



香港聖公會福利協會有限公司

HONG KONG SHENG KUNG HUI WELFARE COUNCIL LIMITED

2014-2015 優質之旅—優質管理工作報告撮要

QUALITY JOURNEY—QUALITY MANAGEMENT
ANNUAL REPORT SUMMARY

邁向
Towards



TRANSFORM LIFE LIVE IN ABUNDANCE

轉化生命 活出豐盛



Quality Journey
優質之旅

邁向20周年
Towards
20th Anniversary

優質之旅徽章簡介

THE LOGO OF THE QUALITY JOURNEY

書名 Name of publication	: 優質之旅 ~ 2014至2015年度優質管理工作報告撮要 Quality Journey ~ 2014-2015 Quality Management Annual Report Summary
出版 Publisher	: 香港聖公會福利協會有限公司 Hong Kong Sheng Kung Hui Welfare Council Limited
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設計及承印 Designed & printed by	: Cottus Design
版次 Edition	: 2015年12月
印數 Printed quantity	: 1,000本 1,000 copies
ISBN	: 978-962-7967-98-9

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香港公益金會員機構

A MEMBER AGENCY OF THE COMMUNITY CHEST OF HONG KONG



會徽

THE CREST OF THE WELFARE COUNCIL

推行「優質之旅 ~ 全面優質管理」的理念乃秉承香港聖公會營辦社會福利服務之信念：為弱小的兄弟而作，乃為基督而作。即以人為本，提供適切服務，以滿足其需要和期望；會徽置於徽章之最高位置，乃表示福利協會最高管理階層與前線同工，攜手協力，共同推行全面優質管理。

The implementation of “Quality Journey ~ Total Quality Management” is based on the Hong Kong Sheng Kung Hui’s social service mission – “What you did to the least of my brother, you did unto Me” – that is, to fulfill the needs and expectations of services users through the provision of person-oriented services. The position of the crest in the top corner symbolises the commitment of management staff in exercising Total Quality Management in unity with frontline employees.

弓箭 The Bow and Arrow

弓箭瞄準目標，蓄勢待發，比喻推行全面優質管理必須有明確而清晰之目標。而福利協會之目標便是使福利協會成為一間全面優質管理機構，以確保服務質素持續改善。The drawn bow represents the clear direction and aim with which Total Quality Management functions. The Welfare Council’s objective is to become a quality-driven organisation to ensure the continued improvement of service quality.

弓勢 Stance

拉弓之勢首箭同方、臂直有力、馬步穩健，射出之箭方能百發百中。這比喻福利協會重視培訓人材，裝備所需技巧，並按既定步驟及準則提供服務，這才能達到事半功倍之效。

Head facing target, arms rigid and strong, legs engaged and steady, ready for the release of the arrow. This powerful stance stands for the way in which the Welfare Council equips staff with the right tools and techniques by facilitating staff development, and provides services according to strategic procedures for optimal effectiveness.

拉弓者 The Archer

有目標、弓箭和功架，但仍需有心人射箭，方能一矢中的。意喻福利協會需建立優質文化，使每位同工均能上下一心，成為優質之旅之優秀團員，共同推動全面優質管理。

An aim, a bow and an arrow are no good without their archer. The archer represents the need for the unity of the Welfare Council’s manpower as members of the Quality Journey in establishing and maintaining a culture of quality and Total Quality Management.

引言 FOREWORD

福利協會正邁向50周年，代表著福利協會全體同工團結合作，同心協力為社會上有需要的人士提供服務已半百載。我們的「優質之旅」亦已邁向20周年，福利協會各同工繼續秉持優質管理文化，為服務使用者提供適切服務，以服務使用者福祉為先，實踐以人為本的優質服務，滿足服務使用者需要。

過去一年，各服務質素改善綜隊繼續為同工提供不同主題的培訓，並優化流程，務求達至質優工簡，提升服務質素，持續改進。福利協會一直致力推動職業安全及健康，本年度以「安全文化之建構及管理」主題參加由職業安全健康局及勞工處舉辦之「香港職業安全及健康大獎(安全文化大獎)」，並獲得「優異獎」，這是同工默默耕耘的成果。

而本年度進行服務表現滿意度的問卷調查，結果有97% 服務使用者滿意或非常滿意單位之服務，照顧者及家屬對單位之服務的滿意或非常滿意度更達98%，反映服務對象均十分認同及讚賞我們的服務。

在此特別多謝福利協會董事會及執行委員會的領導、各同工的投入和服務使用者的支持，使福利協會能承擔社會上不同的轉變。

本工作報告撮要乃福利協會過去一年推行「優質之旅」的情況，藉此分享各同工努力的成果，讓大家互相學習、互勵互勉，繼續有信心地在「優質之旅」中馳騁。



總幹事
李正儀博士 太平紳士
二零一五年十二月



Behind the Welfare Council's 50th anniversary milestone are the unwavering diligence of employees and a half-century's worth of wisdom that have fueled the organisation's role to serve the less fortunate among us. Our "Quality Journey" has also begun its second decade of upholding quality management to provide pertinent, people-oriented services in catering to the needs and wellbeing of service users.

