

基督教家庭服務中心 發展簡史

A Brief History of the Christian Family Service Centre

1954-2014

創始成立：1954-1964

二次大戰結束後，中國內地局勢動盪，大量人民逃難來香港。到了1951年，香港的人口已經達到200萬，比數年前激增三倍有多。新抵港的難民大多以木、竹、鐵皮等物料在山邊搭建寮屋居住，少部份難民甚至要露宿街頭，生活環境十分惡劣。有見及此，志願機構和教會於是相繼成立組織協助難民。1954年，美國聯合長老會宣教士文美莉女士 (Miss Muriel Boone) 決心在香港創建教會為難民解決問題，於是興辦國語堂，為難民提供輔導和個案工作，也為他們帶來心靈上的慰藉。

同年，文教士本著「幼有所養，壯有所用，老有所終」的宗旨，在黃大仙靈園創立「美國長老會福利部」(United Presbyterian Casework Centre)，向難民派發由基督教普世協會、美國經援會和海外熱心人士捐贈的糧食、衣物和毛氈等物資。福利部甚至資助難民支付房屋裝置和醫療等費用；並且為長者施予長期的金錢支援、醫藥照顧，以至殮葬服務。不久，由於地方不敷應用，福利部先於1955年10月遷至旺角通菜街212號3樓，後於1956年在洗衣街221號地下另設辦公室。1957年，文教士因年事已高而退任，福利部的工作由高曉光女士接替。有趣的是，當時的辦公室並沒有標示出機構的名稱，但福利部的善行很快就在難民之間流傳，於是有意識的難民紛紛主動到福利部尋求協助。



基督教家庭服務中心前身為
美國長老會福利部
The Christian Family Service
Centre first started United
Presbyterian Casework
Centre

Establishment: 1954-1964

After the Second World War, many refugees from China rushed to Hong Kong. The local population tripled in number in its post-war era, and reached 2 million in 1951. The newly arrived refugees faced adverse living conditions, some built their own squatters with wood, bamboo and iron sheet while some remained homeless. The voluntary organisations and churches set up various associations and organisations to take part in relieving the refugee problem. Miss Muriel Boone, a missionary of the United Presbyterian Church of U.S., decided to build churches in Hong Kong as a means of helping the refugees. By renting premises of the Hong Kong Council of the Church of Christ in China, located on the third floor of 210 Tung Choi Street, Miss Boone founded the Mandarin Congregation in 1954. Not only did the church initiate counselling services for individual refugees, but also their spiritual needs were also satisfied.

Based on the Chinese teaching 'Nurture the young, support the able to contribute, care the old', Miss Boone founded the United Presbyterian Casework Centre (The Centre) to distribute food, clothing and blankets from World Council of Churches, Care International and donors overseas. The Centre even initiated various subsidy schemes: housing apparatus and medical subsidies for the refugees; along with cash subsidies, medical support and funeral services for the elderly. The Centre was soon running out of space.

In October 1955, the Centre moved to the third floor of 212 Tung Choi Street, and established an office on the ground floor of 221 Sai Yee Street in 1956. A year after Miss Boone retired, Miss Doris Caldwell became Director of the Centre in 1950. Unlike the other shops along the street, the Centre did not have a street sign for itself, but was nonetheless well known within the refugee community, and those who needed help found their way there.



1950年代為有需要的老人提
供金錢援助及醫療服務
In 1950s, we began giving
financial assistance and
medical care to those elderly
who had urgent needs



養真苑
Yang Chen House

福利部設有家庭服務部為難民處理基本需要。福利部會先了解難民的背景、情況和能力等，再給予他們適當的建議和輔導。當時有部份難民因不懂廣東話或在港無親無故而未能找到工作，福利部於是開辦「自助計劃」，協助難民經營小本生意。福利部會分發剪裁好的衣物給他們回家縫製，或者協助他們申請牌照開設商店，也會資助他們購買經營生意所需的材料。

當時香港的住屋問題非常嚴重，福利部聯同其他宗教團體向政府申請在竹園徙置區興建俗稱「石屋」的三合土平房，供難民居住；福利部一共建造了56間。同時，福利部又與其他基督教會合建竹園家庭福利院。福利院是兩層式大廈，面積約10,000平方呎，設有課室、縫紉室、圖書室和小型醫療所等。這裡為竹園區家庭提供成人認字班、個案工作、針線和手工教學、托兒服務及健康檢查等不同類型的服務。1962年，福利院擴建，可容納的兒童數目由32名增加至62名，並致力協助於同年被颱風溫黛吹毀家園的家庭。另外，福利部於1962年向政府租借調景嶺一地興建46間石屋，用來安置難民。該處遠離市區，地勢陡斜，出入只有山路可用。石屋結構簡陋，連自來水都欠奉，但已經足以為難民提供安全的居所。

調景嶺的難民大多營養不良，容易染上肺病；福利部於是與調景嶺靈實醫院商量對策。醫院同意撥出8個床位優先收容福利部的肺病患者；福利部又在山上興建石屋供肺病初愈者調養。1961年，福利部於調景嶺增設膳食中心，為區內老弱傷殘人士和寄宿學生提供營養飲食。此外，福利部亦設診所治理輕病患者，並提供轉介至合適診所和醫院的服務。當時新生人口激增，福利部也因應需要開辦育嬰指導服務，由1名常駐護士分配奶粉和維他命等。

The family services unit was set up by the Centre unit to help the refugees with their basic needs. The Centre provided counselling sessions and advice to the refugees based on their background, financial and living conditions. Some refugees, who had no knowledge of Cantonese and lacked friends or relatives, benefitted from self-help programmes, as part of Centres' initiative to help them start businesses, purchase building materials, or apply for a business license. Others were assigned to do sewing work at home.

The housing problem was growing in Hong Kong. Together with other religious organisations, the Centre sought approval from the government to build 56 units concrete cottages to provide accommodations for the refugees. In addition, the Centre also joined other Christian churches to build the Chuk Yuen Family Life Centre. It was a 2-storey building, its space of 10,000 square feet was comprised of facilities such as classrooms, sewing rooms, library, and small clinics. The centre could then provide a range of courses, including reading classes, sewing and handcrafts, as well as services such as child care and health checks. In 1962, the Centre underwent a building expansion which was a timely act as it provided help and shelter to families affected by Typhoon Wendy. The family life centre could house 62 children, as opposed to 32 before the expansion. In 1962, the welfare unit was active in seeking land from the government and built 46 concrete cottages in Tiu Keng Leng. The district was far from the urban areas and with slippery slopes, and hence, the concrete cottages were built in shabby manner with no water supply that provided a shelter for the refugees nonetheless.

70年代初期，以觀塘康寧道及協和街安置區的居民為服務對象，主要改善區內居住環境及早日獲得遷徙入住
In 1970s, our main target clients were the residents who living in Hong Ning Road and Hip Wo Street Resettlement Area for improving their living environment and helping them acquire public housing flats as early as possible



Most refugees sheltering in Tiu KengLeng were suffered from malnutrition, causing some of them to contract lung diseases. This undesirable situation prompted the Centre to approach Haven of Hope Hospital, located in the same district, to come up with a solution. The hospital agreed to assign eight places for lung disease patients referred by the Centre; and a small stone hut was built to allow space for rehabilitation. In 1961, Rennie's Mill Feeding Centre was established by the Centre, providing food for the frail elders, the disabled and boarding students. In addition, the Centre also set up a clinic to care for patients with mild diseases and referred them to appropriate hospitals if necessary. To cope with the rapid growth in population, an in-house nurse was assigned to help new mothers with the provision of vitamins and formula milk, and to provide guidance on parenting and caring of the new born care.



60年代，護士及社會工作員聯同探訪
In 1960s, joint visit by a team of nurse & social worker



70年代開辦「兒童中心」
A Children Centre was set up
in the 1970s

紮根觀塘：1965-1986

早期的觀塘是九龍東部的一片荒地，只有數百間木屋，人口約只有1,000，多以撿垃圾維生。戰後政府為開闢新土地推動工業，在1956年發表「觀塘鎮之設計圖則」，銳意發展觀塘為一個擁有120,000人口的「工業市鎮」。首個興建的住宅項目是1959年起陸續落成的花園大廈，提供1,080個居住單位，可容納7,000人。另一個大型住宅區為雞寮徙置區，共興建24座七層的H型大廈，每座提供580個單位，容納近70,000人。其後相繼落成的有和樂邨、秀茂坪徙置大廈與廉租屋，以及咸田與油塘的大廈等。觀塘迅速發展之後，觀塘事務顧問委員會於1960年提出在當區規劃14英畝土地建立商業區，並增加區內人口至250,000人，將觀塘打造成九龍東部包括牛頭角、鯉魚門、茶果嶺和油塘等地的中心。

觀塘的高速發展，為九龍東部創造了一個充滿活力的城市，同時也為這社區帶來各種各樣的問題。政府在發展觀塘的時候，其實已經在區內建設各種福利設施，包括嚴重殘疾人士收容院和社區服務中心等。不過，這些設施遠遠跟不上人口增長的速度，不足以滿足區內居民的需求。志願機構和宗教團體於是起而成為區內社會服務的主要提供者。

自1961年起，不少福利機構因應觀塘的發展而遷至區內。這時候，長老會福利部因辦事處過於狹小，一直四處尋覓合適用地。後來適逢美國基督教國際救濟會結束在觀塘的辦事處，福利部取得救濟會和政府的同意，在該地開辦新的服務中心。福利部聘用設計師改建大樓，建成附設天台和工廠房間的兩層高平頂建築。1965年，福利部遷入觀塘翠屏道3號，並易名「基督教家庭服務中心」，以服務觀塘居民為宗旨。

