April 2013. Besides, ICHK raised fund of \$198,075.90 for the Association through charity sales of Christmas hampers and cookies produced by PIRs in December 2012. Furthermore, ICHK had been employing 7 PIRs referred by our Supported Employment Service to work in the Hotel. Furthermore, the Hotel had further extended their gracious concern to other disadvantaged groups through preparing a lunch buffet to 100 elderly who were the beneficiaries of the Food Sharing Program in Chuk Yuen Integrated Work Centre on 26 February 2013. On that day, 38 chefs and volunteer staff not only cooked the meal on site, they had also put together performances, games and a fortune gift pack sharing their care and love to these seniors. The participants enjoyed a warm and memorable time together.

HSBC

HSBC and the Association jointly organized a HSBC Volunteer Visit to our service units in Kwai Chung district on 28 July 2012. 23 HSBC volunteers visited The Wellness Centre (Kwai Chung) and Kwai Shing Sheltered Workshop to learn more about of our services and their daily operation. The group then participated in an inclusive art program and a tea party engaging the residents in Shek Lei Halfway House. Both parties found the event enjoyable, meaningful and energizing.



匯豐銀行義工與石籬宿舍舍友合力繪出精美畫作
A painting jointly created by HSBC volunteers and residents of Shek Lei Halfway House

怡和集團

思健10週年歡慶

游秀慧女士和曾參與思健項目的職員，以及51位康復者應邀出席2012年7月14日舉行的思健10週年慶祝晚宴，一同分享思健在推動精神健康工作的成果和貢獻。

Jardine Matheson Group

Celebrating the 10th Anniversary of MINDSET

Ms. Sania Yau, staff involved in various MINDSET projects as well as 51 PIRs were invited to attend the 10th Anniversary Celebration Dinner on 14 July 2012 to share the joy of MINDSET's achievements and contributions to mental health.



- 1/ 本會獲思健撥款營運的住宿服務「思健園」及該舍舍友的故事，亦於思健10週年的紀念特刊內刊載。
MINDSET Place, a residential service funded by MINDSET and some of the residents' stories were documented in the memorial booklet.
- 2/ 怡和大使為本會零售業的社企訓練員及同工組織到宜家家居參觀 IKEA visit organized by JAs for the trainees and staff of social enterprises in retail business

鼠戰中環2012

一如往年，思健邀請本會康復者參加「鼠戰中環2012」活動，本會連續三年蟬聯「至FUN社福機構啦啦隊獎」。

Rat Race 2012

This year, PIRs continued to participate in the annual CENTRAL Rat Race 2012 where we won the "Best Costume NGO Cheering Team Award" for the third consecutive year.

思健活動

怡和親善大使繼續為本會的康復者舉辦不同的活動，包括2012年5月的農耕共融活動，19位康復者與其職員齊齊動手當農務；於2013年11月為本會社會企業的18位訓練員及同工策劃一次宜家家居參觀，以提高對零售業務的知識與體驗。此外，康復者亦組隊參加了2013年3月的「齊步上怡廈」，分享參與慈善活動的喜悅。

MINDSET Activities

Jardine Ambassadors (JAs) organized a social inclusion program through farming activity with 19 PIRs and their staff in May 2012 and planned an IKEA orientation visit for 18 trainees and staff of social enterprises in November 2012 to widen their knowledge and exposure in retail business. Furthermore, PIRs formed a team to join the Walk Up Jardine House held in March 2013.



於「鼠戰中環2012」中趣緻的服飾吸引傳媒採訪和拍攝
Beautiful costume attracted media's attention and photo shooting at Rat Race 2012

思健園舍友參加「齊步上怡廈」活動
MINDSET Place residents participated in the Walk Up Jardine House event

嘉里控股有限公司

嘉里控股有限公司慷慨捐出800,000元贊助本會社企的康復者訓練津貼，同時亦贊助123,000元以支持弱勢社群及學生參加本會社企舉辦之創意工作坊及生態旅遊活動。此外，嘉里控股有限公司亦透過組織企業義工活動，購買本會產品及服務等支持本會。

娛藝院線

娛藝院線於太古城中心及朗豪坊開設「這兒新活概念店」，並邀請本會成為長期供應商之一，售賣由本會康復者製作的紅白藍及其他手工藝產品，展示他們的工作能力。此外，娛藝院線亦於2012年4月假旗下一太古城中心影院藝廊與本會合辦展覽，展出康復者及其家屬的藝術作品，讓市民認識康復者的才能，推動社會共融。

聯合包裹運送服務公司

多年來，聯合包裹運送服務公司一直透過贊助及義工服務支持本會的工作。2012年，由聯合包裹運送服務公司贊助的新生農場園藝治療活動室進行了改建工程。該公司超過100名義工於10月6日到訪新生農場，為活動室舉行揭幕儀式，並攜手美化活動室，為本會的康復者提供園藝治療活動。

日經日本語學校

2013年1月13日的日經新生慈善會話日，已是本會與長期合作夥伴日經日本語學校連續第5年舉辦的活動。本會的社會企業及庇護工場於場地設立了銷售及DIY活動攤位，讓學生透過進行銷售活動練習日語。活動得到約120位師生及學校職員擔任義工，並獲得學校捐款131,313.13元，謹此致謝。

Kerry Holdings Limited

Kerry Holdings Ltd. generously donated \$800,000.00 to sponsor the training allowance of PIRs who attended training in our social enterprises and another \$123,000.00 to support the underprivileged groups & students to attend creative workshops & eco-tourism organized by our social enterprises. Apart from donation and sponsorship, Kerry Holdings Ltd. also supported the Association in numerous ways including organizing corporate volunteer activities, purchasing the products and services provided by PIRs.

UA Cinema

The Association was invited by UA Cinema as one of the long-term suppliers of their newly opened lifestyle concept shop "Zheer" at Tai Koo Shing and Langham Place. It was a valuable opportunity to promote the rwb and handcraft products made by people in recovery to demonstrate their abilities and productivity in large shopping malls. Moreover, an exhibition showcased the art pieces created by people in recovery and their families were also held in the Art Gallery in UA Cinema (Tai Koo Shing) in April 2012 advocated their talents and social inclusion.

UPS

UPS has been demonstrating their staunch support to the Association for many years through sponsorship and volunteer services. Subsequent to the completion of renovation of the Horticultural Therapy Activity Room in New Life Farm sponsored by them, over 100 UPS volunteers visited the farm and helped with the decoration works on 6 October 2012. As well, the activity room was officially opened on the same day.

Nikkei Japanese Language School

It was the 5th consecutive year of the school, our long-term partner, to hold the Nikkei New Life Charity Conversation Day 2013 on 13 January 2013. Sales and DIY activity booths were set up by our social enterprises and sheltered workshops for the students to practice Japanese. Around 120 students, teachers and staff volunteered in the event. The Association received the school's donation of \$131,313.13 with gratitude and appreciation.



日經新生慈善會話日已是第5年連續舉行
It was the 5th year of the Nikkei New Life Charity Conversation Day held



嘉里控股有限公司企業社會責任唐嘉穗小姐到訪本會
Ms. Charlotte Tong, Corporate Social Responsibility, Kerry Holdings Limited visited the Association



聯合包裹運送服務公司義工隊超過100人舉行新生農場義工日
Over 100 UPS volunteers took part in the volunteer day at New Life Farm

合作夥伴及同業之參訪

本會為得到本地及海外同業來訪而感到榮幸並表示感謝，當中包括香港賽馬會遴選會員於2012年11月12日到訪新生農場、嘉里控股有限公司的高層於2012年7月31日參觀本會總部、市區重建局的行政總監、執行董事及企業傳訊總監於2012年8月9日參訪本會新生會大樓及雙方合作發展的紅白藍330。

此外，本會非常重視與同業交流知識和分享經驗的機會，包括於2012年6月4日與衛生署衛生防護中心的6位人員就精神健康推廣與預防作出交流、2012年9月10日與香港大學人文醫學中心分享運作社會企業的經驗，以及香港展能藝術會的主席與高層人員於2013年3月4日參訪本會以交流本會復元藝術發展。

社會福利署助理署長（康復及醫務社會服務）林嘉泰先生於2012年7月19日參訪安泰軒（天水圍）；社會福利署津貼助理署長郭志良先生及其職員團隊於2012年9月20日到訪。

為更了解老齡康復者的職業培訓需要，由社會福利署康復及醫務社會服務所統籌，康復服務使用者老齡化工作小組於2012年4月10日到本會葵盛庇護工場及其工作延展計劃參觀。

此外，本會亦應邀分別為九龍城區議會及大窩口邨互助委員會安排參觀安泰軒（天水圍），為對在社區設立精神健康綜合社區中心各項問題作出了解。

Visit by Partners & Counterparts

The Association was honored and gratified in receiving visitors from both local and abroad, including the voting members of Hong Kong Jockey Club who visited New Life Farm on 12 November 2012, senior management of Kerry Holdings Limited visited the Association on 31 July 2012 as well as the Managing Director, Executive Director and Director of Corporate Communications of Urban Renewal Authority visited the Association including the collaborated project rwb330 on 9 August 2012.

Furthermore, we highly valued the opportunity to exchange and share our knowledge and experience with our counterparts, including 6 staff from the Centre for Health Protection of the Department of Health on 4 June 2012 to exchange on mental health promotion and prevention, the Centre for Humanities and Medicine & ExCEL3 Project of The Hong Kong University also made a visit to the organization on 10 September 2012, as well, the Chairperson together with senior management of the Arts with the Disabled Association (ADA) Hong Kong arranged a visit at the Association on 4 March 2013.

Mr. Lam Ka Tai, the Assistant Director (Rehabilitation & Medical Social Service) visited The Wellness Centre (Tin Shui Wai) on 19 July 2012. Mr. Kok Che Leung, Assistant Director of the Subvention Section and his team paid a visit on 20 September 2012.

To better understand the vocational training needs of the ageing PIRs, the Task Group on Ageing of Users of Rehabilitation Services, coordinated by the Rehabilitation and Medical Social Services of the Social Welfare Department, visited our Kwai Shing Sheltered Workshop and the Work Extension Program on 10 April 2012.

A visit was arranged for the Council Members of Kowloon City District Council to The Wellness Centre (Tin Shui Wai) in April 2012 and Estate Management Advisory Committee (EMAC) of Tai Wo Hau Estate to New Life Farm and The Wellness Centre (Tin Shui Wai) to get to know more on the setting up of Integrated Community Centre for Mental Wellness in their district.



香港賽馬會遴選會員到訪新生農場
Voting Members of Hong Kong Jockey Club visited New Life Farm



2012年8月1日，香港特別行政區林鄭月娥司長、勞工及福利局張建宗局長，以及扶貧委員會多位委員到訪本會位於天水圍的安泰軒，並與我們的康復者與照顧者會面，討論天水圍區居民面對的生活問題，交流正面並具建設性。

Mrs. Carrie Lam, Chief Secretary for Administration, Mr. Matthew Cheung, Secretary for Labour and Welfare, and members of Commission on Poverty visited The Wellness Centre (Tin Shui Wai) on 1 August 2012. They met and discussed with PIRs and caregivers on the concerns of the local residents. The exchange was positive and constructive.

2012/2013年度「商界展關懷」計劃

35間由本會於2011/2012年度「商界展關懷」計劃成功提名的公司及機構，於2012/2013年度「商界展關懷」計劃中再次獲得嘉許。該35間公司及機構為漁農自然護理署、近利（香港）有限公司、置富資產管理有限公司 - 置富第一城、樂蒼、置富資產管理有限公司 - 凱帆蒼、置富資產管理有限公司 - 銀禧蒼、置富資產管理有限公司 - 馬鞍山廣場、置富資產管理有限公司 - 都會駅、雅仕維廣告媒體有限公司、香港作曲家及作詞家協會、美國禮來亞洲公司、藝廊有限公司、埃克森美孚香港有限公司、高衛物業管理有限公司、Goodwell-Prosperity Property Services Ltd.、置地公司、學勤士培訓及教育集團有限公司、香港洲際酒店、國際管理協會、南盈物業管理有限公司、怡和集團、啟勝管理服務有限公司、啟勝管理服務有限公司（環球貿易廣場）、啟勝管理服務有限公司 - 康田苑服務處、奇華餅家有限公司、連卡佛（香港）有限公司、德國漢莎膳食服務（中國）有限公司、日經日本語學校有限公司、電能實業有限公司、星光實業有限公司、兆興化學用品有限公司、新恆基國際物業管理有限公司、盈峰翠邸管理有限公司、TNT Production Ltd.、聯合包裹運送服務公司及富城物業管理有限公司 - 君頤峰。

本會於2012/2013年度「商界展關懷」計劃中，首次提名聯記號有限公司及澳大利亞電訊國際集團，兩間企業均成功獲得嘉許。我們衷心感謝上述公司及機構一直以來的支持，並熱切期待未來攜手開創更多合作項目。

Caring Company 2012/2013

35 caring companies and organizations nominated by the Association in the Caring Company Scheme 2011/2012 were awarded an extension of the Caring Company Recognition in 2012/2013. They included The Agriculture, Fisheries & Conservation Department, Antalis (Hong Kong) Ltd., ARA Asset Management (Fortune) Ltd. - Fortune City One Plus, ARA Asset Management (Fortune) Ltd. - Hampton Loft, ARA Asset Management (Fortune) Ltd. - Jubilee Square, ARA Asset Management (Fortune) Ltd. - Ma On Shan Plaza, ARA Asset Management (Fortune) Ltd. - Metro Town, Asiaray Advertising Media Ltd, Composers and Authors Society of Hong Kong Ltd., Eli Lilly Asia, Inc, Ellon Gift Products Ltd., ExxonMobil Hong Kong Ltd., Goodwell Property Management Ltd., Goodwell-Prosperity Property Services Ltd., Hongkong Land, Hopkins Training & Education Group Ltd., InterContinental Hong Kong, International Management Association, Island South Property Management Ltd., Jardine Matheson Group, Kai Shing Management Services Ltd., Kai Shing Management Services Ltd. (International Commerce Centre), Kai Shing Management Services Ltd. - Hong Tin Court Management Services Office, Kee Wah Bakery Ltd., Lane Crawford (Hong Kong) Limited, LSG Catering China Ltd., Nikkei Japanese Language School Ltd., Power Assets Holdings Ltd., Star Industrial Co. Ltd., Sui Hing Chemical Co. Ltd., Sunbase International Properties Management Ltd., The Paramount Management Ltd., TNT Production Ltd., UPS and Urban Property Management Ltd. - Parc Palais.

In the 2012/2013 Recognition Scheme, Luen Kee Hoo Company Limited and Telstra International Group nominated by the Association for the first time, were awarded the recognition successfully. We were grateful for the continuous support of the aforementioned companies and organizations and we looked forward to further collaborations in the future.



本會參與「商界展關懷」社區伙伴合作展2012/2013，介紹本會的精神健康公眾教育工作
Our exhibition booth in the Caring Company NGO Partnership Day 2012/2013 adopting the theme of mental health education

承擔社會責任 COMMITMENT IN SOCIAL RESPONSIBILITIES

“ 參與及關懷社會 ”

作為在精神健康工作領域的先導機構，本會矢志承擔關顧社會的責任，積極參與公共及社會事務，承諾為社會的福祉作出貢獻。

政策倡導與服務發展

本會行政總裁與高層人員，代表機構積極參與不同的論壇與平台，發表意見及就關注問題尋求方案，參與項目包括社會服務聯會的福利議題及優次會議、社會福利署的地區福利服務策劃研討會、醫院管理局的社區治療令研討會、最低工資制度下殘疾人士生產能力評估機制檢討工作小組，本會並獲委任為工作小組的召集人。此外，本會並鼓勵前線同工、康復者及照顧者參與不同的公開平台，如殘疾人士康復服務分享會，以對社會現存的問題加深認識，鼓勵他們提出要求和關注。

精神健康倡導工作

隨「元州三十」暨倡導精神健康政策起動日後，由多間非政府機構及不同的專業組織組成的「元洲30」工作小組，組織「香港精神健康議會」，向政府倡議促進精神健康系統化的工作；本會為工作小組的成員之一。

“ Participation & Care for Society ”

As a leading organization in the arena of mental health, the Association commits to care for the society by engaging and participating in the public and social affairs, with a mission to contribute to the betterment of the society.

Policy Advocacy and Service Development

The Association, represented by Chief Executive Officer and senior staff, participated in different forums and platforms to tender views and address issues, to name a few, this included the Annual Welfare Priority and Agenda Setting of the Hong Kong Council of Social Service, annual District Forums of the Social Welfare District Offices, Community Treatment Order seminar organized by Hospital Authority, Working Group on Special Measures for People with Disabilities (PWDs) under Minimum Wage where the Association was nominated to act as the convener. Our frontline staff, persons in recovery (PIRs) and caregivers were also encouraged to participate in various open platforms to gain exposure to the current issues, advocate their needs and concerns, such as attending the Sharing Sessions on Rehabilitation Services for Persons with Disabilities.

Mental Health Advocacy

Subsequent to the Un Chau 30th Anniversary event, the “Un Chau 30” working group with the composition of representatives of NGOs and different professional bodies formed the “Hong Kong Mental Health Council” to propose system advocacy to the government, of which New Life was one of the members to participate in the movement.



開拓國際網絡 促進知識交流 GLOBAL EXCHANGE & KNOWLEDGE TRANSFER

參加會議

第三屆亞太區家庭研究聯盟地區性研討會暨2012亞洲傑出家庭工作計劃總評選 (2012年12月10-14日新加坡)

本會之創新服務 — 「思家希望」家庭為本輔導及支援計劃有幸獲亞太區家庭研究聯盟有限公司 (CIFA) 主辦的「2012亞洲傑出家庭工作計劃 (3A)」評選入圍成為最後八隊參選隊伍。機構兩名代表於2012年12月11至13日期間出席了在新加坡國立大學舉行的總評選，並獲頒發傑出計劃獎，以肯定本計劃在提升受精神及情緒病困擾家庭的生活質素及健康作出之貢獻。除了在會上介紹服務計劃外，代表同工亦參加了研討會中由不同地區的工作人員、政策制訂者及服務提供者所主持的演講環節及工作坊，交流和討論提升家庭健康的政策及臨床工作的最新發展。

於2012年12月14日，代表同工再與新加坡當地社區及服務機構分享他們的工作經驗，其介紹亦獲得參加者的正面迴響並引發大家討論如何透過貼身的工作手法、到訪家居的服務及特設的資源以支援受精神健康問題困擾的家庭及其下一代。

Conference Participation

The 3rd Regional Symposium of CIFA cum the Final Adjudication of 3A Project 2012 (Singapore, 10-14 December 2012)

The Association's pioneer initiative - Seeing H.O.P.E.S. Family-based Counseling and Support Project had been selected as one of the 8 finalists for the 2012 Asian Award For Advancing Family Well-being (3A Project) organized by Consortium of Institutes on Family Limited (CIFA) in 2012. Two delegates represented the Association to attend the final adjudication that took place at the 3rd Regional Symposium organized by CIFA between 11 and 13 December 2012 at the National University of Singapore. The Project had received the outstanding award as the recognition of its impacts and contribution in improving the quality of life and well-being of families in face of mental health challenges. Apart from the presentation of the Project, the delegates also attended various plenary sessions and workshops at the symposium in which practitioners, policy makers and service providers in the region exchanged and discussed the latest development of family policies and clinical practices for enhancing the well-being of families.

On 14 December 2012, the delegates presented their work again in a sharing session with the Singaporean community and service agencies. The presentation was well received and stimulated discussion on tailored practice, home-based service and designated resources for supporting families in recovery of mental health problems and the second generation.

身心健康行動計劃全球會議 (2013年1月25-27日美國加州奧克蘭)

行政總裁游秀慧女士及一位職員代表應邀出席於2013年1月25至27日在美國加州奧克蘭舉行之第二屆身心健康行動計劃全球會議。在其中之國際視野專家小組介紹會上，游女士分享本會在發展及實踐復元動力和身心健康行動計劃的經驗，獲得參加者熱烈的回應。兩位代表同時參觀Mental Health Association of San Francisco及Peers Envisioning and Engaging in Recovery Services (PEERS)，兩機構均在推動復元及身心健康行動計劃具卓越表現，彼此有很多寶貴的經驗分享。透過是次會議，本會與會議的主辦單位，身心健康行動計劃之領導機構 — Copeland Centre for Wellness and Recovery建立起更緊密的合作夥伴關係。



本會代表於新加坡舉行的第三屆亞太區家庭研究聯盟地區性研討會暨亞洲傑出家庭工作計劃總評選上介紹本會的家庭支援計劃
Delegates of the Association making their presentation at the 3rd Regional Symposium of CIFA cum 3A Project in Singapore



與「身心健康行動計劃」之始創人 Dr. Mary Ellen Copeland會面交流
Meeting the Founder of WRAP, Dr. Mary Ellen Copeland



與PEERS的工作人員分享工作經驗
Sharing experience with a worker at PEERS



游秀慧女士在會議中分享香港復元及身心健康行動計劃工作的發展經驗
Ms. Sania Yau shared the Hong Kong experience of Recovery and WRAP development in the Conference



2012國際工作組織年度會議及國際工作組織亞洲區會員大會
2012 Workability International (WI) & Workability Asia (WA) Conference cum Annual General Meeting

2012國際工作組織年度會議及國際工作組織亞洲區會員大會（2012年6月18-19日台北）

游秀慧女士出席了是次會議暨會員大會，並於會上介紹了本會社會企業發展。

第七屆精神健康推廣及精神與行為障礙預防世界會議（2012年10月17-19日澳洲珀斯）

游秀慧女士與香港中文大學心理學系麥詠思教授及其研究團隊一同出席了是次會議；游女士並就本會的精神健康推廣與預防工作作出演說。

本地交流

除了主要的年度會議外，本會並參加了香港本地的多項會議活動，且就不同項目的工作進行介紹和分享。

社會企業方面，游秀慧女士分別出席於2012年11月29日舉行的《2012年社企民間高峰會》及2012年12月14日的《社會企業家102：社企先驅的挑戰之經驗分享》並作出演說；由本會撰文有關社會企業營運之成功策略並供刊載於高峰會的「香港社會領袖及創業文集」內。此外，游女士並應邀於2012年11月23日在社區投資共享基金十週年論壇工作坊上介紹本會的「有里同行·樂天計劃」。復元工作方面，游女士分別於2012年12月8日在第3屆香港與英國聯合國國際會議及2013年4月11日在深圳舉行的第九屆全國精神衛生交流會上分享本會的復元動力與實踐工作。

「為殘疾僱員建立共融環境」一文刊載於湯邀路透社人力資源雜誌

本會獲雜誌邀請撰文，旨在推廣殘疾人士尚未發揮的潛能實為公司和社會作出貢獻的概念，並強調企業在招募和培訓上能夠降低成本，同時可達致履行社會企業責任的目的；文章中並提供僱用殘疾人士的實務指南供企業參考。

WRAP Around the World Conference 2013 (Oakland, San Francisco, USA 25-27 January 2013)

Ms. Sania Yau, Chief Executive Officer and a staff member were invited to attend the second WRAP Around the World International Conference held in Oakland, California USA from 25 to 27 January 2013. Ms. Yau shared the development and implementation of recovery and Wellness Recovery Action Plan (WRAP) of the Association in a panel presentation of international perspectives on WRAP and was well received by the audience. The 2 delegates also visited 2 prominent agencies advocating mental health recovery and WRAP in the community, Mental Health Association of San Francisco and Peers Envisioning and Engaging in Recovery Services (PEERS) with exchange of a lot of valuable experience and innovative ideas. Stronger partnership was established between the Association and the Copeland Centre for Wellness and Recovery, a leading organization based on the WRAP and the host of the conference.

2012 Workability International (WI) & Workability Asia (WA) Conference cum Annual General Meeting (Taipei, 18-19 June 2012)

Ms. Sania Yau attended the Conference cum AGM where she made a presentation on social enterprise development of the Association.

The 7th World Conference on the Promotion of Mental Health and the Prevention of Mental and Behavioural Disorders (Perth, Australia, 17-19 October 2012)

Together with Prof. Winnie Mak, Associate Professor of The Chinese University of Hong Kong and her research team members, Ms. Sania Yau attended the Mental Health Promotion and Prevention Conference (Perth, Australia, 17-19 October 2012) and presented our work on mental health promotion and prevention.

Local Exchange

Apart from the major annual conferences, the Association had also participated in a number of local conference events to make presentations on various initiatives.

On social enterprises, Ms. Sania Yau presented at the Social Enterprise Summit 2012 on 29 November 2012 and Social Entrepreneurs 102: Experience Sharing on the Challenges for the pioneer of social enterprises held on 14 December 2012. An article on successful strategies on operating social enterprises was also contributed to the publication of the Summit. Moreover, she was invited to present the project "Neighborhood of Wellness" at the Community Investment and Inclusion Fund 10th Anniversary Symposium on 23 November 2012. Furthermore, our recovery initiative and practices were shared at the 3rd HK-UK Joint International Conference held on 8 December 2012 as well as the Joint Conference on China Mental Health in Shenzhen on 11 April 2013.

Publication to HR Magazine of Thomson Reuters - "Building Inclusion for Employees with Disabilities"

Titled "Building Inclusion for Employees with Disabilities", the article was submitted to HR Magazine of Thomson Reuter to promote the untapped potentials of people with disabilities to contribute to the company and the society. The article also highlighted the cost reduction on recruiting and training while fulfilling corporate social responsibilities. Practical guide for hiring people with disabilities was also provided in the article.

與中國內地及海外同業合作

滬港合作項目

經本會提供年半的督導和諮詢服務下，上海市彭浦新村街道陽光心園的服務經已成功建立並得以維持。為推廣復元概念，本會為當地40位社區精神科醫生及精神健康工作人員於2012年5月30日至6月1日舉辦了一次復元培訓班，並於2013年初繼續為其他街道的陽光心園提供跟進培訓。2013年度上海同業續邀請本會進行合作，項目包括職業康復諮詢、社會工作培訓、社區精神健康人員實地研習等。隨後，於2013年4月16-18日，本會到上海舉辦了兩次社會工作培訓班，為逾200位上海及鄰近市鎮的社區工作人員提供社工培訓。

廣州市民政局精神病院

機構於2012年5月至7月為廣州市民政局精神病院提供了一次為期12天的員工培訓，內容涵蓋農療、職業康復及職業治療助理等3個課題；於2012年下旬，本會續為支援醫院的農療發展提供諮詢服務。建基於穩固的工作關係及正面的果效，醫院續邀請本會為其提供服務諮詢與員工督導培訓至2013年下旬。此外，本會與該院亦在其他方面進行合作，如2013年3月21及22日的才藝交流活動，以及2013年24及25日有關靜觀及壓力管理的員工培訓活動。

廣州市家康社會工作服務中心

本會為廣州市「陽光家園」家庭服務及「康園工療站」的職業康復服務提供項目督導、員工培訓及服務優化等工作，服務期由2012年7月至2013年3月。隨後，家康中心續邀本會為其綜合社區中心的建設計劃提供專業諮詢及員工培訓；為裝備員工營運有關服務，本會分別於2013年4月及6月為該中心人員舉辦了兩次為期一週的實地培訓研習。



深圳市社會工作培訓

2012年7月19及26日，本會應邀為深圳市5個社會服務機構共40位社會工作者舉辦了為期兩天的復元培訓工作坊。

Collaborations with China & Overseas Counterparts

Shanghai – Hong Kong Collaborative Project

The service at Sunshine Training Station in Pengpu district of Shanghai was successfully established and sustained with the consultation and supervision provided by the Association for the last one and a half year. To promote the concept on Recovery, a training program was conducted for 40 community psychiatrists and mental health workers from 30 May to 1 June 2012 and a follow-up training was provided for other Sunshine Training Stations in early 2013. Further collaboration of the project was initiated by our counterpart and commenced in early 2013, including consultation service for vocational rehabilitation, social work training and attachment program for community mental health workers. Subsequently, 2 identical social work training workshops were conducted for more than 200 community workers working in Shanghai and its nearby cities from 16 to 18 April 2013.

Psychiatric Hospital of Guangzhou Civil Affairs Bureau

After 12-day staff training conducted by our staff between May and July 2012 covering 3 modules on agricultural therapy, vocational rehabilitation and occupational therapy assistant training, further consultation was provided to support the hospital's agricultural development in late 2012. Building on the solid working relationship and positive outcomes, we were further invited to extend the consultation service to include staff supervision till the end of 2013. Besides, the Hospital and the Association also collaborated in other areas such as an art exchange program held on 21 and 22 March 2013, as well as a staff training on stress management and mindfulness on 24 and 25 April 2013.



Guangzhou Famhealth Social Work Service Centre

Supervision, staff training and service enhancement for the family service of "Sunny Family" and vocational rehabilitation service at Guangzhou Kangyuen Rehabilitation Work Station were provided from July 2012 to March 2013. The Centre further invited the Association to advise on their setting up of an Integrated Community Centre and staff supervision. To equip their staff to operate the service more effectively, two one-week attachment programs were organized in April 2013 and June 2013 respectively.



Shenzhen Social Work Training

A 2-day training workshop on Recovery was organized for 40 social workers coming from 5 social service organizations in Shenzhen on 19 and 26 July 2012.

上海、蘇州及無錫考察參訪

游秀慧女士與5位同工於2012年5月30日至6月1日到上海、蘇州、無錫進行考察活動，期間舉辦了復元培訓，並與多間醫院的院長及管理人員會面交流，包括蘇州市廣濟醫院、無錫市精神衛生中心，以及常州市德安醫院等。

與深圳市康寧醫院及全國精神衛生交流協作組(會)合辦會議

本會與深圳市康寧醫院及全國精神衛生交流協作組(會)合辦第九屆全國精神衛生交流會及參訪活動，於2013年4月11及12日在深圳及香港舉行，逾60名來自國內不同省市的參會者出席。游秀慧女士及4位同工一起出席2013年4月11日的深圳會議，游女士並於會上就「復元工作的實踐」進行演說；翌日，23位參會者到香港實地考察，參訪了本會、青山醫院及葵涌醫院。



泰國社區精神健康培訓

為學習本會復元的實踐工作，泰國的Somdet Chaopraya Institute of Psychiatry的精神科醫生 Dr. Pattama Sirivech及兩位護士於2012年8月13日參訪本會。此外，本會為該院每年舉辦的研習活動繼續於2012年12月3至9日舉行，一行9位精神科醫生到本會服務單位實地研習。

Study Visit to Shanghai, Suzhou and Wuxi

Ms. Sania Yau with 5 staff conducted a study tour to Shanghai, Suzhou and Wuxi from 30 May to 1 June 2012 to deliver training and meet with different hospitals including Suzhou Guangji Hospital, Wuxi Mental Health Centre and Changzhou Dean Hospital.



