

主席的話 Chairman's Foreword

基督教家庭服務中心於1954年創立，至今服務香港已有65年。機構的使命是本著基督的愛服務有需要之人士，致力支持及促進家庭功能，同時協力創造一個可供人們成長及改進的環境。為確保服務能夠與時並進，本會不時檢討服務的定位，並於2016年提出以「建設一個更美好城市」為服務目標，以聚焦各項核心服務的工作。執筆之時，正值香港社會發生嚴重衝突，矛盾未有化解跡象，情況令人憂心，更覺我們建設城市的工作是任重道遠。

去年，本會順利完成2018-2022策略計劃的制定工作。主要方向是深化現時的工作，包括強化各個核心服務的發展條件、加強專業督導、改善人力資源及提升協作能力等等，以應付未來服務的挑戰。一直以來，社會服務機構都缺乏充足資源改善及發展服務，需要倚賴社會人士的捐助。去年，本會得到任白慈善基金及聲輝粵劇推廣協會的支持，在8月20日舉辦了一場粵劇籌款晚會，為本會景林安老院籌募經費，十分感激；此外，去年5月12日的全港賣旗日得到六千多名義工的支持，為本會籌得超過200萬元的服務經費，在此感謝社會人士的支持。我們也很高興政府在去年6月提高對照顧員薪酬的資助，使本會可以較大幅度調整370多位照顧員的薪酬以挽留人手，亦希望藉此可以吸引更多加入照顧員的行列。

去年，本會在服務發展方面也有突出成績。其中一環是參與競投社會福利署支援私營院舍的措施，本會並成功投得兩項服務，包括在九龍東及深水埗兩區推行「院舍外展醫生到診服務」，為124間私營及自負盈虧安老院及殘疾人士院舍提供醫生外展支援，服務已在去年9月順利展開；此外亦投得「私營殘疾人士院舍外展服務試驗計劃」香港及九龍區的服務合約，透過跨界別專業團隊，以全人照顧模式為26間私營殘疾人士院舍的舍友提供支援服務。服務在2019年3月開展。過往，私營院舍的照顧質素經常為人垢病，我們希望透過這兩項服務，可以改善這一群舍友的照顧及生活質素。

去年，我們也參與競投啟能綜合康復服務大樓的部分服務，競投結果於2019年1月公布，本會成功投得服務組合一，將會在大樓內營運4項新服務，同時，本會現時在臨時處所營運的兩項服務，包括「殘疾人士地區支援中心」（觀塘東）及「日間社區康復中心」也將會重置於啟能綜合康復服務大樓內。啟能綜合康復服務大樓位處福塘道，毗鄰本會總部大樓，樓高10層，服務最快於今年底啟用。

過去多年，本會積極鼓勵員工在服務層面作新的嘗試。去年，創老工作室社工蘇健欣入選「賽馬會社工

Christian Family Service Centre (CFSC) was established in 1954 and has been serving Hong Kong for 65 years. The mission of CFSC is to manifest the love of God through serving people in need and strives to support and enhance family functioning, and foster an environment in which growth and change can take place. To keep pace with the social change, we regularly review our service positioning to ensure our services are up-to-date. In 2016, we reached a shared position "Services for a Better City" among the core services which could be easily communicated to indicate our purpose and commitment to serve the City of Hong Kong. At the time this report was written, Hong Kong was in deep conflict and the situation is worrisome. The situation reminds us that more should be done to make Hong Kong a better city to live.

Last year, we had reviewed the existing strategic plan and drew up a new strategic plan for 2018-2022. The main focus of the new plan is to consolidate the work done and to deepen our work through enhancing the capacity of various core services, strengthen clinical supervision and improve human capital and collaboration. To achieve meaningful goals, NGOs rely on the resources support from the community. Last year, we are so grateful to have the support from the Yam Pak Charitable Foundation and the Sing Fai Cantonese Opera Promotion Association in organising a Children Cantonese Opera Charities Show on 20th August, 2018 to raise fund for the renovation of the King Lam Home for the Elderly. For the Flag Day on 12th May, 2018, we are thankful to have received overwhelming response and over HK\$2 million was raised from the streets with the assistance from more than 6,000 volunteers. The Government also provided additional subvention for enhancing the remuneration for personal care workers and home helpers in June last year which enabled us substantially raise the salaries of 370 frontline care workers to ease the problems of staff shortage.

Last year, we continued to have breakthroughs in service development. Among others, we have successfully bid two projects to support the private residential care homes. The first project is the "Visiting Medical Practitioner Service for Residential Care Homes" through which we network medical practitioners to pay regular visits and support for 124 private care homes, including elderly care homes and homes for persons with disabilities, in Kowloon East and Sham Shui Po District. The Project started in September 2018. Another project is "The Pilot Scheme on Professional Outreaching Team for Private Residential Care Homes for Persons with Disabilities". Under the Scheme, we have to support 26 institutions' residents and carers with a multi-professional support team. The service quality of the private residential care homes has long been a concern in the community and we are glad that we can provide services to the residents through these two projects.

創新力量」計劃，參與10星期海外及本地進修訓練，並且構思「無獨有伴計劃」，為入院的獨居長者提供支援，減低徬徨無助的感覺，計劃獲得初步成功。但不是所有新構思都有機會落實。經過18個月研究的「馬游塘中已修復堆填區」發展計劃，最終因為成本及風險過高而需要放棄，只能從研究的過程中吸收有用的經驗。

最後，本人謹代表基督教家庭服務中心感謝各政府部門、各慈善基金、區議會、諸位善長、贊助團體、義工團體、各輔助專業人員和義工等在過去一年的支持，亦衷心感謝各董事、諮詢委員會委員、服務顧問、及各同工的支持和付出，使本會服務得以向前邁進，為社會提供優質適切服務。



Last year, we participated in bidding some of the new services in the Kai Nang Integrated Rehabilitation Services Complex (IRSC). In January 2019, it was announced that the Bundle One bid which consisted of four service projects were awarded to CFSC. Moreover, two existing CFSC services operating in temporary premises including the District Support Centre for Persons with Disabilities and the Community Rehabilitation Day Centre will be relocated at the Kai Nang Complex as well. The Kai Nang Integrated Rehabilitation Services Complex is located at Fuk Tong Road, adjacent to CFSC Headquarters Building. The service will start operation soonest at the end of 2019.

As part of CFSC's culture, staff were encouraged to try out new attempts. Last year, our social worker Ms. So Kin-yan was selected to the Innopower@JC: Fellowship for Social Worker Programme. Under the Programme, she has taken 10-week sabbatical for local and overseas learning to widen her horizon. Her new initiative "Hospital Admission Supportive Scheme" which aims to support hospital admission for singleton elders has kicked-started. Nevertheless, we understand that not all innovative ideas can be realised. After a 18 months feasibility study, we decided to withdraw from the Ma Yau Tong Central Landfill Project in February 2019 due to high cost and high risk.

Lastly, I felt grateful to many who have contributed a lot to the development of CFSC. In particular, I would like to thank the government bureaux and departments, the various charities trusts and foundations, district councils, generous donors, sponsoring organisations, volunteer organisations, auxiliary professionals and volunteers. I would also like to thank my colleagues in the Board for their trust and support, and all the staff for their untiring devotion which has enabled CFSC to continue to move forward.

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