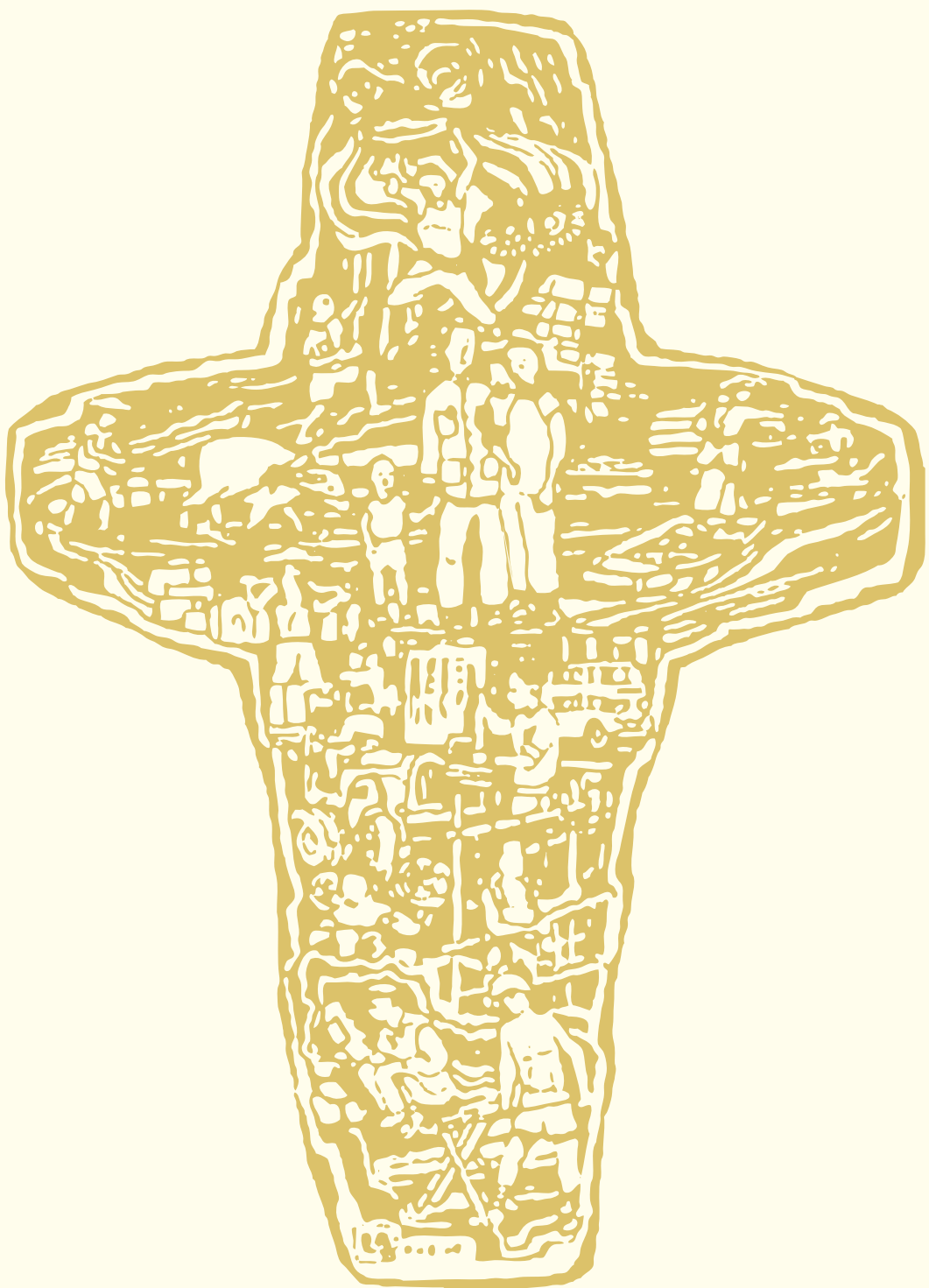




九龍東 同行六十載 新思維 用愛創未來

基督教家庭服務中心  
六十周年紀念特刊



耶穌說：「我來了，是叫你們得生命，  
並得的更豐盛。」



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

### 使命宣言 Mission

基督教家庭服務中心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，並創造一個可供人們成長及改進的環境。我們提倡社會公義及重視個人尊嚴，並努力在香港建立一個富同情心及關懷的社會。

Founded to manifest the love of God through serving people in need, Christian Family Service Centre strives to support and enhance family functioning, and foster an environment in which growth and change can take place. We believe in social justice, respect for human dignity, and endeavour to contribute to the building of a humane and caring society in Hong Kong.

### 願景 Vision

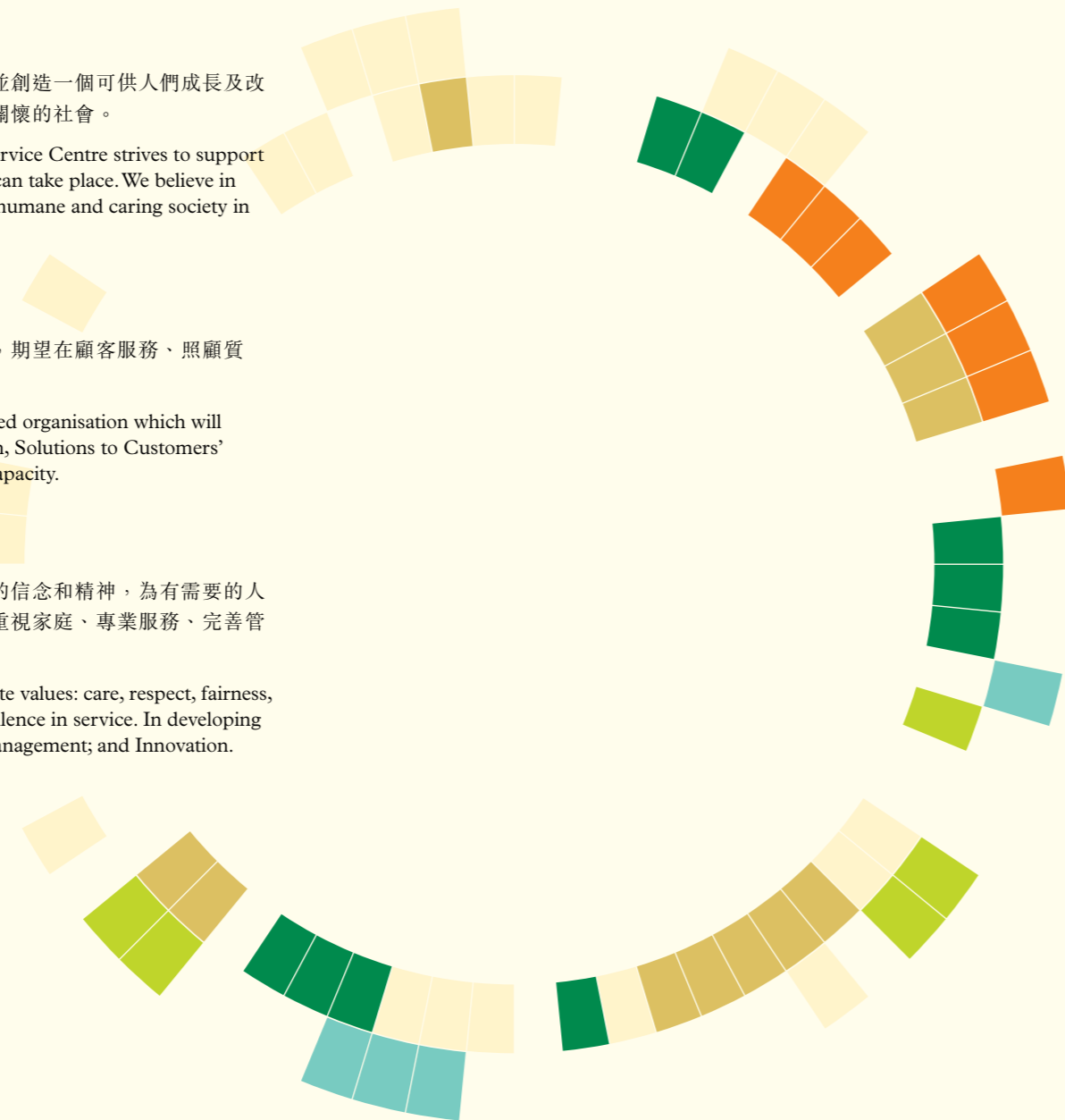
基督教家庭服務中心的願景是成為一間具高度熱誠及重視機構價值的綜合服務機構，期望在顧客服務、照顧質素、服務創意、為服務對象解難、支援家庭及建設社區各方面達至卓越表現。

Christian Family Service Centre strives to become a value-driven, passionate and integrated organisation which will be recognised for its excellent performance in Customer Service, Quality Care, Innovation, Solutions to Customers' Problems, Strengthening Families, Making Positive Changes and Building Community Capacity.

### 信念和價值觀 Values

我們本著基督的愛，以關懷、尊重、公平、公義、以人為本、助人自助及追求卓越的信念和精神，為有需要的人提供優質服務和支援有需要的家庭。此外，我們抱持下列原則和價值觀發展服務：重視家庭、專業服務、完善管理、力求創新。

To manifest the love of God, Christian Family Service Centre holds the following corporate values: care, respect, fairness, justice, commitment to people, enabling people to help themselves and searching for excellence in service. In developing services, we hold the following principles: Family First; Professional Service; Excellent Management; and Innovation.



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註\*：CFSC 委託嶺南大學歷史學系劉智鵬教授協助撰寫此部分。  
CFSC has commissioned Prof. Lau Chi-pang, Associate Professor,  
Department of History Lingnan University to write up this part.

光陰似箭，轉眼間 CFSC 已踏入六十周年，而我亦在不知不覺間，與 CFSC 一眾同工共同經歷了 26 個寒暑。能夠看著本會由一座只有兩層高的石屋，蛻變成現時樓高 10 層的大樓，而所提供之服務亦越趨多元化，我真的感到非常感恩和驕傲。

還記得 26 年前，我在一間跨國企業工作，從沒想到會與 CFSC 這類型社福機構扯上關係。在一次機緣巧合的情況下，我加入了香港社會服務聯會的執行委員會，亦因此認識了當時的 CFSC 總幹事邱可珍女士。她邀請我加入董事會，希望藉由我把大企業的管理模式引進 CFSC，就這樣，我從 1988 年開始為本會服務至今。

當初加入 CFSC 時，我嘗試引入商業機構的財政管理模式，把一些做得較好、有盈餘的項目資金，撥給一些未能得到政府資助、但卻是社會上需求殷切的項目，令本會能秉承創會宗旨，服務有需要之人士。還記得趣樂幼兒園，當年因人手不足，曾考慮停辦其中一項弱能兒童的服務，但是一想到如因財政問題，令有需要服務的對象不能受惠，實有違本會宗旨，便決定把其他服務項目的儲備，用以支援趣樂幼稚園的運作，才令這些服務對象不致受到影響。現在，趣樂幼稚園仍然在為有需要人士服務，更能做到自負盈虧，我真的感到非常鼓舞，而這份使命感令我一直繼續留在 CFSC。

CFSC 發展迅速，在 80 年代末，董事會都認為必須擴充總部以配合發展。由於我本身是一個工程師，因此，在整個重建過程中，我的參與性很高，還記得當年，差不多每個星期六、日，我都到工地檢視進度，真的是忙得不可開交。因此，現在每次看見這棟大樓，我都有很深的感受，覺得所付出的真是非常有價值！

經過 CFSC 董事會和同工的努力，本會已茁壯成長，由我當初加入時不足 200 名員工，到現時超過 1,000 人；服務亦由以家庭為中心走向更全面化及多元化，為社會上不同年齡層人士服務，這些都令身為董事會主席的我感到非常自豪。

最後，藉著六十周年這個日子，我在此向董事會各成員、歷任及現任總幹事、與及全體員工致以最由衷的感謝，沒有他們的無私貢獻及努力，CFSC 要發展成今天的規模是不可能的。

現在，本會就像一輛列車，正朝著一個已定的方向，順暢地行走著，未來只要大家能繼續努力，上下一心，這輛列車必定能加速前行，開往更大更遠的目的地。

註：趙世存先生於 2002 至 2007 年期間擔任本會主席，並於 2008 年至 2013 年期間擔任本會義務司庫。

## 序言

# Foreword



趙世存先生 BBS, MBE, JP  
Mr. Nicholas Chiu Sai-chuen, BBS, MBE, JP

董事會主席  
Chairman, Board of Directors

Time flies, CFSC has come to its 60th anniversary in the blink of an eye. Unwittingly, I have been working together with CFSC's staff for 26 years. Witnessing our Headquarters from a 2-storey stone house turned into a 10-storey building, I am truly grateful and contented.

I worked in a multinational company 26 years ago and never thought of coming across with a social welfare agency like CFSC. I was a member of the Executive Committee of the Hong Kong Council of Social Service, and had the opportunity to meet the then CFSC Director, Miss Nora Yau. She invited me to join the CFSC Board, where I started to help out in this agency from 1988.

Employing my knowledge in working in a multi-national company and sharing the concepts of business strategy in financial management in a NGO, the surplus from the profitable projects to those initiatives which responded to community needs but receiving no financial support from government. I remember our Cheerland Kindergarten was on the verge of closing a project due to financial constraints, however, the mission to serve the children with mental challenges has taken precedence over all the financial decisions. Today, Cheerland Kindergarten is still providing quality education to those needy children and running on a self-financing basis. This is very encouraging and the sense of mission keeps me stay connected with CFSC.

CFSC has been developing rapidly. In the late 1980s, the Board decided to re-develop the headquarters building in order to meet the agency's development. Since I was an engineer, I was highly involved in the reconstruction process. I oversaw the progress of the works. It was really busy and I walked through the sites almost every Saturdays and Sundays. Looking back, all my efforts were worthy!

With the dedication and unwavering passion of CFSC Board and colleagues, the agency has thrived. Now we have over 1000 employees compared with only 200 when I first joined. CFSC has evolved from providing family service in the early years to its present role of providing a diversified range of professional services to people of all ages.

Last but not least, on this special occasion of the 60th anniversary, I would like to take this opportunity to offer my deepest gratitude to all the Board members, former and incumbent Chief Executives and all the staff. Without their selfless dedication and effort, it would not be possible for CFSC to develop into today's scale.

Like a train running smoothly on the right track, CFSC will keep gearing its goals to a border perspective and direction.

Note: Mr. Nicholas Chiu Sai-chuen served as Board Chairman of CFSC for the period of 2002-2007, and as Honorary Treasurer of CFSC during 2008-2013.

十年人事幾番新，何況是六十年！80 年代早期，我於外國學成歸來，受到當時 CFSC 董事局主席周永新教授的邀請，加入了本會的董事局，想不到一轉眼間已經那麼多年。

過去 20 多年來，CFSC 經歷了很大的變化。對外界來說，最明顯的莫過於是本會的總部由一所兩層高的石屋，重建成為現時樓高 10 層的綜合大樓。但對於我與 CFSC 的同工，我們所看到及經歷過的轉變卻絕不僅只於此。

就以這座大樓的重建工程為例，當時本會面對不少問題，籌募足夠經費便是其中一大挑戰。幸好在各方努力之下，再加上政府於清拆調景嶺石屋所給予本會的補償款項，最終大樓得以按我們的構思完成。

大樓的重建可以說是本會的一個重要里程碑。有了全新的大樓，我們的服務得以全面擴展，由當初以家庭服務為主，逐漸發展至現時的長者服務、殘疾人士服務、醫療及健康服務及環保與綠色生活等等，除了服務更趨多元化，本會的服務範圍亦由觀塘區擴展到不同地區，包括天水圍、銅鑼灣等，隨著社會的轉變及需要而作出配合。

CFSC 能夠由最初的規模，發展至今天擁有超過 1,000 名同工，實在是賴本機構上下一心的努力。

我深深地相信，CFSC 的優勢在於擁有一班實幹的同工，他們非常重視團體合作，加上他們很多都是親身走入社區的服務提供者，因此最能了解社會上的變化及需要。因此，當他們向董事局提出新的服務構思時，我們都會盡量給予支持，因為作為社會服務提供者，必須與時並進，才能真正幫助到有需要的人。

作為現屆董事會的副主席，我很想藉著本會六十周年的機會，衷心感謝全體同工，同時，亦希望勉勵他們，在這個瞬息萬變的時代，大家必須配合社會發展而作出改變，即使在面對困難時，我們都絕不能輕言放棄，只要抱著永不言敗的精神，就算有些目標暫時未能達成，只要再接再勵，繼續努力嘗試，終有一天，成功之門會為你而開。

註：關銳煊教授於 1996 至 2001 年、及於 2008 至 2013 年期間擔任本會主席，並於 2002 年至 2007 年期間擔任本會副主席。



關銳煊教授  
Professor Alex Kwan Yui-huen

董事會副主席  
Vice-chairman, Board of Directors

The world is ever-changing, so does the 60-year-old CFSC. In the early 80s, I returned home from overseas after graduation and was invited by the then CFSC Board Chairman, Professor Nelson Chow Wing-sun, to join the Board.

Over the past 20 plus years, CFSC has undergone tremendous changes. The most eminent change was the reconstruction of the headquarters building from a two-storey stone house to the present 10-storey social service building. It was a tough job indeed. The agency faced a lot of difficulties in the course of reconstruction. Fundraising was one of the major challenges. Fortunately, with the efforts of different parties, and the compensation from demolishing Tiu Keng Leng stone houses by the government, the fitting-out works of the building could be successfully completed in the end according to our plan.

The reconstruction of the headquarters building was a major milestone to CFSC. With the new building, our services could be expanded, from family-oriented services, gradually extended to elderly services, services for people with disabilities, medical and health services, and environmental protection and green living, etc. Not only did the services expand in scope but also in scale. The service boundaries has spanned from Kwun Tong to Tin Shui Wai and Causeway Bay.

With the effort and shared commitment from all members of CFSC, we have developed into an organisation with more than 1,000 staff.

CFSC colleagues have served the public with commitment, dedication and enthusiasm. Their professionalism is exemplary. Therefore, when they proposed new service ideas to the Board, we would support as much as we can, knowing that a social service provider should keep pace with social changes and our colleagues are at the forefront and best understand the needs of the community.

As the Vice-Chairman of the Board, I would like to take the opportunity of 60th anniversary to express my gratitude to all Board members and staff for their commitment to the underprivileged. Meanwhile, I am confident that CFSC colleagues will go from strength to strength in meeting the ever-changing needs of the community and uphold the spirit of persistence for the benefit of the needy.

Note: Professor Alex Kwan Yui-huen served as the Board Chairman of CFSC during the periods of 1996-2001 and 2008-2013, and as Vice-Chairman of CFSC in 2002-2007.



李日誠牧師 Reverend Daniel LiYat-shing

董事會義務司庫 Honorary Treasurer, Board of Directors

In October 1995, I joined the Board of Directors of CFSC on behalf of the Hong Kong Christian Council. It has been almost 20 years from then. During these two decades, a lot of memorable things happened, of which the re-development of the headquarters building must not be left to mention.

Although I was not yet a member of CFSC when the building re-development plan started, I was fortunate to have the chance to participate in the latter stage of the project, and to say a prayer at the Foundation Stone Laying Ceremony of the building in 1996. The completion of the building is considered a major milestone of CFSC. It helped speeding up the development of CFSC’s service.