無錫市精神衛生中心
Wuxi Mental Health Centre



蘇州市廣濟醫院
Suzhou Guangji Hospital



常州市德安醫院
Changzhou Dean Hospital

Joint Conference with Shenzhen Kangning Hospital and the China Group (Association) for Mental Health Exchange and Collaboration

The Joint Mental Health Conference cum Study Visit co-organized by the Association, Shenzhen Kangning Hospital and the China Group (Association) for Mental Health Exchange and Collaboration was held on 11-12 April 2013 in Shenzhen and Hong Kong. More than 60 delegates from different cities of China attended the Conference on 11 April 2013. Ms. Sania Yau and 4 staff members attended and a presentation on "The Application of Recovery" was made. On the following day, 23 delegates joined the 1-day post-conference tour in Hong Kong to visit New Life, Castle Peak Hospital and Kwai Chung Hospital.

Community Mental Health Training for Thailand

To learn recovery practices adopted by the Association, Dr. Pattama Sirivech, a psychiatrist and 2 nurses of the Institute visited New Life on 13 August 2012. Furthermore, the annual study program for Somdet Chaopraya Institute of Psychiatry continued and a delegation of 9 psychiatrists made attachment learning in our service units between 3 to 9 December 2012.



為泰國的醫院舉辦社區精神健康培訓
Community Mental Health Training for hospital of Thailand



新加坡Ngee Ann Polytechnic的24位學生與本會康復者共同參與一次共融活動
24 students of Ngee Ann Polytechnic and PIRs joined in an inclusive program

新加坡學生體驗計劃

新加坡義安理工學院人文及社會科學系的80位學生，由4位講師帶同於2012年5月29日到本會參觀。其後，於2013年5月至6月，該校的一位臨床心理學生到本會進行了為期兩個月的實習。此外，新加坡的Republic Polytechnic來自不同學系的26位學生亦於2013年3月21日參訪本會。

參訪、考察與交流

本會於是年度接待了26次參訪、共264位來自中國內地、澳門及台灣的代表；另19次參訪共192位代表來自海外國家，參訪主要為服務考察、交流及培訓。

中國、澳門及台灣

鑑於本會在社會企業界別取得穩固的發展，不少同業紛紛來訪本會的社會企業，包括2012年5月獲香港中文大學公民社會研究中心推介而來的一行12位中國非政府機構代表、33位台灣大學生參加由互文教社2012年4月舉辦的香港社企遊學團、3位中山共青團的年青企業家於2012年7月來訪等。本會不吝分享我們營運社會企業的經驗。

廣州市殘疾人聯合會一團政府官員於2012年7月到本會天水圍安泰軒參訪；澳門民康心理健康促進會的同工於2012年8月參觀新生農場；另澳門扶康會的25位照顧者於2012年11月到石排灣綜合培訓中心參觀。跟往年一樣，香港中文大學安排了2班共24位國內心理健康人員在2012年9月及11月到長期護理院參訪；另40位國內碩士生獲香港理工大學安排於2013年3月參觀社區精神康復服務。

Student Exposures for Singapore

80 students and 4 lecturers from School of Humanities & Social Sciences of Ngee Ann Polytechnic, Singapore visited New Life for an exposure visit on 29 May 2012. Subsequently, an internship for a clinical psychology student was arranged from May to June 2013 at the Association. In addition, 26 students from various faculties of Republic Polytechnic of Singapore visited the organization on 21 March 2013.

Study Visits and Exchange

During the year, the Association received 26 visits / 264 delegates from Mainland China, Macau and Taiwan, and 19 visits / 192 delegates from overseas countries for study visits, exchange and training programs.

2012至2013年度考察參訪及交流活動
Study Visit and Exchange Program 2012/2013

參訪性質 Nature of Visit	中國內地、澳門與台灣 Mainland China, Macau and Taiwan		海外國家 Overseas Country	
	參訪次數 No. of Visit	參訪人數 No. of Visitor	參訪次數 No. of Visit	參訪人數 No. of Visitor
服務考察 Study Visit on Services	14	124	2	11
交流 / 拜訪 / 會議參觀 Exchange / Courtesy Visit / Conference Field Visit	7	31	12	34
培訓 / 研習 Training / Attachment	5	109	5	147
總數 Total	26	264	19	192

China, Macau & Taiwan

In view of the solid development of the Association's social enterprises, numerous China counterparts were referred to visit our businesses, including a group of 12 China NGO delegates referred by the Centre for Civil Society Studies of The Chinese University of Hong Kong in May 2012, 33 university students from Taiwan participating in the Hong Kong Social Enterprise Learning Trip organized by InterCultural Education in April 2012, and 3 young entrepreneurs from Zhongshan Communists Youth League in July 2012. Experience in operating social enterprises was shared.



廣州市民政局精神病院參訪
Visit by Psychiatric Hospital of Guangzhou Civil Affairs Bureau



廣州市康寧農場參訪
Visit by Guangzhou Kangning Farm



廣州市殘疾人聯合會參訪
Visit by Guangzhou Disabled Persons' Federation

廣州市民政局精神病院及廣州市康寧農場，藉著參加本會舉辦第二屆復元研討會，會後分別於2012年11月27及28日參觀機構的新服務發展；另14位殘聯的管理人員於2012年12月21日參訪新生農場；上海市精神衛生中心蔡軍醫生聯同兩名精神康復人員於2013年1月31日至2月1日到訪本會；2013年1月，廣州市殘疾人聯合會新任理事長到來拜訪；2013年3月，4位北京市殘疾人聯合會代表到訪本會為建立友好關係。

年內的交流活動並包括蘇州市廣濟醫院副院長於2012年4月到訪、20位廣州市利康家屬資源中心的工作人員於2012年6月20及21日到訪、14位廣州市廣大社會服務中心的工作人員於2012年7月、2位台灣伊甸社會福利基金會高層管理人員於2012年8月，以及一行10位中國政府官員參加社會福利署的員工交流計劃，在2012年11月到訪本會。

海外國家

新加坡方面，新加坡思健的主席Mr. Alex Newbigging在2013年2月1日參觀思健園；新加坡心理衛生學院的高級顧問精神科醫生於2013年2月到本會進行交流。泰國方面，世界職業治療師聯合會Ms. Suchada Sakornsatian於2013年1月17日參觀本會。加拿大多倫多的康福精神健康協會的董事局成員、服務經理、團隊領袖，以及朋輩支援工作員於去年分別到訪本會3次，以交流精神健康推廣及復元工作。由英國Shaw Trust推薦，日本的Junior Chamber International Kure的總裁及5位成員於2012年6月參觀本會及交流社企發展。2012年7月，Metrolinx的副主席(政策、策劃及創新工作)亦到本會作友好探訪。美國聖地牙哥大學的9位教授、舊生及學生、諾丁漢大學的10位實習學生分別在2012年4月及7月參訪本會。11位出席香港2012社企民間高峰會的與會代表包括社企營運者及大學學生於2012年12月2日到本會社企參觀。



美國聖地牙哥大學參訪
Visit by San Diego State University

With an aim to better understand the community service in Hong Kong, the Guangzhou China Disabled Persons' Federation led a group of government officials to visit The Wellness Centre in Tin Shui Wai in July 2012. As well, field workers from Macao Populace Mental Health Promotion Association visited New Life Farm in August 2012 while another group of 25 caregivers from Fu Hong Society at Macau made a trip to Shek Pai Wan Integrated Work Centre in November 2012. Like previous years, 2 batches of 24 mental health practitioners from China were arranged by The Chinese University of Hong Kong to visit our Tuen Mun Long Stay Care Home in September and November 2012 respectively. A study visit was arranged for 40 master students from China referred by The Hong Kong Polytechnic University in March 2013. The participants were impressed by the comprehensive services rendered by the Association.

Our long-term partners, including Psychiatric Hospital of Guangzhou Civil Affairs Bureau and Guangzhou Kangning Farm visited the Association on 27 and 28 November 2012 respectively after they attended the 2nd Recovery Symposium run by the Association. 14 management officials from the Federation visited New Life Farm on 21 December 2012. Dr. Cai Jun of Shanghai Mental Health Centre came with 2 psychiatric practitioners visited the Association from 31 January to 1 February 2013. For a courtesy exchange, the new Director General of Guangzhou Disabled Persons Federation paid a study visit to the Association in January 2013. In March 2013, 4 delegates from Beijing China Disabled Persons Federation met and networked with the Association.

Other exchanges in the year included the visit made by the Deputy Superintendent of Suzhou Guangji Hospital in April 2012, 20 fieldworkers from Guangzhou Likang Family Resource Centre on 20 and 21 June 2012, 14 field workers from Guangzhou Guangda Social Service Centre in July 2012, 2 senior management from Eden Social Welfare Foundation at Taiwan in August 2012 and a group of 10 China Government officials participating in the Staff Exchange Program in November 2012.

Overseas Countries

From Singapore, Mr. Alex Newbigging, Chairman of MINDSET Singapore visited MINDSET Place on 1 February 2013. The Senior Consultant Psychiatrist of Institute of Mental Health from Singapore exchanged with the Association in February 2013 as well. From Thailand, Ms. Suchada Sakornsatian of the World Federation of Occupational Therapists visited New Life on 17 January 2013. The board member, service manager, team leaders and peer support worker of Hong Fook Mental Health Association at Toronto Canada made 3 visits to the Association during this year to exchange on mental health promotion and recovery initiatives. Referred by Shaw Trust of United Kingdom, the Director and 5 members of the Junior Chamber International Kure of Japan visited us in June 2012 to exchange on social enterprise development. The Vice President of Policy, Planning and Innovation of Metrolinx paid a courtesy visit in July 2012. A group of 9 professors, alumni and students from the San Diego State University and 4 placement students from the University of Nottingham visited the Association in April and July 2012 respectively. 11 delegates attending the Social Enterprise Summit 2012 who were social enterprise operators and university students made a tour to our social enterprises on 2 December 2012.



新加坡思健主席參訪
Visit by Chairman of MINDSET Singapore

A photograph showing a woman in a black top leaning over an elderly person seated in a chair. They are both focused on a wooden box containing craft materials. The woman is holding a tool, possibly a needle or thread, and appears to be assisting the elderly person. The scene is set in a well-lit room, possibly a workshop or a care center. The image has a light teal overlay.

we CARE

RECOVERY-ORIENTED
CARE & SERVICES

復元為本的關顧與服務



復元為本的關顧與服務 RECOVERY-ORIENTED CARE & SERVICES

住宿服務 RESIDENTIAL SERVICES

對於住宿服務，今年可算是充滿了轉變、挑戰和機會。我們展開了於一年前檢討服務後所訂立的計劃。整體來說，部分工作需要分階段進行，包括環境及設施的改善工程、人力及資源的提升、服務規劃與整體的協調工作，以及系統擴展等。此外，我們亦積極試行「個人復元計劃」，此乃復元事工重要的一環。

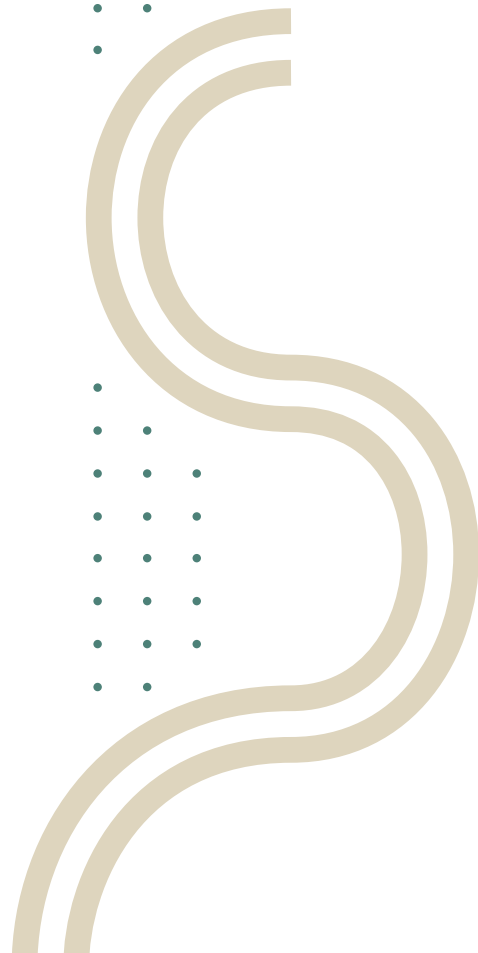
這些變更是基於配合康復者不斷轉變的需要，產生的包括長期護理院及中度智障人士宿舍面對康復者老齡化的挑戰；同時，我們亦要照顧過渡期宿舍及自資宿舍年青及踏入年長階段的康復者的不同需求。另一方面，我們非常高興與本會獲得兩所位於沙田的新宿舍的營運權，新宿舍已定名為思悅園，並將於2013年5月投入服務。

隨著《殘疾人士院舍條例》於2011年11月起生效，我們已成功為各過渡期宿舍、長期護理院、中度智障人士宿舍及自負盈虧宿舍取得豁免證明書，將於5月結束服務的賽馬會新生宿舍及於5月投入服務的思悅園除外。所有已獲發豁免證明書的住宿服務單位須於18個月有效期內，按社會福利署的要求進行消防及屋宇安全的改善工程，以符合申領牌照的要求。18間院舍的改善工程預計耗資超過1千3百萬元，我們已申請獎券基金撥款。

It has been a year characterized by change, challenge and opportunity for residential services this year. We started to implement the service review plans that we had conducted in the preceding year. Overall speaking, some enhancements were carried out by phases including physical environment, manpower and resources, service design and coordination together with system augmentation. Furthermore, we were actively involved in piloting "Person-Centred Care Planning" which is an essential component in recovery practices.

All these changes were meant to cater for the changing needs of the clientele population, including the ageing related challenges encountered by persons in recovery (PIRs) of mental illness of both long stay care homes and hostels for the moderately mentally handicapped. Whereas the needs of PIRs of halfway houses and self-financed hostels were diverse, there was a need to take care of the polarized needs of the young adults and the young old. Furthermore, we were pleased that the Association was awarded to operate 2 new hostels in Shatin, named Joyous Place, and would commence operation in May 2013.

With the Residential Care Homes (Persons with Disabilities) Ordinance came into effect in November 2011, we had successfully obtained Certificate of Exemption for all halfway houses, long stay care homes, hostels for the moderately mentally handicapped and self-financed hostels except the Jockey Club New Life Hostel which would terminate its service in May 2013, and Joyous Place which would activate its service in May 2013. As the validity period of Certificate of Exemption lasted for 18 months only, rectification works on fire service and building safety required by the Social Welfare Department had to be completed in order to apply for a Licence. Application for Lotteries Fund for these 18 units amounted to over \$13 million was in progress.





- 1/ 海上縱橫
Adventure in the sea
- 2/ 遠足活動
Hiking together
- 3/ 端午節包糰活動
Rice-dumpling wrapping at
Dragon Boat Festival
- 4/ 義工探訪
Volunteer visit

過渡期宿舍

服務主題

總結過去一年過渡期宿舍的服務，可說是充滿挑戰與回報。為了符合《殘疾人士院舍條例》的要求，各單位共同努力作好準備。行政上，我們檢討了各項指引及服務標準、人手安排及藥物管理系統；服務層面上，基於年青康復者的人數不斷上升及他們的需求亦不停變更，我們設計了一個全新的服務計劃「青年教育及支援」並將於來年全面推行。另外，我們亦透過整合及強化復元的知識、推行個人復元計劃及強調個人優勢的活動去讓康復者認識希望、充權與參與的觀念，並將復元的概念於日常工作中實踐出來。

復元：由理念到實踐

過渡期宿舍去年以「優勢與才能、希望與改變」為年度主題，為康復者建立復元的內在資源。我們舉辦了一連串的活動及小組，以肯定他們的能力、探索和實現他們的希望，並在他們身上引發正面的轉變。「分享、施予及關懷」是聯舍聖誕聯歡活動「閃亮人生聖誕夜」傳遞的訊息，當晚亦特別嘉許康復者於他們復元旅程中的努力及付出。此外，我們亦非常重視自務、朋輩支援及康復者自主自決的發展。同時，我們推動康復者在身體、社交、精神及心靈等各方面整全性的發展，以配合復元整體的推行。

Halfway Houses

Service Theme

The journey of halfway houses was full of challenges but rewarding this year. Under the enactment of Residential Care Homes (Persons with Disabilities) Ordinance, concerted efforts were made to meet the licensing requirements. Administratively, various guidelines and practice standards, staffing arrangement and drug management were reviewed. Service-wise, taking the challenges of the rising number and changing needs of young PIRs, a new service project was designed and would be implemented in the coming year. Furthermore, we embraced recovery concepts into daily practices through integration and consolidation of knowledge and practices, promotion of person-centred case management and strengths-based program intervention to instill hope, empowerment and participation of PIRs in our work.

Recovery: From Concept to Practices

The annual theme of halfway houses was "Strengths & Talents, Hopes & Changes" which aimed at developing personal recovery resources of PIRs. A series of programs was carried out to endorse strengths and capacity, to attain hopes and to induce positive changes in PIRs. A joint event "Shining Life Christmas Party" (閃亮人生聖誕夜) delivering the message of "sharing, giving and caring" was organized to recognize the efforts and contributions of PIRs in their journey of recovery. Furthermore, the development of self-help, peer support and self-direction was prominent and highlighted. Aligning with the implementation of recovery-oriented practices, we promoted holistic health and wellness in every aspect of PIRs' life including physical, social, psychological and spiritual components.

另外，我們的復元事工小組設計了超過30個圍繞日常運作、小組、活動及個案管理的討論議題予職員在單位職員會議作討論及分享。通過討論，職員能對復元有更透徹的了解，從而能更有信心及有效地把有關概念應用於日常工作，闡明概念與實踐之間的矛盾和疑惑，並尋求解決問題的方法。

職員對實踐復元的意見

我們於2013年3月向職員進行了一次就復元培訓的意見調查，從收回83份問卷的回饋皆是正面的。參與調查的職員均同意傳遞的訊息和討論議題能為他們提供一個平台和工作氣氛，讓他們能坦誠地去討論及了解，以推動他們去嘗試實踐，更重要的是能為職員創造一個空間去反思自己的價值觀及信念，也注意到康復者的需要並加強了職員與康復者的溝通。此外，職員亦明顯地更加專注於發展康復者的潛能，而非只著眼於他們的不足與困難。

年青康復者的需要

一年前過渡期宿舍就年青康復者的需要進行了一次服務檢討，就是次檢討的結果，我們進行了三次聚焦小組討論（兩組為康復者，一組為職員），以收集他們對過渡期宿舍服務的性質及方向的意見。我們發現年青康復者普遍自我形象較低，處理問題的能力及持久力亦較弱，並且欠缺成功經驗、認同感及社區聯繫。然而，他們喜歡歷奇活動及運動，認為可以加強他們的自信心、抗逆能力及社交支援網絡。更重要的是他們希望追求有意義的人生，願意進行義務工作去給予和分享。此外，他們亦希望於工作訓練方面有更多選擇，為將來投入職場作好準備。

In addition, our Recovery Task Group had designed a series of discussion topics regarding practical issues involved in daily operation of recovery-oriented practices, programs, activities and case management. More than 30 topics were discussed and deliberated in the unit staff meetings. Through these discussions, staff gained more thorough understanding on recovery concepts so that they demonstrated the confidence and competence to utilize these concepts in every day work, clarify contradictions and myths and identify creative solutions to issues encountered.

Feedback from staff on Recovery Practices

A survey was conducted in March 2013 to collect feedback from unit staff on downstream training of recovery practices. 83 questionnaires were received with positive responses. In sum, all the respondents agreed that the materials delivered and discussion topics had created a platform and atmosphere among staff to dialogue openly and genuinely, thus giving them the impetus to try out these practices. More importantly was the space created for staff to reflect on their own values and beliefs, as well as to attend to the needs of PIRs and to maintain an effective communication with them. It was noticeable that staff had become more strengths-based in exploring the potentials of PIRs, rather than deficit or problem focused.

Young PIRs' Needs

As a follow up on the service review conducted a year ago in identifying the needs of young PIRs, we had held three focus groups, two for young PIRs and one for staff, to collect their views on the nature and direction of services provided in halfway house. It was found that most young PIRs carry low self-image, poor coping skills, low level of tolerance, lack of successful experiences, recognition and social connection. However, they appreciated how adventure-based activities and sports could have enhanced their confidence, resilience and social support. More significantly, they would like to pursue a meaningful life by rendering volunteer service as a way of giving and sharing. Secondly, they also looked for more varieties and choices of work training placement in stepping out to the open market.



乒乓球活動
Ping-pong



愛心義剪
Hair-cut by volunteers



聯舍露營活動
Joint-unit Camping

為年青康復者而設的全新服務

為了填補年青康復者服務的不足，我們設計了一項名為「青年教育及支援」的全新服務，照顧他們生活上各方面的需要，強調個人優勢及社區融合。此項服務由兩部份組成，包括互動單元及體驗學習。服務設計融合了心理教育、歷奇、社會共融及個案管理的元素；目標為加強康復者的個人成長、心理健康、朋輩支援及其他方面的能力。

互動單元覆蓋康復者在成長上的各項需要，例如：事業、財務、家庭、交友及愛情等，參加者能增進有關知識及技巧以應付各方面的挑戰。去年舉行的兩項有關社交支援及工作的先導課程均獲得正面的反應。另一方面，體驗學習包括野外歷奇活動、運動及義工服務，也對年青康復者非常有效及極具意義。相信透過參與這項服務，康復者得以建立信心、個人優勢及抗逆能力。

服務表現

過渡期宿舍去年的服務輸出量表現卓越，成功離舍率達22%，遠高於服務標準的13%。成功離舍的康復者當中，34%已於社區獨立生活，15%則遷往輔助宿舍。回家團聚的康復者數目持續上升，佔總數約三分之一，這數據反映過渡期宿舍在家屬工作的成效。此外，職業上流亦維持於23%的高水平，是服務標準的兩倍。

前路與挑戰

為面對今年出現的護士短缺，我們制定了應變計劃，把保健員的工作重組，並加強對護士的支援。為吸引更多護士加入本會工作，我們特別為護士課程的學生安排了一次參觀活動；對於新入職的護士，我們提供了全面的迎新導向，以協助他們盡早適應；我們的註冊護士亦會為他們提供培訓及支援，以確保護理服務的質素。

來年，我們將繼續面對不同的挑戰及需求，包括為符合院舍條例而需進行的改善工程、強化復元實踐的應用及監察青年教育及支援計劃的推行。此外，我們也會繼續透過建立團隊及加強溝通，去提升我們的人手管理；同時亦會提供有關復元、督導的培訓及發展以提升職員的專業發展及服務質素。

New Initiative for Young PIRs

In addressing the service gap in serving the young PIRs, we had initiated a new service project named "Youth Education and Support" (YES) to support them in various life domains that emphasized on strengths and community orientation. YES consisted of two main blocks of service: interactive modules and experiential learning. Its design had incorporated psycho-educational, adventure-based, community integration and case management components, with the aim to enhance personal growth, psychological wellness, peer support and competency of young PIRs.

On one hand, interactive modules would cover various aspects of the developmental needs of young PIRs, such as career, finance, family, friendship, love and intimacy. Participants would be equipped with knowledge and skills to face these challenges. Two pilot education programs "My Circle of Support" and "My Career" implemented this year received positive feedback from the participants. On the other hand, experiential learning would include adventurous activities, sports and volunteer service, which were effective and meaningful ways to engage young PIRs. Through active participation in these modules, it was envisaged that the participants would build up their confidence, character strengths and resilience.

Service Performance

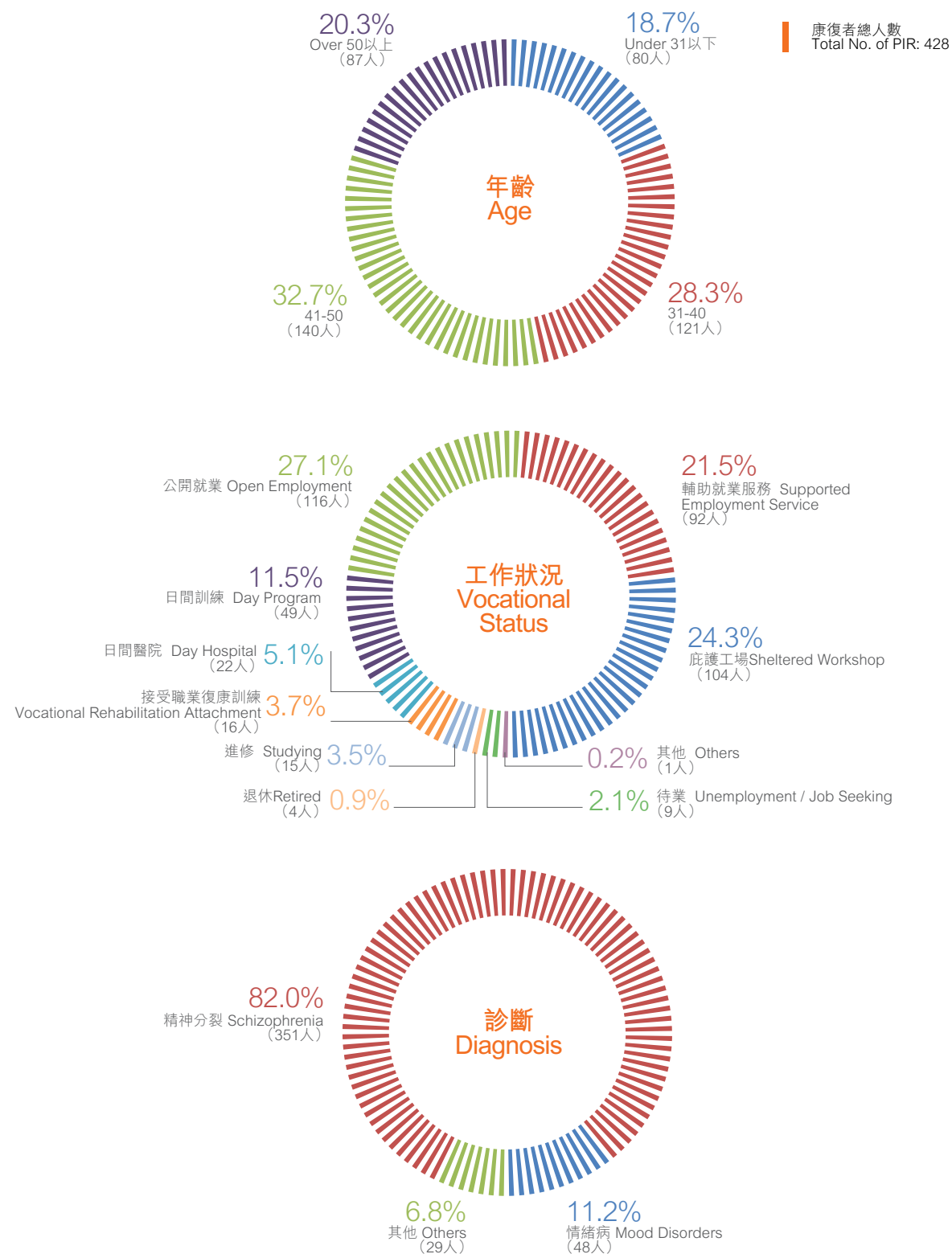
Remarkable achievements were achieved in output performance of the service. Successful discharge rate of halfway houses remained high at 22% which exceeded the benchmark of 13%. Among these successful discharges, 34% of them were living independently in the community while 15% had moved to supported hostels. Family reunion, which showed remarkable increase this year, amounted to one-third of the total discharges. It reflected that family work had been effectively enhanced in halfway houses. Besides, vocational upward mobility also maintained as high as 23% which was two-fold of the benchmark.

Challenges and Ways Ahead

This year, we experienced shortage of nurses and contingency plan was made by re-organizing the duties of health workers as well as enhancing support offered to the nurses. Besides, an orientation visit for student nurses attending the Blister Program (Enrolled Nurse) was initiated to attract their interests to consider working with us after their graduation. Moreover, a tailor-made induction course for the newly recruited nurses was organized to orientate them and to facilitate their work adjustment. Training and support were also provided by the Registered Nurse of halfway house to ensure the quality of nursing care delivered.

In the coming year, we still have to meet various challenges and demands which include completing all the rectification measures in order to attain the licence before the deadline, intensifying the application of recovery practices, monitoring the implementation of YES project in view of the changing needs of the clientele. Yet, we would further strengthen our people management through team building and enhance communication of staff at all levels. Staff development and training on recovery & staff supervision would also be designed to improve professional growth and service quality.

過渡期宿舍康復者的年齡、診斷及工作狀況分佈 (截止2013年3月31日)
 Distribution of Age, Diagnosis and Vocational Status of Persons in Recovery (PIRs)
 of Halfway Houses (as at 31 March 2013)

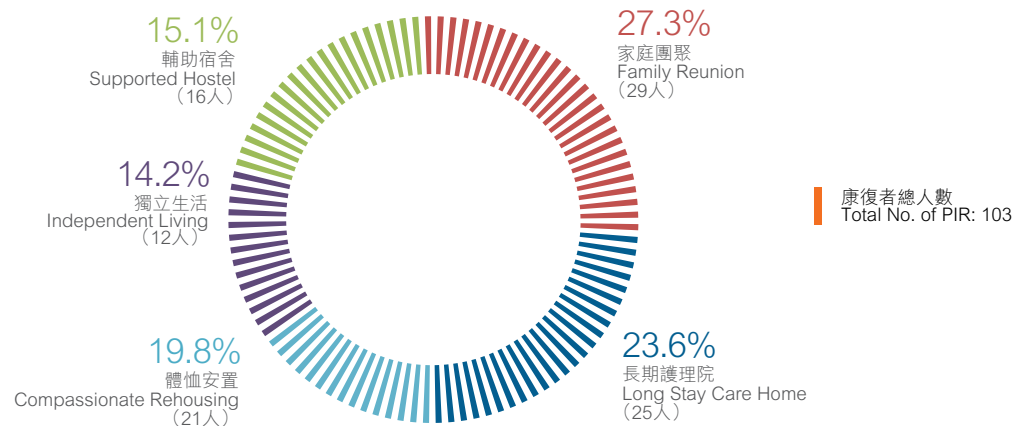


過渡期宿舍實踐復元實例

Examples on Application of Recovery Practices in Halfway Houses

復元元素 Recovery Component	實踐方法 / 應用例子 Example of Practice	成功經驗 Successful Experience
宿舍生活層面 Life in Halfway House		
朋輩支援 Peer support	為新入宿的康復者配對朋輩夥伴，協助他們適應宿舍生活及工作。 Pair up new comers with existing resident to render support to them for better adjustment of living and work in halfway house.	新入宿的康復者能夠較易適應及投入宿舍生活，部份康復者的工作表現（如守時、出席率）也因此而有明顯改善；朋輩夥伴康復者的自我形象亦得以提高。 New PIRs could adapt to group living in halfway house more easily. Some of them had improved performance in work (e.g. punctuality, attendance). The self-image of the peer service user could also be enhanced.
	邀請已成功遷出宿舍的康復者分享他們在社區獨立生活的經驗。 Invite PIRs who were successfully discharged to share their experience in independent community living.	能鼓勵康復者建立清晰目標及面對困難的信心和能力，有效提高宿舍的成功遷出率。 PIRs could set clear goals and build up their confidence and ability to face problems, thus increasing the rate of successful discharge.
個案管理層面 Case Management		
個人化 Individualized 自主自決與選擇 Self-direction and choice 參與及責任 Participation and responsibility	推行康復者自撰個人復元計劃及覆診信，鼓勵他們自行檢討其復康進展，再與復元團隊商議，合作撰寫，並按康復者的個人意願向醫生進行諮詢（精神危機除外）。 PIRs draft their own recovery plan and follow up report. They were encouraged to review their progress, discuss and revise the plan/report with the staff team (except psychiatric emergency).	提高康復者對其個人復元進程的自主性及責任感。 Enhance the autonomy and responsibility of PIRs in the process of recovery.
小組及活動層面 Group and Program		
重視個人優勢 Strengths-based	邀請擁有不同強項的康復者，於工餘或閒暇時間擔任興趣班 / 小組導師或助教，例如手工藝、書法、編織、語文等。 Invite PIRs with different talents and strengths to be peer coach, e.g. teaching handicraft, calligraphy, knitting, languages, etc.	康復者導師或助教的個人優勢獲得重視，令他們的自信心及認同感得以提升，亦能鍛鍊康復者克服困難的能力和意志力；同時，其他康復者亦可學習到新事物及發展興趣。 Strengths of peer coaches were valued so that their confidence and self-identity were enhanced. Their ability to overcome difficulties and will power were reinforced. At the same time, other PIRs could learn and develop new interest.

