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卓越服務 • 成功之道

Annual Report

09-10 年報



明途聯繫有限公司

**MENTALCARE** Connect Company Limited



# 目錄

## Contents



- 4 使命及價值  
Mission & Values
- 6 主席序言  
Foreword by the Chairman
- 8 管理團隊的心聲  
Voices from the Management Team
- 10 機構組織圖表  
Organization Chart
- 11 職員圖表  
Staff Chart
- 12 《壹週刊》「服務第壹大獎」  
Next Magazine's Top Service Awards
- 13 商界展關懷標誌嘉許及關懷大使  
Caring Company and Caring Ambassadors Award
  
- 明途內望**  
**Inside MentalCare**
- 15 人力資源審核  
Human Resources Audit
- 17 願景、使命及價值工作坊  
Workshop on Vision, Mission & Values
- 18 哈佛商學院「非營利組織的管理策略透視」  
Harvard Business School – "Strategic Perspectives in Nonprofit Management"
- 19 「社會天使」協助「卓思廊」重新設計零售管理系統  
Re-design the Point of Sale System of "Cheers Gallery" by "Social Angel"
- 20 公司及員工活動花絮  
Company & Staff Activities
- 22 「傑出員工大獎」  
"Outstanding Staff Award"
- 24 生命的蛻變  
Sharing of Staff Members



## 業務發展

### Business Development

- 30 「卓思廊」便利店零售網絡  
"Cheers Gallery" Convenience Stores Retail Network
- 32 「卓思廊」復康用品店零售網絡  
"Cheers Gallery" Rehab Shops Retail Network
- 36 「卓思廊」分店位置圖  
"Cheers Gallery" Branches Location Map
- 38 《復康速遞》直銷業務及網上商店  
"Rehab Express" Direct Sales Service & Online Shop
- 40 《復康速遞》雜誌  
"Rehab Express" Magazine
- 42 「卓思」市場推廣服務  
"Cheers" Marketing & Promotion Service
- 44 清潔業務  
Cleansing Service
- 46 社會回報  
Social Return
- 47 財務回報  
Financial Return
- 48 核數報告  
Auditor's Report
- 50 鳴謝  
Acknowledgement
- 53 聯絡我們  
Contact Us

# 使命及價值

## Mission & Values



### 使命

#### 聯繫四方商機，導向光輝前路

作為香港俱規模的「社會企業」，我們積極結合官、商、民三方面的資源，以「市場導向」和「顧客導向」為營運基礎；

- 聯繫各方商機，為殘疾人士及弱勢社群創造就業機會；
- 經營溢利會全數重投於業務的未來發展。

### 價值

- 團隊精神
- 工作承諾
- 創新
- 以人為本
- 持續學習

### Mission

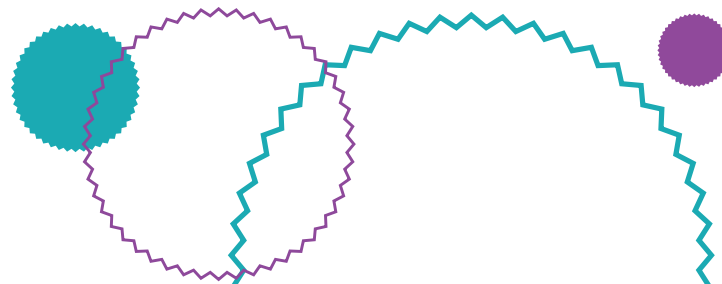
#### Building Partnership•Sharing Success

As a well-established "Social Enterprise" in Hong Kong, we proactively synergize social capitals from the Government, the business sector and the public adopting a "market-driven" and "customer-oriented" approach:

- We strive for business possibilities around to create employment opportunities for people with disabilities and the disadvantaged group.
- Operating surpluses are fully reinvested into the business for future development.

### Values

- Teamwork
- Commitment
- Innovation
- People Oriented
- Continuous Learning







# 主席序言

## Foreword by the Chairman

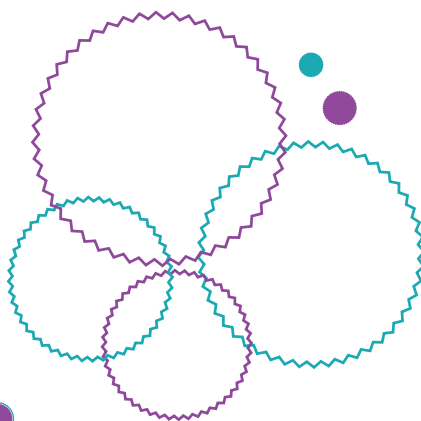
董事會為「明途聯繫」獲得《壹週刊》舉辦之2010年度社會企業「服務第壹大獎」而感到驕傲，這項榮譽是屬於每一位在「明途聯繫」付出過努力的員工。我們相信一間成功的社企必須擁有清晰的社會使命、多元化的融資渠道、會說故事的品牌、俱創新及進取精神的管理人員及敢於承擔風險的機構董事，共同打造一間持續擴展及高透明度的社會企業。期望「明途聯繫」營運經驗及發展模型能成為其他社企的借鑒。

香港是一個彈丸之地，是一個完全競爭及被財閥壟斷的市場環境，要超越競爭，發現「藍海」絕非易事，更何況要在海水染紅前離開。09-10年度「明途聯繫」經歷了艱鉅的一年，伊利沙伯醫院及九龍醫院的復康用品專賣店未能成功續約令公司損失慘重，事件反映商界殘酷的市場規律已延至社企之間，其間的競爭亦似無可避免。幸好公司管理層及董事會能當機立斷，火速於南京街開店及同時發展多項業務，維持了大部份員工的生計。在此多謝同事們的辛勞及欣賞他們的應變能力。



The Board of Directors were proud of MentalCare Connect for getting the Next Magazine's Top Service Award in the Social Enterprise category in 2010. This honour belongs to every staff member who has worked hard to contribute to MentalCare Connect. To be successful, we believe a social enterprise must have a distinct mission, a diversified financing channel, a brand that tells stories, a management team that strives for advances and a Board of Directors who have the courage to bear risks. It is the combination of these elements that creates a social enterprise which is highly transparent and at the same time capable of continuous expansion. We hope that the business experience and development model of MentalCare Connect can be of reference value to other social enterprises.

Being such a tiny place, Hong Kong faces perfect competition and a market that is monopolized by plutocrats. It is no easy task to go beyond competition and discover a "blue ocean", let alone depart before the sea turns red. 09-10 has been a difficult year for MentalCare Connect. The company suffered from huge loss because of the failure to renew contract for the rehabilitation shops in Queen Elizabeth Hospital and Kowloon Hospital. The incident shows that the cruel market principle found in the commercial sector has already spread to the social enterprises and that competition is no longer evitable. Fortunately, the management team and Board of Directors have responded with some very decisive moves. We swiftly opened a new shop in Nanking Street, launched a number of new services and thus securing jobs for most employees. I would like to hereby express our appreciation to fellow colleagues for their enormous efforts and their capability in face of changes.



由於金融海嘯的影響逐漸退卻，加上年內開展了多項業務，「明途聯繫」09-10年度的營運收入接近三千九百萬，比上年度升達百分之二十一。員工人數亦錄得近百分之十的增長。未來一年公司仍須面對多項挑戰，包括租金成本的上升，通漲帶動的工資上升及購貨成本的增加，董事會將與同事們並肩作戰，尋找新的藍海。

本人謹代表董事會感謝社會福利署「創業展才能計劃」多年來的支持，更衷心感謝各大醫院及商業夥伴攜手合作，各商業及醫療顧問的專業指導。並向公司管理團隊及各員工的努力致意，共同創造互相支持與關愛的文化。

黎守信醫生  
董事會主席

With the fading out of the financial tsunami and the launching of a number of new services in the past year, the total income of MentalCare Connect reached almost \$39,000,000 in 09-10. This represents a 21% increase from last year. The number of employees has also increased by 10%. There will still be a lot of challenges ahead in the coming year, including a soaring rental cost, a higher staff cost brought by inflation and an increase in purchasing cost. Our Board, together with fellow colleagues, will fight this battle and search for a new "blue ocean".

On behalf of the Board of Directors, I would like to express our gratitude to the 'Enhancing Employment of People with Disabilities through Small Enterprise' Project of the Social Welfare Department for its support throughout the years. I am also grateful to the major hospitals and commercial partners for collaborating with us on various projects, as well as the business and medical advisers for their professional input. May I also say thank you to our management team and staff who have been working so hard to create a supportive and caring culture.

Dr. Benjamin Lai  
Chairman, Board of Directors

明途聯繫有限公司董事會 Board of Directors of MentalCare Connect Co., Ltd.



梁士雄先生  
Mr. Carlos  
Leung

麥香煥卿女士  
Mrs. Mak Heung  
Woon Hing

盧德臨醫生  
Dr. Lo Tak Lam

黎守信醫生  
Dr. Benjamin Lai

鍾偉成先生  
Mr. Chung Wai  
Shing

高淑蘭小姐  
Ms. Flora  
Ko Suk Lan



## 管理團隊的心聲 Voices from the Management Team

楊建霞  
總經理

Yvonne Yeung  
General Manager



「明途聯繫」成立至今，已踏入第九個年頭，去年可算是經歷最多的一年，有最艱難的時刻，亦有豐盛的時刻！

面對劇烈的市場競爭，我們無奈地於09年4月結束位於伊利沙伯醫院及九龍醫院的「卓思廊」營業。為了讓「卓思廊」的殘疾人士可以持續就業，並且繼續為病友提供專業及優質的服務；「明途聯繫」的管理團隊反應非常敏捷，全速於09年5月在佐敦南京街開設第一間「卓思廊」復康生活幹線，而首月的營業表現更是舊有店舖的140%。於短短一個月的時間，有如此驕人的成績，巧妙地將風險化為商機，實在有賴「明途聯繫」董事會的果斷決策，管理團隊的敏銳觸覺及驚人的執行力，以及店舖同事的齊心協力。面對此役，「明途聯繫」最大的收獲是體現上下一心，勇敢面對挑戰的團結精神。

隨著種種挑戰及更多新業務的開展，同事們均越戰越勇，不斷檢討營商策略，構思創新的服務，以備開拓另一新里程。

MentalCare Connect has now entered the ninth year of her development. The past year has been a most adventurous one. We had at the same time our most difficult moment and some very fruitful moment!

Because of fierce competition in the market, in April 2009, we had no choice but to close the "Cheers Gallery" at Queen Elizabeth Hospital and Kowloon Hospital simultaneously. To ensure continuous employment for the affected disabled staff and uninterrupted professional and quality service for patients, the management team of MentalCare Connect made a very swift response and opened the first "Cheers Gallery" Rehab Links in Nanking Street, Jordan in May 2009. In the first month of operation, the new shop achieved a 40% increase in sales in comparison to the previous shop. Such brilliant performance and ingenious twist from crisis to business opportunities all happened within a short period one month. This was made possible by a Board of Directors who act decisively, a management team that has sharp sense and amazing execution ability, and a team of shop employees who are utmost dedicated. The greatest gift MentalCare got from this battle was the spirit of unity that bonds all team members together and helps us face challenges with courage.

Our colleagues get stronger and stronger as they fight again various challenges and expand business. We constantly review our business strategy and introduce new services so as to explore another milestone ahead.





於2010年初，「明途聯繫」的優質服務獲得大眾的認同，榮獲「壹週刊」頒發社會企業「服務第壹大獎」，對殘疾人士的工作成果有很大的鼓舞。為了進一步實踐優質服務的承諾，公司將以顧客的需要為根本，進行一系列的服務設計檢討，以提升整體服務的競爭力。

為了加強「明途聯繫」的擴展基礎，我們多方面進行內部檢討，加強各部門的系統及工作協調，在零售管理系統、倉存管理系統、會計系統及人力資源管理系統方面均作出大幅度的功能提升，為「明途聯繫」繼續向前邁進作好準備。

身為一間「以人為本」的社會企業，上下共同建構使命和遠景至為重要，「明途聯繫」已開始透過各類工作坊、會議及活動，促進彼此的溝通，彰顯出公司的核心價值：以人為本、團隊精神、工作承諾、不斷創新、及持續學習。

最後，在此衷心感謝各位同事與「明途聯繫」同舟共濟，共同面對挑戰及分享成果。為了表揚表現突出的同事，公司今年新增「傑出員工大獎」，在此恭喜得獎的同事，亦祝願各位身心健康！

The quality service of MentalCare Connect received public recognition in early 2010 and was bestowed the Next Magazine's Top Service Award in the Social Enterprise category. It gave the disabled people enormous encouragement for their performance in the workplace. To further commit to quality service and enhance competitiveness of our general services, MentalCare Connect would launch a series of review on service design where customers' needs would form the basis of the whole framework.