Another unforgettable memory was in 2000 when the government changed the social welfare policy and introduced the ‘Lump Sum Grant’ subvention mode, making an enormous change in the social welfare sector. Taking CFSC as an example, because of this new policy, CFSC needed to consider cutting back some of the service projects, and colleagues’ salaries were also affected. Fortunately, the CFSC Board of Directors has always been highly transparent. They actively met with the staff representatives and explained to them the impact of the whole policy on CFSC, thereby wishing to understand the thoughts and needs of colleagues through communications and, most importantly, to reduce their anxiety. Because of the openness of the Board, even though CFSC has experienced many different challenges, many colleagues are willing to stay and work together with CFSC. It was the working partners’ loyalty helping CFSC to develop fast and become a highly recognised social service organisation in the community.

I have joined the CFSC big family for 20 years and witnessed its growth. The agency not only changed a lot in its services, but also in the scope of service, expanding from Kwun Tong to Kowloon East, Tseung Kwan O, Hong Kong Island, and New Territories, so that more people who need help can be benefited. CFSC is an agency grows with time, and is always willing to explore new services. Whenever they see needs in the community, they develop a corresponding service in response to the change in society. Moreover, CFSC is willing to collaborate with other organisations. For instance, in 2002, CFSC cooperated with the School of Chinese Medicine of The Chinese University of Hong Kong in providing Chinese medicine services. Later, the collaboration extended to include the Hosptial Authority to operate the Chinese Medicine Centre for Training and Research in Ngau Tau Kok under the tripartite collaboration scheme. To date, this service has been maturely developed and also became one of the most popular services in CFSC.

Lastly, I wish that the colleagues of CFSC continue to hold the principle of ‘Nurture the young, support the abled to contribute, care the old’, and to help the people who need help through providing different services. Meanwhile, I also hope that the colleagues will uphold the importance of care and respect in service support each other, putting the spirit of ‘love others like yourself’ in action and manifest the love of God.

Note: Reverend Daniel LiYat-shing served as Honorary Treasurer of CFSC during 2008-2013.

1995年10月，我代表香港基督教協進會加入CFSC董事會，到現在已差不多有20個年頭。在這20年間，曾經發生很多難忘的事，其中，總部大樓的重建不能不提。

雖然大樓擴建計劃開始時我還沒有加入CFSC，但是我卻有幸參與後期的工作，並在1996年大樓奠基典禮上祝禱。大樓的落成可說是CFSC的一個重大里程碑，使其服務發展得更快。

難忘的經歷還包括在2000年，政府的社會福利政策有變，推出了「整筆撥款」計劃，令社福界出現了翻天覆地的轉變。以CFSC為例，因為這個新的政策，除了部分服務項目面臨被削減外，同事們的薪酬亦受到很大的影響。幸好，CFSC的董事會一向透明度極高，主動與職員代表開會，向他們解釋整個政策對CFSC的影響，藉著溝通以了解同事的心情及需要，減低同事的憂慮。正因為董事會的開明，縱然CFSC經歷了不少挑戰，很多同事到了現在仍然與CFSC共同進退。亦因為有一班如此忠誠的合作伙伴，CFSC的發展才能如此迅速，成為區內備受認同的社會服務機構。

我加入了CFSC這個大家庭已經20年，我見證著CFSC的成長，本會不單在服務上有了很大的改變，在服務範圍上，亦已由觀塘拓展至整個九龍東、將軍澳、港島及新界，令更多有需要人士都能受惠。CFSC是一家與時並進、勇於開拓新服務的機構，只要看到社會上有需要，便會發展相應服務以配合社會的轉變。同時，CFSC樂於與其他團體合作，例如在2002年與香港中文大學中醫學院合作，為社區提供中醫服務，後來更進一步，與醫院管理局及香港中文大學中醫學院三方合作，營辦牛頭角中醫教研中心。時至今日，這個服務已經發展得非常成熟，更成為CFSC其中一個最受歡迎的服務。

最後，藉著六十周年的恩典，我期望CFSC的同事們能繼續本著「幼有所養，壯有所用，老有所終」的宗旨，透過提供不同類型的服務，讓有需要的人士得到幫助。同時，我更希望同事們能以關懷、尊重為本，與服務使用者彼此扶持，以行動實踐「愛人如己」的精神，把愛傳揚出去。

註：李日誠牧師於2008至2013年期間擔任本會副主席。



邱可珍女士 Miss. Nora Yau Ho-chun

前CFSC總幹事 CFSC Ex-Director

2004年1月，亦即中心準備慶祝成立50周年時，本人從工作崗位退下，有幸獲得郭烈東先生接任總幹事一職。時光荏苒，一晃眼便十年，今年已踏入60周年，郭先生領導同工致力繼往開來，期間擴大了復康服務，長者服務，中、西醫及牙科服務等，亦增設了青少年精神健康及治療中心，並於去年開拓位於九龍灣的都市綠洲農圃，服務地區亦因此同時延展。為了配合及支援不同服務的運作，中心總部大樓部分樓層於期間曾進行了一些改動，以配合同工需要。

值得一提的是，面對人口高齡化，可以預見身體傷殘及智障人士在未來歲月所需要的支援及服務有增無減。同時，由於他們的照顧者（多半是父母）亦日趨年老，日後誰去負責照顧這群殘障家庭成員（指不須入住宿舍那些），亦是逼近眉睫的問題。至於長者認知障礙的情況持續增長，亦須同工開展新服務去協助這些人士。

「都市綠洲」分「心靈綠洲」及「農圃」兩部分營運，前者透過園藝治療、種植和小組活動去改善認知障礙及情緒出現問題的社群；後者則把農圃租給不同家庭或團體作種植用；這些安排正突顯出服務手法不斷創新。

未來十年，市區重建局將繼續進行重建，由於中心在觀塘區內一直提供市區重建隊服務，可以預測這方面的工作將繼續拓展。

員工福利方面，中心除提供醫療保險及撥款舉行康樂活動外，近年更加設了獎學金（除原有進修津貼外），鼓勵員工進修。這是栽培人才的一個好例子，值得讚賞。

在慶祝中心成立60周年之際，本人盼望郭先生在董事會的指導，政府及有關團體的支持下，帶領機構邁進新紀元，與員工上下一心，努力為社區人士服務，在未來的日子再放異彩。

In January 2004, I retired from my position when the Agency was celebrating the 50th anniversary and Mr. Kwok Lit-tung replaced me. Time flies, 10 years had passed and the Agency is now celebrating its 60th anniversary. Under the leadership of Mr. Kwok, the staff devoted to expand the services, and the Agency has developed new services including Rehabilitation Services, Elderly Services, Chinese Medicine, Medical and Dental Services, and also established the Centre for Adolescent Mental Health Prevention and Intervention, as well as opened up Urban Oasis in Kowloon Bay last year. Meanwhile, CFSC’s services also extended to other districts. To cope with the increasing demand of different services, modification have been done at the Agency’s headquarters to suit the needs of staff.

The ageing population is going to be an issue that needed to be considered, it is foreseeable that the demand of support and services for people with physical and intellectual disabilities will definitely increase in the coming years. Meanwhile, the carers (mostly their parents) are getting older, which leads to an urgent concern on who can take care of these family Members with disabilities (those who do not need residential service) in the future. With the continued growth of elders with early dementia, the staff also need to explore new services to help these people.

‘Urban Oasis’ offers two separate services which include ‘Serene Oasis’ and ‘Garden’. The former helps to improve the community with early dementia and emotional problems through horticultural therapy, gardening and group activities; while the latter is leasing farmland to different families and organisations for planting use. These arrangements completely showcased the continued development of innovative services.

Urban Renewal Authority will continue the redevelopment project in the next decade, the Agency’s Kwun Tong Urban Renewal Social Service Team has all along been providing services in the community, and thus their work in this area is expected to keep expanding.

For employee benefits, the Agency has newly established scholarships (apart from the existing training allowance) in recent years to encourage employees to pursue further education in addition to providing medical insurance and funding different recreational activities. This is a good for cultivating talent and should be highly commanded.

In celebration of 60th anniversary of CFSC, I hope that with the guidance of the Board of Directors, support from the government and related bodies and the contribution of staff, Mr. Kwok can lead the agency to enter a new era, offer an even better community services and strive for a splendid future.



賀辭

Greeting



政務司司長林鄭月娥



展猷六秩  
播惠社群

基督教家庭服務中心六十周年誌慶



行政會議非官守議員召集人林煥光

情懷不老

基督教家庭服務中心六十周年誌慶



運輸及房屋局局長張炳良



建社匡羣  
濟世功深

基督教家庭服務中心成立六十周年



基督教家庭服務中心成立六十周年誌慶

耕耘六秩  
愛暖萬家

民政事務局局长 曾德成



基督教家庭服務中心六十周年誌慶

鑽禧樂賀  
恩澤萬家

勞工及福利局局长 張建宗



基督教家庭服務中心六十周年誌慶

施仁濟困  
愛德盈懷

教育局局长 吳克儉



基督教家庭服務中心六十周年誌慶

匡羣績茂  
惠社功宏

食物及衛生局局长 高永文

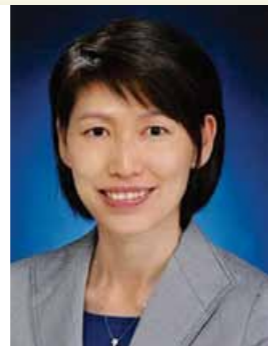




行政會議成員 陳智思

# 耕耘六十載 績望共顯彰

基督教家庭服務中心六十周年誌慶



基督教家庭服務中心多年來竭誠服務社會，致力促進家庭功能，貢獻良多。欣逢中心六十周年誌慶，我謹代表社會福利署衷心致賀。

社會福利署署長葉文嫻



觀塘區議會主席  
CHAIRMAN, KWUN TONG DISTRICT COUNCIL  
CHAN CHUNG BUN SBS, JP

陳振彬  
太平紳士

基督教家庭服務中心  
六十周年紀念特刊  
賀辭

一個都市的繁榮安定，除了由工商經濟和良好管治帶動，亦有賴專業的社會福利事業，針對社會的各項問題提供預防、輔導及倡導服務。

基督教家庭服務中心扎根香港六十年，一直致力以專業的精神和精銳的團隊提供優質的社會服務予香港居民，為香港社會的和諧穩定貢獻良多！

過去數十年，香港經歷了很多變遷，經濟的轉型、資訊科技的發達、家庭結構的改變、人口老化的趨勢、教育制度的修改等等，都衍生出不同的社會需求，而這些需求的複雜性和殷切性都一直在演變。

多年來，為了配合香港不斷變遷的社會需求，基督教家庭服務中心都能與時並進，推陳出新，針對性和策略性地開展及更新了多元化的服務，把社會上各方面有需要人士都照顧到，扶助市民解決了很多困難，讓他們的生活和精神健康重踏正規。

面對未來，我有信心，基督教家庭服務中心仍然能繼續本着機構的使命和信念，在各服務範疇都有卓越表現，努力為香港的市民服務，合力建構一個和諧關懷的都市！本人謹對基督教家庭服務中心六十周年誌慶獻上衷心祝賀！

觀塘區議會主席  
陳振彬



香港九龍觀塘巧明街115號柏秀中心22樓

22/F., Po Shau Centre, No.115 How Ming Street, Kwun Tong, Kowloon, Hong Kong. Tel: (852) 2344 0022 Fax: (852) 2793 3066



基督教家庭服務中心  
六十周年誌慶  
平等機會委員會主席周一嶽獻辭

我謹代表平等機會委員會（平機會），衷心祝賀基督教家庭服務中心六十周年誌慶。

作為香港最早開辦家庭服務的機構之一，基督教家庭服務中心多年來致力發展及提供多元化服務，包括家庭支援、復康、醫療健康以及臨床心理輔導等服務。除了家庭，中心的服務對象還涵蓋幼兒及學前兒童、青少年以至長者，為東九龍區的居民提供全面的社區支援及照顧服務。

隨著本港社會變遷，基督教家庭服務中心亦不斷更新服務，例如開設單親中心及中醫診所，務求照顧到大眾的需要。近年中心更積極拓展精神健康服務，又引進園藝治療，協助市民尋找心靈的綠洲。中心的服務，對於改進社區、家庭以及個人的發展，有著重要作用。

平機會十分支持基督教家庭服務中心提倡社會公義及重視個人尊嚴的精神。中心一直以關懷、尊重、公平、公義，以人為本及助人自助的宗旨，提供多樣化服務，與平機會致力建構一個平等、共融、關愛社會的信念可謂一致。

我祝願中心秉承過往的佳績，繼往開來，並期望與中心攜手建立一個富同情心及關懷的社會。

平等機會委員會主席  
周一嶽





四十年前，我曾在基督教家庭服務中心任職社工，其後多年參與中心董事會工作，知道中心是踏實的非政府組織，盡力服務東九龍居民，深受區內居民愛戴。

香港大學社會工作及社會行政學系  
周永新榮譽教授 MBE, GBS, JP



基督教家庭服務中心六十周年誌慶

恩典滿途  
關愛同行

觀塘民政事務專員羅莘桉



The 60<sup>th</sup> Anniversary of Christian Family Service Centre (CFSC)  
Commemorative Bulletin

Congratulatory Message

It gives me great pleasure in offering my warmest congratulations to the Christian Family Service Centre (CFSC) on the occasion of its 60<sup>th</sup> Anniversary.

'Sixty years' is one of the important pillars in Chinese calendar, symbolising great achievements in the cycle. Sixty years on since its establishment, the CFSC has set itself to provide quality, diversified and essential services to needy families in Hong Kong. It is indeed a privilege to associate with the CFSC and be able to witness its development and contributions over the years.

The URA and the CFSC do share a lot of common goals in their social missions in respect of better lives and sustainable environment, making Hong Kong a good place to live in.

With its unrelenting commitment, I trust that CFSC will continue to grow from strength to strength and lead progress in the provision of core family services in the years to come. I wish the CFSC and your members every success in all your future endeavours.

Sincerely,

Victor So Hing-woh  
Chairman  
Urban Renewal Authority



基督教家庭服務中心六十周年誌慶

植根社區  
惠澤坊鄰

香港賽馬會慈善事務執行總監

張亮先生 致意



## 董事會 (2014)

## Board of Directors (2014)

前排由左至右:

委員 蒲錦昌牧師  
 委員 邱可珍女士 MH, JP  
 副主席 關銳煊教授  
 主席 趙世存先生 BBS, MBE, JP  
 義務司庫 李日誠牧師  
 委員 郁德芬博士 JP  
 委員 翁傳鏗牧師

Front row, from left to right:

Board Member Rev. Po Kam-cheong  
 Board Member Miss Nora Yau Ho-chun, MH, JP  
 Vice-chairman Professor Alex Kwan Yui-huen  
 Chairman Mr. Nicholas Chiu Sai-chuen, BBS, MBE, JP  
 Hon. Treasurer Rev. Daniel Li Yat-shing  
 Board Member Dr. Alice Yuk Tak-fun, JP  
 Board Member Rev. Yung Chuen-hung

後排由左至右:

委員 王澤堂牧師  
 委員 劉俊泉先生  
 委員 陳永佳先生  
 委員 潘敏琦法官  
 委員 溫光耀少校  
 委員 曾福全先生  
 委員 鄭榮科先生

Back row, from left to right:

Board Member Rev. Wong Chak-tong  
 Board Member Mr. Karl Lau Chun-chuen  
 Board Member Mr. Chan Wing-kai  
 Board Member The Hon. Madam Justice Poon  
 Board Member Major On Dieu-quang  
 Board Member Mr. Thomas Tsang Fuk-chuen  
 Board Member Mr. Cheng Wing-for



# 九龍東 同行六十載

過去六十年，香港社會發展急速，社會及市民的需要也不斷變化。本會一方面拓展服務，回應社會的需要；亦同時與時並進，不斷更新。

*Over the past 60 years, Hong Kong has been developed rapidly leading to the ever-changing needs of the society and the public. The Agency has expanded its services in response to the society needs; as well it has kept pace with the times.*



Sixty Years of Service  
in Kowloon East

# 基督教家庭服務中心 大事年表



▲ 基督教家庭服務中心創辦人 — 文美莉教士  
Founder of CFSC – Miss Muriel Boone



▲ 長老會福利部 — 為內地難民提供服務

United Presbyterian Casework Centre – A service centre for Mandarin Refugees



▲ 1956年本會建造之竹園平房  
Outlook of the Chuk Yuen cottages housing in 1956



▲ 1958年高曉光女士 (Miss Doris Caldwell) 被派接替文教士工作  
Miss Doris Caldwell was sent to replace Miss Boone's work in 1958



▲ 助人自助手工部，主要以外發衣物形式讓市民在家縫製  
The Handicraft Department aimed to promote self-reliance and assigned sewing work for public to work at home



▲ 在調景嶺開辦調養營  
Set up a nursing camp in Tiu Keng Leng

## Christian Family Service Centre Milestones

### 1954

基督教家庭服務中心前身為美國長老會福利部，由美國聯合長老會宣教士文美莉女士 (Miss Muriel Boone) 創立，以基督的愛服務有需要之人士。

Christian Family Service Centre, the then United Presbyterian Casework Centre, was established by Miss Muriel Boone, a United Presbyterian missionary, to manifest the love of God by serving people in need.

為有緊急需要的老人提供金錢援助及醫療照顧，並提供殮葬服務。

Provided financial assistance and medical care to elders who had urgent needs. Funeral service was also provided.

### 1955

於通菜街212號3樓成立首間工作室，提供物資及經濟支援。

Set up the first office at 3/F, 212 Tung Choi Street, Mongkok, to provide material aid and financial support to the needy.

### 1956

因服務擴展，遷往洗衣街222號地下作辦公室。

Due to expansion of service scope, the office was relocated to Ground Floor of 221 Sai Yee Street, Mongkok.

興建三合土平房的計劃大致完成，分別在竹園興建了56幢及在調景嶺建成了46幢平房，為難民重建家園。

The project to build concrete single-storey houses for the newly arrived refugees was almost completed, with 56 and 46 houses built in Chuk Yuen and Tin Keng Leng respectively.

### 1958

因文教士年事已高，高曉光女士 (Miss Doris Caldwell) 被派接替文教士工作，為回應社會需要，本會亦不斷發展新服務。

As Miss Muriel Boone was getting old, Miss Doris Caldwell was being sent to replace her. Meanwhile, in response to the demand of the community, the agency continued develop new services.

### 1959

由於當時肺結核病肆虐香港，福利部的服務對象極需支援，本會得到 Junk Bay Medical Relief Council 的支持，劃出調景嶺靈實療養院的8張病牀供本會優先使用。

It was the time when tuberculosis was rampant in Hong Kong, with the support from from the Junk Bay Medical Relief Council, the agency successfully secured 8 sickbeds from Haven of Hope Hospital for the agency's users who were sick and desperately needed help because of the disease.

### 1961

於調景嶺為肺結核病康復者設立膳食中心 (Rennie's Mill Feeding Centre)，同時為調景嶺區寄宿學生提供膳食及學習支援。

The Agency set up Rennie's Mill Feeding Centre in Tiu Keng Leng to facilitate rehabilitation of tuberculosis patients, and provide catering services and education support to students who attended boarding schools in Tiu Keng Leng.

### 1962

與其他教會合作，在調景嶺興建平房，讓有需要家庭入住。

Collaborated with other churches to build single-storey houses in Tiu Keng Leng for those families who needed help.

為受颱風「溫黛」破壞的住屋進行維修援助。

Helped to repair the houses being badly damaged by the disastrous typhoon, Wanda.

在調景嶺基督教醫療所內開設幼兒服務 (Well-Baby Clinic)。

Established the Well-Baby Clinic in Tiu Keng Leng's Christian Medical Centre.