過渡期宿舍康復者成功退出服務後的去向分佈（截止2013年3月31日）
Distribution of Discharge Destination of Persons in Recovery (PIRs)
of Halfway Houses (as at 31 March 2013)



長期護理院

服務主題

屯門長期護理院及新生會大樓長期護理院去年按兩大主題提供服務 — 在有限的資源下，首要發展「復元為本」之服務模式，以照顧院友年齡兩極化不同之復元需要；其次是為達成兩院由安老院舍轉為申領殘疾人士院舍牌照所需進行的工作。儘管工作是充滿挑戰，在康復者、單位職員及中央行政同工等的協同參與下，本年的服務仍是充滿成果。

重領長期護理院牌照

過去，兩所長期護理院在社會福利署牌照制度下被定為中度照顧級別安老院舍；自《殘疾人士院舍條例》實施後，兩院改為屬於該類院舍下高度照顧級別院舍，亦已成功取得為期18個月的豁免證明書繼續運作，期間兩院需要進行改善工程，以達致最新之防火及建築法定標準。

由於院舍改為高度照顧級別，此轉變在服務焦點、日常運作、職員編制及人手技術搭配上帶來重大的影響。為迎接挑戰，兩院為康復者策劃長遠服務計劃時，亦會強調日益複雜及深切的精神和身體照顧需要。院方得到全體員工的支持，最終完成了整體員工組合的技能檢視，加強了身體及健康護理服務的人力資源，在更期編排上作出了最佳的配合。

回應康復者兩極化的需要

隨著年齡層日益拓大及老齡化所帶來的影響，康復者需要的照顧層面亦不斷擴大，由社區精神康復到積極老年/身體護理照顧等。為引導長期護理院服務作出改革，促成與時並進，院方正發展以融合復元理念、開放環境、相互支援及分階照顧為原則的綜合照顧模式。另一方面，為改善屯門長期護理院日趨老化的環境問題，會方已向香港賽馬會慈善信託基金申請資助，期望提升該院設施，並試行上述綜合照顧模式，以應付服務上的挑戰。

推廣復元為本

為推廣復元為本服務，兩院以「希望」及「優勢為本」為重點訂訂全年訓練活動。新生會大樓長期護理院曾舉辦全年性大型活動「希望之旅」，康復者在職員鼓勵下為自己立下願望，大部份參與者首嚐夢想成真的經歷。在康復者眾多期盼中，包括學習製作麵包、出國渡假、乘坐飛機、前往迪士尼樂園等，皆在提醒我們希望和夢想對所有人的重要性。另一方面，屯門長期護理院舉辦以優勢為本的活動「模範舍友選舉」，令康復者及職員欣賞康復者的長處及優勢，而非失敗和缺損。其他小組活動如

Long Stay Care Homes

Service Themes

The 2 main service themes of our Tuen Mun and New Life Building Long Stay Care Homes (LSCHs) were to develop a recovery-oriented practice approach to address the polarized care and recovery needs of persons in recovery (PIRs) of mental illness within a confined resources context and to achieve a smooth transition of re-licensing. The year was filled with a lot of demands and challenges, yet with the synergic participation of PIRs, staff members and the central administration, many achievements and rewards were resulted.

Relicensing of the Homes

Both LSCHs used to be licensed with the Social Welfare Department as a medium care level residential home for the elderly. With the enforcement of the Residential Care Homes (Persons with Disabilities) Ordinance, the Homes successfully sought an 18 month Certificate of Exemption for the licence of a high care level home during which upgrading works would be carried out to bring the Homes up to the current mandatory fire prevention and building standards.

The high care level status had significant impact on the overall focus of service provision, general operation, staffing and skill mix of the Homes. Both Homes would face the challenges of providing long term services to PIRs with increasingly complicated and intensive psychiatric and physical health care needs. With the support of all staff, an overall review of skill mix was completed with significant enhancement of physical and nursing health care personnel and better coordinated duty roster arrangement.

Addressing the Polarization of PIRs' Needs

With the widening of age span and the effects of ageing, there was a continuously widening scope of care demands among PIRs ranging from community psychiatric rehabilitation to active elderly / physical and nursing care. To guide the future overhaul and rejuvenation of the LSCH service, an integrated service model was developed basing on the principles of recovery, open environment, reciprocity and tiered care provision. To address the dire environmental needs of Tuen Mun LSCH, a funding proposal was submitted to The Hong Kong Jockey Club Charities Trust for upgrading the premises with an attempt to implement the new service model to meet the challenges.

Promoting Recovery-oriented Practices

In promoting recovery, hope and personal strengths were set as the main themes to frame the programs and activities in the year. A year round mass campaign "The Journey of Hope" was organized in New Life Building LSCH in which PIRs were encouraged to make wishes for themselves and many PIRs had their first experience of making their dreams come true for a long time. Their wishes and efforts to materialize them, like learning to bake, having a vacation abroad, flying on a plane and having a day out in Disneyland reminded us the universality and importance of hope and dreams to every person. A strengths-based program "The Best of the Best" in Tuen Mun LSCH helped PIRs and staff members appreciate the individual strengths and merits of PIRs instead of deficits and weaknesses. Small group programs like "Experiencing Recovery", "Living Out Recovery" and "The Road of Recovery" were organized to facilitate PIRs to learn and re-align themselves to the path of recovery.

「復元新體驗」、「活出自我復元動力」和「復元之路」等，皆能協助康復者在復元路途中學習並重新調整方向。

除主題活動外，新生會大樓長期護理院亦以先導模式推行個人復元計劃。另外，兩院在過去一年積極實踐其他復元為本的工作，包括由康復者主持服務使用者恆常會議及為其他康復者提供支援和義工探訪。

綜合成效，康復者在活動策劃及推行上比以前有更多的參與，能更自發及積極投入於活動中，並對自己充滿希望，部份康復者在分享他們的復元故事時顯得更為自信，主動協助參與接待訪客。

兩院在推行復元工作上，因康復者有不同的認知能力及參與動機，保持個人化及適時調整之工作理念便十分重要。在「個人復元計劃」先導實踐過程中，同工感受到時間和人手限制帶來的張力，加上兩院必須提供牌照所規定的護理照顧要求，令兩院更迫切發展其獨特復元為本之服務方式。然而，復元工作理念已在長期護理院服務轉型上，留下清晰而深刻的足跡。

面對未來挑戰

綜合過去一年之工作，兩院與康復者、職員、機構管理層及其他持份者保持開放的溝通，共同面對各方面的挑戰。院方為康復者及家屬安排公開講壇，聽取他們的意見，亦透過重整訓練活動優化其功能；院方同時強化個案管理，確保做到優質照顧；並加強風險管理以保障質素及提供服務的安全性；兩院亦須制定一套更完善的質素及風險管理系統，要求服務水準符合新牌照的要求。面對重重挑戰，兩院將謹慎地管理員工招聘及技能發展、人力資源調配以及維持員工身心健康，確保持續地提供優質服務。

Apart from thematic programs, person-centred care planning (PCP) was piloted in New Life Building LSCH and recovery-oriented practices, such as PIRs leading regular residents' meetings and providing support and visits to other PIRs were promoted throughout the year.

As a whole, PIRs' participation in planning and implementing programs were much increased. They were more self-initiated and energetic in activities and more hopeful about themselves. Some PIRs became more confident in sharing their recovery stories and initiated to receive visitors.

In propelling the implementation of recovery among these PIRs who had varied cognitive ability and level of motivation, an individualized and ready-to-modify approach was of prime importance. Time and manpower restriction were evidently experienced in the pilot implementation of PCP. Complying statutory care provision requirements also demanded the development of an integrated service-specific recovery-oriented approach for the two Homes. Nonetheless, recovery initiative had already been leaving clear and irreversible footprints in the service transformation of the two Homes.

Facing the Challenges Ahead

This year, the Homes embraced the challenges with open communication with PIRs, staff members, management of the Association and other stakeholders. While open forums were organized for PIRs and caregivers to share their views and training programs were rearranged to optimize their effectiveness, case management was strengthened to ensure coordination of care provision and quality assurance and risk management was fortified to ascertain quality and safety of service delivery. In the coming year, the Homes have to prepare PIRs and staff members, for a lot of building rectification work. A more integrated quality assurance and risk management system would be worked out to ensure the compliance of the new licensing requirements. The recruitment, competency development, deployment and maintenance of work wellness of staff would also be carefully managed to ensure sustainable quality service delivery in the face of challenges ahead.



我為能分享我的復元歷程而感到驕傲
I am proud to share my recovery story



長期護理院康復者自我管理表現(截至2013年3月31日)
Self-management Performance of Persons in Recovery (PIRs) at Long Stay Care Homes
(as at 31 March 2013)

項目 Item	屯門長期護理院 Tuen Mun Long Stay Care Home	新生會大樓長期護理院 New Life Building Long Stay Care Home
	康復者人數 No. of PIR	
獨立外出與社區保持聯繫 Access community independently	49	101
獨立到精神科專科門診覆診 Attend psychiatric follow-up appointments independently	12	41
獨立處理個人藥物 Handle own medications independently	27	7
獨立處理個人財政事務 Manage personal finance matters independently	17	34
參與活動情況 Engagement in work activities		
外出工作 Outside vocational placement	2	1
工作訓練 Workshop training	128	53
模擬工作站 Simulated workstation	9	5
日間訓練 Day program	58	130
退休 Retired	7	16
康復者接受服務整體滿意程度 PIRs' overall satisfaction	94.5%	93.0%

長期護理院康復者年齡分佈 (截至2013年3月31日)
Age Distribution of Persons in Recovery (PIRs) at Long Stay Care Homes (as at 31 March 2013)

年齡 Age	屯門長期護理院 Tuen Mun Long Stay Care Home (康復者人數 Total No. of PIR = 204)		新生會大樓長期護理院 New Life Building Long Stay Care Home (康復者人數 Total No. of PIR = 198)	
	女 Female	男 Male	女 Female	男 Male
30 ≤	0	0	0	1
31 - 40	0	4	0	3
41 - 50	12	17	10	12
51 - 60	42	30	25	38
61 - 70	25	27	27	48
> 70	25	22	17	17
總數 Total	104	100	79	119

中度智障人士宿舍

回應老齡化問題

持續執行服務檢討計劃及應用復元理念，以回應服務使用者的老齡化，是田景宿舍及銀禧宿舍今年的工作重點。因著近年新入住的年青服務使用者人數的增加，宿舍出現了兩極化的服務需求。這些年青服務使用者中，亦有不少為自閉症障礙人士，因此宿舍在照顧及活動設計上，需要投放更多的資源和心思。

居住環境及設施是宿舍為年長體弱服務使用者提供服務的一大挑戰。今年，宿舍已將雙層床更換為單層床，並改建無障礙洗手間，以照顧年長體弱服務使用者的需要。為符合《殘疾人士院舍條例》的要求，我們在環境設施及運作管理上積極作出配合，並已獲發《殘疾人士院舍條例》豁免證明書，現正等待有關撥款的審批，以進行屋宇設備及消防安全的改善工程。

服務使用者的全人照顧

全人發展是兩間智障人士宿舍的服務重點，以促進及鼓勵服務使用者參與融合復元理念的活動，例如「我有SAY大會」及服務使用者大會，為他們提供平台，自主地表達所關注事務的意見。朋輩支持對年青的服務使用者尤為重要；「最佳舍友選舉」活動，成功地讓服務使用者欣賞別人的優點。我們亦邀請其他友好機構，一同討論及借鏡應用復元理念的方法，以加強復元理念的應用及為日後的服務發展方向作為參考。為使服務使用者及其家屬抱持正向的態度面對晚年生活，建立健康的人生觀，我們亦已申請撥款，準備為服務使用者及其家屬舉辦一系列的生死教育小組活動。

Hostels for The Moderately Mentally Handicapped

Ageing Issues

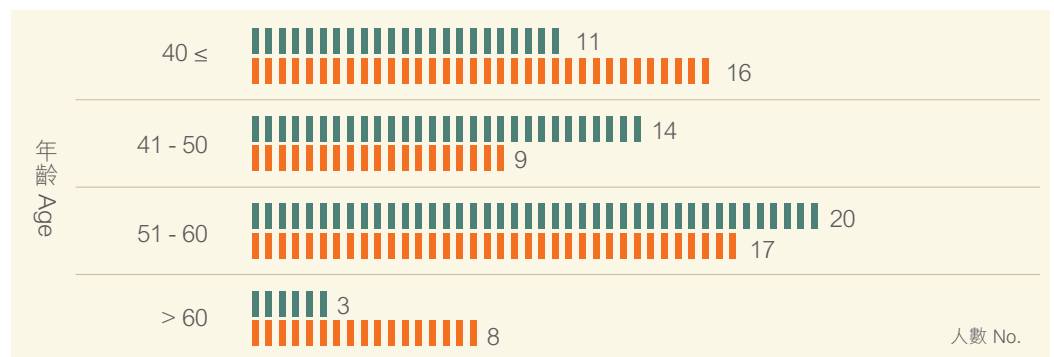
Continuing the implementation of service review plan and echoing the ageing issue with the application of recovery concepts among staff and service users were the major work foci of Tin King Hostel and New Life Jubilee Hostel this year. Remarkable polarization of service needs was arising from an increasing number of younger service users admitted in recent years. Many of those young admittees were also having autistic features that required more intensive care, resources and tailored program design.

The physical living environment and facilities remained one of the biggest challenges for the old and frail service users. To facilitate those physically deteriorating or frail service users, replacement of bunk beds with single beds and renovation for accessible toilets had been done. Preparation work in meeting licensing requirement under Residential Care Homes (Persons with Disabilities) Ordinance was smooth and both the Tin King Hostel and New Life Jubilee Hostel had been granted the Certificate of Exemption to carry out rectification works on fire safety and building standards.

Addressing the Holistic Needs of Service Users

Holistic development was emphasized in service planning to foster and encourage service users' participation in the programs with Recovery concept incorporated, for example "I say, You say, We can say" project and the residents' meeting provided the chances for service users to voice and express things that they were most concerned. Whilst looking for opportunities to foster peer support and participation among the young service users, a program on "Election of Outstanding Resident" succeeded to promote appreciation of personal strengths. We also visited a few non-governmental organizations in the past year to exchange on common issues and concerns to gain some ideas on future direction and further enhancements that could be made. To better address the end-of-life care needs of our service users, we had applied other funding sources with a view to organize more systematic end-of life education groups for service users and their families. Meanwhile, programs for service users and their families were planned to look into their golden age from a more positive perspective.

中度智障人士宿舍服務使用者年齡分佈（截至2013年3月31日）
Age Distribution of Service Users of Hostels for Moderately Mentally Handicapped
(as at 31 March 2013)

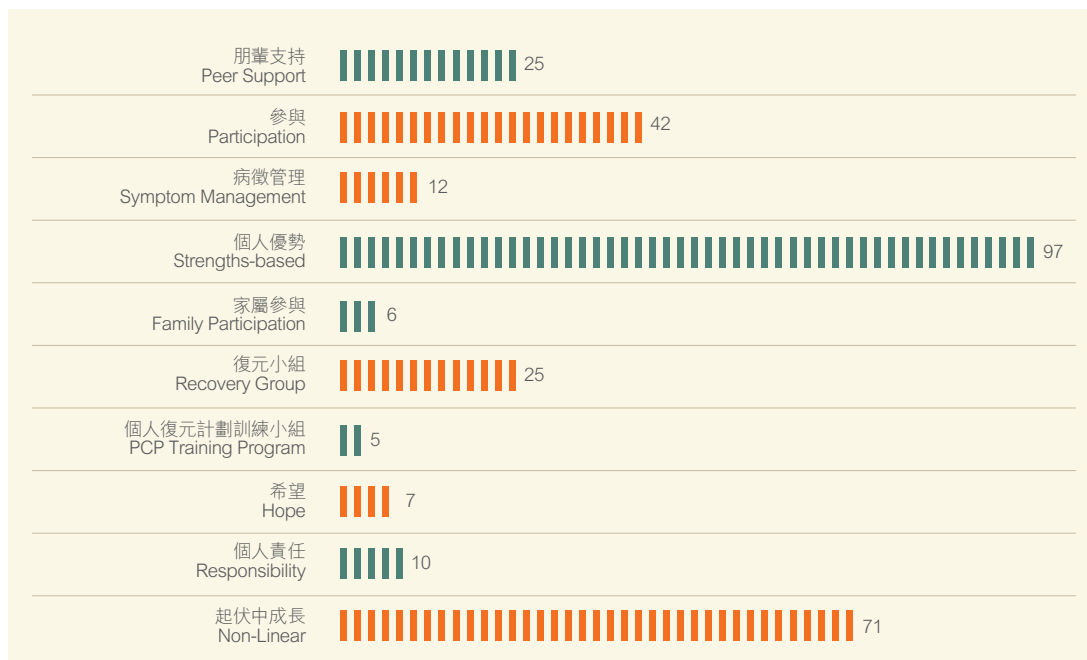


服務使用者總人數 : 98
Total No. of Service User

田景宿舍
Tin King Hostel

新生銀禧宿舍
New Life Jubilee Hostel

2012至2013年度中度智障人士宿舍舍友參加復元訓練活動的情況
Recovery Programs attended by Residents of Hostels for
the Moderately Mentally Handicapped 2012/2013



人次 No. of Attendance

2012至2013年度中度智障人士宿舍「復元為本」活動
Highlights of Recovery-related Programs in Hostels for
the Moderately Mentally Handicapped 2012/2013

復元元素 Recovery Component	活動 Program
朋輩支援 Peer Support	教會義工小組 Church Volunteer Group 探訪離舍好友 Visit to Discharged Friends 義工探訪夜 Volunteer Visit
參與 Participation	我有Say大會 "I say, You say, We can say" Project 新春大掃除及佈置 Spring Cleaning and Decoration
病徵管理 Symptom Management	鬆弛小組 Relaxation Group
個人優勢 Strengths-based	草地滾球訓練 Ball Game Training 非洲鼓訓練 African Drum Training
家屬參與 Family Participation	慰親心家屬會 Family Meeting
復元小組 Recovery Group	舍友主導房間會議 PIR-led Room Meeting 復元訓練小組 Person-centred Care Planning Group 生命影院 (長者篇) Life Cinema (Elderly)
個人復元計劃訓練小組 Person-centred Care Planning Training Program	個人復元訓練計劃 Person-centred Care Planning



中度智障人士宿舍舍友參加的多元化康樂活動
Wide variety of recreational programs
participated by residents in the Hostels for
the Moderately Mentally Handicapped



面對的挑戰

未來的一年，兩間宿舍在服務使用者的照顧上仍然面對不同的挑戰，其中包括職員人手及多樣化工作技能的需求、居住環境及設施、訓練及活動的設計等。我們亦會按服務使用者的進度，分階段與他們及其家屬推行個人復元計劃；因此職員需要在有限的資源下，更進一步豐富對復元理念的了解，並掌握有關的知識及技巧。此外，部份職員於不久將來將相繼退休，培訓新入職同工及建立職員團隊，將會是我們另一項的挑戰。

Challenges Ahead

In the coming year, we would have to meet various challenges including rising demand on manpower, skill mix, physical environment and facilities as well as tailored training and support to cater for the care needs of our service users. Furthermore, we would also implement person-centred care planning with service users and their families by phases according to the pace of service users. Thus, the staff teams would have to gain more understanding, knowledge and skills in its application, which might bring further challenge to the limited resources available. Moreover, staff retirement was anticipated in the near future and orientation to new staff or re-training for the existing staff team would also be needed.



自資宿舍

本年度，本會四所自資宿舍包括思健園、悅和居、頤悅軒及賽馬會新生宿舍，同樣面對不同的轉變與挑戰。為回應去年進行的服務檢討計劃，我們設立了康復者轉介的內部評估機制，期望能善用資源。同時，我們正著手草擬自資宿舍的服務質素標準及表現指標，以提升自資宿舍的管理及服務質素。此外，我們亦有系統地推行了一系列的社區融合活動、個人成長小組、身心健康小組等，藉以促進康復者的全人發展。

為符合《殘疾人士院舍條例》的法定要求，以及滿足康復者及其家屬日漸提高的期望，悅和居、頤悅軒及思健園已增聘額外人手，以持續優化所提供的服務。除賽馬會新生宿舍外，本會的自資宿舍已向獎券基金申請撥款進行屋宇及消防安全設備的改善工程，並已獲發《殘疾人士院舍條例》豁免證明書。

思健園在督導委員會的指導下已運作了三年多，委員們的寶貴意見使宿舍的管理及環境設施日趨完善。思健園與地區內的社區組織及團體、非政府機構等，均已建立了友好的睦鄰關係，在推展康復者的復元上，亦與家屬建立了良好的夥伴關係。怡和大使經常到思健園作親善探訪，並為康復者籌辦節日慶祝活動；康復者亦會踴躍參加怡和集團的活動，例如「思健十週年慶典晚宴」、「齊步上怡慶」等活動。思健園於2010年7月開始運作，至2013年年

Self-financed Hostels

This year, self-financed hostels namely MINDSET Place, Yuet Wo House, Yi Yuet Hin and Jockey Club New Life Hostel, embraced changes and challenges. Referenced to the findings of the service review conducted last year, an internal referral and gatekeeping system had been set up to unify practices and enhance utilization and resources management. Quality standards and performance standards for self-financed hostels were working out at the same time to improve the quality practices. A series of social connectedness programs, personal growth groups and wellness groups were systematically implemented for PIRs to foster their holistic development.

We also continued to work towards meeting the statutory requirements on service provision and other enhancements under the Residential Care Homes (Persons with Disabilities) Ordinance as well as higher expectation from PIRs and their families. Additional staffing had been recruited in Yuet Wo House, Yi Yuet Hin and MINDSET Place to provide staffing support to quality service provision and to meet the licensing requirements on manpower. Lotteries Fund had also been applied for undertaking the rectification works on building and fire safety services. Except Jockey Club New Life Hostel, all self-financed hostels had already been granted the Certificate of Exemption.

MINDSET Place entered its third year of operation this year. With the guidance and advice from the Steering Committee, the service operation and physical environment had gained much enhancement. MINDSET Place continued to maintain good relationship with neighbours, non-governmental organizations and community groups in the district, as well as families of residents in supporting the recovery of the residents. Jardine Ambassadors had always been ready to offer support by giving friendly visits and organizing festive programs for PIRs. Residents were also keen to participate in Jardine's events like the celebrating



思健園全能運動會
Sports Day of MINDSET Place



思健園聖誕聯歡
Christmas Party at MINDSET Place



頤悅軒旅行
Picnic of Yi Yuet Hin



悅和居生日會
Birthday celebration at Yuet Wo House

中進行服務檢討，以實證的方法探討康復者及其家屬對服務的滿意度，以及康復者復元的進度與成效，相信這些數據將有助進一步提升思健園的服務。

賽馬會新生宿舍因其屬一級歷史建築物的客觀條件限制下，未能符合《殘疾人士院舍條例》屋宇及消防安全的發牌要求，將於2013年5月18日光榮結束其服務。所有康復者已妥善地安排遷往其他宿舍或在社區獨立生活。為紀念及回顧賽馬會新生宿舍的歷史任務，我們於2013年4月20日舉行「傳奇的回憶——賽馬會新生宿舍歷史回顧」活動。與此同時，本會最新開設於沙田醫院的住宿服務單位「思悅園」，將於2013年5月開始投入服務，在合共92個住宿名額中，提供50個自資宿舍服務名額。此外，悅和居亦增加其收納名額，擴展服務予有精神病成員的夫婦或家庭，以填補現有服務的空隙。



傳奇的回憶——賽馬會新生宿舍歷史回顧活動
Legend of Memory - A farewell gathering to commemorate the historic mission of the Jockey Club New Life Hostel

未來挑戰

來年，自資宿舍將繼續致力整合及標準化以復元為導向的服務模式。隨著康復者的老齡化，頤悅軒亦將繼續密切檢視職員人手及護理照顧技巧的需要。此外，自資宿舍在滿足社會目標與財務承擔能力兩者之間需要取得平衡，而挽留及建立穩定的職員團隊去提供優質服務，則是另一項挑戰。

dinner of 10th Anniversary of MINDSET, the Walk Up Jardine House, etc. After its operation since July 2010, an evaluation study was carried out in mid of 2013 to explore PIRs' and families' satisfaction with the service. Their feedback gave evidence-based practices on what MINDSET Place had contributed to their recovery and also suggested areas for continuous service improvement to meet their diversified needs.

Due to the insurmountable physical limitation, Jockey Club New Life Hostel was not eligible for licensing of Residential Care Homes (Persons with Disabilities) and thus, would terminate its operation on 18 May 2013. Residents were well-prepared for moving out or discharged from the hostel. To commemorate and review the historic mission of the Hostel, a farewell gathering was to be held on 20 April 2013. In the same vein, a new residential service unit of the Association, Joyous Place located at Shatin Hospital, would commence its service in May 2013 providing 50 self-financing places out of 92 residences. Furthermore, Yuet Wo House had increased its capacity and expanded its service target to couple or family with a member having mental illness so as to fill the existing service gap.

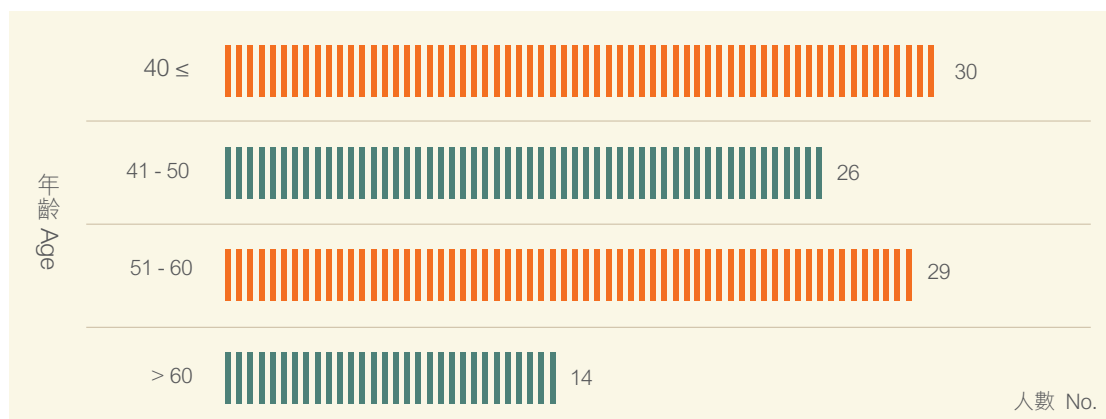


Challenges Ahead

In the coming year, efforts would be put on moving towards recovery-oriented practices and standardizing the service mode among all self-financed hostels. As the ageing issue was expected to prolong, Yi Yuet Hin would keep reviewing the manpower needs and the skills mix of the staff team. As well, balance between achieving social objectives and financial viability of self-financed hostels would also need to be maintained, whereas staff retention to provide quality services was another challenge to tackle.