To achieve excellent services and ensure continued improvement, we have launched a series of trainings and optimised work processes in the past year. Committed to promoting occupational safety and health, during the year, the Welfare Council participated in the Hong Kong Occupational Safety and Health Award (Safety Culture Award), themed, "To Set-up and Manage the Safety Culture". During the event, which was organised by the Occupational Safety and Health Council and the Labour Department, the Welfare Council acquired a Merit award, reflecting the effort of our colleagues.

During the year, the Welfare Council also conducted service satisfaction surveys which showed 97% of service users were either satisfied or very satisfied with our services. 98% of caregivers and their family members were either satisfied or very satisfied with our services, indicating their recognition and appreciation towards our services.

I would like to take this opportunity express our heartfelt gratitude to the Board of Directors and Executive Committee of the Welfare Council, our colleagues for their spontaneous involvement, and the support of service users that have allowed the Welfare Council to smoothly carry out its role as a provider of social services.

This report summarises and highlights the progress made during the year, and serves as a platform upon which colleagues can share the fruits of their labour, learn from each other and give mutual encouragement as we continue on our Quality Journey.



Dr. Jane Lee
Director, JP
December 2015

持續改善 共創佳績

Continued Improvement towards Excellence



福利協會不單致力為服務使用者提供適切服務，更不斷改善服務質素。為制定合適的發展策略，多年來透過各種不同渠道，定期收集各持份者，包括服務使用者、家屬、同工及其他相關人士之意見。過去一年，福利協會共收到193份讚賞信件，這些嘉許不只是對同工服務的認同，更是福利協會追求優質服務的推動力。

In addition to committing itself to supporting individuals in need with pertinent services, the Welfare Council never stops improving its service quality. Over the years, the Welfare Council has been collecting, through various channels, regular feedback from stakeholders, including service users and their families, employees and other relevant persons, to formulate developmental strategies. During the year, the Welfare Council received a total of 193 letters of appreciation. These compliments not only represent acknowledgement towards employee's effort, they also motivate the Welfare Council to pursue excellent quality.



同工滿意度調查

福利協會透過每年舉行的同工滿意度調查，了解同工對機構的意見。調查自2001年開始舉行，最初為每兩年舉行一次，直至2008年起改為每年舉行，以能適時掌握同工的意見及建議。

最近一次的意見調查在2015年1月之全體同工分享會中進行，同工以不記名方式提交問卷。是次調查共收到1,692份有效的問卷，回收率達79.2%，而同工對福利協會的整體滿意度為76%，較去年上升1.9%。

Staff Satisfaction Survey

The annual Staff Satisfaction Survey looks into the views of employees with regard to the Welfare Council. Since the survey was introduced in 2001, it had been conducted biannually until 2008. Thereafter, the opinions and suggestions of employees have been collected on a yearly basis.

The most recent survey took place during the All Staff Meeting in January 2015 in the form of an anonymous questionnaire. The response rate for the 1,692 valid questionnaires was 79.2%. The latest results indicated that the overall satisfaction level among staff has reached 76%, a modest rise of 1.9% from last year.