For the sake of strengthening MentalCare Connect's foundation for expansion, we have conducted internal review in various areas and enhanced the coordination mechanism among departments. We have also improved the functional performance of the point of sale system, the inventory management system, the accounting system as well as the human resources management system. The necessary groundwork was completed to prepare for MentalCare Connect's further advances.

Being a "people-oriented" social enterprise, MentalCare Connect emphasizes staff engagement in the formulation of mission and vision. In this regard, we have conducted various workshops, meetings and activities to foster communication and highlight the company's core values, i.e. people oriented, teamwork, commitment, innovation and continuous learning.

Last but not least, I would like to express my heartfelt gratitude to every colleague for supporting MentalCare Connect through all hardship. We face challenges together and we share our harvests together. In appreciation of colleagues with outstanding performance, the company has introduced the "Outstanding Staff Award" this year. May I take this opportunity to say congratulations to the Awardees and may I also wish every one of you good health!

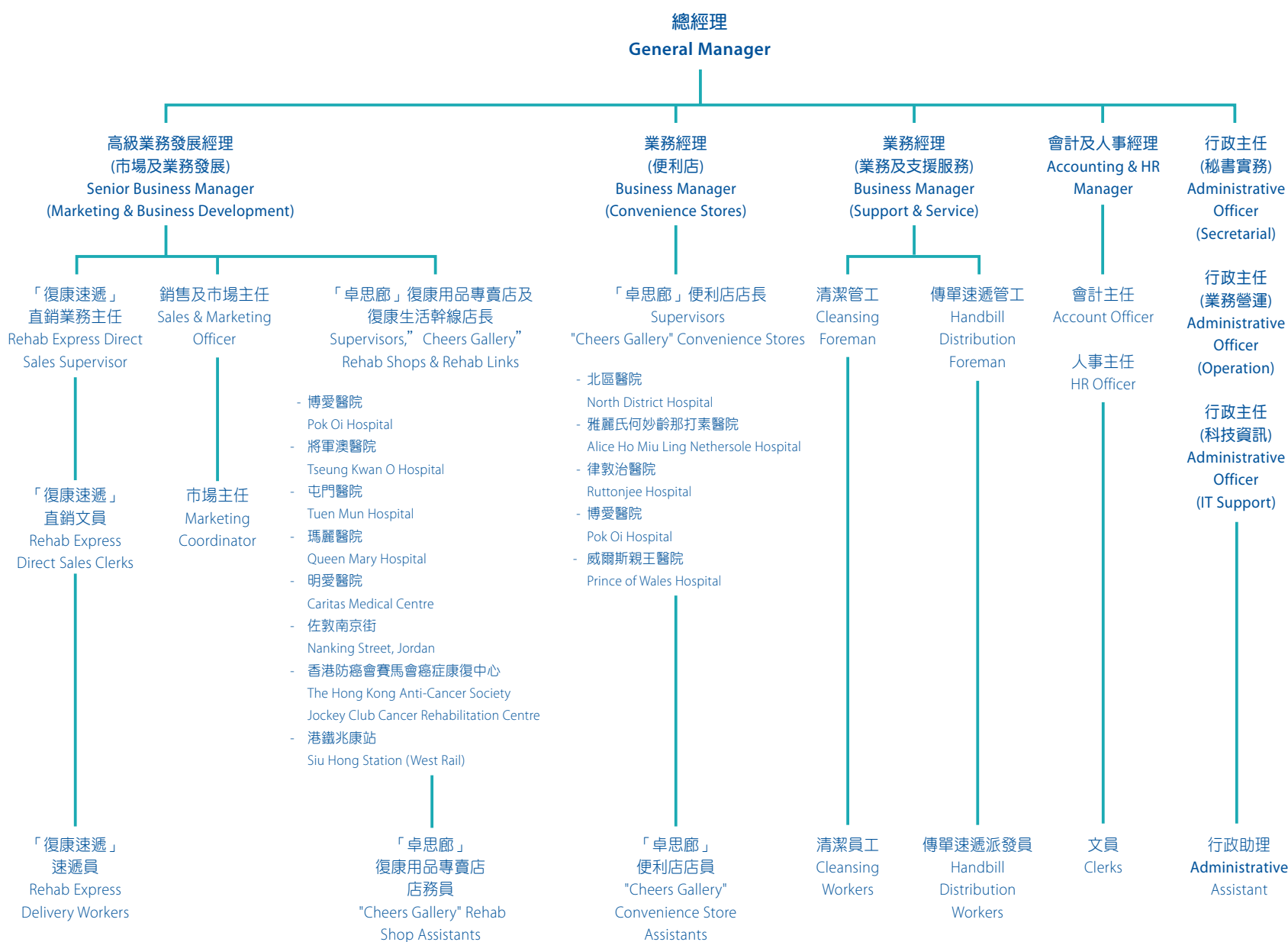
# 機構組織圖表

## Organization Chart





# 職員圖表 Staff Chart



# 《壹週刊》「服務第壹大獎」 Next Magazine's Top Service Awards



《壹週刊》「服務第壹大獎」旨在表揚為客戶提供最優質服務的機構，以及加強不同行業對優質服務的信念。該獎項設有二十個組別，得獎機構均由公眾投票選出。

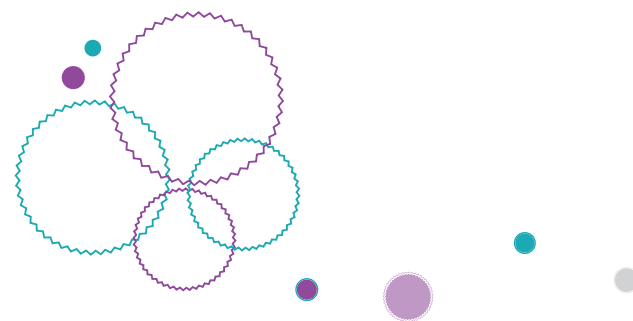
「明途聯繫」榮獲2010年度的社會企業「服務第壹大獎」，成為社會企業的典範。提供優質服務是「明途聯繫」滿足客戶需要的關鍵，公司員工超過半數為精神病患康復者，獲得此獎項是對他們致力提供優質服務的最大認同和鼓勵。

The Next Magazine's Top Service Awards were bestowed to companies in appreciation of their provision of quality service. It also aimed at strengthening the conviction in quality service across various sectors of the market. There were 20 categories of awards and all were voted by the public.

MentalCare Connect was honoured to receive the 2010 award in the Social Enterprise category and thus established itself as a model social enterprise. Service excellence is the cornerstone of MentalCare's approach in meeting the needs of customers. As over half of the employees are disabled people, the award gave enormous recognition and encouragement to their utmost dedication to service excellence.



# 商界展關懷標誌嘉許及關懷大使 Caring Company and Caring Ambassadors Award



「明途聯繫」在落實實踐社會企業責任方面不遺餘力，以關心社會的需要為宗旨，對內不斷推動關愛文化，而對外亦致力推動社會企業的發展。2009年度為本公司連續六年榮獲香港社會服務聯會所頒發的「商界展關懷」公司標誌嘉許。

「明途聯繫」獲頒此獎項，同事們均表現出團隊精神，以及對社會使命的承擔，同心合力傳揚關愛的力量。

With the objective of caring for the society's needs, MentalCare Connect has been very committed to fulfilling her responsibilities as a social enterprise. MentalCare Connect nurtures a caring culture within the company and at the same time strives to promote the development of social enterprises. In 2009, MentalCare Connect was awarded Caring Company by the Hong Kong Council of Social Service for a sixth consecutive year.

The award signifies colleagues' teammateship, commitment to social mission as well as their strength in promoting the caring message to people around.



梁偉民先生  
行政主任(業務營運)  
Mr. Raymond Leung  
Administrative Officer (Operation)



葉少娟女士  
會計文員  
Ms. Winnie Yip Shiu Kuen  
Account Clerk



黃俊韜先生  
店員  
Mr. Wong Chun Chap  
Shop Assistant



## 關懷大使

### 梁偉文先生—行政主任(業務營運)

連續三年被同事選為關懷大使，多謝他們的支持。過去數年，公司的業務不斷擴張，店舖與員工人數也不斷增加，若是一般私人公司，不論同事之間或店舖之間，必然存在明爭暗鬥的氣氛及各種壓力，但「明途」的狀況大有不同，存在的競爭氣氛也是良性的，同事們在工作上遇到壓力也懂轉化為動力，繼續進步，工作上有需要時，大家會彼此幫助、補足，在各自的工作崗位上，發揮自己所長，用「心」工作，在職場上建立另一個「家」。

## Caring Ambassadors

### Mr. Raymond Leung - Administrative Officer (Operation)

I would like to thank my colleagues for electing me as Caring Ambassador for three consecutive years. The Company has been expanding in the past few years with a continuous growth in the number of shops and employees. For a normal private company, conflicts and tension between colleagues or shops would definitely exist. However, "MentalCare Connect" is a totally different picture. What we have is positive competition. Even stress can become a drive for progress. When the needs arise, we'll help and complement each other and contribute with our heart whatever we are strong at. We have created another "home" in the workplace.



### 葉少娟女士—會計文員

成為關懷大使，真是令我驚喜!感謝同事們的支持和認同!

回想公司同事對我說:「妳已當選為今年度的關懷大使!」當時腦海裏只想著:「怎麼可能?太意外了!」屈指一數,我在「明途」工作已三年多了。在上班初期,由於自己的性格比較孤獨和冷淡,只希望把工作盡力做好,從未想過與同事稔熟。但相處下來,冰封的心被他們的熱誠漸漸溶化,變為一顆載滿了關愛種子的心。期望這顆種子伴隨著公司業務的擴展得以傳播開去,使更多同事也能感受到彼此的關愛。

### 黃俊輯先生—店員

能夠得到關懷大使這個獎,我感到非常開心!多謝同事一直以來的支持、關心與鼓勵!

我也要多謝楊經理及陸經理給予我工作的機會!另外多謝何姑娘,讓我在工作上獲得自信心;多謝Wendy在工作上照應;多謝彭姑娘教導我勤奮學習。

公司更令我明白助人自助,互相幫助的精神,幫助人使我更開心快樂!

### Ms. Winnie Yip Shiu Kuen - Account Clerk

I am thrilled about become a Caring Ambassador! Thank you so much for the support and recognition that my colleagues give me!

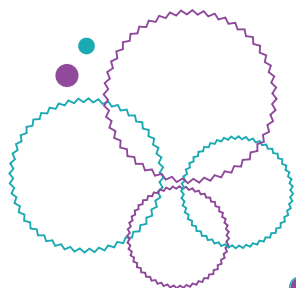
I remember the moment colleagues told me the news: "You" ve elected this year's Caring Ambassador!" All I could think about was: "How could this be? This is so unexpected!" It's been the third year since I joined MentalCare. At the beginning, I was more unsociable and cold and just focused on work and never thought of getting close to colleagues. However as time went by, my frozen heart got melted by their passion and became a caring heart. As our business expands, I hope I can also spread this caring message around and bring love to more colleagues.

### Mr. Wong Chun Chap - Shop Assistant

I am very happy to receive the Caring Ambassador award! I am grateful to my colleagues for their support, care and encouragement all along!

I would like to thank Ms Yeung, our General Manager, and Mr Luk, our Senior Business Manager, for the job opportunity they gave me. I would also like to say thank you to Ms Ho, who gave me confidence in work, and Wendy, for taking care of me in work, as well as Ms Pang, for teaching me the importance of working hard.

I learned from my Company the spirit of "helping people help themselves" as well as mutual help. I also understand that helping others make me happy!





# 明途內望 Inside MentalCare

## 人力資源審核 Human Resources Audit

為配合未來業務的迅速擴展，「明途聯繫」在人力資源顧問的協助下進行了一次人力資源審核。審核的目的包括檢討現時的人力資源架構、提高成效、確立發展機會及以最有效的方法運用現有資源。

審核的過程非常強調整體同事的參與。除了為部分董事會成員和管理團隊各人提供一對一的面談外，所有員工均有參與僱員民意調查，部分其後更獲邀接受進一步的訪問。

審核結果發現「明途聯繫」俱備以下優勢：堅定明確的使命、眾志成城的董事會成員和管理團隊、以及上下一心的員工。「明途聯繫」不但聚集了一群重視工作意義的人士，亦同時憑著高度自主和俱彈性的特點，孕育出鼓勵創意的環境及擅於處理危機的管理層。

In face of the rapid expansion in business, MentalCare Connect has conducted an HR audit with the help of HR Consultants. The objectives of the exercise were to review the current HR establishment, improve effectiveness, identify opportunities for development and maximize the utilization of existing resources.

The HR audit place emphasis on employee engagement. It involved one to one interview of a number of board members and all members of the management team. All employees had the opportunity to participate in the employee survey and selective members were also invited to join a follow-up interview.

Findings showed that MentalCare Connect possesses the following strengths: She has a strong and clear mission, committed board members and management team and dedicated employees. It is a place that attracts people who seeks meaningful work or work with a purpose. There is a high degree of autonomy and flexibility which allows creativity and strong crisis management.