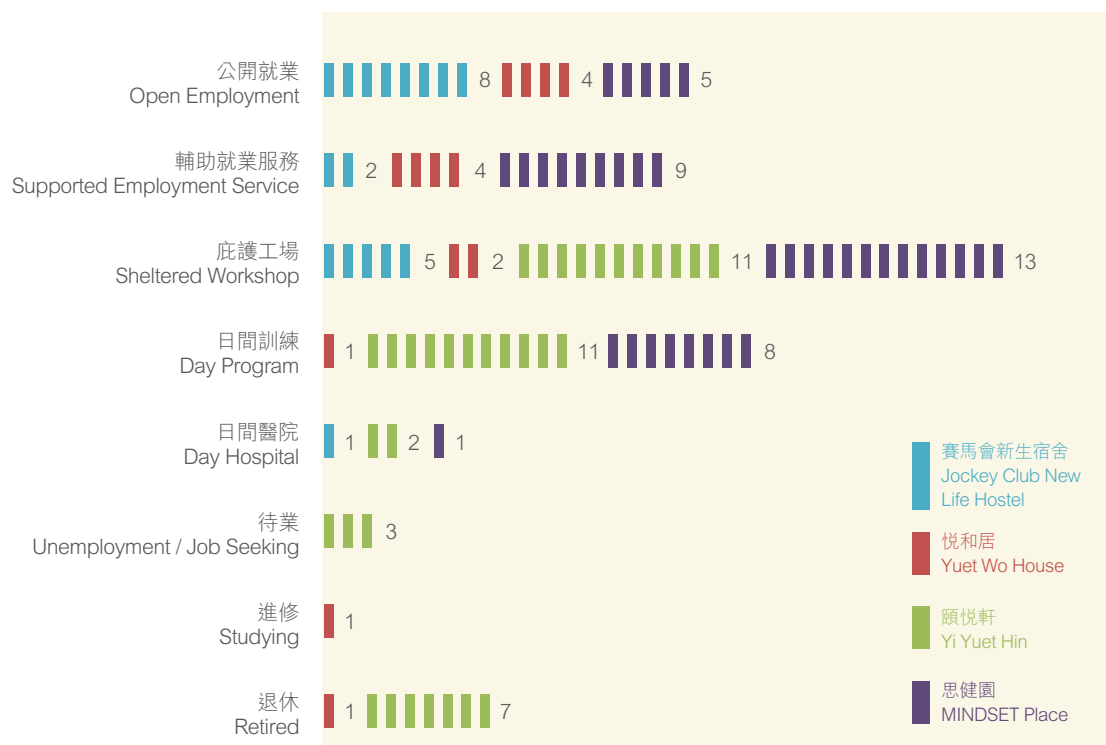
自資宿舍康復者的年齡分佈 (截至2013年3月31日)
Age Distribution of Persons in Recovery (PIRs) of Self-financed Hostels
[as at 31 March 2013]

康復者總人數 Total No. of PIR : 99



自資宿舍康復者的就業分佈情況 (截至2013年3月31日)
Employment Situation of Persons in Recovery (PIRs) of Self-financed Hostels
[as at 31 March 2013]

康復者總人數 Total No. of PIR : 99



工作及就業服務 WORK & EMPLOYMENT SERVICES

庇護工場及綜合培訓中心

職業培訓及評估

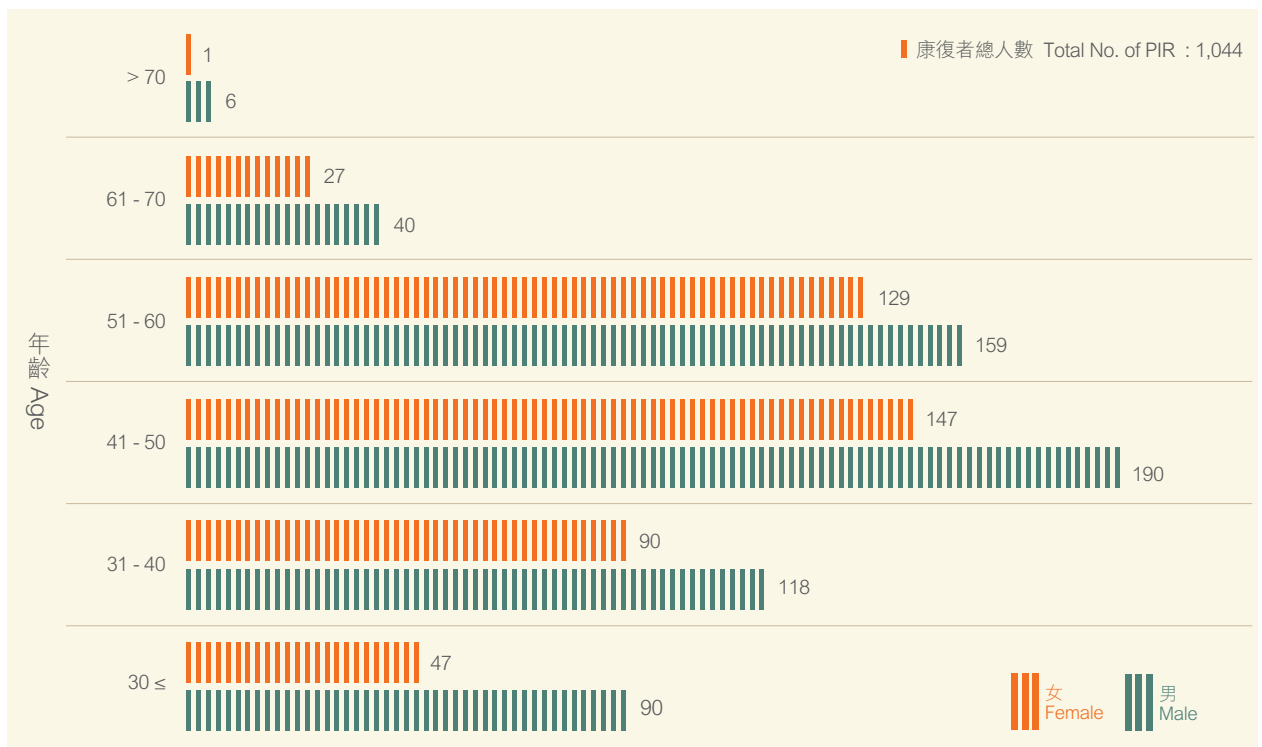
截至2013年3月，本會為1,451名不同能力的康復者提供職業康復服務。我們提供多元化的培訓項目，協助康復者發掘潛能、提升他們的工作技巧，從而改善他們的生活質素，促進他們重投社會的步伐。本會鼓勵康復者按個人興趣及能力，選取合適的室內或以社區為本的培訓項目，獲取合理的培訓津貼，應付基本生活所需。然而，近年康復者的年齡及能力程度出現兩極化的現象。為此本會設計了一套統一性評估工具，用作評估康復者個人能力及工作動機，讓他們獲得更適切的訓練。

Sheltered Workshops & Integrated Work Centres

Vocational Training and Assessment

As at the end of March 2013, the Association was serving 1,451 persons in recovery (PIRs) of mental illness with different functioning levels in vocational rehabilitation services. Diversified training had been providing to maximize their potentials, enhance their work skills, improve their quality of life and facilitate their reintegration into the society. With the wide spectrum of work trades and training spanning from indoor to community-based nature, PIRs were encouraged to choose the types of training based on their own interests and capabilities. They would also receive a decent amount of training allowance. However, in recent year, polarization of age and functioning levels of PIRs were prominent. Therefore, the Association had self-designed a new standardized assessment tool to differentiate functioning and motivation levels of PIRs. With that, PIRs would be more properly placed in different training programs.

庇護工場 / 綜合培訓中心康復者的年齡分佈 (截至2013年3月31日)
Age Distribution of Persons in Recovery (PIRs) of Sheltered Workshops / Integrated Work Centres (as at 31 March 2013)



工業式工作培訓及生產發展

隨著自家品牌產品的發展，以及職業培訓與社會企業產生的協同效應，庇護工場及綜合培訓中心的生產量及收入有顯著的增長，同時帶動康復者的能力提升及增加培訓津貼。

為配合社會企業紅白藍330的業務發展，新生會大樓工場繼續加強生產紅白藍產品系列，包括由本地設計師黃炳培先生（又一山人）設計的優質產品。去年，產品的總銷售量較前年增加44%。

此外，葵盛工場的豆製產品銷售點亦拓展至agnès b、宜家家居、一田百貨、惠康超級市場及Market Place超市，總生產量增加52%。

隨著本會餐飲業務的拓展，如開設中文大學cafe330，竹園及石排灣綜合培訓中心製作的烘焙產品總銷售量亦較去年增加了15.3%。

本會為葵青區清潔服務合約的職員及學員推出獎勵計劃，以鼓勵他們在炎夏及不穩定天氣下進行戶外工作的付出及努力。此外，為確保工作安全及提高工作效率，我們亦為場地提供更多保護器材及工具，如安全鞋、保護衣物及清潔用品，以改善工作質素。

Industrial Work Trades and Production Development

Building on the development of self-brand products and the synergy effects between social enterprises and vocational training services, the production in sheltered workshops and integrated work centres was uplifted this year with noticeable increase in production volume and income, leading to upward mobilization and increase of training allowance received by PIRs.

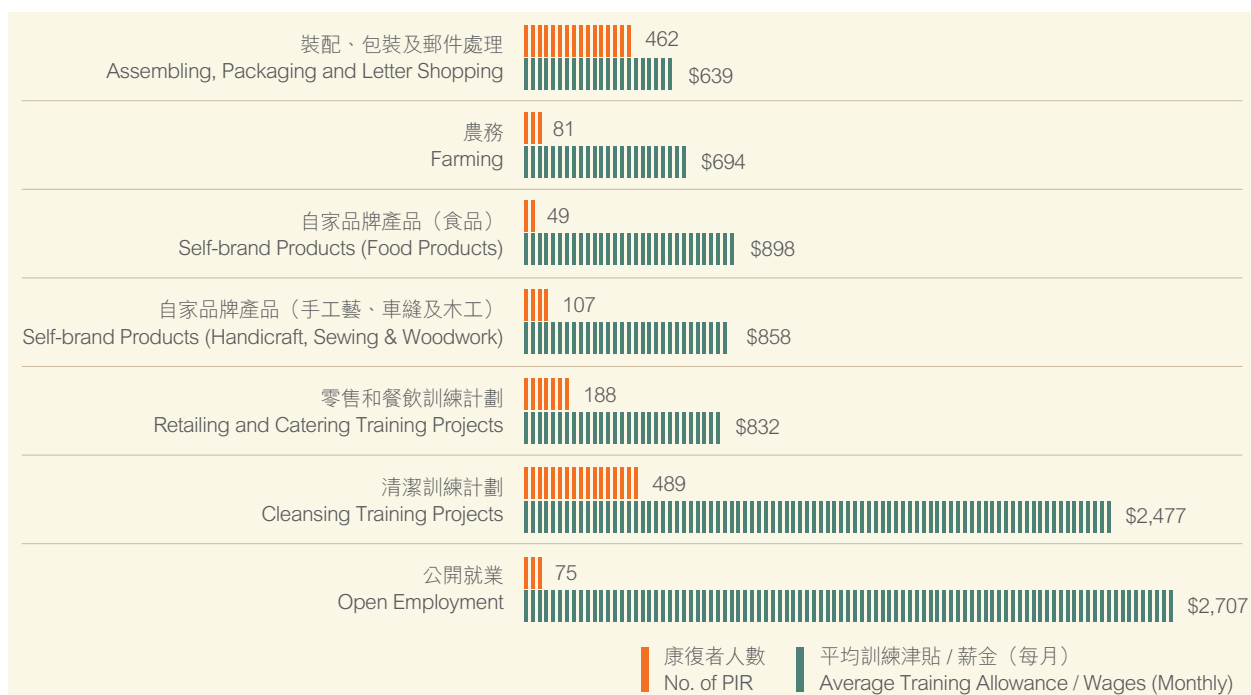
To keep pace with the business demand in rwb330, New Life Building Sheltered Workshop continued to produce the red-white-blue series of generic products and premium products designed by the renowned local artist Mr. Stanley Wong, another mountainman. The sales volume gained an increase by 44%.

Soy milk products produced by Kwai Shing Sheltered Workshop had become available at agnès b, IKEA, YATA department store as well as Wellcome & Market Place supermarkets this year. A sales increase reaching 52% was recorded.

For bakery products from Chuk Yuen and Shek Pai Wan Integrated Work Centres, with the development of catering business such as the cafe330 at The Chinese University of Hong Kong, the total sales volume had an increase of 15.3%.

In response to the adverse working conditions during summer in Kwai Tsing Cleansing Project, incentive scheme was launched to recognize the dedication and commitment of staff and PIRs who worked outdoors. In addition, certified safety shoes, protective clothing and cleansing tools were equipped in order to increase work safety and work efficiency.

康復者於不同職業訓練項目 / 公開就業所獲得的訓練津貼 / 薪金（截止2013年3月31日）
Monthly Training Allowance in Different Work Trades / Wages in Open Employment
Attained by PIRs (as at 31 March 2013)



農業生產及服務發展

蘑菇培植計劃

擁有多年成功種植白蘑菇技術和經驗，新生農場繼續發展及擴大蘑菇種植的規模，就菇包培植、環境消毒、組織提取，接種以至收成等進行研究。面對市場對蘑菇需求量日益增多，我們期望透過是項研究計劃，可生產更多不同品種的優質菇類供市場銷售。

經過超過一年的籌備工作，配有優良設備的新蘑菇房將成為種植基地，預計2013年第二季度開始可有系統地進行生產工作。在研發過程當中，本會非常榮幸獲得香港中文大學生命科學系趙紹惠博士的支持，為我們給予寶貴專業諮詢、培訓及顧問服務，為此致謝。

園藝治療服務

透過不同的園藝治療活動，本會繼續為康復者提供各種互動種植及綠色生活體驗。為使園藝治療室及多感觀花園得以充份運用，本會提供更多培訓及小組活動予其他合作夥伴，如青山醫院及社會福利署。去年，我們一共舉辦了28節園藝治療小組，共192名康復者及智障人士參加。迄今，已接待超過2,400名來自生態旅遊330的訪客參與園藝治療所舉辦的互動活動。

本會於2012年10月6日獲得聯合包裹運送服務公司的慷慨捐助，以及該公司義工隊的支持，將園藝治療室及多感觀花園佈置成充滿活力的空間，有助康復者在更具啟發性的環境下，接受園藝治療服務。

天秀墟 — 「33蔬果」

天水圍天秀墟「33蔬果」於2013年2月開業，除為區內居住的康復者創造就業機會外，同時亦關注居民對日常用品的購買能力和需要。33蔬果以合理價格向區內人士出售蔬菜和盆栽植物，提供一個就業名額及三個訓練名額予康復者。

社區共融

獲得「Love Ideas ♥ HK集思公益計劃」的捐助，田景庇護工場及石排灣綜合培訓中心於2012年9月份分別推出了兩個社區共融計劃。田景庇護工場將120個由康復者設計及生產之手製木盒，送贈予區內長者及其家人。石排灣綜合培訓中心亦透過舉行烘焙班，向參加者灌輸復元概念。兩個計劃均能為康復者提供情緒上支援，加強家屬及其他公眾人士的融合。

Agricultural Production & Service Development

Mushroom Cultivation Project

Riding on years' success of white button mushroom cultivation project, New Life Farm had been exploring and developing a larger scale of mushroom project spanning from compost making, sterilization, tissues extraction, inoculation to growing and harvesting. In view of the high market demand for different mushrooms, it is hoped that more varieties of quality species could be cultivated.

After more than one year's preparation, the new mushroom room was now well equipped to become a production base. A systematic production was expected to start from the second quarter of 2013. Throughout this process, we were grateful to have our Honorary Advisor, Dr. Chiu Siu Wai, School of Life Science of the Chinese University of Hong Kong, who provided us with expert advice, training and professional consultancy service.

Horticultural Therapy Service

The Association continued to provide our customers with interactive planting and green experiences through various Horticultural Therapy (HT) programs. To maximize the utilization of the Horticultural Activity Room and the surrounding Multi-sensory Garden, training activities and group services were delivered to outside partners such as Castle Peak Hospital and the Social Welfare Department. This year, 28 HT sessions were conducted with 192 PIRs and/or people with intellectual disability served. More than 2,400 visitors from ecotour330 had experienced the interactive horticultural activities.

With the funding and volunteers' support from UPS on 6 October 2012, the Horticultural Activity Room and Multi-sensory Garden were decorated with a new and energetic image to facilitate horticultural therapy service to be delivered in an inspiring and stimulating environment.

33 Fruit & Veggies@Tin Sau Market

To create training opportunities for PIRs living in Tin Shui Wai and to address the community needs of affordable daily necessities, 33 Fruit & Veggies@Tin Sau Market commenced operation in February 2013 to sell vegetable and potted plants at an affordable price to the community members. 1 employment and 3 training places were created for PIRs in this stall.

Community Inclusion

With the funding from "Love Ideas ♥ Love HK", two inclusive projects were launched in Tin King Sheltered Workshop and Shek Pai Wan Integrated Work Centre respectively in September 2012. Designed and produced by the PIRs of Tin King Sheltered Workshop, 120 hand-made wooden boxes were given as small gifts to the elders of PIRs' family and the elderly centres. In Shek Pai Wan Integrated Work Centre, baking classes to educate the concept of recovery were organized. Both projects provided emotional support to PIRs and integration with their family and the general public.



輔助就業服務

就業狀況及成功退出率

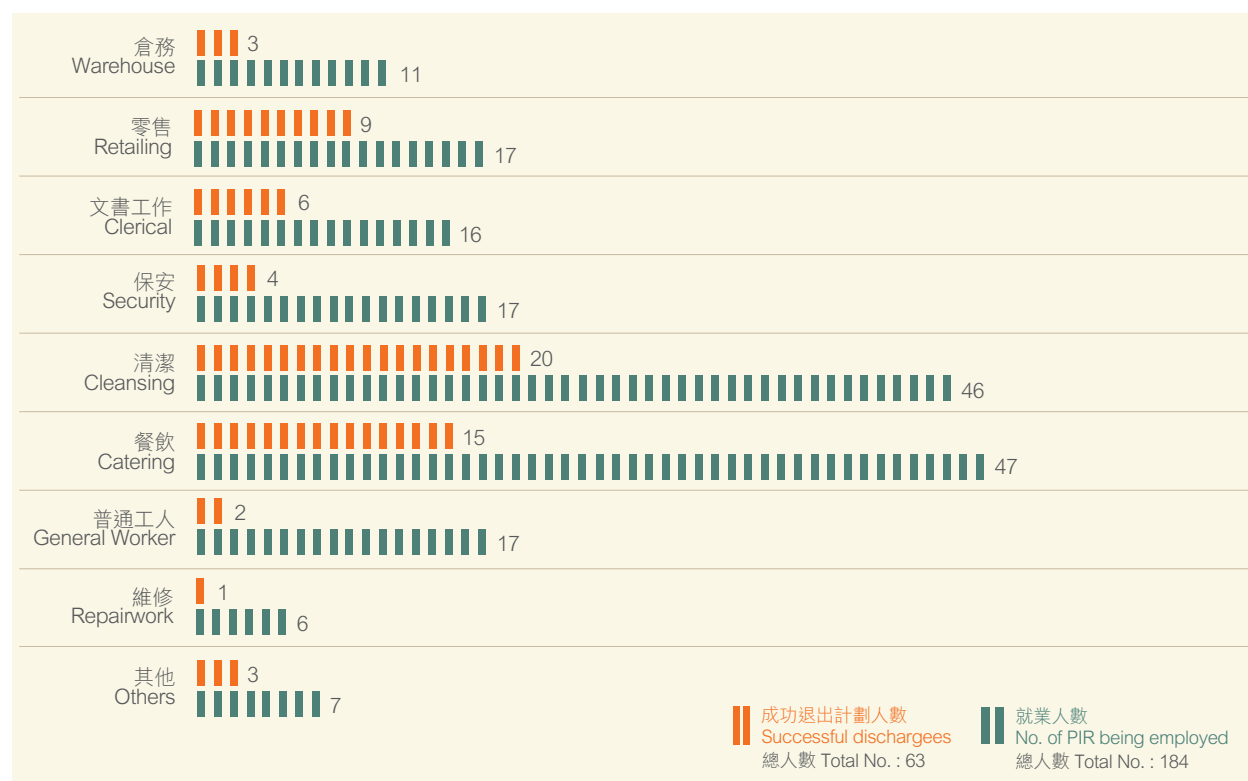
今年分別有598名及54名康復者參加了輔助就業服務計劃及殘疾人士在職培訓計劃。截至2013年3月，合共63名康復者成功就業並退出服務。

Supported Employment Service

Employment Status and Successful Discharge

This year, 598 and 54 persons in recovery (PIRs) of mental illness enrolled in Supported Employment Service and On-the-Job Training Program for People with Disabilities respectively, with a total of 63 people successfully discharged from the service by the end of March 2013.

2012至2013年度康復者就業及成功退出輔助就業服務之情況 Distribution of Employment and Successful Discharge of Persons in Recovery (PIRs) in 2012/2013



2012至2013年度康復者受聘於企業之情況 Persons in Recovery (PIRs) recruited by Corporations 2012/2013

企業名稱 Corporation	2012至2013年度新受聘人數 Newly recruited in 2012/2013	累積受聘人數 Accumulated employment placement
香港洲際酒店 InterContinental Hong Kong	2	8
怡和集團及其附屬公司 Jardine Matheson Group and its subsidiaries companies	5	13
香港迪士尼樂園 Hong Kong Disneyland	3	15
大家樂集團 Café de Coral	4	4
其他主要合作伙伴 Other key collaborators	10	27
總數 Total	24	67

企業就業夥伴

本年度共24名康復者受聘於本會長期的合作夥伴。

香港洲際酒店

今年再有2名康復者受聘於酒店的房務和餐飲部工作。自計劃於2010年6月開始，迄今，8名受聘的康復者中，仍有7人繼續任職。酒店提供吸引人的薪酬福利待遇，令康復者的工作維持率高達87.5%。

香港迪士尼樂園

踏入第5年合作，迪士尼樂園學徒計劃為康復者提供不同崗位的就業機會。去年有3名康復者受聘於此計劃，下年度招聘計劃將於2013年5月舉行。

怡和集團

怡和集團的附屬公司包括置地公司和仁孚行有限公司繼續提供就業機會予康復者。截至現時，共5名康復者擔任文書助理職位，其工作能力亦受到上級的表揚及讚賞。

大家樂集團

大家樂集團近年舉辦的大型招聘活動，為殘疾人士提供就業機會。去年，共有4名康復者獲聘任職樓面服務員和洗碗員。為照顧康復者的需要，大家樂更為學員提供在職培訓及安排彈性工作時間。

職業訓練局和僱員再培訓局的在職培訓課程

本會與職業訓練局展亮技能發展中心緊密合作，提供各類型全日制及短期課程，讓康復者學習基本技能、發掘個人興趣，以提升他們多方面的學習動機。本會於2012至2013年度，舉辦了兩項為期9個月的全日制飲食及房務工作證書課程，以及商業及電腦應用證書課程，合共21名康復者入讀。本年度亦舉辦了10個短期課程，各單位的康復者均積極參加。此外，本年度與僱員再培訓局合辦3項課程。可見將來，康復者對多元化課程需求日增，本會現正研究開辦更多培訓課程，如寵物美容課程，以切合康復者職業訓練的需要。

Employment in Partnering Corporations

During the year, 24 PIRs were employed by various corporations which were close partners of the Association.

InterContinental Hong Kong

2 more PIRs were employed by the Hotel to work in Housekeeping Department and Food & Beverages Department. As from June 2010 to now, 7 out of 8 PIRs sustained in the job. A job tenure rate as high as 87.5% was maintained.

Hong Kong Disneyland

Entering into the 5th year of collaboration, the Disneyland Apprenticeship Program provided job opportunity for PIRs working in various positions. 3 PIRs were employed this year and the next recruitment program would begin in May 2013.

Jardine Matheson Group

Jardine Matheson Group continued to offer job opportunities in its subsidiary companies including Hongkong Land Limited and Zung Fu Company Limited. A total of 5 PIRs were employed in clerical assistant post and their work ability was appreciated by their supervisors.

Café de Coral

Café de Coral had been organizing large-scale recruitment campaign in recent years with job positions primarily offered to people with disabilities. This year, 4 PIRs were recruited mainly as floor attendants and dish washing workers. The company offered on-the-job training plus flexible working hours to cater for the needs of PIRs.

Job Training Courses by Vocational Training Council and Employees Retraining Board

In collaboration with Vocational Training Council (VTC) Shine Skills Centre, a wide variety of full time courses and short courses was provided for PIRs to acquire basic skills, explore vocational interests and stimulate their motivation of learning in different aspects. In 2012/2013, two full time 9-month courses had been conducted, namely Catering & Housekeeping Practice and Business & Computer Practice, with a total of 21 PIRs enrolled. For short courses, 10 classes were organized in the year with active participation by PIRs from our service units. Another 3 courses were conducted jointly with Employees Retraining Board. It was foreseen that more diversified training was required to meet the vocational needs of the PIRs. New training was explored and developed such as pet grooming.



職業訓練局展亮技能發展中心第一屆為期九個月的全日制課程畢業典禮
The VTC Shine Skills Centre Graduation Ceremony for the first 9-month full time course

服務合約

去年，本會共投得7份清潔服務合約，總金額共25,000,000元，為康復者提供450個訓練及就業名額。除繼續提供現有服務合約外，本會於2012年12月成功投得一項於天水圍的清潔服務合約，聘請了3名康復者擔任場地督導員。

本會與職業訓練局和僱員再培訓局保持緊密合作，提供專業工作技能訓練予康復者，以提升他們對客戶服務和清潔的知識。面對庇護工場內康復者老齡化問題，尤其從事戶外項目康復者，本會將再探討其他合適的訓練模式。

Tenders & Contracts Awarded

This year, seven cleansing contracts were awarded to the Association with an annual tender sum of \$25 million which provided a total of 450 training placements and open employment posts for PIRs. Other than the renewed service contracts, one new training project was successfully awarded to provide 3 more employment opportunities of job coach for PIRs in Tin Shui Wai in December 2012.

The Association kept collaborating with Vocational Training Council and Employees Retraining Board, specific work skills training such as customer service and cleansing knowledge were delivered to PIRs. In view of the aging issues encountered in sheltered workshops, it was necessary to explore alternative training for them especially those engaged in outdoor projects.

2012至2013年度之政府清潔服務合約 Government Contracts of Cleansing Service 2012/2013

	批出部門 Awarded by		服務合約 Service Contract
2012至2013年度延續及 新批出合約 Contract Renewed and Newly Awarded in 2012/2013	漁農自然護理署 Agriculture, Fisheries and Conservation Department	1	大龍實驗農場 Tai Lung Experimental Station
	食物及環境衛生署 Food and Environmental Hygiene Department	2	衛生教育展覽及資料中心 Health Education Exhibition and Resource Centre
		3	石湖墟市政大廈 Shek Wu Hui Municipal Services Building
		4	洗衣街車房 Sai Yee Street Depot
		5	大成街街市大廈 Tai Shing Street Market Building
	香港房屋委員會 Housing Authority	6	天悅邨長者屋 Housing for Senior Citizens of Tin Yuet Estate
	香港電台 Radio Television Hong Kong	7	香港電台 Radio Television Hong Kong
現存合約 Existing Contract	漁農自然護理署 Agriculture, Fisheries and Conservation Department	8	大龍獸醫化驗所 Tai Lung Veterinary Laboratory
	康樂及文化事務署 Leisure and Cultural Services Department	9	葵青區康樂場館 Recreational Venues of Kwai Tsing District
		10	牛池灣市政大廈 Ngau Chi Wan Municipal Services Building
		11	九龍城市政大廈 Kowloon City Municipal Services Building
	12	鰂魚涌市政大廈 Quarry Bay Municipal Services Building	

職業培訓跨服務工作小組

為發展及加強各服務單位在職業康復服務上的融合，本會特別成立專責小組，由職業康復、住宿、社區服務等專業同工協力，推出一系列新服務方案。為了提供更多貼身設計和以人為本的服務，我們邀請康復者參加焦點小組提供意見。康復者對職業康復培訓的需要，取決於其就業準備；本會將採用統一性的評估工具(C-Laser)，為不同的職業康復服務的康復者在就業準備和需要進行評估。

為提供更多元化的培訓機會予較高就業能力的康復者，本會將與僱員再培訓局合辦更多進階再培訓課程，以回應康復者的期望和迎合市場需求。此外，本會下年度更會加強就業支援，聯繫地區僱主，鼓勵他們提供彈性工作時間或兼職工作機會予合適的康復者。與此同時，輔助就業服務將向住宿及社區服務提供就業轉介服務，提升工作配對成效，增加公開就業成功率。工作小組亦會為就業準備較低的學員設計綜合活動計劃，以逐步指導康復者為公開就業作充足的準備。

自力更生綜合就業援助計劃

社會福利署去年為綜合社會保障援助計劃進行檢討工作，將各類就業援助計劃修訂並綜合成為「自力更生綜合就業援助計劃」。由2013年1月1日至2015年3月31日，本會受社會福利署委託於葵青區協助推行「自力更生綜合就業援助計劃」，為期27個月。除提供傳統的就業支援及諮詢服務外，是次計劃採納新的服務模式，名為「工作體驗服務」，服務使用者需提供義工服務。本會其中一個培訓項目－葵青清潔服務合約亦提供工作體驗服務機會，讓服務使用者能有更多體驗、接觸及進行更多義務工作的機會。計劃參加者及康復者相互合作帶來協同效應，增強雙方自信心，有助他們日後重投勞動市場。



Cross Services Working Group on Vocational Training

With an aim to develop seamless vocational rehabilitation services for PIRs across different services, a task group consisted of professional staff coming from vocational rehabilitation units, residential and the community service was formed and a series of new initiatives was put forward. In order to provide more tailored-made and people-centred services, PIRs were invited to attend focus groups to share their views. Work readiness is the key component for matching the PIRs with different support level of vocational rehabilitation services. A standardized screening tool – the Chinese Lam Assessment of Stages of Employment Readiness (C-LASER) would be adopted to identify the work readiness of the PIRs.

For the higher work readiness group, more diversified training opportunities would be provided. New advanced courses offered by the Employees Retraining Board (ERB) would be held in response to the clients' expectation and the market needs. Also, employment support would be reinforced in the coming year. More part-time job opportunities would be collected through district-based employers' network, where PIRs aiming at shorter working hours or more flexible work schedule would benefit. Moreover, job opportunities connected by supported employment services would be referred to residential and community services to enhance the efficiency of job matching and increase the success rate of open employment. For PIRs with less work readiness, the task group would design integrated programs to guide PIRs progressively so as to prepare them for open employment.

Integrated Employment Assistance Program for Self-reliance (IEAPS)

This year, Social Welfare Department reviewed various employment assistance services under the Comprehensive Social Security Assistance (CSSA) Scheme and integrated the programs into a new service, called the Integrated Employment Assistance Program for Self-reliance (IEAPS). The Association was awarded to operate this IEAPS in Kwai Tsing district for 27 months from 1 January 2013 to 31 March 2015. Other than providing conventional employment assistance and counseling services to the service users, a new service mode that offer work exposure opportunities, namely "WE service", would be adopted. Service users were required to attend voluntary work and as one of our training projects, Kwai Tsing Cleansing Project would provide WE service placement. It was noted that through interacting between PIRs and service users of IEAPS, a synergy effect of enhanced self confidence of both parties was observed which would surely facilitate their getting back to the labour market.