### 1963

為膳食中心的康復者及學生提供全數醫療補助。

Provided full medical allowances to patients and students of Rennie's Mill Feeding Centre.

### 1964

開始提供諮詢及家庭輔導服務，是全港最早開辦家庭服務的機構之一，以助人自助為服務方針，開設手工部，主要以外發衣物形式讓市民在家縫製；及後更提供製作精巧手工藝品之訓練，令市民能有一技傍身。

Provided enquiry and family counselling services, which made CFSC one of the very first organisations that offered family services. In addition, the agency established the Handicraft Department which aimed to promote self-reliance. It assigned sewing homework and paid them on piecework basis; and later the agency trained people to make exquisite handicrafts to equip them with specific skills.

Since 1954



▲ 1965年遷至觀塘翠屏道3號  
Moved to 3 Tsui Ping Road,  
Kwun Tong in 1965



▲ 成立健康中心，為居民提供健康  
檢查、健康輔導及社區健康教育  
Set up the Health Centre to provide  
residents with services such as  
health check-up, health counselling  
and community health education



▲ 養真苑奠基典禮  
The Foundation Stone Laying  
Ceremony of Yang Cheng  
House



▲ 社區發展服務 — 協助居民遷徙  
入住公共房屋  
Community Development  
Services of the Agency – Helping  
residents to move into public  
houses



▲ 學校社會工作  
School Social Work



▲ 成立老人互助中心  
Set up the Elderly  
Centre



▲ 麥理浩督憲夫人參觀老人互助中心  
Lady Maclehouse visited the Elderly  
Centre



▲ 開始家庭助理服務  
Started to provide Home Help Service



▲ 開辦兒童中心  
Children Centre commenced operation



▲ 家庭助理服務 — 為傷殘人及其他有需要人提供家庭服務  
Home Help Service – offered help to disabled persons and families-in-need

▲ 工友聯誼活動  
Fellowship activity for workers



▲ 成立鯉魚門社區服務處  
Set up Lei Yue Mun  
Neighbourhood Level  
Community Development  
Project



## 1965

美國長老會福利部正式易名為基督教家庭服務中心，並遷至觀塘現址，為東九龍區人士服務。

Formally renamed the United Presbyterian Casework Centre to Christian Family Service Centre and moved to Kwun Tong, serving the people in need in Kowloon East.

獲靈實醫院同意及協助，撥出部份床位作收容肺病患者之用。同時，亦在調景嶺開辦調養營，供肺病初癒者調養。

The Haven of Hope Hospital agreed to help and reserve beds for those who suffered from lung diseases. Meanwhile, the agency set up a resting camp in Tiu Keng Leng to facilitate rehabilitation of patients who had recovered from lung disease.

成立大型志願機構中的首個健康中心，致力推廣健康信息，讓市民明白預防疾病和及早治療的重要性。

Set up the first-ever Health Centre, with an aim to disseminate health information and educate citizens the importance of prevention and early treatment of diseases.

## 1971

開辦教育服務，為最早開辦學校的社會工作服務機構之一，初期以小學生為主要服務對象，及後把服務延至學校。

Started to offer education services, one of the earliest agencies among all other social organisations. The initial targets were primary school students, and the service has finally extended to other schools.

## 1972

於調景嶺開辦首間老人院舍養真苑，為走難到港、年老患肺病的單身男性提供全面照顧。

Yang Cheng House, the Agency's first home for the aged, commenced operation in Tiu Keng Leng. It provided comprehensive caring services for old and single men who took refuge in Hong Kong and suffered from lung disease.

開辦學校社會工作，工作人員被派駐學校協助解決學生在學業、情緒、行為、人際關係等各方面所遭遇到的挑戰。

The School Social Work Unit commenced operation. Social workers were deployed to schools to help students who faced challenges in academics, emotions, behavioral or interpersonal relationships, etc.

## 1974

增設社區發展服務，以觀塘康寧道及協和街安置區的千多名居民為服務對象，協助居民遷徙入住公共房屋，改善區內居住環境。

The community development services was set up to help the residents of temporary housing on Hong Ning Road and Hip Wo Street to settle in public housing and to improve their living condition.

## 1976

成立家庭生活教育服務，以教育家庭成員和諧共處，減少家庭問題的產生。

Family Life Education Service was established so as to advocate harmonious relationship among family members and ease family conflict.

## 1977

成立首間中心服務模式的老人互助中心，長者服務亦由救濟形式轉為以發展性及長者互助為主。

CFSC set up first Mutual Help Centre for the elderly, which turned the service from a relief-work model to a mutual-aid model.

開設家務助理服務，聘請第1位家務助理員，為長者送飯、洗澡、運動、處理家務、購物及護送等。

Started providing Home Help Service and employed the first home helper. The daily services provided by the home helper included meal delivery, bathing, physical exercises, general domestic duties, purchase of daily necessities and escorting, etc.

## 1979

開辦兒童中心，目的為協助區內因子女眾多、父母教育水平不高並忙於生計之家庭，提供兒童照顧、舉辦興趣小組、制服小組及成長小組等。

Children Centre commenced operation to help those parents who had too many children to be cared for were less educated and needed to work for a living. The Children Centre offered children care services, and organised various interest groups, uniform groups and developmental groups to meet the needs of children.

獲政府資助家務助理服務，令服務對象擴展至傷殘人士及其他有需要的家庭。

Home Help Service started receiving subsidy from the Government and was extended its target to disabled persons and families-in-need.

獲政府資助社區服務，使之能拓展至鯉魚門，成立鯉魚門社區服務處，並推出「鯉魚門鄰舍層面計劃」，為區內不同年齡人士，提供各類社區活動，鼓勵居民發揮服務社群精神，齊心解決居住環境問題。

With the Government's subvention, the Agency extended its community service to Lee Yu Mun to provide various activities for people of different ages. It also helped to promote the spirit of serving the community among the residents so that they would solve the community problems in joint effort.

工業迅速起飛，本會致力發展工業社會服務，為區內工友提供勞工法例諮詢、勞工教育及工友聯誼等服務與活動。

The Industrial Social Service was developed to match with the fast growing industry in Hong Kong. It offered enquiry services on labour legislation, provided labour education and fellowship services, etc., to workers in the district.



▲ 靚塘翠屏村  
Tsui Ping Estate



▲ 在兒童中心開辦課餘托管服務  
Launched the 'After School Care Service' in the Children CentreHouse'



▲ 學校社會工作 — 學習中心  
School Social Work – Learning Centre



▲ 總會會址重建步行籌款剪綵儀式  
A kick off ceremony at the charity walk to raise fund for the reconstruction of headquarters building



▲ 設立臨床心理服務，令家庭輔導服務更為全面  
Established the service of Clinical Psychology to enrich family counselling service



▲ 首辦「全港老人合唱比賽」  
The first 'Elderly Singing Competition'



▲ 推展「同路人」互助小組計劃  
Launched a project of "Good Partner" scheme



▲ 任白慈善基金景林安老院開幕  
Open Day of Yam Pak Charitable Foundation King Lam Home for the Elderly



▲ 翠林庇護工場及中途宿舍開幕  
Opening of the Tsui Lam Sheltered Workshop and House

## 1980

翠屏邨道（俗稱雞寮）開始重建，本會「翠屏社區發展計劃」推動居民成立翠屏重建居民工作組，充當居民及房屋署之橋樑，協助居民解決重建過程中遇到的各種問題。

Tsui Ping Estate (known as 'Kai Liu') began its reconstruction. The Agency therefore started the Tsui Ping Community Development Project to motivate the residents to set up the Tsui Ping Reconstruction Resident Group. The objective was to help the residents to solve the problems encountered during the reconstruction period, and served as a bridge for communication between the residents and the Housing Department.

## 1982

為18歲以上人士提供成人教育，讓他們延續學習、充實生活與增加學識。

Provided Adult Education for those who were 18 or above and received less schooling, hoping to help them to pursue further study and enrich their knowledge.

推行「外展健康計劃」，把保健講座、身體檢查等服務帶到社區。

'Outreach Health Project' was launched. Health talks and body examinations were organised to the community.

## 1983

第二任總幹事高曉光女士服務26年後退休，總幹事一職由邱可珍女士繼任。

The Agency's then Director, Miss Ko Hiu Kwong retired after serving the Agency for 26 years and Miss Nora Yau succeeded her as the new Director.

## 1984

率先推出單親家庭服務。

Took the lead to launch the Single Parent Service.

## 1985

於兒童中心率先開辦課餘托管服務，為雙親在職家庭的兒童提供課餘照顧。

After School Care Service in its Children Centre was launched. It provided nursery service for working parents.

## 1986

獲社會福利署撥款資助開辦東九龍區首間靚塘老人社區服務中心，為區內長者提供一系列支援服務。

Being subsidised by the Social Welfare Department, the Agency opened the first Elderly Community Centre in Kowloon East District, namely Kwun Tong Elderly Community Centre. It aimed to provide community support to services elderly.

## 1987

為配合社會發展所需而擴展服務，董事會決定於原址重建新廈。

In response to the growing needs from the community, the Board of Directors endorsed to rebuild the headquarters for expanding its services.

獲社會福利署撥款設立臨床心理服務，令家庭輔導服務更為全面。

Subsidised by the Social Welfare Department, Clinical Psychology Service, was set up to enrich the family counselling services.

## 1988

首辦「全港老人合唱比賽」，以鼓勵長者發揮潛能，並一直舉辦至今，已歷26年。

The first 'Elderly Singing Competition' was being launched. It has lasted for 26 years.

社區服務部與家庭生活教育組合作，獲靚塘區4間工廠僱主資助，於其工廠內推動工業社會服務，協助僱主支援僱員在工作及家庭上的需要。

With the joint effort of the Community Service Division and Family Life Education Division, Industrial Social Work was provided to 4 factories with the financial support of the factory owners, aiming to help employers addressing the needs of employees in work and family life.

## 1990

推展為期兩年的「同路人」互助小組計劃，協助受虐婦女重建她們的自尊、自信及獨立自主的生活能力。

The Family Counselling Unit launched a project of 'Good Partner' scheme. Through the assistance of this project, the battered wives were able to rebuild their self-esteem and confidence and more importantly to live independently.

## 1991

開辦第二所安老院——任白慈善基金景林安老院

Established the second aged home named Yam Pak Charitable Foundation King Lam Home for the Elderly.

首間庇護工場——坐落於將軍澳的翠林庇護工場正式投入服務，為傷殘人士及精神病康復者提供服務。

Tsui Lam Sheltered Workshop, the first sheltered workshop located in Tseung Kwan O, commenced operation to provide services for the disabled and ex-mentally ill persons.

首間中途宿舍——坐落於將軍澳的翠林中途宿舍正式投入服務。

Tsui Lam House, the first half-way house located in Tseung Kwan O, commenced operation.

## 1992

獲成龍慈善基金贊助開辦的成龍景林青少年中心正式開幕。

Subsidised by Jackie Chan Charitable Foundation, the Agency launched the Jackie Chan King Lam Youth Centre.

因鄰舍層面社區發展計劃——嶺南新村/三家村社區發展服務處的服務範圍三家村臨屋區已清拆，並獲社會福利署安排服務區域轉移至高超道公共屋邨，易名為「嶺南新村/高超道鄰舍層面社區發展計劃」。

The original service area, Sam Ka Tsuen of the Neighborhood Level Community Development Project was demolished for redevelopment. The Agency was arranged to shift the service area to the Ko Chiu Road Public Housing Estate and renamed the project to 'Ling Nam Sun Tsuen/Ko Chiu Road Public Housing Estate's Neighborhood Level Community Development Project'.



▲ 德田幼兒園開幕典禮  
Tak Tin Nursery Opening ceremony



▲ 「僱員服務計劃」— 為職員提供健康講座  
'Employee Service Scheme' – Health Talks for Corporate Staff



▲ 「輔助就業計劃」  
'Supported Employment Service'



▲ 開辦婦女庇護中心 — 恬寧居  
Launched the Serene Court, a refuge for women



▲ 總部賽馬會大樓奠基典禮  
The Foundation Stone Laying Ceremony of The Jockey Club Headquarters

公屋居民齊關注居民會  
Residents' meeting on housing policy



▲ 開設全人發展中心  
Established the 'Whole Person Development Centre'

## 1993

首次提供幼兒中心服務，於藍田德田邨開辦德田幼兒園，為全港首批提供暫托服務的幼兒園。

The Agency first launched the child care service by establishing the Tak Tin Nursery in Tak Tin Estate. Tak Tin Nursery was also one of the pioneers in providing the Occasional Child Care Service.

工業社會服務發展成另一模式，名為「僱員服務計劃」，服務對象亦推至公營或私營機構。

The 'Employee Service Scheme' was being developed from the Industrial Social Service with its target groups changed from factory workers to employees of public and private organisations.

## 1995

第二間老人日間護理中心 — 橫頭磡老人日間護理中心正式投入服務。

The Agency launched its second day care centre, namely Wang Tau Hom Day Care Centre for the Elderly.

老人社區服務中心及老人日間護理中心成立自負盈虧的護老資源會，為護老者提供輔導及教育等支援服務。

The District Elderly Community Centre and Elderly Day Care Centre jointly established the self-financing Elderly Carer Resources Centre which offered services of regular educational programmes and counselling.

設立輔助就業服務，為精神病康復者及殘疾人士提供工作訓練職位配對及就業支援。

With funding from the Government, Supported Employment Service was provided by the Agency for the first time, and it mainly served the ex-mentally ill and the mentally handicapped persons.

獲得香港賽馬會慈善基金、社會福利署撥款資助及各熱心善長捐助，總部大樓重建工程正式動工。

With the financial support from the Hong Kong Jockey Club Charities Trust and Social Welfare Department as well as the donations from the public, the rebuilding project of the headquarters was commenced.

## 1996

推行名為「植根香港」的新移民計劃。

A pilot scheme named 'Rooting in Hong Kong – New Immigrant Service Scheme' was launched.

開辦婦女庇護中心 — 恬寧居，為受到家庭暴力影響的婦女及其子女，提供緊急住宿及輔導服務。

Serene Court, women shelter was launched to provide temporary shelter and counselling service for women being abused and their children.

總部賽馬會大樓於1996年4月22日奠基，7月開始興建。

The Foundation Stone Laying of the Jockey Club Headquarters Building was held on 22<sup>th</sup> April, 1996 and the construction was started in July.

在將軍澳開設3所兒童之家，名為誠信、誠望、誠愛，照顧輕度智障兒童。

The Agency ran 3 Children Homes in Tseung Kwan O, which named as Shing Shun, Shing Mong and Shing Oi respectively to offer services for the children with mild intellectual disabilities.

開辦「續顧服務」為完成中途宿舍住宿期後，重返社區的精神病康復者提供支援服務。

The 'After Care Services' were launched to support the ex-mentally ill persons after they were discharged from the halfway houses.

## 1997

鄰舍層面社區發展隊於高超道邨的服務完結後，將服務區域遷移到葵涌邨，服務該邨的居民。

The Neighborhood Level Community Development Project in Ko Chiu Road Estate was moved to Kwai Chung Estate due to the redevelopment of Ko Chiu Road.

## 1998

增辦自負盈虧家居照顧服務，增聘兼職員工，提供服務包括家居清潔、燒飯、護送、看顧兒童、購物等。

The Agency ran a new self-financed home care service and employed more part-time staff to offer services including household cleaning, cooking, escort, children care and shopping, etc.

總部大樓由原來兩層高的平房改建為樓高10層的總部大廈，提供更多空間以開辦各類服務。新增服務單位包括趣樂育嬰園、趣樂幼兒園、真光苑老人社區服務中心、真光苑老人日間護理中心、迪智嚴重弱智人士展能中心暨宿舍、李張敬維牙科診所及普通科診所。

The new headquarters was reconstructed from a 2-storey building to a 10<sup>th</sup> floor building, which offered more spaces for newly developed services such as Cheerland Child Care Centre, Cheerland Kindergarten, True Light Villa District Elderly Community Centre, True Light Villa Day Care Centre for the Elderly, Dick Chi Day Activity Centre cum Hostel, Lee Cheung Kin Wai Dental Clinic and other Medical Clinics.

開設全人發展中心，為兒童、青少年及其家長提供全面支援。

Whole Person Development Centre was opened to offer comprehensive services for supporting children, youth and their parents.

推出「地區網絡就業支援計劃」，服務內容包括資源中心、求職技巧訓練、講座及支援小組，協助並鼓勵失業人士以積極態度面對逆境。

The Community Development Service launched a district-based employment support service which included a resource centre, training sessions for job interviews, career talks and support groups, with an aim to assist the unemployed to overcome their difficulties.



▲耆性資源輔導中心投入服務  
The Sex Resource & Counseling Centre for the Elderly was launched



▲開設勵志單親中心，支援單親人士  
Lai Chi Single Parent Centre was established to provide services for supporting single parents supporting single parents



▲長者流動牙科服務正式啟用  
Mobile Dental Services for the Elderly was started to business



▶與香港中文大學中醫學院  
開辦中醫診所  
Launched the Chinese Medical Clinic with the School of Chinese Medicine of the Chinese University of Hong Kong



▲開辦綜合青少年服務中心跳躍青年坊  
Jockey Club Youth Leap, a new Integrated Children and Youth Services Centre, was established



▲臻善軒  
Cherish House



▲「童四無稀扶貧計劃」  
'The Hearty Anti-poverty Project for Youngsters (HAPPY) programme'



▶「債務問題面面觀」研討會  
Seminar on Debt Problem

## 2001

開設精神病康復者的輔助宿舍——安愉宿舍及安怡宿舍，目的在於進一步強化精神病患康復者的獨立生活能力，以助他們將來能有足夠能耐於社區中獨立生活。On Yue & On Yee Hostel was established to help ex-mentally ill persons to strengthen their capabilities and build up their confidence to live independently.

耆性資源輔導中心投入服務，旨在為長者提供輔導及教育，協助他們正視性需要。

The Sex Resource & Counseling Centre for Elderly was launched to offer counselling and education in relation to sex to the elderly.

開設勵志單親中心，支援單親人士。

Lai Chi Single Parent Centre was launched to provide support to single parents.

長者流動牙科服務正式啟用。Mobile Dental Services for the Elderly was commenced.

獲社署資助，於觀塘區提供改善家居及社區照顧服務。

Enhanced Home and Community Care Services was launched in Kwun Tong.

嘗試設立兩項自負盈虧的服務，包括長者流動牙科及物理治療，社會人士只須付出低廉費用即可獲得所需服務。

The Agency tried to run two self-financed services, including Mobile Dental Service for the Elderly and Physiotherapy Service. Public could enjoy the services by paying minimal charges.

開設自強就業輔助計劃。

The Self-strengthening Employment Assistance Project commenced operation.

## 2002

獲得屋宇署資助設立駐屋宇署支援服務隊，為因應屋宇署清拆令或維修令而需要拆卸僭建物或進行樓宇維修的人士提供支援服務。

Funded by the Building Department, the Social Service Team for the Buildings Department was set up to offer support services for those who were being affected by the enforcement of the Buildings Ordinance.

開辦綜合青少年服務中心跳躍青年坊。

Jockey Club Youth Leap, a new Integrated Children and Youth Services Centre was established.

開設社區精神健康連網服務。

Launched the Community Mental Health Link service.

獲香港中文大學中醫學院邀請協辦中醫診所，提供內科、跌打、針灸及煎藥服務。

Co-organized with the School of Chinese Medicine of the Chinese University of Hong Kong, the Chinese Medical Clinic was set up. It provided traditional Chinese internal medicine, bone-setting, acupuncture and decoction service.