服務使用者滿意度調查

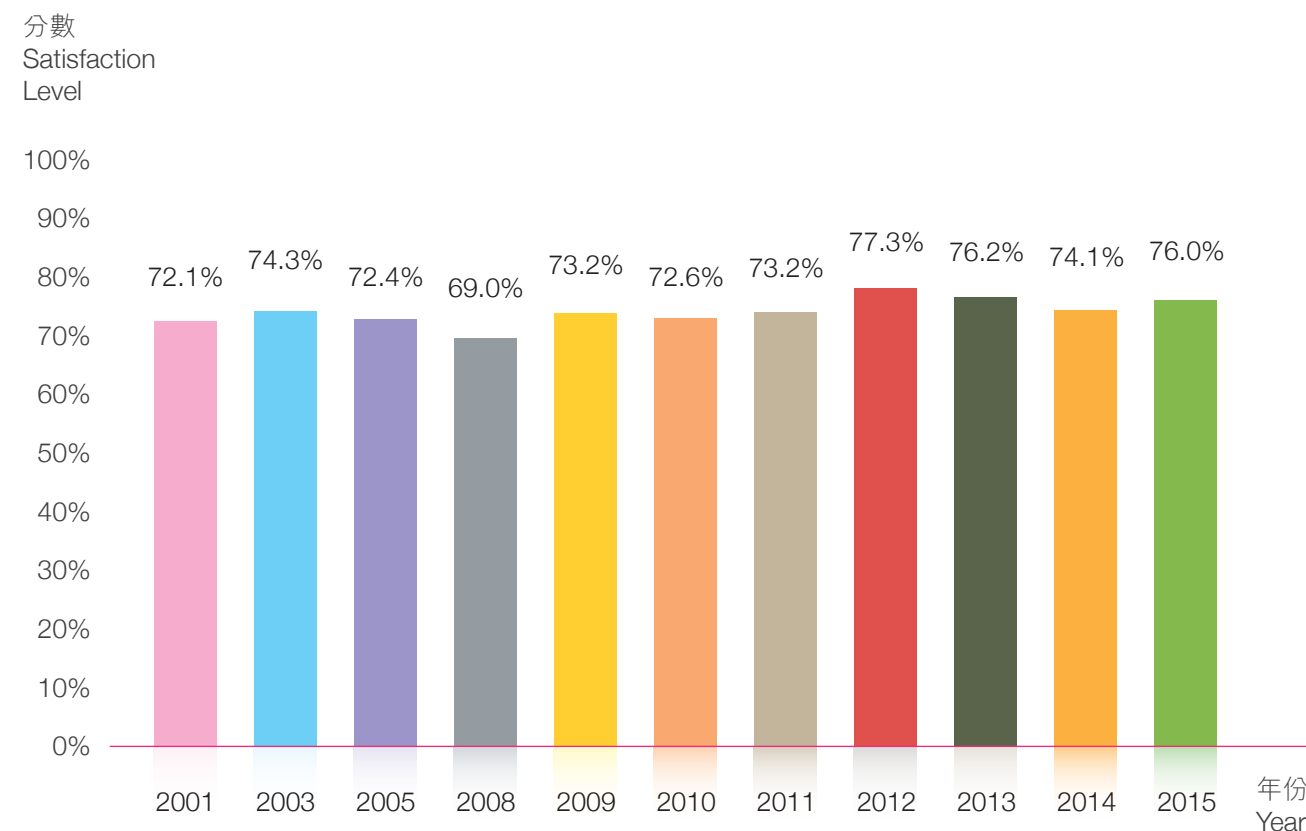
福利協會於2015年5月向各直屬服務單位收集本年度服務使用者對單位服務表現滿意度之問卷調查結果，共收集68間服務單位的問卷。調查結果顯示有97%服務使用者滿意或非常滿意單位之服務，而照顧者/家屬對單位之服務的滿意或非常滿意度更達98%，反映服務對象十分認同及讚賞福利協會的服務。

Service Users' Satisfaction Survey

The Welfare Council conducted a service users' satisfaction survey for the past year (2014—2015) at 68 service units in May 2015. 97% of the service users were either satisfied or very satisfied with the Welfare Council's service units. 98% of caregivers or their family members were either satisfied or very satisfied with its service units. Results showed that service users were very satisfied with and highly appreciative of the Welfare Council's services.

同工對機構之整體滿意度

The overall satisfaction of staff towards the Welfare Council



意見調查的內容包括下列6個維度的量度：
The survey included six items:

維度 Item	內容 Purpose
溝通規劃 Communication and Planning	了解同工對福利協會的使命和目標的清晰度，對機構領導的信心以及對機構最新動向的看法。 To determine the degree of employees' understanding towards the Welfare Council's vision, mission and strategic plans, level of confidence towards the Welfare Council's management, as well as their views on the organisation's new initiatives.
角色發揮 Capacity to Unleash Potential	了解同工在工作崗位的發揮和滿足情況。 To understand opportunities for professional development each role has to offer and employees' level of satisfaction towards their roles.
機構文化 Work Culture	了解同工對機構的氣氛文化和機構內相互信任度的情況。 To understand work culture and mutual trust among employees.
運作效率 Operational Efficiency	了解同工對機構運作效率的滿足度，包括資訊科技的支援情況。 To understand employees' level of satisfaction towards the organisation's operational efficiency, including technical support.
員工關係 Relationships among Employees	了解同工與督導，以及同工和同工間的合作關係的滿意度。 To understand employees' level of satisfaction towards their professional relationships with supervisors and their peers.
資訊培訓 Information and Training	了解同工對機構提供的資訊掌握和培訓安排的滿意度。 To understand employees' level of satisfaction towards the information provided by the Welfare Council and its staff training arrangements.

福利協會去年在上述6個維度的表現如下：
The Welfare Council's performance in the six items was as follows:



同工心聲 Staff Opinion

多謝機構聆聽我們的意見。
I'm grateful for the Welfare Council's willingness to listen to our opinions.