自力更生綜合就業援助計劃服務的服務使用者在康樂及文化事務署提供的工作場地進行園林美化服務
Service users of IEAPS performing environmental-related service in one of the work exposure worksite offered by Leisure and Cultural Services Department in Kwai Tsing district

社區服務 COMMUNITY SERVICES

精神健康綜合社區中心

過去一年，我們致力與醫院管理局、社會福利署、非政府機構、社區團體和地區賢達成為策略夥伴，促進地區人士包容及尊重不同年齡人士的精神健康需要，並減低對康復者因不正確資訊和負面印象而帶來歧視。為此我們積極建立支援網絡，連繫精神病康復者和家屬，透過充權和倡導的手法，與他們一同實踐夢想和希望。

拓展服務會址

安泰軒在社區精神健康支援服務上扮演重要而獨特的角色。我們深明服務會址有助會員的參與，且有利發展和建立社區人士之間、社區人士與中心之間的社會資本和連繫網絡。故此，我們與不同的地區持份者，尤其是社會福利署共同努力，分別在六個地區物色服務會址。為消除街坊的疑慮、減低他們對精神病康復者的負面印象和增加對服務的認識，我們參與地區諮詢工作服務簡介會、安排參觀等。在過程中，雖然遇上一定的挑戰，但最後獲得多個區議會及地區團體的支持，成功在屯門湖景邨和東涌逸東邨覓得會址，預計於2013年7月下旬開始運作。此外，安泰軒（葵涌）和（沙田）亦已物色合適地點，將會進行地區諮詢工作。至於安泰軒（油尖旺）亦已租用商業大廈作為辦事處，同時會考慮租用其他商業大廈以提供直接服務。為開拓會址而進行的地區諮詢，均有康復者和家屬的參與，他們以不卑不亢的態度，勇敢而直接地向居民和地區人士提出訴求，陳述權益，見證著他們的成長，我們亦欣喜不已。

服務概況

本年度7間安泰軒共接到3,048的轉介個案，康復者自行或家屬求助為主要收納來源，佔其中的36%。這數字顯示公眾人士日趨關注精神健康，而地區居民亦能直接接觸中心的服務。在5,856位服務使用者之中，其中4,282位為確診的精神病康復者，而1,574位為懷疑精神受困擾的人士。在精神病康復者之中，39%為抑鬱症或情緒病患者，相對2011至2012年度增長了11%。根據統計，服務使用者年齡在29歲或以下的有854位（15%），年齡在30-59歲有4,173位（71%）。這數字表示中年人仍然是我們主要的服務對象，而與2011至2012年度比較，年青服務使用者增長了17%。

Integrated Community Centres for Mental Wellness

In the past years, The Wellness Centres (TWCs) has committed to promote recovery and facilitate integration of persons in recovery (PIRs) of mental illness. To achieve this end, the Centres had developed strong strategic alliances with Hospital Authority, Social Welfare Department, non-governmental organizations, district groups and community leaders to foster social integration, to increase the capacity of local communities to accommodate and respect people of all ages who have mental health needs as well as to reduce discrimination against PIRs that is plagued with misinformation and negative stereotype. TWCs also developed network systems to connect people with mental illness and their families to support PIRs to pursue their dreams and hopes through empowerment and advocacy.

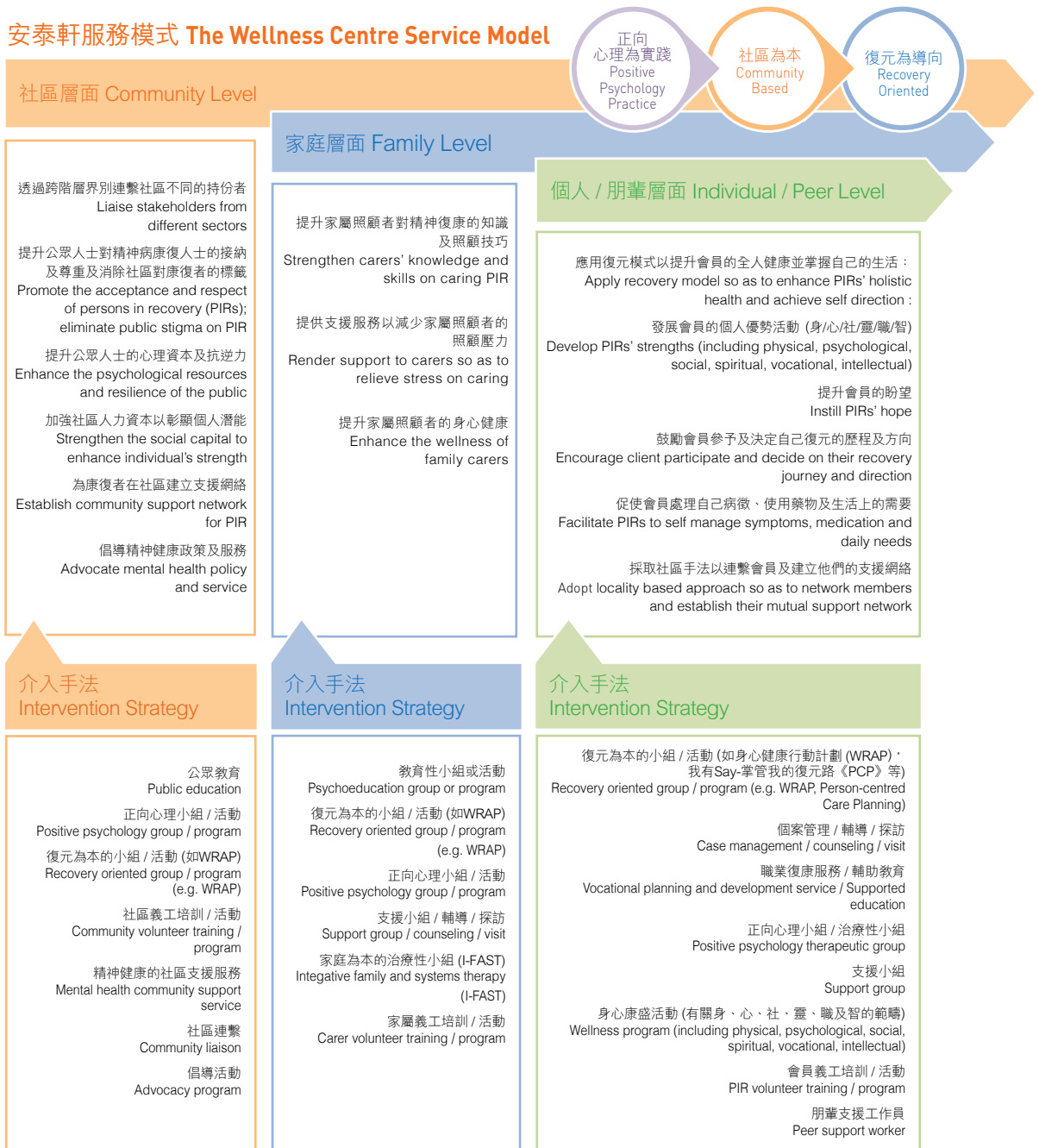
Premises Acquisition and Renovation

TWCs played a significant and unique role in the provision of community mental health support services. An accessible premise is instrumental in facilitating participation, developing linkage, networks and social capital among community members and between members and the Centre. Concerted efforts with different stakeholders, Social Welfare Department in particular, were made to locate premises in 6 districts. Local consultations, service briefings and visits to mental health services were organized to these district people to clarify doubts, to reduce negative stereotypes on people with mental illness as well as to enhance the residents' understanding of the service. Although considerable challenges were encountered during the process, the acquisition of premises in Wu King Estate of Tuen Mun and Yat Tung Estate of Tung Chung had finally gained the support from the multiple District Board and local communities. It was anticipated that both centres would commence operation in late July 2013. For TWC (Kwai Chung) & (Shatin), potential venues were identified pending for local consultation. For TWC (Yau Tsim Mong), while the renting of an office in a commercial building was arranged, the feasibility of renting other commercial premises to operate direct service was in the pipeline. We were pleased to witness PIRs and caregivers' active participation to voice out their rights of residency, participation and citizenship in the community during the local consultation sessions in a humble and respectable manner.

Service Profile

TWCs had received a total of 3,048 referrals this year. Self-approach by PIRs or their family members and caregivers were the major source of admission which accounted for 36.1%. These figure suggested that the general public had become more aware of their mental health needs and our service was accessible by local residents. Among the 5,856 service users served, 4,282 were diagnosed with mental illness and 1,574 were suspected with mental health needs. For those diagnosed with mental illness, 39% of them had been suffering from depression or mood disorders, an increase of 11% as compared to 2011/2012. According to the statistics, 854 service users (15%) were aged 29 or below whereas 4,173 service users (71%) belonged to the age group of 30-59. These figures showed that middle-aged people remained as our primary target recipients but the group of young adults had also increased by 17% as compared to 2011/2012.

安泰軒服務模式 The Wellness Centre Service Model



檢討服務模式檢視

安泰軒於2010年起提供服務，而安泰軒的服務模式亦於去年重新整合，以確保服務能夠滿足不同持份者的需要。新的服務模式主要以「復元」和「正向心理學」為基礎，包含不同的介入策略及手法，以協助精神病康復者排除病患所帶來的限制而建立正面的自我觀，並為家屬照顧者給予支援，以及透過復元為本的活動、小組及精神健康教育建構一個接納及共融的社會。

Review of Service Model

TWCs had been serving the community since 2010, its service model was revisited to ensure that the services offered were able to meet the needs of various stakeholders. This model encompassed "recovery" and "positive psychology" as its core principles. Strategies and intervention methods were devised to facilitate PIRs to develop a positive sense of identity despite limitations arisen from mental illness, to provide support to caregivers while cultivating acceptance and stigma reduction in the broader community through recovery-oriented programs, groups and mental health education.

復元為本的三層介入模式

第一層精神健康服務模式服務 — 推廣及公眾教育

安泰軒透過與各地區團體建立夥伴協作關係，成功在地區上推行多項以「復元為本」的社區教育活動。安泰軒（葵涌）於2012年4月至2013年7月獲香港社會服務聯會邀請參與由香港賽馬會慈善信託基金資助推行的「快樂家庭廚房II」活動計劃。計劃旨在促進正向家庭生活與溝通，並於地區上宣揚和諧家庭關係的訊息。在2012年10月至2013年1月期間，安泰軒（葵涌）更聯同聖公會主恩小學舉辦3項以「家庭為本」的活動，合共有35個家庭參與。有關活動設計、推展的過程與實踐智慧將於2013年6月透過香港社會服務聯會舉辦的專業同工培訓作分享和交流。



作為以「地區為本」的精神健康綜合社區中心，安泰軒致力增強社會資本和連繫不同的地區夥伴。安泰軒（葵涌）去年獲匯豐銀行慈善基金社區發展計劃的資助，推行了地區合作夥伴計劃，為區內居民舉辦一系列活動，當中包括大型嘉年華、長者精神健康講座及青少年共融活動，從而向區內人士推廣精神健康及提倡社會共融的訊息。該系列活動共吸引超過1,200名市民參與，與此同時，更進一步鞏固與地區團體間的夥伴合作關係。

此外，安泰軒（天水圍）繼續在地區上推展由社區投資共享基金資助「有里同行·樂天計劃」，旨在強化社會資本，提升社區人士關注身心健康，締造關愛和諧的社區。在過去一年，單位共進行了6次「樂天大使」培訓課程，培育超過30位社區人士成為「樂天大使」，掌握精神健康的知識和技巧。「樂天大使」更聯同100多名社區義工，推行超過20個關愛活動，超過1,000名居民參與，並成功與16個地區團體（如學校、區議員和非政府組織）建立合作夥伴關係。在各「樂天大使」的共同努力下，該計劃更獲得社會福利署元朗區福利辦事處頒發「最佳團體義工獎」及2個「個人傑出義工獎」。

Application of Recovery-oriented practices into Three-Tier Intervention

Primary Prevention – Mental Health Promotion and Public Education

TWCs had successfully conducted several signature recovery-oriented community education programs through partnerships and collaborations. In particular, TWC (Kwai Chung) had been invited by the Hong Kong Council of Social Service to participate in the district-based project “Happy Family Kitchen” funded by The Hong Kong Jockey Club Charities Trust during April 2012 to July 2013. It aimed at facilitating positive family life and communication in addition to promoting harmonious family relationships. TWC (Kwai Chung) collaborated with Sheng Kung Hui Chu Yan Primary School and organized 3 family-based programs to 35 families from October 2012 to January 2013. The practice wisdom on program design and delivery was shared through a professional training held in June 2013.



As a district-based community centre for mental wellness, TWCs had continuously strived to enhance social capital and network with different district partners. Funded by the Hong Kong and Shanghai Banking Corporation Limited, TWC (Kwai Chung) had launched a Community Partnership Program offering a series of programs. It included a carnival to service community members, a few talks to the seniors as well as inclusion programs for the young people to promote mental wellness and social integration. More than 1,200 community members participated in these events and through which, partnerships with district stakeholders were further strengthened.

Meanwhile, TWC (Tin Shui Wai) continued to launch the “Neighborhood of Wellness” project funded by the Community Investment and Inclusion Fund, with the aim to enhance social capital, to promote psychological and physical wellness as well as to foster a caring and harmonious community. During the past year, 6 volunteer training courses were conducted with over 30 community volunteers being trained as the “Joy Ambassadors” and equipped with various mental health knowledge and skills. Over 20 community care activities were organized that involved more than 100 volunteers and 1,000 participants. Collaborations with 16 district partners like schools, District Councilors and NGOs were well established. With the concerted efforts of the Joy Ambassadors, the project was awarded with “Team Volunteer Award” and two project participants were awarded with “Individual Volunteer Award” presented by Yuen Long District Welfare Office of Social Welfare Department in 2012.



TWCs actively promoted the message on mental wellness to the community. In particular, two special projects were launched by The Wellness Centre (Yau Tsim Mong), namely “Give



安泰軒一直致力在社區推廣精神健康的訊息。安泰軒（油尖旺）開展了兩個特色計劃，分別名為「Give Me Five, Let Me Fly! 感觀「身」體驗」及「世界愛笑日2012」。前者承蒙「Love Ideas ♥ HK集思公益計劃」撥款資助推行，計劃邀請了一群患有輕性情緒病（如抑鬱症和焦慮症等）的康復者擔任導賞員，在接受培訓後聯同職員到社區協助推廣精神健康的訊息。導賞員更到訪社區不同團體協助舉辦公眾教育講座及工作坊予年青人、婦女及新來港人士分享他們如何戰勝抑鬱及勵志的復元故事。他們亦藉自身經歷與大眾分享及早覺察情緒困擾及預防精神病的重要性。自2012年10月起，已有200名輕性情緒病的康復者及400名社區人士參與此項計劃。此外，計劃亦資助了部份有經濟困難但欲就情緒困擾求醫的市民及早接受適切的支援服務，鼓勵他們正視自己的精神健康狀況。

諺語有云：「笑是最佳的良藥。」有見及此，安泰軒（油尖旺）與安泰軒（屯門）於2012年5月6日聯同多個愛笑俱樂部於西九龍海濱長廊合辦「世界愛笑日2012」。當日活動約有500名社區人士透過表演及分享充滿創意的愛笑瑜伽招式及練習瑜伽呼吸法，藉以提升參加者的正向情緒及身心健康。

為進一步提升康復者的優勢，安泰軒（屯門）舉辦了「照出正能量 — 照出50萬人的故事」。攝影作品亦製作成展覽，宣揚康復者的優勢，並透過照片分享屯門區的集體回憶及宣傳屯門區居民的精神健康。是次活動得到社區正面的評價。

為加強安泰軒與不同地區的機構發展夥伴及合作關係，社會福利署沙田區福利辦事處，以及中西南及離島區福利辦事處均曾分別資助安泰軒（沙田）及安泰軒（離島）舉辦兩項社區活動計劃。當中，安泰軒（沙田）舉辦的「樂在家屬」活動，旨在灌輸希望感和樂觀感，以提高家庭成員間的心理健康。活動透過講座及街頭展覽，成功聯繫了1,000名以上精神病康復者的照顧者、智障人士照顧者及沙田區居民。為支援他們的需要，以及推廣社會共融的

me Five, Let me Fly – Positive Emotion Experiential Project” and “World Laughter Day 2012”. The former project was sponsored by “Love Ideas ♥ HK”, which was to invite participants with Common Mental Disorders to become co-trainers to deliver talks and workshops to young people, women and new arrivals where they shared their resilience stories of how to overcome depression and promoted the importance of early identification and intervention. Since the project commenced in October 2012, 200 people with Common Mental Disorders and 400 community people joined the project. In addition, the project also subsidized those who had financial difficulties to seek early intervention to attend their mental health needs.

There is an old saying “Laughter is the best medicine”. The Wellness Centre (Yau Tsim Mong) and The Wellness Centre (Tuen Mun) co-organized the “World Laughter Day 2012” on 6 May 2012 with different Laughter Yoga Clubs in Hong Kong and 500 people who gathered together in West Kowloon Waterfront Promenade to perform Laughter Yoga exercises and yogic breathing, which were essential means to enhance positive emotions and mental well-being.

To further promote the strengths of PIRs, The Wellness Centre (Tuen Mun) organized a photo-voice exhibition “Sparkle with Stories of Five Hundred Thousands”. The photo exhibition served as an opportunity to recognize the strengths of PIRs as well as to celebrate the mental wellness of residents in Tuen Mun through shared and collective memories. This project received commendations from the community.

TWCs had also developed partnership and collaboration with various stakeholders in different districts. Both District Welfare Office of Shatin and Central, Western, Southern & Island Office had sponsored TWC (Shatin) and (Island) to organize 2 projects respectively. “Cultivating Happiness in Carers” was a program that aimed to instill hope and optimism to enhance family mental wellness. More than 1,000 caregivers of people with mental illness, mental handicap and the general public were engaged successfully through talks and road shows. Interactive workshops and Christmas gatherings that involved secondary school students and PIRs were organized to promote social inclusion in the community. On the other hand, “Bringing Happiness to Tung Chung” was a stand-up comedy show held in junction with training courses prepared for the Happy Ambassadors. In this event, positive message on mental health and social inclusion were delivered to 450 residents and PIRs in Island District.

Furthermore, TWC (Sham Shui Po) was sponsored by Sham Shui Po District Board to organize a project on “Positive Living” to promote the concept of character strengths and positive psychology in the community. The project had successfully reached 955 residents and young people in the district. Also, Estate Management Advisory Committees in different districts had sponsored TWC (Tin Shui Wai), (Shatin), (Sham Shui Po), (Kwai Chung) and (Islands) to organize 7 estate-based programs with the



訊息，中心特別邀請了中學生及康復者共同參與計劃中的互動工作坊及聖誕聚會。另外，安泰軒（離島）亦舉行「樂在東涌精神健康棟篤笑」活動，並透過喜劇表演培訓課程，在社區上培育一班「開心大使」。本整項計劃共有450位離島區的居民及康復者參加，成功將有關精神健康及社會共融的正面、積極訊息傳遞到社區中。

另一方面，安泰軒（深水埗）今年亦獲深水埗區議會撥款舉辦「正向生活」計劃，目的是向公眾人士推廣「正向心理學」及「優勢為本」的概念。此項計劃成功接觸955位居住於深水埗區的居民及年青人參加。此外，安泰軒（天水圍）、（沙田）、（深水埗）、（葵涌）及（離島）亦分別獲屋邨管理諮詢委員會贊助，於過去一年舉辦了7個以屋邨為本的活動，透過與區內不同持份者的緊密協作，超過5,900名社區人士從計劃中受惠，成效令人鼓舞。

第二層精神健康服務模式—早期辨識及介入

截至2013年3月，安泰軒為2,655個精神病康復者或懷疑有精神健康問題的人士提供個案服務，比對2012年服務2,280位人士，增加了16%。過去一年，中心職員共進行了21,621次外展探訪及中心面談以支援上述人士。我們亦為服務使用者及其家屬提供不同的服務以便及早辨識及介入，內容包括需要及風險評估、徵狀及藥物管理、精神健康教育、輔導及支援。經評估發現有精神健康問題的會員，會被轉介到醫療服務作進一步的精神狀況臨床評估和治療。我們更會轉介有需要的個案至其他社會服務，從而支援他們於社區生活上的各種需要，例如食物和經濟援助、居住或家居支援等。除個案服務外，我們曾舉辦133個治療性小組，以鼓勵會員建立有效的情緒管理、發展個人優勢、強化朋輩支援網絡、提升家屬參與及建立家庭的抗逆力，藉此滿足不同會員及其家人的需要。

近年出現囤積問題的個案逐漸增多，引起中心的關注。今年，安泰軒4位專業同工前往三藩市進行考察，以加深對這類個案的了解，有關的服務發展正在籌備中。

第三層介入—以人為本服務

憑藉與醫院管理局「個案復康支援計劃」、「精神科社康護理服務」及各社區持份者多年穩固的協作，透過定期個案會議及聯絡小組會議加強了各方面的合作和共識，務求為康復者訂定最適切的服務。

為了滿足康復者職業方面不同的需求，我們成立了職業計劃及發展服務，參照「改變階段模式」和「復元模式」以推行服務。階段演進模式將康復者就業準備的狀況分為五個階段：前考慮階段、考慮



精神健康棟篤笑由藝人張達明先生、精神科醫生曾繁光醫生及年青笑匠 Mr. Vivek Mahbubani 攜手演出
Mr. Cheung Tat Ming, the artist, Dr. Tsang Fan Kwong, psychiatrist & Mr. Vivek Mahbubani, the comedian, performed in the Talk Show on Mental Health

aim to promote healthy and happy living. Through the close collaboration with district stakeholders, more than 5,900 community members had benefitted from the programs with positive responses received.

Secondary Intervention – Early Identification and Intervention

As at the end of March 2013, TWCs served a total of 2,655 persons with mental illness and suspected mental health problem through case management and comparing with 2,280 persons served in 2012, there was an increase of 16%. To support these individuals, 21,621 outreaching visits and office interviews were conducted during the year. A variety of services including needs and risks assessment, symptom and medication management, psycho-education, counseling and support were rendered to service users and their families for early identification and intervention. Those assessed with mental health problems were linked up to medical system for further psychiatric assessment and treatment. Referrals to other social services, such as food and financial assistance, housing or homecare support would be arranged whenever necessary. Apart from casework services, a variety of 133 therapeutic groups on emotion management, developing strengths, enhancing peer support network as well as facilitating family resilience and participation were conducted to cater different needs of individuals and families.

The increasing rate of persons with hoarding and cluttering problems raised the concern in TWCs. A team of four professional staff from TWCs gained a deeper understanding on the latest approach in addressing these issues through attending a study visit in San Francisco. Further development was under preparation.

Tertiary Intervention – Person-centred Services

Riding on the solid collaboration with the Personalized Care Program and Community Psychiatric Teams of the Hospital Authority and other community stakeholders in the past years, regular multidisciplinary case conferencing and liaison meetings were held to facilitate cooperation & mutual understanding among different parties and to enable better delivery of service.

In view of the diversity of vocational needs of PIRs, Vocational Planning and Development Service (VPDS) in TWCs had been guided by the Stage of Change Model and Recovery Model. Under this model, work readiness of PIRs were assessed and then matched into one of the five different stages, including pre-contemplation, contemplation, preparation, action and maintenance stage. In each stage, various intervention methods and strategies were developed to support PIRs who were making transition to other stages. In addition, 6 concepts of recovery orientated practice, including participation, hope, strengths-based, individualized/person-centred, peer support, and responsibility were incorporated in all stages of the service model to echo the recovery movement adopted in the Association.

安泰軒職業策劃及發展服務—服務模式
 Service Model of Vocational Planning and Development Service at The Wellness Centres



階段、準備階段、行動階段及維持階段。經過職業治療師評估後，為不同階段的康復者提供不同形式的訓練或介入，務求達致階段的晉升。此外，為配合機構致力推廣的復元運動，將6個復元元素：參與、希望、優勢、個人化、朋輩支援及責任等揉合於各個階段中推行。

服務在2012至2013已全面推展至所有安泰軒，服務人數由2011至2012年度167人增至為292位。職業計劃及發展服務提供了10,379節職業治療訓練，其中8,088節及2,091節分別以小組及個人形式訓練。此外，從2013年9月開始我們計劃為就讀於正規教育機構或訓練學院相關職業課程的康復者，如僱員再培訓局、職業訓練局及勞工處提供個人支援，以減低因個人理由或精神狀況欠佳而輟學的情況。

除了就業需要外，康復者的健康亦可能受其他病患所困擾，如中風、帕金森症、痛症等，加上老齡化的影響，均深深影響康復者的日常生活。故此，安泰軒於2012至2013年度開始進行家居職業治療服務，包括家居評估、環境改善、輔助工具使用訓練、預防跌倒及手法治療等，以提升康復者個人的身體健康及功能。

這個新建構的服務模式仍處於早期實施階段，需要進一步建立，包括驗證評估工具作分流用途、設計就業準備訓練手冊，以及提供全面教育支援予有需要的康復者。

建立有效能的團隊

我們相信同工是推動服務發展的關鍵，專業培訓是必須的一環。為裝備同工的專業知識，我們邀請了資深講員崔永豪醫生和徐成昌博士，為專業同工提供一系列進階的培訓課程，讓同工認識精神病症、臨床評估、自殺及危機介入等知識，以期學以致用。

在2013年3月，安泰軒全體110同工齊參加復元退修營，日營活動旨在讓同工在輕鬆的氣氛下，分享推動復元工作的挑戰與喜悅，並重溫各項復元元素，展望應用在日常工作。



安泰軒全體同工110人參加復元退修營
110 staff from The Wellness Centres participated the Recovery Retreat Camp

VPDS to PIRs with vocational needs covered all TWCs in 2012/2013. 167 members with vocational needs received VPDS in 2011/2012 with another 292 increased in 2012/2013. VPDS had provided 10,379 occupational therapy sessions to PIRs. Among these sessions, 8,088 and 2,091 sessions were held in group and individual format respectively. In addition, provision of support for PIRs studying in formal education institutes or vocational related courses offered by various training institutes, such as Employees Retraining Board, Vocational Training Council and Labour Department is essential to retain and to reduce drop-out due to personal or mental health challenges. Individual support of this nature would commence after September 2013.

Other than vocational needs, co-morbidity of psychiatric and physical disabilities (such as stroke, amputation, Parkinson's disease, chronic pain, etc.) and ageing had profound influence on TWC members' motivation to integrate into the society. As such, home-based occupational therapy service which focused on home assessment, environmental modification, prescription and training on the use of assistive device, fall prevention and manual therapy had started in 2012/2013 to enhance these individuals' physical wellness and functional independence.

This newly constructed service model was still in its early stage of implementation, further work needed to be in place, including validating a measurement instrument for triage purpose, designing a standard training protocol to promote work readiness and to provide comprehensive supported education to those persons in recovery (PIRs) of mental illness in need.

Building up a Competent Staff Team

We understand that a talented workforce is the pillar of service development and delivery so professional training is an imperative component. To enhance the clinical competency of professional staff, we were grateful to different expert trainers including Dr. William Chui and Dr. Philip Tsui who had conducted a series of advanced training for our colleagues with particular focus on understanding different psychiatric disorders, clinical assessment and suicide risk identification. Participants integrated learning into their practices conscientiously.

A "Recovery Retreat Camp" organized in March 2013 was participated by 110 staff from TWCs. The day camp aimed at promoting sharing among staff, consolidating their understanding of recovery-oriented practice. They also shared the challenges and obstacles experienced in daily practices.

生活滿意程度分析結果 (人數=494)
Results of Test Life Satisfaction Scale (n=494)

	底線平均值及標準偏差 Mean and standard deviation at baseline	一年後平均值及標準偏差 Mean and standard deviation at 1 year	P值 Level of significance
生活滿意程度 — 平均值 Average score of TLSS	2.06 (0.70)	2.47 (0.84)	.00
居住範疇 Living situation	2.38 (0.83)	2.69 (0.93)	.01
社交範疇 Social relationship	2.08 (0.77)	2.50 (0.86)	.00
工作範疇 Work	1.74 (1.34)	2.28 (1.16)	.01
自我及生活狀況範疇 Self & present life	2.20 (0.93)	2.73 (1.01)	.00

服務成效

為了就個案管理的介入工作進行服務成效研究，中心採用生活滿意程度問卷量度494位服務使用者於開展個案服務前及每隔一年的生活滿意程度。多變量分析結果顯示服務使用者經介入後的整體生活滿意程度(F=7.50, p < .00)及問卷中所有範疇的生活滿意程度均有明顯上升，當中包括居住 (F=6.28, p < .01)、社交(F=12.56, p < .00)、工作(F=12.92, p < .01)、自我及生活狀況(F=13.60, p < .00)等範疇。

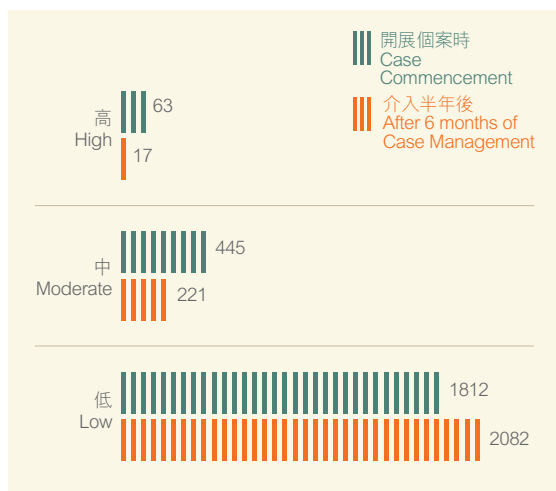
個案管理方面，中心評估2,320個案的危機風險程度。經個案管理的服務介入後6個月，服務使用者的危機風險程度明顯下降。令我們感到鼓舞的是高及中危機風險程度的個案數字由分別63及445個減少至17及221個。

Service outcomes

Outcome evaluation was conducted to 474 TWC members who received case management by administering Test Life Satisfaction Scale at baseline and yearly interval. Results from the multivariate analysis of the Scale indicated that members showed a significant improvement in their overall life satisfaction (F=7.50, p < .00) and in all sub-domains, including living condition (F=6.28, p < .01), social relationship (F=12.56, p < .00), work (F=12.92, p < .01) as well as self and present life (F=13.60, p < .00).

For case management, a review of 2,320 service users after 6 months of intervention found that the exhibited risk level decreased significantly. Furthermore, we were encouraged to see that the number of service users with high and moderate risk had reduced from 63 and 445 to 17 and 221 respectively.