開設深水埗市區重建社區服務隊及長者租金津貼計劃外展服務隊。Sham Shui Po Urban Renewal Social Service Team and Service Team on Outreaching Services for the Pilot Rent Allowance for the Elderly Scheme were set up.

因應嚴重失業問題，開設健康網絡就業支援隊、「陽光生活債務人家庭支援計劃」、「中年地區就業計劃」。

In response to the serious unemployment problem, the Agency launched the Health Network Employment Support Team, 'Sunny Life Family Support Project for the Debtors' and 'District Employment Programme for the Middle-aged'.

因應長者社區服務重整，將兩所老人社區服務中心轉型為長者地區中心。

To restructure our integrated services for the elderly, two of the Multi-Service Centres for the Elderly had transformed to District Elderly Community Centres.

開設家居訓練及支援服務，為智障人士及肢體殘疾人士提供服務。Launched the Home-based Training & Supportive service to help the mentally and physically disabled people.

## 2003

第三任總幹事邱可珍女士服務本會20年，於年底榮休。

The third Director Miss Nora Yau retired at the end of the year after serving the Agency for 20 years.

## 2004

郭烈東先生接任為第四任總幹事，繼續帶領本會迎接新挑戰，展望未來。Mr. Kwok Lit-tung succeeded to become the fourth Chief Executive, and continued to lead the Agency to meet with new challenges.

家庭輔導部轉型為一間綜合家庭服務中心，定名為活力家庭坊（綜合家庭服務）。

The Family Counselling Unit was being restructured to become a Family Service Centre and renamed as Family Energizer (Integrated Family Service).

## 2005

黃大仙區提供改善家居及社區照顧服務。

The Agency started to operate the Wong Tai Sin Enhanced Home and Community Care Services.

開設臻善軒，服務寶達村之兒童、青少年及家長，以社區為本，兒童及青少年為中心。

Cherish House was established in Po Tak Estate to provide services for children, youths and their parents. This service was community-based and children and youth oriented.

開辦「陽光路上」——培訓計畫，為15至25歲的殘疾人士及精神病康復者提供職前培訓及就業支援。

Launched the 'Sunnyway - On-the-job Training Programme for Young people with Disabilities' to offer pre-job training and employment support service to those aged 15-25 with physical and mental illness.

開設社區精神健康照顧服務，為居住在社區的精神病復康者提供支援服務。

Community Mental Health Care Service was launched to offer support to ex-mentally illness persons in the community.

## 2006

「童四無稀扶貧計劃」展開，以教育社區人士扶貧意識，及為清貧學童籌募發展個人潛能的經費。

'The Hearty Anti-poverty Project for Youngsters (HAPPY) programme' was started to provide financial support to children and youths who lived in poverty and raised the awareness of alleviating poverty in the community.





▲「跳躍青年坊教育中心」開學禮大合照  
School Opening Ceremony of Youth Leap Education Centre(HAPPY) programme



▲「僱員服務計劃」易名為盈力僱員服務顧問  
Employee Service Programme was renamed as Vital Employee Service Consultancy



▲天水圍「傳承好鄰居」計劃  
'Good Neighbour Project' in Tin Shui Wai



▲「傳承好鄰居」計劃訓練參加者成為好鄰居  
'Good Neighbour Project' trained up participants to become good neighbour(HAPPY) programme



▶在社區推動綠化活動，開展佔地45,000平方呎的都市綠洲計劃  
Developed the vacant land with an area of 45,000 square feet into a Project namely 'Urban Oasis' to promote social greenery

## 2007

由綜合職業復康服務營運的Home Café正式開幕，為殘疾人士提供職業訓練及公開就業機會。

Home Café, operated by Integrated Vocational Rehabilitation Service, was opened for business and provided training and working opportunities for the people with disabilities.

跳躍青年坊教育中心獲教育局頒發正式辦學註冊證，獲准正式改名為滙青書院。

Youth Leap Education Centre was renamed as Wui Ching College.

成功競投觀塘市區重建社區服務隊，為受觀塘重建影響的人士，包括住戶及商戶，提供多元化的社會服務，以協助他們解決因重建而引起的問題。

Kwun Tong Urban Renewal Social Service Team was established to render support and social services for residents affected by the Kwun Tong Town Centre Redevelopment Project.

開展鯉「賞」空間「伙伴倡自強」社區協作計劃。透過經營以社區為本的社會企業，為觀塘製造就業機會，並藉此向社區人士推廣鯉魚門獨特的文化特色，及保育社區歷史文化的意識。

Lei Yu Mun NLCDP started to run the 'Enhancing Self-Reliance through District Partnership Programme', helping to create job opportunities in Kwun Tong as well as to promote the culture and tradition of Lei Yue Mun.

## 2008

「僱員服務計劃」易名為盈力僱員服務顧問，致力為香港不同類型的公私營客戶提供僱員輔導及職場培訓服務。

'Employee Service Scheme' was renamed as Vital Employee Service Consultancy, aimed to provide employee consultation and staff training services to different public and private organisations in Hong Kong.

得到香港房屋委員會的撥款，於4月成立天水圍房屋諮詢及服務隊，為區內的公共屋邨租戶提供適切服務，促進居民互相認識，強化鄰里網絡。

Funded by the Hong Kong Housing Authority, Tin Shui Wai Housing Advisory and Service Team was established in April to help residents to develop neighborhood networks through which they could find mutual support from each other and acquire a stronger sense of belonging to the community.

思樂TEEN青少年精神健康計劃於6月正式提供服務，透過與學校及地區團體協作，幫助青少年認識精神健康及情緒健康，強化抗逆力及支援網絡，遠離毒品。

The Zero-Toxin – Youth Mental Health Project began to provide services in June. The project aimed to organize concerted efforts by schools and regional organisations on helping children and adolescents keep away from drugs. By providing community education, setting up Mental Health Ambassadors and strengthening the support network at school, it hoped that children and adolescents would establish a healthy lifestyle and get rid of drugs.

日間社區康復中心開幕，提供具質素及專業的社區康復服務，以提升服務使用者之活動機能及自我照顧能力，並為照顧者提供訓練及支援，強化其照顧能力，從而紓緩照顧壓力。

Community Rehabilitation Day Centre was established to serve those clients with physical disabilities through providing professional rehabilitation services to help them re-integrate into the community. Training and support services were also provided for carers, in a bid to help relieve their pressure.

正式開展由社會福利署資助、全港首階段推行的「社區保姆」計劃，旨在建立社區鄰舍互助精神，並預防獨留子女在家的社會問題。

With subsidization by the Social Welfare Department, the 'Neighborhood Support Child Care Project' was initiated to prevent parents leaving children alone at home.

## 2009

獲社會福利署資助，設立欣悅坊——地區支援中心（觀塘東），主要是強化居住在社區中的殘疾人士的家居及社區生活技能，協助他們融入社區。

With the funding support from the Social Welfare Department, Cheerful Place – District Support Centre (Kwun Tung East) has been set up and it aimed at strengthening life skills of people with disabilities and helping them to integrate into the community.

於彩盈邨開設彩盈長者日間護理中心，為體弱長者提供小組式及專業性的日間照顧、護理、復康及身心發展等服務。

Choi Ying Day Care Centre for the Elderly was established in Choi Ying Estate to provide day care, nursing care, rehabilitation, physical and mental development services for frail Elders.

在金融海嘯情況下進行就業支援計劃，為失業人士提供就業及社會服務的支援。

Employment Support Service was launched to assist the unemployed amidst the financial tsunami.

由「中銀香港暖心愛港計劃」資助的智存記憶及認知訓練中正式成立，透過「智、身、心」三方面來照顧認知缺損患者，及早提供評估及訓練，以延緩其認知能力衰退。

Sponsored by the Bank of China, Mind-Lock Memory & Cognitive Training Centre was set up. It provided intellectual, physical and spiritual training and assessment to those who suffered from cognitive impairment.

## 2010

天水圍房屋諮詢及服務隊的服務擴展至屯門、元朗和東涌的公共屋邨租戶，為公共屋邨的租戶提供服務，協助他們適應、建設及聯繫社區。

Tin Shui Wai Housing Advisory and Service Team (HAST) has extended its services to tenants of public housing estates in Tuen Mun, Yuen Long and Tung Chung, helping them to adapt, construct and connect the community.

「輔助專業人員計劃」獲社會福利署攜手扶弱基金及顧資銀行有限公司資助，甄選合適的退休人士參與成為輔助專業人員，編配到不同單位提供直接服務。

Sponsored by Partnership Fund for the Disadvantaged of the Social Welfare Department and RBS Coutts Bank, 'Auxiliary Professional Scheme' has been commenced. Retirees who possessed professional knowledge were recruited and trained up as the 'Auxiliary Professional' to provide services in CFSC service units.

與地政總署正式簽訂租約，租用位於觀塘道2號，面積約75,000平方呎的政府空置土地，發展都市綠洲及心靈綠洲計劃。

The Agency rented the land with around 75,000 square feet at 2 Kwun Tong Road from Lands Department to develop the Urban Oasis and Serene Oasis.

和悅軒——精神健康綜合社區中心正式投入服務，為有需要的精神病康復者、懷疑有精神健康問題的人士及其照顧者提供一站式的社區支援服務。

Wellness Zone – Integrated Community Centre for Mental Wellness has been set up to provide one-stop services to the ex-mentally ill patients, suspected mentally ill patients and their carers.

獲香港賽馬會慈善信託基金資助，於10月推行「愛+人：齊來學·愛家」計劃，目的是透過不同的活動宣傳「3H」訊息：(Health) 健康、(Happy) 快樂及 (Harmony) 和諧的訊息。

With financial support from the Hong Kong Jockey Club Charities Trust, a pioneer project – 'Learning Family' has been started to convey Healthy, Happiness and Harmony message to the public.



▲牛頭角中醫中心開幕禮  
Opening Ceremony of Ngau Tau Kok Chinese Medicine Centre for Training and Research



▲銅鑼灣中醫健康中心提供中醫服務、臨床心理服務及營養服務  
Causeway Bay Chinese Medicine Health Centre provided Chinese medicine services, clinical psychological services and dietetic services



▲CFSC專業人才培訓中心  
Professional Talent Training Centre



▲總部大樓優化工程竣工暨揭幕典禮  
The Opening Ceremony of Headquarters after the renovation project was completed

## 2011

獲社會福利署委託，開辦悅安心——嚴重殘疾人士家居照顧服務，於觀塘區營辦為期3年的先導計劃，透過跨專業團隊介入和家居為本之服務配套，為在輪候嚴重智障/肢體傷殘之資助院舍人士提供個人照顧、康復訓練及職業/物理治療服務，以強化他們的社區生活能力及減輕其照顧者之照顧壓力。

CSFC has been commissioned to operate the 3-year Pilot Scheme on Home Care Service for Persons with Severe Disabilities. Home-based care services, including personal care and escort services, nursing care services, and occupational therapist/physiotherapist rehabilitation training services was provided to persons with severe disabilities waiting for residential care services.

透過競投，成功與醫管局及香港中文大學中醫學院以三方伙伴協作模式開辦牛頭角中醫中心。

Chinese Medicine Centre for Training and Research (Ngau Tau Kok) has been established, which is jointly operated with the Hospital Authority and the School of Chinese Medicine of The Chinese University of Hong Kong.

加家店於總部大樓地下正式開業，為綜合職業復康服務學員提供工作機會，實踐「商社共關懷」的精神。

& Care Product Corner has been set up at the ground floor of the headquarters, which offered working opportunities for the students of the Integrated Vocational Rehabilitation Service.

位於翠林邨的翠林長者日間護理中心正式開幕，為體弱長者提供專業性的日間照顧及護理，以協助他們保持身心健康，繼續在熟悉的社區安享晚年。

Tsui Lam Day Care Centre for the Elderly has been opened in Tsui Lam Estate. It provided professional day care services for frail elders.

## 2012

總部大樓優化工程竣工暨揭幕典禮，優化工程包括增設多項無障礙通道設施，如自動門、輪椅通道、視障人士引路徑等等，以及貫徹中心提倡環保、善用資源的理念，進行了多項加建與改善工程，大大增加了日光滲透及服務空間。

The Renovation project of Headquarters was completed. Upgraded barrier-free facilities, including automatic doors, wheelchair access and tactile guide path for the visually impaired, and expanded service space which enabled CFSC to enhance services for people in need.

位於總部大樓的樂健中醫中心投入服務，為市民提供針灸、跌打及推拿服務。

Healthy Chinese Medical Centre has been established on the ground floor of the headquarters which provided acupuncture, bone-setting and massage services to the public.

位於彩虹，佔地7,000平方呎的市區園藝治療花園——心靈綠洲正式開放。

Serene Oasis – Horticultural Therapy Garden in urban city, situated in Choi Hung with size of 7,000 square feet, was opened to the public.

首次在銅鑼灣拓展自負盈虧模式的新服務，開辦CFSC專業人才培訓中心，為專職醫護服務及社會服務人員提供職前及在職培訓。

With the opening of the CFSC Professional Talent Training Centre, the Agency expanded the self-financing services in Causeway Bay for the first time. This training centre aims to provide the pre-job and on-the-job trainings for professionals of social service and health care sectors.

開設銅鑼灣中醫健康中心。  
Causeway Bay Chinese Medicine Health Centre was officially opened.



▲「心寧料理屋」的親子環節讓母親和子女一同享受入廚樂趣  
Mothers and their children made cupcakes in the parent-child section of 'Cook with Hope' Project



▲「共創成長路賽馬會社區青少年培育計劃」為同學以多元活動形式進行第一層課堂教育  
'PATHS to Adulthood – a Jockey Club Youth Enhancement Scheme for Community' provided a variety of activities at the first lesson



▲本會於2013/14年度家庭友善僱主獎勵計劃中獲頒多個獎項  
CFSC was being awarded at the 2013/14 Family-Friendly Employers Award Scheme

基督教家庭服務中心牙科服務有限公司獲認可為慈善機構。

Christian Family Service Centre Dental Services Limited was being recognised as a charitable organisation.

恬寧居婦女庇護中心獲得聖誕老人愛心基金贊助，開展「心寧廚房」計劃，於社區宣揚零暴力及和諧家庭之訊息。

Funded by Operation Santa Claus 2012, 'Cook with Hope' Project was launched by Serene Court, aiming to promote the message of 'Zero Violence' and harmony in the community.

## 2013

悅安心——嚴重殘疾人士家居照顧服務位於觀塘順利邨的新辦公室正式開幕，同工在一個嶄新的工作環境下繼續為服務使用者提供優質的家居照顧服務。

Everjoy – Home Care Service for Persons with Severe Disabilities has moved in the new office at Shun Lee Estate. The team provided continuous support and quality service to service users and carers under a new and comfortable environment.

YOU CAN——潛能發展中心獲香港賽馬會慈善信託基金撥款港幣\$3,000,000，在觀塘、黃大仙及西貢區推行為期3年的「共創成長路賽馬會社區青少年培育計劃」。

YOU CAN – Potential Exploration Unit received a funding amounted to HK\$3,000,000 from the Hong Kong Jockey Club Charities Trust for launching a 3-year project named 'PATHS to Adulthood – a Jockey Club Youth Enhancement Scheme for Community' in Kwun Tong, Wong Tai Sin and Sai Kung districts.

獲凱瑟克基金資助，智存記憶及認知訓練中心遷往九龍灣彩霞邨彩星樓地下開展新服務。

With support from the Keswick Foundation, Mind-Lock Memory and Cognitive Training Centre was opened in Choi Ha Estate to expand the service.

駐屋宇署支援服務隊獲屋宇署續約兩年，繼續營運，協助住戶解決因清拆或維修令所帶來的困難。

The Buildings Department extended the service contract of the Social Service Team in the Building Department for 2 years, which aimed to help people affected by the Department's enforcement actions.

## 2014

獲家庭議會「家庭友善僱主獎勵計劃」頒發「2013/14年度傑出家庭友善僱主」、「2013/14年度家庭友善創意獎」及「特別嘉許獎」

The Agency was awarded '2013/14 Award for Innovation' and 'Special Mention' in 'Family-Friendly Employers Award Scheme' organised by the Family Council.

## 基督教家庭服務中心 發展簡史

# A Brief History of the Christian Family Service Centre

1954-2014

### 創始成立：1954-1964

二次大戰結束後，中國內地局勢動盪，大量人民逃難來香港。到了1951年，香港的人口已經達到200萬，比數年前激增三倍有多。新抵港的難民大多以木、竹、鐵皮等物料在山邊搭建寮屋居住，少部份難民甚至要露宿街頭，生活環境十分惡劣。有見及此，志願機構和教會於是相繼成立組織協助難民。1954年，美國聯合長老會宣教士文美莉女士 (Miss Muriel Boone) 決心在香港創建教會為難民解決問題，於是興辦國語堂，為難民提供輔導和個案工作，也為他們帶來心靈上的慰藉。

同年，文教士本著「幼有所養，壯有所用，老有所終」的宗旨，在黃大仙靈園創立「美國長老會福利部」(United Presbyterian Casework Centre)，向難民派發由基督教普世協會、美國經援會和海外熱心人士捐贈的糧食、衣物和毛氈等物資。福利部甚至資助難民支付房屋裝置和醫療等費用；並且為長者施予長期的金錢支援、醫藥照顧，以至殮葬服務。不久，由於地方不敷應用，福利部先於1955年10月遷至旺角通菜街212號3樓，後於1956年在洗衣街221號地下另設辦公室。1957年，文教士因年事已高而退任，福利部的工作由高曉光女士接替。有趣的是，當時的辦公室並沒有標示出機構的名稱，但福利部的善行很快就在難民之間流傳，於是有意識的難民紛紛主動到福利部尋求協助。



基督教家庭服務中心前身為  
美國長老會福利部  
The Christian Family Service  
Centre first started United  
Presbyterian Casework  
Centre

### Establishment: 1954-1964

After the Second World War, many refugees from China rushed to Hong Kong. The local population tripled in number in its post-war era, and reached 2 million in 1951. The newly arrived refugees faced adverse living conditions, some built their own squatters with wood, bamboo and iron sheet while some remained homeless. The voluntary organisations and churches set up various associations and organisations to take part in relieving the refugee problem. Miss Muriel Boone, a missionary of the United Presbyterian Church of U.S., decided to build churches in Hong Kong as a means of helping the refugees. By renting premises of the Hong Kong Council of the Church of Christ in China, located on the third floor of 210 Tung Choi Street, Miss Boone founded the Mandarin Congregation in 1954. Not only did the church initiate counselling services for individual refugees, but also their spiritual needs were also satisfied.

Based on the Chinese teaching 'Nurture the young, support the able to contribute, care the old', Miss Boone founded the United Presbyterian Casework Centre (The Centre) to distribute food, clothing and blankets from World Council of Churches, Care International and donors overseas. The Centre even initiated various subsidy schemes: housing apparatus and medical subsidies for the refugees; along with cash subsidies, medical support and funeral services for the elderly. The Centre was soon running out of space.

In October 1955, the Centre moved to the third floor of 212 Tung Choi Street, and established an office on the ground floor of 221 Sai Yee Street in 1956. A year after Miss Boone retired, Miss Doris Caldwell became Director of the Centre in 1950. Unlike the other shops along the street, the Centre did not have a street sign for itself, but was nonetheless well known within the refugee community, and those who needed help found their way there.