審核結果確立了下列的機會及改進範圍：

1. 以明確有力的願景、使命及價值強化合作和協調各方。
2. 編製政策、程序、指引等資料，以協助培訓人員及提高其一致性。
3. 透過改善不同業務及部門的配合，強化各同事的協作。
4. 善用人才以進一步鼓勵革新及創作。
5. 在員工培訓及發展方面投放資源，以提高機構的生產力和效率。
6. 透過加強與所屬母機構的合作，聘用更多已接受培訓的殘疾人士。

展望將來，有關人力資源顧問建議「明途聯繫」採納三大重要行動：

1. 開拓振奮人心的未來願景，及制定三年策略性商業計劃，並以平衡計分卡作工具，配合上下員工之目標和目的。
2. 確定「明途聯繫」的核心價值，以塑造機構文化和員工行為。
3. 與所有員工分享僱員民意調查結果，鼓勵各人就重要點改善範圍提出意見及回應。

在此特向為「明途聯繫」提供優質服務、支援及寶貴意見的人力資源顧問黃寶文女士及陳芷菁女士致謝。

The following opportunities and areas of improvement were identified:

1. A clear and compelling shared vision, mission and values can drive more synergy and align behavior.
2. Documentation of policies, processes and guidelines can aid training and consistencies.
3. Stronger teamwork between different business lines and departments may foster better collaboration.
4. Stronger employee engagement can encourage further innovation and creativity.
5. Investment in employees' training & development can ensure a higher level of organizational productivity and effectiveness.
6. Closer collaboration with mother association may lead to better supply of well-trained disabled employees.

To move forward, the HR Consultants recommended three top critical actions:

1. To develop a compelling vision of the future and a 3-year strategic business plan supported by a balanced scorecard where the goals and objectives of all staff are aligned.
2. To develop core values of MentalCare Connect to shape the organization culture and behavior of all staff.
3. To share the findings of employee satisfaction survey with all staff. Invite comments and feedback on priority areas of improvement.

Thank you very much for the wonderful service, support and valuable guidance offered by the HR Consultants, Ms. Celia Wong and Ms Cynthia Chan, to MentalCare Connect.

# 願景、使命及價值工作坊

## Workshop on Vision, Mission and Values



「明途聯繫」人力資源審核結果的其中一項建議，是確立機構的願景、使命和價值，並且使之貫徹機構上下。有見及此，我們為16名來自管理層和董事會的成員舉辦了一個五小時的工作坊，透過專人輔助及「透明」的對話，協助部門之間及部門的員工建構共識。

工作坊讓參加者逐步進行討論：

1. 反思機構的歷史 – 用圖像方式總結明途聯繫的歷史經驗及表現
2. 憧憬未來的成就 – 構想機構未來將取得甚麼成就
3. 憧憬宏圖大計 – 確立願景、使命及價值

透過工作坊，我們的團隊確認了機構的成敗重點、潛能及可望在三年後取得的發展。我們並確立了機構的願景和使命，及相應的價值以執行宏圖，達成使命。

在此特向籌辦工作坊的香港科普策略顧問有限公司及主持工作坊的紀治興先生及黃雪駒先生致謝。

One of the recommendations made by the HR Audit exercise that MentalCare Connect went through was to formulate the Vision, Mission and Values of the organization. The Vision, Mission and Values should also get across to all staff members of the organization. To achieve this, a five hours' workshop was conducted for 16 members from the management team and the Board. The purpose was to get alignments among different layers of the organization as well as within the layers, through a facilitated and "visible" dialogue.

The workshop led participants through the following process:

1. Graphical History Review – to reflect on MentalCare Connect's history and performance via a graphical diagram
2. Cover Story Visioning – to construct a vision of the organization's future achievements
3. Bold Steps Visioning – to formulate the Vision, Mission and Values

Through the workshop, our team was able to identify the organization's success and failure, capabilities as well as our potential achievements in the coming three years. We also formulated our Visions and Mission as well as the Values needed to implement the "bold steps" and accomplish the Mission.

Thank you very much for KEEP Consulting Ltd. for organizing the workshop, and Mr. C H Kee and Mr. Patrick Wong for acting as facilitators.





# 哈佛商學院「非營利組織的管理策略透視」

## Harvard Business School – "Strategic Perspectives in Nonprofit Management"



「明途聯繫」總經理楊建霞女士於2010年獲Harvard Business School Association of Hong Kong頒發獎學金，修讀哈佛商學院的「非營利組織的管理策略透視」課程。

這個於美國波士頓舉行的課程期六天。主要對象是從事公眾服務的非營利組織領袖，並且只限負責領導其組織方向、使命、政策及重要項目的特定行政總裁、總幹事及執行董事報讀。

課程內容以策略為主。除了有機會檢討「明途聯繫」的使命和策略外，我們亦更深入地了解「優質服務」的要義。課程為我們提供了一個檢討框架，讓我們認定「顧客喜好」為「優質服務」的關鍵概念，並且在這前提下，重新檢視四個元素（服務之提供、資金結構、僱員管理、顧客管理）及作出修訂使四者相輔相成。這個管理概念，可望為「明途聯繫」帶來歷久不衰的永續性，及協助我們更有效地面對香港的挑戰。

Our General Manager, Ms. Yvonne Yeung obtained a scholarship from the Harvard Business School Association of Hong Kong for attending the "Strategic Perspectives in Nonprofit Management" Programme at the Harvard Business School in 2010.

This intensive six-day residential programme took place at the School in Boston, USA. It was targeted at leaders of public-serving nonprofit organizations, and enrollment was limited to a select group of CEOs, Presidents and Executive Directors with responsibility for shaping the direction, mission, policies, and major programmes of their organizations.

The strategy-oriented programme offered us a great opportunity to review our mission and strategy and gave us valuable insight on the essence of "Service Excellence". It provided us a review framework where the concept of "customers' preference" is the key driver. Under this key driver, four elements (service offering, funding mechanism, employee management and customer management) would be reviewed and tuned to reinforce with each other. Such management concepts would help us achieve a more life-long sustainability and meet challenges in Hong Kong more efficiently.



# 「社會天使」義助「卓思廊」設計零售管理系統

## The Power of Volunteers - Design of "Cheers Gallery" Retail Management System by the "Social Angels"

在過去一年，感謝社聯-滙豐社會企業商務中心的支持，透過「社會天使計劃」的平台，來自不同界別的專業人士為本公司的店舖零售管理系統作出檢討及設計提供了寶貴的意見。經過長達一年的研究及會議商討，社會天使了解「卓思廊」現行零售管理系統的功能、需要改善的地方、配合「卓思廊」業務發展的長遠需要，透過他們的專業知識，從新構建出一套俱前瞻性的系統指引及要求。新系統的設計包括一系列的功能提升，如中央採購、自動購貨提示、倉存管理、會員系統及客戶關係管理等。這實在有賴各社會天使的支持及承擔。

With the help of the HKCSS-HSBC Social Enterprise Business Centre, we solicited support from professionals of the Social Angel Programme to review and provide precious comments on our shops' Point of Sale system and design. After a year of study and discussion, the Social Angels now have a thorough understanding of the functions of the Point of Sale System of "Cheers Gallery" as well as its business development and long-term needs. They have proposed a new set of system guidelines and requirements, enhancing a series of functions like centralized purchasing, automatic prompting for purchases, inventory management, membership system and customer relationship management.



# 公司及員工活動花絮

## Company & Staff Activities



「明途聯繫」鼓勵同事接受外界訪問，藉此分享社會企業如何幫助精神病康復者重投工作及正常的生活，增進大眾對社會企業及精神病人的了解。另外，公司也積極參與醫療展覽，介紹公司服務予大眾認識。

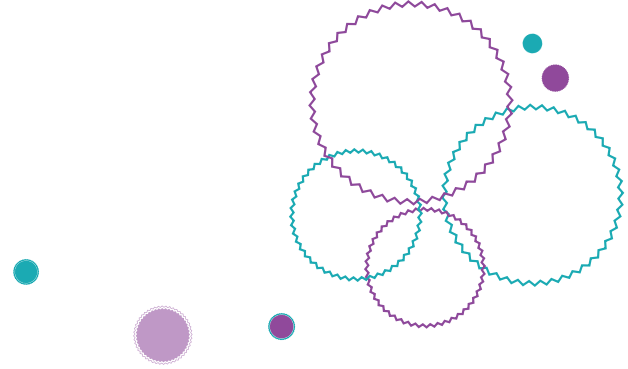
### ■ 笑容從家開始

2010年3月23日 香港電台第五台「笑容從家開始」之社會企業節目，邀請本公司總經理楊建霞小姐、康復者Henry及Sandy接受訪問，分享社會企業如何幫助精神病康復者重投工作及愉快的生活。



### ■ 全民格價

2010年5月25日本公司執行董事鍾偉成先生與明愛醫院的「卓思廊」店務主任Henry接受香港電台第一台之「全民格價」訪問，分享本公司的發展、介紹「卓思廊」的業務、對精神病康復者的幫助、以及員工在公司工作的情況及感受等。



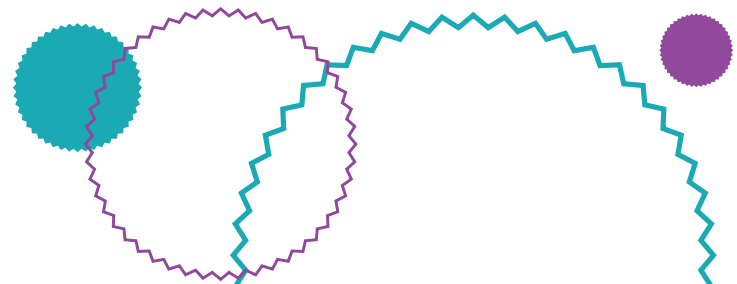
MentalCare Connect encourages colleagues to share with others and the media stories on how the social enterprise helps ex-mental patients reintegrate with the society with regard to work and daily life. Stories like these greatly enhance the public's understanding of both the social enterprise and mental patients. MentalCare Connect also actively takes part in medical exhibitions to promote our services to the public.

### ■ "Smiles Begin From Home"

On 23 March 2010 Ms Yvonne Yeung, our General Manager, took part in a Radio 5 programme named "Smiles Begin at Home" with two ex-mental patients, Henry and Sandy, and shared with the audience how the social enterprise helped ex-mental patients reintegrate with the society and resume a happy life.

### ■ "Pricing by the People"

On 25 May 2010 Mr Chung Wai Shing, Executive Director, was interviewed by a Radio 1 programme named "Pricing by the People" with Henry, Shop Supervisor of "Cheers Gallery". They shared stories on the development of MentalCare Connect, the business of "Cheers Gallery", the help offered to ex-mental patients as well as employees' working life and feelings at the company.







#### ■ 2009年香港國際醫療器材及用品展

醫療器材及用品市場日趨蓬勃，人們對醫療用品的需求與俱增。「明途聯繫」於2009年參與由香港貿發局舉辦的香港國際醫療器材及用品展，與業內人士互相交流，並獲取最新醫療市場資訊。

「明途聯繫」每年舉辦員工聯誼活動，如慶祝同事生日、聖誕派對及燒烤同樂日等，以增加同事對公司的歸屬感及增強公司的凝聚力，亦讓大家在百忙當中，獲得鬆弛身心的機會，而在輕鬆的環境下的互動交流，彼此間的關係亦得以更加密切。

#### ■ 慶祝同事生日

#### ■ 聖誕派對

#### ■ 燒烤同樂日

#### ■ 保齡球慈善賽

#### ■ 2009 Hong Kong International Medical Devices and Supplies Fair

The market on medical equipment and supplies has been growing as the demand for medical items increases. In 2009 MentalCare Connect took part in the Hong Kong International Medical Devices and Supplies Fair organized by the Hong Kong Trade Development Council. Apart from exchanging views with peers, we also had the opportunity to solicit the latest information of the medical market.

Every year MentalCare Connect organizes gatherings with staff such as birthday celebrations, Christmas party and BBQ activities. These occasions not only strengthen colleagues' sense of belonging and solidarity within the company, but also give us nice opportunities to relax in the hectic world. We also foster a more intimate relationship through interaction in a relaxing environment.

#### ■ Colleagues' birthday celebration

#### ■ Christmas Party

#### ■ BBQ activity

#### ■ Charity Bowling Competition



# 傑出員工大獎

## Outstanding Staff Award



### 關嘉穎小姐—人事主任

很高興榮獲「傑出員工」這個獎，加入「明途聯繫」快將兩年，資歷不算很深，今後定必更加努力，回報公司的期望！！

### Ms. Kwan Ka Wing - Human Resources Officer

I am happy to get the "Outstanding Staff Award". I have joined MentalCare for less than two years and am not very experienced yet. I will work even harder from now on to repay the company for her expectation!