2012至2013年度安泰軒個案風險程度於
開展個案及介入半年後的比較
Comparison of Risk Level After the
Commencement of Case Management at
TWCs 2012/2013



參與公開就業及輔助就業會員情況 (截至2013年3月31日)
Gainfully Employed and Enrolled In
Supported Employment (as at 31 March 2013)

	參與公開就業會員人數 No. of member gainfully employed	參與輔助就業會員人數 No. of member enrolled in supported employment
安泰軒 (葵涌) The Wellness Centre (Kwai Chung)	14	4
安泰軒 (沙田) The Wellness Centre (Shatin)	7	4
安泰軒 (深水埗) The Wellness Centre (Sham Shui Po)	11	4
安泰軒 (天水圍) The Wellness Centre (Tin Shui Wan)	11	11
安泰軒 (屯門) The Wellness Centre (Tuen Mun)	12	6
安泰軒 (油尖旺) The Wellness Centre (Yau Tsui Mong)	13	4
安泰軒 (離島)* The Wellness Centre (Island)*	0	2

* 由於安泰軒 (離島) 尚未有會址，所以未有提供日間職前訓練
Due to the lack of premises, The Wellness Centre (Island) was not offering prevocational training service

為了解安泰軒會員在職業復康方面的成效，中心收集他們在就業發展的數字：分別有68及35位會員成功於公開市場覓得工作及接受輔助就業服務，他們從事不同行業的工作，包括辦公室助理、保安員、銷售助理、接待員、售貨員、侍應、清潔工人、私人補習導師、店務員等。除此以外，18位會員完成由職業訓練局、勞工處及僱員再培訓局的職業技能訓練課程。

服務成功連繫462位疑似有精神健康問題的服務使用者至精神科治療或相關服務。176位（38%）聯繫至精神科門診部；77位（17%）及61位（13%）分別接受住院治療及急症室服務作緊急精神科評估及治療；55位（12%）首次轉介至醫院管理局接受臨床評估；53位（11%）接受普通科門診的輕性精神治療；其他個案則轉介至臨床心理服務、私家精神科醫生或物質濫用診療所。

為持續支援他們的社交及職業復康需要，我們連繫了365位（39%）服務使用者至其他社會服務，例如長者中心、青少年中心、綜合家庭服務中心、食物銀行、社會保障部等。277位（29%）連繫至社交活動及支援小組；17%及15%分別連繫至職業計劃及發展服務、日間訓練及輔助就業服務。

由於社區服務需求殷切，安泰軒的服務人數較上年增加了20%至5,856人。外展探訪次數及中心為本或外展的職業治療評估/訓練分別增加了14%至19,599次及26%至10,888節。最後，參與連繫活動/公眾教育活動的人數亦增加了14%至39,372。

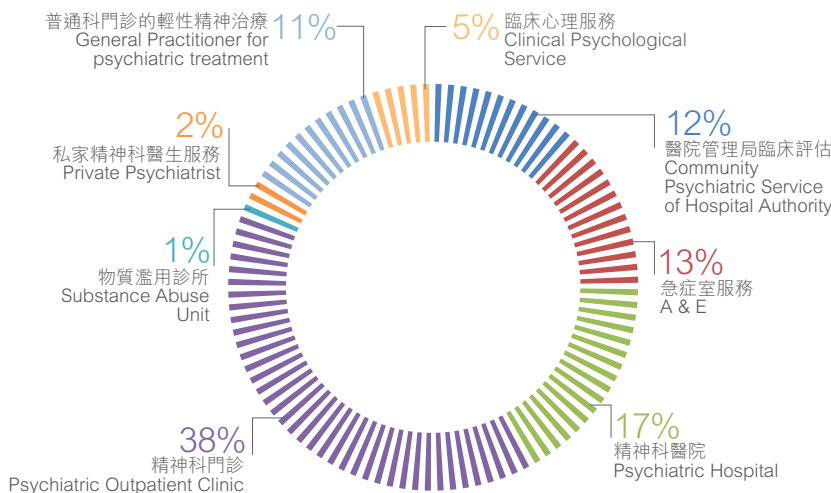
Concerning the upward mobility of TWC members receiving Vocational Planning & Development Service, 68 and 35 members were gainfully employed in competitive market and enrolled in supported employment respectively. These members were engaged in various types of job, spanning office assistant, security guard, marketing assistant, receptionist, salesperson, waiter/waitress, cleansing worker, private tutor and shop assistant. In addition, 18 members completed vocational related courses offered by Vocational Training Council, Labour Department and Employees Retraining Board.

462 service users with suspected mental health problem were successfully linked up to the medical system for psychiatric assessment or treatment, including 176 (38%) were connected to follow up at psychiatric out-patient clinics; 77 (17%) and 61 (13%) were admitted to psychiatric hospitals and Accident and Emergency respectively for acute psychiatric assessment and treatment; 55 (12%) were referred to community psychiatric service for the first time psychiatric assessment while 53 (11%) attended general practitioner for psychiatric treatment. Others were linked up to clinical psychologists, private psychiatrists or substance abuse units.

Continuous support on their social and vocational needs was also rendered. 365 (39%) were networked to other social service agencies, e.g. elderly centre, youth centre, family service centre, food bank, field unit, etc. while 277 (29%) were referred to social activities and mutual support groups. 17% and 15% were linked up to vocational planning and development or day training services and employment service respectively.

Due to the huge service demand from the community, the total number of members served in this year had increased by 20% rising to 5,856 as compared to last year. The total number of outreaching visits and individual centre-based or outreaching needs assessment / training sessions of occupational therapy was raised by 14% to 19,599 and 26% to 10,888 respectively. Last but not the least, the total number of participants engaged in linkage activities or programs had also increased by 14% to arrive 39,372 this year.

懷疑有精神健康問題的服務使用者連繫至精神科或相關服務概況
Linkage to Mental Health System of People with Suspected Mental Health Problems



服務使用者總人數 Total No. of Service User = 462

2012至2013年度安泰軒服務指標及成效 Output Indicators and Achievements of The Wellness Centres 2012/2013

服務指標 Output Indicator	指標 Benchmark	成效 Achievement
服務會員人數 No. of member	5,500	5,856
新服務會員人數 No. of new member	1,815	2,695
新或重開個案人數 No. of new / reactivated case	1,540	2,120
外展探訪及辦公室面談次數 No. of outreaching visit / office interview session	14,300	21,621
外展探訪次數 No. of outreaching visit	11,000	19,599
中心為本或外展的職業治療評估 / 訓練 No. of individual centre-based or outreaching needs assessment / training sessions of occupational therapy	8,250	10,888
治療性小組數目 No. of therapeutic group	110	133
興趣班/支援小組數目 No. of session of interest class / supportive group	2,750	3,189
連繫活動及 / 或公眾教育活動數目 No. of linkage activity and / or program	192.5	786
參與連繫活動 / 公眾教育活動的人數 No. of participant in linkage activity or program	16,500	39,372

挑戰及發展方向

鑑於社會對心理健康服務需求及有需要的人日益增多，安泰軒在提供以地區為本的社區支援和社會康復服務，包括從早期預防和推廣至危機，管理發揮越來越重要的角色。儘管我們仍然要奮力迎接挑戰，包括在地區諮詢遇到反對、招聘足夠和富經驗的人手、對個案管理服務和公眾教育殷切的需求等，我們相信通過與不同的持份者協同努力和熱心的參與，終能達致社會共融和全人精神健康，這亦是我們服務的最終目標和向前邁進的使命。

綜合心理健康計劃

於2012至2013年度，本會繼續在醫院管理局轄下九龍西聯網的4間普通科門診，包括西九龍、東九龍、戴麟趾夫人及青衣市區普通科門診診所內推行綜合心理健康計劃。本計劃透過採用不同的評估工具，例如病人健康狀態問卷(PHQ-9)及廣泛焦慮症問卷(GAD-7)以評估受輕微至中度情緒病困擾及需要支援以應付日常生活及職業需要的人士。

本計劃的個案經理共為3,263名有需要人士提供了12,003節的個人輔導服務，其中1,432名服務使用者同時接受由負責本計劃的醫生提供的藥物治療。為協助服務使用者加強自我管理技巧及正面思維以處理壓力的技巧，個案經理亦籌辦了300個涵蓋了不同主題的工作坊，包括認識抑鬱及焦慮、睡眠健康、情緒管理及鬆弛技巧，出席人次共3,082。

Challenges and Direction of Development

Given the increasing number of people with mental health needs and the demand for mental health service, TWCs played an increasingly important role in providing district-based accessible community support and social rehabilitation services ranging from early prevention and promotion to risk management. Despite the fact that we have to go through the uphill battles in facing the challenges including the opposition arisen in local consultation, recruitment of sufficient and experienced staff at all ranks, and the pressing demand on case management services and public education, we are confident that through concerted efforts and zealous participation from different community stakeholders, the ultimate goal of achieving social inclusion and mental wellbeing for all would be achieved.

Integrated Mental Health Program

In 2012/2013, the Integrated Mental Health Program (IMHP) continued to operate in 4 General Out-patient Clinics, namely West Kowloon, East Kowloon, Lady Trench and Tsing Yi Town using measurement tools like Patient Health Questionnaire (PHQ), PHQ-9 and GAD-7 to assess those individuals presenting with mild to moderate mental disorders and those who were in need of support to develop positive mental resources to cope with everyday demand, as well as living and occupational related issues.

Care Managers rendered a total of 12,003 individual counselling sessions to 3,263 clients while 1,432 clients received medical treatment offered by the primary care doctors. To equip PIRs with illness management skills and positive thinking in coping with stress, 300 workshops on understanding depression and anxiety, sleep hygiene, emotion management, and relaxation were organized with 3,082 attendances.

2012至2013年度綜合心理健康計劃服務數字
Outputs of Integrated Mental Health Program (IMHP) 2012/2013

	個案經理 Case Manager	綜合心理健康計劃醫生 IMHP Doctor
服務使用者人數 No. of service user	3,263	1,432
個別輔導節數 No. of counseling session conducted	12,003	3,791

2012至2013年度綜合心理健康計劃服務成效評估
Service Outcomes of Integrated Mental Health Program (IMHP) 2012/2013

	平均數和標準差 (基線) Mean and Standard Deviation at Baseline	平均數和標準差 (完成及退出服務) Mean and Standard Deviation at Discharge	顯著水平 Level of Significance
病人健康狀態問卷 (PHQ-9) Patient Health Questionnaire (PHQ-9)	9.42 (5.69)	3.98 (3.91)	.00
廣泛焦慮症問卷 (GAD-7) General Anxiety Disorder Questionnaire (GAD-7)	7.87 (5.33)	3.34 (3.85)	.00

本計劃的中期檢討於2011至2012年度進行，主要覆蓋接受普通科門診的康復者。檢討發現接受的個案所呈現的問題主要是情緒困擾、家庭及健康問題；而從個案經理首次面談的資料顯示，約40%及50%的康復者分別在GAD-7及PHQ-9問卷分數呈現中度或嚴重的程度。上述數據反映出本計劃個案的複雜程度及提供深入支援的需要。除了以支援作輔導為主要的介入手法外，個案經理亦注重鼓勵服務使用者的具體行為激發及培養他們的解難能力。服務檢討的結果顯示，參加本計劃的服務使用者，在PHQ-9及GAD-7所呈現的徵狀在服務後均有顯著的改善。

為評估服務成效，本計劃向557名位於本年度成功完成服務的服務使用者進行配對t檢測(pair-t test)。結果顯示，PHQ-9 (p<.00)及GAD-7 (p<.00)的前測及後測評分均有明顯的差別，反映出本計劃能有效地減少患有輕微情緒病者的抑鬱及焦慮徵狀。

本計劃亦和精神健康綜合社區中心建立協作關係，以協助個案在需要時能持續接受不同的社區支援。精神健康綜合社區中心共轉介了67名服務對象予本計劃，而本計劃亦共轉介了69名服務使用者到不同的精神健康綜合社區中心，包括深水埗、葵涌、荃灣、青衣及黃大仙等。

A mid-term service review was conducted covering the PIRs served in 2011/2012 in General Out-patient Clinics. The major presenting problems were mostly related to mood, followed by family and physical health difficulties. For patients attended by Care Managers at intake session, around 40% and 50% belonged to the moderate or above severity level in PHQ-9 and GAD-7 score respectively, thus reflecting the case complexity and the need for more intensive intervention. Besides using counseling as the major intervention mode, behavior activation and problem solving therapy were the two most commonly adopted treatment modalities employed by the Care Managers. It was found that upon discharge, clients had significant improvement in PHQ-9 and GAD-7 score.

Concerning service outcomes, pair-t test was conducted to 577 PIRs who had successfully completed the service at IMHP in 2012/2013. The results were then compared with the pre and post test scores of PHQ-9 and GAD-7 by using multivariate analysis showing that there was a significant decrease in PHQ-9 (F=417.38, p < .00) and GAD-7 (F=320.87, p < .00). The results reflected that the program was effective in reducing depressive and anxiety symptoms in the PIRs suffering from Common Mental Disorders.

The program had also established close collaboration with Integrated Community Centres on Mental Wellness (ICCMWs) in Kowloon West Cluster who made 67 referrals there. To provide continuous support to those users exited from IMHP, 69 service users were referred to ICCMWs in Sham Shui Po, Kwai Chung, Tsuen Wan, Tsing Yi and Wong Tai Sin.



家庭服務 FAMILY SERVICES

「思家希望」— 家庭為本輔導及支援計劃

承接去年工作所累積的實務經驗和成效，這項由「中銀香港暖心愛港計劃」贊助的先導服務在今年進一步把家庭的優勢及抗逆力推廣至社區，並致力檢討和整合服務經驗。計劃採用「三層介入」模式，於2012年4月1日至2012年9月30日期間，在不同地區為共35個家庭提供服務。而服務成效評估顯示使用本計劃的家庭在溝通、家庭滿意度及家庭功能各方面均有顯著提升；而在家庭抗逆力及親職效能方面亦有明顯進步。

為了讓公眾人士進一步認識康復者子女的抗逆能力，計劃於本年出版了「風雨童路」小畫冊。這本畫冊集結了兒童的生命故事及抗逆智慧，以及他們積極面對父母患有精神病和成長過程中遇到的困難之獨特方法；此外，我們亦透過各區巡迴展覽和派發小畫冊，讓公眾人士見證這群兒童的堅韌生命力，促進他們對康復者及其家庭的認識和接納。展覽吸引了不少公眾人士觀賞並獲得正面的評價，讓大眾注意到康復者及其子女面對病患時的需要。累積了成功的實踐經驗，我們於2012年8月舉辦了新聞發佈會暨研討會，透過與業界同工分享實務經驗和服務成效，藉以推廣以系統及家庭為本的精神健康服務模式。計劃推行短短一年半的時間，便有幸獲亞太區家庭研究聯盟（CIFA）主辦的「2012亞洲傑出家庭工作計劃（3A）」評選入圍最後八隊參選計劃，對服務計劃以創新的手法及「實証為本」的系統介入模式支援康復者家庭予以肯定。

縱然成效顯著，惟計劃的資助期於2012年9月便告完結，對此獨特計劃的持續發展也帶來了挑戰。為了延續及進一步推廣以系統及家庭為本的精神健康服務，本會在2012年10月份開始動用其資源並以較小的規模繼續為有需要之家庭提供服務，與此同時並積極尋找新的資助以擴展服務。為回應使用服務家庭往往同時面對夫婦關係和精神健康問題的挑戰，服務計劃首次嘗試以「身心健康行動計劃」(Wellness Recovery Action Plan)作為介入手法，舉辦夫婦小組以助他們一起發掘及建立促進親密關係的行動計劃，學習運用身心健康工具面對關係中的困難時刻和保持身心康泰。此外，為了令服務得以持續發展，服務於過往半年時間積極將系統及家庭為本介入模式逐步引進本會的綜合精神健康社區中心，期望最終能把這服務模式融入社區精神健康服務。計劃團隊亦積極透過多個本地精神健康研討會及海外平台，向業界推廣「系統及家庭為本精神健康服務」。



Seeing H.O.P.E.S. – Family based Counseling and Support Project

Riding on the solid groundwork accomplished in the first year of the project sponsored by the Bank of China, particular efforts had been given to exhibit the strengths of the families to the community, and to review and consolidate service practice experience in the second year. Adopting a 3-tier intervention model in service delivery, Seeing H.O.P.E.S. Family Based Counseling and Support Project had rendered tailored services to 35 families on a territory-wide basis between 1 April 2012 to 30 September 2012 with significant effects on enhancing family's communication, satisfaction and functioning. Significant increase in resilience and parental efficacy was also indicated among the families.

Highlight of the Project in this year was the publication of "Tree of Life Album: Stories of Resilience". The Album was a collection of the children's life stories, resilience, and knowledge in getting through hard times and the challenges of their parents' mental health problems. A series of exhibitions were organized to celebrate their resilience with the community members and to promote alternative understanding and acceptance toward these families in recovery. These exhibitions had drawn much attention from the general public with positive feedback and had aroused concerns toward the needs of parents struggling with mental health challenges and their children.

Given the accumulated experiences and proven impacts of the Project, a press conference cum seminar was held in August 2012 to share our experiences as well as the effects of and lessons learned through the service practices with aims to support knowledge transfer in the field. The Project was honored to be selected as one of the eight finalists in the 2012 Asian Award for Advancing Family Well-being in recognition of its evidence-based and innovative approach to support families in recovery with a systemic perspective of intervention.

Despite the evidenced achievement, continuation and expansion of the unique services rendered by Seeing H.O.P.E.S. were challenged by the fund completion at the end of September 2012. In order to sustain and further promote the established systemic mental health care approach, the Association had mobilized own resources to continue with the service in a smaller scale since October 2012 while efforts were made to solicit new fund for service expansion. In response to the growing concerns about the parallel challenges of difficulties in couple relationship and mental health problems, the Project had adapted and modified the evidence-based practice of Wellness Recovery Action Plan to pilot an intervention group for the couples in need. Couples worked together to identify what makes the relationship stay strong and intimate, and then use their own wellness tools to relieve difficult feelings and maintain wellness in their relationship. Other strategies for supporting service sustainability included gradual integration of systemic intervention approach into the Association's existing Integrated Community Centre for Mental Wellness with a vision to incorporate this service mode in our community mental health services eventually. Moreover, the Project team had also initiated active participation at various local mental health conference and overseas platform with a mission to promote family-focused mental health care in the field.

2012至2013年度「思家希望」服務輸出統計
Output Statistics of Seeing H.O.P.E.S. 2012/2013

所提供服務 Services provided	節數 No. of Session
個人及家庭輔導 Individual and Family Counseling	367
家長子女成長小組 Parallel Group on Mental Wellness for parents and children	20
親密關係培育小組 Therapeutic Group for Enriching Intimate Relationship for couples	6
專題親職工作坊 Training Workshop on Parenting Skills with tailored topic for parents	8
兒童抗逆力活動 - 「陽光綠林」 Resilience Program for Children - "Tree of Life"	2
「陽光綠林」巡迴展覽 "Tree of Life" Community Exhibition	11
綜合家庭及系統治療訓練 (由海外專家授課) I-FAST Training conducted by overseas consultants for professionals	6
個案督導及支援 (由美國婚姻及家庭治療協會檢定臨床督導) 提供 Clinical Case Consultation provided by AAMFT (American Association for Marriage and Family Therapy) supervisors for professionals	6

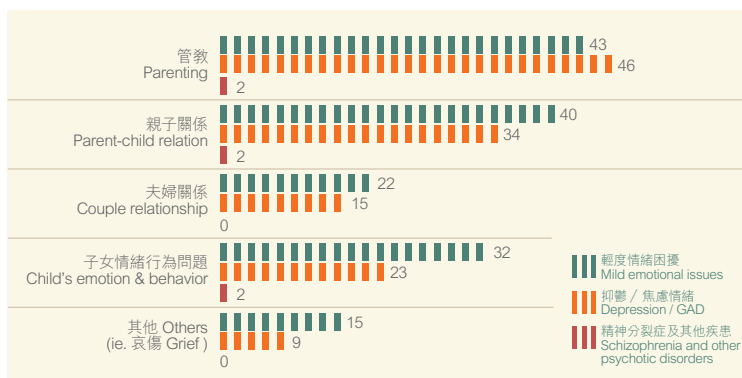
為延續及擴展這項具實証成效的先導服務，讓正面對精神病或情緒困擾之人士、配偶及其子女獲得多元化的密集式支援，從而促進家庭健康，我們在獲得香港賽馬會慈善信託基金的慷慨捐助下，將於2013年6月開展另一項名為「家點希望」的三年服務計劃。

家屬支援服務

承蒙香港公益金撥款資助，家屬支援服務已運作三年。截至2013年3月31日止，本服務共有393位家屬登記成為會員，其中以女性、家庭主婦、無業/退休人士或年齡介乎50歲以上的人士所佔的比例較大。

本年的服務主題為「優勢為本」和「家屬參與」，所推行及舉辦一系列之活動均旨在協力消滅歧視、提倡充權、提昇家屬的自尊和自我效能感，以及促進其身心健康發展，各活動皆取得正面的效果。

2012至2013年度「思家希望」服務使用者診斷分類及尋求服務原因
Diagnostic Categories of Persons in Recovery & their Presenting Concerns attending Seeing H.O.P.E.S. Service 2012/2013



To sustain and extend the pioneer service with evidenced impacts to more families with parents in recovery of mental health difficulties, their spouses and especially their young children for preventing and mitigating the negative impacts of mental illness while promoting their family wellness, another 3-year initiative entitled "Shining H.O.P.E.S. for Family Wellness" would be launched in June 2013 with the generous donation of The Hong Kong Jockey Club Charities Trust.

Family Support Service

Family Support Service had been operating for 3 years with the generous support from the Community Chest of Hong Kong. As at 31 March 2013, 393 caregivers were registered as members of the service. Female, being a housewife, unemployed or retired with an average age of 50 shared a large ratio of the membership.

This year, under the main themes of "Strengths-Based" and "Family Participation" with particular foci on stigma reduction, empowerment, self-efficacy, self-esteem and well-being of family members, a series of enrichment programs and activities were implemented with positive outcomes.

Family members were invited to join the "Recovery 101" training course. Some trained family members were involved in sharing their experiences on care-giving with other members. Participants reported behavioral change and enhancement on caring skills. A recovery campaign was also organized to elicit the voice of families in recovery and to share their wisdom of ways of sustaining recovery-oriented care. To promote family peer support network, family members were invited to take part in the "Family Peer Support" training. Trained family members were enrolled to provide home visit services in the year ahead. Besides, some members were involved in the design and planning of activities after receiving the volunteer training. Moreover, in utilizing family members' strengths and capacities, some of them were recruited to become tutors of the wellness program to lead dancing and drawing classes for other members. The positive outcomes on enhancing family participation and the sense of belonging towards our service through strengths focus were fully demonstrated. Family members had become more motivated to change and participate.

為了讓家屬繼續認識復元概念，我們舉辦了「同行復元路」教育課程，並邀請曾上課的家屬與參加者分享有關作為照顧者的心得經驗，而參加的家屬表示課程有助他們對復元概念的認識，及提升他們的照顧技巧。此外，我們亦舉辦了「復元運動」，讓家屬與康復者表達自己的聲音，分享他們對「復元為本」照顧的體驗與心得。為了提升家屬之間的朋輩支援網絡，我們舉辦了「家屬朋輩支援」訓練，受訓之家屬將於來年協助探訪其他家屬，建立支援網絡。此外，部份曾參加義工訓練之家屬亦會協助設計和策劃不同類型之義工活動給社區人士。而為了發揮家屬的優勢和才能，有些家屬已成為本計劃身心發展活動之導師，教授其他家屬有關繪畫和跳舞的知識與技巧。透過重點發掘和發揮家屬的優勢，有助促進家屬的參與和轉變，使家屬對本服務上的參與和對服務的歸屬感均有所提升。

為了令服務能更切合家屬的需要、期望和發展，我們特意在2012年10月邀請服務會員共同參與來年之服務策劃會議。家屬在當中提出希望自行籌劃活動，故我們亦將「家屬主導」的意念融合於下年度服務計劃內。此外，我們於來年將繼續與家屬共同協力，提供復元為本的優質服務，並實踐「精神健康復元教育」、「倡議及充權」、「優勢及技能持續發展」及「身心健康發展」4大策略範疇。

2012至2013年度家屬支援服務輸出統計
Service Outputs of Family Support Service 2012/2013

活動主題 Program theme	總活動次數 Total no. of program	總節數 Total no. of session	總出席人次 Total no. of attendance
精神健康復元教育 Education on Mental Health Recovery	2	10	27
倡議及充權 Advocacy and Empowerment	25	38	395
優勢及技能持續發展 Sustainable Strength and Skill Development	35	39	343
身心健康發展活動 Enrichment and Wellness Program	149	149	1,254

其他服務 Other service	總參與人次 Total no. of participant
網頁瀏覽 Website hit count	9,814
服務諮詢 Service consultation	412
電話關顧 Care call	804

With an aim to initiate service that would better match their needs, expectation and development, a brainstorming session on service planning was arranged with members in October 2012. They expressed their wish of initiating user-led programs and consequently, user-directed initiatives would be incorporated into the service plan next year. Besides, working side by side with families in recovery, the implementation strategies of "EASE", that is, "Education on Mental Health Recovery", "Advocacy and Empowerment", "Sustainable Strengths and Skills Development" and "Enrichment and Wellness" would be in full implementation next year.



「同行復元路」教育課程介紹有關復元概念
Concepts of mental health recovery were introduced to family members



透過「復元運動」朱古力製作，讓家屬與康復者表達和分享他們以「復元為本」照顧上的體驗與智慧
Members exchanged their wisdom of sustaining recovery-oriented practices through "Chocolate DIY" in the Recovery Campaign



義工訓練教授有關活動設計的知識和技巧
Volunteer training on the knowledge and practical skills of program design

家屬交流團

在香港公益金撥款資助下，家屬三日兩夜台北交流團已於2012年9月12至15日舉行。這是一項以「復元為本」的嶄新體驗活動，目標在於提升家屬對復元概念的認識，並擴闊家屬於支援網絡和家屬參與的視野。隨團有16位家屬、本會行政總裁及4位同事出席是次活動。

Exchange Tour with Families & Caregivers

A 3-day exchange tour to Taipei was organized for families and caregivers on 12-15 September 2012 with the generous sponsorship from the Community Chest of Hong Kong. This was a new initiative of recovery-oriented practice program with foci on enhancing the knowledge on mental health recovery and broadening caregivers' horizon in family support and participation. 16 family members together with our Chief Executive Officer, Ms. Sania Yau and 4 staff delegates of the Association had participated in the activity.

我們先前往由喜憨兒基金會設立的社會企業 - 喜憨兒土城餐坊享用豐富午餐，並由一群智力障礙的朋友為我們提供服務。隨後我們亦參觀了由新北市慈芳關懷中心所舉辦之「社會瘋印藝文展」展覽活動，以藝術作品的形式，展示精神病康復者的生命故事，並由他們親身介紹部份作品。此外，我們還拜訪了新北市康復之友協會，參觀由精神病康復者及家屬所組成的自助團體「新莊工作坊」，並與當地家屬進行意見和經驗交流。參照當地「服務使用者主導」經驗，我們的家屬均有所得著和啟發，強化了他們參與的意願及提出對精神健康服務的看法。

交流團過後，家屬會員更積極和主動地對家屬服務長遠的工作發展提出意見。此外，交流團提供一個很好的機會讓家屬增加彼此的認識和互動，並交流有關精神健康的知識和作為照顧者的心得。活動有效提升家屬之間的凝聚力，同時達致充權的果效。交流團完結後，我們出版了1,000本交流團特刊，刊載了我們是次旅程的經歷，並分享我們於當中所獲得的寶貴知識和經驗。

承接是次成功的經驗與正面的果效，我們於來年將會再次舉辦家屬交流團，旨在不斷擴闊他們的視野、加強家屬參與的機會和拓展跨地域的家屬網絡。

The group first visited CAREUS, a restaurant and social enterprise that was established by the Children Are Us Foundation and enjoyed a quality lunch served by persons with mental challenge. We further participated in an exhibition organized by the clubhouse of Taipei Mental Rehabilitation Association and witnessed the unique life stories of persons in recovery through appreciating their artwork, visited the mutual support group of New Taipei City Association for Mental Recovery and exchanged views and experiences with their family members as well. Moved by the user-led initiative among family members in Taiwan, participants of the tour were inspired and expressed their desire to step forward and voice out their views on mental health services.

Our service members had become more active in voicing out their ideas and views on the development of service for caregivers. Moreover, the program also provided an opportunity for them to meet other new members while exchanging mental health knowledge and care giving tips in the challenges of mental illness. The program had enhanced the cohesion among members and indicated its effectiveness in empowering caregivers to advocate their concerns and rights. 1,000 booklets were published to record the valuable journey, precious memories of the visit and to share the knowledge and experience gained among the family members.

Based upon the positive feedback and accomplishment, the exchange tour for family members would be organized next year to further expand their horizon and to increase the opportunity for their participation and facilitate the establishment of cross-border family network.



承蒙香港公益金撥款資助，我們得以舉辦是次台北家屬交流團
With the generous support from the Community Chest of Hong Kong, we had organized the exchange tour to Taipei



家屬專心地聆聽當地職員介紹以精神病康復者生命故事為題材的展覽內容
Participants of the exchange tour listened to the introduction of an exhibition of artwork created by persons in recovery



本會行政總裁游秀慧女士向台北的家屬介紹本會服務
Ms Sania Yau, Chief Executive Officer of the Association introduced our services to the caregivers in Taipei

家盟

「家盟」來說，本年是令人喜悅和欣慰的一年。最令人鼓舞的，莫過於獲得李嘉誠基金會「Love Ideas ♥ HK集思公益計劃」的資助，讓「精神食糧——細味精神病康復者家庭故事」一書面世。此書講述8個家庭的復元故事，內容展現出關愛與勇氣、逆境自強與積極面對人生挑戰的精神。過程中共有15位家屬參加了4節的寫作及採訪工作坊，隨後家屬分成4個小組進行採訪及撰寫稿件。事實上，對不擅於文字和寫作的家屬來說，此項任務極具挑戰，猶幸整個過程充滿特別的意義和使命，讓家屬堅持完成。「精神·食糧」的出版是經過無數次的修改和編輯而成，它標示著家盟主席姚麗芳女士、幾位賺人熱淚的故事主人翁，還有參與撰寫的家屬義工們所付出的努力和夢想。

Family Network

For Family Network, it had been a year full of joy and inspirations this year. The most encouraging event was the publication of "Family Recovery Stories" which was sponsored by "Love Ideas ♥ HK". The book recorded 8 family recovery stories, bringing out care and courage, resilience and positive coping of families in facing various challenges in lives. 15 family members had attended a 4-day training workshop to equip with interview and writing skills. They were then divided into 4 groups to interview the families and write their stories. It had been a challenge for the volunteer family members who were inexperienced in interviewing and writing yet the task was meaningful with mission. The publication finally completed after serious revision and editing. The book marked the efforts made by Ms. Yiu Lai Fong, the chairperson of Family Network, the families of the 8 touching stories, as well as the family volunteers.

為提供持續性的支援網絡，鼓勵家屬互相扶持，每兩月舉行的「家盟天地」家屬聚會及「關懷熱線計劃」都是家盟的工作重點。委員們亦參加多項倡議性及公眾教育活動，如「元洲三十」、社會福利署的精神健康座談會等活動，希望通過分享他們的經驗和意見，為香港追求更理想的精神健康服務。

Mutual support continued among family members in running the bi-monthly family gathering and made care calls to the members. The executive members of Family Network also involved in the advocacy and public education events such as "Un Chau 30", seminar on mental health service organized by the Social Welfare Department, etc. It was hoped that their participation and view sharing would bring betterment to the mental health services in Hong Kong.

為擴闊家盟會員對國內家屬服務的了解，共有13位會員參與了家盟於2012年4月14日至15日舉辦的兩天的活動，到廣州利康家屬資源中心進行參觀探訪。家屬們對中心在有限的資源下能有此長遠的發展、當地家屬對中心服務的投入，令他們留下深刻印象，亦對「家盟」的未來發展帶來深思和鼓勵。

To broaden the horizon in family service, 13 members joined a 2-day study tour to Guangzhou Li Kang Family Resource Centre between 14 and 15 April 2012. Our families were much impressed by the development of the family support service under limited resources and the commitment of family members in the Mainland. Much insight was brought forward for Family Network's future development.