1950年代為有需要的老人提  
供金錢援助及醫療服務  
In 1950s, we began giving  
financial assistance and  
medical care to those elderly  
who had urgent needs



養真苑  
Yang Chen House

福利部設有家庭服務部為難民處理基本需要。福利部會先了解難民的背景、情況和能力等，再給予他們適當的建議和輔導。當時有部份難民因不懂廣東話或在港無親無故而未能找到工作，福利部於是開辦「自助計劃」，協助難民經營小本生意。福利部會分發剪裁好的衣物給他們回家縫製，或者協助他們申請牌照開設商店，也會資助他們購買經營生意所需的材料。

當時香港的住屋問題非常嚴重，福利部聯同其他宗教團體向政府申請在竹園徙置區興建俗稱「石屋」的三合土平房，供難民居住；福利部一共建造了56間。同時，福利部又與其他基督教會合建竹園家庭福利院。福利院是兩層式大廈，面積約10,000平方呎，設有課室、縫紉室、圖書室和小型醫療所等。這裡為竹園區家庭提供成人認字班、個案工作、針線和手工教學、托兒服務及健康檢查等不同類型的服務。1962年，福利院擴建，可容納的兒童數目由32名增加至62名，並致力協助於同年被颱風溫黛吹毀家園的家庭。另外，福利部於1962年向政府租借調景嶺一地興建46間石屋，用來安置難民。該處遠離市區，地勢陡斜，出入只有山路可用。石屋結構簡陋，連自來水都欠奉，但已經足以為難民提供安全的居所。

調景嶺的難民大多營養不良，容易染上肺病；福利部於是與調景嶺靈實醫院商量對策。醫院同意撥出8個床位優先收容福利部的肺病患者；福利部又在山上興建石屋供肺病初愈者調養。1961年，福利部於調景嶺增設膳食中心，為區內老弱傷殘人士和寄宿學生提供營養飲食。此外，福利部亦設診所治理輕病患者，並提供轉介至合適診所和醫院的服務。當時新生人口激增，福利部也因應需要開辦育嬰指導服務，由1名常駐護士分配奶粉和維他命等。

The family services unit was set up by the Centre unit to help the refugees with their basic needs. The Centre provided counselling sessions and advice to the refugees based on their background, financial and living conditions. Some refugees, who had no knowledge of Cantonese and lacked friends or relatives, benefitted from self-help programmes, as part of Centres' initiative to help them start businesses, purchase building materials, or apply for a business license. Others were assigned to do sewing work at home.

The housing problem was growing in Hong Kong. Together with other religious organisations, the Centre sought approval from the government to build 56 units concrete cottages to provide accommodations for the refugees. In addition, the Centre also joined other Christian churches to build the Chuk Yuen Family Life Centre. It was a 2-storey building, its space of 10,000 square feet was comprised of facilities such as classrooms, sewing rooms, library, and small clinics. The centre could then provide a range of courses, including reading classes, sewing and handcrafts, as well as services such as child care and health checks. In 1962, the Centre underwent a building expansion which was a timely act as it provided help and shelter to families affected by Typhoon Wendy. The family life centre could house 62 children, as opposed to 32 before the expansion. In 1962, the welfare unit was active in seeking land from the government and built 46 concrete cottages in Tiu Keng Leng. The district was far from the urban areas and with slippery slopes, and hence, the concrete cottages were built in shabby manner with no water supply that provided a shelter for the refugees nonetheless.

70年代初期，以觀塘康寧道及協和街安置區的居民為服務對象，主要改善區內居住環境及早日獲得遷徙入住  
In 1970s, our main target clients were the residents who living in Hong Ning Road and Hip Wo Street Resettlement Area for improving their living environment and helping them acquire public housing flats as early as possible



Most refugees sheltering in Tiu KengLeng were suffered from malnutrition, causing some of them to contract lung diseases. This undesirable situation prompted the Centre to approach Haven of Hope Hospital, located in the same district, to come up with a solution. The hospital agreed to assign eight places for lung disease patients referred by the Centre; and a small stone hut was built to allow space for rehabilitation. In 1961, Rennie's Mill Feeding Centre was established by the Centre, providing food for the frail elders, the disabled and boarding students. In addition, the Centre also set up a clinic to care for patients with mild diseases and referred them to appropriate hospitals if necessary. To cope with the rapid growth in population, an in-house nurse was assigned to help new mothers with the provision of vitamins and formula milk, and to provide guidance on parenting and caring of the new born care.



60年代，護士及社會工作員聯同探訪  
In 1960s, joint visit by a team of nurse & social worker



70年代開辦「兒童中心」  
A Children Centre was set up  
in the 1970s

### 紮根觀塘：1965-1986

早期的觀塘是九龍東部的一片荒地，只有數百間木屋，人口約只有1,000，多以撿垃圾維生。戰後政府為開闢新土地推動工業，在1956年發表「觀塘鎮之設計圖則」，銳意發展觀塘為一個擁有120,000人口的「工業市鎮」。首個興建的住宅項目是1959年起陸續落成的花園大廈，提供1,080個居住單位，可容納7,000人。另一個大型住宅區為雞寮徙置區，共興建24座七層的H型大廈，每座提供580個單位，容納近70,000人。其後相繼落成的有和樂邨、秀茂坪徙置大廈與廉租屋，以及咸田與油塘的大廈等。觀塘迅速發展之後，觀塘事務顧問委員會於1960年提出在當區規劃14英畝土地建立商業區，並增加區內人口至250,000人，將觀塘打造成九龍東部包括牛頭角、鯉魚門、茶果嶺和油塘等地的中心。

觀塘的高速發展，為九龍東部創造了一個充滿活力的城市，同時也為這社區帶來各種各樣的問題。政府在發展觀塘的時候，其實已經在區內建設各種福利設施，包括嚴重殘疾人士收容院和社區服務中心等。不過，這些設施遠遠跟不上人口增長的速度，不足以滿足區內居民的需求。志願機構和宗教團體於是起而成為區內社會服務的主要提供者。

自1961年起，不少福利機構因應觀塘的發展而遷至區內。這時候，長老會福利部因辦事處過於狹小，一直四處尋覓合適用地。後來適逢美國基督教國際救濟會結束在觀塘的辦事處，福利部取得救濟會和政府的同意，在該地開辦新的服務中心。福利部聘用設計師改建大樓，建成附設天台和工廠房間的兩層高平頂建築。1965年，福利部遷入觀塘翠屏道3號，並易名「基督教家庭服務中心」，以服務觀塘居民為宗旨。

1960年代，香港經濟逐漸改善，福利機構多由派發救濟物資轉為提供更全面的家庭服務，例如在協助受助家庭滿足基本需要的同時，亦改善及關注家庭各方面的需要。1965年，本會增設「老人組」、「成人組」、「青少年組」和「兒童組」等工作小組，以服務不同年齡階層的人士。同年，本會又設立健康中心，是大型志願福利機構的首個同類型設施，主要為有需要人士提供健康輔導，並於觀塘區推廣健康教育。健康中心有3名護士和幾名曾任職護士的義工，為市民檢查健康狀況，將健康欠佳者轉介予合適醫生治療，並定期為老人互助中心和兒童中心舉辦健康講座和檢查，令市民了解健康的重要性。

踏入1970年代，政府逐漸投放更多資源在福利服務上；由以往只援助貧困人士及履行法定任務，轉為與志願團體結成伙伴，並確立對志願團體的經濟補助方針，使香港福利服務得以穩定發展。1971年，社會福利署將以往派發乾糧和熱飯的公共援助形式轉為發放現金，令受助的市民能因應自己的需要運用政府的援助，使福利機構不必再承擔經濟援助的責任，可以集中發展福利服務。政府亦同時提升給予志願機構的津貼金額，讓機構有較多資源擴展業務；1972年的津貼額就比1965年高出三倍，增幅可謂極大。為配合政府的福利政策，本會於1970至80年代期間積極展開多元化的發展。



80年代初期，增設「成人教育」，為成年人提供延續教育及訓練課程

In the early 80s, adult education and training courses were organised for those who were 18 or above



1986在東九龍開辦首間老人日間護理中心開幕

The first Day Care Centre for the Elderly was set up in Kwun Tong in 1986

### Rooted in Kwun Tong: 1965-1986

Kwun Tong in its earlier times was desolated despite having hundreds of wooden houses and around a thousand of inhabitants who were mainly waste pickers. After the World War II, the government was seeking land for industrial development. In 1956, the government announced the 'Layout Plan of Kwun Tong', aiming to turn Kwun Tong into an 'industrial town' for housing a population of 120,000. The first building project in the district was the Garden Estate. Beginning from 1959, the housing complex was gradually built in different phases providing 1,080 units, for 7,000 residents. Another major building project at the time was the Kai Liu resettlement area, 24 H-shaped, 7-storey blocks were built to provide 580 units for around 70,000 residents. The other housing complexes was gradually built, including Wo Lok Estate, Sau Mau Ping resettlement area, and others in Ham Tin and Yau Tong. Kwun Tong was undergoing rapid development. In 1960, the Kwun Tong Advisory Committee proposed to build a commercial district with 14 acres allotted to absorb up to 250,000 people Kwun Tong then became the centre of Kowloon East, comprising of Ngau Tau Kok, Lei Yue Mun, Cha Kwo Ling and Yau Tong.

Along with the rapid development of Kwun Tong into a vibrant area of Kowloon East, various social problems were arisen. The government didn't include asylums and community service centres while developing Kwun Tong. Nevertheless, the facilities failed to keep pace with the population growth. Various voluntary and religious organisations then became the major social service providers in the district.

Since 1961, a considerable number of welfare organisations lacked moved to Kwun Tong due to its rapid development. The Centre lacked space in its current office and was looking for suitable premises. With the approval of Church World Service and the government, the welfare unit opened its new service centre at the former office of Church World Service in Kwun Tong. The Centre appointed an architect to design a 2-storey building with rooftop. In 1965, the Centre was moved to 3 Tsui Ping Road, and was renamed as Christian Family Service Centre (hereafter CFSC), to serve the underprivileged and needy in Kwun Tong.

Hong Kong's economy improved markedly in the 1960s. The welfare organisations changed their focus from donating materials to providing integrated family services catering for the specific concerns for those families in need. In 1965, the CFSC streamlined its services to cater for the needs of people in different age groups, and hence, 'elderly group', 'adult group', 'teenage group' and 'children group' were formed. CFSC started a Health Centre in the same year which was known to be the first health care centre operated by a major welfare organisation in Hong Kong, promoting health education in Kwun Tong while providing health evaluation services. The Health Centre had three registered nurses and a few volunteers who once were nursing professionals. The team did basic health checks for the community and referred the more severe cases for diagnosis. Health talks and check-ups were also co-organised with Elderly Mutual Help Centre and Child Centre, raising people's awareness in healthy lifestyle.

At the beginning of the 1970s, the Hong Kong government was increasingly committed to welfare service provision, instead of regarding provision of welfare services as a legal obligation to help the needy in the past. The government then outlined policies not only fostering financial subsidies for voluntary organisations, but also partnership with them in service provision. This change in policy was significant in paving the way of welfare services for the following decades. In 1971, the Social Welfare Department altered its means of public assistance from providing food to cash subsidy. Those who were being subsidised could make better use of the cash to address their own needs. In turn, the welfare organisations held a more significant role of providing welfare services whereas in the past, they had to share the role of providing financial aid to the needy. The subsidy to voluntary organisations from the government at the same time was increased. This was a positive move to the expansion as well as diversification of services. There was an increase of funding rates in threefold in 1972 as compared with that in 1965. Consequently CFSC became more diversified in service provision in the 1970s and 1980s.

在兒童及青少年服務方面，政府發現青少年在1966-1967年間兩次暴動中的參與率十分高，反映出他們有明顯的反叛行為。政府於是認為有必要積極推行青少年康樂活動，令他們能投放精力於其他事務，以降低犯罪的意欲。1972年，本會增設學校社會工作服務，派員到小學駐守，以個案與小組工作的形式舉辦各種預防性活動，協助學生解決學業、行為、情緒和人際關係的問題。此外，本會亦與校方行政人員及老師建立融洽的關係，令學校工作能順利運作。其後，社會工作的服務更擴展至部份中學。

1973年，政府成立委員會研究青少年問題，並於1975發表報告，再於1977年提出《青少年個人輔導社會工作計劃方案》，建議於1980年在全港中、小學開設學校社會工作服務，並要求志願機構為家庭提供家庭生活教育服務。本會響應政府的號召，於1976年增設家庭生活教育，由護士為居民提供家庭計劃、均衡飲食、家居安全和幼兒護理等輔導。本會又舉辦相關講座，協助家庭成員了解彼此應負的責任，增加成員之間的溝通，減少磨擦，從而減少兒童和青少年的反叛情況。

1979年，本會為回應政府的社工政策並處理社工人手短缺的問題，於是一方面將原來駐守小學的社工撤回，轉而以中學生為主要服務對象；另一方面則增設「兒童中心」協助兒童發展。其實早於1970年代初期，本會已成立兒童小組服務，協助教育水平不高的父母教導子女應付日益繁重的功課。幾年後，本會進一步發展兒童小組，舉辦各類型活動如制服小組、興趣小組、成長及友誼小組等，培養兒童德、智、體、群、美的發展。本會也會舉行不同性質的暑期活動和家庭會，幫助父母了解子女的需要。

1979年開辦「兒童中心」  
Children Centre commenced  
operation in 1979



#### 家庭服務

政府於1973年發表的《福利發展白皮書》中表示，家庭工作需轉向預防性服務。除了提供一般的家庭輔導服務外，亦協助解決從學校轉介而來的學生及家庭問題。翌年，本會增設社區發展工作，又聘用1位全職社區工作人員，處理觀塘康寧道及協和街安置區約千名居民的困難，協助改善該區居住環境。政府其後於1977年清拆這兩個安置區，本會於是將有關服務轉至翠屏邨。

1979年，本會在鯉魚門開辦社區服務，借用鯉魚門街坊福利會的會址作臨時辦事處，為區內人士提供各種社區活動及提供諮詢，並鼓勵居民合力解決區內環境的問題。1981年，鯉魚門街坊福利會遷至安里西村99號，本會亦隨之增設各種工作小組如義工組、青年組、婦女組、老人組和防火糾察隊等。居民亦可以通過「環境改善小組」與政府部門聯絡，解決區內食水、渠道和垃圾收集等問題。中心員工亦會到區內推動社區公民教育，鼓勵居民參與社區事務，共同建立一個互助互愛的社區。

在老人服務方面，鑑於調景嶺石屋住有大量單身老人，本會於1972年將以往設於調景嶺的兩個食堂改建成老人院，命名為「養真苑」。養真苑鄰近調景嶺基督教醫療所，醫療所的護士於是經常到院舍診症。養真苑可容納50名男性，為需要特別護理服務的長者提供全面的照顧，其他可自行照顧起居的院友則獲提供膳食和洗衣服務。院舍亦會舉辦聯歡會、電影欣賞、賞花鳥和旅行等活動，並且鼓勵長者製作手工藝品，放在本會的手藝部出售。

總會會址重建步行籌款剪綵儀式

A kick-off ceremony at the  
charity walk to raise fund  
for the reconstruction of  
headquarters building



There were two riots in 1966 and 1976 respectively. Both were noted with high participation rate of children and teens. The government recognised the importance of promoting teen recreation in order to steer at-risk youngsters onto a more productive and civil path, and to rectify their intent of committing crimes. In 1972, the Youth-oriented School Social Work Unit of CFSC was launched to extend social work services to schools. School counsellors were sent by CFSC to primary schools in the district to support students in resolving academic, behavioural, emotional and interpersonal issues, by means of peer working groups and prevention and resolution role-playing activities. In addition, CFSC worked closely with teachers and administrators to enhance its operation and help to individual students. The services were then extended to selected secondary schools.

In 1973, the Hong Kong government set up a committee researching extensively on social problems of teens. Based on the report issued in 1975, the committee proposed the 'Program Plan on Individual Counselling Services Among Young People' in 1977. The scheme recommended extending social work services to all primary and secondary schools in Hong Kong, as well as demanding voluntary organisations to provide family life education services. CFSC echoed the government policy, and began providing family life education services in 1976, with nursing professionals holding counselling sessions on family planning, balanced diet, family safety and child care for residents. CFSC also organised seminars to promote harmonious relationship among family members, letting each person understand their role in the family, and preventing problems and miscommunication, notably with children and teens.

In 1979, CFSC aligned closely to government policy to resolve a staff shortage problem in social work sector. The school social work services refocused the services from primary schools to secondary schools as the main target and the Children Centre was then set up to promote child development. Previously in the early 1970s, the Children Services unit helped children with less educated parents to cope with schoolwork. A few years later, CFSC expanded this unit's scope to teach children essential life skills, including building and maintaining friendship groups. Summer activities and family groups were also organised to help parents better understand the perspectives and pressures of their children.

#### Family Services

In the 'Welfare Development White Paper' of 1973, the Hong Kong government reiterated the importance of directing family services into prevention services. CFSC expanded its scope in community development one year after; handling student or family cases referred by schools in addition to regular family counselling services. CFSC recruited a full-time staff member dedicated to community work, specifically in improving the living conditions of around 1,000 residents in Hon Ning Road and Hip Wo Street resettlement areas. The government demolished blocks of the two resettlement areas in 1977, and the services were then redirected to Tsui Ping Estate.

In 1979, CFSC started to operate community services in Lei Yue Mun with a temporary office borrowed from Lei Yue Mun Kai Fong Association. It provided various community services, and encouraging the residents to work jointly to improve the environment within the district. In 1981, Lei Yue Mun Kai Fong Association was relocated to 99 On Lei Sai Chuen. CFSC could then expand various working groups targeting teenagers, women, elderly and fire prevention. Residents could also contact the governmental departments via the 'Working group on Environmental Improvement' to solve problems regarding water supply, sewage and waste collection. Staff also promoted civic education in the district and encouraged the residents, to participate in community affairs with an aim to establish a mutual help and caring community.



