

—— 零零六至二零零七年，是本會服務穩步發展的一年。本會跳躍青年坊教育中心的正規課程持續得到學生和家長的信賴和支持，學校人數由零五零六學年的26位，增加至零六零七學年的88位，而報讀零七零八學年的人數更增加至二百多人。學校的辦學宗旨亦得到教育局的支持和讚賞。此外，我們很高興得到余兆麒醫療基金的資助，繼續推行長者流動牙科外診服務，同時增設一個牙科診症室和改善本會綜合醫療及健康中心的設施，使服務質素得以進一步提升和發展。

在服務發展方面，本會響應政府推行社會企業的政策目標，向民政事務署「伙伴倡自強協作計劃」申請在鯉魚門推行一項名為「鯉『賞』空間」的社企項目並成功獲得資助，以推廣地方文化及增加就業機會。此外，本會亦成功投得市區重建局觀塘裕民坊舊區重建計劃的社會服務隊合約，由零七年一月開始為舊區居民提供服務。這一個重建計劃是市建局最大的重建項目，亦是多年來觀塘區居民關心的一個社區焦點，我們很高興能夠協助這個項目的發展，為受影響的居民提供支援。

除了為社區提供優質服務，本會亦特別關注社會的貧富懸殊問題。雖然零六零七年香港整體經濟有所改善，但並不是每一個市民都能受惠於經濟改善帶來的好處，貧富差距更是日益嚴重。政府於零五年成立扶貧委員會，提出要解決跨代貧窮的問題，認為需要加強對年青一代的支援。本會於零六年開始，亦推行一項「童四無稀扶貧計劃」，目的是透過社會力量，籌集一些資金，資助有需要的學童參與課餘進修學習，讓貧困家庭的學童能得到較平等的發展機會。本會為是項計劃進行多個籌款活動，並且成立了一個撥款委員會，以增加社區的參與和運作的透明度。

服務貧窮社群，除了金錢援助，鄰里互助也是重要一環。在觀塘，寶達邨是一個較為貧乏社區，本會早於零五年已得到社會福利署的支持，在邨內成立一個支援中心「臻善軒」，主要為學童提供課餘補習服務。去年，我們得到香港賽馬會慈善信託基金的同意，把原先服務舊區的資源，由零七年四月起調撥至寶達邨，開展一項「共建和諧寶達家計劃」，透過鼓勵社區互助，加強社區互相支援的能力。

機構的發展，很依賴一支與時並進及有活力的員工隊伍。過去幾年，本會積極為員工提供培訓，同時改善員工福利。在零六零七，本會繼續推行多項措施，其中包括隔年為員工提供免費健康檢查以鼓勵員工注意健康；又設立多個僱員獎學金名額，以獎勵表現優良及努力不懈的員工。這些措施都富於創意，大大增加團隊的活力。

上述工作得以順利進行，實有賴社會各界人士的鼎力支持，本人謹在此向下列資助團體衷心致謝，分別是社會福利署、香港公益金、香港賽馬會慈善信託基金、教育局、勞工處、余兆麒醫療基金、社區投資共享基金、東區崇德社、蘋果日報慈善基金及多位善長。此外，亦感激不同團體及政府部門的協助。二零零七年是本人第六年擔任董事會主席，依據會章需要落任。本人對董事會全人一直以來之支持銘感於心。最後，謹向全體辛勤工作的員工致謝，本人深信藉各人之委身及熱誠，本會定能繼續向前邁進。

趙世存

主席

趙世存太平紳士 BBS, MBE



The Agency's services continued their progressive development in the year 2006/07. With the trust and enduring support of students and parents, enrollment in the Youth Leap Education Centre increased from 26 for the academic year 2005/06 to 88 for 2006/07. And for the academic year 2007/08, over 200 applications were received. The school received recognition of its mission from the Education Bureau. Also, the S.K. Yee Medical Foundation continued to fund our Mobile Dental Service for the Elderly, and with the Foundation's support we were able to enhance our service quality by building a new dental examination room and improving the facilities at our Health Centre.

In the area of service development, the Agency acknowledged the policy objectives of social enterprise advocated by the government. We obtained funding from the 'Enhancing Self-Reliance through District Partnership Programme', under the Home Affairs Department, to run our 'Dreamland' social enterprise community-based project. 'Dreamland' aims to promote the local culture of Lei Yue Mun and provide employment opportunities for the residents there. Moreover, starting from January 2007, our Agency was appointed by the Urban Renewal Authority (URA) to establish a social service team to render diverse social services for people affected by the Kwun Tong Town Centre re-development project, which is a prime focus of Kwun Tong residents. We are delighted to assist in the development of such a project and to provide support to affected residents.