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- 1/ 訪問及寫作技巧訓練工作坊
Interview and Writing Training Workshop
- 2/ 參觀廣州利康家屬資源中心
Visit to Guangzhou Li Kang Family Resources Centre

「愛家·從心出發」— 同行復元路家屬資源套及「精神·食糧」新書發佈會

Press Conference of "Caregiver Resource Kit" and "Family Recovery Stories"

由家屬支援服務及家盟聯合舉辦的「愛家·從心出發」—同行復元路家屬資源套及「精神·食糧」新書發佈會於2012年5月12日順利舉行。家屬支援服務獲香港公益金資助為康復者家屬製作的家屬資源套，包括光碟及小冊子，介紹復元概念及其應用，並提供相關的社區資源，希望藉此幫助家屬在照顧康復者時有所裨益。為讓公眾人士更容易摘取資源套之資料，光碟內容已上載到本會家屬支援服務的網頁內。發佈會吸引了135位分別來自12所機構、單位和自助組織的家屬、康復者及職員參加。「精神·食糧」一書將會加強書籍內專業資訊方面的內容，並預計於明年修訂後再版。

A joint venture with Family Network to hold a press conference to publicize the "Caregiver Resource Kit" on Recovery-oriented Support and a book of "Family Recovery Stories" was held on 12 May 2012. Sponsored by the Community Chest of Hong Kong, Family Support Service produced the "Caregiver Resource Kit" including a CD-rom and a booklet on recovery concepts and practices, as well as information on community resource for caregivers in helping their family members with mental illness. The event attracted 135 participants who were caregivers, PIRs and staff members who came from 12 non-governmental organizations and self-help groups. To broaden the accessibility of the public to the resource kit information, the contents of the CD rom had been uploaded to the website of Family Support Service. Enriched contents on the aspects of professional information would be added to the revised edition of the Family Recovery Stories. The publication would be launched in the coming year.



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- 1/ 「愛家·從心出發」- 同行復元路家屬資源套及「精神·食糧」新書發佈會
Press Conference of "Caregiver Resource Kit" on Recovery-oriented Support and "Family Recovery Stories"
- 2/ 「同行復元路」家屬資源套
"Caregivers Resource Kit" on Recovery-oriented Support

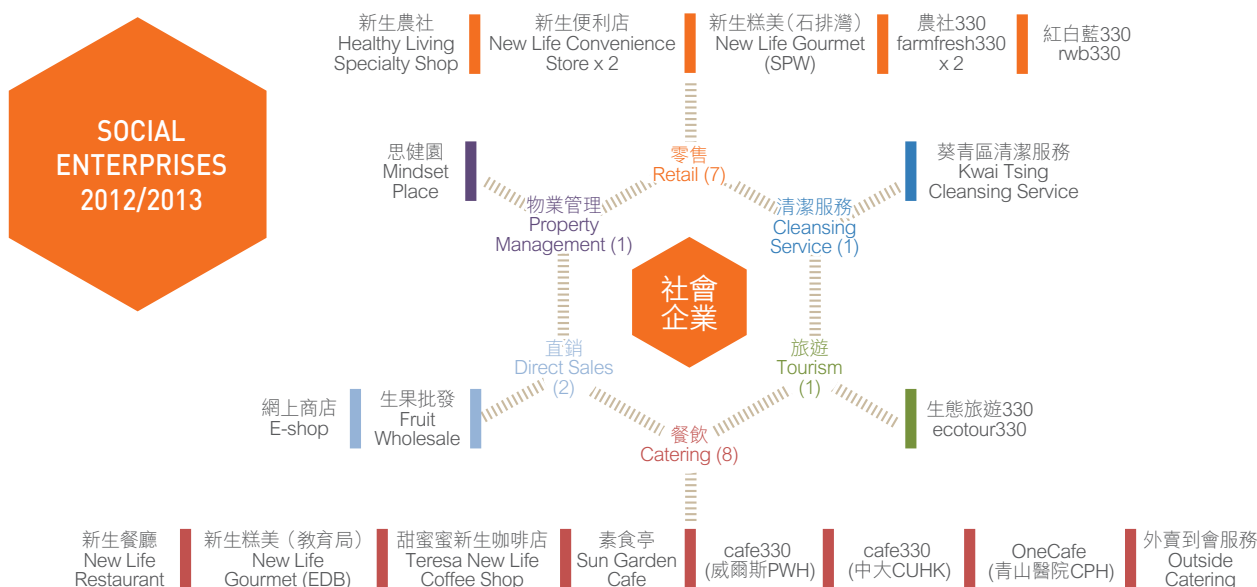
社會企業 SOCIAL ENTERPRISES

本年度社會企業的總收入超過5,500萬元，較去年增加13.8%。就業培訓方面，共有592名康復者曾於本會社會企業接受工作訓練。

In comparison to last year, the total revenue of social enterprises increased by 13.8% to over \$55 million. By training capacity, 592 persons in recovery (PIRs) of mental illness received job training in our social enterprises.

由於新生農社（尖東）及新生餐廳（青衣）的合約期屆滿，已分別於2012年4月及5月結束營業。另一方面，兩個新社企項目——紅白藍330及cafe330（香港中文大學）分別於2012年5月及2013年1月開業。截至本年度終結，本會營運中之社會企業項目共有20個。

While Healthy Living Specialty Shop (East Tsim Sha Tsui) and New Life Restaurant (Tsing Yi) had ceased operation in April and May 2012 respectively due to end of service contract, two new social enterprises, namely rwb330, and cafe330 at the Chinese University of Hong Kong, were established in May 2012 and January 2013 respectively. The total number of social enterprises run by the Association made to 20 at the end of 2012/2013.



2012至2013年度社會企業的培訓及就業人數
Training and Employment Figures of Social Enterprises 2012/2013

項目名稱 Project Name	全年培訓人數 No. of PIR Trained	現職殘疾僱員人數 Existing No. of Disabled Staff	公開就業人數 No. of PIR Seeking Open Employment	成功退出服務人數 No. of PIR Successfully Discharged
農社330 (屯門·大圍·浣紗街) farmfresh330 (Tuen Mun, Tai Wai, Wun Sha Street)	28	5	6	3
新生便利店(九龍醫院) New Life Convenience Store (Kowloon Hospital)	18	2	4	3
新生鮮果店(直銷) New Life Fruit Stall (Direct Sales)	4	0	1	0
新生禮品廊 New Life @ Lantau Link	5	0	0	0
紅白藍330 rwb330	18	3	4	0
新生糕美(石排灣) New Life Gourmet (Shek Pai Wan)	10	0	2	1
新生糕美(教育局) New Life Gourmet (Education Bureau)	9	2	1	1
cafe330 (威爾斯) cafe330 (PWH)	1	7	0	0
cafe330 (中大) cafe330 (CUHK)	9	3	2	0
素食亭 Sun Garden Cafe	11	0	5	0
OneCafe (青山醫院) OneCafe (Castle Peak Hospital)	7	2	3	0
新生餐廳 New Life Restaurant	44	6	9	1
甜蜜蜜新生咖啡店 Teresa New Life Coffee Shop	17	2	4	0
清潔服務 Cleansing Service	400	29	83	32
物業管理(思健園及青麟山莊) Property Management (Mindset Place & Greenery Villa)	0	1	0	0
生態旅遊330 ecotour330	11	4	3	2
總數 Total	592	66	127	43



- 1/ 「紅白藍330」以「紅白藍」及「正面香港」為設計主題，揉合了香港60至70年代的風格及現代藝術氣息。rwb330 was furnished with "red-white-blue" materials and designed with the theme "Positive Hong Kong", integrating 60's to 70's ambience with modern art
- 2/ 紅白藍330的開幕典禮於2012年9月11日舉行
The grand opening ceremony of rwb330 was held on 11 September 2012
- 3/ 黃炳培先生(又一山人)(右)向勞工及福利局局長張建宗先生介紹紅白藍的展品及產品
Mr. Stanley Wong (anothermountainman) (right) was introducing the RWB exhibits and products to the Secretary for Labour and Welfare, Mr. Matthew Cheung Kin Chung
- 4/ C AllStar獲委任為紅白藍330之正面形象大使
C AllStar was appointed as "Positive Image Ambassadors" of rwb330
- 5/ C AllStar協助推廣紅白藍330舉辦之Facebook「LIKE & SHARE 正面香港金句創作比賽」
C AllStar helped promote rwb330 Facebook Campaign - LIKE & SHARE "Positive HK" Motto Competition

紅白藍330

香港首間以經典紅白藍膠料為主題之型格概念店——「紅白藍330」於2012年5月8日正式開業。「紅白藍330」是本會與香港著名藝術家——又一山人(黃炳培先生)首度攜手合作，打造出別具創意及個性的社企品牌。項目由社會福利署「創業展才能」基金資助開辦，以及獲市區重建局提供象徵式租金優惠，致力活化太子花墟的文化內涵，讓本地及旅遊人士加深對香港本土文化的認識。「紅白藍330」旨在推廣「正面香港」精神，店內提供小型藝術品展覽、銷售康復者手工藝品、舉辦由本地藝術家帶領的工作坊及創意花藝包裝。

開幕典禮於2012年9月11日舉行，本會很榮幸邀請了勞工及福利局局長張建宗先生、市區重建局主席張震遠先生、促進殘疾人士就業諮詢委員會成員王佩儀女士及紅白藍之父黃炳培先生擔任主禮嘉賓。

此外，本會委任了香港流行組合C AllStar為紅白藍330之「正面形象大使」，宣揚「正面香港」精神。2012年8月，C AllStar到訪新生會大樓工場參觀紅白藍之生產線及為康復者打氣，他們還親手設計及製作了4隻寫上正面金句的環保杯，作為紅白藍330 Facebook「LIKE & SHARE 正面香港金句創作比賽」之獎品。

cafe330 (中大)

本會於威爾斯親王醫院開設了首間cafe330後，得到社會上許多正面回響，並為本會帶來在香港中文大學開設第二間cafe330的機會。cafe330 (中大)於2013年1月2日啟業，座落於康本國際學術園，該處將成為中大的學習交流匯點。此項目是香港中文大學內的首間社會企業，目的是推廣身心靈健康、公平貿易及向大學生及訪客宣揚社會責任。

rwb330

"rwb330", the first-ever concept store featuring with the classic red-white-blue fabric, commenced business on 8 May 2012. It is also the first partnership project between the Association and the renowned local artist – anothermountainman, Mr. Stanley Wong on the branding and creative development of this social enterprise. rwb330 was sponsored by the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department and we gained support from Urban Renewal Authority with a nominal rent for the shop premise for the purpose of revitalizing Hong Kong heritage in the flower market. The shop aimed at promoting spirit of "Positive Hong Kong" through mini local art exhibitions, sales of handicrafts made by PIRs, creative workshops delivered by local artists, and creative floral packaging.

The grand opening ceremony was held on 11 September 2012. Secretary for Labour and Welfare, Mr. Matthew Cheung Kin Chung, the Chairman of Urban Renewal Authority, Mr. Barry Cheung Chun Yuen, Member of Advisory Committee on Enhancing Employment of People with Disabilities and Chairperson of SEPD (Support The Employment of People with Disabilities), Ms. Catherine Wong, and the Inspiration Master of rwb330, Mr. Stanley Wong, were invited as honorable guests to officiate the ceremony.

The Hong Kong pop group C AllStar was appointed as "Positive Image Ambassadors" of rwb330 to promote the spirit of Positive Hong Kong. In August 2012, C AllStar visited the production line of rwb330 and PIRs in our New Life Building Sheltered Workshop. They tailor-made 4 rwb eco-mug with their own positive messages which would be awarded to the winner of our facebook campaign - LIKE & SHARE "Positive HK" Motto Competition.

cafe330 (CUHK)

The positive response on our first cafe330 at Prince of Wales Hospital had brought about opportunity to operate another cafe330 in the Chinese University of Hong Kong (CUHK). Located at Yasumoto International Academic Park, the new learning hub of the Chinese University of Hong Kong, cafe330 had commenced business on 2 January 2013. It was the first social enterprise in CUHK with the aim to promote holistic health, fair-trade and social responsibility to the university students and visitors.



cafe330(中大)的開幕典禮由勞工及福利局局長張建宗先生(右3)、香港中文大學校長沈祖堯教授(中)、以及促進殘疾人士就業諮詢委員會成員王佩兒女士(左3)主禮
The Grand Opening Ceremony of cafe330 (CUHK) was officiated by Mr. Matthew Cheung, Secretary for Labour and Welfare (right 3), Prof. Joseph Sung, Vice-Chancellor and President of The Chinese University of Hong Kong (middle) and Ms. Catherine Wong, Member of Advisory Committee on Enhancing Employment of People with Disabilities (left 3)



cafe330(中大)營造了溫馨舒適的環境，讓人身心放鬆，忘卻繁囂
cafe330 (CUHK) created a warm and cozy environment for people to take a break from their day and relax



農社330(大圍)之全新面貌
New shop design of farmfresh330 (Tai Wai)

cafe330 (中大) 之開幕典禮於2013年3月5日正式舉行，承蒙勞工及福利局局長張建宗先生、香港中文大學校長沈祖堯教授，以及促進殘疾人士就業諮詢委員會成員王佩兒女士擔任主禮嘉賓。

此項目由社會福利署創業展才能計劃資助，提供7個職位空缺，當中最少聘請5名康復者為僱員。

OneCafe

OneCafe位於青山醫院，於2013年1月22日由該院成人精神科主管林明醫生及新生精神康復會行政總裁游秀慧女士進行簡單的開幕儀式後正式營業。項目由社會福利署「創業展才能」基金資助。

咖啡店推廣健康飲食，為醫院職員及訪客提供各式食品，包括即磨咖啡、三文治、蛋糕、甜品及各類有機及健康飲料等。目標是為精神病康復者提供3至5個工作名額及2至3名訓練名額。

農社330 (大圍)

為提升新生農社 (大圍) 的市場競爭力及社企形象，店舖於2012年6至8月期間進行了裝修及品牌革新。

獲民政事務總署「伙伴倡自強」社區協作計劃資助，項目改名為「農社330」，並採用了新商標、融合身心靈概念的店舖設計及提供多元化的產品，以全新的品牌形象示人。農社330以身心靈健康為主題，提供許多貼合主題的產品類別，包括由新生農場自家種植的有機蔬菜，另外還有素食、凍肉、高品質的有機雜貨及有關環保及健康飲食的書籍等。

建立強勢品牌形象對社企是非常重要的，可有效提升顧客的信心及增加競爭力。儘管今年有兩個月休業進行裝修，與去年相比，店舖營業額仍有18%之升幅。

The Grand Opening Ceremony was held on 5 March 2013. It was our honour to have Mr. Matthew K.C. Cheung, Secretary for Labour and Welfare, Prof. Joseph J.Y. Sung, Vice-Chancellor and President of The Chinese University of Hong Kong, and Ms. Catherine P.Y. Wong, Member of Advisory Committee on Enhancing Employment of People with Disabilities as our officiating guests.

The project was funded by the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department and it created 7 job vacancies in which at least 5 of them were for persons in recovery of mental illness.

OneCafe

OneCafe, located at Castle Peak Hospital, was declared open on 22 January 2013 with a soft opening ceremony officiated by Dr. Lam Ming of Department of General Adult Psychiatry of the Hospital and our Chief Executive Officer, Ms. Sania Yau. The project was funded by the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department.

The cafe promotes healthy eating style and provides a wide range of food such as fresh brewed coffee, sandwiches, cakes, desserts, bakery, organic and healthy drinks to cater the needs of staff and visitors of the hospital. The project aimed to create 3-5 job posts and 2-3 training placements for persons in recovery of mental illness.



farmfresh330 (Tai Wai)

To enhance competitiveness and uplift the image of social enterprise, Healthy Living Specialty Shop (Tai Wai) underwent shop renovation and brand revamp in June-August 2012.

With the funding support from "Enhancing Self-Reliance Through District Partnership Programme" of the Home Affairs Department, the shop was re-branded as "farmfresh330" with new logo, shop design and product range. To echo the theme of holistic health, a more unique range of products including organic veggies grown from New Life Farm, vegetarian food, frozen meat, high-quality organic groceries and books related to environmental protection and healthy eating, etc. was offered.

Building strong brand image is important in giving confidence to customers and enhancing our competitiveness in market. The shop has recorded an increase in sales by 18% in this year despite the 2-month business suspension for renovation.

培訓、研究及發展 TRAINING, RESEARCH & DEVELOPMENT

員工培訓及發展

2012至2013年度，員工培訓及發展的主題是「實踐復元和系統導向之社區精神健康照顧，促進持續發展和創建知識」。建基於以往的訓練成果，本年度培訓及發展的目標包括以下各項：

- 提升團隊持續發展實證為本的復元導向實務工作手法及促進建立相關知識；
- 擴展同工在系統介入手法方面的專業能力，以回應特定組群的服務需要；
- 加強在個案管理、復元導向實務工作手法和家庭系統介入工作的臨床技巧和督導能力，以確保服務質素，促進知識轉移和實現專業領導；
- 提升變革管理的思維和能力。

進階實踐及發展培訓人員

為了達至上述目標，本會於過去一年與大專院校、海內外專家及顧問携手協作，開展各項培訓和發展計劃。我們並投放資源贊助職員參加各項進階培訓課程，當中包括在美國舉行的「身心健康行動計劃」(WRAP)高級帶領員訓練、綜合家庭及系統治療(I-FAST)和暴力行為控制及脫身法技巧導師課程，為本會培育培訓人員及臨床督導的發展而鋪路。我們並透過持續的朋輩學習小組、臨床諮詢小組以及製作各小組帶領手冊和實踐材料，努力鞏固工作經驗。此外，為進一步推進本會復元導向的服務及系統轉化，我們特意邀請了來自英國、美國和加拿大的海外導師為我們進行研討會和兩個培訓活動，藉以支持朋輩支援工作人員在精神健康服務團隊中的工作。

海外培訓計劃

本會贊助了4名精神健康綜合社區中心的專業同工，在2012年9月10至14日期間參加於三藩市緩害治療中心的實習計劃，其主要目標是提升在社區服務與精神病康復者和物質濫用人士工作時運用「緩害原則」的知識。過程中，同工不僅在為無家者、精神病康復者、物質濫用人士和初犯輕罪罪犯而設的幾間社區中心取得了寶貴的學習機會，並跟隨了當地的治療師進行影子學習，透過實務工作中理解如何將緩害原則應用於工作上。同工還走訪了其他機構，如三藩市的心理衛生會，有幸認識到當地同工如何運用朋輩支援的方式協助有囤積問題的人士，以及透過康復者分享個人經驗來消滅公眾污名。這些經驗不但擴闊了同工的視野，還啟發了同工的新思維以助本會在日後發展新的服務以配合康復者的需要。

Staff Training & Development

The main theme of staff training & development in 2012/2013 was "Impacting Sustainable Development and Promoting Knowledge Construction through Conversation and Practice for Recovery and Systemic-Oriented Community Mental Health Care". The overall objectives are to build on previous achievement to:

- Advance the sustainable development of evidence-based recovery-oriented practice among staff team and promote knowledge construction ;
- Expand the professional competency and proficiency among staff in systemic intervention and for working with the specific populations / issues under our care ;
- Strengthen clinical and supervision proficiency in case management, recovery-oriented practice and family intervention for assuring service quality, supporting knowledge transfer and achieving professional leadership ;
- Enhance mindset and competency for change management.

Advanced Practices and Train-the-Trainers

Toward these ends, the Association had made concerted endeavour with tertiary institutes, local and overseas experts, partnering consultants to carry out various training and development programs during this year. Designated resources were committed to sponsor staff members to attend advanced training in Wellness Recovery Action Plan (WRAP) in USA, Integrated Family And Systemic Treatment (I-FAST), Non-harmful Control and Breakaway Techniques for gearing towards the developmental stage of train-the-trainer and clinical supervision. Efforts were also given to consolidate the practice experiences through on-going peer learning group, clinical consultation group as well as the production of group protocol and workbook. Moreover, to further advance the recovery-oriented system transformation process of the Association, overseas trainers from UK, USA and Canada were invited to conduct a seminar and two training programs on supporting peer support worker in mental health service team.

Overseas Attachment

The Association had sponsored 4 professional staff from The Wellness Centres to participate in an attachment program at the Harm Reduction Therapy Centre in San Francisco during the period of 10-14 September 2012. The main objectives of attachment were to enhance knowledge in the application of harm reduction principles in persons in recovery (PIRs) of mental



illness and substance abuse in the community. In the program, the staff were not only offered the valuable learning opportunity to attach in several community-based centres for homeless people, PIRs and substance abusers, and first-time misdemeanor offenders, but also shadowed with therapists working in those centres to gain understanding on how the principles of harm reduction could be applied in practice. The group also visited other organizations, such as Mental Health Association of San Francisco that expanded their horizon in peer support approach among people with hoarding and cluttering problems, stigma elimination program through sharing of personal experience to general public by PIRs. The experience had inspired new ideas on future development of new programs in the Association to meet the needs of PIRs.

管理培訓

除了從臨床工作的相關訓練外，本會亦聘請了一位管理和培訓顧問為同工開辦了3班管理培訓課程予高級管理人員、督導主任、單位主管，發展具領導潛質的同工，提升他們的戰略和有效管理能力，同時培養未來的領導團隊為繼任計劃的重要一步。參加者出席了共5天的培訓，主題包括策略計劃、情境領導法、績效管理、提升團隊效能和變革管理。除課堂培訓外，每位參加者也進行了一個360度的評估，助他們認識自己作為領導者素質和能力。整個訓練並採用了課前閱讀及課後跟進以準備學習和鞏固實際應用。

由2012年4月1日至2013年3月31日，本會職員共參加了285項由本會或外間機構舉辦的培訓活動，其中39項由中央培訓組統籌，97項由服務單位或工作小組舉辦，平均每名職員參與了3.98次培訓，而會方資助予每名職員的訓練時數為23.49小時。

培訓成果

隨著本會今年的努力及投放資源培訓和發展員工，我們成功成為香港第一間獲取「身心健康行動計劃」高階帶領員資格的機構，並訓練了首批本土培訓的「身心健康行動計劃」帶領員。此外，總結了各項培訓和復元工作手法的經驗，我們亦編制了社區導航員和反污名小組程序套及進行了分享會。

3名職員成為合資格的「暴力行為控制及脫身法技巧」培訓導師後，已開始為內部同工提供定期培訓。而綜合家庭及系統治療(I-FAST)亦在3個試點單位中實踐和進行定期諮詢，我們並於年內舉辦培訓和研討會與業界同工分享工作經驗。隨著與日累積的能力和經驗，本會職員在多個會議上就實證為本的復元概念、系統性家庭介入手法、正向心理學和社交思考各個課題與業界作專業分享。

未來發展

本會將申請社會福利發展基金，以支持同工持續發展專業知識，增進工作技巧以回應新服務的需求，例如：服務使用者老齡化、善終照顧等狀況，以貼近社會和服務的趨勢。有見於本會服務發展的擴張，我們將籌辦有關項目管理技巧和合約法相關的培訓項目，以確保有效的管理和管治。

Management Training

Apart from the clinical aspect, the Association had engaged a management and training consultant to organize 3 batches of management training for senior staff, supervisors, officers-in-charge as well as potential service leaders to enhance their competency in strategic and effective management while cultivating future leaders as an essential step of succession planning. Participants had attended the 5-day training with topics including strategic planning, situational leadership, performance management, team building and change management. Apart from classroom training, staff participants had gone through a 360-degree assessment to enhance their self-understanding as being leaders. Pre-training book reading and post-training follow up reunion were also adopted as means to prepare and consolidate the learning and application at work.

From 1 April 2012 to 31 March 2013, staff members had participated in 285 internal and external training activities, with 39 organized by the central training team and 97 organized by service units or working groups. Average attendance in training per staff was 3.98 while average time sponsored to each staff was 23.49 hours.

Training Outcomes

With the endeavour and resources devoted to training and staff development in the year, the Association had succeeded in becoming the first organization to attain the qualification of Advanced WRAP Facilitator that subsequent to the first batch of locally trained WRAP Facilitators in Hong Kong. Various training and practice in recovery had also led to the production and sharing session of Community Navigator and Anti-Stigma Group Protocols.

3 staff members had become qualified as Non-harmful Control and Breakaway Techniques trainers and started providing regular training for internal staff. Application and regular consultation on I-FAST practices were organized among 3 pilot teams, with training and seminar held to share the practice with the field. With the competency and experiences acquired, staff members had made several conference presentations on evidence-based practices in recovery, systemic family intervention, positive psychology and social thinking.

Future Development

The Association would apply the Social Welfare Development Fund to support the sustainable development of staff expertise and support them to expand skill repertoire for responding to the emerging needs such as ageing, end of life care of our service users, and to keep update on the social and service trends in the year head. Given the Association's growth and expansion, training programs for effective project management skills, legal knowledge on contractual services would be organized to assure effective management and proper governance.

2012至2013年度職員參加培訓課程的類別
Targeted Foci of Training Programs attended by Staff in 2012/2013



賽馬會新生精神康復學院

賽馬會新生精神康復學院在2012至2013年度的服務主題是「推動精神健康復元及服務系統協作，強化朋輩及家庭參與」。為此，學院今年的整體目標是：

- 增強精神健康服務從業員的專業能力，以裝備提供全面和系統性介入的服務視野；
- 締造創建和轉移知識的平台，以促進本會與其他精神健康服務提供者在實踐實證為本工作上的交流；
- 推廣正向生活態度，提升公私營機構員工的精神健康；
- 開拓為康復者而設的培訓課程，提升他們在精神健康復元上的參與和職業發展。

嶄新培訓課程及會員計劃

為達至這些目標，學院一直致力與專業導師建立伙伴關係，並在年度內開展了多項全新的培訓課程，包括「性與性別問題之心理治療」、「長者精神健康」、「認識男女心理和精神健康作有效的臨床介入」、「情緒調節：處理憤怒」、「發展泛自閉症人士的社交能力」、「敘事治療法的運用」、「精神健康急救（關懷青少年版）」等，此外，學院並舉辦了兩個講座和一個研討會，分享朋輩支援工作及受精神健康困擾的家庭系統介入手法的知識和經驗，以擴展業界同工的視野。

學院更與長期合作的導師開辦一些為公私營機構貼身設計的新培訓項目以增進個人身心健康和正向生活態度，如「MBTI有效團隊溝通」、「創造性思維」、「團隊建立。農場體驗」、「轉化投訴為機遇」。

Jockey Club New Life Institute of Psychiatric Rehabilitation

The major theme of the Jockey Club New Life Institute of Psychiatric Rehabilitation in 2012/2013 was "Promoting Recovery & System Collaboration in Mental Health Care, Empowering Peers & Family Towards Participation". Towards this end, the overall objectives of the Institute in this year were to:

- Enhance professional proficiency among practitioners in rendering mental health care services that incorporate a holistic and systemic perspective;
- Create platforms for knowledge construction and knowledge transfer on evidence-informed practices between the Association and other mental health care service providers;
- Promote positive aptitude and enhance mental wellness of the working population of both private and public sectors;
- Pioneer new training program targeted to people in recovery for enhancing their participation in mental health recovery and their career development.

New Training Programs & Membership Scheme

To achieve the objectives, special efforts had been devoted to engage partnered trainers with special expertise to initiate brand new training courses during this year. Those included "Sexual and gender issues in psychotherapy", "Mental disorders among the elders", "Understanding men and women psychology and mental health for effective clinical intervention", "Emotion regulations for anger management", "Introduction to social competence development program for Autism Spectrum Disorders", "Narrative therapy in action", "Youth mental health first aid" etc. Moreover, 2 seminars and a symposium were also held to expand practitioners' perspective, share knowledge and experiences on peer support in recovery as well as systemic intervention for working with families challenged by mental illness.

In hands with our long-term partnered trainers, several new training programs for enriching personal wellness and positive aptitude such as "MBTI for effective team communication", "Creative thinking", "Team building through organic farming", "Turning complaints into opportunities" were tailored to numerous organizations in both private and public sectors.



海外導師跟本會同工分享他們在朋輩支援工作的寶貴經驗和知識
Overseas trainers shared their valuable experiences and knowledge on peer support work with staff



本會的「身心健康行動計劃」高級帶領員舉行為期5天的「身心健康行動計劃」培訓課程
5-day WRAP Facilitator Training delivered by our Advanced WRAP Facilitators

此外，我們也透過建立會員制和革新學院的形象，致力提升以客為本和專業的服務。會員制度在2012年12月推出，不僅讓會員享有報讀課程的優惠，亦同時獎勵他們持續進修的努力。會員計劃推出後的首三個月，已成功吸引了超過130名不同組別的專業同工申請成為會員。會員和公眾人士均可從全新設計的課程小冊子了解本學院所提供的課程和有關心理健康知識的資訊，這本小冊子亦可在坊間的書店和本會的社會企業店舖免費索取。

今年，本學院共舉辦了92個培訓課程共277節予公私營機構的3,723名專業和前線同工，以及企業職員。出席課程的總人次為10,782。

前瞻

在2013至2014年度，本會將繼續把精神健康復元所累積的經驗和專業知識帶到業界，以促進服務提供者及業界人士在這個領域共同成長。我們並會投放人力物力，舉辦各項專題研討及分享會，例如：園藝治療、受泛自閉症障礙影響青少年的社交思考技巧應用等，以鼓勵精神健康服務提供者、服務使用者和家庭成員之間的交流和達至協同效應。此外，為擴大本學院的服務範圍，為促進工作間精神健康，以及推動業界同工、在職人士及公眾人士的健康，本學院將與培訓顧問伙伴和本會同工緊密合作，於來年推出嶄新的專業資格課程、臨床實踐和督導小組，以裨益同業及企業機構。

Designated resources were also committed to advance our customer-oriented services and professionalism through establishing a membership scheme and revamp the image of the Institute. Launched in December 2012, the new scheme not only allowed members to enjoy discounts for course registration but also aimed to reward their efforts in continuous learning. In the first 3 months after the launch of the membership scheme, we had successfully attracted over 130 professionals from different disciplines to enroll. Members and general public could learn the training information and read our short articles on mental health knowledge from our freshly designed course brochure distributed at bookstores in town and our social enterprise outlets.

During the year, the Institute had organized 92 training programs amounting to 277 sessions for 3,723 professionals, frontline workers and corporate workers in both public and private sectors. The total number of attendance for these programs was 10,782.