1960年代，香港經濟逐漸改善，福利機構多由派發救濟物資轉為提供更全面的家庭服務，例如在協助受助家庭滿足基本需要的同時，亦改善及關注家庭各方面的需要。1965年，本會增設「老人組」、「成人組」、「青少年組」和「兒童組」等工作小組，以服務不同年齡階層的人士。同年，本會又設立健康中心，是大型志願福利機構的首個同類型設施，主要為有需要人士提供健康輔導，並於觀塘區推廣健康教育。健康中心有3名護士和幾名曾任職護士的義工，為市民檢查健康狀況，將健康欠佳者轉介予合適醫生治療，並定期為老人互助中心和兒童中心舉辦健康講座和檢查，令市民了解健康的重要性。

踏入1970年代，政府逐漸投放更多資源在福利服務上；由以往只援助貧困人士及履行法定任務，轉為與志願團體結成伙伴，並確立對志願團體的經濟補助方針，使香港福利服務得以穩定發展。1971年，社會福利署將以往派發乾糧和熱飯的公共援助形式轉為發放現金，令受助的市民能因應自己的需要運用政府的援助，使福利機構不必再承擔經濟援助的責任，可以集中發展福利服務。政府亦同時提升給予志願機構的津貼金額，讓機構有較多資源擴展業務；1972年的津貼額就比1965年高出三倍，增幅可謂極大。為配合政府的福利政策，本會於1970至80年代期間積極展開多元化的發展。



80年代初期，增設「成人教育」，為成年人提供延續教育及訓練課程

In the early 80s, adult education and training courses were organised for those who were 18 or above



1986在東九龍開辦首間老人日間護理中心開幕

The first Day Care Centre for the Elderly was set up in Kwun Tong in 1986

Rooted in Kwun Tong: 1965-1986

Kwun Tong in its earlier times was desolated despite having hundreds of wooden houses and around a thousand of inhabitants who were mainly waste pickers. After the World War II, the government was seeking land for industrial development. In 1956, the government announced the 'Layout Plan of Kwun Tong', aiming to turn Kwun Tong into an 'industrial town' for housing a population of 120,000. The first building project in the district was the Garden Estate. Beginning from 1959, the housing complex was gradually built in different phases providing 1,080 units, for 7,000 residents. Another major building project at the time was the Kai Liu resettlement area, 24 H-shaped, 7-storey blocks were built to provide 580 units for around 70,000 residents. The other housing complexes was gradually built, including Wo Lok Estate, Sau Mau Ping resettlement area, and others in Ham Tin and Yau Tong. Kwun Tong was undergoing rapid development. In 1960, the Kwun Tong Advisory Committee proposed to build a commercial district with 14 acres allotted to absorb up to 250,000 people Kwun Tong then became the centre of Kowloon East, comprising of Ngau Tau Kok, Lei Yue Mun, Cha Kwo Ling and Yau Tong.

Along with the rapid development of Kwun Tong into a vibrant area of Kowloon East, various social problems were arisen. The government didn't include asylums and community service centres while developing Kwun Tong. Nevertheless, the facilities failed to keep pace with the population growth. Various voluntary and religious organisations then became the major social service providers in the district.

Since 1961, a considerable number of welfare organisations lacked moved to Kwun Tong due to its rapid development. The Centre lacked space in its current office and was looking for suitable premises. With the approval of Church World Service and the government, the welfare unit opened its new service centre at the former office of Church World Service in Kwun Tong. The Centre appointed an architect to design a 2-storey building with rooftop. In 1965, the Centre was moved to 3 Tsui Ping Road, and was renamed as Christian Family Service Centre (hereafter CFSC), to serve the underprivileged and needy in Kwun Tong.

Hong Kong's economy improved markedly in the 1960s. The welfare organisations changed their focus from donating materials to providing integrated family services catering for the specific concerns for those families in need. In 1965, the CFSC streamlined its services to cater for the needs of people in different age groups, and hence, 'elderly group', 'adult group', 'teenage group' and 'children group' were formed. CFSC started a Health Centre in the same year which was known to be the first health care centre operated by a major welfare organisation in Hong Kong, promoting health education in Kwun Tong while providing health evaluation services. The Health Centre had three registered nurses and a few volunteers who once were nursing professionals. The team did basic health checks for the community and referred the more severe cases for diagnosis. Health talks and check-ups were also co-organised with Elderly Mutual Help Centre and Child Centre, raising people's awareness in healthy lifestyle.

At the beginning of the 1970s, the Hong Kong government was increasingly committed to welfare service provision, instead of regarding provision of welfare services as a legal obligation to help the needy in the past. The government then outlined policies not only fostering financial subsidies for voluntary organisations, but also partnership with them in service provision. This change in policy was significant in paving the way of welfare services for the following decades. In 1971, the Social Welfare Department altered its means of public assistance from providing food to cash subsidy. Those who were being subsidised could make better use of the cash to address their own needs. In turn, the welfare organisations held a more significant role of providing welfare services whereas in the past, they had to share the role of providing financial aid to the needy. The subsidy to voluntary organisations from the government at the same time was increased. This was a positive move to the expansion as well as diversification of services. There was an increase of funding rates in threefold in 1972 as compared with that in 1965. Consequently CFSC became more diversified in service provision in the 1970s and 1980s.

在兒童及青少年服務方面，政府發現青少年在1966-1967年間兩次暴動中的參與率十分高，反映出他們有明顯的反叛行為。政府於是認為有必要積極推行青少年康樂活動，令他們能投放精力於其他事務，以降低犯罪的意欲。1972年，本會增設學校社會工作服務，派員到小學駐守，以個案與小組工作的形式舉辦各種預防性活動，協助學生解決學業、行為、情緒和人際關係的問題。此外，本會亦與校方行政人員及老師建立融洽的關係，令學校工作能順利運作。其後，社會工作的服務更擴展至部份中學。

1973年，政府成立委員會研究青少年問題，並於1975發表報告，再於1977年提出《青少年個人輔導社會工作計劃方案》，建議於1980年在全港中、小學開設學校社會工作服務，並要求志願機構為家庭提供家庭生活教育服務。本會響應政府的號召，於1976年增設家庭生活教育，由護士為居民提供家庭計劃、均衡飲食、家居安全和幼兒護理等輔導。本會又舉辦相關講座，協助家庭成員了解彼此應負的責任，增加成員之間的溝通，減少磨擦，從而減少兒童和青少年的反叛情況。

1979年，本會為回應政府的社工政策並處理社工人手短缺的問題，於是一方面將原來駐守小學的社工撤回，轉而以中學生為主要服務對象；另一方面則增設「兒童中心」協助兒童發展。其實早於1970年代初期，本會已成立兒童小組服務，協助教育水平不高的父母教導子女應付日益繁重的功課。幾年後，本會進一步發展兒童小組，舉辦各類型活動如制服小組、興趣小組、成長及友誼小組等，培養兒童德、智、體、群、美的發展。本會也會舉行不同性質的暑期活動和家庭會，幫助父母了解子女的需要。

1979年開辦「兒童中心」
Children Centre commenced
operation in 1979



家庭服務

政府於1973年發表的《福利發展白皮書》中表示，家庭工作需轉向預防性服務。除了提供一般的家庭輔導服務外，亦協助解決從學校轉介而來的學生及家庭問題。翌年，本會增設社區發展工作，又聘用1位全職社區工作人員，處理觀塘康寧道及協和街安置區約千名居民的困難，協助改善該區居住環境。政府其後於1977年清拆這兩個安置區，本會於是將有關服務轉至翠屏邨。

1979年，本會在鯉魚門開辦社區服務，借用鯉魚門街坊福利會的會址作臨時辦事處，為區內人士提供各種社區活動及提供諮詢，並鼓勵居民合力解決區內環境的問題。1981年，鯉魚門街坊福利會遷至安里西村99號，本會亦隨之增設各種工作小組如義工組、青年組、婦女組、老人組和防火糾察隊等。居民亦可以通過「環境改善小組」與政府部門聯絡，解決區內食水、渠道和垃圾收集等問題。中心員工亦會到區內推動社區公民教育，鼓勵居民參與社區事務，共同建立一個互助互愛的社區。

在老人服務方面，鑑於調景嶺石屋住有大量單身老人，本會於1972年將以往設於調景嶺的兩個食堂改建成老人院，命名為「養真苑」。養真苑鄰近調景嶺基督教醫療所，醫療所的護士於是經常到院舍診症。養真苑可容納50名男性，為需要特別護理服務的長者提供全面的照顧，其他可自行照顧起居的院友則獲提供膳食和洗衣服務。院舍亦會舉辦聯歡會、電影欣賞、賞花鳥和旅行等活動，並且鼓勵長者製作手工藝品，放在本會的手藝部出售。

總會會址重建步行籌款剪綵儀式

A kick-off ceremony at the
charity walk to raise fund
for the reconstruction of
headquarters building



There were two riots in 1966 and 1976 respectively. Both were noted with high participation rate of children and teens. The government recognised the importance of promoting teen recreation in order to steer at-risk youngsters onto a more productive and civil path, and to rectify their intent of committing crimes. In 1972, the Youth-oriented School Social Work Unit of CFSC was launched to extend social work services to schools. School counsellors were sent by CFSC to primary schools in the district to support students in resolving academic, behavioural, emotional and interpersonal issues, by means of peer working groups and prevention and resolution role-playing activities. In addition, CFSC worked closely with teachers and administrators to enhance its operation and help to individual students. The services were then extended to selected secondary schools.

In 1973, the Hong Kong government set up a committee researching extensively on social problems of teens. Based on the report issued in 1975, the committee proposed the 'Program Plan on Individual Counselling Services Among Young People' in 1977. The scheme recommended extending social work services to all primary and secondary schools in Hong Kong, as well as demanding voluntary organisations to provide family life education services. CFSC echoed the government policy, and began providing family life education services in 1976, with nursing professionals holding counselling sessions on family planning, balanced diet, family safety and child care for residents. CFSC also organised seminars to promote harmonious relationship among family members, letting each person understand their role in the family, and preventing problems and miscommunication, notably with children and teens.

