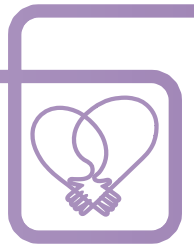


機構管治

Corporate Governance



▲ 董事會主席關銳煊教授聯同其他董事會成員與主禮嘉賓香港基督教協進會前任主席蘇成溢牧師於67周年大會上合照留念。

Chairman of the CFSC's Board of Directors, Prof. Alex Kwan Yui-huen, together with other board members and the officiating guest, Rev. Dr. Eric So Shing-yit, former Chairperson of the Hong Kong Christian Council, took a group photo during the 67th Annual General Meeting.

管治架構

基督教家庭服務中心重視良好的機構管治，致力追求優質的服務，實踐本會的抱負、使命和信念。

董事會是本會的最高決策機關，透過董事的服務任期、連任次數等更替機制，確保董事會具有透明度和開放性。董事會轄下設有不同的專責委員會，分別有拓展工作委員會、財務及人事委員會、機構管治及管理審核委員會、裝修及工務委員會、過渡性房屋督導委員會及其他管理委員會，負責管理及執行特定事務，推動機構各項工作發展，為相關工作提供方向及指引。

Governance Structure

Christian Family Service Centre values good corporate governance and is committed to providing high-quality services that embody our vision, mission and values.

The Board of Directors is the highest decision-making body in the Agency. With the succession mechanism for the governing board members, including the term of office and the number of consecutive terms, etc., our Board of Directors maintains a high level of transparency and openness. The Agency has established various committees under the Board of Directors, including the Development Committee, Finance and Personnel Committee, Committee on Reviewing Corporate Governance and Management Audit, Renovations and Works Committee, Steering Committee on Transitional Housing Projects, and other management committees, which are responsible for administering and executing specific functions, promoting the development of the Agency in different areas, and providing directions and guidance for the related work.



▲ 跨部門會議確保管理層與各級主管、員工之間保持良好溝通。

Cross-functional meetings were held to ensure effective communication between the management and supervisors and employees at all levels.

良好溝通

人力資源是機構寶貴的資產，本會重視管理層與員工的良好溝通，透過建構內聯網，善用資訊科技加強內部資訊交流，提升員工的凝聚力和團隊精神。

我們致力建構開明、坦誠和包容的溝通文化，包括定期舉行會議，促進總幹事、管理層與員工的溝通和聯繫，藉此傳達本會的管理策略、計劃及期望，同時諮詢員工對機構各項政策的意見，讓員工在開放積極的氣氛下更投入工作，共同向既定的目標邁進。



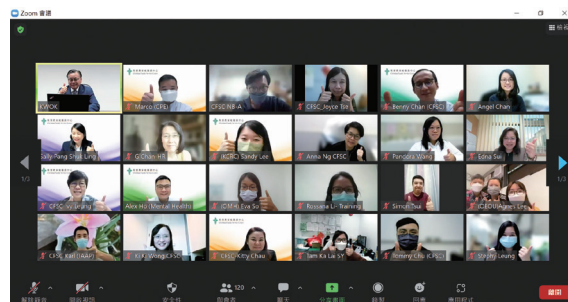
▲ 本會透過內聯網加強各階層員工之間的溝通。

The Agency uses the intranet as a means to strengthen communication between employees at all levels.

Effective Communication

Human resources are the most valuable assets of an organisation. Therefore, the Agency attaches great importance to maintaining effective communication between management and staff. An intranet system has been set up to leverage the use of information technology as a means of strengthening internal information exchange and promoting a sense of cohesion and team spirit among staff members.

We are committed to creating a culture of openness, candid and inclusive communication by holding regular meetings to facilitate communication and connections between the Chief Executive, management and staff members, while conveying the Agency's management strategies, plans and expectations. We continuously consult our employees on various organisational policies, to build an open, positive and more engaging atmosphere at work and motivate them in their efforts to achieve our shared goals.



▲ 在疫情嚴峻階段，本會通過網上會議與同事保持緊密聯繫。

At the height of the pandemic, our management maintained close contact with the employees through online meetings.

質素管理

本會透過質素改善委員會和表現管理組，持續監察機構整體服務水平，監控關鍵績效指標及符合各項服務質素標準，同時鼓勵各部門定期自我評估，不斷提升服務質素。除了推動顧客服務外，表現管理組更加強內部審核制度，進行了四次服務質素標準審核，另推行多項職安健審核以確保機構環境安全，並強化職員安全意識。

Quality Management

The role of the Quality Improvement Committee and the Performance Management Unit is to monitor the Agency's overall service quality and key performance indicators, while ensuring adherence to various Service Quality Standards (SQSs). In the meantime, we encourage various departments to conduct regular self-assessments to continuously improve the quality of their services. In addition to promoting customer service, the Performance Management Unit has strengthened our internal audit system by conducting four SQS audits and implementing a number of occupational safety and health (OSH) audits, to ensure the environmental safety of the Agency and raise the level of safety awareness among all staff members.