與去年2014年相比，6個維度及同工對福利協會整體滿意度各項維度均有上升，升幅由0.7%至1.7%不等，詳見下表：

Compared with the results of the 2014 survey, staff satisfaction towards the Welfare Council increased between 0.7% and 1.7%, depending on the surveyed item:

年份 Year	維度 Items						同工對協會 整體滿意度 Staff Satisfaction Survey	平均得分 Average Score
	溝通規劃 Communication and Planning	角色發揮 Capacity to Unleash Potential	機構文化 Work Culture	運作效率 Operational Efficiency	員工關係 Relationships among Employees	資訊培訓 Information and Training		
2015	74.1%	75.7%	75.9%	73.0%	75.8%	74.8%	76.0%	74.9%
2014	73.4%	74.9%	74.8%	72.1%	74.2%	73.1%	74.1%	73.7%
上升 幅度 Increased Level	0.7%	0.8%	1.1%	0.9%	1.6%	1.7%	1.9%	1.2%

除了填寫問卷外，同工亦透過口頭及書面形式，向福利協會提出了不少寶貴意見。福利協會已就各項意見逐一跟進，並向同工公佈跟進結果，貫徹持續改善的精神。

In addition to submitting their completed surveys, employees also expressed valuable written and verbal opinions. The Welfare Council has followed up on these comments and informed colleagues on its actions and decisions for continued improvement.

內部審核專才計劃

福利協會由2003年開始推行「內部審核專才計劃」，由不同服務的同工擔任內部審核專才，為福利協會屬下各單位進行內部審核。

Professional Internal Auditor's Team Scheme

Since 2003, a professional Internal Auditors Team consisting of colleagues (internal auditors) from various service units has been conducting internal audits on the Welfare Council's service units.

現有28位內審專才為福利協會不同部門/服務單位進行內部審核，優質管理部亦會定期安排培訓及分享會，以促進專才之間的交流及提升其審核技巧。去年內部審核專才共為福利協會屬下26個不同服務單位進行內部審核，並提出了不少改善建議。

There are now 28 internal auditors performing internal quality audits on different departments and service units. Training and sharing sessions are arranged periodically by the Quality Management Department to enhance the auditors' skills. During the year, quality audits were conducted on 26 service units, shedding light on areas that required improvement.

感染控制 防患未然

Preventive Measures against Infectious Diseases



福利協會感染控制聯絡主任除協助服務單位於現有感染控制體系下預防常見的傳染病發生外，更著重於維持單位足夠的感染控制防疫能力，提升員工感染控制的工作技巧和應變能力，以防出現傳染病爆發時，亦能有效控制疫情，減低可能造成的影響，感染控制部於年內進行了以下一系列工作，包括：傳染病應變演習、感染控制內部巡查、為有需要的職員進行感染控制工作技巧評核及安排職員培訓，以保障服務使用者和職員的健康，各項工作均成效顯著。

On top of assisting service units with the prevention of the outbreak of common infectious diseases, the Welfare Council's Infection Control Coordinator also monitors the disease-control abilities of service units, and improves employees' infection control and contingency management to prepare for outbreaks. Such preparations can reduce the impact of diseases. During the year, the Infection Control Center staged infectious diseases drills, conducted internal inspections on the implementation of infection control measures, and assessed relevant staff members for their knowledge in the control of infectious diseases and arranged for occupational training to help protect employees and service users.

感染控制部於來年除維持原有的服務外，更增加了對幼兒學校和社區服務單位員工的培訓和感染控制工作上的支援，以及持續與各單位新入職和負責感染控制工作的同工保持緊密聯繫，以加強感染控制訊息的溝通和傳遞。

The centre will be providing additional staff training for childcare services and community service units on top of executing its current functions. The centre will also maintain close ties with new staff and those in charge of infection control to strengthen communication and exchange of relevant information.



加強意識 預防工傷

Raising Awareness to Prevent Occupational Injuries



福利協會致力推動職業安全及健康，為同工、服務使用者及訪客建構一個安全及健康的環境。福利協會於本年度優化環保、安全及衛生小組之組織架構，根據服務需求，將工作小組的數目由5個增加至6個，亦透過在單位設立安全委員會或在職員會議中訂立職安健議程等措施，增加溝通渠道及增強安全意識。

除了積極預防工傷發生外，福利協會亦貫徹關愛精神，與保險公司的復康服務合作，為因工受傷的同工安排醫療輔助及復工安排，協助同工盡快重返工作崗位。

With the wellbeing of staff, service users and visitors in mind, the Welfare Council has paid much effort in promoting occupational safety and health. The Welfare Council has optimised the structure of the environment protection, safety and hygiene teams by increasing their manpower from five to six persons. Service units have also either formed safety committees or established occupational safety procedures to build better channels of communication and enhance safety awareness.