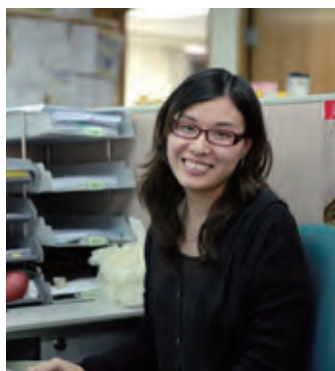


### 李春小姐—行政主任

被評為「傑出員工」，真是幸運之極，我深深感謝上司對我的包容及信任，同事們的幫助與支持也令我積極面對自己的崗位。獲頒這個獎項，不僅是公司對我工作的肯定，同時也激勵著我在以後的工作中更加勤奮、努力！希望「百尺竿頭，更進一步」，為公司貢獻自己的力量。

### Ms. Printemps Lee Chun - Administrative Officer

I feel so lucky to be an "Outstanding Staff". I deeply appreciate the acceptance and trust my supervisor has given me. The assistance and support I got from my colleagues has also helped me fulfill my duties. This award represents the company's recognition of my work and also encourages me to work hard and work at my best in future! I hope I will make more advances and make more contributions to the company.



### 樊燕玲小姐—會計主任

好高興成為今年的「傑出員工」之一，這有賴於各同事平時的幫助，讓我得以勝任自己的工作。

另外多謝上司給我多方面的嘗試，讓我接觸到不同層面的工作。在未來的日子裡，希望可以做得更好。

### Ms. Anita Fan Yin Ling - Account Officer

I am very happy to be one of the "Outstanding Staff". Thanks to my colleagues who help me every now and then, I am able to do my job.

I would also like to thank my supervisor for giving me lots of job opportunities. In the coming days, I hope I would do even better.



**鄭瑞儀小姐—  
「卓思廊」律敦治醫院便利店店員**

「明途聯繫」是康復者投入社會的平台!在這裡我不但獲得工作，還可以如常覆診，感到很滿足。獲得此獎項鼓勵我加倍努力做到最好，希望「卓思廊」越做越大，幫助更多有需要的人士，發揮「卓思廊」的精神!



**陳梅小姐—「卓思廊」律敦治醫院  
便利店 店員**

在「明途聯繫」工作已有四年多，當中有很多得著及體會，同事之間的相處，需要很多耐性、包容與體諒；面對顧客，需要多方觀察，了解他們的需要、服務他們，就算遇到一些有情緒的顧客，也要以禮待客，做好本份。



**林月娥小姐—「卓思廊」明愛醫院  
復康生活幹線副店務主任**

今天能獲得傑出員工獎這個殊榮，我衷心多謝楊小姐，Vincent給予機會及提攜。再多謝Aggie Pang店長，滔滔副店長悉心教導及May姐工作上的配合、才能有今日的我!

**Ms. Cheng Sui Yi - Shop Assistant, "Cheers Gallery"  
Ruttonjee Hospital Convenience Store**

MentalCare Connect is a platform where ex-patients can reintegrate with the society! I am satisfied that I do not only secure a job here, but can also continue with my medical checkup. This award encourages me to do even better. I hope "Cheers Gallery" can continue to expand, help more people and spread out the "Cheers Gallery" spirit!

**Ms. Chan Mui - Shop Assistant, "Cheers  
Gallery" Ruttonjee Hospital Convenience  
Store**

I have worked in MentalCare for four years and have learned and experienced a lot. To get along well with colleagues, it is important to be patient, accommodating and understanding. When dealing with customers, we need to see their needs from different angles and serve them. In face of customers who have negative emotions, we should still remain polite and do our job.

**Ms Lam Yuet Agor - Assistant Shop  
Supervisor, "Cheers Gallery" Caritas Medical  
Centre Rehab Links**

On receiving the "Outstanding Staff Award" today, I would like to express my gratitude to Ms Yeung and Vincent for giving me chances and assistance. I would also like to thank Aggie Pang, Store Supervisor, and To To, Assistant Shop Supervisor, for their attentive guidance, as well as May for her teamwork. Because of them, I can become who I am today!



# 生命的蛻變

## Sharing of Staff Members



### 馮成濤先生

副店務主任「卓思廊」復康生活幹線(佐敦南京街)

我自15歲開始便踏出社會工作，曾經轉換過不少工作，即使受盡風吹雨打，仍然無懼風雨。但因跟戀愛三年多的女朋友分手，大受打擊下而割脈自殺。最後被診斷出患上嚴重抑鬱症，需要接受精神和心理治療，並需長期服用重劑量藥物，一病便是七年。

出院後，我經社工介紹到「卓思廊」工作，在店長和同事的悉心照顧和體諒下，我重拾投入社會工作的自信。雖然工作量和壓力不斷增加，但在融洽的工作環境下，同事如一家人般互相包容和體諒，使我積極面對挑戰。

由伊利沙伯醫院店舖轉往到南京街店舖期間，我經歷了最辛苦困難的時候，但憑著大家的努力和互相支持，最終得以成功渡過。在「卓思廊」工作，最大的滿足感不僅是重拾自信，而是能幫助一班有需要的病人和病人家屬。現在，我在「卓思廊」已工作四年，縱然現在新的工作環境下有很大的壓力，客人無理的要求和投訴亦難以完全應付，但我選擇積極去面對，因為我還要幫助一班有需要的病人。

### Mr. Fung Shing To

Assistant Shop Supervisor, "Cheers Gallery" Rehab Links  
(Nanking Street, Jordan)

I started working when I was 15 years old. I have tried a number of jobs and remained alright despite various failures and defeats. It was when I broke up with my girlfriend after a three-year relationship that I got too devastated and tried to commit suicide by cutting my vein. I was later on diagnosed as suffering from severe depression. I need to receive psychiatric and psychological therapies and take heavy dose of medicines on a long-term basis. The illness was not cured until after seven years.

After discharge from the hospital, I was referred by a social worker to work at the "Cheers Gallery". The Store Supervisor was a caring and understanding person and I was able to rebuild confidence and get back to the society. Despite the ever increasing workload and pressure, I am able to face the challenges with optimism because we have a harmonious working environment and colleagues accept and understand each other just like family members.

The change of workplace from Queen Elizabeth Hospital to the shop in Nanking Street had been a toughest experience but we finally overcome the difficulties with our efforts and mutual support. The biggest satisfaction I got from "Cheers Gallery" is not only the rebuilding of confidence, but also the opportunity to serve patients and their families. I have now joined the "Cheers Gallery" for four years. There is enormous pressure in this new working environment and it is also impossible to completely satisfy customers' unreasonable demands and complaints. However, I choose to face all these in a positive manner because I still want to help the patients who need our help.

## 宣庭智先生

「卓思廊」明愛醫院復康生活幹線店長

在「卓思廊」工作已經兩年多了，很多謝公司給我機會由學員晉升至店務主任，當中真的有很多開心的回憶和難忘的感受，想講和想多謝的人實在很多…

回想起半年前明愛醫院分店剛剛開業的時候，由於自己經驗不足，新同事未能配合，加上時間緊迫及各種各樣的問題，令我曾經心情低落，想過放棄這份工作。但得到總經理楊小姐和上司Vincent給予我的鼓勵和支持，令我知道工作不是自己一個人的事，而是一個團隊的事，當一間店舖需要幫忙的時候，所有同事都會幫忙。只要我不放棄、努力學習、盡力去做，其他的事交給上帝就可以了。

工作上的滿足感不單只是在營業額上反映，當看見學員的成長和進步，面對困難不放棄，投入工作，為社會作出貢獻，這份喜悅是難以形容。希望「卓思廊」將來越做越好，為康復者提供更多就業機會。

## Mr. Henry Shuen Ting Che

Shop Supervisor,"Cheers Gallery" Caritas Medical Centre Rehab Links

I have worked in the "Cheers Gallery" for two years and would like to thank the company for giving me chances so that I could start out as a trainee and finally got promoted as Shop Supervisor. I had many happy memories and unforgettable feelings. There are a lot of things I want to say and a lot of people I want to thank …

I remember I was in a depressing mood six months ago when the shop at Caritas Medical Centre was just opened. Back then I was inexperienced and colleagues were not familiar with teamwork. Schedule was tight and together with many other problems I have thought of quitting the job. Fortunately Ms Yvonne Yeung, our General Manager, and Vincent, my supervisor, gave me encouragement and support. I came to understand that I was not alone and we had a team. When a shop needs help, every colleague would give assistance. I learned that I should not give up and that as long as I work hard and have tried my best, God will do the rest.

I got my job satisfaction not only from the business figures, but also from my trainees who grow and progress. They do not give up in face of difficulties. They are committed to work and contribute to the society. It is difficult to describe the joy they give me. I hope "Cheers Gallery" will make more and more advances and create more employment opportunities for ex-patients in future.





## 林好好小姐

「卓思廊」明愛醫院復康生活幹線店員

我在明愛醫院「卓思廊」工作了五個月，由學員轉為店員。我在四月份開始接受訓練，除了學習人際溝通技巧和復康用品的知識外，發覺店長和同事都很隨和，時常提點及教導我，所以我對「卓思廊」的感覺十分好。經過兩個月訓練後，我便正式擔任店員一職。

在工作差不多三個月的时候，我發覺自己在工作上有時未能獨立解決問題，情緒難免緊張，以致無法繼續工作。當時，我很想放棄這份工作，但在店長和同事的支持和鼓勵下，經休息後，我再次重新投入工作，因此我十分感謝他們。現在雖然有時還會因工作而緊張，但我會嘗試努力克服恐懼和困難，因為我很喜歡在這裡工作。

## Ms. Rachel, Lam Ho Ho

Shop Assistant, "Cheers Gallery" Caritas Medical Centre Rehab Links

I began working at the "Cheers Gallery" at Caritas Medical Centre as trainee five months ago and have now become a Shop Assistant. I started my training in April and was taught communication skills and knowledge in rehabilitation products. I have very positive feelings towards the "Cheers Gallery" as the Shop Supervisor and colleagues are very nice and they often give me advice and guidance. Upon completion of the two-month training, I became a Shop Assistant.

After working for three months, I sometimes found myself not being able to solve problems independently and I started to feel nervous and could not continue with my job. I thought about quitting but with the support and encouragement from the Shop Supervisor and colleagues and after taking some rest, I was able to get back to work. I am therefore very grateful to them. Now there are still moments I will be nervous about work, but I would try to overcome the fear and difficulties because I love working here.



## 黃秀花小姐

會計及人事經理

我於2005年入職，至今已踏入第五年。我很榮幸見證著「明途聯繫」一路以來的成長。在公司，我所擔任的角色是後防位置一會計及人事的工作。在2008年，感謝獲得公司賞識，晉升為會計及人事經理。在日常工作中，我需要面對不同的挑戰，需要處理全公司接近20盤會計帳目，加上約二百多位員工的人力資源管理，壓力難以避免。但我選擇以積極的態度去面對，用抽絲剝繭的方法精簡繁重的工作，以提升整體效率。

回望過去，我在這間公司裡真是獲益良多，當中亦得到不少的恩典。能夠遇上這樣好的上司；開心和諧的工作環境；不計較勞苦的下屬等等，這一切都不是必然的事，令我感到萬分慶幸及感恩。擁抱著公司的使命和努力的成果，懷著感恩的心，我會將擁有的惜而重之，更希望伴隨公司共渡成長路。

## Ms. Christine Wong Sau Fa

Accounting & HR Manager

I have been working here for five years since 2005 and am honoured to witness the growth of MentalCare all these years, I work at the rear of the company and take care of accounting and human resources matters. In 2008 thanks to the company, I was promoted Accounting & HR Manager. In my daily work, I need to face various challenges and handle over 20 accounts and more than 200 employees in the whole company. Pressure is inevitable. Yet I choose to face all these with a positive attitude and tackle complicated tasks in a logical and step-by-step manner so as to enhance overall efficiency.

In retrospect, I have gained a lot from this company and also gone through many graceful moments. I have a good supervisor, a happy and harmonious working environment and colleagues who are very dedicated to work. All these should not be taken for granted and I really feel lucky and grateful. With a grateful heart, I will embrace the company's mission and success and cherish what we have. It is my hope that I can go hand in hand with my company in her growth in future.





