



# 殘疾人士綜合服務

## Services for People with Disabilities

### 服務方向

#### Service Orientation

「服務使用者主導」、「重視家屬參與」及「推動社區協作」是殘疾人士綜合服務的3大重要工作方向。我們致力為殘疾人士提供多元化的康復服務，從而提升其生活質素，透過服務使用者及家屬的參與，強化社區支援網絡，並且連繫各界攜手合作，促進傷健共融及建立關愛社會。

The 3 work orientations in our provision of Services for People with Disabilities are defined by 'greater autonomy for service users', 'importance of family participation' and 'fostering community collaboration'. The Agency strives to provide diversified rehabilitative services to people with disabilities, through which their life quality could be enhanced. Through the participation of service users and their family members, it is hoped that the community support network will be strengthened, with the different social sectors joining hands to build a harmonious and inclusive society.

### 服務摘要

#### Service Highlights

#### 服務使用者主導

殘疾人士綜合服務以多元的手法，提升會員及其家庭的生活質素。服務透過推動使用者參與制訂或檢討個人照顧計劃，提高使用者對自身權利的意識，並由跨專業團隊提供選擇、資料及建議途徑，協助使用者作出選擇及表達意見之權利，促進他們積極參與，脫離「受助者」無能力的角色，期望可推動使用者邁向真正獨立的生活。

本年度，誠望輔助宿舍以「與夢同行」為主題，由舍友分享自己的夢想和邀請家屬參與舍友追夢的過程。此外，宿舍以「與夢同行」為主題舉辦了開放日，展示不同服務使用者的夢想故事，活動亦邀請了業界同工及社區人士參加，場面熱鬧，而舍友與來賓互相交流及分享，彼此認識，為雙方帶來了珍貴的回憶。

#### Greater autonomy for service users

At the Agency, the Services for People with Disabilities employ diverse means to raise the quality of life for users and their family members. By encouraging users' participation in the formulation and review of personal care plan, the services aim to raise their awareness on their own autonomy. A cross-disciplinary team is also on hand to provide options, data and suggestions, helping users make their choices and exercise their rights to expressing their opinions. By encouraging active participation among them, the aim is to liberate them from the passive, powerless role of 'the assisted', in the hope that they could move towards a genuinely independent life.

Under the theme of 'Walking with Dreams', Shing Mong Supported Hostel has initiated an event this year, where service users could share their dreams and invite their family members to join them in the pursuit of these dreams. Besides, a 'Walking with Dreams' Open Day was held to showcase the stories behind the dreams pursued by service users. Individuals from the social work sector and the community were also invited to witness an exchange between users and invited guests. The sharing brought them closer together with a greater understanding of each other attained and left both parties with precious memories.



◀ 為中風復康會員舉辦自理能力小組，教導日常生活技能，以提升其獨立自理能力，增強自信心。  
'Activity of Daily Living Class' was organised for stroke service users to enhance their confidence and techniques of self-care.

▲ 「與夢同行」開放日，舍友帶領社區朋友進入他們一個又一個獨一無二的追夢故事。  
'Walking with Dreams' Open Day, residents enjoyed to share their dreams to visitors.



智障人士隨著年齡增長，早發性老化的現象更為明顯，在「護理需要」及「照顧需要」方面有殷切需求。為了更有效地回應服務需要，服務單位採取「以人為本」的理念，從綜合及具連貫性的服務框架出發，以跨專業團隊及一站式的介入模式，期望能更有效統籌和協調社區支援服務，確保服務使用者得到適時及適切之優質服務。

### 重視家屬參與

我們對於照顧者日益面對的壓力及需要亦倍感關注，照顧者更是服務發展的重要伙伴。「同行關顧現晚情—照顧者支援計劃」為智能或身體障礙者之年老照顧者提供全面性的支援，得到服務使用者及各界人士的正面評價，成效顯注，服務至今已惠及超過 200 多位照顧者。我們樂見照顧者已能初步建立同路人的支援網絡，社交圈子得以擴闊和生活質素得以提升。

Signs of premature ageing are more pronounced in people with disabilities as they grow old. As a result, their needs for personal care become even more pressing. Actively responding to such needs, we adopt a 'people-oriented' concept, supplemented by a framework of integrated, continuous services, to achieve a cross-disciplinary and one-stop intervention model towards an efficient coordination of community support services, to ensure users receive timely and suitable services of an excellent quality.