Way Forward

In 2013/2014, continuous input would be made to bridge up the Association's experiences and expertise built in the mental health recovery to promote the mutual growth of service providers and practitioners in the field. Distinct efforts and resources would be mobilized to organize seminar and sharing sessions on specialized topics such as horticulture intervention, social thinking with youths challenged by Autism Spectrum Disorders etc. to encourage exchange and synergy among mental health care service providers, service users and family members. Moreover, with aims to expand the service reach of the Institute, to promote workplace mental health and wellness among practitioners, working populations and the general public, the Institute would contribute additional input and work closely with our partnered training consultants and valuable staff to brand out specialty and qualification training for the field and corporate companies as well as clinical practice and supervision groups in the coming year.

2012至2013年度賽馬會新生精神康復學院舉辦的培訓課程概略
Summary of Training Programs organized by Jockey Club New Life Institute of
Psychiatric Rehabilitation in 2012/2013

課程性質 Program Nature	課程數目 No. of Program	節數 No. of Session	出席人數 No. of Attendance
學院舉辦的專業進修課程 Self-financed Course on Professional Development	13	56	1,790
學院舉辦的健康護理 / 精神康復 / 個人成長課程 Self-financed Course on Health Care / Psychiatric Rehabilitation / Personal Growth	21	104	4,027
非政府機構 / 政府部門 / 醫院管理局 / 學校委託承辦之培訓課程 Training Program commissioned by NGO / Government Department / Hospital Authority / School	53	111	4,035
企業公司委託承辦之培訓課程 Training Program commissioned by Corporate Company	2	2	400
研討會 / 專題座談會 Seminar / Symposium	3	4	530
總數 Total	92	277	10,782

研究

復元為本工作手法

本會於2012至2013年度運用了社會福利發展基金並投放大量資源開展了數項依循實證來支援系統轉型和復元導向工作手法的研究項目。透過與香港中文大學心理學系麥穎思教授的緊密協作，我們在年內進行了3項研究，包括：(1) 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；(2) 與公眾人士、精神病康復者及照顧者進行反污名計劃的成效研究；及(3) 個人康復計劃與個人復元計劃的成效對照研究。

身心健康行動計劃首個本土成效研究中共有124位康復者參加，當中有92位完成了介入前後對照及跟進問卷調查。參加者中，超過一半為精神分裂症患者，27%為抑鬱症患者，11%為躁鬱症患者。從活動前後及對照組比較的結果顯示，縱然活動成效並未如外國研究般發現身心健康行動計劃能顯著促進參加者的希望感和復元，但這個本土研究卻顯示活動能有效提升參加者所感知到的社會支援。這些發現促使我們深思如何進一步探索本土化應用的文化因素，以及啟發了我們在未來的實踐工作中支持康復者成為身心健康行動計劃的帶領員。

Research

On Recovery-oriented Practices

In the year 2012/2013, the Association had utilized the Social Welfare Development Fund and devoted extensive efforts in launching several research studies for supporting evidence-informed system transformation and recovery-oriented practices. Joined hands with Prof. Winnie Mak of the Department of Psychology, The Chinese University of Hong Kong, three studies titled (1) Applying a Mental Illness Self-Management Program—Effectiveness of Wellness Recovery Action Planning (WRAP) in Hong Kong; (2) Evaluation on the Effectiveness of Anti-stigma Programs among the General Public, Persons in Recovery, and their Caregivers; and (3) A Comparative Study on the Outcomes between Individual Rehabilitation Plan (IRP) and Person-centred Care Planning (PCP) were initiated.

In the first outcome study on WRAP, a total of 124 persons in recovery (PIRs) of mental illness participated in the program, of which 92 PIRs completed the questionnaires at pre-test, post-test and follow-up. More than half of the participants were diagnosed with schizophrenia, 27% with depression and 11% with bipolar disorder. Through the pre-post and control group evaluation, the WRAP experimental groups run by trained staff were found effective in increasing the perceived social support among PIRs, though the impacts on hope and recovery were not significant as compared to overseas study on WRAP groups that were facilitated by PIRs. Such results had prompted us to give further thoughts on its local adaptation from the cultural perspective and also the implications to our future practice of supporting PIRs to be the facilitators.



- 1/ 由社會福利署委託舉辦的社會工作者培訓課程
Training course for social workers commissioned by the Social Welfare Department
- 2/ 「情緒調節：處理憤怒」課程導師何念慈女士與參加者進行角色扮演
Ms. Annie Ho, trainer of "Emotional Regulation for Anger Management" was conducting role play with the participant
- 3/ 全新設計的「培訓概覽」和「課程資訊」小冊子
Newly designed training prospectus and brochures

此外，共100位來自中途宿舍、職業康復服務及安泰軒的康復者參加了認知行為消滅污名小組成效研究。研究顯示活動對減少康復者的自我污名有潛在的長遠果效及可信性。但由於參與研究的統計效應少，意味著我們在未來研究中需延長跟進時段以評估相關果效是否能發揮其持續性，以及提供機會讓參加者在日常生活中運用所學習到的技巧。

除了自我污名外，是項研究亦探討了我們運用攝影、舞蹈與身體動作作為介入手法與中學生進行各個反污名活動的成效。154名學生參與了這次研究。結果發現上述各手法均能有效減低學生對康復者的污名，意味著使用藝術媒體誘發學生與康復者間的正面互動能有助減少對康復的污名。

在個人康復計劃和個人復元計劃的成效對照研究中，初步資料顯示應用個人復元計劃能有助個人成長和訂立復元目標。但由於個人復元計劃在試驗階段，參加研究的人數較少，未來之研究將需要有更多參加者以助認識個人復元計劃對康復者復元的影響。雖然如此，初步的結果對我們進行系統轉化的努力工作帶來極大的鼓舞。

正向心理學

本會與香港城市大學應用社會科學系何敏賢教授合作，參與了其所進行的「心理資源在認知過程與心理健康關係中的角色」及「華人情緒困擾心理資源量表之心理測量學特性」研究，以探討參加者的心理資源及嘗試證實該問卷的有效性，最後發展出一份「華人正向心理資源問卷」，以用作量度個人的生命力、意志力和親和力。而為了更掌握服務使用者日漸轉變的背境現況及需要，本會在來年將會繼續構思研究意念和進行相關的研究。

100 participants from halfway houses, vocational rehabilitation service units and The Wellness Centres were included in the evaluation study of the cognitive behavioural stigma reduction program. Findings of this study demonstrated some potential longitudinal effects of the program on the reduction of the self-stigma among PIRs and its believability. However, owing to the small effect size, future research extending the follow-up period to assess whether the effect could be sustained at a longer period of time while opportunities for them to practice their learned skills beyond the program in real life settings would be recommended.

Apart from self-stigma, this study also looked into the impacts of our stigma reduction programs using Photo-voice, Dance & Movement as intervention strategies for working with students in secondary schools. 154 student participants were recruited in the study. Findings showed that both Photo-voice and Dance & Movement were effective in reducing students' stigma towards PIRs, suggesting that using art as a medium for inducing positive interaction between students and PIRs could help students diminish their stigma towards PIRs.

In the comparison study between IRP & PCP participated by 50 PIRs, preliminary data suggested that the application of PCP could facilitate personal growth and goal setting of recovery. However, as the study only covered a small number of PIRs during the pilot implementation of PCP, future study with larger participant size would be needed to understand more about its impacts on recovery. Yet, the encouraging results from various studies had given evidence and confidence to our practices towards recovery-oriented care and our endeavour in the journey of system transformation.

Positive Psychology

In collaboration with Prof. Samuel Ho, Department of Applied Social Studies of the City University of Hong Kong, the Association had participated in the study to examine the psychological resources of the participants, namely "Investigating the Role of Psychological Resources in the Relationship between Cognitive Processes and Psychological Well-being" and "Psychometric Properties of the Chinese Psychological Resources Questionnaire in People with Emotional Distress" with an attempt to validate a Chinese scale that measures the psychological resources in people with emotional distress. A questionnaire, tentatively titled as "Chinese Positive Psychological Resources Questionnaires", was developed to measure three factors in psychological resources, i.e. vitality, conscientiousness and interpersonal strength. To gain a more comprehensive understanding on the changing profile and to identify the current needs of PIRs, the Association would continue to formulate research ideas and carry out studies in the year ahead.



學生實習

本會持續為不同學科的本科生及研究生，包括社會工作、護士、心理學、職業治療和物理治療等學生提供實習機會。除了來自本港5大院校：香港中文大學、香港理工大學、香港浸會大學、香港城市大學和香港樹仁大學外，還有兩名來自香港中文大學新亞書院及耶魯大學合辦的暑期社區服務實習計劃的交換生到本會輔助就業服務學習。去年實習學生的數字大幅提升至147位。

本會富有經驗的社工、護士、職業治療師和物理治療師等專業同工，繼續為實習學生作導師，為他們提供支援和指導。實習學生及單位同事對實習的安排皆有正面的回應，實習學生高度讚賞本會單位在推行復元理念時以人為本的方針，而單位所提供的支持均有助促進他們的學習，而單位同事亦讚賞實習學生對康復者所作出的努力，以及協助了單位的運作。

新生農場特有的環境及工作，為院校學生提供獨有的實習機會。去年共有37位來自香港中文大學生命科學學院、香港浸會大學持續教育學院及嶺南大學服務研習處的學生到新生農場實習。實習學生積極與我們的康復者一同在生態旅遊330參與各項學習計劃，如菇菌培植、有機堆肥製作、蝴蝶保育等；此外，他們亦協助修訂培訓資料及研究項目。對實習學生的貢獻，我們深表感謝。

Student Placement

The Association continued to support tertiary education by offering placements to students attending undergraduate and postgraduate programs of different departments like social work, nursing studies, psychology, counseling, occupational therapy and physiotherapy. Apart from students coming from the 5 universities, namely, The Chinese University of Hong Kong, The Hong Kong Polytechnic University, Hong Kong Baptist University, City University of Hong Kong and Hong Kong Shue Yan University, 2 exchange students from New Asia College of The Chinese University of Hong Kong and Yale University Summer Community Services summer internship program also attached in our Supported Employment Service. Number of placement students had surged with a total of 147 placements offered this year.

Some of our experienced professional staff like social workers, nurses, occupational therapists, physiotherapists, etc. continuously served as mentors to provide support and guidance to the placement students. Positive feedbacks were found both among the placement students and staff of the placement units. The students highly appreciated the person-centered approach in the implementation of recovery concepts and the supports offered to them in facilitating their learning. Unit staff also acknowledged the efforts of placement students paid to the units in serving the PIRs and assisting in the operation.

As a place with unique environment and learning opportunity, New Life Farm had been providing internship opportunities to students from different tertiary education institutions during summer. This year, 37 students were received from the School of Life Science of The Chinese University of Hong Kong, School of Continuing Education of The Hong Kong Baptist University and Office of Service Learning of The Lingnan University. Students actively contributed in different learning projects together with PIRs, such as mushroom cultivation, organic compost production, butterfly conservation, operation support at ecotour330, training materials review and research studies. Their contributions were appreciated.

2012至2013年度實習學生安排 Student Placement in Services 2012/2013

學習範圍 Study Area	實習學生數目 No. of Placement Student			
	住宿服務 Residential Service	社區服務 Community Service	職業復康服務 Vocational Service	總數 Total
社會工作 Social Work	32	9	2	43
護士 Nursing	13	30	/	43
職業治療 / 物理治療 Occupational Therapy / Physiotherapy	7	5	5	17
其他：心理、輔導、生命科學 Others : Psychology, Counseling, Life Science	/	5	39	44
總數 Total	52	49	46	147

臨床心理服務 CLINICAL PSYCHOLOGICAL SERVICES

本會臨床心理服務的重點之一是專業知識的傳遞。為了加強與本會各個單位的合作和提升臨床服務質素，臨床心理服務為不同的服務單位提供了共20次的臨床諮詢。另一方面，為了在本會服務廣泛應用心理學，臨床心理學家繼續參與不同類型的先導小組，包括復元動力、正向心理學工作小組、囤積問題工作小組，以及其他研究和評估相關的工作小組。

臨床心理服務為138位人士提供了專業的心理服務，包括個人服務和治療小組。除了為81名康復者提供了約640小時的個人心理服務外，亦舉辦了6個共52節的治療小組，包括「整全情緒治療小組」、「靜觀認知治療小組」、「靜觀減壓小組」、「自我接納反污名計劃工作坊」、「發揮我所長——善用個人品格優點小組」，以及「病徵管理及復元——對抗壓力小組」等。這些治療小組共有62名康復者參加。轉介個案主要來自社區服務(82%)，而住宿服務和職業康復及就業服務的轉介則各佔7%。除了病徵和情緒管理外，康復者面對的問題還包括人際關係及親密關係、家庭衝突、養育子女、虐待的歷史、健康及就業等。

Knowledge transfer was one of the major foci for Clinical Psychological Services (CPS) this year. In order to further strengthen internal collaboration and enhance service quality, CPS had provided 20 clinical consultations to different service units. On the other hand, in order to offer input from psychological perspective to the Association's service, the clinical psychologists continued their participation in Association's initiatives such as Alliance for Recovery and Care, positive psychology working group and hoarding treatment protocol development working group as well as other research and evaluation related working groups.

138 individuals received professional service from CPS, including both individual sessions and therapeutic groups. Around 640 direct individual service hours had been provided to 81 persons in recovery (PIRs) of mental illness. Beside individual sessions, CPS had organized 6 treatment groups, namely "Trans-diagnostic Cognitive Behavior Therapy (TCBT)", "Mindfulness-based Cognitive Therapy (MBCT)", "Mindfulness-based Stress Reduction (MBSR)", "Anti-stigma Acceptance and Commitment Therapy Group", "Strengths-based Intervention and Illness Management & Recovery (IMR) - Coping with Stress". There were 52 sessions held in total, Serving around 62 PIRs. Majority of the referrals came from the community services (82%), while both residential services and vocational rehabilitation services contributed to 7% of the referrals respectively. In addition to symptom and mood management, the profile of presenting problems of PIRs included interpersonal and intimate relationship issue, family conflict, parenting issue, abuse history, health and work/engagement.



站立冥想 — 靜觀認知治療
Mountain meditation - Mindfulness-based cognitive therapy



靜觀伸展運動 — 為康復者而設的靜觀一天工作坊
Mindful stretching - One Day Mindfulness retreat for PIRs



為葵涌區社區人士而設的正向心理學講座
Talk on Positive Psychology for residents in the Kwai Chung community

臨床心理服務為康復者、內部職員、精神健康專業人士、學生和公眾人士提供了講座和工作坊，主題包括康復者的老化問題、自閉症與溝通技巧、靜觀工作坊、精神健康復元模式、情緒健康和情緒管理、優勢為本培訓及正向心理學等。

為了鞏固以實證為本的實務工作，本會的臨床心理學家與香港中文大學合作研究治療計劃的成效，包括「反污名認知行為治療」、「接納與承諾治療」、「個人復元計劃」，以及「華人正向心理資源問卷」等。此外，臨床心理學服務亦致力推廣精神健康，透過大眾媒體宣揚壓力管理等主題。

展望未來，面對不斷增加的服務需求，臨床心理學服務將為社區服務提供個別化的諮詢服務，主題包括焦慮症、囤積問題和哀傷輔導，以切合不同服務單位的需求。

Seminars and workshops had been delivered to PIRs, internal staff, other mental health professional staff, students and the general public, with topics including aging issues in PIRs, autism and communication skill, mindfulness, mental health recovery, emotional health and mood management, strengths-based training, and positive psychology.

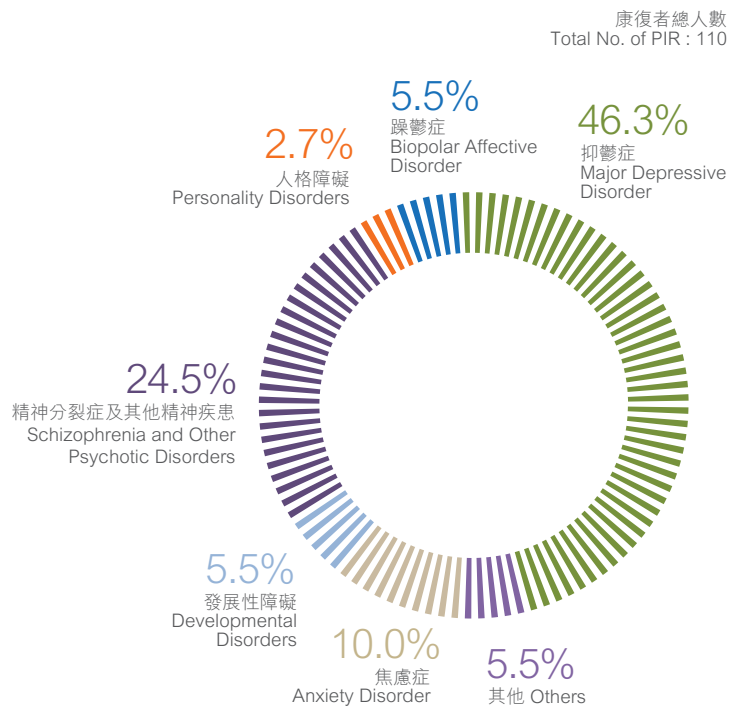
To develop a solid foundation for the evidence-based practices, the clinical psychologists collaborated with The Chinese University of Hong Kong to conduct researches on the effectiveness of the therapeutic program protocol, including "Anti-stigma Cognitive Behavioral Therapy", "Anti-stigma Acceptance and Commitment Therapy (ACT)", "Person-centred Care Planning (PCP)" and "Survey on Positive Psychological Resources in Chinese People". Moreover, CPS had also promoted mental wellness and advocacy through the public media, addressing topic such as stress management.

In the coming year, CPS aims to tailor design thematic consultation for the community services in view of the increasing needs. Topics would include anxiety disorder, hoarding disorders and grief.

2012至2013年度臨床心理服務
提供的服務諮詢
Service Consultation provided by
Clinical Psychological Services in
2012/2013

精神健康服務 Mental Health Service	諮詢節數 No. of Consultation Session provided
社區服務 Community Services	14
住宿服務 Residential Services	5
職業康復及就業服務 Vocational Rehabilitation and Employment Services	2
總數Total	21

2012至2013年度臨床心理服務使用者診斷分類
Diagnostic Category of Persons in Recovery (PIRs)
served by Clinical Psychological Services in 2012/2013



we CARE



EXECUTIVE
SUPPORT
行政支援

C

行政支援 EXECUTIVE SUPPORT

人力資源 HUMAN RESOURCES

員工為機構的重要資產，他們全心全意地提供優質及專業的服務，為機構的發展和成功作出貢獻。截至2013年3月31日，本會職員人數合共778人，當中包括專業、管理、行政、前線及支援員工。本會屬下的新生會企業有限公司共聘用了126名職員，他們在多個工作項目及社會企業中擔任不同的工作崗位。

Staff make up the heart and soul of the Association who directly contribute to our growth and success by delivering quality and professional services that make a real difference to the Association. As at 31 March 2013, the Association had a workforce of 778 staff comprising professional, management, administrative, frontline and support staff. The Association's subsidiary company, New Life Support Enterprises Limited, employed 126 staff to serve in various projects and social enterprise businesses.

為貫徹執行平等機會政策，本會共聘用了24名殘疾人士（佔機構全體職員人數之3%），而新生會企業有限公司共僱用了50名精神病康復者（佔公司總職員人數之39.7%）；故機構與附屬公司僱用的殘疾人士之平均比率為8.1%。

本會的成功實有賴一群忠誠委身的員工之共同努力。因此，本會的其中一個理念和原則是以前各種方式去啟發及激勵員工，讓他們充分發揮潛能。今年以本會之核心價值為主題的「優秀員工獎勵計劃」達到雙重目的，一方面訂立及鞏固本會「以人為本、從心關顧」和「與時並進、追求卓越」的信念，同時亦藉此對作出卓越貢獻的優秀員工給予嘉許。另外一個標誌性的年度計劃為贈送禮物予每位員工，以肯定及答謝他們的努力。為了呼應本會的文化革新計劃，我們藉著全體員工參與的活動「WE Day」，向員工頒贈小紀念品。此外，職員同樂會亦繼續舉辦不同的康體活動讓員工參加，旨在透過多樣化的活動去鼓勵員工在工作與生活之間取得適當平衡，以及培養員工之間的友誼並加深了解。

As a strong advocate for equal employment opportunity, while the Association employed a total of 24 persons with disabilities (3% of the staff team), New Life Support Enterprises Limited employed 50 persons in recovery (PIRs) of mental illness (39.7% of the staff team). Thus the average ratio of persons with disabilities hired was 8.1%.

As success of the Association built on the concerted and dedicated effort of staff, we had integrated as part of our values and principles to create various means to inspire and motivate staff to perform and achieve their full potential. The annual Staff Recognition Program had played a dual goal of setting the core values of the Association as theme of the Program in strengthening "Care for People" and "Excel for Quality" and at the same time giving recognition to deserving staff for their remarkable contributions. Another of our yearly signature program was the delivery of gifts to each staff as recognition and appreciation of their effort. To resonate our Culture Change project, we had taken hold of the opportunity to present the gifts to staff during the WE DAYS, our culture change program held for all staff. In addition, the Staff Club continued to explore and plan different activities for staff's participation with the objective to encourage staff to have an appropriate work life balance as well as to cultivate friendship and understanding among staff through the variety of informal activities.

人事統計表 (截至2013年3月31日)
Staff Profile [as at 31 March 2013]

職員類別 Type of Staff		總人數 Staff	
專業職員 Professional Staff	專業服務經理 Professional Service Manager	4	
	臨床心理學家 Clinical Psychologist	2	
	社會工作者 Social Worker	108	
	護士 Nurse	43	
	職業 / 物理治療師 Occupational Therapist / Physiotherapist	14	
	輔導員 Counsellor	1	
	經理 / 副經理 Manager / Assistant Manager	10	
	小計 Subtotal	182	
行政職員 Administrative Staff	行政人員 Executive Staff	19	
	文職人員 Clerical Staff	51	
	資訊科技人員 Information Technology Staff	2	
	小計 Subtotal	72	
業務及市場拓展 Business and Marketing	業務顧問 Business Advisor	1	
	總經理 - 社會企業 General Manager - Social Enterprise	1	
	市場拓展經理 / 助理市場拓展主任 / 業務主任 / 美術員 Marketing Manager / Assistant Marketing Officer / Business Officer / Artist	6	
	零售經理 / 運作主任 / 採購主任 / 助理店舖經理 / 店舖主管 Retail Manager / Operation Officer / Purchasing Officer / Assistant Shop Manager / Shop Supervisor	12	
	主廚 / 高級廚師 / 廚師 / 助理廚師 / 餐廳經理 / 助理餐廳經理 / 高級餐廳助理 Chef / Senior Cook / Cook / Assistant Cook / Restaurant Manager / Assistant Restaurant Manager / Senior Restaurant Assistant	12	
	小計 Subtotal	32	
前線職員 Frontline Staff	保健員 / 舍監 / 護理助理 Health Worker / Warden / Care Assistant	202	
	高級就業主任 / 就業主任 Senior Placement Officer / Placement Officer	12	
	精神健康教育主任 / 項目主任 / 助理教育主任 / 助理項目主任 / 項目助理 / 研究助理 Mental Health Education Officer / Project Officer / Assistant Education Officer / Assistant Project Officer / Project Assistant / Research Assistant	20	
	活動工作員 Programme Worker	37	
	職業 / 物理治療助理員 Occupational Therapist Assistant / Physiotherapist Assistant	3	
	導師 / 助理導師 Instructor / Assistant Instructor	62	
	小計 Subtotal	336	
支援職員 Supporting Staff	主廚 / 高級廚師 / 廚師 / 助理廚師 Chef / Senior Cook / Cook / Assistant Cook	23	
	管工 / 技工 / 保安員 / 職工 Foreman / Artisan / Watchman / Workman	54	
	司機 Driver	13	
	督導員 / 農場助理 / 工場助理 Job Coach / Farm Assistant / Workshop Assistant	33	
	活動助理 Program Assistant	33	
	小計 Subtotal	156	
		總人數 Total	778

行政 ADMINISTRATION

過去一年，本會已開展工作流程管理系統、資產管理系統、服務管理系統及更換人力資源管理系統等資訊科技項目。這些系統將於來年正式投入運作，協助本會處理採購、籌備預算、追蹤資產及改善服務和人力資源的資訊管理，務求令所有資料更加準確、完整及一致。此外，新系統亦將連接會計系統以加強管理及服務提供的整體效能和效率。因應資訊科技應用及服務的擴展，本會已制定資訊科技政策及指引，以監管資訊科技於本會服務及運作上的適當運用。為配合來年應用系統的用量增加，總辦事處的互聯網寬頻亦會相應升級，並會採用虛擬伺服器及更換驗證伺服器，以加強伺服器的穩定性、靈活性及保安。

隨著葵盛庇護工場、田景庇護工場及新生銀禧宿舍的節能項目完成，本會繼續致力推廣節約能源，於去年為14間服務單位向環保及自然保育基金申請撥款更換節能光管及冷氣機，其中7間已獲批款項並於來年陸續展開工程。

《殘疾人士院舍條例》已於2011年11月生效，本會已為18間住宿服務單位向社會福利署申請殘疾人士院舍豁免證明書及使用獎券基金進行消防及樓宇安全改善工程，以符合《殘疾人士院舍條例》。經過一番努力，本會所有住宿單位已於去年獲發殘疾人士院舍豁免證明書，而有關改善工程將於來年取得撥款後陸續展開。

除部分服務單位的一般維修外，在過往一年我們已完成多項大型裝修工程，當中包括位於沙田的輔助宿舍、屯門及東涌的精神健康綜合社區中心、香港中文大學的cafe330及青山醫院的OneCafe，以及大圍farmfresh330的裝修工作。

為配合本會於專業服務、社會企業及自家品牌產品的發展及保護知識產權，我們已將社會企業/自家品牌產品的10個標誌及7個服務的標誌/名稱於香港進行商標註冊，並向中國國家工商行政管理總局商標局申請註冊其中4個標誌。截至2013年3月，本會已有4個標誌成功註冊為商標，另外9個亦已在香港知識產權公報刊登，預計將於未來數月內確認註冊。

This year, the Information Technology projects including the development of Workflow Management System, Asset Management System, Service Management System and the replacement of Human Resource Management System had commenced. These new systems which would start operation in the coming year are capable of handling procurement, budget preparation, assets tracking and improving the quality of information management for services and the human resources data in terms of accuracy, completeness and consistency. As well, they would interface with the Accounting System to enhance the overall efficiency and effectiveness of management and service delivery. In view of the expansion of the IT applications and services, the IT policy and guidelines which govern the proper application of IT in services and operation at the Association had been formulated and communicated with staff. In the coming year, with the increasing usage of application systems, while the internet broadband of Head Office would be upgraded, server virtualization and replacement of authentication server would also take place to enhance the reliability, operational flexibility and security of the server.

With the completion of energy efficiency projects for Kwai Shing Sheltered Workshop, Tin King Sheltered Workshop and New Life Jubilee Hostel, the Association had continued the efforts in energy conservation that funding application for replacing the non energy-saving fluorescent tubes and air conditioners for 14 service units had been submitted to Environment and Conservation Fund (ECF) this year. Seven of them had already been approved by ECF and the works would commence in the coming year.

In view of the Residential Care Homes (Persons with Disabilities) Ordinance that came into operation in November 2011, application for Certificate of Exemption (CoE) and the use of Lotteries Fund to undertake fire safety and building safety rectification measures to comply with the licensing requirements under Residential Care Homes (Persons with Disabilities) Ordinance for 18 residential service units were prepared and submitted to the Social Welfare Department. With concerted and collaborated efforts, all the residential units had obtained CoE this year and the related renovation works would commence upon receiving funding approval in the coming years.

During the year, apart from the general maintenance works for various service units, many major renovation projects had completed. The major projects included the fitting-out works for setting up a supported hostel in Shatin, integrated community centres for mental wellness at Tuen Mun and Tung Chung, cafe330 at The Chinese University of Hong Kong and Onecafe at Castle Peak Hospital; also the renovation work for farmfresh330 at Tai Wai.

In response to the Association's development on professional services, social enterprises and self-brand products, with an aim to protect the intellectual property, trademark registration for 10 logos of social enterprises/self-brand products and 7 logos/names of services were made in Hong Kong, 4 of which were also applied to be registered in China Trademark Office. As at March 2013, 4 logos had been successfully registered as trademarks while 9 were being advertised in the Hong Kong Intellectual Property Journal. They were expected to confirm registration in the coming months.

企業傳訊 CORPORATE AFFAIRS

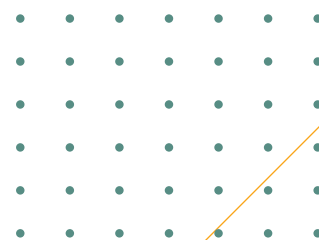
在專注發展專業精神康復服務以外，公眾教育亦是本會的重點工作之一。作為領導業界的服務提供者之一，我們一直與傳媒緊密合作，向公眾人士介紹本會的服務及鼓勵大眾接納康復者，藉此促進社會和諧與共融。年度內，我們推出了公眾教育項目「轉『態』行動」，希望提升公眾對精神病的認識，消除對康復者的污名及歧視。為此，我們採用了不同媒體包括平面廣告、戶外廣告及社交媒體，務求將訊息傳遞予更多市民。

此外，我們積極向傳媒介紹本會的社會企業，推廣公眾對康復者能力的認知，促進彼此的溝通和相處。本會最新推出的社企項目紅白藍330和cafe330，以及多元化的優質社企產品，均得到傳媒的廣泛報導。在此衷心感謝所有傳媒的支持。

While focusing on the development of professional mental health services, public education remains the Association's key mission. As a leading service provider in the field, we always work with media to introduce our services and persons in recovery (PIRs) of mental illness to the public, with the ultimate goal to create an inclusive and harmonious society. This year, we launched the "Ready to Change" public education campaign to enhance public understanding of mental illness aiming to end stigma and discrimination towards PIRs, in which we made an attempt to adopt various media including print advertising, outdoor advertising and social media to maximize the number of people we could reach.

In addition, we actively introduced to media our social enterprises, which served as a major channel to promote public understanding of the ability of people in recovery and facilitate communication and interaction between them and the public. Our new development of social enterprises, the rwb330 and cafe330, in addition to our diversified high-quality products had generated considerable media coverage. The support from various media was truly appreciated.

“ THE SUPPORT FROM VARIOUS MEDIA WAS TRULY APPRECIATED. ”



2012至2013年度傳媒報導 Media Reports 2012/2013

主題 Topic	報導次數 No. of media coverage
專訪行政總裁及專業同工 Interview with CEO and professionals	6
專訪精神病康復者 Interview with PIRs	6
服務介紹及新聞發佈會 Introduction to Services & Press Conference	20
公眾教育項目 / 活動 Public Education Program / Initiative	9
社會企業 Social Enterprise	93
伙伴合作項目 / 活動 Partnership Project / Event	19
其他 (如獲獎等) Others (e.g. award, etc.)	13
總數Total	166

