

基督教家庭服務中心在1954年創立，至今服務香港已有64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，創造一個可供人們成長及改進的環境。隨著社會需要的改變，本會不時檢討服務的定位，確保服務能夠與時並進。2014年，機構覺察到可持續環境對市民生活的重要，便增加了環境保育的服務，使機構的服務更臻完備。同時確立服務的大方向，在於「協助市民追求更美好的生活和家庭、建設友善社區、公平社會、和一個可持續環境」。新服務方向更考慮了社會的因素，擴闊機構視野，使服務緊貼社會的需要。2016-2017年，本會提出以「建設一個更美好城市」為目標，聚焦各項核心服務的工作，同時讓每一項核心服務肩負推動一項社會價值的任務。

過去一年，本會的重點工作主要有兩方面，一方面以「未來城市·城市未來」為焦點推出了一系列宣傳推廣活動。藉著這些活動，我們希望讓市民、工作伙伴、和服務受眾認識本會醞釀中的新面貌。這些推廣活動包括舉辦研討會和展覽、精心設計的主題海報、短片和網站、舉辦社區營造活動、與工作伙伴共聚等等。另一方面的重點工作是深化10個核心服務內容，探討服務對社會和服務對象的好處和效益，並且總結經驗，結集出版《城市·城事》一書，與公眾人士分享我們的工作。

去年在服務方面也有多方面的突破。50+悅齡服務在觀塘區推出「躍動觀塘健步行」計劃，與長者在社區尋找多條步行路徑再配合手機應用程式加以推廣，該計劃在新加坡第九屆 International Ageing Asia Innovation Forum 脫穎而出，獲大會頒發2018年最佳長者社區友善計劃大獎「Best Active Ageing Programme-Community」；在環保工作方面，「綠在沙田」的營運合約獲環境保護署續約，讓本會繼續在沙田區推動源頭減廢的工作。此外，環境保護署在2017年6月底公佈「馬游塘中已修復堆填區」發展計劃的評選結果，認為本會建議的方案最為適合，並邀請本會就發展計劃制訂詳細建議。在殘疾人士服務方面，本會在2017年10月成功投得黃大仙區兩間輕度弱智兒童之家的營運合約，可以為社區多提供16個住宿照顧名額；而本會在土瓜灣樂民新村新增的牙科診所，亦在2017年11月正式投入服務。

Christian Family Service Centre (CFSC) was established in 1954 and has been serving Hong Kong for 64 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, CFSC regularly reviews its service positioning to ensure its services are up-to-date. In 2014, the Agency came to aware that the sustainability of the environment is and will be critically affecting people's livelihood. We then added environmental protection services to our existing services, making the CFSC's services more comprehensive. We committed our service directions as to assist our service users to live a better life and a better family, to take part in building a friendly community, a fair society and to make our environment more sustainable. The new service directions have broadened our horizon and demand our planning and services to be more closely linked with the societal needs and environmental concern. In 2016-2017, we built a shared position among the core services which could be easily understood with a slogan 'Services for a Better City' to indicate our commitment to serve the Hong Kong City. Under this shared positioning, each core service will commit their work on one social value that can make our city better.

In the past year, we have focused our work in two areas. In one area, we made an effort to communicate our new positioning with the community, our service users and partners through a series of events including seminars, exhibitions, theme posters, theme videos, new website, community programmes and partner luncheon. From the feedback, we felt blessed to note that our new move was acceptable to the community. Another major focus of work was to fine-tune the works of our various core services and to review the benefits and impact made by the services. Part of the impact stories were used to publish a case book 'Our City and Inside Stories'. The casebook serves both in communicating with the public and documenting on what we have gone through in serving the city.

In terms of service development, we had some breakthrough in the past year. The Active Ageing Core Service launched the 'Walking Kwun Tong for Active Ageing' Project which explored with the elderly Kwun Tong residents to design some walking routes and to promote the routes through mobile applications, with the purpose to enhance the walkability of the community. The Project was well received and won the 2018 'Best Active Ageing Programme - Community' Award at the 9th International Ageing Asia



本會2014-2018年策略計劃的工作將接近完成，去年便需要啟動籌劃2018-2022的新策略計劃。領導團隊率先在2017年11月舉行退修預備會議，繼而在2018年1月舉行退修日，與260位管理及專業同工共同商議未來四年的去向，為繼後的策劃工作建立共識。新的策略計劃將繼續深化現時的各項工作。

在人事方面，服務本會超過26年的助理總幹事(營運)王惠梅女士於2017年7月榮休，董事會成立了甄選委員會並進行公開招聘，結果由本會高級服務總監梁少玲女士接任助理總幹事(營運)一職，並在2017年8月生效。

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。



Innovation Forum held in Singapore. In the area of Environmental Protection, the Sha Tin Community Green Station operation contract was renewed for three years by the Environmental Protection Department (EPD). Furthermore, EPD also confirmed that our proposed idea of revitalising the Ma Yau Tong Central Landfill was selected to further develop into a more detailed feasibility proposal. In the area of Services for People with Disabilities, we successfully bid the operation contract of two Small Group Homes for Mildly Handicapped Children in Wong Tai Sin District and will provide 16 more residential places in the community. Finally, our new dental clinic in To Kwa Wan Lok Man Sun Chuen commenced service in November 2017.

Regarding strategic planning, the existing corporate Strategic Plan 2014-2018 would come to an end and a new strategic plan for 2018-2022 had to be worked out. The senior management organised a preparatory retreat in November 2017 and then a retreat day for 260 managerial and professional staff in January 2018. The staff put the heads together to plan for the future and the new strategic plan will basically follow the existing directions with more consolidation in the service delivery end.

Ms. Nancy Wong Wai-mui, the Assistant Chief Executive (Operation), after serving CFSC for more than 26 years, had her retirement from the post in July 2017. The Board formed a recruitment panel to find a replacement through open recruitment. After the selection process, the panel selected our Senior Programme Director Ms. Ivy Leung Siu-ling to fill Nancy's position as Assistant Chief Executive (Operation) effective from August 2017.

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 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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