



## 服務方向

復康服務在過去數年均以能耐為本取向作為推動服務的導向。社會需要不停改變，服務亦隨之而不斷向前，要滿足服務使用者的廣泛需要是一項不容易應付的挑戰。

## Service Orientation

For the past few years, our rehabilitation services have adopted the strength-based approach as the central thought for development. Due to the incessant changes of community needs, we need to make a step forward continuously. However, there are always challenges ahead to meet the various needs of our services users.

# 綜合復康服務

## INTEGRATED REHABILITATION SERVICES



# CFSC



我們的服務使用者，包括精神病康復者、智障人士及肢體殘疾人士，當中大多經歷過不幸的人生歷程，以及身心靈的困難和爭扎，有承擔社會角色的苦惱。如何能幫助他們調適情緒，進而有能力重整自己的生活模式，建立有希望、滿足及有意義的生活，正是我們的服務方向。

過去一年，從個人到社區，我們主要在3個重點方向提供服務：

- 1) 透過藝術創作及表達，為服務使用者提供一個既安全及被接納的空間，讓他們可以安心表達內在情緒，亦能從中學習接納自己。
- 2) 鼓勵服務使用者參與是其中一種協助他們掌握自己、增強自信心及能力的方法，所以，我們致力為他們提供更多參與機會，令服務更適切地滿足到他們的需要。
- 3) 社區是一個充滿資源的地方，在讓社區上每一個網絡連繫起來，建立一個共融社區的前題下，不單讓社區人士認識到殘疾人士的需要，更可建立互相支持的平台，讓有需要人士可以安心在社區生活。



已退出服務之服務使用者帶領新人走出社區。  
Take a ferry trip to Cheung Chau under the guidance of the ex-service users.

Our service users include the ex-mentally ill persons, people with intellectual disabilities and people with physical disabilities. Among these people, the majority of them had negative life experiences. Apart from physical and emotional disturbances, they had distress in taking up a proper social role. How to help them manage their emotions, re-structure their living patterns, develop future hope, and lead a meaningful life become our service direction.

During the past year, from individual level to community level, we had 3 major service focuses:

- 1) Through the use of expressive arts, we helped our service users create a personal space with safety and acceptance, to express their emotions freely and affirm their existence.
- 2) Users' participation was one of the effective ways to understand service users and increase their self-confidence. Hence, we endeavoured to provide every opportunity to promote their participation. Meanwhile, our service would become more responsive to their needs and engagement.
- 3) Community was rich in resources if different networks could be bridged together. Through the establishment of integrative networks, the public would understand better the needs of people with disabilities and facilitate a mutual support forum which would allow the disabled groups to live in the community peacefully.



我們致力讓社區人士認識到殘疾人士的需要，促進社區共融。  
We have devoted to raise public awareness of the needs of people with disabilities.

## 服務摘要

### 推動服務使用者參與

綜合職業復康服務於2006年4月成立「與你同行殘疾人士權益關注小組」，推動服務使用者參與「爭取殘疾人士交通半費優惠聯席」的工作。經過多年的努力，有關當局終在2012年6月份推出「長者及合資格殘疾人士公共交通票價優惠計劃」。這個成果除了印證本會建設更關愛和共融社會的努力，亦是對殘疾人士就公共政策發表意見之權能的認同和支持。



「與你同行殘疾人士權益關注小組」成員對公共政策表達意見。  
Members of 'Concern Group on Welfare of People with Disabilities' voiced out their opinions to public policies.

和悅軒－精神健康綜合社區中心的一批會員組成了「和悅軒永久會址關注小組」，表達固定會址對他們投入社區生活的重要性。起初，會員表示沒有學歷、不懂發言及不懂寫文章，但因著共同目標，大家齊心與中心一起推行社區教育活動，希望藉此讓公眾對精神病康復者有更多的認識及接納，此外，他們亦會見社區領袖，表達訴求。



永久會址關注小組製作的心意咭送給區議員。  
Souvenirs for district councillors.