### Importance of family participation

We are highly concerned with the mounting pressure faced by carers and their increasing needs. Carers are our most important partner in service development. The 'Walk Together for Brightening Life – Carer Support Project' provides comprehensive support to carers of mentally challenged or physically disabled elderly, to the positive acclaim of service users and people from other walks of life. Noted for their effectiveness, the project has so far benefited over 200 carers. The Agency is gratified to see a support network taking preliminary shape for those carers, their social circles widening and their quality of life enhanced.

### 推動社區協作

積極推動伙伴合作，連結社區資源也是我們其中一項重點服務策略，各服務單位於本年度積極與地區康復服務單位、教會團體及商業機構等合作，合辦多個不同類型之義工小組和活動，為服務使用者建立有效的社區支援網絡，使他們能重新融入社區和善用社區資源。

其中，欣悅坊—地區支援中心（觀塘東）獲得滙豐社區發展計劃贊助，於 2015 年 11 月至 2016 年 3 月期間推行「關愛共建」計劃，由殘疾人士擔任義工，探訪區內的殘疾人士及長者，並舉行歡樂聚會。透過是次計劃，義工們能自行策劃活動，發揮所長，充分體現「自助、助人」的精神，建立自信。

### Fostering community collaboration

Actively promoting partnership and collaboration and linking community resources underline another service strategy of the Agency. This year, various service units, Christian groups and business organisations have come together and jointly organised different volunteer groups and activities, in an effort of building effective support networks for carers to facilitate their integration into the community and utilise community resources well.

With funding support from the HSBC District Community Programme, a 'Build Up Love Together' Programme was implemented in Cheerful Place – District Support Centre (Kwun Tong East) from November 2015 to March 2016. In this initiative, the volunteers were primarily people with disabilities, who visited other individuals with disabilities and the elderly from the neighbourhoods and held gatherings. Through this programme, the volunteers were able to plan activities, tap their own strengths and fully demonstrate the spirit of 'helping oneself by helping others', while building self-confidence.



▲ 家屬義工展示她們的製成品「雞蛋仔」。  
Carers volunteers made famous local snack 'Egg Puff'.



▲ 照顧者參加大笑瑜伽小組以紓緩壓力。  
Carers of people with disabilities joined the laughing yoga to release stress.



▲ 義工上門探訪區內的長者。  
Volunteers visited elderly from the neighbourhoods.



▲ 義工們於護老院舉辦歡樂聚會活動。  
Volunteers organised a fun day in Enhanced Home for Elderly.



## 展望 Outlook

來年，殘疾人士綜合服務會重點加強跨界別及與其他服務提供者合作、協調和連結，更具系統性地推行個案管理，以回應服務使用者的需要。隨著智障人士老齡化的需要、健康等情況之轉變，需要重新訂立新的服務模式，期望能更貼切地回應因舍友進入老年階段之不同服務需要。除此以外，服務單位期望引入全新服務資訊管理系統，支援單位邁進電子化記錄，以提升服務運作之質素。

In the year ahead, Services for People with Disabilities will put emphasis on strengthening cooperation, coordination and connections on a cross-sector basis and with other service providers, in order to realise a more systematic management of individual cases to address the needs of service providers. Along with the ageing needs of people with intellectual disabilities and their changing health conditions, it would be necessary to reformulate new service models, with the purpose of catering to the different service requirements of the users more competently as they enter their elderly years. Besides this, we hope to introduce an all-new service information management system to facilitate our unit's adoption of electronic records storage, which will elevate our service and operational quality.



◀ 勞工及福利局局長張建宗先生 GBS, JP 探訪悅安心—嚴重殘疾人士家居照顧服務的服務使用者

Mr. Matthew Cheung Kin-chung GBS, JP, the Secretary for Labour and Welfare visited service users of Everjoy - Home Care Service for Persons with Severe Disabilities.

▶ 勞工及福利局局長張建宗先生 GBS, JP 到訪誠信兒童之家。

Mr. Matthew Cheung Kin-chung GBS, JP, the Secretary for Labour and Welfare visited Shing Shun Small Group Home.



## 2015-2016 服務統計 (截至 2016 年 3 月 31 日) Service Statistics (as at 31<sup>st</sup> March, 2016)