東九龍第一間老人日間護理中心於1986年開幕，名為「觀塘老人日間護理中心」  
The first Elderly Community Centre in Kowloon East namely Kwun Tong Community Centre in 1986

政府於1973年發表《給老年人提供的服務：報告書》，主張以「家居照顧」發展老人服務；1977年又發表《老人服務綠皮書》，建議志願團體擴展「家居照顧」服務，以照顧無法自理的長者。本會於是在1977年增設家務助理服務，為從教會、聯合醫院和房屋署轉介而來的老人提供家庭服務，例如送飯、清潔、處理家務、購物、護送、洗澡及運動等。對於獨居和無法煮食的老人，本會職員會以保溫瓶盛載飯羹，然後安排家務助理員送到他們家中。後來，長者對送飯服務的需求愈來愈大，本會需出動兩輛小型貨車運送飯羹。1979年，政府開始資助香港福利機構的家務助理服務，本會於是可以將家務助理服務擴展至傷殘人士及有需要的家庭。

在老人服務方面，本會在東九龍區第一間老人日間護理中心於1986年開幕，名為「觀塘老人日間護理中心」，主要的作用是提供個人照顧和護理服務，並且防止體力衰退和健康欠佳的長者身體情況惡化，亦有助於減低長者對住院型安老院的需求。護理中心設於鯉魚門邨第二座地下，可容納40名長者，附設廚房、飯廳、洗衣室、浴室、活動室和用於物理治療與職業治療的器材，為區內老人提供醫療護理、個人照顧輔導及社交活動等。

#### 勞工服務

香港經濟受到1973年石油危機的打擊，工廠不斷減產和倒閉，造成大量失業人口。1975年，政府開始注重勞工階級的利益，並於1977年的《社會保障綠皮書》中提出有關僱主和僱員各供僱員薪酬2%的保險計劃，以保障不幸患病或傷殘的僱員。不過，相關的建議在僱主反對及僱員認識不足的情況下沒有推行。為使市民認識更多有關工作和工作福利的事項，中心於1977年推行勞工教育。後來勞工教育的參加人數不斷增加，本會於是在1979年正式成立工友組織，名為「官塘職工」，並開始發展「工業社會服務」。

官塘職工有超過50名基本會員，主要為觀塘工友提供勞工法例諮詢服務，工友可以登門或透過電話查詢如欠薪、分娩假和僱主賠償等問題；較嚴重的勞資糾紛則轉介至勞工署或基督教工業委員會處理。另外，官塘職工為青年工友提供職工法律的教育，讓他們學懂之後將法律知識轉授其他工友；官塘職工也會與其他勞工組織合力為觀塘區工友謀求福利。1982年，本會開設日夜校成人教育，給予成年人選修訓練課程及延續教育的機會，使他們能增長學識，充實生活。

#### 健康服務

此外，本會亦於1982年開拓社區健康項目，推行「健康外展計劃」，為傷殘、長者和病患者提供老人健康檢查、健康講座、量血壓、健康輔導等服務，使區內市民明白及早治療和預防疾病的重要性。

第二任總幹事高曉光女士在服務本會26年後，於1983年功成身退，由邱可珍女士繼任。這二十多年間，香港的社會服務需求亦隨著社會發展不斷增加，本會的空間已經不敷應用，加上總部的會址日漸破落，未能配合社會及機構發展的需要。1987年，董事會作出了重大的決定，在總部原址重建新廈。

1988年董事會決定在原址展開重建工程，1995年10月正式動工

In 1988, the Board made a decision to redevelop the new headquarters building. Construction works commenced in October 1995



Due to a great number of elderly persons living alone in Tiu Keng Leng, CFSC renovated its 2 canteens there into an elderly home which was named Yang Chen House. It was close to Rennie's Mill Christian Medical Clinic, where nurses often paid visits to the elderly home. Yang Chen House could house 50 male elderly residents. It provided holistic care to the frail elderly while those elderly persons with better self-care capacity would be provided catering and laundry services. Group activities such as parties, film appreciation and short trips were organised, and residents were also encouraged to make handicrafts to be sold in the handicraft unit.

In 1973, the government's working party on the Future Needs of the Elderly published 'Services for the Elderly: Report' stating care in the community would be the direction for the elderly services development. In the Green Paper on 'Services for the Elderly' published in 1977, voluntary organisations were advised to develop home help services to take care of elderly who have limited self-care capacity. In the same year, CFSC provided home help services to elderly who were referred from the churches, the United Christian Hospital and the Hong Kong Housing Authority. CFSC provided home help services which included meal delivery, house-keeping, shopping, escorting, and physical exercise. For living alone elderly who could not make their own meals, home helpers would deliver meals to them with thermal flask. Catering services were then in greater demand and 2 vans were needed for delivery. The Hong Kong government subsidised voluntary organisation to provide home help services in 1979, and CFSC were then able to extend the scope of services to the disabled and needy families.

In 1985, Kwun Tong Day Care Centre for the Elderly was opened, which was the first CFSC Day Care Centre for Elderly in Kowloon East. It mainly provides help to frail and demented elderly people with preventative medical treatment, which allowed them to stay in their own homes longer and reduce the pressure on public care homes. Located on the ground floor of Block 2 of Lei Yue Mun Estate, the Centre could receive 40 elderly people at a time with its wide ranges of facilities, including a kitchen, dining room, laundry rooms, bathrooms, an activity room and physiotherapy equipment. The Centre provided social activities, as well as medical and personal care.

#### Labour Services

Hong Kong's economy was at risk due to the oil crisis in 1973, with many factories closing down and many workers becoming unemployed. In 1975, the government became aware of the rights of the working class. Two years later, the 'Social Security System Report' suggested that both employers and employees should contribute 2% of an employee's salary for an insurance plan to protect them from sickness or disability. Such suggestion was not put forward due to the opposition from employers and the lacking awareness of employees. CFSC put forward labour education in 1977 to help people understand more about work-related welfare. In 1979, to meet the increasing need, CFSC formally founded a group, Kwun Tong Workers' Association, and launched industrial social services.

The Kwun Tong Workers' Association had over 50 members. They provided legal consultation, and concerned on labour rights ranging from outsourcing, maternity leave, and employee compensation. Occasionally, serious employment disputes were referred to Labour Department or Hong Kong Christian Industrial Committee. The Committee provided basic legal education to the workers who then could provide help to their colleagues. It also worked closely with other labour organisations to strive for better rights and benefits for workers in Kwun Tong. In 1982, CFSC organised day and evening adult education courses, giving those on low incomes the opportunity to learn useful skills and improve their lives.

#### Health Services

To enhance awareness over disease prevention, in 1982 CFSC began to expand into the community health domain with the 'Outreaching Health Programme', to provide services such as health talks and counselling, blood pressure monitoring, as well as health checks for the elderly.

Miss Doris Caldwell, our second Director, retired in 1983 after serving CFSC for 26 years. She was succeeded by Miss Nora Yau Ho-chun.

### 擴展服務：1987-1999

自1987年起，本會的服務逐漸延伸至觀塘以外的地區，特別是即將大力發展的將軍澳和調景嶺。樓高兩層的總辦事處顯然無法配合業務的發展，現址重建勢在必行。1988年，董事會委派轄下的發展小組委員會及籌款小組委員會監督整個重建計劃，本會預計興建一座18層高的大樓，容納原來總部所有服務單位及其他新的服務。可惜，即使有社會福利署、香港賽馬會慈善信託基金和其他善長的資助，資金仍然不足以支持原來的計劃，最終只能興建10層高的大樓。

在重建計劃施工前，總部內的單位於1993年陸續遷至其他地方設立臨時辦事處。中央行政部遷至灣仔溫莎公爵大廈；老人社區服務中心搬到秀茂坪邨一所空置幼兒日間中心；兒童中心遷至藍田邨；其他單位則集中在牛頭角上邨政務署騰出的三間辦公室內。後來秀茂坪邨清拆，老人社區服務中心於1996年再遷至順安邨。總部大樓於1994年拆卸，1995年10月展開重建工程。總部新廈於1998年落成啟用，大大增加了服務的空間，為本會的發展揭開新的一頁。新的總部大樓即時增加了六項政府資助的服務，計有長者社區中心及日間護理中心、幼兒園及育嬰院、展能中心暨宿舍、西醫及牙醫診所等。新大樓是一所多元化服務綜合大樓，為社區提供可租用的禮堂及房間設施，並且為日後的發展預留空間。

重建計劃由籌劃至完成，本會仍然不斷擴展服務。在家庭服務方面，本會於1986年在三家村增設鄰舍層面社區發展計劃辦事處，透過家訪和舉辦教育及康樂活動，與嶺南村和三家村臨屋區的四千名居民建立關係及提供基本服務，並鼓勵他們互相協助解決生活上的問題。1992年三家村臨屋區完成清拆，辦事處遷至高超道公共屋邨繼續區內服務市民。

1996年4月，本會開辦婦女庇護中心「恬寧居」，為遭遇家庭暴力或嚴重問題的婦女及其子女提供安全短暫的住宿服務，以解決即時的危機。中心透過專業輔導及離舍支援，協助婦女作好自我裝備，建立自信，重過新生。

在兒童及青少年服務方面，本會得到成龍慈善基金的支持，於1991年12月在將軍澳景林邨開辦成龍景林青少年中心，為兒童及青少年舉辦不同種類的戶內及戶外活動，包括興趣小組、社交及義工組、補習班和家庭旅行等。1991年，政府發表《跨越九十年代香港社會福利白皮書》，指出香港的核心家庭日漸增多，母親外出工作的情況普及，建議增加幼兒中心，方便父母出外工作。1993年，本會於藍田開辦第一所幼兒園德田幼兒園，為雙親外出的家庭照顧及教育子女。

1987年，本會增設老人社區服務部，全面支援東九龍區長者，包括提供老人社交中心、家務助理服務、輔導及社區教育、飯堂、沐浴及洗衣服務等。1988年，老人社區服務部首創「全港老人合唱比賽」鼓勵長者積極參與群體活動，體現「活躍晚年」的精神，活動至今已經26年，仍大受歡迎。1991年，本會獲得任白慈善基金捐助二百萬元開辦第二所安老院，名為「任白慈善基金景林安老院」，提供125個男女宿額。院內45個宿位屬於「護理部」，為需要醫護照顧及個人照顧的體弱長者而設；其餘80個宿位歸入「膳食部」，讓有自理能力但起居仍需要協助的長者入住。另外，院方亦為患有認知障礙症的長者提供特別照顧及訓練。



1996年總部賽馬會大樓  
奠基典禮  
The Foundation Stone  
Laying Ceremony of The  
Jockey Club Headquarters

### Services Expanding in Scope: 1987-1999

From 1987 CFSC extended its service area outside Kwun Tong, with a focus on Tseung Kwan O and Tiu Keng Leng. It was inevitable that CFSC would need more space for its expanding scope of services. In 1987, the Board of Directors made an important decision to demolish the 2-storey CFSC headquarters, and build a new one. In 1988, the Board appointed the Development Committee and the Fundraising Sub-committee to oversee the re-development project. The original plan was to build an 18-storey building to house the existing service units and some new ones. However, the project experienced funding shortage and ended up as a 10-storey building – a monumental accomplishment nonetheless, achieved with the help of the Social Welfare Department, the Hong Kong Jockey Club Charities Trust and other donors.

The various service units were relocated to a temporary office in the course of redevelopment. The Central Administration unit was located in the Duke of Windsor Social Service Building; the Multi-service Centre for the Elderly was relocated to a vacant child care centre in Sau Mau Ping Estate; the Child Centre was relocated to Lam Tin Estate; the other service units were squeezed into the three offices at the Home Affairs Department of Upper Ngau Tau Kok Estate. Due to the demolition of Sau Mau Ping Estate, the Multi-Service Centre for the Elderly was moved to Shun On Estate. In 1994, the headquarters building was demolished, with rebuilding commencing in October 1995. The new headquarters came into use in 1998, and it featured a much expanded space, marking a new page in the story of CFSC. The renovated headquarters included 6 new services subsidised by the government, including a Multi-Service Centre and Day Care Centre for the Elderly, a Day Creche and Day Nursery, a Day Activity Centre and Hostel for Severely Mentally Handicapped Persons, medical and dental clinic. The new development was now a multi-service complex providing auditorium and function rooms facilities, while still reserving space for future plans.

CFSC expanded its scope of services in the course of its redevelopment. In 1986, CFSC opened an office to support the ‘Sam Ka Tsuen Temporary Housing Area Neighbourhood Level Community Development Project’. Recreational and education activities were held to improve neighbour relations with the 4,000 residents, while providing basic services and helping them to mutually assist each other. Its office was relocated to Ko Chiu Road Estate when temporary housing area of Sam Ka Tsuen was demolished in 1992.

In April 1996, CFSC opened the Serene Court, a refuge centre for women. It provides temporary accommodation for women with or without children, who are facing domestic violence. Serene Court also provides counselling and post-discharge support services for women, so as to help them establish their self-confidence and lead a new life.

The Jackie Chan Charitable Foundation offered CFSC to set up the Jackie Chan King Lam Children and Youth Centre in December 1991. The centre organised both indoor and outdoor activities, such as interest groups, volunteers groups, tutorial classes and family trips.

In 1991, the Government issued a White Paper on ‘Social Welfare into the 1990s and Beyond’, pointed out that there was a rise of nuclear families in Hong Kong. Therefore child care centres were proposed to meet the needs of families with working mothers. Tak Tin Day Nursery, CFSC’s first nursery, was opened in 1993 to help taking care of children and enhance learning and interpersonal skills.

The Multi-Service Centre for the Elderly came into operation in 1987 to provide a wide range of community support services for the elderly in Kowloon East, including a social centre, home help service, counselling and community education, canteen service, showering and laundry service. Since 1988, the Multi-service Centre for the Elderly has organised the ‘Elderly Singing Competition’, the first of the kind in Hong Kong. The annual event has remained extremely popular and continues to encourage the elderly to make use of their musical talents. In 1991, CFSC opened the Yam Pak Charitable Foundation King Lam Home for the Elderly, the second care and attention home. It has 125 places available for male and female elderly people, with 45 are under the care and attention section, which serves frail elderly; the remaining 80 are under the meal section, targeting elderly with self-care capacity though still needing considerable attention. In addition, the home also provided special care and training for residents with dementia.

1998年開辦牙科診所  
Dental clinic was  
commenced in 1998





翠林宿舍則為精神病康復者提供過渡時期的住宿照顧，幫助他們提升獨立生活的能力，以便重新融入社區。1996年，本會得到社會福利署資助開辦續顧服務，為完成中途宿舍住宿期而重返社區的康復者提供外展輔導及生活支援，協助他們適應社區生活。1997年11月，本會又在將軍澳開設「誠信」、「誠望」和「誠愛」三間小型兒童之家，透過家庭模式的照顧為有個人或家庭問題的6-18歲輕度智障兒童提供照顧、訓練、輔導以及安排特別治療活動，培養他們的自我照顧能力及社交技巧，從而促進身心健康成長。1998年，本會於總部大樓開設迪智展能中心暨宿舍，為15歲以上的中度至嚴重智障人士提供住宿、護理、生活自理等訓練及輔導服務，提升他們的生活質素。

本會於1993年推行「僱員服務計劃」，成為香港僱員輔助計劃（Employee Assistance Programme, EAP）的先導者之一。這計劃是為商界僱員提供收費的社會服務項目，改善他們的生產力和生活與質素。僱主以合約形式購入服務，計劃以多元化的方法照顧僱員的身心健康，包括僱員輔導、培訓活動、危機管理、家庭生活教育、健康服務和退休前計劃等，從而提升員工對所屬公司的生產力。1995年後香港工業不斷萎縮，本會決定逐步結束工業方面的服務，改為集中發展「僱員服務計劃」。1990年代，香港政府提供的社會服務未能滿足上班族對輔導及身心健康服務的需要，本會在填補這服務缺口上作出了重要的貢獻。

1992年，政府發展調景嶺一帶地區，本會屬下的養真苑亦須清拆。本會與政府商討後，養真苑遷往厚德邨以公屋單位興建的新院舍。新院舍的收容額較以往大兩倍半，兼收男女長者共134人。1995年3月，本會第二間老人日間護理中心於橫頭磡開幕，為體弱傷殘的長者提供個人照顧、復康運動、護理和社康活動等。

在復康服務方面，政府早於1977年發表《群策群力協助弱能人士更生》白皮書，主張以綜合性康復服務協助弱能人士發揮所長。不過，照顧弱能人士是專門的服務，本會一直未有資源在這方面發展，但深切認為有發展復康服務的需要，後來，經與社會福利署多次商討及作出申辦，終於在1991年，本會在將軍澳翠林邨開設翠林庇護工場及中途宿舍。庇護工場為15歲或以上由社會福利署轉介的弱能殘疾人士提供工作訓練，並且聘請社工為學員解決人際關係及適應力的問題。在社會福利署的資助下，本會於1995年增設輔助就業服務，主力跟進職前訓練、就業配對、在職支援及僱主聯繫等工作，加強了對殘疾人士公開就業的支援。



2001年，開辦勵志單親中心，為單親人士提供各類支援服務  
Lai Chi Single Parent Centre was founded in 2001 for providing various support services to single parents



2008年推行「社區保姆」計劃  
Started to implement 'Neighborhood Supportive Child Care Project' in 2008

In 1992, Yang Chen House was demolished because of the redevelopment of Tiu Keng Leng. Following negotiations with the government, it was relocated to Hau Tak Estate, using public housing as a new site. The new Yang Chen House could host 2.5 times the number of people at the old site. It could house 134 elderly people, both male and female. In March 1995, CFSC's second elderly day care centre was opened in Wang Tau Hom, providing individual care, nursing and rehabilitation services to the frail elderly.

#### Rehabilitation Services

In 1977, the government issued the White Paper on 'Integrating the Disabled into the Community: A United Effort', to provide comprehensive rehabilitation services to maximise the potential of the disabled. Such a specialised service would require significant expertise and investment, which CFSC at that time lacked the resources to develop. But CFSC strongly believed there was a need to develop rehabilitation services. After numerous discussions with the Social Welfare Department, in 1991, CFSC opened the Tsui Lam Sheltered Workshop and Half-way House in Tsui Lam Estate. The Sheltered Workshop provides vocational training for people with disabilities aged 15 years referred by the Social Welfare Department. Social workers would also work to resolve the interpersonal and developmental issues of individual trainees. With funding from the Social Welfare Department in 1995, CFSC commenced Supported Employment Service. The programmes gave practical advice and support in the form of pre-job training, on-the-job support, job matching, and employer liaison etc.

Tsui Lam Half-way House provides a transitional period of residential care to facilitate ex-mentally ill persons to achieve an optimal level of functioning for the purpose of community reintegration. With the support of Social Welfare Department, CFSC began to provide aftercare services in 1996, helping those clients with counselling and support services so as to enable them to reintegrate successfully into their communities after leaving the Half-way House. In November 1997, CFSC founded three small group homes: 'Shing Shun', 'Shing Mong' and 'Shing Oi' to provide home-like residential care service, training, counselling and therapies to children and teenagers between the ages of 6 to 18 with mild mental handicap and family problem with an aim to improve their self-care ability and social skills for healthy development. In 1998, Dick Chi Day Activity Centre and Hostel was established in CFSC's headquarters, to provide accommodation, care and counselling services to persons aged 15 or above with moderate to serious mental handicaps.

CFSC launched the 'Employee Service Programme' (ESP) in 1993, and was one of the organisations piloting Hong Kong's Employee Assistance Programme (EAP) in Hong Kong. The EAP targets commercial sectors employees in order to enhance their productivity and living quality. Employers entrusts CFSC with service contract to enhance their employees' life by providing various services, including counselling, retraining, risk management, family education and early retirement planning. With the industrial sector shrinking since 1995, CFSC decided to suspend industrial social services and focus on developing ESP. The Hong Kong government's social services in the 1990s had yet to satisfy the psychological and counselling needs of the working class, CFSC therefore contributed to fill in the service gap.