## Service Highlights

### Encouraging users' participation

'Concern group on Welfare of People with Disabilities' was formed by our Integrated Vocational Rehabilitation Service in April 2006. Service users were encouraged to respond to the advocacy work of 'Alliance of Concessions Fare in Public Transport for People with Disabilities'. After years of effort, a fruitful result was achieved in June 2012. 'Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities' was implemented by the Government. The scheme was a proof of a caring and inclusive society and it also recognised the opinions and power from service users on public policies.

A group of members of Wellness Zone - Integrated Community Centre for Mental Wellness formed a 'Concern Group on Permanent Premises of Wellness Zone' to express their opinions on community integration. At the very beginning, the members claimed they were non-educated, non-expressive and without writing skill. With the common goal, they actively joined the community education programmes so as to arouse public understanding and acceptance on mental illness. At the same time, they met local leaders to express their opinions.



為了更有效地聽取不同持份者之意見，悅安心－嚴重殘疾人士家居照顧服務於2012年10月成立服務諮詢委員會，成員除了機構代表外，還有服務使用者、照顧者、區議員及法律界人士，並定期召開會議，就服務的發展給予寶貴意見。

In enhancing the collaboration with stakeholders, Everjoy - Home Care Service for Persons with Severe Disabilities Advisory Committee has been established since October 2012. Members of the Committee include the Agency's representatives, service users, carers, district councillors and legal professional. Regular meetings were convened to provide advices on the service development.



與社會福利署共同舉辦焦點小組，以收集服務使用者對悅安心服務的意見。  
In collaboration with the Social Welfare Department, focus group was conducted to collect feedbacks from our service users.



一些有情緒困擾的青少年在藝術作品展覽中展現他們的才能。  
The adolescent with emotional distress showed their talents in the Art exhibition.

## 伙伴合作

### 藝術活動

青少年精神健康推廣及治療中心於2012-2013年，先後獲得華人廟宇基金及觀塘區社會福利署贊助，推行兩項運用藝術治療元素的計劃，以協助受情緒困擾的青少年。兩項計劃分別名為「解我心困、助我展能」青少年藝術治療計劃及「創出新天地」青少年精神健康藝術「自」療計劃，目的是協助受情緒困擾的青少年紓解內心矛盾與困擾、發展人際關係、管理個人行為、紓減壓力、提升自尊感與自我意識及啟發個人洞悉能力。計劃當中採用了多種介入模式，包括藝術「自」療小組、藝術作品展覽及藝術「自」療個人歷程故事集等，由中心社工及外聘藝術治療師負責推行。最後，計劃成功在服務區內10間中學展開及推行，並取得理想的效果，也為未來發展開拓新一頁。

## Partnership Projects

### Art Programme

In year of 2012-2013, the Centre for Adolescent Mental Health Prevention and Intervention has carried out 2 pilot projects named as 'My Sky' and 'Resolving Conflicts, Cultivating Capacity'. They were funded by the Chinese Temples Charities Fund and Social Welfare Department - Kwun Tong District. By making use of arts, these projects aimed to help young people resolve conflicts and problems, develop interpersonal skills, manage behaviour, reduce stress, increase self-esteem, raise self-awareness and achieve insight. Various forms of intervention including art therapeutic groups, art exhibitions and art book with personal narration were adopted and run by social workers and art therapist. These projects were successfully implemented in 10 secondary schools in our service boundary. The remarkable result had been proved to be a promising means for young people with emotional disturbance during their recovery process.

安怡宿舍及安愉宿舍籌劃了一個名為「我有我天地」的小組，運用不同的藝術表達形式，例如圖畫創作、花藝創作及陶泥製作，讓精神病康復者表達自己的內心世界。作品透視了參加者在日常生活中，對被標籤為「病人」的不滿感覺，也流露出面對前路茫茫的恐懼，雖然如此，他們仍有喜樂、盼望和夢想的一面。最後，參加者將作品擺放在一個屬於自己的空間內，亦藉此鼓勵他們學習與他人分享內心感受。

On Yee Hostel and On Yue Hostel had jointly organised an art group named 'Inner World of Myself'. By engaging ex-mentally ill persons in different types of expressive arts, they could reveal their inner world through painting, creative flower making and ceramic making. Ex-mentally ill persons had negative feeling of being labelled as 'patient' in daily life as well as fear of the unknown future. On the other side, they had joy, hope and dream. Their art products were exhibited at a special personal corner. Apart from learning expressive arts, they were encouraged to share their feelings with others.



