

總幹事報告

Chief Executive's Report

基督教家庭服務中心的使命是服務有需要人士，並致力促進家庭功能。本會透過 70 多個服務單位和創新服務計劃，為社會大眾提供多元優質服務，實踐機構使命。

2014 年是本會創會六十周年的慶祝年，在這一年的，我們延續去年的思索，重新確定本會服務家庭和有需要人士的使命，並研究各項服務的定位，把沿用多年的四個綜合服務重新組合為十個核心服務和兩項特別服務，從不同的進路協助服務對象改善生活和建立美好的家庭。我們把服務的視野擴闊至社會和地球資源，把「更美好的生活和家庭」、「友善社區」、「公平社會」及「可持續環境」列為我們努力的四大範疇。為了實踐對可持續環境的關注，我們增設「環保及綠色生活」核心服務，投入適當的資源，著力推動有關環保的工作。



有關「環保及綠色生活」核心服務的拓展，本會在去年有不錯的成績。2014 年 5 月，本會出版《園藝治療實務工作手冊》，並舉辦「園藝治療在香港」分享會，與業界分享本會在推動園藝治療方面的經驗。2014 年 12 月，都市農耕項目「都市綠洲」正式開幕，環境局局長黃錦星先生 JP 親臨主禮。同年，我們成功投得環境保護署十八區首個社區環保站「綠在沙田」的三年營運合約，開啟我們的環保回收及環保教育工作。此外，我們亦於 2015 年初在觀塘各屋邨推動「惜物減廢巡禮」，獲得社區廣泛及積極的響應。

本會翠林綜合職業復康服務是新核心服務「殘疾人士發展及共融」的領導單位，目標是為殘疾人士積極尋找公開就業機會。經過幾年的努力，自設品牌 &Care 的皮革產品逐漸得到認同，產品受到市場歡迎。2015 年 1 月，翠林綜合職業復康服務繼續發揮皮革生產技術的優勢，在柴灣青年廣場租用一小單位，開設「工藝手作」(A-Soulroom) 工作室，結合藝術創作，推廣及教授皮革手藝，讓殘疾人士擔當皮革工藝導師的角色，有效促進社區共融。此外，我們得到社會福利署「創業展才能」計劃的資助，在九龍灣機電工程署總部大樓地下營辦一社會企業「另一咖啡店」(Other Café)，於 2015 年 4 月開始營業，為殘疾人士增加就業機會。

「兒童及家庭服務」是本會重要的核心服務。由於社會十分關注有特殊學習需要的兒童是否能夠及時獲得適切服務，本會獲得仁美清叙慈善機構有限公司及港九藥房總商會有限公司贊助，於 2014 年 4 月正式開展一項為期兩年的「生命小舵手——特殊學習需要及早識別」支援計劃，安排一部流動車行走於東九龍區內，為居民提供資訊和識別服務，希望幫助有需要的兒童盡早接受治療。「生命小舵手」計劃於 2014 年 11 月正式舉行開幕典禮。

在照顧長者方面，本會得到香港公益金的資助，在 2015 年中推出一項為期兩年的認知障礙症長者訓練——「逸活課程」，為患有認知障礙症的長者提供評估、訓練、個案管理及照顧者支援服務，讓長者在社區生活可以得到基本的支援。此外，我們特別為退休人士設計了「悅齡薈」服務，推動退休人士終身學習，活出健康，提升生活質素。在社區發展方面，本會獲民政事務總署撥款推行一項為期兩年的「有『里』」新生活社區互助計劃，協助觀塘區新來港人士建立鄰里互助網絡，及早融入社區。

除了服務發展，去年我們在提升系統方面並沒有鬆懈。繼完成財務電子系統後，去年隨即開始策劃網上報名及網上付款系統。有關工程已經開始，預算在 2015 年底便能推出應用。此外，得社會福利發展基金的撥款，本會的網頁已提升為無障礙設計網頁，新增了黑白瀏覽版本，便利視障及有需要人士閱讀網頁內容。網頁提升於 2014 年 12 月完成，效果良好，獲得政府資訊科技總監辦公室與平等機會委員會頒發「無障礙網頁嘉許計劃 2015——金獎（網站組別）」，同時獲「2014 最佳 .hk 網站」頒發「非商業——企業組」銅獎鼓勵。過去一年，本會積極利用社交媒體推廣服務，機構社交網站的讚賞人數已超過 5,000，成績令人鼓舞。

2014-2015 年可以說是本會收穫豐碩的一年。一方面，本會的會慶活動得到各界友好的支持和讚譽，讓我們感到過去多年的努力得到肯定和支持。另一方面，在探索機構前路的过程中，我們匯聚了力量和心志，找到了共同方向，為迎接新挑戰打下良好基礎。在此，我很感謝董事會過去一年的支持和指導，我感恩有一班盡責投身的同工，他們每一個人人都為機構和服務獻出最大的努力。展望未來，我們將會加倍努力，以全新的思維，朝著新的目標進發。

郭烈東

總幹事 郭烈東 JP

The mission of Christian Family Service Centre is to serve the people in need and to support family functioning. We strive to achieve our mission through providing quality services by more than 70 service units and various innovative projects.