While proactively preventing work-related industries, the Welfare Council also collaborates with insurance companies on rehabilitation options for employees with occupational injuries so medical assistance and return to work arrangements can be provided.



職安表現 外界認同

Recognition for the Welfare Council's Performance in Occupational Safety and Health



本年度福利協會以「安全文化之建構及管理」為主題，參加由職業安全健康局及勞工處聯同其他13間機構舉辦之「香港職業安全及健康大獎(安全文化大獎)」，經評審團評選為入圍機構之一，並獲得「優異獎」。

另外，福利協會屬下的東涌幼兒學校於2009年成為全港首間國際安全學校，為期5年的證書有效期於2014年屆滿，並同時成功延續證書。另外亦有3間院舍在2009年確認為「卓越安健院舍」，同樣在2014年參與此計劃的再確認程序，繼續獲認證為「卓越安健院舍」。

During the year under review, the Welfare Council participated in "The Hong Kong Occupational Safety & Health Award (Safety Culture Award)", themed "To Set-up and Manage the Safety Culture" and organised by the Occupational Safety and Health Council and the Labour Department with other 13 organizations, to win a Merit award.

In 2009, the Welfare Council's H.K.S.K.H. Tung Chung Nursery School became the first local school to be recognised as an International Safe School. The validity of the certificate lasted five years until 2014, during which the accreditation was successfully renewed. Three residential care homes of the Welfare Council were recognised as "Safety & Health Residential Care Home with Excellent Performance" in 2009. They entered the same scheme in 2014 and, too, had their certificates renewed.



本年度，員工於職安健方面的表現亦獲得外界認同，福利協會屬下的將軍澳安老服務大樓常務員張文濤同工憑良好的職安健表現，獲服務單位選為職安健員工的楷模，另獲提名參加全港傑出職安健員工選舉，奪得機構組別(前線同工)優異獎。

During the year, staff of the Welfare Council were given external recognition for their performances in occupational safety and health. General service worker Mr Cheung Man To of the Welfare Council's Tseung Kwan O Aged Care Complex was presented with the Merit Award (Organisation / Enterprise group – frontline employee) by the Hong Kong Outstanding Occupational Safety & Health Employees Award Scheme, which was organised by the Occupational Safety and Health Council.



同工心聲 Staff Opinion

感謝福利協會善用資源，致力改善員工的福利。

Employees' benefits have seen much improvement, thanks to the Welfare Council!

專業發展 分享交流

Professional Development and the Experiences Sharing



福利協會按不同的服務類型，組織同工組成不同的服務質素改善綜隊。各服務質素改善綜隊成立的目的，是為所屬服務提供持續改進，因應服務使用者需要的轉變，制定合適的策略及開拓創新服務，並透過不同的培訓分享與外界交流，提升專業水平。過去一年，各服務質素改善綜隊開展了不同的工作重點項目，報告如下：

The Welfare Council has formed quality improvement teams that oversee different types of services to ensure their sustainable improvement amidst the changing needs of service users. The teams strategize and discover new ways in which to serve society and maintain professionalism through exchanges with various parties. During the year, as featured in the following pages, the quality improvement teams carried out a number of key projects.



同工心聲 Staff Opinion

感恩在職同事合作精神，互相關懷、鼓勵，多謝大家。

I appreciate my colleagues for their cooperativeness, care and encouragement.



幼兒服務質素改善綜隊 一年度工作重點項目

The Childcare Service Quality Improvement Team—Key Projects of 2014-2015



項目 Project

1. 專業培訓

Professional training

內容 Content

綜隊於本年度舉辦一系列培訓，持續以健腦操深化教師對全腦學習的掌握，包括：

- 邀請德國最資深的教育肌動學創始人主講「從教育角度看健腦操」，讓同工從幼兒發育背景、早期的運動發育及感官發育等角度，重新了解健腦操所設定的不同身體動作。
- 在培訓學院的支援下，開設了「健腦操生活調和101課程」，及「觸康健課程」，讓新舊教師能深化對健腦操的認識，並應用到學生日程中。

During the year, the incorporation of whole brain learning, based on the Brain Gym®, into professional training, was enhanced.

- The most renowned expert on educational kinesiology was invited to deliver a seminar, "Brain Gym® from the perspective of education" to introduce to staff the effects of physical development from angles such as infant development, early athletic development and sensory development.
- With the support of the Training Institute, the Welfare Council also organised "Brain Gym® 101" and the "Touch for Health" foundation course to allow both new and experienced teachers to better understand the Brain Gym® and apply it to their teaching.