本會透過「全、同心、社區一心」從健康家庭出發」55周年開放日的活動帶出「建立和諧、健康家庭生活」之重要性  
In our 55th Anniversary Open Day, we promoted harmonious and healthy family to the public



### 轉型與突破：2000年至今

踏入21世紀，政府積極推動社會福利資助制度改革，本會亦於2001年正式加入社會福利署的整筆撥款津助計劃。2003年底，服務本會20年的第三任總幹事邱可珍女士榮休，由郭烈東先生接任；本會亦隨即推動改革和服務整合，迎接新津助制度的挑戰。2004年首推整合服務的管理改革，組合四項綜合服務，包括：綜合長者服務、綜合復康服務、綜合家庭支援服務及醫療健康服務，使資源能更有效運用，並提升服務效率。本會又特別加強支援自負盈虧服務，包括健康服務及僱員服務計劃，改變服務營運策略，使服務更具競爭力。

為回應新津助制度，本會於2005年啟動職級及薪酬檢討，翌年落實新組織架構，並確立升遷及薪酬制度，制定長遠財務預算及預計風險等工作。本會亦同步推行優質服務管理，為員工提供培訓，更新服務流程和建立服務形象，以追求卓越的服務精神來提升服務質素及競爭力。另外，本會亦成立工作小組改善總部大樓大堂的設計及地方運用，改善服務環境和設施。在制度和系統上，本會加強了機構管治和服務支援，設立資訊科技組、傳訊組和服務表現監察組，訂定表現指標，並定時檢視質素，確保服務能有效協助服務使用者改善生活。

### 兒童及青少年服務

本會因應社會福利署於2001年推行的「一校一社工」及綜合青少年服務政策而重新調配服務資源，把成龍景林青少年中心轉型為自負盈虧的「成龍全人發展中心」，以靈活及創新的手法為幼兒至成人提供全方位培育，達至全人發展的目標；而把原本成龍景林青少年中心的政府資源，轉撥到秀茂坪順天邨和觀塘翠屏邨，開設綜合青少年服務中心跳躍青年坊，協助翠屏南、景田及順天東的青少年發展學業、個人成就和理想等，為未來遇到的挑戰和困難作好準備。

2002至2003年間，香港經歷了「嚴重急性呼吸系統綜合症」(SARS)的肆虐，經濟低迷，政府停建居屋，原本在觀塘寶達邨的7座公屋及6座居屋，因而全面轉為出租公屋之用，並在2003年6月起入伙；經濟及社會政策的轉變，使寶達社區成為一個貧窮社區。為了支援寶達社區，本會於2005年在寶達邨開辦「臻善軒」，提供兒童及青少年服務，為新社區的基層家庭作出支援。2007年，臻善軒得到香港賽馬會慈善信託基金資助，在區內推行「共建和諧寶達家」計劃，提供包括培訓工作坊、家庭探訪、家長互助小組和家居生活挑戰站等服務，鼓勵家長和子女建立良好家庭關係，凝聚社區內的家長互相支援的精神。為了配合寶達社區內青少年的成長和相應的需要，臻善軒在2011年推行「動感90後」計劃，透過表演藝術和運動媒介，啟發青少年的潛能，減少青少年沉迷網絡世界及預防區內的童黨問題。

### Reform and Breakthrough: 2000 until the Present

The government endeavoured to reform the social welfare subsidy system in the early 2000s, with CFSC joining the Lump Sum Grant Subvention System from 2001. Our third Director, Miss Nora Yau Ho-chun, retired in 2003 after 20 years of service, and she was succeeded by Mr. Kwok Lit-tung. In 2004, CFSC management implemented reforms to allow better service integration. CFSC simplified the existing service platform into 4 main Service Continuum: including integrated elderly care services, integrated rehabilitation services, integrated family support services, and integrated medical and health services. The service restructuring also enabled CFSC to strengthen support over self-financing services, including health services and ESP with new business strategy.

In response to the Lump Sum Grant Subvention System, CFSC commenced a review of rank and salary ranges in 2005, and proposed a new organisation structure one year after to consolidate the promotion and salary system, and to put forward long-term financial planning and risk assessment. CFSC also promotes quality management, providing staff training to enhance service operation and building image. In addition, CFSC created a working group to improve the use of space and design in the new headquarters. Not only does CFSC aim at improving services and facilities, but also to champion stronger governance and service support by setting up the IT unit, cooperate communications unit and the performance management unit. It is vitally important for CFSC to monitor its service quality and work according to the goals it sets for itself, which in turns improves the lives of those using its services.

### Children and Youth Services

When the Social Welfare Department released the 'One School Social Worker for One School' guidelines and Integrated Children and Youth Services in 2001, CFSC redeployed resources. The Jackie Chan King Lam Youth Centre became the self-financing Jackie Chan Whole Person Development Centre, offering a flexible and innovative approach to both children and adults on how to achieve whole person development. The original government resources from the Jackie Chan King Lam Children and Youth Centre had moved to Youth Leap to help young people in Tsui Ping South, King Tin and Shun Tin East to fulfil their personal goals and develop their educational plans, preparing them to face the challenges and opportunities ahead of them.

In 2003, Hong Kong suffered from economic downturn owing to the outbreak of the 'Severe Acute Respiratory Syndrome' (SARS), resulting in a sudden cease with the Home Ownership Scheme (HOS). The 7 blocks of public rental housing and 6 blocks of HOS originally in Kwun Tong Po Tat Estate were turned into public rental housing in June 2003. Po Tat community has since then become a poor communities.

To support Po Tat community and grassroots families to adapt to the new community, CFSC set up Cherish House in 2005 in Po Tat Estate to extend child and youth services to East Kowloon. In 2007, Cherish House was funded by the Hong Kong Jockey Club Charities Trust to put forward the 'Integrated Project for Po Tat Estate'. Comprising training workshops, home life guidance seminars, family visits and various activities, it helps to strengthen parent-child relationships and communication. Cherish House also runs a parent support group to promote mutual help and community solidarity. In response to the growing up of the teenagers in the community and the corresponding need, Cherish House implemented the 'Youngsters in Motion' program in 2011. Through performing arts and sports, the potential of the youngsters was inspired. The program helped to reduce their addiction to online world and to prevent juvenile gangs in the community.



「小天使」完成訓練計劃後在社區擔任推廣大使  
'Happy Angel' promoted anti-domestic violence in the community after completion of training

為了協助學業稍遜的高中生完成高中課程，為投入社會作好準備，本會於2007年開辦「匯青書院」，以自負盈虧模式式營運，高峰時期收生達二百多人。隨著政府於2011年推行新高中學制，高中課程獲政府全面承擔，「匯青書院」亦於2012學年完結後結束。延續同一使命，本會於2012年開辦「YOU CAN 潛能發展中心」，以藝術及運動作為媒介，協助青年人克服困難，發展潛能。

### 家庭服務

由於離婚問題嚴重，單親家庭極需支援，本會於2001年獲社會福利署資助開辦「勵志單親中心」，加強了本會的單親服務，為東九龍區內的單親家庭提供進一步支援。中心透過各項成長活動，強化單親家庭功能，協助他們建立互助支援網絡，並加強他們的就業和獨立能力。

2000年社會福利署檢討家庭服務，認為香港的家庭服務模式需要作出改革，並開始試驗新的「綜合家庭服務中心」模式。經過試驗及評估，社會福利署於2004年度開始逐步將傳統家庭服務中心轉型為「綜合家庭服務中心」，加強了預防和支援的角色，以回應地區的家庭需要。本會亦於2004年正式將家庭輔導部轉型為綜合家庭服務中心，並易名「活力家庭坊（綜合家庭服務）」，按「兒童為重、家庭為本、社區為基礎」的服務方向，透過家庭資源組、家庭支援組及家庭輔導組提供一系列預防、發展、教育、支援、充權和補救服務。2008年，本會得到社會福利署資助，推行「鄰里

2000年代初期及中期，天水圍新市鎮發生多宗倫常慘劇，社會對天水圍的社區十分關注，紛紛增強對天水圍的支援。本會在2008年與香港房屋委員會合作，將綜合家庭支援服務擴展至天水圍區，成立天水圍房屋諮詢及服務隊，以伙伴協作模式，支援新遷入天水圍的居民。經過兩年試驗，房委會認為成效理想，於是在2010年將服務範圍拓展至屯門、元朗和東涌公共屋邨，新計劃仍由本會執行。本會隨後在東涌、天水圍和屯門設立3個辦事處，為居民提供「適應」、「建設」和「聯繫」社區的服務。2012年4月，房屋諮詢及服務隊試驗計劃結束，由於區內暫時沒有新屋邨落成，房委會決定結束服務，而天水圍的會址則交由本會成立「天水圍社區服務處」，繼續為天水圍居民服務。

### 長者服務

本會於2001年在順安老人社區服務中心設立了耆性資源輔導及性教育推廣中心，成為同行之先驅。2003年，社會福利署在《重整長者社區支援服務報告》中建議將老人社區服務中心提升至長者地區中心，從而減少服務重疊和全面照顧長者。同年，本會將真光苑老人社區服務中心和順安老人社區服務中心轉型成為長者地區中心，並擴大服務範圍。2003年，因應社會上體弱長者增加，政府為了有效運用長者住宿資源，由2003年1月起停止接受申請入住長者宿舍，並於2005年度開始逐步把長者宿舍轉型為提供長期護理服務的院舍。配合政府政策，本會於2006年3月申請將養真苑逐步轉型為一所提供持續照顧服務的護理安老院，設有持續照顧資助宿位、自負盈虧宿位，以及自負盈虧日間暫託名額。2007年3月，又將任白慈善基金景林安老院逐步轉型。

社工向天台住戶講解日後重建賠償及安置的政策  
Social Workers introduced compensation policy to roof top households



Christian Family Service Centre since 1954



不分老幼齊心參與健康屋邨活動  
All ages actively participated in the Healthy Estate Activities

To help high school students who couldn't attain satisfactory performance in examination to complete their high school curriculum, and to help them integrate into the community, CFSC set up a self-financed Wui Ching College in 2007. The enrollment of the college was more than 200 at its peak. Following the full subvention of high school curriculum in 2011, Wui Ching College was shut down at the end of the 2012 school year. To continue the same mission, CFSC set up the project 'You Can' in 2012, using arts and sports to help young people to overcome difficulties and develop potential.

### Family Services

Funded by the Social Welfare Department, Lai Chi Centre was set up in 2001, to provide support to single parent families in East Kowloon. The centre empowered single parent families with a variety of services and developmental activities, so that the families could form a mutual support network and were assisted to find jobs and live independently. According to the review of family services conducted by the Social Welfare Department in 2000, the model of providing family services in Hong Kong needed to be reformed. After conducting pilot and evaluation of the service model of Integrated Family Service Centre, the Social Welfare Department gradually transformed the family service centres to place emphasis on preventive,

supportive and remedial services to meet the changing needs of families. In 2004, CFSC transformed the family counselling unit and renamed it as 'Family Energizer (Integrated Family Service)'. A series of preventive, educational, developmental, empowering and remedial services were provided through the three components of family resources, family support and family counseling to meet the objectives of 'child-centred, family focused and community-based care'.

In 2008, CFSC was supported by the Social Welfare Department to implement 'Nanny Next Door – Neighbourhood Support Child Care Project' to provide short-term and flexible child care service to the working parents or families in need for the safety of children and for the development of mutual support spirit in the neighbourhood.

To respond the occurrence of family violence in the new town of Tin Shui Wai in 1990's CFSC worked with the Hong Kong Housing Authority to expand our integrated family service to form the Tin Shui Wai Housing Advisory and Service Team (HAST) for supporting the Tin Shui Wai residents. After implementing the 2-year pilot scheme, the Housing Authority was content with the results, and agreed to expand our service to the public housing estates in Tuen Mun, Yuen Long and Tung Chung. CFSC thus set up offices in Tung Chung, Tin Shui Wai and Tuen Mun to provide services to enhance 'resident adaption', 'community building' and 'community networking'. The pilot scheme supported by the Hong Kong Housing Authority was expired in April 2012, when there was no more new housing estates established in the districts. The premises in Tin Shui Wai continued to be operated by CFSC to serve the residents in Tin Shui Wai. .

### Elderly Services

CFSC's Shun On Multi-Service Centre for the Elderly started to organise sexual counselling and sex education activities in 2001 which was a pioneering service in the welfare sector.

In 2003, the Social Welfare Department issued a report entitled 'Re-engineering Community Support Services for Elders', which proposed to re-engineer Multi-Service Centres for the Elderly to District Elderly Community Centres to avoid duplication of services and to provide holistic care for the elders. In the same year, CFSC transformed both the True Light Villa and the Shun On Multi-Service Centre for the Elderly into District Elderly Community Centres with broadened scope of services. For the effective use of resources in residential services for the elderly, the government ceased to receive application for elderly homes or hostels in 2003 to echo the government policy, our Yang Chen House was equipped to provide continuity of care and become a care and attention home in 2006, with both subsidised and self-financing day care places. Yam Pak Charitable Foundation King Lam Home for the Elderly has also undergone similar changes in 2007.

Christian Family Service Centre since 1954

進入2000年後的社會福利改革的其中一項重要改變，是引入服務競投及競爭性投標的方法分配新社會服務，以提高競爭及透明度，並以有時限方式營運。本會在2005年透過競爭性投標，取得黃大仙區的「改善家居及社區照顧服務」合約，及後在2008年，再取得觀塘區的「改善家居及社區照顧服務」合約。此外，又透過服務競投，在2008年開辦觀塘「彩盈長者日間護理中心」，及於2011年開辦將軍澳「翠林長者日間護理中心」。這幾項新服務大大加強了本會照顧體弱長者的網絡和能力。

為了多方面關注長者不同的需要，本會積極開拓創新服務。先於2001年推出長者牙科外診服務，透過不同的社會資源，以優惠價或免費為居住在安老院或正接受長者日間護理中心提供外展牙科服務，包括檢查、脫牙、洗牙、補牙和鑲製假牙等。本會又舉辦講座和培訓，加強護老者和長者對口腔護理的知識。直至2011年，政府才開始正式資助長者牙科外診服務，而本會亦於2011年成立「基督教家庭服務中心牙科服務有限公司」管理本會所有牙科服務，以符合牙醫條例的要求。

隨著香港社會人口高齡化，患有認知障礙症（前稱老人痴呆症）的長者有逐漸增加趨勢，患病長者及照顧者都極需要支援。故此本會在2010年申請香港公益金的資助，推行一項長者記憶及認知訓練的試驗計劃，為患有輕度認知障礙症長者提供評估、訓練及支援護老者的工作。試驗計劃獲得肯定，本會隨後於2012年獲凱瑟克基金的支持大幅擴充服務，並在觀塘彩霞邨正式開設「智存記憶及認知訓練中心」。由於長者日間復康訓練需求殷切，本會於2013年把黃大仙的勵志中心轉型為「樂力長者日間訓練中心」，為社區長者提供更多復康訓練機會。

為了應付日益增加的長者服務需求，政府持續改革長者服務，並於2013年9月推出「長者社區照顧服務券試驗計劃」，採取「錢跟人走」的資助模式，讓合資格長者因應個人需要，選擇合適的服務提供者。本會的樂力長者日間訓練中心和智存記憶及認知訓練中心亦參與這項新計劃，成為黃大仙區及觀塘區之認可服務提供者。除了照顧弱老，本會亦持續關注退休人士及體健長者的需要。2014年，本會為50歲或以上退休人士開設「悅齡薈」，舉辦6個不同範疇的工作坊和課程，例如健康養生、生活藝術和經濟理財等，藉此培養退休人士的興趣、拓展社交網絡和提升個人生活質素。

在復康服務方面，本會於2001年在東區尤德夫人那打素醫院職員宿舍內開設安愉及安怡兩所宿舍，為精神病康復者提供住宿和適當的訓練，協助舍友融入社區，培養獨立生活的能力。2004年，本會因應社會福利署政策的改變，把兩間特殊兒童之家，轉型為智障成人輔助宿舍，為15歲以上的輕中度智障人士提供住宿服務。

同年，本會將翠林庇護工場轉型為翠林綜合職業復康服務，於同一場所提供庇護工場及輔助就業服務。2005年，本會受政府委託營辦「陽光路上」— 培訓計劃，協助殘疾或有精神病早期徵狀的青少年在市場就業。有見各項職業復康服務穩步發展，本會趁機進一步推行改革，將翠林綜合職業復康服務、輔助就業服務及「陽光路上」— 培訓計劃統合成為綜合職業復康服務，為不同年齡和不同能力的殘疾人士提供一站式工作訓練及就業支援。

為了開拓更多適合殘疾學員職前技能訓練的場所，綜合職業復康服務於2007年起承辦總部大樓的Home Café，透過真實的工作環境，指導殘疾學員學習與飲食業有關的工作技能，讓學員裝備謀生技能，同時向社會推廣傷健共融。餐廳崗位由員工和18至25位受訓的殘疾學員擔任，為顧客提供早、午、晚餐及下午茶。2010年，餐飲訓練更推展至黃大仙區，自此，黃大仙Home Café成為提供餐飲訓練的主要場地，而觀塘Home Café則為殘疾人士提供過渡期就業機會。截至2014年3月底，餐廳聘請的殘疾人士比例高達25%。另外，本會於2011年11月在總部大樓地下開辦「加家店」(&Care Products Corner) 出售超過100款由翠林工場設計及生產的皮革用品，打造「&Care」成為「關顧社群」的品牌，鼓勵商界購入產品，支持殘疾人士工作。

照顧者參與日營活動  
The Day Camp for the caregivers



本會職業治療師悉心指導認知障礙症患者進行能力訓練活動  
Our occupational therapist provided cognitive training to dementia patients

Through competitive bidding introduced by the Social Welfare Department in 2000s, CFSC was successfully awarded with the tenders to operate Enhanced Home and Community Care Services (EHCCS) in Wong Tai Sin and Kwun Tong respectively in 2005 and 2008. In 2008 and 2011, CFSC was further awarded with the tenders to operate Choi Ying Day Care Centre for the Elderly and Tsui Lam Day Care Centre for the Elderly. With the increases of these services, the network and capability of CFSC in taking care of the frail elderly is greatly enhanced.

To further meet the needs of the elderly, CFSC organised dental outreach programmes in 2001 to provide discounted or free dental care services to elders living in residential care homes or attending day care centre. The dental outreach programmes provides treatments such as examination fillings, scaling, dentures and tooth extraction. CFSC also organised talks and training to equip carers of the elderly with knowledge of elderly dental care. Until 2011, the government has started to subsidise the dental outreach programmes. CFSC also established Christian Family Service Centre Dental Services Limited in 2011 to manage all of our dental services in compliance with the Dentists Registration Ordinance.

The Mind-Lock Memory & Cognitive Training Centre came into operation in 2012 with the funding support from Keswick Foundation to provide training for elderly with mild cognitive impairments. In view of the immense need for the training of elderly, our Lai Chi Centre was transformed to Lively Elderly Day Training Centre in 2013 to strengthen our services for the demented elders. In 2014, CFSC launched 'Prime Link' to organise workshops and courses for retirees aged 50 or above, covering six main areas such as health and well-being, lifestyle, financial management and more, with the purpose of cultivating diverse interests and enhancing quality of life.

#### Rehabilitation Services

In 2001, CFSC established On Yue and On Yee Supported Hostels in Pamela Youde Nethersole Eastern Hospital to assist those recovering from mental illness to develop physical, mental and social capabilities through various social and recreational activities so as to help them re-integrate into the community. In 2004, CFSC was requested by the government to transform 2 small group homes into supported hostels for mentally handicapped adults.

In the same year, upon invitation of the Social Welfare Department, our Tsui Lam Sheltered Workshop was transformed to Tsui Lam Integrated Vocational Rehabilitation Service to provide shelter workshop and supported employment under a single centre. In 2005, CFSC became one of the participating organisations of 'Sunnyway', an on-the-job training programme for young people with disabilities or mild psychiatric problems. In view of the steady development of vocational rehabilitation services, CFSC saw this a good opportunity to reform their services. Drawing the strength of Tsui Lam Integrated Vocational Rehabilitation Service, supported employment service and Sunnyway – On-the job Training Programme for Young People with Disabilities CFSC provided one-stop, Integrated Vocational Rehabilitation Services for the disabled.

In 2007, the new headquarters building launched the Home Café in response to the demand for pre-vocational training for the disabled. The trainees were equipped with the skills to work in catering or restaurant businesses. There were about 18 to 25 trainees working in the Home Café. In 2010, the catering training service was extended to Wong Tai Sin which later became the main training site. Whereas, the Home Café in Kwun Tong now provides transitional job opportunities for the disabled. As of March 2014, staff with disabilities made up 25% of our catering work force. The &Care Products Corner, located at the ground floor of the headquarter building, was opened in November 2011 selling more than 100 leather products produced by Tsui Lam Integrated Rehabilitation Service. The Corner is devoted in building 'Care' a brand with meaning of 'Caring People'. Corporations were encouraged to provide more support and more job opportunities for people with disabilities.