In 1979, CFSC aligned closely to government policy to resolve a staff shortage problem in social work sector. The school social work services refocused the services from primary schools to secondary schools as the main target and the Children Centre was then set up to promote child development. Previously in the early 1970s, the Children Services unit helped children with less educated parents to cope with schoolwork. A few years later, CFSC expanded this unit's scope to teach children essential life skills, including building and maintaining friendship groups. Summer activities and family groups were also organised to help parents better understand the perspectives and pressures of their children.

Family Services

In the 'Welfare Development White Paper' of 1973, the Hong Kong government reiterated the importance of directing family services into prevention services. CFSC expanded its scope in community development one year after; handling student or family cases referred by schools in addition to regular family counselling services. CFSC recruited a full-time staff member dedicated to community work, specifically in improving the living conditions of around 1,000 residents in Hon Ning Road and Hip Wo Street resettlement areas. The government demolished blocks of the two resettlement areas in 1977, and the services were then redirected to Tsui Ping Estate.

In 1979, CFSC started to operate community services in Lei Yue Mun with a temporary office borrowed from Lei Yue Mun Kai Fong Association. It provided various community services, and encouraging the residents to work jointly to improve the environment within the district. In 1981, Lei Yue Mun Kai Fong Association was relocated to 99 On Lei Sai Chuen. CFSC could then expand various working groups targeting teenagers, women, elderly and fire prevention. Residents could also contact the governmental departments via the 'Working group on Environmental Improvement' to solve problems regarding water supply, sewage and waste collection. Staff also promoted civic education in the district and encouraged the residents, to participate in community affairs with an aim to establish a mutual help and caring community.



東九龍第一間老人日間護理中心於1986年開幕，名為「觀塘老人日間護理中心」
The first Elderly Community Centre in Kowloon East namely Kwun Tong Community Centre in 1986

政府於1973年發表《給老年人提供的服務：報告書》，主張以「家居照顧」發展老人服務；1977年又發表《老人服務綠皮書》，建議志願團體擴展「家居照顧」服務，以照顧無法自理的長者。本會於是在1977年增設家務助理服務，為從教會、聯合醫院和房屋署轉介而來的老人提供家庭服務，例如送飯、清潔、處理家務、購物、護送、洗澡及運動等。對於獨居和無法煮食的老人，本會職員會以保溫瓶盛載飯艇，然後安排家務助理員送到他們家中。後來，長者對送飯服務的需求愈來愈大，本會需出動兩輛小型貨車運送飯艇。1979年，政府開始資助香港福利機構的家務助理服務，本會於是將家務助理服務擴展至傷殘人士及有需要的家庭。

在老人服務方面，本會在東九龍區第一間老人日間護理中心於1986年開幕，名為「觀塘老人日間護理中心」，主要的作用是提供個人照顧和護理服務，並且防止體力衰退和健康欠佳的長者身體情況惡化，亦有助於減低長者對住院型安老院的需求。護理中心設於鯉魚門邨第二座地下，可容納40名長者，附設廚房、飯廳、洗衣室、浴室、活動室和用於物理治療與職業治療的器材，為區內老人提供醫療護理、個人照顧輔導及社交活動等。

勞工服務

香港經濟受到1973年石油危機的打擊，工廠不斷減產和倒閉，造成大量失業人口。1975年，政府開始注重勞工階級的利益，並於1977年的《社會保障綠皮書》中提出有關僱主和僱員各供僱員薪酬2%的保險計劃，以保障不幸患病或傷殘的僱員。不過，相關的建議在僱主反對及僱員認識不足的情況下沒有推行。為使市民認識更多有關工作和工作福利的事項，中心於1977年推行勞工教育。後來勞工教育的參加人數不斷增加，本會於是在1979年正式成立工友組織，名為「官塘職工」，並開始發展「工業社會服務」。

官塘職工有超過50名基本會員，主要為觀塘工友提供勞工法例諮詢服務，工友可以登門或透過電話查詢如欠薪、分娩假和僱主賠償等問題；較嚴重的勞資糾紛則轉介至勞工署或基督教工業委員會處理。另外，官塘職工為青年工友提供職工法律的教育，讓他們學懂之後將法律知識轉授其他工友；官塘職工也會與其他勞工組織合力為觀塘區工友謀求福利。1982年，本會開設日夜校成人教育，給予成年人選修訓練課程及延續教育的機會，使他們能增長學識，充實生活。

健康服務

此外，本會亦於1982年開拓社區健康項目，推行「健康外展計劃」，為傷殘、長者和病患者提供老人健康檢查、健康講座、量血壓、健康輔導等服務，使區內市民明白及早治療和預防疾病的重要性。

第二任總幹事高曉光女士在服務本會26年後，於1983年功成身退，由邱可珍女士繼任。這二十多年間，香港的社會服務需求亦隨著社會發展不斷增加，本會的空間已經不敷應用，加上總部的會址日漸破落，未能配合社會及機構發展的需要。1987年，董事會作出了重大的決定，在總部原址重建新廈。

1988年董事會決定在原址展開重建工程，1995年10月正式動工

In 1988, the Board made a decision to redevelop the new headquarters building. Construction works commenced in October 1995



Due to a great number of elderly persons living alone in Tiu Keng Leng, CFSC renovated its 2 canteens there into an elderly home which was named Yang Chen House. It was close to Rennie's Mill Christian Medical Clinic, where nurses often paid visits to the elderly home. Yang Chen House could house 50 male elderly residents. It provided holistic care to the frail elderly while those elderly persons with better self-care capacity would be provided catering and laundry services. Group activities such as parties, film appreciation and short trips were organised, and residents were also encouraged to make handicrafts to be sold in the handicraft unit.

In 1973, the government's working party on the Future Needs of the Elderly published 'Services for the Elderly: Report' stating care in the community would be the direction for the elderly services development. In the Green Paper on 'Services for the Elderly' published in 1977, voluntary organisations were advised to develop home help services to take care of elderly who have limited self-care capacity. In the same year, CFSC provided home help services to elderly who were referred from the churches, the United Christian Hospital and the Hong Kong Housing Authority. CFSC provided home help services which included meal delivery, house-keeping, shopping, escorting, and physical exercise. For living alone elderly who could not make their own meals, home helpers would deliver meals to them with thermal flask. Catering services were then in greater demand and 2 vans were needed for delivery. The Hong Kong government subsidised voluntary organisation to provide home help services in 1979, and CFSC were then able to extend the scope of services to the disabled and needy families.

In 1985, Kwun Tong Day Care Centre for the Elderly was opened, which was the first CFSC Day Care Centre for Elderly in Kowloon East. It mainly provides help to frail and demented elderly people with preventative medical treatment, which allowed them to stay in their own homes longer and reduce the pressure on public care homes. Located on the ground floor of Block 2 of Lei Yue Mun Estate, the Centre could receive 40 elderly people at a time with its wide ranges of facilities, including a kitchen, dining class, laundry rooms, bathrooms, an activity room and physiotherapy equipment. The Centre provided social activities, as well as medical and personal care.

Labour Services

Hong Kong's economy was at risk due to the oil crisis in 1973, with many factories closing down and many workers becoming unemployed. In 1975, the government became aware of the rights of the working class. Two years later, the 'Social Security System Report' suggested that both employers and employees should contribute 2% of an employee's salary for an insurance plan to protect them from sickness or disability. Such suggestion was not put forward due to the opposition from employers and the lacking awareness of employees. CFSC put forward labour education in 1977 to help people understand more about work-related welfare. In 1979, to meet the increasing need, CFSC formally founded a group, Kwun Tong Workers' Association, and launched industrial social services.

The Kwun Tong Workers' Association had over 50 members. They provided legal consultation, and concerned on labour rights ranging from outsourcing, maternity leave, and employee compensation. Occasionally, serious employment disputes were referred to Labour Department or Hong Kong Christian Industrial Committee. The Committee provided basic legal education to the workers who then could provide help to their colleagues. It also worked closely with other labour organisations to strive for better rights and benefits for workers in Kwun Tong. In 1982, CFSC organised day and evening adult education courses, giving those on low incomes the opportunity to learn useful skills and improve their lives.

Health Services

To enhance awareness over disease prevention, in 1982 CFSC began to expand into the community health domain with the 'Outreaching Health Programme', to provide services such as health talks and counselling, blood pressure monitoring, as well as health checks for the elderly.

Miss Doris Caldwell, our second Director, retired in 1983 after serving CFSC for 26 years. She was succeeded by Miss Nora Yau Ho-chun.