## 梁瑞琮小姐

會計文員

自大學畢業後我便踏足社會工作，至今已十多個年頭，曾在政府部門工作，亦於大型電腦公司擔任電腦系統分析員，但因工作壓力與感情上的打擊，最終誘發我精神病發，在情緒的底谷中徘徊將近兩年。回望那段日子，我對人生充滿絕望，不想面對任何人，感覺世界上的人都很冷漠，更萌生放棄自己的念頭。

及後經醫務社工轉介我至「明途聯繫」任職文員，這可說是我人生新一頁的開始。上班初期，我的記性及情緒均欠佳，但上司卻不厭其煩地教導我，同事們亦從不用歧視的眼光看待我，這使我非常感動，如此包容的工作環境是我從沒有感受過的。現在經濟和生活均有所改善，與同事的交流相處，亦改變了以前胡思亂想及愛鑽牛角尖的心態，工作也比以往更加投入。

在「明途聯繫」工作不經不覺已四年多，公司分店由我最初入職時的四間，增至本年底十多間，而工作性質亦不斷在轉變。除負責一般文書工作外，公司亦給予我機會嘗試不同的職務如會計、人事紀錄、外勤等，讓我接觸及累積了不少工作經驗。再次感謝上司耐心的領導和同事們的支持，令我能樂觀及積極地面對繁重的工作量。

## Ms. Sandy Leung Sui King

Account Clerk

I started my career after graduation from the University and it's been over ten years now. I have worked for the government and have also worked as computer system analyst in a major computer company. Unfortunately because of work pressure and relationship problems, I suffered from mental illness for nearly two years. I was desperate about life and did not want to face anyone. I felt that everyone in the world was cold and I even had the idea of giving up myself.

It was until later when a social worker referred a part-time clerical job for me at MentalCare. This was a new beginning of my life. Back then I had poor memory and bad mood but my supervisor taught me with patience and I did not feel discriminated by colleagues. I was touched as I have never worked in an environment that was so accommodating. Now my finance and life have improved. From my relationship with colleagues, I also learned to give up my negative thoughts and stop pushing myself towards the dead end. I am also more committed to my work now.

I have worked for MentalCare for over four years. The number of shops has increased from four to over ten at the end of this year. My job nature also continues to evolve. Apart from general clerical duties, I also have the opportunity to try out different tasks like accounting, personnel record and outdoor duties and have therefore accumulated a lot of working experience. I would like to once again thank my supervisor for teaching me patiently and my colleagues for their support. They help me face the heavy workload with optimism and in a positive manner.

## 麥重生先生

行政助理

我中學畢業後就毅然投身社會，由於學歷不高，所以屢尋不到理想的工作。最後我在一間絲花公司樣板部擔任文員，由於在工作中找不到意義和學習到的東西甚少，最後決定轉換職業。

離職後不久我來到了「明途聯繫」，任職網頁操作員。在這裡我發覺同事和同事之間、上司和下屬之間都存在著一份「愛」。正因這份「愛」，我們剔除了彼此間的隔膜，而上司的教導亦讓我找到了人生的目標和意義，相比以前我已成長了很多。

在「明途聯繫」工作快將進入三個年頭了，十分感激這裡的各位同事，因他們教導我的不只是工作上的技能，還教曉我做人的道理！

## Mr. Anson Mak Chong Sang

Administrative Assistant

I started to work when I completed my secondary school study. Because of lack of academic qualification, I tried very hard to get a satisfactory job but did not succeed. Later on I worked as a clerk in a sample department of a silk flower company. I could not get much meaning from work and there was little I could learn. So I decided to change job.

I joined MentalCare soon afterwards as a website operator. Here I feel that "love" exists among colleagues and between the supervisors and the subordinates. Because of such "love", the gap between us is gone. What my supervisor taught me also allows me to find the goal and meaning of my life. I have grown a lot after working here.

It's almost three years since I joined MentalCare. I am very grateful to the colleagues because they do not just teach me job skills, but also the way to live as a person.





## 業務發展

## Business Development



### 「卓思廊」便利店零售網絡

### "Cheers Gallery" Convenience Stores Retail Network



#### 不一樣的便利店

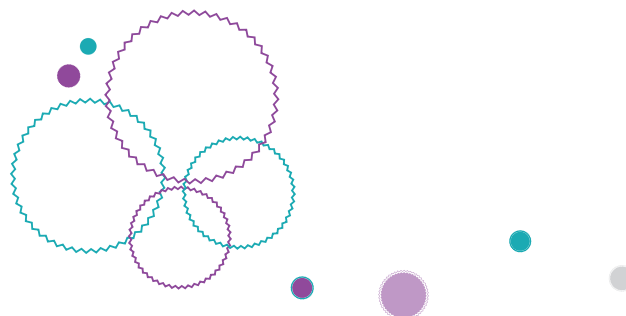
「卓思廊」便利店除了為院友、探病的親友及醫院提供一般便利店服務外，同時亦為殘疾人士提供就業的機會。由於業務以自助形式銷售為主，因此便利店內八成以上員工均為殘疾人士。

「明途聯繫」與醫院建立了良好的夥伴關係，得到醫院各級同事的支持，「卓思廊」的設立使醫院成為充滿接納和共融的小型社區。顧客一分一毫的惠顧也能幫助殘疾人士獲得持續就業的機會。

#### Unique Convenience Store

Other than providing regular convenience store service to the hospital staffs, patients and visitors, "Cheers Gallery" also provides vocational training and employment opportunities for disabled people.

MentalCare Connect has established excellent relationship with the hospitals through cooperation with the hospital staffs at all levels. The establishment of the "Cheers Gallery" turns the hospitals in to a harmonious and inclusive community. Any purchase made is very meaningful and help enabled people with disability to develop their work potential.



## 便利店服務

「卓思廊」提供24小時的便利店服務，貨品及服務種類超過一千種，包括：

- ✓ 報紙雜誌
- ✓ 日常用品
- ✓ 成人及嬰兒紙尿片
- ✓ 飲品、零食
- ✓ 健康食品
- ✓ 探病禮品及慰問卡
- ✓ 流動售賣車服務
- ✓ 代客訂花及生果籃
- ✓ 「復康速遞」復康用品直銷訂購服務：
  - 訂購熱線：8206 6160
  - 訂購網站：[www.rehabexpress.com.hk](http://www.rehabexpress.com.hk)  
(一站式免費家居送貨服務)

## Convenience Store Service

"Cheers Gallery" Convenience Store provides 24-hour service. We sold over a thousand items includes:

- ✓ Newspapers & magazines
- ✓ Household goods
- ✓ Diapers for adults & infants
- ✓ Beverages & snacks
- ✓ Health foods
- ✓ Gifts & cards
- ✓ Mobile kiosk service
- ✓ Flower & fruit basket ordering service
- ✓ "Rehab Express" rehab products direct sales services:
  - Ordering hotline: 8206 6160
  - Ordering website: [www.rehabexpress.com.hk](http://www.rehabexpress.com.hk)  
(One-stop free home delivery service)



# 「卓思廊」復康用品店零售網絡

## "Cheers Gallery" Rehab Shops Retail Network



### 「卓思廊」新店開業

「卓思廊」於本年度繼續擴充業務，感謝社會福利署「創業展才能」的支持，為殘疾人士創造更多就業機會及晉升機會。卓思廊分別於瑪麗醫院及明愛醫院開業，為病人、訪客及醫院職員、提供方便快捷及細心的銷售服務，主要售賣日常用品、食品、飲料、個人護理用品、報紙雜誌及各類型復康用品等。

### 「卓思廊」瑪麗醫院復康生活幹線

- 於2009年11月開業，此店聘用7位員工（其中5位為殘疾人士）。

### 「卓思廊」明愛醫院復康生活幹線

- 於2010年3月開業，此店聘用7位員工（其中6位為殘疾人士）。

### New Branches of "Cheers Gallery"

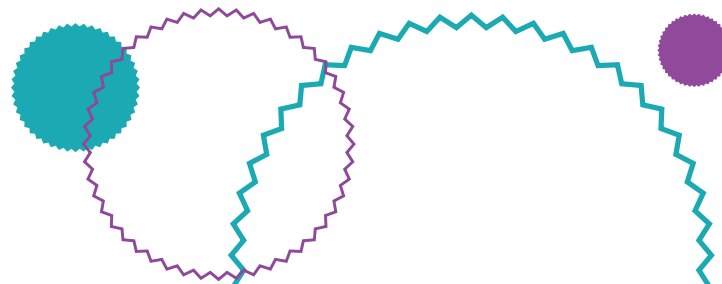
With the support of Social Welfare Department's "Enhancing Employment of People with Disabilities through Small Enterprise' Project", the "Cheers Gallery" continued to expand this year to create more employment and promotion opportunities for the disabled. Two new shops were opened in the Queen Mary Hospital and Caritas Medical Centre and provide convenient, efficient and tailored-made service to the patients, visitors and staff members. Items for sale include daily necessities, food, beverages, personal care products, newspapers and magazines as well as various rehabilitation products.

### "Cheers Gallery" Queen Mary Hospital Rehab Links

- Opened in November 2009 and employed seven staff members, including five disabled people.

### "Cheers Gallery" Caritas Medical Centre Rehab Links

- Opened in March 2010 and employed seven staff members, including six disabled people.





## 專科產品分類及設計

### Categorization and design of specialty products

控糖之選 — 糖尿用品  
(Diabetic Products)



抗癌之選 — 腫瘤科用品  
(Cancer Products)



營養之選 — 營養補給品  
(Medical Nutrition Products)



爽潔之選 — 失禁用品及護理用品  
(Incontinence Care Products)



#### 其他用品：

- ✓ 輔助用品 (Rehab Aids)
- ✓ 手足護理用品 (Supportive Products)
- ✓ 壓力治療 (Compression Therapy)
- ✓ 傷口護理用品 (Wound Care Products)
- ✓ 餵食用品 (Tube Feeding Products)
- ✓ 造口護理用品 (Stoma Care)
- ✓ 運動健康用品 (Physical Health Products)
- ✓ 診斷用品 (Diagnostic Products)
- ✓ 家居護理用品 (Domestic Health Care Products)
- ✓ 呼吸治療用品 (Respiratory Products)

# 復康用品業務的發展策略平台 Development Strategy and Platform of Rehab Products Business



「卓思廊」復康用品專賣店零售網絡以康復者營運，回饋康復病友，已昂然踏入第九週年！

有幸歷年來見證着多個復康用品品牌由初涉醫護市場，至今成績斐然，穩穩佔據市場份額；「明途聯繫」作為各大品牌的緊密合作伙伴，我們與有榮焉。然而使我們更深感欣慰的是隨着「卓思廊」擴大服務範圍，及產品分類日漸複雜的同時，各前線同事努力不懈，與公司一同進步的自強精神。從零至每年數千萬的營業額，證實了康復者的巨大工作潛力。

「卓思廊」復康用品專賣店除了於各大醫院建立了銷售網絡，配合「復康速遞」復康用品直銷家居送貨服務、「復康速遞」網上商店、「復康速遞」雙月刊、「卓思」市場推廣服務、及新發展的會員系統，已初步構建成全方位的復康用品銷售平台；為各大復康用品品牌提供一站式的市場推廣及銷售渠道，更同時為病友提供一站式的復康用品購買平台、增值服務及復康教育資訊等，全面照顧病友的需要。

"Cheers Gallery" Rehab Shops Retail Network, operated by ex-patients and thus helping ex-patients, has proudly entered her ninth year of development.

