

基督教家庭服務中心於1954年創立，至今服務香港已有66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。

2019-2020年的香港是令人憂慮的，無論是2019年中發生的社會嚴重矛盾和衝突，還是隨後2020年初爆發的新冠肺炎疫情，兩者對香港的破壞都是十分巨大的。執筆之時，政府發表最新失業率，本港2020年4月至6月經季節性調整的失業率是6.2%，創15年新高；就業不足率是3.7%，接近17年來的高位。失業人數升至約24萬人。觀乎疫情在世界各地的發展仍然嚴峻，在可見的未來，香港經濟前景難見穩定，基層市民的職業保障及生活質素將備受威脅。

在新冠肺炎疫情爆發前，本會的服務發展進展順利。啟能綜合康復服務大樓的工程在8月基本完成，本會在啟能服務大樓內將會營運6個服務單位，其中翠業坊綜合職業復康服務中心已順利在2019年底率先完成裝置而提供服務。啟能服務大樓與本會總部大樓毗鄰而立，兩座大樓的服務可產生更大的協同效應。

因應社會需要及在社會福利署的支持下，本會學校社會工作服務去年9月增聘10位社工以配合一校兩社工新政策；改善家居及社區照顧服務於10月起，在觀塘及黃大仙兩區增加193個服務名額，增幅達26%；此外，翠林綜合職業復康服務中心亦進行原址服務擴展，增加25個服務名額。

本會服務持續拓展至其他區域。去年7月，本會投得位於深水埗蘇屋邨的二項殘疾人士服務合約，包括開辦一間中度弱智人士宿舍及一所綜合職業復康服務中心；在去年8月，獲得維拉律敦治·荻茜慈善基金的贊助，在香港仔設立「維拉荻茜—智活記憶及認知訓練中心」，讓我們把觀塘的服務經驗推展到香港仔。

Christian Family Service Centre (CFSC) was established in 1954 and has been serving Hong Kong for 66 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 positioning "Services for a Better City" for all the core services which could be easily communicated to our stakeholder and clearly indicates our purpose and commitment to serve the City of Hong Kong.

The year 2019-2020 was a worrying year for Hong Kong. Both the social unrest in mid-year 2019 or the COVID-19 outbreak in late January of 2020 were big hits to Hong Kong causing enormous damages socially and economically. According to the Census and Statistics Department of Hong Kong, the seasonal adjusted unemployment rate increased to 6.2% in April-June 2020, which was the highest in more than 15 years. The underemployment rate also increased to 3.7% which was the highest in close to 17 years. The number of unemployed persons increased to 240,000 in June 2020. In view of serious epidemic situation continues in many parts of the world, the economic outlook of Hong Kong is dim and very uncertain. The job security and livelihood of the grassroots is greatly threatened.

Before the COVID-19 outbreak, the service of CFSC progressed smoothly. The construction work of the Kai Nang Integrated Rehabilitation Services Complex (KNIRSC) was completed in August and handed over to NGOs for fitting out. CFSC would operate six service units in the Complex and the fitting out work started in September. The Tsui Yip Co-production Centre (Integrated Vocational Rehabilitation Services) completed the fitting out work within schedule and was the first to commence service in December 2019. The KNIRSC is located just adjacent to the CFSC Headquarters building and it marked another milestone for CFSC development as it greatly synergises with our existing services in the neighbourhood.