擴展服務：1987-1999

自1987年起，本會的服務逐漸延伸至觀塘以外的地區，特別是即將大力發展的將軍澳和調景嶺。樓高兩層的總辦事處顯然無法配合業務的發展，現址重建勢在必行。1988年，董事會委派轄下的發展小組委員會及籌款小組委員會監督整個重建計劃，本會預計興建一座18層高的大樓，容納原來總部所有服務單位及其他新的服務。可惜，即使有社會福利署、香港賽馬會慈善信託基金和其他善長的資助，資金仍然不足以支持原來的計劃，最終只能興建10層高的大樓。

在重建計劃施工前，總部內的單位於1993年陸續遷至其他地方設立臨時辦事處。中央行政部遷至灣仔溫莎公爵大廈；老人社區服務中心搬到秀茂坪邨一所空置幼兒日間中心；兒童中心遷至藍田邨；其他單位則集中在牛頭角上邨政務署騰出的三間辦公室內。後來秀茂坪邨清拆，老人社區服務中心於1996年再遷至順安邨。總部大樓於1994年拆卸，1995年10月展開重建工程。總部新廈於1998年落成啟用，大大增加了服務的空間，為本會的發展揭開新的一頁。新的總部大樓即時增加了六項政府資助的服務，計有長者社區中心及日間護理中心、幼兒園及育嬰院、展能中心暨宿舍、西醫及牙醫診所等。新大樓是一所多元化服務綜合大樓，為社區提供可租用的禮堂及房間設施，並且為日後的發展預留空間。

重建計劃由籌劃至完成，本會仍然不斷擴展服務。在家庭服務方面，本會於1986年在三家村增設鄰舍層面社區發展計劃辦事處，透過家訪和舉辦教育及康樂活動，與嶺南村和三家村臨屋區的四千名居民建立關係及提供基本服務，並鼓勵他們互相協助解決生活上的問題。1992年三家村臨屋區完成清拆，辦事處遷至高超道公共屋邨繼續區內服務市民。

1996年4月，本會開辦婦女庇護中心「恬寧居」，為遭遇家庭暴力或嚴重問題的婦女及其子女提供安全短暫的住宿服務，以解決即時的危機。中心透過專業輔導及離舍支援，協助婦女作好自我裝備，建立自信，重過新生。

在兒童及青少年服務方面，本會得到成龍慈善基金的支持，於1991年12月在將軍澳景林邨開辦成龍景林青少年中心，為兒童及青少年舉辦不同種類的戶內及戶外活動，包括興趣小組、社交及義工組、補習班和家庭旅行等。1991年，政府發表《跨越九十年代香港社會福利白皮書》，指出香港的核心家庭日漸增多，母親外出工作的情況普及，建議增加幼兒中心，方便父母出外工作。1993年，本會於藍田開辦第一所幼兒園德田幼兒園，為雙親外出的家庭照顧及教育子女。

1987年，本會增設老人社區服務部，全面支援東九龍區長者，包括提供老人社交中心、家務助理服務、輔導及社區教育、飯堂、沐浴及洗衣服務等。1988年，老人社區服務部首創「全港老人合唱比賽」鼓勵長者積極參與群體活動，體現「活躍晚年」的精神，活動至今已經26年，仍大受歡迎。1991年，本會獲得任白慈善基金捐助二百萬元開辦第二所安老院，名為「任白慈善基金景林安老院」，提供125個男女宿額。院內45個宿位屬於「護理部」，為需要醫護照顧及個人照顧的體弱長者而設；其餘80個宿位歸入「膳食部」，讓有自理能力但起居仍需要協助的長者入住。另外，院方亦為患有認知障礙症的長者提供特別照顧及訓練。



1996年總部賽馬會大樓
奠基典禮
The Foundation Stone
Laying Ceremony of The
Jockey Club Headquarters

Services Expanding in Scope: 1987-1999

From 1987 CFSC extended its service area outside Kwun Tong, with a focus on Tseung Kwan O and Tiu Keng Leng. It was inevitable that CFSC would need more space for its expanding scope of services. In 1987, the Board of Directors made an important decision to demolish the 2-storey CFSC headquarters, and build a new one. In 1988, the Board appointed the Development Committee and the Fundraising Sub-committee to oversee the re-development project. The original plan was to build an 18-storey building to house the existing service units and some new ones. However, the project experienced funding shortage and ended up as a 10-storey building – a monumental accomplishment nonetheless, achieved with the help of the Social Welfare Department, the Hong Kong Jockey Club Charities Trust and other donors.

The various service units were relocated to a temporary office in the course of redevelopment. The Central Administration unit was located in the Duke of Windsor Social Service Building; the Multi-service Centre for the Elderly was relocated to a vacant child care centre in Sau Mau Ping Estate; the Child Centre was relocated to Lam Tin Estate; the other service units were squeezed into the three offices at the Home Affairs Department of Upper Ngau Tau Kok Estate. Due to the demolition of Sau Mau Ping Estate, the Multi-Service Centre for the Elderly was moved to Shun On Estate. In 1994, the headquarters building was demolished, with rebuilding commencing in October 1995. The new headquarters came into use in 1998, and it featured a much expanded space, marking a new page in the story of CFSC. The renovated headquarters included 6 new services subsidised by the government, including a Multi-Service Centre and Day Care Centre for the Elderly, a Day Creche and Day Nursery, a Day Activity Centre and Hostel for Severely Mentally Handicapped Persons, medical and dental clinic. The new development was now a multi-service complex providing auditorium and function rooms facilities, while still reserving space for future plans.

CFSC expanded its scope of services in the course of its redevelopment. In 1986, CFSC opened an office to support the ‘Sam Ka Tsuen Temporary Housing Area Neighbourhood Level Community Development Project’. Recreational and education activities were held to improve neighbour relations with the 4,000 residents, while providing basic services and helping them to mutually assist each other. Its office was relocated to Ko Chiu Road Estate when temporary housing area of Sam Ka Tsuen was demolished in 1992.

In April 1996, CFSC opened the Serene Court, a refuge centre for women. It provides temporary accommodation for women with or without children, who are facing domestic violence. Serene Court also provides counselling and post-discharge support services for women, so as to help them establish their self-confidence and lead a new life.

The Jackie Chan Charitable Foundation offered CFSC to set up the Jackie Chan King Lam Children and Youth Centre in December 1991. The centre organised both indoor and outdoor activities, such as interest groups, volunteers groups, tutorial classes and family trips.

In 1991, the Government issued a White Paper on ‘Social Welfare into the 1990s and Beyond’, pointed out that there was a rise of nuclear families in Hong Kong. Therefore child care centres were proposed to meet the needs of families with working mothers. Tak Tin Day Nursery, CFSC’s first nursery, was opened in 1993 to help taking care of children and enhance learning and interpersonal skills.

The Multi-Service Centre for the Elderly came into operation in 1987 to provide a wide range of community support services for the elderly in Kowloon East, including a social centre, home help service, counselling and community education, canteen service, showering and laundry service. Since 1988, the Multi-service Centre for the Elderly has organised the ‘Elderly Singing Competition’, the first of the kind in Hong Kong. The annual event has remained extremely popular and continues to encourage the elderly to make use of their musical talents. In 1991, CFSC opened the Yam Pak Charitable Foundation King Lam Home for the Elderly, the second care and attention home. It has 125 places available for male and female elderly people, with 45 are under the care and attention section, which serves frail elderly; the remaining 80 are under the meal section, targeting elderly with self-care capacity though still needing considerable attention. In addition, the home also provided special care and training for residents with dementia.

1998年開辦牙科診所
Dental clinic was
commenced in 1998



翠林宿舍則為精神病康復者提供過渡時期的住宿照顧，幫助他們提升獨立生活的能力，以便重新融入社區。1996年，本會得到社會福利署資助開辦續顧服務，為完成中途宿舍住宿期而重返社區的康復者提供外展輔導及生活支援，協助他們適應社區生活。1997年11月，本會又在將軍澳開設「誠信」、「誠望」和「誠愛」三間小型兒童之家，透過家庭模式的照顧為有個人或家庭問題的6-18歲輕度智障兒童提供照顧、訓練、輔導以及安排特別治療活動，培養他們的自我照顧能力及社交技巧，從而促進身心健康成長。1998年，本會於總部大樓開設迪智展能中心暨宿舍，為15歲以上的中度至嚴重智障人士提供住宿、護理、生活自理等訓練及輔導服務，提升他們的生活質素。

本會於1993年推行「僱員服務計劃」，成為香港僱員輔助計劃（Employee Assistance Programme, EAP）的先導者之一。這計劃是為商界僱員提供收費的社會服務項目，改善他們的生產力和生活與質素。僱主以合約形式購入服務，計劃以多元化的方法照顧僱員的身心健康，包括僱員輔導、培訓活動、危機管理、家庭生活教育、健康服務和退休前計劃等，從而提升員工對所屬公司的生產力。1995年後香港工業不斷萎縮，本會決定逐步結束工業方面的服務，改為集中發展「僱員服務計劃」。1990年代，香港政府提供的社會服務未能滿足上班族對輔導及身心健康服務的需要，本會在填補這服務缺口上作出了重要的貢獻。

1992年，政府發展調景嶺一帶地區，本會屬下的養真苑亦須清拆。本會與政府商討後，養真苑遷往厚德邨以公屋單位興建的新院舍。新院舍的收容額較以往大兩倍半，兼收男女長者共134人。1995年3月，本會第二間老人日間護理中心於橫頭磡開幕，為體弱傷殘的長者提供個人照顧、復康運動、護理和社康活動等。

在復康服務方面，政府早於1977年發表《群策群力協助弱能人士更生》白皮書，主張以綜合性康復服務協助弱能人士發揮所長。不過，照顧弱能人士是專門的服務，本會一直未有資源在這方面發展，但深切認為有發展復康服務的需要，後來，經與社會福利署多次商討及作出申辦，終於在1991年，本會在將軍澳翠林邨開設翠林庇護工場及中途宿舍。庇護工場為15歲或以上由社會福利署轉介的弱能殘疾人士提供工作訓練，並且聘請社工為學員解決人際關係及適應力的問題。在社會福利署的資助下，本會於1995年增設輔助就業服務，主力跟進職前訓練、就業配對、在職支援及僱主聯繫等工作，加強了對殘疾人士公開就業的支援。



2001年，開辦勵志單親中心，為單親人士提供各類支援服務
Lai Chi Single Parent Centre was founded in 2001 for providing various support services to single parents



2008年推行「社區保姆」計劃
Started to implement
'Neighborhood Supportive
Child Care Project' in 2008

In 1992, Yang Chen House was demolished because of the redevelopment of Tiu Keng Leng. Following negotiations with the government, it was relocated to Hau Tak Estate, using public housing as a new site. The new Yang Chen House could host 2.5 times the number of people at the old site. It could house 134 elderly people, both male and female. In March 1995, CFSC's second elderly day care centre was opened in Wang Tau Hom, providing individual care, nursing and rehabilitation services to the frail elderly.