項目
Project

2. 業界交流

Sharing sessions

內容
Content

綜隊於本年度進行了不同類型的業界交流，包括：

- 總主任(幼兒服務)劉有蓮女士連續第二年獲教育局數學教學組的邀請，參與「小學數學課程銜接系列 - 小學和學前的銜接」共兩場講座，與在場50位小學教師分享幼兒階段學習數學的內容及形式。
- 聖西門大興幼兒學校張素媚校長獲邀請，於香港教育學院主辦的2015年優質幼兒教育國際會議中進行個案分享，題目為《校本課程的設計與發展：香港長全日制幼兒學校的經驗》。

During the year, the team hosted a number of sharing sessions.

- For the second consecutive year, Chief Officer (Childcare Services) Ms Lau Yau Lin was invited to participate in the Whole-school Curriculum Planning Series – Enhancing the Interface between Pre-primary and Primary Levels, conducted by the Mathematics Education Section of the Education Bureau. Lau gave two seminars on early mathematical education to an audience of 50 primary school teachers.

- Principal of St Simon's Tai Hing Nursery School Ms Cheung So Mei was invited by the Hong Kong Institute of Education to deliver a case sharing in the “2015 Quality Childhood Conference International (QCCI)” on the topic of “School-based Curriculum Design and Development: A Long Whole-day Nursery School’s Experience in Hong Kong”.



項目
Project

1. 質素改善計劃
分享會

Sharing session
for the Service
Quality
Improvement
Programme

內容
Content

本年度，綜隊得到社會福利發展基金的津貼，舉辦了「青少年性教育培訓系列」及「青少年服務發展日」。培訓系列中舉行了一個以「分享現今推行青少年性教育的挑戰以及社會工作者的定位」為題的講座及相關的工作坊。而「青少年服務發展日」於2014年6月舉行，邀得3位不同專業的講者作出分享，並於同日由福利協會心理學家進行「靜觀減壓」工作坊。

During the year, the team hosted the “Teenagers Sex Education Training Series” and the “Teenagers Service Development Day” with subsidies from the Social Welfare Development Fund. The series included a seminar on challenges in implementing sex education for teenagers and relevant workshops. The team also organised “Youth Service Development Day” in June 2014, inviting three speakers of different professions. On the same day, psychologists from the Welfare Council also conducted the “Destress with Mindfulness” workshop.



同工心聲 Staff Opinion

大家好，藉此多謝福利協會提供免費的身體檢查，令我們可了解身體狀況，及早作出處理。祝各位身體健康、工作順利和愉快。

I have learnt a lot more about my body and the importance of early treatment through the Welfare Council’s free medical examination.

I wish you all good health, career success, and happiness!



項目
Project

2. 青少年生涯規劃
工作小組

The Career and
Life Planning
Task Force

內容
Content

小組於本年度繼續舉辦一系列青少年生涯規劃活動，包括：

- 家長模擬放榜活動共有95人出席，家長反應正面，認為有實際幫助。當日共有8間傳媒前來採訪。
- 文憑試調查發佈 - 是次調查共收到800份學生問卷，結果顯示學生認為生涯規劃活動有助其自我認識，而與家人討論升學出路亦有助提升放榜效能。
- 放榜專線 - 已接受培訓的輔導員於放榜期間，協助運作放榜熱線，StudyWhat網頁亦有助學生選擇合適的課程。

A series of activities was hosted by the Career and Life Planning Task Force:

- The Mock Release of H.K.D.S.E. (Hong Kong Diploma of Secondary Education Examination) Results saw the participation of 95 parents and students. Parents said they found the event helpful. Eight media outlets were present that day.
- The task force announced the results of a study on the D.S.E. in which researchers found, from 800 questionnaires, that career planning helps students with self-awareness and enhances the effectiveness of the D.S.E. mechanism by providing a platform for candidates to discuss their options with their parents.
- During the results release period, trained counsellors joined their peers in manning the D.S.E. Enquiry Hotline, which, together with the StudyWhat website, provided much-needed help to candidates.



項目
Project

1. 專業培訓

Professional
training

2. 提升同工職安健
意識

Enhance staff
awareness
towards
occupational
health and safety

內容
Content

本年度，綜隊舉辦了「卓越領導工作坊」，導師深入淺出教授，內容包括：卓越領袖需具備的特質、如何提升前線同工的工作能力、督導溝通及時間運用技巧等。透過培訓，提升督導同工的管理信心與技巧，並能將技巧應用於日常工作中，以及就突發情況作適當調配，使服務提供更暢順。

During the year, the team organised the “Be a Competent Team Leader” workshop. Instructors guided participants on the characteristics of being a competent team leader, improving the abilities of frontline staff, communication and time management techniques. The workshop boosted the confidence of supervisory staff and enhanced their skills, making it easier for them to apply their knowledge on a daily basis and improvise as necessary.