舍友在宿舍中展示他們在「我有我天地」小組中的個人製成品。  
After the programme 'My Inner World', residents had displayed their individual products at hostel.

欣悅坊一地區支援中心（觀塘東）獲得伊利沙伯女皇弱智人士基金撥款推行為期一年半的「生命綻放－社區融樂」計劃，透過不同的才藝培訓，以及與區內學校團體合作，共同推動共融平等之信息。參加的社區人士皆表示計劃讓他們得到正面的經驗，並在智障人士身上學習到正向的生活訊息。

Cheerful Place - District Support Centre (Kwun Tong East) had obtained the funding support from Queen Elizabeth Fund for the Mentally Handicapped to launch a scheme named 'Meaningful Lives and Community Integration Scheme'. Its major objective was to line up the schools in the same district to advocate equal opportunity and talents of people with intellectual disabilities. The scheme was completed in October 2013. The talents of service users were impressive to the community participants, who learned positive life message from them.



一班學員及義工在「生命綻放－社區融樂」中之共融演出。  
A group of members and volunteers had a joint performance at 'The Meaningful Lives and Community Integration Scheme'.





和悅軒會員在「越唱越精彩」粵劇匯演中表演。  
Members of Wellness Zone showed their singing talents in a 'Cantonese Opera Project'.

和悅軒－精神健康綜合社區中心獲粵劇發展基金贊助，舉辦了「越唱越精彩」培訓計劃，以發揮精神病康復者的潛能，培養他們對粵曲藝術的興趣，重建精彩人生。整個計劃共有 22 位精神病康復者及 10 位社區人士參加培訓，他們在社區內巡迴表演，並於活動尾段時進行了一場粵曲大匯演，將最美好的歌聲與觀眾分享，獲得熱烈的掌聲及對他們才華的肯定。參加者表示最大的得著是在學習及排練中，得到組員間的支持及正能量，使他們更有勇氣去面對生活上困難。

迪智展能中心暨宿舍與香港展能藝術會合作，參與其「創藝自強」計劃，目的是協助有嚴重智障的學員發揮藝術潛質及能耐。藝術導師到宿舍帶領學員進行不同的創意藝術活動，包括視覺藝術、創意 T 恤製作、相集創作、即興戲劇等，並帶領學員到訪賽馬會創意藝術中心作藝術交流，及於宿舍舉辦活動分享會，讓其他學員欣賞他們的成果。



學員參觀賽馬會創意藝術中心，並在藝術導師帶領下製作極具特色的環保袋。  
At the day of visiting Jockey Club Creative Arts Centre (JCCAC), our service users made creative recycle bags by art tutors' guidance.

With the support from Cantonese Opera Development Foundation, Wellness Zone - Integrated Community Centre for Mental Wellness held a project named 'Cantonese Opera Project'. It aimed to enhance the individual strengths, develop interest on art and build up meaningful life of the ex-mentally ill persons. A total of 22 ex-mentally ill persons and 10 citizens participated in the training class. They conducted touring performance in the community. At the last part of the project, they organised a Cantonese opera show and demonstrated their singing talents to the audience. The participants gained much appreciation and their talents were recognised. Finally, they expressed that mutual support and positive energy gained from the class and practice were their major achievement. After that, they had more courage to face difficulties in life.

Dick Chi Day Activity Centre cum Hostel in collaboration with Arts with the Disabled Association Hong Kong, joined the 'Creativity to Independence Project' with the purpose to develop the art talents and strengths of our service users with severe intellectual disabilities. Art tutors guided our service users to do different types of creative art activities, such as visual art, creative T-shirt making, photo album making and improvisational drama. In the programme, our service users were arranged to visit Jockey Club Creative Arts Centre for sharing. Besides, sharing sessions were also organised in hostel for other service users.