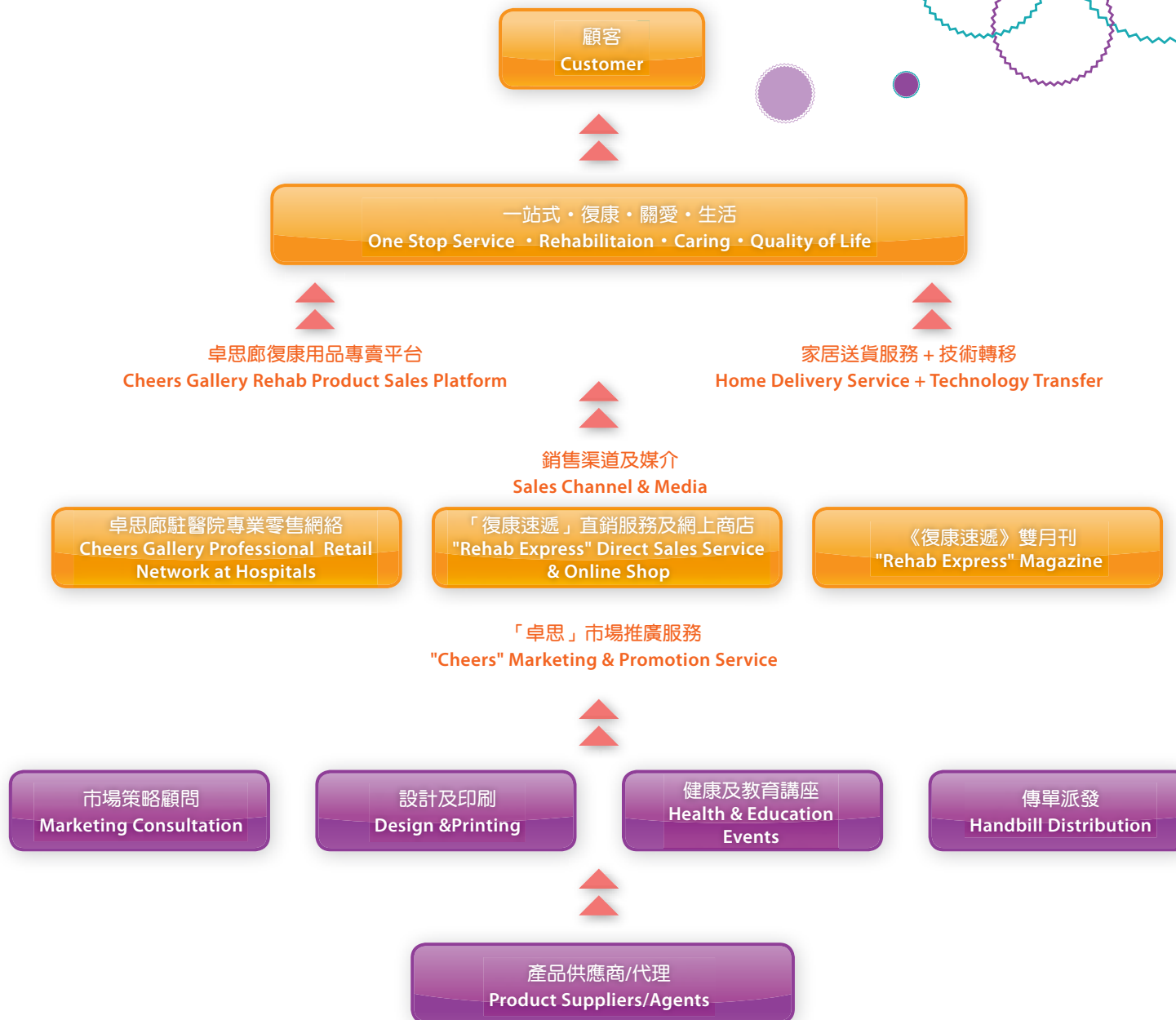
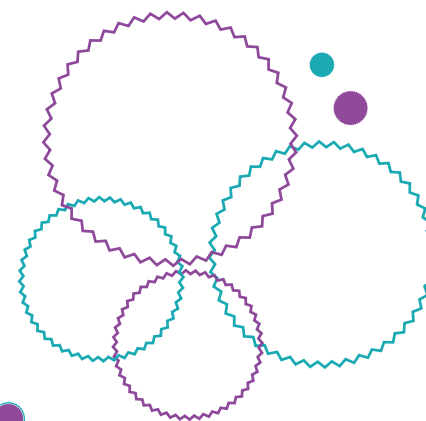
Throughout the years we have witnessed the launching of a number of rehabilitation products to the health care market and how these brands grew and established themselves. As their close partner, we feel proud. Yet what makes us even more gratified during the time of business expansion and products diversification is colleagues' relentless spirit and their determination to strive for advances with the company. The growth of sales figures from zero to tens of millions has proved the huge potential of ex-patients in the workplace.

Apart from setting up "Cheers Gallery" sales network at major hospitals, we have also developed "Rehab Express" direct sales and home delivery service, "Rehab Express" online shops, "Rehab Express" bi-monthly magazine, "Cheers" marketing and promotion service and the new membership system. This is a comprehensive rehabilitation products sales platform, providing a one-stop marketing, promotion and sales channel for major brands of rehabilitation products, and a one-stop platform for customers plus other value-added service and the distribution of rehabilitation and health information.



# 復康用品業務的發展策略平台

## Development Strategy and Platform of Rehab Products Business





# 「卓思廊」位置圖 "Cheers Gallery" Locations Map



「卓思廊」復康用品專賣店(港鐵兆康站)  
"Cheers Gallery" Rehab Shop (Siu Hong Station, West Rail)



「卓思廊」屯門醫院復康用品專賣  
"Cheers Gallery" Tuen Mun Hospital Rehab Shop



「卓思廊」復康生活幹線(佐敦南京街)  
"Cheers Gallery" Rehab Links (Nanking Street, Jordan)

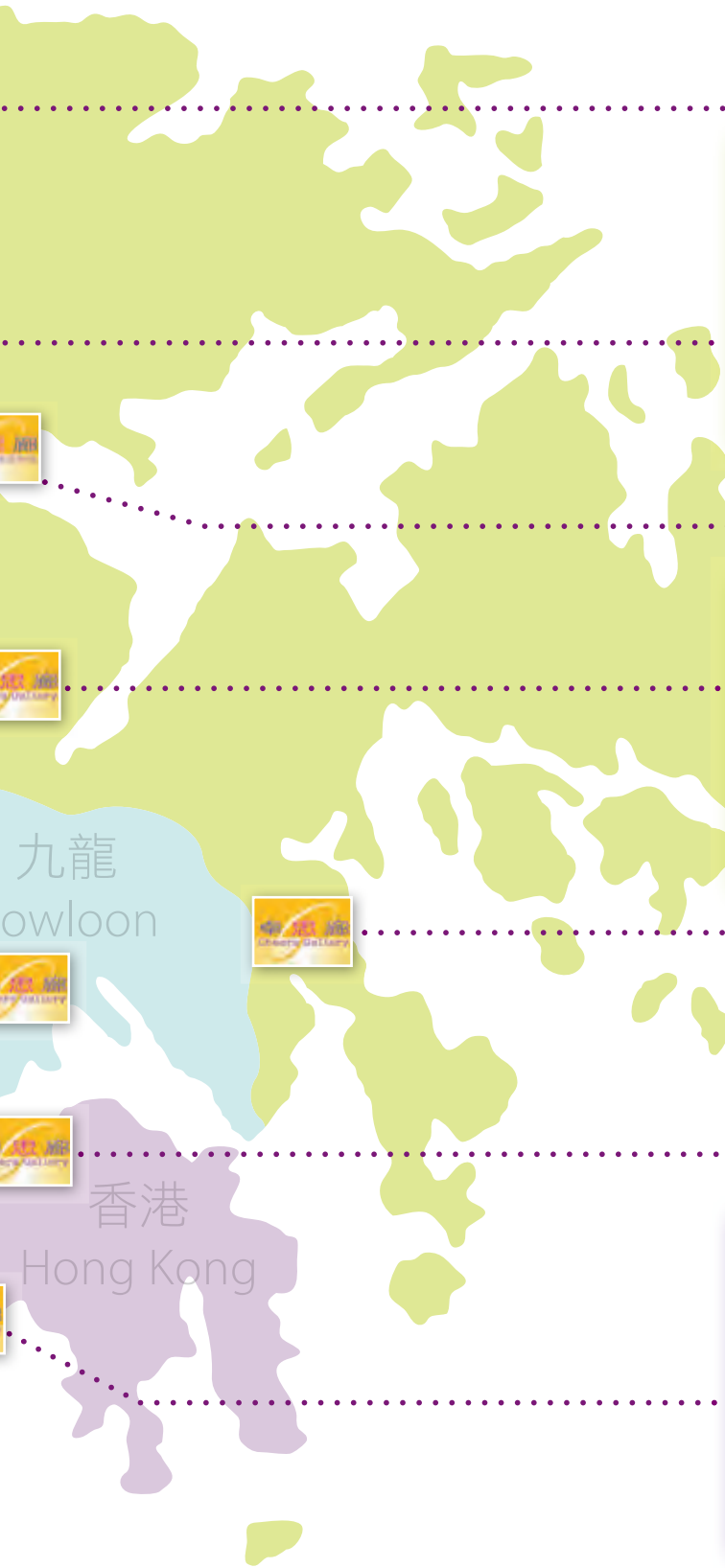


「卓思廊」瑪麗醫院復康生活幹線  
"Cheers Gallery" Queen Mary Hospital Rehab Links



北區醫院 "Cheers Cafe"  
"Cheers Cafe" North District Hospital





「卓思廊」博愛醫院復康用品專賣店  
"Cheers Gallery" Pok Oi Hospital Rehab Shop



「卓思廊」北區醫院24小時便利店  
"Cheers Gallery" North District Hospital 24 hours Convenience Store



「卓思廊」雅麗氏何妙齡那打素醫院便利店  
"Cheers Gallery" Alice Ho Miu Ling Nethersole Hospital Convenience Store



「卓思廊」威爾斯親王醫院便利店  
"Cheers Gallery" Prince of Wales Hospital Convenience Store



「卓思廊」將軍澳醫院復康用品專賣店  
"Cheers Gallery" Tseung Kwan O Hospital Rehab Shop



「卓思廊」香港防癌會癌症康復中心復康用品專賣店  
"Cheers Gallery" The Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Centre Rehab Shop



「卓思廊」律敦治醫院24小時便利店  
"Cheers Gallery" Ruttonjee & Tang Shiu Kin Hospital Convenience Store

# 「復康速遞」直銷業務及網上商店

## "Rehab Express" Direct Sales Service & Online Shop



秉承「一站式·復康·關愛·生活」的服務宗旨，過去一年，「復康速遞」除了繼續為各大藥廠及供應商提供家居送貨服務外，亦增設為顧客提供專業上門指導及產品介紹服務。如顧客訂購指定之血糖機，我們便會派員上門及教授該血糖機之使用方法，使顧客更容易掌握各類復康用品的操作。上門指導及產品介紹服務不但增加「復康速遞」服務的多元性，方便病友之餘，亦可以提升弱勢社羣的工作技能及信心，實在一舉兩得。

- 提供復康用品價格及資訊平台
- 產品最多最齊·全面關心你需要
- 網上訂購·方便快捷
- 全港家居送貨服務

**電話訂購熱線：8206 6160**

**傳真訂購熱線：2710 8322**

"One-stop service, rehabilitation, caring and quality of life" are the objectives of the service of "Rehab Express". In the past year, apart from providing home delivery service for major pharmaceutical companies and suppliers, "Rehab Express" has also introduced a new home service whereby our staff will visit customers and teach them how to use our products. For example, if a customer has bought a particular model of blood glucose meter, our staff will pay a home visit and give a briefing on how to use the blood glucose meter. In this way customers can more easily master the operation of various rehabilitation products and the service of "Rehab Express" has become more diversified. Patients enjoy more convenient service and employees, coming from the disadvantaged groups, can also enhance their job skills and confidence.

- A platform for price comparison and information on rehabilitation products.
- Most comprehensive product line to cater for your needs.
- Convenient, quick and efficient online purchase.
- Home delivery service for all districts.

**Purchase hotline : 8206 6160**

**Fax purchase hotline : 2710 8322**



全港最大的復康用品網上商店 - 「復康速遞」

The Biggest Rehab Products Online Shop in Hong Kong

[www.rehabexpress.com.hk](http://www.rehabexpress.com.hk)

The screenshot displays the Rehab Express website interface. At the top, there is a navigation bar with links for 'Home', 'Latest News', 'About Us', 'Download', 'Branch Locations', 'Contact Us', and 'FAQs'. A search bar and a 'Remember Me' checkbox are also present. The main banner features a promotion for '唐傳牌不怕糖系列' (Tang's Diabetes-resistant Series) with the slogan '控糖“好伙伴”從此“零”苦輕鬆' (Controlling sugar, a "good partner" from now on, "zero" hardship, easy). Below this, a 'Rehab Express 復康速遞' logo is visible. A large central banner announces the opening of a '威爾斯親王醫院 新店開業' (Prince of Wales Hospital New Store Opening) to better serve hospital patients. The '特別推薦商品' (Special Recommendations) section lists several products with their prices and promotional offers:

| Product Name    | Original Price | Member Price | End Date |
|-----------------|----------------|--------------|----------|
| 「時間差療法」綜合丸散     | \$2426.00      | \$2116.50    | -        |
| 沖繩姬松茸高效濃縮丸      | \$1280.00      | \$1216.00    | -        |
| 沖繩褐藻素高效濃縮丸      | \$1280.00      | \$1216.00    | -        |
| 水解骨膠原蛋白健康飲      | \$399.00       | \$299.00     | 12月31日   |
| CareSens N 血糖儀器 | \$320.00       | \$320.00     | 12月31日   |
| 維百樂安糖配方緩放糖      | \$538.00       | \$449.00     | 12月31日   |

On the right side, there is a 'Advertisement Support & Latest Product Introduction' section and a 'Nutritional Supplement Online Order' banner. The bottom right corner features a 'Buy with Responsibility, No Suffering' slogan.

# 《復康速遞》雜誌

## "Rehab Express" Magazine

### 全港首創的復康專題雜誌—《復康速遞》

《復康速遞》由醫護及專業人士執筆，為病友提供俱公信力的復康資訊，加強病友在復康過程中掌握日常照顧的知識技巧，配合復康用品的使用資訊，促進病友康復。

雜誌出版將近三年，我們感謝讀者們一直以來的支持。由第十八期開始，《復康速遞》雜誌換以全新的面貌推出，除帶給大眾耳目一新的感覺外，更希望雜誌內容越趨生活化，為病友及家屬帶來更貼身的照顧。

09-10年度新增的內容有《流行資訊》一欄，由社會醫學專科醫生方玉輝介紹一系列日常生活中常遇到的疾病與健康資訊，以增加大眾對家庭健康的關注。

我們也很榮幸邀得香港中文大學中醫學院的孫外主教授及梁直英教授，及社會醫學專科醫生方玉輝加入雜誌的榮譽顧問團隊，為雜誌的撰寫方向和內容，提供更豐富的專業指導。

我們衷心感謝醫管局、醫管局健康資訊天地、醫療界各團體、醫護人士及各病友組織的支持，令《復康速遞》雜誌的內容及專業性不斷提升，深獲廣大讀者的愛戴。

**派發數量：** 20,000本(雙月刊)

**派發渠道：** 透過「醫管局健康資訊天地」派發至全港所有公立醫院，並於各「卓思廊」分店交易免費附贈。

**網上瀏覽內容：** [www.rehabexpress.com.hk](http://www.rehabexpress.com.hk)



### The First Magazine on Rehabilitation in Hong Kong- Rehab Express

Featuring articles written by health care experts and professionals, "Rehab Express" has been providing reliable rehabilitation information to patients and thus facilitating their rehabilitation process.

