



基督教家庭服務中心的使命是服務有需要人士，並致力促進家庭功能。本會透過 50 多個服務單位和多個創新服務計劃，為社會大眾提供多元優質服務，實踐機構使命。

回顧過去，2011-2012 年是既忙碌又充實的一年。由於在前一年播下了種子，起動了多個新服務項目，包括「嚴重殘疾人士家居照顧服務先導計劃」、「牛頭角中醫中心」及「翠林長者日間護理中心」，所以在 2011-2012 年度便忙於全面落實這些服務項目，加上其他新增服務和行政革新工程，會內各部門都忙得不亦樂乎！

推廣和諧家庭訊息是本會重要的工作。由 2010 年底開始，「活力家庭坊」與香港大學公共衛生學院合作，在翠屏（南）邨推行「愛 + 人：齊來學・愛家」計劃，與社區共同探索愛家的意義。經過一年半的耕耘，服務計劃於 2012 年 5 月圓滿結束。由於這項服務計劃結合了嚴格的實證研究，而初步研究結果十分正面，我們將會參考研究結果而策劃下一步的行動計劃。

復康服務是本會重要服務之一。多年來，部門以「能耐為本」的服務理念，協助復康人士發揮優勢和加強抵抗逆境的耐力。經過多年的實踐，去年，部門把各同工的專業經驗結集，編成《心弦觸動－與殘疾人士同行歷程的理解與反思》一書，同時舉辦「從『能耐為本』出發：兩岸三地復康服務研討會」，與來自不同地域的專業人士探討「能耐為本」的服務技巧。此外，有鑑於青少年精神健康問題嚴重，部門於 2011 年 6 月成立了「青少年精神健康推廣及治療中心」，並得到香港公益金資助 3 年的營運費用。

在長者服務方面，由於社區對照顧長者的服務需求很大，由 2011 年 5 月開始，社會福利署增加「改善長者家居及社區照顧服務」的資源，大幅提高本會在觀塘及黃大仙兩隊服務隊的最高個案數量，為本會家居照顧服務的運作和配套帶來不少挑戰。

在醫療健康服務方面，為了配合香港牙醫管理委員會有關營辦牙科服務條例的要求，本會成立了獨立的非牟利團體「基督教家庭服務中心牙科服務有限公司」，專責領導和監管本會牙科服務的運作，新公司於 2011 年 8 月完成註冊程序。

地球能源有限，現代人逐漸關注能源能否持續的問題。本會除了策劃「都市綠洲社區農圃」計劃，以鼓勵社區人士參與愛護環境的活動外，過去幾年，本會行政部門也陸續推行各種環保節能措施，包括推行廢物源頭分類及各種回收行動。此外，本會獲得環境及自然保育基金的資助，更換總部大樓 1,500 支 T8 光管，轉為使用 T5 環保光管，大大節省了電能。同時亦嘗試在適合的設施設置電燈自動開關系統、出版環保資訊、比較樓層的耗電量、委任環保大使等，以提高員工的節能意識。由於同事的努力，本會於 2012 年獲環境保護運動委員會頒發「香港環保卓越計劃－良好級別」減廢標誌，同時獲得中華電力「環保節能機構及承辦商」嘉許計劃頒發「社福機構及學校界別（第一組）」金獎鼓勵。

為了配合日漸擴展的服務及機構的成長，本會持續增強內部管理及支援。在 2011-2012 年，本會採用新的網上文件管理系統，加強電郵系統的速度與容量，同時開發人力資源管理電子系統及財務管理電子系統，以提升這兩項內部流程的管理效率。預計這兩個系統可於 2013-2014 年度全面使用。

2011 至 2012 年，本會的服務發展成績理想。我們很感謝董事會一直以來的支持和指導。我慶幸我有一班盡責投身的同工，在資源緊絀，人手不足的情況下，為機構獻出最大的努力。展望未來，我們將繼續努力，為服務使用者提供優質服務。



郭烈東

總幹事 郭烈東先生 JP

The mission of Christian Family Service Centre is to serve the people in need and to support family functioning. We strive to achieve our mission through providing quality services by more than 50 service units and various innovative projects.