## 建立多元地區支援網絡

建立有效的地區支援網絡是欣悅坊－地區支援中心（觀塘東）本年度服務重點之一，在社會福利署觀塘區福利辦事處的撥款資助下，本中心推行了一個為期一年之「共織觀東網」計劃，主要透過一系列社區協助計劃，例如義工訓練、照顧者互助小組、社區共融活動等，以強化殘疾人士於社區生活的能力，幫助他們得到適切之社區支援及關顧。該計劃之成果顯著，超過 400 位義工及殘疾人士受惠，並訓練了約 80 位義工為有需要的殘疾人士及照顧者提供持續性的支援。

## 促進社區共融

過去一年，和悅軒－精神健康綜合社區中心獲西貢區議會、社會福利署、青年事務委員會、健明邨屋邨管理諮詢委員會等支持，舉辦了多項社區教育活動，包括「融代藝墟巡迴教育活動」、「快樂之旅－快樂人生計劃」、「潛能無限－青少年成長計劃」、「穗港同工同心－內地社會服務發展考察團」、「關愛守望在健明」，以推廣精神健康，共建共融社區。活動對象有精神病康復者、社區人士、青少年及長者，活動地區更延伸到國內，共吸引約 5,000 人次參與，期望我們的服務能使更多社區人士認識共融訊息。



和悅軒聯同義工在將軍澳健明邨推廣關愛和精神健康訊息。  
Wellness Zone and volunteers organised mass programme at Kin Ming Estate in Tseung Kwan O to promote caring and mental health messages.

## Establishment of diversified community support network

One of the service focuses of Cheerful Place - District Support Centre (Kwun Tong East) was community networking. With the funding support of Kwun Tong District Social Welfare Office of the Social Welfare Department, a programme named 'Community Networking Project for People with Disabilities in Kwun Tong East' was launched. A series of community collaboration activities, including volunteer training, carer's mutual support groups and community inclusion projects were organised so as to strengthen the community living abilities of people with disabilities. Moreover, they were helped receive community support and care. Over 400 volunteers and people with disabilities were involved in this project. About 80 volunteers were trained to provide continuous community support for people with disabilities and their carers.

## Promoting support and acceptance in the community

Wellness Zone - Integrated Community Centre of Mental Wellness was grateful to have the support from Sai Kung District Board, Social Welfare Department, Commission on Youth and Kin Ming Estate Management Advisory Committee to organise several community education activities in the year. Activities included 'Integrated Arts and Crafts Fair', 'Happy Living Project', 'Strengths Infinite - Youth Development Project', 'Mainland Exchange Activity' and 'Caring and Support at Kin Ming Estate', which aimed to promote mental wellness and build up social inclusion in the community. Ex-mentally ill persons, general public, youth, and the elderly were also our service targets. Our programme had been extended to Mainland China. About 5,000 attendants joined the programme. We hope that more and more people would accept and support our mental health service.





本會 3 個復康單位聯同多個友好團體合辦「社區復康新資訊 2012」。  
 'Community Rehabilitation and Health Information Day 2012' was organised by 3 rehabilitation units of the Agency and external parties.

## 推行公眾教育

一直以來，日間社區康復中心致力提供完善服務，讓服務使用者建立自信和重整生活的意義，繼而融入社區。此外，中心亦積極參與社區教育活動，提升公眾人士對各種疾病的成因、治療方法和康復過程等方面的認識。去年 11 月，中心聯同會內兩個復康單位及會外多個團體，包括香港中風學會、慧進會、基督教靈實協會、鄰舍輔導會的日間社區康復中心及香港耀能協會，合辦了一個名為「社區復康新資訊 2012」的活動。活動獲得觀塘區議會贊助，以一系列的講座及嘉年華會增加社區人士對中風、長期病患及社區復康資訊的認識，反應十分熱烈，吸引超過 400 名人士參與。

## Public Education

All along, our Community Rehabilitation Day Centre endeavours to provide quality service for service users in order to enable their integration into the community by enhancing their self-confidence and revitalising the meaningfulness of their lives. Besides, the Centre participates actively in community participation. In November 2012, we organised a project titled 'Community Rehabilitation and Health Information Day 2012' under the joint efforts of 2 other rehabilitation units of the Agency and the external parties including the Stroke Society, the Self Help Group for the Brain Damaged and the Community Rehabilitation Day Centres of Haven of Hope Christian Service, Neighbourhood Advice-Action Council and SAHK. This project was sponsored by the Kwun Tong District Board and it comprised a series of health talks and gala activities with an aim to provide the public with updated information about stroke management, chronic disease management and current rehabilitation services. Over 400 participants were recorded in our programmes.