We are grateful to readers for the support to the magazine since its establishment three years ago. Starting from the 18th Issue, we have given "Rehab Express" a brand new layout and also modified the content to bring it closer to our daily life.

To strengthen the public's awareness on family health, the section "News and Trend" was newly added in 09-10 where Dr Ben Fong, Specialist in Community Medicine, introduced to us information on common diseases and health.

We also had the honour to invite Professor Sun Waizhu and Professor Liang Zhiying from the School of Chinese Medicine, The Chinese University of Hong Kong, as well as Dr Ben Fong, Specialist in Community Medicine, to join our Honorary Advisory Team. Their professional input would definitely further strengthen direction and content of the magazine.

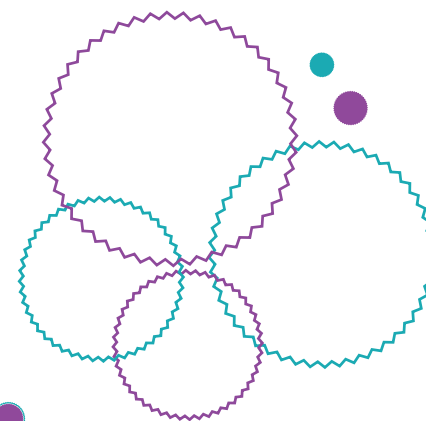
We would like to express our sincere gratitude to the Hospital Authority, the HA Health Info World, various medical organizations, health care professionals and various patients groups. With their support, "Rehab Express" has made continuous improvement in its content and become more popular among the mass readers.

**Distribution figure:** 20,000 copies (bi-monthly issue)

**Distribution channels:** "Rehab Express" are distributed to all public hospitals in Hong Kong through the "HA Health Info World". It is also distributed free of charge at all "Cheers Gallery" branches.

**Website with magazine content:** [www.rehabexpress.com.hk](http://www.rehabexpress.com.hk)





### 封面人物感言:

香港中文大學校長  
沈祖堯教授

在繁忙的都市生活中，我們往往對個人健康掉以輕心。《復康速遞》雜誌正好提供全方位的資訊，從健康飲食、預防疾病、照料病友至身心復康一應俱全，不但幫助市民建立健康的生活態度，並積極關愛病友及弱勢社群，為社會樹立良好榜樣。

### Heartfelt Message from the Cover People

Professor Joseph JY Sung  
Vice-Chancellor, The Chinese University of Hong Kong

Negligence of health is common in this hectic city. "Rehab Express" fills this gap by providing comprehensive information in a wide spectrum of areas such as healthy diet, disease prevention, patient care and rehabilitation of both the physical body and the mind. It does not only help citizens adopt a healthy attitude toward daily life, but also takes the initiative to care for patients and the disadvantaged groups, and acts as a role model for the society.





# 「卓思」市場推廣服務

## "Cheers" Marketing & Promotion Service



「明途聯繫」於2009年初向社會福利署「創業展才能」計劃申請種籽基金，成立「卓思」市場推廣服務。過去一年多不但為醫療及復康產品行業提供一站式市場推廣服務，更為殘疾人士創造就業機會。

「卓思廊」和「復康速遞」長期為各類病友提供服務，累積了豐富的經驗，再加上周全的會員制度，我們不單掌握了顧客消費模式，更了解他們的復康需要。我們憑著擁有「利基市場」的營銷及推廣渠道，已成為各醫療及復康用品供應商及各大藥廠的理想市場策劃合作夥伴。

MentalCare Connect obtained seed money from the "Enhancing Employment of People with Disabilities through Small Enterprise Project" of the Social Welfare Department in early 2009 and established the "Cheers" Marketing & Promotion Service. In the past year, we have been providing one-stop marketing and promotion service for medical and rehabilitation products. Employment opportunities were also offered to disabled people.

"Cheers Gallery" and "Rehab Express" have accumulated extensive experience through serving various patients throughout these years. We have also established a comprehensive membership system and have a thorough understanding of customers' consumption pattern and rehabilitation needs. With our marketing and promotion channels in the "Niche Market", we have become the ideal marketing partner of various suppliers of medical and rehabilitation products and pharmaceutical companies.

### 「卓思」市場推廣服務營銷和推廣服務渠道：

- 「卓思廊」駐本港各大公營醫院的零售網絡；
- 「復康速遞」雜誌；
- 「復康速遞」網上商店；
- 「卓思廊」會員系統；
- 健康教育講座
- 病人資源中心及病友組織；
- 各區老人中心及相關協會/組織。

### 服務包括：

- 長期/短期策略發展諮詢；
- 產品市場定位策劃；
- 度身訂造市場推廣計劃；
- 宣傳刊物設計及印刷服務；
- 傳單速遞 / 派發服務；
- 直效行銷 (包括電郵、郵遞)；
- 電話銷售；
- 舉辦專題健康教育講座。

### Marketing and promotion channels of "Cheers" Marketing & Promotion Service include:

- Retail shop network of "Cheers Gallery" at various public hospitals in Hong Kong
- "Rehab Express" Magazine
- "Rehab Express" Online Shops
- Membership Scheme of "Cheers Gallery"
- Seminars on health education
- Patients resource centres and patients groups
- Regional centres for the elderly and related associations/organizations

### Service items include:

- Consultancy service on long-term/short-term strategic development
- Market positioning plan for products
- Tailor-made marketing and promotion plan
- Design and printing of publicity pamphlets
- Handbill express delivery and distribution service
- Direct marketing (including email and postal mail)
- Telemarketing
- Organization of seminars on health education





## 清潔業務 Cleansing Service



香港心理衛生會及「明途聯繫」為九龍巴士提供巴士站頭清潔服務長達十載，見證著服務上的眾多轉變，包括工作範圍及要求不斷提高、工資保障運動的實施，均對員工特別是殘疾人士產生切身的影響。自從工資保障運動實施以後，每名員工的收入故然提高了，同時亦意味著工作量及要求亦相對提高，令殘疾人士更難適應及投入原本的崗位。展望明年，最低工資亦行將立法，希望無論政府及商界均能顧慮及體諒殘疾人士的工作能力，在最低工資實施的同時，不會打擊殘疾人士的就業機會。

「明途聯繫」於過去一年中，致力開拓其他類別的清潔服務，新擴展的清潔項目包括學校、展覽館、寫字樓及地區樓宇清潔運動等。感謝業務經理及各同事的努力踏出，不斷嘗試新的工種，為弱勢社羣創造更多就業空間的同時，亦為公司的清潔業務帶來盈利。





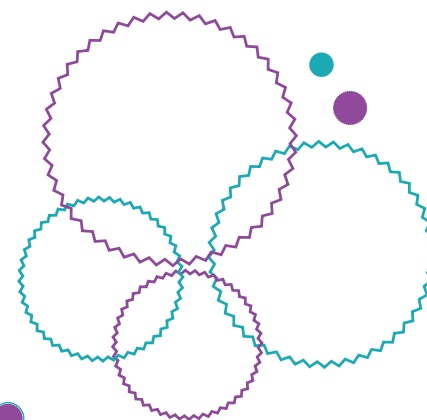
The Mental Health Association of Hong Kong and MentalCare Connect have been providing cleansing service for the bus terminals of Kowloon Motor Bus for a lengthy period of ten years. We have witnessed a lot of changes, including the ever growing demand on the scope of duties and quality of work. The wage protection movement has also direct impact on employees, especially those who are disabled. The implementation of minimum wage will bring more income to individual employees but also implies a more demanding requirement on the quantity and quality of work. This will create more difficulties for the disabled in their adaptation and commitment to their original job. In view of the coming legislation on minimum wage next year, we hope that both the government and commercial sector can show concern and understanding to the working ability of the disabled, so that their employment opportunities will not be adversely affected.

In the past year, MentalCare Connect has strived to explore other types of cleansing service, which now include clients like schools, exhibition facilities, offices and regional buildings. We are grateful to the efforts made by the Business Manager and fellow colleagues. They were relentless in exploring new jobs to create more employment opportunities for the disadvantaged groups and at the same time generate more profit from cleansing service for the company.



# 社會回報

## Social Return



### 僱員概覽 (以10/10計算)

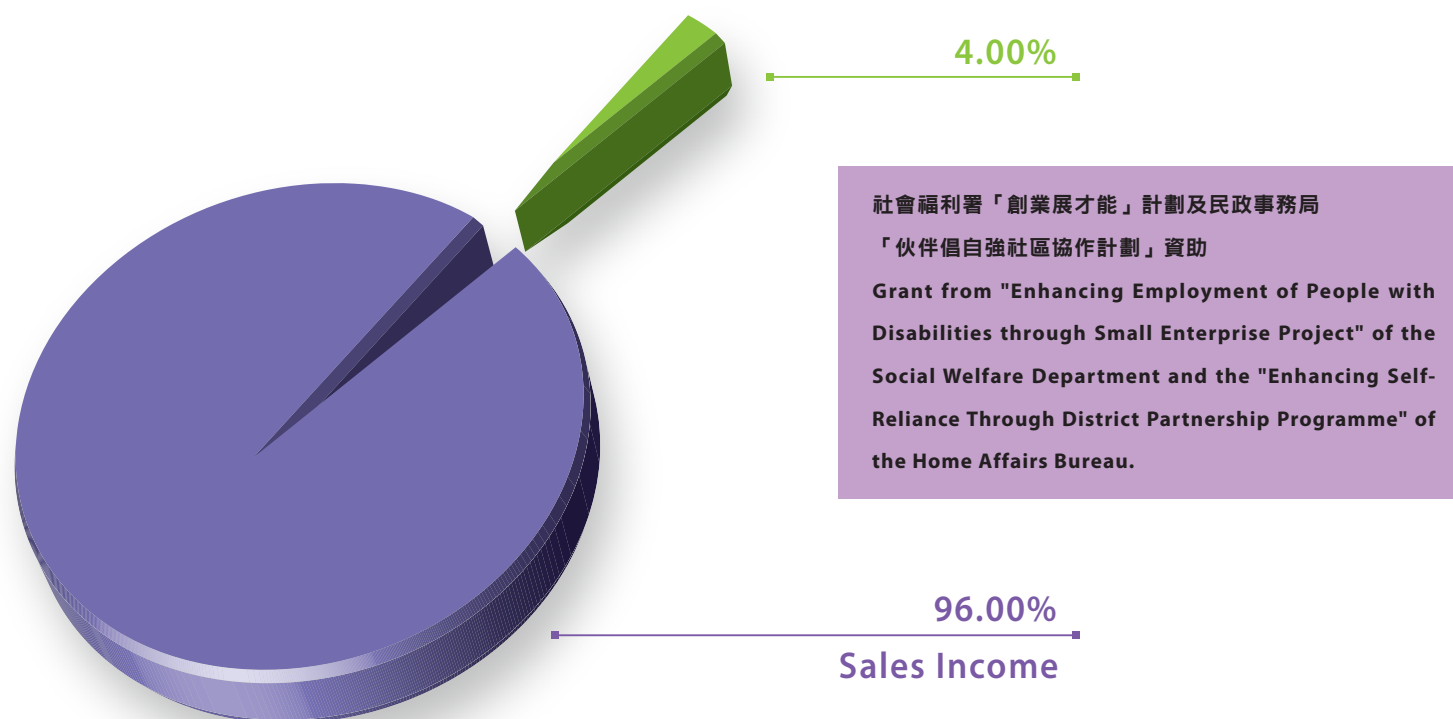
### Employee's Profile (as at October 2010)

| 業務範圍<br>Business Scopes  | 弱勢社群僱員人數<br>No. of Disadvantaged Employees | 僱員總數<br>Total No. of Employees |
|--|--|--------------------------------|
| 「卓思廊」律敦治醫院便利店<br>"Cheers Gallery" Ruttonjee Hospital Convenience Store   | 5  | 8                              |
| 「卓思廊」北區醫院便利店<br>"Cheers Gallery" North District Hospital Convenience Store   | 7  | 9                              |
| 「卓思廊」雅麗氏何妙齡那打素醫院便利店<br>"Cheers Gallery" Alice Ho Miu Ling Nethersole Hospital Convenience Store                                      | 3  | 4                              |
| 「卓思廊」博愛醫院便利店及復康用品專賣店<br>"Cheers Gallery" Pok Oi Hospital Convenience Store & Rehab Shop  | 3  | 4                              |
| 「卓思廊」將軍澳醫院復康用品專賣店<br>"Cheers Gallery" Tseung Kwan O Hospital Rehab Shop  | 2  | 3                              |
| 「卓思廊」瑪麗醫院復康生活幹線<br>"Cheers Gallery" Rehab Link (Queen Mary Hospital)   | 4  | 5                              |
| 「卓思廊」復康生活幹線 (佐敦南京街)<br>"Cheers Gallery" Rehab Link (Nanking Street, Jordan)  | 8  | 9                              |
| 「卓思廊」屯門醫院復康用品專賣店<br>"Cheers Gallery" Tuen Mun Hospital Rehab Shop  | 4  | 5                              |
| 「卓思廊」西鐵「兆康站」復康用品專賣店<br>"Cheers Gallery" Rehab Shop (Siu Hong Station, West Rail)   | 2  | 2                              |
| 「卓思廊」香港防癌會賽馬會癌症康復中心復康用品專賣店<br>"Cheers Gallery" The Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Center Rehab Shop | 2  | 2                              |
| 「卓思廊」明愛醫院復康生活幹線<br>"Cheers Gallery" Caritas Medical Centre Rehab Link  | 5  | 6                              |
| 「復康速遞」復康用品直銷服務<br>"Rehab Express" Rehab Product Direct Sales Service   | 2  | 9                              |
| 「卓思」市場推廣服務<br>"Cheers" Marketing & Promotion Service   | 11   | 13                             |
| 清潔業務<br>Cleansing services   | 121  | 121                            |
| 總辦事處<br>Head Office  | 3  | 12                             |
| <b>總數 Total</b>  | <b>166</b>                                 | <b>212</b>                     |