Rehabilitation Services

In 1977, the government issued the White Paper on 'Integrating the Disabled into the Community: A United Effort', to provide comprehensive rehabilitation services to maximise the potential of the disabled. Such a specialised service would require significant expertise and investment, which CFSC at that time lacked the resources to develop. But CFSC strongly believed there was a need to develop rehabilitation services. After numerous discussions with the Social Welfare Department, in 1991, CFSC opened the Tsui Lam Sheltered Workshop and Half-way House in Tsui Lam Estate. The Sheltered Workshop provides vocational training for people with disabilities aged 15 years referred by the Social Welfare Department. Social workers would also work to resolve the interpersonal and developmental issues of individual trainees. With funding from the Social Welfare Department in 1995, CFSC commenced Supported Employment Service. The programmes gave practical advice and support in the form of pre-job training, on-the-job support, job matching, and employer liaison etc.

Tsui Lam Half-way House provides a transitional period of residential care to facilitate ex-mentally ill persons to achieve an optimal level of functioning for the purpose of community reintegration. With the support of Social Welfare Department, CFSC began to provide aftercare services in 1996, helping those clients with counselling and support services so as to enable them to reintegrate successfully into their communities after leaving the Half-way House. In November 1997, CFSC founded three small group homes: 'Shing Shun', 'Shing Mong' and 'Shing Oi' to provide home-like residential care service, training, counselling and therapies to children and teenagers between the ages of 6 to 18 with mild mental handicap and family problem with an aim to improve their self-care ability and social skills for healthy development. In 1998, Dick Chi Day Activity Centre and Hostel was established in CFSC's headquarters, to provide accommodation, care and counselling services to persons aged 15 or above with moderate to serious mental handicaps.

CFSC launched the 'Employee Service Programme' (ESP) in 1993, and was one of the organisations piloting Hong Kong's Employee Assistance Programme (EAP) in Hong Kong. The EAP targets commercial sectors employees in order to enhance their productivity and living quality. Employers entrusts CFSC with service contract to enhance their employees' life by providing various services, including counselling, retraining, risk management, family education and early retirement planning. With the industrial sector shrinking since 1995, CFSC decided to suspend industrial social services and focus on developing ESP. The Hong Kong government's social services in the 1990s had yet to satisfy the psychological and counselling needs of the working class, CFSC therefore contributed to fill in the service gap.

本會透過「全、同心、社區一心」從健康家庭出發」55周年開放日的活動帶出「建立和諧、健康家庭生活」之重要性
In our 55th Anniversary Open Day, we promoted harmonious and healthy family to the public



轉型與突破：2000年至今

踏入21世紀，政府積極推動社會福利資助制度改革，本會亦於2001年正式加入社會福利署的整筆撥款津助計劃。2003年底，服務本會20年的第三任總幹事邱可珍女士榮休，由郭烈東先生接任；本會亦隨即推動改革和服務整合，迎接新津助制度的挑戰。2004年首推整合服務的管理改革，組合四項綜合服務，包括：綜合長者服務、綜合復康服務、綜合家庭支援服務及醫療健康服務，使資源能更有效運用，並提升服務效率。本會又特別加強支援自負盈虧服務，包括健康服務及僱員服務計劃，改變服務營運策略，使服務更具競爭力。

為回應新津助制度，本會於2005年啟動職級及薪酬檢討，翌年落實新組織架構，並確立升遷及薪酬制度，制定長遠財務預算及預計風險等工作。本會亦同步推行優質服務管理，為員工提供培訓，更新服務流程和建立服務形象，以追求卓越的服務精神來提升服務質素及競爭力。另外，本會亦成立工作小組改善總部大樓大堂的設計及地方運用，改善服務環境和設施。在制度和系統上，本會加強了機構管治和服務支援，設立資訊科技組、傳訊組和服務表現監察組，訂定表現指標，並定時檢視質素，確保服務能有效協助服務使用者改善生活。

兒童及青少年服務

本會因應社會福利署於2001年推行的「一校一社工」及綜合青少年服務政策而重新調配服務資源，把成龍景林青少年中心轉型為自負盈虧的「成龍全人發展中心」，以靈活及創新的手法為幼兒至成人提供全方位培育，達至全人發展的目標；而把原本成龍景林青少年中心的政府資源，轉撥到秀茂坪順天邨和觀塘翠屏邨，開設綜合青少年服務中心跳躍青年坊，協助翠屏南、景田及順天東的青少年發展學業、個人成就和理想等，為未來遇到的挑戰和困難作好準備。

2002至2003年間，香港經歷了「嚴重急性呼吸系統綜合症」(SARS)的肆虐，經濟低迷，政府停建居屋，原本在觀塘寶達邨的7座公屋及6座居屋，因而全面轉為出租公屋之用，並在2003年6月起入伙；經濟及社會政策的轉變，使寶達社區成為一個貧窮社區。為了支援寶達社區，本會於2005年在寶達邨開辦「臻善軒」，提供兒童及青少年服務，為新社區的基層家庭作出支援。2007年，臻善軒得到香港賽馬會慈善信託基金資助，在區內推行「共建和諧寶達家」計劃，提供包括培訓工作坊、家庭探訪、家長互助小組和家居生活挑戰站等服務，鼓勵家長和子女建立良好家庭關係，凝聚社區內的家長互相支援的精神。為了配合寶達社區內青少年的成長和相應的需要，臻善軒在2011年推行「動感90後」計劃，透過表演藝術和運動媒介，啟發青少年的潛能，減少青少年沉迷網絡世界及預防區內的童黨問題。

Reform and Breakthrough: 2000 until the Present

The government endeavoured to reform the social welfare subsidy system in the early 2000s, with CFSC joining the Lump Sum Grant Subvention System from 2001. Our third Director, Miss Nora Yau Ho-chun, retired in 2003 after 20 years of service, and she was succeeded by Mr. Kwok Lit-tung. In 2004, CFSC management implemented reforms to allow better service integration. CFSC simplified the existing service platform into 4 main Service Continuum: including integrated elderly care services, integrated rehabilitation services, integrated family support services, and integrated medical and health services. The service restructuring also enabled CFSC to strengthen support over self-financing services, including health services and ESP with new business strategy.

In response to the Lump Sum Grant Subvention System, CFSC commenced a review of rank and salary ranges in 2005, and proposed a new organisation structure one year after to consolidate the promotion and salary system, and to put forward long-term financial planning and risk assessment. CFSC also promotes quality management, providing staff training to enhance service operation and building image. In addition, CFSC created a working group to improve the use of space and design in the new headquarters. Not only does CFSC aim at improving services and facilities, but also to champion stronger governance and service support by setting up the IT unit, cooperate communications unit and the performance management unit. It is vitally important for CFSC to monitor its service quality and work according to the goals it sets for itself, which in turns improves the lives of those using its services.

Children and Youth Services

When the Social Welfare Department released the 'One School Social Worker for One School' guidelines and Integrated Children and Youth Services in 2001, CFSC redeployed resources. The Jackie Chan King Lam Youth Centre became the self-financing Jackie Chan Whole Person Development Centre, offering a flexible and innovative approach to both children and adults on how to achieve whole person development. The original government resources from the Jackie Chan King Lam Children and Youth Centre had moved to Youth Leap to help young people in Tsui Ping South, King Tin and Shun Tin East to fulfil their personal goals and develop their educational plans, preparing them to face the challenges and opportunities ahead of them.

In 2003, Hong Kong suffered from economic downturn owing to the outbreak of the 'Severe Acute Respiratory Syndrome' (SARS), resulting in a sudden cease with the Home Ownership Scheme (HOS). The 7 blocks of public rental housing and 6 blocks of HOS originally in Kwun Tong Po Tat Estate were turned into public rental housing in June 2003. Po Tat community has since then become a poor communities.

To support Po Tat community and grassroots families to adapt to the new community, CFSC set up Cherish House in 2005 in Po Tat Estate to extend child and youth services to East Kowloon. In 2007, Cherish House was funded by the Hong Kong Jockey Club Charities Trust to put forward the 'Integrated Project for Po Tat Estate'. Comprising training workshops, home life guidance seminars, family visits and various activities, it helps to strengthen parent-child relationships and communication. Cherish House also runs a parent support group to promote mutual help and community solidarity. In response to the growing up of the teenagers in the community and the corresponding need, Cherish House implemented the 'Youngsters in Motion' program in 2011. Through performing arts and sports, the potential of the youngsters was inspired. The program helped to reduce their addiction to online world and to prevent juvenile gangs in the community.