Apart from providing quality services to our community, the Agency also continues to pay close attention to the pressing issue of poverty. Poverty remains a serious concern in the society, and relatively few people have enjoyed the benefits of the improved economy over the last two years. In 2005, the government established the Commission on Poverty and proposed to alleviate intergenerational poverty and strengthen the provision of support for young people. The Anti-poverty Project launched by our Agency in 2006 aimed to raise funds for disadvantaged students to participate in extra-curricular activities and to give them a fairer chance to experience personal development. The Anti-poverty Project organized many fundraising events. A committee was also established to approve funds and for the purpose of community participation and ensuring transparency.

The Agency believes that in addition to monetary support, neighbourhood support is one of the most important elements in poverty alleviation. In 2005, supported by the Social Welfare Department, our Agency established the Cherish House to provide tutoring services for students in Po Tat Estate, a relatively deprived community in Kwun Tong. Starting from April 07, with the consent from the Hong Kong Jockey Club Charities Trust, the Agency relocated resources to Po Tat Estate and launched a 'Harmony in Po Tat Estate' project that promotes neighbourhood support in the community.

The development of our Agency relies on a group of dedicated staff. Over the past few years, the Agency has been providing training and improving benefits for staff. In 2006/07, we continued to launch new initiatives, such as body check service for staff every other year, and established several scholarships to reward staff who demonstrate outstanding performance. These innovative policies contribute to securing staff morale and professional expertise.

The agency relies on the support of different parties to succeed in our work. We are indebted to the following funding bodies: the Social Welfare Department, the Community Chest, the Hong Kong Jockey Club Charities Trust, Education Bureau, Labour Department, the S.K. Yee Medical Foundation, the Community Investment and Inclusion Fund, the Zonta Club, the Apply Daily Charitable Foundation, and other donors. Our thanks also go to the various other organizations and government departments that have been able to support our work in various ways.

I have been in the Chairman's position for six years, and in accordance with our Constitution, it is time for me to step down. I would like to record my deep appreciation for the support given to me by the Board of Directors throughout my tenure as Chairman. Most of all, I would like to thank all the Agency's staff for their untiring devotion, which has enabled the Christian Family Service Centre to continue to move forward.

**Nicolas Chiu Sai-chuen, BBS, MBE, JP
Chairman**

基督教家庭服務中心的使命是服務有需要之人士，致力促進家庭功能。現時，本會有超過四十個服務單位，為社會大眾提供多元化優質服務。為了加強管理果效，四十多個服務單位已依據服務對象和服務性質，整合為四項主要服務系統，包括綜合家庭支援服務、綜合長者照顧服務、綜合復康服務、及健康服務。

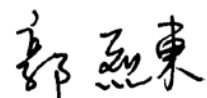
四個服務系統在2006-07年的發展報告已詳列於本年報其他章節。總括來說，各項服務都穩步發展。除了緊守恆常的服務外，各個服務系統都努力尋求服務上的突破，其中綜合家庭支援服務努力嘗試不同服務模式，協助服務使用者面對挑戰，包括推行「童四無稀扶貧計劃」、「『男』天行動」、「青少年音樂團契」、「鯉『賞』空間——伙伴倡自強協作計劃」、「零暴力——快樂小天使計劃」、「婦女友善之都」等等。綜合長者照顧服務著力改善服務質素，加強對長者的支援，包括為兩所長者宿舍轉型為持續照顧護理院舍、編寫護理指引及為員工提供培訓等。綜合復康服務則透過舉辦社區活動，積極推動弱能人士與社區的共融，活動包括「你·我共融新天地」、「我們的驕傲」相片展覽、「姿·彩無限」大匯演等等。健康服務和僱員服務計劃則著力拓展服務市場，建立與社區持份者的合作關係。

作為一個整體，基督教家庭服務中心於零六年初確立了下列的願景：「成為一間具高度熱誠、重視機構價值的綜合服務機構，期望在顧客服務、照顧質素、服務創意、為服務對象解難、支援家庭、及建設社區各方面達至卓越表現」，並且釐定了策略計劃。06-07年的首要工作是推動服務質素的持續改善。我們的想法是作為一間追求卓越服務的機構，必須先要提供優質服務並且具有持續改善的能力。就著提升服務質素，本會於2006年中設立了持續質素改善委員會，負責制訂各項持續改善服務方案，委員會聘請顧問公司研究本會在顧客服務方面的水平和可改善的空間，同時協助制定了一系列的培訓活動，包括研討會、工作坊及實地培訓等，透過顧問的指導，協助前線員工掌握微細的技巧，對建立優質服務團隊，有莫大的幫助。