職安健資訊 4月號 2021 注意上落樓梯/斜台安全 **安全第一 Safety First**

注意上落樓梯/斜台安全

近月，單位發生多宗因員工上落樓梯/斜台時疏忽受傷個案。員工上落樓梯時，應先察察安全，避免发生意外。

上落樓梯的安全要點

- 樓梯上行：使用扶手，保持三點接觸
- 手或物品上落時，應可能騰空一隻手以抓扶手
- 避免雙手滿載，避免用電話
- 勿嬉鬧，專心工作，一步一步緩行

樓梯二

員工外出搬運文件，在單位門口斜台停步，左腳落地後，

樓梯三

員工在辦公室上落樓梯時應小心勿推、左腳落地後即停步。

注意！

- 單位應需要在樓梯或斜台上張貼文字警告標示，警告腳底濕滑。
- 地面清潔時，應以乾地拖或吸塵機併乾地拖，並設立「小心地滑」警告牌。

圖片來源：網上圖片

職安健資訊 9月號 2022 離地工作安全 **安全第一 Safety First**

離地工作安全

單位員工在日常工作中會遇到不同的離地工作，例如：搬運高樓上的文件、清潔窗戶、更換光管或打開天花板進行維修等，這些工作都有下墜受傷的風險！我們可參考下列例子的建議來減少及消除部分危害。

例子一

❌ 錯誤：使用梯子清潔高位窗戶

✅ 正確：使用長柄工具清潔高位窗戶

例子二

❌ 錯誤：站在梯/椅子上進行維修

✅ 正確：使用合規梯架來進行維修

請參考相關資料：「安全」- 離地工作安全 (PDF) 或向本機構安全主任查詢更多資訊。

圖片來源：網上圖片

基督教家庭服務中心
Christian Family Service Centre

**無懼困難與挑戰
CFSC與照顧者同行**

www.cfsc.org.hk

- 定期出版職安健刊物，提醒員工注意工作安全。
- The OSH Newsletter was published regularly, to remind staff members of the importance of maintaining safety at work.

單位名稱：_____

聯繫員工：_____

欣賞類別：(請用 / 表示) 服務態度 ○ 服務安排 ○ 服務成效 ○ 服務效率 ○ 環境及設施 ○

欣賞者姓名：_____

日期：_____

https://www.cfsc.org.hk

我們衷心感謝您的讚賞、踴躍！

- 舉行「顧客服務月」提升優質服務文化。
- “Customer Service Month” was organised to instill a culture that emphasises high-quality customer service.

政策指引

在2021-2022年度，本會繼續嚴謹遵守《公司條例》、《教育條例》、《整筆撥款手冊》、《整筆撥款津貼制度最佳執行指引》第一組指引及《服務質素標準》內各項法定規則、條例及規定。此外，機構的「策略領導委員會」及「質素改善委員會」每年均檢視及優化各項政策，本年度修訂及通過「防止及處理懷疑性騷擾政策」，表達機構對提供一個安全、平等的工作及服務環境的關注及決心。

Policies and Guidelines

In 2021-2022, the Agency committed to complying with the statutory rules and regulations set out under the Companies Ordinance, Education Ordinance, Lump Sum Grant (LSG) Manual, LSG Best Practice Manual (Level One) Guidelines and the SQSs. In addition, the Strategic Leadership Committee and the Quality Improvement Committee continue to review and optimise our corporate governance measures on an annual basis. During the reporting year, we approved several amendments to the Policy on the Prevention and Handling of Suspected Sexual Harassment, which expresses our commitment and determination to provide a safe and equal work and service environment.

為了推動本會正面的工作文化，機構持續推行「嘉許政策」表揚具有卓越工作表現的員工、單位和服務計劃；並為得獎的優秀員工及團隊提供專業培訓及服務發展的支援。透過表揚各部門員工及專業服務的卓越表現，一再印證我們團隊的熱誠、創意和關愛精神，共同推動機構成長，為社會大眾提供多元優質服務。

強化領導力

因應服務迅速發展，本會在2021-2022年度檢討管理層架構，增設三位服務總監職位，包括在長者照顧服務新增一位服務總監，環境及綠色生活、基層醫療健康服務各增設一位服務總監職位，以加強機構的領導效能。此外，結合青年服務及教育服務，成為「青年及教育」核心服務，更有效地運用資源及進一步擴大服務成效。

To encourage a positive work culture, the Agency continued to implement the “Recognition Policy” for outstanding employees, units and service projects, and provided the winning employees and teams with professional training opportunities and support for further service development. By commending the employees and professional service units throughout the organisation for their outstanding performance, we once again demonstrated the enthusiasm, creativity and caring spirit of our personnel, as well as their joint commitment to driving the organisation’s growth and providing diversified, high-quality services to the public.

Strengthening Our Leadership

To support the rapid development of our services and enhance the effectiveness of our leadership, in 2021-2022, we reviewed the existing management structure and appointed three new Programme Directors to oversee the operations of our Elderly Care Services, Environmental Protection and Green Living and Primary Health Care Core Services respectively. In addition, the youth services and education services have been integrated into one core service called “Youth and Education”, in order to enable more efficient use of resources and maximise the effectiveness of our service delivery.



- ▲ 機構不時舉辦經驗分享會，促進不同專業範疇的同事互相交流及分享知識。

Sharing sessions were organised from time to time, to facilitate exchanges of experience and knowledge among colleagues with different fields of expertise.



- ▲ 制定「嘉許政策」表揚各部門具有卓越表現的員工、單位和服務計劃。

The “Recognition Policy” is adopted to recognise outstanding employees, units and service projects throughout the organisation.