綜隊一向重視同工的工作安全，本年度舉行了「運動鬆一鬆」拉筋伸展運動初階工作坊及「運動鬆一鬆，避免關節痛」進深拉筋伸展運動工作坊，讓同工學習正確的拉筋技巧，鍛鍊身體肌肉、筋腱柔軟度及平衡四肢之基本方法及安全，期望帶出持之以恆的運動對個人健康及工作安全均有所幫助之訊息，從而減低同工於工作間受傷之風險。

Placing great emphasis on occupational safety, the team organised the “Loosen Up” beginner level stretch therapy workshop, as well as the “Loosen Up for Pain-free Joints” advanced level stretch therapy workshop in which participants learned proper stretching skills to train their muscles, and improve flexibility and balance. The goal was to remind participants the importance of regular exercise in preventing work-related injuries and maintaining personal health.





項目
Project

1. 重視同工為寶貴資源

Staff as assets

內容
Content

本年度綜隊繼續邀請資深的神經科專科護士主講「預防、評估及防止暴力工作坊」，讓同工更深入學習預防、評估及防止暴力於中心發生的方法。

另外，綜隊服務以「以人為本」為服務主題，希望各同工在照顧長者的工作態度上以長者的需要為本，使長者感受到愛與關懷，保持優質服務的理想方向。

During the year, the team invited a psychiatric nurse to lead a workshop on the prevention and assessment of violence to give staff a deeper understanding of the topic at service units.

The team also provided people-centred services in hopes that staff would provide quality caregiving services so senior citizens feel loved.



同工心聲 Staff Opinion



入職聖公會福利協會大家庭至今超過6年，6年期間一直都有參與晚間進修課程，雖然半工讀日子好辛苦，但工作得好開心，感謝福利協會及單位對我的包容與支持，終於畢業了！衷心感謝！

I have been with the Welfare Council for over six years now. While juggling evening classes and work was tough, with the support of my colleagues, I managed to graduate, and actually enjoyed my job. A big “thank you” to all who have made this possible!

項目
Project

2. 推行多元化活動，優化服務

Implementing diverse activities and refined services

內容
Content

各單位於年度內分別舉行了不同特色的活動，以配合各區服務使用者的需要。活動包括：「愛分享•愛相傳」生命故事服務計劃、由不同專業的義工到中心為長者及家人拍攝溫馨家庭照的「拍出情真」活動、宣揚及分享綠色生活訊息的「綠色怡情樂耆園」及電腦耆才活動等。

Activities held at various service units aimed to cater to the needs of service users included memoir-writing service, photoshoots put together by volunteers of different professions for senior citizens and their families, and a programme that promoted eco-friendly living and encourage senior citizens to apply green principles to everyday life etc.





項目 Project	內容 Content
<p>1. 推動輔導、護老者及認知障礙服務的專業發展</p> <p>Facilitating the professional development of counselling, caregiving and dementia services</p>	<p>隨著社署增撥資源，並加強認知障礙、輔導及長期護理評估等服務而修訂服務津助協議，各單位透過綜隊的會議平台，制定服務的流程及標準，並就認知障礙服務發展方向作深入討論，以「推展社區教育」、「為認知障礙症長者的護老者提供支援」與「及早識別早期認知障礙症長者」為各單位的工作重點。</p> <p>With material support from the Social Welfare Department to revamp care assessment and counselling services, terms of the service subvention agreement were revised. Through their communication platform, the team decided on the directions in which service units would develop dementia services, including expanding community education, the provision of support for caregivers of dementia sufferers, and the early identification of dementia.</p>

項目 Project	內容 Content
<p>2. 專業培訓</p> <p>Professional training</p>	<p>綜隊百靈鳥長者生命教育計劃工作小組邀請福利協會臨床心理學家為專業同工舉辦「末期病患的心理支援」工作坊，旨在讓同工從中反思生死的意義，並提升個案介入的專業知識和工作手法。</p> <p>The Positive Life Elderly Suicide Prevention Project task force invited clinical psychologists to lead a workshop on terminal illness to encourage staff to ruminate on the meaning of life and death, while improving their professional knowledge and intervention skills.</p>
<p>3. 提升隱蔽長者服務質素</p> <p>Enhancing the quality of services for the "hidden elderly"</p>	<p>綜隊在隱蔽長者服務同工會議中，邀請外間負責精神健康綜合社區中心及露宿服務的資深社工分享服務經驗，以提升同工的相關專業知識和技巧。</p> <p>The team invited an experienced social worker from the Integrated Community Centre of Mental Wellness (ICCMW) and the government's services for street sleepers to share his professional experience with employees who worked with the "hidden elderly".</p>

同工心聲 Staff Opinion

感謝福利協會給予我做一份有意義的工作的機會。祝福協會日後能服務更多社會上有需要人士。

I thank the Welfare Council for giving me the opportunity to do meaningful work. God bless.