第二項機構重點工作在於培訓員工。在眾多的核心技能中，我們揀選了領導能力為重點培訓內容，推行「領導力培訓協作計劃」，以提升各級主管的綜合思維及領導能力，配合社會的轉變。這項計劃分為十個培訓單元，第一個及第二個單元的主題分別為「品質及安全管理」及「撰寫業務計劃書」，已於06-07年順利完成，參與的主管獲得新知識的衝擊，漸漸採用新的思維和工作模式。本會將會繼續推行餘下的培訓單元，加強員工的領導能力。

支援員工，建立團隊，是本會這幾年的重點工作。去年我們構思的新人事職級架構已在零六年四月開始落實及理順，經過一年的運作，大致順利。在新措施方面，由零六年十一月開始，工作滿三年而表現良好的員工將可自動轉為長期員工受聘。此外，由零七年開始，工作滿一年的僱員可獲本會資助免費隔年進行詳細身體檢查，以鼓勵員工關注健康。同時，由零七年起，每年設立共九個獎學金名額，以鼓勵及獎勵表現良好的員工持續進修。以上各項措施最終目的，是希望建立本會的人力資產，使我們的服務團隊更強壯。

最後，我很感謝董事會過去一年對本人的支持和指導。此外，我感恩我有一班投入盡責的同工，他們在個別的崗位上獻出最大的努力。雖然現在距離我們的願景尚遠，但我們有信心終有達成的一天。展望未來，我們將會加倍努力，實踐承諾，為服務使用者提供優質服務，為員工提供支援，為社會發展增值。



總幹事
郭烈東



The mission of CFSC is to serve people in need and to strive to support and enhance family functioning. We have over forty service units that provide versatile, quality social services to the community. Based on service user types and service nature, these units have been grouped under four major continuums, namely Integrated Family Support Services, Integrated Elderly Care Services, Integrated Rehabilitation Services, and Health Services.

All services of these four continuums have progressed steadily in the year 2006-07. Details of that development may be found in this annual report. In addition to their regular services, each continuum strives to seek service breakthroughs by adopting new service modes and helping service users to face challenges. The Integrated Family Support Services' new programmes include the Anti-poverty Project, Batterers Intervention Programme, Youth Gospel Group, Dreamland – Enhancing Self-Reliance through District Partnership Programme, Zero Tolerance to Violence – Little Happy Angel Project, and Woman – Drive of the Healthy Community. The Integrated Elderly Care Services improved service quality by strengthening the support for the elderly through the conversion of two elderly homes and the establishment of nursing procedures and staff training. The Integrated Rehabilitation Services organized various types of activities such as 'You and Me, Together in a New World', 'Heroes – The Photograph Exhibition', and 'Unlimited Colour and Joy', to promote the social integration of people with disability. Health Services and the Employee Service Programme extended their target markets by building networks with stakeholders in the community.

Taking the organization as a whole, CFSC has the vision of 'becoming a value-driven, passionate, integrated organization which will be recognized for its excellent performance in customer service, quality care, innovation, solutions to customers' problems, strengthening families, making positive changes and building community capacity'. As an organization that strives for excellence, our first priority in the 2006/07 strategic plan is to continue to improve our service quality. In 2006, a new committee, the Continuous Quality Improvement Committee, was established. With the assistance of a consultancy firm, the committee proposed several continuous service quality improvement plans and launched a series of activities including seminars, workshops and field coaching, as ways to reinforce the service quality of frontline staff.

Another major initiative of the Agency is staff training. From among all the core competencies, leadership was selected as the focus of our training project, 'Leadership Development Collaborative', which aims to enhance the integrated thinking and leadership of our managerial staff. This project has ten training modules. The first and second modules completed in 2006/07 were Quality and Safety Management, and Business Case Writing. These modules allowed our managerial-grade participants to obtain new knowledge and gradually adopt new thinking and working models. The Agency will continue to administer the rest of the training modules to develop the leadership capacities of our staff.

Over the last few years, CFSC has emphasized the value and involvement of staff. The new staff grading system, launched in April 2006, has been operating smoothly. Starting from November 2006, staff who have been working for over three years with good performance were entitled to become permanent staff. In 2007, a new body check scheme allowed staff who had worked more than one year to conduct a free body check once in every two years. Also, nine scholarships were established in 2007 to encourage staff who have shown outstanding work performance to pursue further studies. The ultimate goal of the above schemes is to build up our human assets and to strengthen the service team.

I would like to express my gratitude towards the Board of Directors for their support and guidance. I am also thankful to have a group of dutiful staff who give total dedication to their work. Although there is still a long way to go to achieve our goal, we are confident that it will be realized one day. We will continue to endeavor and to fulfill our promises by delivering quality services to service users, providing assistance to staff, and bringing our values to social development.

Kwok Lit-tung
Director