# 財務回報

## Financial Return

明途聯繫有限公司收入來源 (2009/10年度)  
Income Profile of MentalCare Connect Co. Ltd. (Year 2009/10)



總收入 Total Income : HKD38,901,605萬元



# 核數報告

## Auditor's Report



### T M HO SO & LEUNG CPA LIMITED

CERTIFIED PUBLIC ACCOUNTANTS (PRACTISING)

205 YUKEE VUE, LIVING CORNER BLVD., 16 WILSON VICTORIA STREET, CENTRAL, HONG KONG

TEL : (852) 2521 1277 FAX : (852) 2521 8888

E-mail : tmho@tmho.com.hk

何國立蘇其謙謝賢會計師行有限公司

香港執業會計師公會會員

香港會計師公會會員

電話 : (852) 2521 1277 傳真 : (852) 2521 8888

#### INDEPENDENT AUDITOR'S REPORT TO THE SHAREHOLDERS OF MENTALCARE CONNECT COMPANY LIMITED (Incorporated in Hong Kong with limited liability)

明途聯繫有限公司

We have audited the financial statements of Mentalcare Connect Company Limited set out on pages 4 to 19, which comprise the balance sheet as at 31 March 2010, and the statement of comprehensive income, statement of cash flows and statement of changes in equity for the year then ended, and a summary of significant accounting policies and other explanatory notes.

#### *Directors' responsibility for the financial statements*

The directors are responsible for the preparation and the true and fair presentation of these financial statements in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and the true and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### *Auditor's responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit and to report our opinion solely to you, as a body, in accordance with Section 141 of the Hong Kong Companies Ordinance and for no other purpose. We do not assume responsibility towards or accept liability in any other person for the contents of this report. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. These standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

#### T M HO SO & LEUNG CPA LTD. CERTIFIED PUBLIC ACCOUNTANTS

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and true and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### *Opinion*

In our opinion, the financial statements give a true and fair view of the state of the company's affairs as at 31 March 2010 and of its loss and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.

#### *Other matters*

Without qualifying our opinion, we draw attention to the financial statements which indicates that the total liabilities have exceeded its total assets as at 31 March 2010. This condition indicates the existence of a material uncertainty which may cast doubt about the company's ability to continue as a going concern. As stated in Note 20 we are assured that continuing financial support from the ultimate holding company will be forthcoming.

*T.M. Ho So & Leung CPA Ltd.*

T.M. Ho So & Leung CPA Limited  
Certified Public Accountants (Practising)  
Hong Kong

Date 27 OCT 2010

Practising Director : Kwok Kam Sim  
Practising Certificate No. P03736

MENTALCARE CONNECT COMPANY LIMITED  
 明達聯繫有限公司  
 BALANCE SHEET  
 AS AT 31 MARCH 2010

|  | NOTE | 2010<br>HK\$ | 2009<br>HK\$ |
|--|------|--------------|--------------|
| <b>NON-CURRENT ASSETS</b>                    |      |              |              |
| Plant and equipment                          | 5    | 780,830      | 670,227      |
| <b>CURRENT ASSETS</b>                        |      |              |              |
| Inventories                                  | 8    | 1,283,972    | 994,119      |
| Deposits                                     |      | 207,832      | 98,984       |
| Payment in advance                           |      | 463,220      | 94,790       |
| Trade and other receivables                  |      | 2,588,084    | 1,815,355    |
| Cash and bank balances                       |      | 167,996      | 274,293      |
|  |      | 4,708,724    | 3,277,541    |
| <b>CURRENT LIABILITIES</b>                   |      |              |              |
| Accrued expenses                             |      | 386,196      | 738,746      |
| Trade and other payables                     |      | 2,718,927    | 2,062,667    |
| Received in advance                          |      | 9,418        | 74,225       |
| Deferred income                              | 7    | 546,419      | 450,118      |
|  |      | 3,659,960    | 3,345,756    |
| <b>NET CURRENT ASSETS / (LIABILITIES)</b>    |      |              |              |
|  |      | 1,049,814    | (58,215)     |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |      |              |              |
|  |      | 1,830,644    | 602,012      |
| <b>NON-CURRENT LIABILITIES</b>               |      |              |              |
| Amount due to ultimate holding company       | 8    | (3,794,096)  | (2,545,964)  |
| <b>NET LIABILITIES</b>                       |      |              |              |
|  |      | (1,963,422)  | (1,943,972)  |
| <b>Represented by:</b>                       |      |              |              |
| Share capital                                | 9    | 4            | 4            |
| SVAD Funds                                   |      | 161,986      | 161,986      |
| Accumulated losses                           |      | (2,125,412)  | (2,105,962)  |
| <b>TOTAL FUND AND RESERVES</b>               |      |              |              |
|  |      | (1,963,422)  | (1,943,972)  |

The accompanying accounting policies and explanatory notes form an integral part of, and should be read in conjunction with, these financial statements.

The financial statements were approved and authorized for issue by the Board of Directors on 27 OCT 2010

  
Director

  
Director

Page 4

MENTALCARE CONNECT COMPANY LIMITED  
 明達聯繫有限公司  
 STATEMENT OF COMPREHENSIVE INCOME  
 FOR THE YEAR ENDED 31 MARCH 2010

|   | NOTE | 2010<br>HK\$      | 2009<br>HK\$      |
|---|------|-------------------|-------------------|
| <b>INCOME</b>   |      |                   |                   |
| SWD grant income  | 7    | 1,643,266         | 688,250           |
| Sale of goods   |      | 27,549,511        | 24,913,347        |
| Cleaning service income                                   |      | 6,830,662         | 3,350,836         |
| Rehab direct sales income                                 |      | 2,517,325         | 3,038,901         |
| Sundry income   |      | 360,820           | 116,979           |
| <b>Total Income</b>                                       | 11   | <b>38,901,604</b> | <b>32,108,310</b> |
| <b>EXPENDITURE</b>  |      |                   |                   |
| Cost of sales   |      |                   |                   |
| - Opening inventories                                     |      | 994,119           | 808,083           |
| - Purchases   |      | 19,231,765        | 17,342,663        |
|   |      | 20,225,884        | 18,151,546        |
| Less : Closing inventories                                |      | (1,283,972)       | (994,119)         |
|   |      | 18,941,912        | 17,157,427        |
| Direct cost of cleaning service                           |      | 62,423            | 15,861            |
| Direct cost of Rehab products                             |      | 1,808,947         | 2,085,466         |
| Staff Cost  |      |                   |                   |
| - Salaries, wages and allowances                          |      | 13,165,454        | 9,169,243         |
| - Contribution to MPF                                     |      | 495,872           | 328,488           |
| Depreciation on plant and equipment                       | 5    | 315,791           | 327,495           |
| Other operating expenses                                  | 12   | 4,140,655         | 3,372,523         |
| <b>Total Expenditure</b>                                  |      | <b>38,921,054</b> | <b>32,456,503</b> |
| <b>LOSS AND TOTAL COMPREHENSIVE EXPENSES FOR THE YEAR</b> |      |                   |                   |
|   | 11   | <b>(19,450)</b>   | <b>(348,193)</b>  |

The accompanying accounting policies and explanatory notes form an integral part of, and should be read in conjunction with, these financial statements.

# 鳴謝

## Acknowledgement

### 義務法律顧問

周靜嫻律師

### 義務商業顧問

許宗盛太平紳士

紀治興先生

莫華勳先生

### 政府部門

社會福利署康復服務市場顧問辦事處

社會福利署

民政事務局

### 商業伙伴

北區醫院

博愛醫院

律敦治及鄧肇堅醫院

將軍澳醫院

雅麗氏何妙齡那打素醫院

屯門醫院

香港防癌會賽馬會癌症康復中心

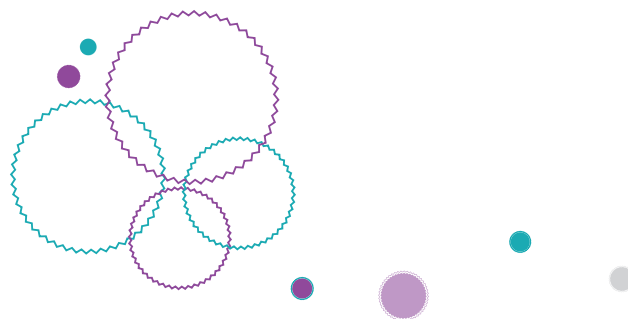
瑪麗醫院

明愛醫院

威爾斯親王醫院

香港鐵路有限公司

九龍巴士（一九三三）有限公司



### Honorary Legal Advisor

Ms. Loretta C. H. Chow

### Honorary Business Advisors

Mr. Hui Chung Shing, BBS, JP

Mr. Kee Chi Hing

Mr. Peter Mok

### Government Departments

Marketing Consultancy Office (Rehabilitation), Social Welfare Department

Social Welfare Department

Home Affairs Bureau

### Business Partners

North District Hospital

Pok Oi Hospital

Ruttonjee & Tang Shiu Kin Hospital

Tseung Kwan O Hospital

Alice Ho Miu Ling Nethersole Hospital

Tuen Mun Hospital

The Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Centre

Queen Mary Hospital

Caritas Medical Centre

Prince of Wales Hospital

MTR Corporation Limited

The Kowloon Motor Bus Co. (1933) Ltd



## 《復康速遞》名譽顧問團

### 方玉輝醫生

社會醫學專科醫生

### 何惠娟女士

香港心理衛生會總幹事

### 余秋良醫生

香港中西醫結合學會副會長

### 李俊傑醫生

養和醫院家庭醫學專科醫生

### 周振中醫生

威爾斯親王醫院糖尿病及內分泌科主任

### 吳美君女士

名卓護綜合專科護理及顧問中心顧問護士

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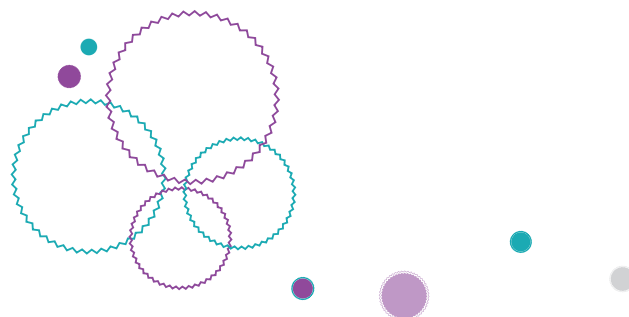
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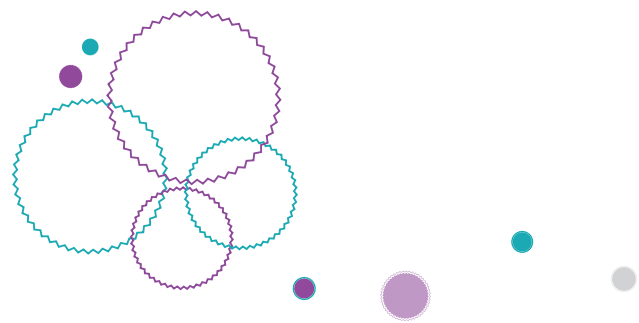
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