2014 was the year for celebrating CFSC's 60th Anniversary. At this year, we continued our mind searching for our future and reviewed the positioning of our services to better achieve our mission. The structure of four integrated service continua, which had provided guidance for operation for some years, were revamped to become ten core services and two special services. The services were revamped in such a way that every core service could be more focused and better positioned to assist service users to pursue better lives from different paths and aspects. Furthermore, we extended our horizon beyond individual betterment and put our services in context and connection with the larger society and the globe we live. We identified 'Better Life Better Families', 'Friendly Community', 'Fair Society' and 'Sustainable Environment' to be the four dimensions of social good that our services should contribute to. In particular, to address the concern on sustainable environment we previously neglected, we added a new 'Environmental Protection & Green Living' core service to the existing service spectrum and made appropriate investment in developing the environment protection services.

The development of the new 'Environmental Protection & Green Living' core service was indeed very encouraging in 2014. In May 2014, a book 'Practice Manual of Horticultural Therapy' was published and a Book Launch cum Sharing Forum was organised to share our experiences in providing horticultural therapy. The Urban Oasis community farm project was well received in the community and Mr. Wong Kam-sing, JP, Secretary for the Environment came to support and officiate the Project's grand opening in December 2014. In the same year, we successfully bid a 3-year contract to operate the Shatin Community Green Station, which was the first of eighteen community green stations funded and steered by the Environmental Protection Department. Furthermore, a campaign was launched in early 2015 to start our promotion of 'Use Less, Waste Less' campaign in Kwun Tong.

Tsui Lam Integrated Vocational Rehabilitation Service is the leading unit for the newly established 'Opportunities & Inclusion for People with Disabilities' core service. The core service goal is to help the disabled persons seek employment opportunities in open market and to promote social inclusion. Apart from its normal processing works, the Service creates own hand-made leather products solely made by service users under the brand of '&care' which has become a recognisable brand in the market. To leverage on the skilled craftsmanship of the service users, a new workshop 'A-Soulroom' was established in Youth Square to promote leather gifts production with our service users as skilled craftsman trainers. In this way, we created jobs for the disabled and effectively promoted community inclusion at the same time. Besides, with the support from the Electrical and Mechanical Services Department (EMSD) and a funding from Social Welfare Department's 'Enhancing Employment of People with Disabilities through Small Enterprise' Project, a new '&other Café' was set up at the ground floor of EMSD headquarters building at Kowloon Bay in April 2015. This social enterprise enabled CFSC to create employment opportunities for the people with disabilities.

'Children & Family Services' is a major core service in CFSC. Due to a great demand for services for children with Special Education Needs (SEN), we received a donation from Yan Mei (Miss Asia) Charity Organization Limited and the Hong Kong General Chamber of Pharmacy Limited to support a 2-year project 'Life Navigator Project' (for children with Special Education Needs). This resource enabled us to arrange a service van to provide outreach assessment service in the Kowloon East Region for early identification of children with special needs. The Project was officially commenced in November 2014.

For elderly care core service, we were so thankful for The Community Chest of Hong Kong's funding support for a 2-year time-limited project 'Make-it-easy Community Living & Home-based Training' from mid-2015. The Project aimed to provide

assessment, training, carer support, case management and social activity support for people with mild cognitive impairment and dementia in the community. In the area of Active Ageing, we launched a 'Prime Link' project to promote continuous learning and healthy life style among the retirees. For Community Development core service, we started the 'Neighbourhood Mutual Help Project for New Arrivals' in December 2014 with the funding support from the Home Affairs Department.

Apart from service development, we continued to enhance the efficiency of our systems. In the area of financial management, with the funding from Social Welfare Development Fund, we launched the Financial Management Information System (FMS) in 2013. After the operation had accustomed to the system, we proceeded to develop the Phase 2 enhancement of FMS which included an online programme enrolment and e-payment system. The enhanced system will be launched at end of 2015. Furthermore, we also upgraded our corporate website to improve the accessibility so that people with weaker eye-sight can access to our website information. The project was completed in December 2014. For the enhanced websites, we were awarded the Gold Award (Website Stream) in the 'Web Accessibility Recognition Scheme 2015' organised by the Office of the Government Chief Information Officer and Equal Opportunities Commission, and awarded a Bronze Prize in the 'Best .hk Website Awards 2014 (Non-commercial - Corporate Group)'. Finally, with a conscious promotion through social media, we are so glad the number of our social media followers has reached 5,000.

The year 2014-2015 was a year of great achievement. In one way, through the Anniversary celebration activities, we demonstrated to our service users, funders and stakeholders our achievement and endeavour. The encouraging feedback we received brought us reassurance and support. In another aspect, through the process of searching our future, we put our energy and hearts together, found our shared direction and thus built a solid base for facing future challenges. It was not possible for us to do so much without the support and guidance from our Board of Directors and we are very thankful. I am also thankful to have a team of dutiful staff who give total dedication to their work. Looking forward, we will continue to work hard and smart to fulfill our promises of delivering quality service to the community.

Kwok Lit-tung, JP

Chief Executive