「小天使」完成訓練計劃後在社區擔任推廣大使
'Happy Angel' promoted anti-domestic violence in the community after completion of training

為了協助學業稍遜的高中生完成高中課程，為投入社會作好準備，本會於2007年開辦「匯青書院」，以自負盈虧模式式營運，高峰時期收生達二百多人。隨著政府於2011年推行新高中學制，高中課程獲政府全面承擔，「匯青書院」亦於2012學年完結後結束。延續同一使命，本會於2012年開辦「YOU CAN 潛能發展中心」，以藝術及運動作為媒介，協助青年人克服困難，發展潛能。

家庭服務

由於離婚問題嚴重，單親家庭極需支援，本會於2001年獲社會福利署資助開辦「勵志單親中心」，加強了本會的單親服務，為東九龍區內的單親家庭提供進一步支援。中心透過各項成長活動，強化單親家庭功能，協助他們建立互助支援網絡，並加強他們的就業和獨立能力。

2000年社會福利署檢討家庭服務，認為香港的家庭服務模式需要作出改革，並開始試驗新的「綜合家庭服務中心」模式。經過試驗及評估，社會福利署於2004年度開始逐步將傳統家庭服務中心轉型為「綜合家庭服務中心」，加強了預防和支援的角色，以回應地區的家庭需要。本會亦於2004年正式將家庭輔導部轉型為綜合家庭服務中心，並易名「活力家庭坊（綜合家庭服務）」，按「兒童為重、家庭為本、社區為基礎」的服務方向，透過家庭資源組、家庭支援組及家庭輔導組提供一系列預防、發展、教育、支援、充權和補救服務。2008年，本會得到社會福利署資助，推行「鄰里

2000年代初期及中期，天水圍新市鎮發生多宗倫常慘劇，社會對天水圍的社區十分關注，紛紛增強對天水圍的支援。本會在2008年與香港房屋委員會合作，將綜合家庭支援服務擴展至天水圍區，成立天水圍房屋諮詢及服務隊，以伙伴協作模式，支援新遷入天水圍的居民。經過兩年試驗，房委會認為成效理想，於是在2010年將服務範圍拓展至屯門、元朗和東涌公共屋邨，新計劃仍由本會執行。本會隨後在東涌、天水圍和屯門設立3個辦事處，為居民提供「適應」、「建設」和「聯繫」社區的服務。2012年4月，房屋諮詢及服務隊試驗計劃結束，由於區內暫時沒有新屋邨落成，房委會決定結束服務，而天水圍的會址則交由本會成立「天水圍社區服務處」，繼續為天水圍居民服務。

長者服務

本會於2001年在順安老人社區服務中心設立了耆性資源輔導及性教育推廣中心，成為同行之先驅。2003年，社會福利署在《重整長者社區支援服務報告》中建議將老人社區服務中心提升至長者地區中心，從而減少服務重疊和全面照顧長者。同年，本會將真光苑老人社區服務中心和順安老人社區服務中心轉型成為長者地區中心，並擴大服務範圍。2003年，因應社會上體弱長者增加，政府為了有效運用長者住宿資源，由2003年1月起停止接受申請入住長者宿舍，並於2005年度開始逐步把長者宿舍轉型為提供長期護理服務的院舍。配合政府政策，本會於2006年3月申請將養真苑逐步轉型為一所提供持續照顧服務的護理安老院，設有持續照顧資助宿位、自負盈虧宿位，以及自負盈虧日間暫託名額。2007年3月，又將任白慈善基金景林安老院逐步轉型。

社工向天台住戶講解日後重建賠償及安置的政策
Social Workers introduced compensation policy to roof top households



Christian Family Service Centre since 1954



不分老幼齊心參與健康屋邨活動
All ages actively participated in the Healthy Estate Activities

To help high school students who couldn't attain satisfactory performance in examination to complete their high school curriculum, and to help them integrate into the community, CFSC set up a self-financed Wui Ching College in 2007. The enrollment of the college was more than 200 at its peak. Following the full subvention of high school curriculum in 2011, Wui Ching College was shut down at the end of the 2012 school year. To continue the same mission, CFSC set up the project 'You Can' in 2012, using arts and sports to help young people to overcome difficulties and develop potential.

Family Services

Funded by the Social Welfare Department, Lai Chi Centre was set up in 2001, to provide support to single parent families in East Kowloon. The centre empowered single parent families with a variety of services and developmental activities, so that the families could form a mutual support network and were assisted to find jobs and live independently. According to the review of family services conducted by the Social Welfare Department in 2000, the model of providing family services in Hong Kong needed to be reformed. After conducting pilot and evaluation of the service model of Integrated Family Service Centre, the Social Welfare Department gradually transformed the family service centres to place emphasis on preventive,

supportive and remedial services to meet the changing needs of families. In 2004, CFSC transformed the family counselling unit and renamed it as 'Family Energizer (Integrated Family Service)'. A series of preventive, educational, developmental, empowering and remedial services were provided through the three components of family resources, family support and family counseling to meet the objectives of 'child-centred, family focused and community-based care'.

In 2008, CFSC was supported by the Social Welfare Department to implement 'Nanny Next Door – Neighbourhood Support Child Care Project' to provide short-term and flexible child care service to the working parents or families in need for the safety of children and for the development of mutual support spirit in the neighbourhood.

To respond the occurrence of family violence in the new town of Tin Shui Wai in 1990's CFSC worked with the Hong Kong Housing Authority to expand our integrated family service to form the Tin Shui Wai Housing Advisory and Service Team (HAST) for supporting the Tin Shui Wai residents. After implementing the 2-year pilot scheme, the Housing Authority was content with the results, and agreed to expand our service to the public housing estates in Tuen Mun, Yuen Long and Tung Chung. CFSC thus set up offices in Tung Chung, Tin Shui Wai and Tuen Mun to provide services to enhance 'resident adaption', 'community building' and 'community networking'. The pilot scheme supported by the Hong Kong Housing Authority was expired in April 2012, when there was no more new housing estates established in the districts. The premises in Tin Shui Wai continued to be operated by CFSC to serve the residents in Tin Shui Wai.

Elderly Services

CFSC's Shun On Multi-Service Centre for the Elderly started to organise sexual counselling and sex education activities in 2001 which was a pioneering service in the welfare sector.

In 2003, the Social Welfare Department issued a report entitled 'Re-engineering Community Support Services for Elders', which proposed to re-engineer Multi-Service Centres for the Elderly to District Elderly Community Centres to avoid duplication of services and to provide holistic care for the elders. In the same year, CFSC transformed both the True Light Villa and the Shun On Multi-Service Centre for the Elderly into District Elderly Community Centres with broadened scope of services. For the effective use of resources in residential services for the elderly, the government ceased to receive application for elderly homes or hostels in 2003 to echo the government policy, our Yang Chen House was equipped to provide continuity of care and become a care and attention home in 2006, with both subsidised and self-financing day care places. Yam Pak Charitable Foundation King Lam Home for the Elderly has also undergone similar changes in 2007.

Christian Family Service Centre since 1954

進入2000年後的社會福利改革的其中一項重要改變，是引入服務競投及競爭性投標的方法分配新社會服務，以提高競爭及透明度，並以有時限方式營運。本會在2005年透過競爭性投標，取得黃大仙區的「改善家居及社區照顧服務」合約，及後在2008年，再取得觀塘區的「改善家居及社區照顧服務」合約。此外，又透過服務競投，在2008年開辦觀塘「彩盈長者日間護理中心」，及於2011年開辦將軍澳「翠林長者日間護理中心」。這幾項新服務大大加強了本會照顧體弱長者的網絡和能力。

為了多方面關注長者不同的需要，本會積極開拓創新服務。先於2001年推出長者牙科外診服務，透過不同的社會資源，以優惠價或免費為居住在安老院或正接受長者日間護理中心提供外展牙科服務，包括檢查、脫牙、洗牙、補牙和鑲製假牙等。本會又舉辦講座和培訓，加強護老者和長者對口腔護理的知識。直至2011年，政府才開始正式資助長者牙科外診服務，而本會亦於2011年成立「基督教家庭服務中心牙科服務有限公司」管理本會所有牙科服務，以符合牙醫條例的要求。

隨著香港社會人口高齡化，患有認知障礙症（前稱老人痴呆症）的長者有逐漸增加趨勢，患病長者及照顧者都極需要支援。故此本會在2010年申請香港公益金的資助，推行一項長者記憶及認知訓練的試驗計劃，為患有輕度認知障礙症長者提供評估、訓練及支援護老者的工作。試驗計劃獲得肯定，本會隨後於2012年獲凱瑟克基金的支持大幅擴充服務，並在觀塘彩霞邨正式開設「智存記憶及認知訓練中心」。由於長者日間復康訓練需求殷切，本會於2013年把黃大仙的勵志中心轉型為「樂力長者日間訓練中心」，為社區長者提供更多復康訓練機會。

為了應付日益增加的長者服務需求，政府持續改革長者服務，並於2013年9月推出「長者社區照顧服務券試驗計劃」，採取「錢跟人走」的資助模式，讓合資格長者因應個人需要，選擇合適的服務提供者。本會的樂力長者日間訓練中心和智存記憶及認知訓練中心亦參與這項新計劃，成為黃大仙區及觀塘區之認可服務提供者。除了照顧弱老，本會亦持續關注退休人士及體健長者的需要。2014年，本會為50歲或以上退休人士開設「悅齡薈」，舉辦6個不同範疇的工作坊和課程，例如健康養生、生活藝術和經濟理財等，藉此培養退休人士的興趣、拓展社交網絡和提升個人生活質素。

在復康服務方面，本會於2001年在東區尤德夫人那打素醫院職員宿舍內開設安愉及安怡兩所宿舍，為精神病康復者提供住宿和適當的訓練，協助舍友融入社區，培養獨立生活的能力。2004年，本會因應社會福利署政策的改變，把兩間特殊兒童之家，轉型為智障成人輔助宿舍，為15歲以上的輕中度智障人士提供住宿服務。

同年，本會將翠林庇護工場轉型為翠林綜合職業復康服務，於同一場所提供庇護工場及輔助就業服務。2005年，本會受政府委託營辦「陽光路上」— 培訓計劃，協助殘疾或有精神病早期徵狀的青少年在市場就業。有見各項職業復康服務穩步發展，本會趁機進一步推行改革，將翠林綜合職業復康服務、輔助就業服務及「陽光路上」— 培訓計劃統合成為綜合職業復康服務，為不同年齡和不同能力的殘疾人士提供一站式工作訓練及就業支援。