在新冠肺炎爆發後，社會各界積極抗疫。本會感謝社會福利署多次撥出特別款項，支援各服務單位加強清潔及提高防疫措施，及為院舍員工提供特別津貼。本會亦感謝香港賽馬會慈善信託基金、各社會組織團體、熱心人士及多個慈善基金慷慨捐助，為本會服務使用者及社區基層家庭提供口罩、防疫包、食物包等寶貴物資，以應對疫情的挑戰。

除了感謝社會人士的支持，亦要多謝本會員工的努力不懈。本會多年來積極支持員工持續進修和學習。除了設立員工獎學金，亦鼓勵員工到海外交流，擴闊視野，並把學習所得，用於改善服務。2019年本會組織了8次不同服務的海外交流學習團，參與的員工共92人。此外，為了嘉許表現優秀的員工，本會去年亦舉辦了第一屆「優秀員工嘉許計劃」，透過客觀機制選出共45位優秀員工，接受會方的嘉許。



With immense needs for services and with the support from Social Welfare Department (SWD), our School Social Work Service expanded under the “Two School Social Workers for Each School” Scheme and 10 social workers were added to the team in September 2019. An additional 193 service quotas were allocated by SWD to our Kwun Tong and Wong Tai Sin Enhanced Home and Community Care Services (EHCCS) from October 2019 and it represented an increase of 26% of service volume. Moreover, The Tsui Lam Integrated Vocational Rehabilitation Service has undergone in-situ expansion and 25 service quotas were added to the Service.

CFSC services continued to expand to other districts. In July 2019, the SWD awarded a contract to CFSC to fit-out and operate two rehabilitation service units in So Uk Estate in Shum Shui Po which includes a Hostel for Moderately Mentally Handicapped Persons and an Integrated Vocational Rehabilitation Service Centre. In August 2019, the Vera Ruttonjee Desai Charitable Fund confirmed to sponsor CFSC to establish the Vera R. Desai - Mind Delight Memory and Cognitive Training Centre in Aberdeen to serve the people in Southern District.

After the outbreak of COVID-19 pandemic in January, we saw how Hong Kong people helped each other to fight against the pandemic. We are thankful to SWD who supported NGOs with special grants for NGOs to purchase personal protective equipment and to provide special allowance to staff who need to work in residential care settings or at clients' homes. We also grateful to the Hong Kong Jockey Club Charities Trust, and various funding bodies and donors who partnered with us to provide face masks, care packs, food packs, urgent cash assistance and comfort calls to support those most affected by the COVID-19 in the community.

Apart from thanking our partners, I would also like to thank our staff for their diligence and effort. Support staff learning and encourage innovation have been a CFSC culture. We encouraged overseas study and international exposure and we provide staff scholarships for academic study. In 2019, we have organised 8 overseas study trips with active participation from 92 staff. We also launched an Outstanding Staff Award last year to recognise outstanding performers and 45 staff were selected through a fair mechanism and awarded in the Outstanding Staff Award 2019 Ceremony.

去年，在本會服務多年的助理總幹事陳潔玲女士及財務總監張偉玉女士相繼榮休，本會衷心感謝兩位對機構的貢獻。鑑於機構的服務持續增長，董事會在去年九月就機構高層管理的架構及資源進行檢討，並決定增加助理總幹事職級的人數由2人增至3人，以保持機構的優良管治。

最後，本人謹代表本會感謝各政府部門、各慈善基金、區議會、諸位善長、贊助團體、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、及各同工的參與和付出，使本會服務得以向前邁進，為社會提供優質適切服務。

Last year, two veteran executive staff retired from the senior management team, including the Assistant Chief Executive Ms. Chan Kit-ling in May 2019 and the Finance Director Ms. Cindy Cheung Wai-yuk in September 2019. They both worked for more than 20 years in CFSC and the Board thanks them for their valuable contribution. In view of the rapid growth of services, the senior management structure was reviewed in September to ensure an adequate capacity in governance and service leadership. After the review, it was decided that the strength of Assistant Chief Executive should be increased from two to three and the provision of service leaders should be improved.

Lastly, I felt grateful to many who have contributed a lot to the work of CFSC. In particular, I would like to thank the government departments, various charities trusts and foundations, district councils, generous donors, sponsoring organisations, volunteer organisations, auxiliary workers 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.

關銳煊

關銳煊教授
Professor Alex Kwan Yui-huen
主席 Chairman