項目
Project

1. 改善院舍服務
及行政事宜

Improvement on
residential home
services and
administrative
work

2. 優質服務獲
外界認同

Recognition for
quality services

內容
Content

綜隊於本年度推行「院友日用品套餐計劃」，為需要及非需要理遺護理的院友提供個人日用品購買服務，院友可自由選擇參加。計劃為院友及其家人免除自購物品的煩惱，並可減少院友自存物品的空間。

The “Essentials” scheme was introduced as an optional service that provided daily essentials to residents of the Welfare Council’s service units. It gave residents and their families the convenience of not having to shop for daily essentials and freeing up storage space.

2014年3月31日至4月4日在新加坡舉行的「亞洲老年產業投資論壇」上，護養院的「枕邊說愛你」親友心聲播放活動計劃及將軍澳安老服務大樓的「美樂人生」-糅合音樂元素於傳統輕度認知障礙訓練計劃在「第二屆亞太區創新老人照顧服務大獎」選舉中榮獲「卓越認知障礙症照顧優異獎」。

Between 31st March and 4th April 2014, the Nursing Home’s “Saying I Love You” programme and the Tseung Kwan O Aged Care Complex’s “Music for Life – Music Therapeutic Project for Seniors with Dementia” were recognised as “Best Dementia Care Programmes” at the 2nd Asia Pacific Eldercare Innovation Awards of the Ageing Asia Investment Forum.

項目
Project

3. 提升專業服
務水平

Enhancing
professional
services

內容
Content

綜隊持續推行「院舍資訊系統：日常照顧功能增強工程」及「ICPMS安老院舍綜合照顧計劃及管理系統」，為院友制定有效的照顧計劃及制定院舍年度服務計劃。

另外，本年度繼續發展寧養服務，舉行「介紹傳統以外的殮葬方式」講座，讓院友及其家人認識其他環保的殮葬方式，及為離世院友舉行追思會。

全面推行聖公會「堂、校、社服」合作，組織聖公會牧區教友及學校學生成為義工探訪院友及參與各類活動，讓院友感受到被關懷的溫暖。

The team launched the “Home Message System” (H.M.S.) and the “Elderly Residential Home Integrated Care and Management System” (I.C.P.M.S.) to support the implementation of care packages and annual service outlines.

During the year, the team continued to develop hospice services and hosted a seminar that introduced alternative eco-friendly burial methods, and the hosting of memorial services.

In a collaboration among churches, schools and welfare organisations under the Sheng Kung Hui, church members and students created all sorts of activities as they paid visits to residents living in elderly homes to bring the latter care and warmth.

同工心聲 Staff Opinion

我們是第一屆MOT及MPT畢業生，再次感謝福利協會過往對我們的支持，不論經濟上、精神上、學業及工作上，我們深感溫暖！今天已經是我們第3次出席同工分享會，亦標誌著我們已加入了這個大家庭3年，雖然工作勞碌，但仍然會竭盡所能各盡其職服務社會，以答謝福利協會對我們多年來的支持和信任！

We are first-year MOT and MPT graduates. We thank the Welfare Council and our colleagues for their support – be it economic, mental, academic and work-wise. It really warms our hearts! This is the third time we’re participating in a staff sharing session, which means we’ve been part of this huge family for three years. Although work can get quite busy, we still make time to serve society as one way of showing gratitude to the Welfare Council for its support and trust!



總結 Conclusion

「優質之旅」是沒有終點的旅程，是不斷果敢創新，突破框框；不斷精益求精，日臻完善。面對社會環境的變遷以及不同持份者的期望，我們作出了相應調整，持續改善服務質素，提供優質服務。

我們感恩有一支優秀的同工團隊，以及管理層對同工給予支持與鼓勵，更讓同工得到各種專業的培訓，增進知識及強化能力。有賴各同工對服務對象的關愛，對服務的承擔，福利協會繼續配合服務使用者的需要，發展創新服務。

未來，我們會繼續上下一心，發展以服務使用者為中心、家庭為本及社區為基礎的服務，共建愛與關懷的群體，在「優質之旅」中再創新里程。

The “Quality Journey” never ends: it will never stop pushing for innovation, breakthroughs, and improvement. In the face of an evolving society and shifting expectations of various stakeholders, the necessary changes have been made for the continued improvement of service quality.

The team is eternally grateful for its capable peers, and the support and encouragement shown by management, which have enabled staff to undergo professional training to optimise their knowledge and abilities. It is only with our employees’ care and commitment shown towards service users that the Welfare Council can continue to develop fresh services to cater to the needs of service users.

As our journey progresses, we will continue to work closely with one another to develop user-oriented services and family community-based services, and establish a loving and caring team as we set new milestones in our ongoing pursuit of excellence.