為了開拓更多適合殘疾學員職前技能訓練的場所，綜合職業復康服務於2007年起承辦總部大樓的Home Café，透過真實的工作環境，指導殘疾學員學習與飲食業有關的工作技能，讓學員裝備謀生技能，同時向社會推廣傷健共融。餐廳崗位由員工和18至25位受訓的殘疾學員擔任，為顧客提供早、午、晚餐及下午茶。2010年，餐飲訓練更推展至黃大仙區，自此，黃大仙Home Café成為提供餐飲訓練的主要場地，而觀塘Home Café則為殘疾人士提供過渡期就業機會。截至2014年3月底，餐廳聘請的殘疾人士比例高達25%。另外，本會於2011年11月在總部大樓地下開辦「加家店」(&Care Products Corner) 出售超過100款由翠林工場設計及生產的皮革用品，打造「&Care」成為「關顧社群」的品牌，鼓勵商界購入產品，支持殘疾人士工作。

照顧者參與日營活動
The Day Camp for the caregivers



本會職業治療師悉心指導認知障礙症患者進行能力訓練活動
Our occupational therapist provided cognitive training to dementia patients

Through competitive bidding introduced by the Social Welfare Department in 2000s, CFSC was successfully awarded with the tenders to operate Enhanced Home and Community Care Services (EHCCS) in Wong Tai Sin and Kwun Tong respectively in 2005 and 2008. In 2008 and 2011, CFSC was further awarded with the tenders to operate Choi Ying Day Care Centre for the Elderly and Tsui Lam Day Care Centre for the Elderly. With the increases of these services, the network and capability of CFSC in taking care of the frail elderly is greatly enhanced.

To further meet the needs of the elderly, CFSC organised dental outreach programmes in 2001 to provide discounted or free dental care services to elders living in residential care homes or attending day care centre. The dental outreach programmes provides treatments such as examination fillings, scaling, dentures and tooth extraction. CFSC also organised talks and training to equip carers of the elderly with knowledge of elderly dental care. Until 2011, the government has started to subsidise the dental outreach programmes. CFSC also established Christian Family Service Centre Dental Services Limited in 2011 to manage all of our dental services in compliance with the Dentists Registration Ordinance.

The Mind-Lock Memory & Cognitive Training Centre came into operation in 2012 with the funding support from Keswick Foundation to provide training for elderly with mild cognitive impairments. In view of the immense need for the training of elderly, our Lai Chi Centre was transformed to Lively Elderly Day Training Centre in 2013 to strengthen our services for the demented elders. In 2014, CFSC launched 'Prime Link' to organise workshops and courses for retirees aged 50 or above, covering six main areas such as health and well-being, lifestyle, financial management and more, with the purpose of cultivating diverse interests and enhancing quality of life.

Rehabilitation Services

In 2001, CFSC established On Yue and On Yee Supported Hostels in Pamela Youde Nethersole Eastern Hospital to assist those recovering from mental illness to develop physical, mental and social capabilities through various social and recreational activities so as to help them re-integrate into the community. In 2004, CFSC was requested by the government to transform 2 small group homes into supported hostels for mentally handicapped adults.

In the same year, upon invitation of the Social Welfare Department, our Tsui Lam Sheltered Workshop was transformed to Tsui Lam Integrated Vocational Rehabilitation Service to provide shelter workshop and supported employment under a single centre. In 2005, CFSC became one of the participating organisations of 'Sunnyway', an on-the-job training programme for young people with disabilities or mild psychiatric problems. In view of the steady development of vocational rehabilitation services, CFSC saw this a good opportunity to reform their services. Drawing the strength of Tsui Lam Integrated Vocational Rehabilitation Service, supported employment service and Sunnyway – On-the job Training Programme for Young People with Disabilities CFSC provided one-stop, Integrated Vocational Rehabilitation Services for the disabled.

In 2007, the new headquarters building launched the Home Café in response to the demand for pre-vocational training for the disabled. The trainees were equipped with the skills to work in catering or restaurant businesses. There were about 18 to 25 trainees working in the Home Café. In 2010, the catering training service was extended to Wong Tai Sin which later became the main training site. Whereas, the Home Café in Kwun Tong now provides transitional job opportunities for the disabled. As of March 2014, staff with disabilities made up 25% of our catering work force. The &Care Products Corner, located at the ground floor of the headquarter building, was opened in November 2011 selling more than 100 leather products produced by Tsui Lam Integrated Rehabilitation Service. The Corner is devoted in building 'Care' a brand with meaning of 'Caring People'. Corporations were encouraged to provide more support and more job opportunities for people with disabilities.

銅鑼灣中醫健康中心提供中醫服務、臨床心理服務及營養服務。
Causeway Bay Chinese Medicine Health Centre provides Chinese medicine services, clinical psychological services and dietetic services



在社區康復方面，配合社會福利署的服務發展策略，本會於2002年開展家居訓練及支援服務隊，為區內智障人士及肢體殘疾人士提供家居訓練，以支援服務使用者在社區生活。同年，本會獲社會福利署津貼，營辦社區精神健康連網及社區精神健康照顧服務，為精神病康復者提供全面的照顧及社區支援，包括外展探訪、社交及康樂活動及精神健康教育等。隨著社會署推行服務綜合化，本會於2009年將殘疾人士家居訓練及支援服務隊整合為欣悅坊 — 地區支援中心（觀塘東），為觀塘東殘疾人士提供全面及跨專業之服務，強化他們的家居及社區生活技能；隨後在2010年，將精神病康復者的各項支援服務整合為和悅軒 — 精神健康綜合社區中心，在將軍澳南提供一站式社區支援和康復服務，照顧懷疑患有精神健康問題人士以及支援他們的家人和照顧者，服務內容包括外展輔導、治療小組、日間訓練和社區教育等，讓他們建立支援網絡及發展個人能耐，營造包容共融社區。

除了配合社會福利署的服務改革，本會有見青少年精神病發病率趨升，於2008年開展與青少年精神健康有關的服務，包括於2008年推行思樂TEEN青少年精神健康服務及於2011年推行青少年精神健康推廣及治療中心，透過及早預防、辨識與介入，協助青少年重整自我，建立正向人生。

2011年，社會福利署推出「嚴重殘疾人士家居照顧服務先導計劃」，為屯門和觀塘區的嚴重殘疾人士提供家居照顧服務，本會獲得觀塘區的服務合約，在觀塘區設立悅安心 — 嚴重殘疾人士家居照顧服務服務單位。同年10月，悅安心擴展至黃大仙，照顧兩區有需要的人士。經過3年的試驗期，政府於2014年把計劃轉為恆常服務，推展至全港。此外，有鑑於殘疾人士有高齡化趨勢，殘疾人士的高齡照顧者極需要支援，本會於2013年5月，獲香港公益金撥款推行同行關顧現晚情 — 照顧者支援計劃，為殘障人士的年老照顧者提供支援服務，並紓緩其長期照顧之壓力。

踏入2000年，醫療及健康服務有很大發展。在原有的服務基礎上，本會於2000年開設物理治療服務，亦嘗試發展中、西醫療服務。2002年7月與中文大學中醫學院合辦中醫診所，為市民提供一連串的中醫服務，包括跌打、針灸和中醫內科等。2005年，本會增設中藥配方顆粒（藥粉）的配劑，方便在職人士服用；2006年，開辦自負盈虧的臨床心理服務，關顧市民心理健康的需要；2010年12月，本會又與香港中文大學和醫院管理局以三方夥伴協作模式營辦牛頭角中醫教研中心，提供現代化的中醫全科、針灸、配藥和代煎藥等中醫服務。2011年9月，因應總部大樓優化工程，原來的西醫診所遷至大樓地下，與中醫診所結合成一間中西綜合醫療中心。這裡除了一般中、西醫全科服務外，更設有電子化病歷系統和大型自動化煎藥機，提供有系統及完善的服務。2012年1月，本會成立「樂健中醫中心」提供針灸、跌打和推拿服務；2012年，本會獲得中華基督教會公理堂邀請，在銅鑼灣禮頓道119號公理堂大樓內19樓設立銅鑼灣中醫健康中心，並由香港中文大學中醫學院協辦，以進一步拓展本會中醫、推拿、針灸、臨床心理服務及營養服務。



To echo the objective of providing of one-stop service to the disabled, CFSC set up Specialised Home-based Training and Support (SHBTS) service team in 2002. This team provided home-based training to mentally handicapped and physically disabled people, to help them thrive in their communities while building optimal life skills. In the same years, CFSC received time-based funding support from the Social Welfare Department to provide community mental health link and community mental health care services through home visits, social and recreational activities, and mental health education. Following the direction of The Social Welfare Department in service integration was interpreted as the SHBTS service team Cheerful Place - District Support Centre (Kwun Tong East) in 2009.

Having responded to the demands of the Social Welfare Department, CFSC reoriented all the services for ex-mentally ill persons to Wellness Zone – Integrated Community Centre for Mental Wellness in T'seung Kwan O South in 2010. Wellness Zone is an Integrated Community Centre for Mental Wellness (ICCMW) providing one-stop social rehabilitation services to people with mental health issues, and to their families and caregivers. Through provision of outreach counselling services and group therapy, the mentally ill achieve better social inclusion.

With an increase in the incidence of mental illness among young people, The Community Chest of Hong Kong provided funding in 2008 to start the 'Zero Toxin – Youth Mental Health Project' including a health promotion centre and treatment centre focusing on early intervention.

In 2011, the Social Welfare Department implemented a pilot scheme for Home Care Service for Persons with Severe Disabilities to provide a package of home-based care services for persons living in Tuen Mun and Kwun Tong. CFSC won the service contract for Kwun Tong, and set up 'Everjoy – Home Care Service for Persons with Severe Disabilities'. In October 2011, Everjoy opened another branch in Wong Tai Sin, to serve the needy of these 2 districts. After 3 years of pilot, the government extended the programme to the entire territory. In May 2013, the Community Chest of Hong Kong contributed funding to enable the 'Walk Together for Brightening Life – Care Support Project', which provided support for carers of the disabled persons, relieving the stress and challenges of being a long-term care-giver.