When we looked back the year 2011-2012, it was definitely another busy and fruitful year. Because of many service projects we had established in the year before, such as the "Pilot Scheme on Home Care Service for Persons with Severe Disabilities", the "Ngau Tau Kok Chinese Medicine Centre", and the "Tsui Lam Day Care Centre for the Elderly", much works needed to be carried out in 2011-2012 to implement these projects. In addition, we continued to start new service projects in 2011-2012 and we had a number of new management initiatives to work on, that all made up a busy but meaningful year within the Agency.

Promoting harmonious families is our core mission. Back to the year end of 2010, the Family Energizer kick-started a collaborative service project with the School of Public Health of The University of Hong Kong. The project was titled "FAMILY: Learning Family Project", targeting the community of Kwun Tong Tsui Ping (South) Estate with an aim to encourage families to learn how to achieve family harmony, health and happiness. This Project was delivered with a parallel research study conducted by the School of Public Health of The University of Hong Kong. The Project was successfully completed in May 2012 and the initial research findings were very positive in inducing positive change in the community. We will further work on our service planning after considering the full research results.

Rehabilitation service is one of the four core services in CFSC. The Integrated Rehabilitation Services Department has been adopting the "Strengths Perspective" framework as the philosophy to guide our service delivery for several years. Last year, the professional staff in the Department consolidated their experiences and edited a casebook and put it to publication. A Regional Conference with speakers from different disciplines from Mainland, Taiwan and Hong Kong was organised to further promote the use of "Strengths Perspective" approach. Furthermore, in view of increasing seriousness of the problem of youth mental health, the Department established the "Centre for Adolescent Mental Health Prevention and Intervention" in June 2011 to provide assessment and clinical support to teenage students with 3-year funding support from The Community Chest of Hong Kong.

Regarding elderly services, as the demand for home and community care services was so immense in Kwun Tong and Wong Tai Sin that the Social Welfare Department decided to increase the maximum service volume of each of our two home and community care teams by 80% starting from May 2011. This increase posed a great challenge to the service delivery as well as the management capability.

Regarding medical and health services, in order to comply with the Section 12 of the Dentists Registration Ordinance, we had proceeded to form an independent not-for-profit dental company to lead and monitor the operation of dental services. The company registration procedure for the "Christian Family Service Centre Dental Services Limited" was completed in August 2011.

Environmental protection and sustainability has become a common concern from all walks of life. While we are still in the process of establishing a community farm project - Urban Oasis, to provide platforms for community farming activities, our Administration Department had made increasing effort to gradually implement initiatives to save energy and promote staff awareness within the Agency. These initiatives included waste separation, collection points for recyclable waste, issuing newsletters, compare and benchmark energy usages, auto switches for certain facilities, etc. We had also conducted energy audit and then replaced 1,500 pieces of T8 fluorescent tubes with more environmental friendly T5 fluorescent tubes with the funding support from Environment and Conservation Fund. With these efforts, we were awarded with a Wastewise Label from the Environmental Campaign Committee, and received a Gold Award from CLP's GREENPLUS Recognition Award in the NGO and School Sector (Group 1) in 2012.

To cope with service expansion and to better support the growth of the Agency, we continually seek opportunities to enhance management and central support functions. In 2011-2012, we adopted a new electronic filing system and upgraded our email functions. Furthermore, with the funding from the Social Welfare Development Fund, we began to develop a web-based Human Resources Management Information System (HRIS) and a Finance Management Information System (FMIS) to improve the efficiency of these critical processes. These two systems will be in place in the year 2013-2014.

The year of 2011-2012 was another fruitful year for CFSC. This could never be possible without the collaborative effort of all CFSC people. I would like to express my gratitude particularly towards the Board of Directors for their support and guidance. I am also thankful to have a team of dutiful staff who give total dedication to their work amid the limitation of financial and staff shortage constraints. Looking forward, we will continue to work hard and smart to fulfill our promises of delivering quality service to the community.



Mr. Kwok Lit-tung, JP
Chief Executive

