

## 通過會章修訂

基督教家庭服務中心成立至今超過66年，服務內容亦隨著時代變更而不斷拓展，而機構亦一直維持高水平的機構管治。為了完善本會的公司章程(Articles of Association)，機構於2019年9月10日舉行特別會員大會通過公司章程之修訂。而機構週年大會亦於2019年12月18日順利舉行。

## Amendments to the Articles of Association

Established over 66 years, the Agency has expanded the service with the change of time and has been adhered to high level of corporate governance standard. To further enhance the governance, the Board approved the amendment on Articles of Association and resolved to hold a General Meeting on 10<sup>th</sup> September, 2019 to pass the resolution. The Annual General Meeting was also held on 18<sup>th</sup> December, 2019 smoothly this year.



◀ 週年大會  
Annual General Meeting

## 質素管理

本會持續透過「質素改善委員會」和表現管理組監察機構整體服務水平，包括監控關鍵績效指標的達成，確保各項服務符合質素標準，及持續推動顧客服務。表現管理組更加強內部審核制度，在今年進行了3次服務質素標準審核，以及進行7次職安健審核以確保機構環境安全及強化職員安全意識。

## Quality Management

The role of the Quality Improvement Committee (QIC) and the Performance Management Unit is to monitor the corporate service quality, review performance by KPI, adhere to SQS and continuous to promote customer service. Performance Management Unit also enforces the quality by an internal audit system. This year, SQS internal audit has been conducted thrice and Occupational Safety & Health Audit (OSH Audit) for 7 times so as to ensure a safe working environment and enforce the safety awareness of our staff.



◀ 定期出版職安健資訊。  
Published OSH Newsletter regularly.

## 良好溝通

為了加強溝通，我們舉辦「董事茶敘」，讓董事會成員親身與同工交流，了解機構不同範疇的運作並和同事進行互動交流。同事來自不同的服務單位和職級，當日出席人數超過一百人。



## Good Communication

To facilitate a good communication, a tea gathering was hosted among board members, the executives and our frontline staff. The board members would communicate directly and members gained more understanding about the agency operation and the services. Over 100 colleagues of different ranks and different service units attended.

◀ 同事與董事茶敘  
Tea gathering with members of Board of Directors, management and staff

一如以往，管理層同事保持與員工之間的溝通。除了透過建構內聯網，善用資訊科技加強資訊溝通外，總幹事和管理層會與職員會代表作定期會面和溝通。而職員會亦有代表列席於董事會會議上，展示出機構良好溝通的文化及管理的透明度。

As usual, our management level always keep an open communication with staff. Besides using ICT and agency portal for communication, the Chief Executive and other executives staff will regularly meet the representatives of the Staff Association and exchange the views, meanwhile they will also in-attendance in the Board Meetings. This good practice demonstrates an agency culture with open communication and management transparency.



◀ CFSC 內聯網  
CFSC portal

▶ 管理層定期舉行不同的內部會議，與員工保持緊密溝通。  
The management communicated with staff through different internal meetings.





# 優秀員工嘉許禮 2019



## 政策指引

本會繼續嚴謹遵守《公司條例》、《教育條例》、《整筆撥款手冊》、《整筆撥款津助制度最佳執行指引》第一組指引及《服務質素標準》內各項規則、條例及規定。此外，機構「策略領導委員會」和「質素改善委員會」將繼續優化本會機構管治的工作。

機構在2018年正式通過了「嘉許政策」，並希望透過政策有系統地嘉許表現優秀的服務計劃、員工和團隊。在2019年，機構於8月30日舉辦「優秀員工嘉許禮」。在典禮上嘉許45位由服務單位推選的優秀員工。他們標誌著機構熱誠，具團隊合作精神和關愛精神。我們期望優秀員工能夠繼續彰顯機構的文化和核心價值，成為典範。

## Policies and Guidelines

The Agency has been always committed to comply the statutory rules and regulations set out under the Companies Ordinance, the Education Ordinance, the Lump Sum Grant (LSG) Manual, the LSG Best Practice Manual (Level One) Guidelines and the Service Quality Standards (SQS). In addition, the Strategic Leadership Committee and the Quality Improvement Committee will continue our work on the review and enhancement of corporate governance measures.

With the approval of "Recognition Policy" in 2018, the Agency is keen on recognising quality projects, outstanding staff and good teams. On 30<sup>th</sup> August, 2019, the "Outstanding Staff Award" was hosted in CFSC, recognising 45 Outstanding Staff who are nominated by service units. They represent passion, good team work and a caring spirit of the Agency. Our Outstanding Staff will work continuously to promote the quality corporate culture and core value of the Agency.

# 優秀員工嘉許禮 2019



◀▲ 舉辦「優秀員工嘉許禮」  
"Outstanding Staff Award"

## 強化領導力

因應機構服務發展迅速，董事會在2019年檢討了管理層的架構和資源，決定增設多一位助理總幹事，加強機構的領導效能。

## Enforce Leadership Capacity

With the rapid expansion of agency service, the Board has reviewed the management structure and resources by increasing one more post of Assistant Chief Executive so as to enforce our leadership capacity.