## 展望

香港的社福服務發展多年，服務使用者的意見和聲音越趨重要，復康服務的受眾因為殘疾帶來的限制，未必可以親自發聲，照顧者的支援對案主尤其重要，無論是父母或兄弟姐妹，他們的參與對於服務的發展和推行，均有著重大的幫助。同時，照顧者本人的生活質素亦是我們所關注的，舒緩他們的生活壓力是我們未來的工作重點之一。

此外，社會上青少年精神健康情況令人關注。近年，我們的研究調查及服務上的數據顯示，出現在青少年的焦慮、抑鬱等狀況有明顯增加的趨勢，嚴重影響學習及社交發展。因此，我們會繼續聯繫各方資源，協助這個有需要的組群。

雖然我們的同事不斷在服務內探索及進步，務求滿足服務使用者的需要，但新的嘗試及體驗同時亦能為服務帶來新的啟發，在未來一年，我們會結合實證與實務工作，繼續鞏固服務方向。

## Outlook

The social services in Hong Kong have been developed for a number of years. The voices coming from different disabled groups have become increasingly important. For those who might not be able to speak for themselves, the participation of their carers, parents or sibling, would also have far-reaching impacts on service development and implementation. As a result, there has been a growing concern about the quality of life of carers. How to provide support for them in order to release their life stress would become one of our work focuses.

Another alarming concern rests with the mental health of youths. In recent year, it was revealed from our survey, as well as our service experiences, that youth mental health problems, such as anxiety and depression, have become serious and affected both their learning and social development. Therefore, we shall continue organising various resources to help the concerned youth groups.

Though our colleagues have put much efforts on improving the services to meet the updated needs of the services, the attempts of trying out new approaches has generated much insights in our services. In the coming year, we would integrate theories into our practices and keep on consolidating our service direction.

# 2012-2013 服務統計 (截至 2013 年 3 月 31 日) Service Statistics (as at 31<sup>st</sup> March, 2013)

## 智障人士服務 Service for People with Intellectual Disabilities

|  | 迪智展能中心暨宿舍<br>Dick Chi Day Activity Centre cum Hostel | 誠望輔助宿舍<br>Shing Mong Supported Hostel | 誠信兒童之家<br>Shing Shun Small Group Home |
|--|--|---------------------------------------|---------------------------------------|
| 名額<br>Capacity   | 50   | 20                                    | 8                                     |
| 平均入住率<br>Average enrolment rate                                | 99.5%  | 95%                                   | 100%                                  |
| 個人發展計劃完成率<br>Rate of completion of Individual Development Plan | 100%   | 105.3%                                | 100%                                  |

## 職業復康服務 Vocational Rehabilitation Service

### 翠林綜合職業復康服務 Tsui Lam Integrated Vocational Rehabilitation Service

|   |     |
|---|-----|
| 名額<br>Capacity                                      | 218 |
| 平均每月登記人數<br>Average enrolment per month             | 220 |
| 成功公開就業及退出服務<br>No. of successfully discharged cases | 10  |

### 「陽光路上」- 培訓計劃 Sunnyway - On-the-job Training Programme for Young People with Disabilities

|   |    |
|---|----|
| 名額<br>Capacity                                      | 31 |
| 曾接受服務人數<br>No. of served cases                      | 68 |
| 成功公開就業及退出服務<br>No. of successfully discharged cases | 8  |

### 輔助就業服務 Supported Employment Service

|   |    |
|---|----|
| 名額<br>Capacity                                      | 60 |
| 平均每月登記人數<br>Average enrolment per month             | 61 |
| 成功公開就業及退出服務<br>No. of successfully discharged cases | 13 |