In September 2008, CFSC formed its own Project Development Team to strive for providing innovative and sustainable services. With high unemployment rate in Kowloon East, the team provided employment support services to low-skilled young people and women in 2009. The team also began the Auxiliary Professional (aP) Scheme in 2010, providing training for the retired professionals to strengthen the support to the service units of CFSC. By 2014, CFSC had more than 120 retirees in the 'Auxiliary Professional Scheme', providing over 1,300 service hours each month.

Building on the foundation in the past, the medical & health services of CFSC has fast development in 2000's. In early 2000, CFSC commenced Physiotherapy Service and explored the integration of Chinese Western Medicine Services. CFSC started the Chinese Medical Clinic in 2002 with the joint effect of the School of Chinese Medicine of the Chinese University of Hong Kong to provide a series of Chinese Medicine Services including bone setting, acupuncture and general consultation. In 2005, the dispensary of granule was introduced for the convenience of working population. In 2006, self-financing Clinical Psychological Service was commenced to take care of the psychological health of people. In December 2010, CFSC was awarded with the tender to operate Ngau Tau Kok Chinese Medicine Centre for Training and Research in a tripartite collaboration with Hospital Authority and The Chinese University of Hong Kong for the provision of high-quality evidence-based Chinese medicine services for the public. Following to the renovation of headquarters building in 2011, the original Medical Clinic was relocated to the ground floor to integrate with the Chinese Medical Clinic. The Chinese Medicine Services were also enhanced with the installation of electronic patient record and automated decoction machines. In January 2012, the Healthy Chinese Medical Centre was established to provide acupuncture, bone-setting and tui-na. In the same year, the Medical and Health Services were extended to Causeway Bay upon the invitation of China Congregational Church to set up Causeway Bay Chinese Medicine Health Centre on the 19th floor of Congregation House, 119 Leighton Road for the provision of Chinese Medicine Services, Clinical Psychological Service and also Dietetic Service.

踏進服務新紀元，本會在2008年9月設立項目發展團隊（Project Development Team），在機構優質服務的基礎下致力推動服務創意，為機構開拓和發展更多可持續的服務計劃。2008年香港受到全球金融危機影響，東九龍區的失業情況嚴重，團隊於2009年開展「就業支援服務」，主要為低學歷和低技術的青年和婦女，提供就業服務與培訓。2010年，團隊開拓一項名為「輔助專業人員計劃」，透過「輔助專業人員」（Auxiliary Professional Scheme）計劃組織起來，為本會各單位提供穩定的支援服務，同時讓退休專業人士透過服務，繼續貢獻所長。直至2014年，已有超過120位退休專業人士加入成為「輔助專業人員」，每月為本會提供超過1,300小時服務。

2009年初，政府鼓勵非政府機構以短期形式使用空置政府土地作非牟利用途。本會構思將「環保綠化」與「社會服務」概念融合，發揮大自然的療癒力，服務有需要的人士。本會申請獲得觀塘道2號A的空置土地，設立佔地約7,000平方呎的「心靈綠洲」（Serene Oasis），是市區內最大的園藝治療花園，亦是首個同時提供園藝治療訓練及服務的場地。「心靈綠洲」於2012年5月正式啟用，園內設有多感體驗區，以五感元素（視覺、聽覺、觸覺、味覺、嗅覺）設計，種植了過百種植物。「心靈綠洲」以大自然和植物作為媒介，推行「園藝治療服務」，配合園藝治療訓練工作人員精心設計的活動，在首三年已為971位人士提供園藝治療服務，當中超過890人患有腦退化症或抑鬱徵狀。此外，本會把香港本土推行園藝治療服務所累積的工作經驗集結成書，編輯成香港首本《園藝治療服務實務工作手冊》。另一項大型環保綠化項目是「都市綠洲」（Urban Oasis）計劃，佔地45,000平

方呎，主要推動都市農耕和環保教育的工作，於2013年11月正式啟用，設置350塊農圃供都市農夫使用。「都市綠洲」由環保物料和重用二手貨櫃搭建而成，當中設有教育中心、更衣室、顧客服務中心及各類環保示範措施。「心靈綠洲」和「都市綠洲」兩個項目開啟了本會「環保和綠色生活」的新服務方向。

本會的僱員服務計劃早於1993年推出。2008年，本會將「僱員服務計劃」易名「盈力僱員服務顧問」，寓意員工能笑意盈盈和充滿活力地工作，並把「盈力」打造成人力資源界的良好合作伙伴。在金融海嘯的影響下，不少大型企業出現裁員潮。為了減輕對受影響僱員的心理影響，部份企業邀請「盈力」輔導員為僱員提供轉職輔導及情緒支援。有見社會各界對僱員輔助計劃（EAP）的需求日增，「盈力」於是每年為本地僱員作調查研究及舉辦公開研討會，吸引人力資源及培訓的管理人參與。隨著「盈力」不斷發展，服務亦越趨成熟。2013年，使用輔導或培訓服務的客戶已超過500間，分別來自商業、公營、社會服務機構及政府部門。「盈力」的專業團隊也漸漸壯大，聘有工商管理專才、工業與組織心理學家、臨床心理學家、註冊社工、家庭治療師及其他專業人才。「盈力」在服務方向上亦加強在企業培訓、管理顧問及專業個人指導的發展。在規模及專業團隊上，「盈力」可算是在行業中具有領先位置。

本會於1991年底在將軍澳景林邨開辦成龍景林青少年中心，其後於2001年轉型為一自負盈虧的「成龍全人發展中心」，為幼兒至成人提供培育活動。經過多年的努力，中心找到可持續的營運模式，平衡了服務和資源的需要，在培訓工作上也累積了經驗。有見社會福利行業面對人手短缺的困擾，本會於2012年，在銅鑼灣公理堂大樓20樓開辦「CFSC專業人才培訓中心」，把培訓服務拓展至醫護服務及社會服務人員，除了協助有志者投身醫護及社會服務行業外，亦推動專業人員的持續學習。

小結：

基督教家庭服務中心服務香港六十年，紮根九龍東社區，陪伴著香港成長。中心的服務由開初支援新抵港的難民，隨著時代的轉變和變革，中心的服務亦配合了社會的需要，與時並進。今天，中心的服務已經十分多元化。展望未來，中心將秉承機構的精神，為有需要的人服務，以彰顯基督的愛。

In early 2009, the government allowed some NGOs short-term use of government land for non-profit purposes. Integrating greenery with social service, CFSC successfully applied for a lot at 2A Kwun Tong Road and set up the Serene Oasis, a 7,000 square feet centre for horticulture therapy and training – the biggest in the district and the first of its kind in Hong Kong. Opened in May 2012, Serene Oasis developed different zones to stimulate five senses on seeing, hearing, touching, tasting and smelling, and contains 100 varieties of plants. Serene Oasis uses the healing power of nature to stimulate and soothe the mind. 971 people have been served in its first three years of operation and 890 of whom were suffering either from dementia or depression. Besides, Serene Oasis has recently published the first Handbook of Horticulture Therapy Service to share our experiences in promoting horticulture therapy in Hong Kong.

Urban Oasis is another project of CFSC on environmental protection and greenery. The 45,000 square feet site came into operation in November 2013, working to promote urban farming and environmental protection education. The premises is built with environmental materials and second hand cargo containers, and features facilities such as an education centre, changing room, customer service centre and demonstration areas. Both environmental projects promote innovation as part of CFSC's mission.

The Employee Assistance Programme (EAP) of CFSC commenced its services in 1993 and renamed Vital Employee Service Consultancy in 2008. In face of the global financial crisis, more companies invited 'Vital' to provide counselling and emotional support to their employees to release their pressure. With the increasing demand for EAP, Vital conducted the annual study and conference to address the concerns in workplaces and draw the increasing attention of management-level participants.

Vital Employee Service Consultancy has become more mature along with rapid expansion. By 2013, CFSC had more than 500 organisations or corporations, government and commercial, using their counselling and training services with the rapid growth of Vital, its professional team also expanded to comprise of specialists in business management, industrial psychology, clinical psychology, social work, family therapy and more. It strengthens its service in corporate training and management consulting, and provides professional coaching on personal development. In terms of scale and professionalism, Vital can be considered as a leader in the industry.



「心靈綠洲」每一個角落也經過精心設計，讓大家體驗不同的感官刺激
The sophisticated design of 'Serene Oasis' helps stimulate senses of visitors

The Jackie Chan King Lam Youth Centre was established by CFSC in 1991 and was later transformed to a self-financing centre named as Jackie Chan Whole Person Development Centre in 2001, to provide developmental services from both children to adults. After years of effort, the centre has found its sustainable business model. Accumulated rich experiences in training, CFSC opened the CFSC Professional Training Centre in 2012 on the 20th floor of the Congregation House Causeway Bay to address the manpower shortage problem of social welfare sector. The centre provides training services for those who wish to join the health care or social services industry. It also promotes continuous learning.

Conclusion

CFSC has served and grown with Hong Kong for 60 years. Rooted in Kowloon East, CFSC has its origin in providing support to refugees in Hong Kong. As time moves on, the services have been re-oriented and expanded to cope with the needs of the community. Today, CFSC's services are as diverse as the people it cares for. Looking to the future, CFSC will continue to uphold the spirit of the organisation to serve the needy in honouring the love of Christ.

輔助專業人員接受香港電台節目「非常人物生活雜誌」的訪問，介紹計劃內容和作出分享

Our aP attended an interview at RTHK radio programme to introduce the 'Auxiliary Professional Scheme' and shared their experience