### 翠林綜合職業復康服務工場巴士接載服務 Tsui Lam Integrated Vocational Rehabilitation Service Commercial-hired Transport Service for People with Disabilities

|   |    |
|---|----|
| 名額<br>Capacity                          | 44 |
| 平均每月登記人數<br>Average enrolment per month | 51 |

## 精神健康服務 Mental Health Services

|   | 翠林中途宿舍<br>Tsui Lam Half-way House | 安怡宿舍<br>On Yee Hostel | 安愉宿舍<br>On Yue Hostel |
|---|-----------------------------------|-----------------------|-----------------------|
| 名額<br>Capacity                                  | 40                                | 20                    | 20                    |
| 平均入住率<br>Average enrolment rate                 | 93.3%                             | 100%                  | 95%                   |
| 成功離舍率<br>Successfully discharge rate            | 20%                               | /                     | /                     |
| 個別訓練計劃成功率<br>Rate of achieving individual plans | /                                 | 125%                  | 129.7%                |

### 和悅軒－精神健康綜合社區中心

#### Wellness Zone - Integrated Community Centre for Mental Wellness

|  |       |
|--|-------|
| 會員數目<br>No. of members   | 544   |
| 新會員數目<br>No. of new members  | 180   |
| 外展探訪<br>No. of outreaching visits  | 1,830 |
| 訓練服務<br>No. of OT assessment / training sessions                             | 961   |
| 治療小組<br>No. of therapeutic groups  | 14    |
| 興趣班及互助小組<br>No. of interest classes / supportive groups                      | 504   |
| 聯繫活動及社區教育活動<br>No. of linkage activities / programmes                        | 77    |
| 聯繫活動及社區教育活動的參加者人數<br>No. of participants in linkage activities or programmes | 4,758 |

### 青少年精神健康推廣及治療中心

#### Centre for Adolescent Mental Health Prevention and Intervention

|                                   |     |
|-----------------------------------|-----|
| 個案數目<br>No. of cases              | 95  |
| 小組節數<br>No. of group sessions     | 161 |
| 活動節數<br>No. of programme sessions | 243 |

## 殘疾人士支援服務 Support Services for People with Disabilities

### 欣悅坊－地區支援中心 (觀塘東)

#### Cheerful Place - District Support Centre (Kwun Tong East)

|  |           |
|--|-----------|
| 訓練、照顧及支援服務總時數<br>Total no. of service hours for training, care and support                             | 64,060.25 |
| 社區教育活動總節數<br>Total no. of sessions / programmes on community education                                 | 17        |
| 職業 / 物理治療總節數<br>Total no. of occupational / physiotherapy services sessions                            | 858       |
| 臨床心理服務總節數<br>Total no. of clinical psychology services sessions  | 169       |
| 日間護理名額<br>No. of capacity of day care service for persons with severe disabilities                     | 8         |
| 日間護理每月平均使用率<br>Average monthly occupancy rate of day care service for persons with severe disabilities | 67.02%    |

### 悅安心－嚴重殘疾人士家居照顧服務

#### Everjoy - Home Care Service for Persons with Severe Disabilities

|  |          |
|--|----------|
| 接受服務個案<br>No. of admitted cases  | 238      |
| 個人照顧服務總時數<br>Total no. of service hours of personal care service         | 4,594.25 |
| 陪護服務總時數<br>Total no. of service hours of escort service                  | 9,358.5  |
| 復康運動總時數<br>Total no. of service hours of maintenance exercise            | 20,101   |
| 基本護理服務總時數<br>Total no. of service hours of basic nursing care service    | 444.25   |
| 職業 / 物理治療總時數<br>Total no. of occupational / physiotherapy services hours | 3,516.25 |
| 專業護理服務總節數<br>Total no. of nursing care service to be provided by nurse   | 1,805.75 |

### 日間社區康復中心

#### Community Rehabilitation Day Centre

|  |        |
|--|--------|
| 日間復康節數<br>No. of attendance (Day Rehabilitation) | 25,859 |
| 日間護理名額<br>Capacity (Day Care)                    | 10     |
| 日間護理平均出席率<br>Average enrolment rate (Day Care)   | 102%   |