銅鑼灣中醫健康中心提供中醫服務、臨床心理服務及營養服務。  
Causeway Bay Chinese Medicine Health Centre provides Chinese medicine services, clinical psychological services and dietetic services



在社區康復方面，配合社會福利署的服務發展策略，本會於2002年開展家居訓練及支援服務隊，為區內智障人士及肢體殘疾人士提供家居訓練，以支援服務使用者在社區生活。同年，本會獲社會福利署津貼，營辦社區精神健康連網及社區精神健康照顧服務，為精神病康復者提供全面的照顧及社區支援，包括外展探訪、社交及康樂活動及精神健康教育等。隨著社會署推行服務綜合化，本會於2009年將殘疾人士家居訓練及支援服務隊整合為欣悅坊 — 地區支援中心（觀塘東），為觀塘東殘疾人士提供全面及跨專業之服務，強化他們的家居及社區生活技能；隨後在2010年，將精神病康復者的各項支援服務整合為和悅軒 — 精神健康綜合社區中心，在將軍澳南提供一站式社區支援和康復服務，照顧懷疑患有精神健康問題人士以及支援他們的家人和照顧者，服務內容包括外展輔導、治療小組、日間訓練和社區教育等，讓他們建立支援網絡及發展個人能耐，營造包容共融社區。

除了配合社會福利署的服務改革，本會有見青少年精神病發病率趨升，於2008年開展與青少年精神健康有關的服務，包括於2008年推行思樂TEEN青少年精神健康服務及於2011年推行青少年精神健康推廣及治療中心，透過及早預防、辨識與介入，協助青少年重整自我，建立正向人生。

2011年，社會福利署推出「嚴重殘疾人士家居照顧服務先導計劃」，為屯門和觀塘區的嚴重殘疾人士提供家居照顧服務，本會獲得觀塘區的服務合約，在觀塘區設立悅安心 — 嚴重殘疾人士家居照顧服務服務單位。同年10月，悅安心擴展至黃大仙，照顧兩區有需要的人士。經過3年的試驗期，政府於2014年把計劃轉為恆常服務，推展至全港。此外，有鑑於殘疾人士有高齡化趨勢，殘疾人士的高齡照顧者極需要支援，本會於2013年5月，獲香港公益金撥款推行同行關顧現晚情 — 照顧者支援計劃，為殘障人士的年老照顧者提供支援服務，並紓緩其長期照顧之壓力。

踏入2000年，醫療及健康服務有很大發展。在原有的服務基礎上，本會於2000年開設物理治療服務，亦嘗試發展中、西醫療服務。2002年7月與中文大學中醫學院合辦中醫診所，為市民提供一連串的中醫服務，包括跌打、針灸和中醫內科等。2005年，本會增設中藥配方顆粒（藥粉）的配劑，方便在職人士服用；2006年，開辦自負盈虧的臨床心理服務，關顧市民心理健康的需要；2010年12月，本會又與香港中文大學和醫院管理局以三方夥伴協作模式營辦牛頭角中醫教研中心，提供現代化的中醫全科、針灸、配藥和代煎藥等中醫服務。2011年9月，因應總部大樓優化工程，原來的西醫診所遷至大樓地下，與中醫診所結合成一間中西綜合醫療中心。這裡除了一般中、西醫全科服務外，更設有電子化病歷系統和大型自動化煎藥機，提供有系統及完善的服務。2012年1月，本會成立「樂健中醫中心」提供針灸、跌打和推拿服務；2012年，本會獲得中華基督教會公理堂邀請，在銅鑼灣禮頓道119號公理堂大樓內19樓設立銅鑼灣中醫健康中心，並由香港中文大學中醫學院協辦，以進一步拓展本會中醫、推拿、針灸、臨床心理服務及營養服務。



To echo the objective of providing of one-stop service to the disabled, CFSC set up Specialised Home-based Training and Support (SHBTS) service team in 2002. This team provided home-based training to mentally handicapped and physically disabled people, to help them thrive in their communities while building optimal life skills. In the same years, CFSC received time-based funding support from the Social Welfare Department to provide community mental health link and community mental health care services through home visits, social and recreational activities, and mental health education. Following the direction of The Social Welfare Department in service integration was interpreted as the SHBTS service team Cheerful Place - District Support Centre (Kwun Tong East) in 2009.

Having responded to the demands of the Social Welfare Department, CFSC reoriented all the services for ex-mentally ill persons to Wellness Zone – Integrated Community Centre for Mental Wellness in Tseung Kwan O South in 2010. Wellness Zone is an Integrated Community Centre for Mental Wellness (ICCMW) providing one-stop social rehabilitation services to people with mental health issues, and to their families and caregivers. Through provision of outreach counselling services and group therapy, the mentally ill achieve better social inclusion.

With an increase in the incidence of mental illness among young people, The Community Chest of Hong Kong provided funding in 2008 to start the ‘Zero Toxin – Youth Mental Health Project’ including a health promotion centre and treatment centre focusing on early intervention.

In 2011, the Social Welfare Department implemented a pilot scheme for Home Care Service for Persons with Severe Disabilities to provide a package of home-based care services for persons living in Tuen Mun and Kwun Tong. CFSC won the service contract for Kwun Tong, and set up ‘Everjoy – Home Care Service for Persons with Severe Disabilities’. In October 2011, Everjoy opened another branch in Wong Tai Sin, to serve the needy of these 2 districts. After 3 years of pilot, the government extended the programme to the entire territory. In May 2013, the Community Chest of Hong Kong contributed funding to enable the ‘Walk Together for Brightening Life – Care Support Project’, which provided support for carers of the disabled persons, relieving the stress and challenges of being a long-term care-giver.

In September 2008, CFSC formed its own Project Development Team to strive for providing innovative and sustainable services. With high unemployment rate in Kowloon East, the team provided employment support services to low-skilled young people and women in 2009. The team also began the Auxiliary Professional (aP) Scheme in 2010, providing training for the retired professionals to strengthen the support to the service units of CFSC. By 2014, CFSC had more than 120 retirees in the ‘Auxiliary Professional Scheme’, providing over 1,300 service hours each month.

Building on the foundation in the past, the medical & health services of CFSC has fast development in 2000's. In early 2000, CFSC commenced Physiotherapy Service and explored the integration of Chinese Western Medicine Services. CFSC started the Chinese Medical Clinic in 2002 with the joint effect of the School of Chinese Medicine of the Chinese University of Hong Kong to provide a series of Chinese Medicine Services including bone setting, acupuncture and general consultation. In 2005, the dispensary of granule was introduced for the convenience of working population. In 2006, self-financing Clinical Psychological Service was commenced to take care of the psychological health of people. In December 2010, CFSC was awarded with the tender to operate Ngau Tau Kok Chinese Medicine Centre for Training and Research in a tripartite collaboration with Hospital Authority and The Chinese University of Hong Kong for the provision of high-quality evidence-based Chinese medicine services for the public. Following to the renovation of headquarters building in 2011, the original Medical Clinic was relocated to the ground floor to integrate with the Chinese Medical Clinic. The Chinese Medicine Services were also enhanced with the installation of electronic patient record and automated decoction machines. In January 2012, the Healthy Chinese Medical Centre was established to provide acupuncture, bone-setting and tui-na. In the same year, the Medical and Health Services were extended to Causeway Bay upon the invitation of China Congregational Church to set up Causeway Bay Chinese Medicine Health Centre on the 19<sup>th</sup> floor of Congregation House, 119 Leighton Road for the provision of Chinese Medicine Services, Clinical Psychological Service and also Dietetic Service.

踏進服務新紀元，本會在2008年9月設立項目發展團隊（Project Development Team），在機構優質服務的基礎下致力推動服務創意，為機構開拓和發展更多可持續的服務計劃。2008年香港受到全球金融危機影響，東九龍區的失業情況嚴重，團隊於2009年開展「就業支援服務」，主要為低學歷和低技術的青年和婦女，提供就業服務與培訓。2010年，團隊開拓一項名為「輔助專業人員計劃」，透過「輔助專業人員」（Auxiliary Professional Scheme）計劃組織起來，為本會各單位提供穩定的支援服務，同時讓退休專業人士透過服務，繼續貢獻所長。直至2014年，已有超過120位退休專業人士加入成為「輔助專業人員」，每月為本會提供超過1,300小時服務。

2009年初，政府鼓勵非政府機構以短期形式使用空置政府土地作非牟利用途。本會構思將「環保綠化」與「社會服務」概念融合，發揮大自然的療癒力，服務有需要的人士。本會申請獲得觀塘道2號A的空置土地，設立佔地約7,000平方呎的「心靈綠洲」（Serene Oasis），是市區內最大的園藝治療花園，亦是首個同時提供園藝治療訓練及服務的場地。「心靈綠洲」於2012年5月正式啟用，園內設有多感體驗區，以五感元素（視覺、聽覺、觸覺、味覺、嗅覺）設計，種植了過百種植物。「心靈綠洲」以大自然和植物作為媒介，推行「園藝治療服務」，配合園藝治療訓練工作人員精心設計的活動，在首三年已為971位人士提供園藝治療服務，當中超過890人患有腦退化症或抑鬱徵狀。此外，本會把香港本土推行園藝治療服務所累積的工作經驗集結成書，編輯成香港首本《園藝治療服務實務工作手冊》。另一項大型環保綠化項目是「都市綠洲」（Urban Oasis）計劃，佔地45,000平

方呎，主要推動都市農耕和環保教育的工作，於2013年11月正式啟用，設置350塊農圃供都市農夫使用。「都市綠洲」由環保物料和重用二手貨櫃搭建而成，當中設有教育中心、更衣室、顧客服務中心及各類環保示範措施。「心靈綠洲」和「都市綠洲」兩個項目開啟了本會「環保和綠色生活」的新服務方向。

本會的僱員服務計劃早於1993年推出。2008年，本會將「僱員服務計劃」易名「盈力僱員服務顧問」，寓意員工能笑意盈盈和充滿活力地工作，並把「盈力」打造成人力資源界的良好合作伙伴。在金融海嘯的影響下，不少大型企業出現裁員潮。為了減輕對受影響僱員的心理影響，部份企業邀請「盈力」輔導員為僱員提供轉職輔導及情緒支援。有見社會各界對僱員輔助計劃（EAP）的需求日增，「盈力」於是每年為本地僱員作調查研究及舉辦公開研討會，吸引人力資源及培訓的管理人參與。隨著「盈力」不斷發展，服務亦越趨成熟。2013年，使用輔導或培訓服務的客戶已超過500間，分別來自商業、公營、社會服務機構及政府部門。「盈力」的專業團隊也漸漸壯大，聘有工商管理專才、工業與組織心理學家、臨床心理學家、註冊社工、家庭治療師及其他專業人才。「盈力」在服務方向上亦加強在企業培訓、管理顧問及專業個人指導的發展。在規模及專業團隊上，「盈力」可算是在行業中具有領先位置。

本會於1991年底在將軍澳景林邨開辦成龍景林青少年中心，其後於2001年轉型為一自負盈虧的「成龍全人發展中心」，為幼兒至成人提供培育活動。經過多年的努力，中心找到可持續的營運模式，平衡了服務和資源的需要，在培訓工作上也累積了經驗。有見社會福利行業面對人手短缺的困擾，本會於2012年，在銅鑼灣公理堂大樓20樓開辦「CFSC專業人才培訓中心」，把培訓服務拓展至醫護服務及社會服務人員，除了協助有志者投身醫護及社會服務行業外，亦推動專業人員的持續學習。

### 小結：

基督教家庭服務中心服務香港六十年，紮根九龍東社區，陪伴著香港成長。中心的服務由開初支援新抵港的難民，隨著時代的轉變和變革，中心的服務亦配合了社會的需要，與時並進。今天，中心的服務已經十分多元化。展望未來，中心將秉承機構的精神，為有需要的人服務，以彰顯基督的愛。

In early 2009, the government allowed some NGOs short-term use of government land for non-profit purposes. Integrating greenery with social service, CFSC successfully applied for a lot at 2A Kwun Tong Road and set up the Serene Oasis, a 7,000 square feet centre for horticulture therapy and training – the biggest in the district and the first of its kind in Hong Kong. Opened in May 2012, Serene Oasis developed different zones to stimulate five senses on seeing, hearing, touching, tasting and smelling, and contains 100 varieties of plants. Serene Oasis uses the healing power of nature to stimulate and soothe the mind. 971 people have been served in its first three years of operation and 890 of whom were suffering either from dementia or depression. Besides, Serene Oasis has recently published the first Handbook of Horticulture Therapy Service to share our experiences in promoting horticulture therapy in Hong Kong.

Urban Oasis is another project of CFSC on environmental protection and greenery. The 45,000 square feet site came into operation in November 2013, working to promote urban farming and environmental protection education. The premises is built with environmental materials and second hand cargo containers, and features facilities such as an education centre, changing room, customer service centre and demonstration areas. Both environmental projects promote innovation as part of CFSC's mission.

The Employee Assistance Programme (EAP) of CFSC commenced its services in 1993 and renamed Vital Employee Service Consultancy in 2008. In face of the global financial crisis, more companies invited 'Vital' to provide counselling and emotional support to their employees to release their pressure. With the increasing demand for EAP, Vital conducted the annual study and conference to address the concerns in workplaces and draw the increasing attention of management-level participants.

Vital Employee Service Consultancy has become more mature along with rapid expansion. By 2013, CFSC had more than 500 organisations or corporations, government and commercial, using their counselling and training services with the rapid growth of Vital, its professional team also expanded to comprise of specialists in business management, industrial psychology, clinical psychology, social work, family therapy and more. It strengthens its service in corporate training and management consulting, and provides professional coaching on personal development. In terms of scale and professionalism, Vital can be considered as a leader in the industry.



「心靈綠洲」每一個角落也經過精心設計，讓大家體驗不同的感官刺激

The sophisticated design of 'Serene Oasis' helps stimulate senses of visitors

The Jackie Chan King Lam Youth Centre was established by CFSC in 1991 and was later transformed to a self-financing centre named as Jackie Chan Whole Person Development Centre in 2001, to provide developmental services from both children to adults. After years of effort, the centre has found its sustainable business model. Accumulated rich experiences in training, CFSC opened the CFSC Professional Training Centre in 2012 on the 20<sup>th</sup> floor of the Congregation House Causeway Bay to address the manpower shortage problem of social welfare sector. The centre provides training services for those who wish to join the health care or social services industry. It also promotes continuous learning.

### Conclusion

CFSC has served and grown with Hong Kong for 60 years. Rooted in Kowloon East, CFSC has its origin in providing support to refugees in Hong Kong. As time moves on, the services have been re-oriented and expanded to cope with the needs of the community. Today, CFSC's services are as diverse as the people it cares for. Looking to the future, CFSC will continue to uphold the spirit of the organisation to serve the needy in honouring the love of Christ.

輔助專業人員接受香港電台節目「非常人物生活雜誌」的訪問，介紹計劃內容和作出分享

Our aP attended an interview at RTHK radio programme to introduce the 'Auxiliary Professional Scheme' and shared their experience



# 新思維 用愛創未來



2014年，本會已發展成為一間多元化的社會服務機構，涵蓋多個服務範疇，同時，服務範圍已由九龍東一直向外伸延，覆蓋至香港及新界地區。

*In 2014, CFSC has been developed into a multi-social service agency, covering various scopes of services. Meanwhile, the service area has been extended beyond Kowloon East to Hong Kong and New Territories districts.*

With Love  
We Create the Future Together



## 基督教家庭服務中心 核心服務

經過六十年的發展，基督教家庭服務中心的服務已經十分多元化。踏入2014年，因應發展階段的需要，本會把各項服務重新整合為10項核心服務，以及2項重點服務。重組服務的目的是為各項服務確立清晰定位，有利於服務發展和回應社會需要；對於溝通和形象推廣也有好處。

10項核心服務可分為兩大範疇。

「以人為本」的核心服務包括：

- 兒童及家庭服務
- 青年服務
- 長者照顧服務
- 殘疾人士綜合服務
- 精神健康服務

「以社區承託為本」的核心服務包括：

- 長者社區服務
- 殘疾人士發展及共融
- 醫療健康服務
- 社區發展服務
- 環保及綠色生活

而2項重點服務包括：

- 盈力僱員服務顧問
- 全人發展及專業培育

各項核心服務和重點服務的努力方向，都是朝向一個共同社會目標，就是協助有需要人士追求更美的生活和家庭，同時與其他團體共同建設友善社區和公平社會，並且推動對可持續環境的關注，以彰顯基督的愛。

## Core Services of CFSC

After 60 years of development, CFSC has become a multi-service organisation providing wide-spectrum of services to the community. In 2014, with an attempt to better position our services, and pave the way for further development, we re-organised the services into the 10 core services and 2 special services. The re-organisation will also enhance our communications and better build our image.

10 core services could be divided into 2 categories.

‘People-centred Service’

- Children & Family Services
- Youth Services
- Elderly Care Services
- Services for People with Disabilities
- Mental Health Services

‘Community-oriented Services’

- Active Ageing Services
- Opportunities and Inclusion for People with Disabilities
- Medical & Health Services,
- Community Development Services,
- Environmental Protection & Green Living,

2 special services

- Employee Service Consultancy
- Whole Person Development and Professional Training

These core services and special services will work together gearing a same direction in helping the needy families and individuals to pursue a better life and better families; and through partnering with other organisations, we work to build a friendly community and a fair society, and to promote the concern of a sustainable environment manifest the Love of God.





## 兒童及家庭服務 Children & Family Services

活力家庭坊 (綜合家庭服務) 自2005年起成立「開心媽咪組」, 以互助小組形式為單親媽媽建立支援網絡。以下是3位單親媽媽 Carol、阿銀及阿群 的分享:

### 我單親, 可是我快樂

「剛離婚的時候, 要學習在社會獨自生活, 當時真的感到很大壓力、無助及迷失。幸好, 在這個小組中, 遇上了不少同路人, 在大家相互鼓勵及支持下, 漸漸不再感到孤獨了。」Carol說。

阿群大表同意: 「通過參與『開心媽咪組』的活動, 我們結識了一班『好姊妹』。當生活遇有困難, 我們會彼此扶持, 分享心事與苦惱。因此, 組員間建立了信任的關係。即使是小組以外的時間, 我們也會自發地組織聯誼活動。」阿群更笑說, 「開心媽咪組」所提供的活動如宿營、跳舞班等, 更可讓一眾媽咪暫時忘記現實生活的煩惱, 盡情放鬆!

由內地到港不久便遇上離婚打擊的阿銀說: 「剛移居到香港, 人生路不熟, 根本不知道應該往哪裏求助, 覺得身邊沒有一個可信的人, 但是在這個小組裡, 我重建了對人的信任, 現在不論有甚麼事, 我也會去找社工和組裏的姊妹, 因為我相信我可以依靠她們。」阿銀更笑說: 「從前我不敢跟別人說自己是『單親媽媽』。害怕別人的歧視眼光, 但是透過參加小組內的自信心活動, 我學懂了接受及善待自己。」

兒童及家庭服務為有需要的兒童及家庭提供教育、輔導、成長小組、治療小組、庇護中心、就業支援、及各種家庭支援活動, 希望為市民解決個人和家庭問題、為兒童提供優質學習環境、為家庭提供家庭生活教育及建立互助支援網絡。

兒童及家庭服務轄下的服務單位及特別服務項目包括:

- 活力家庭坊 (綜合家庭服務)
- 恬寧居
- 翠屏社區服務處
- 就業支援服務
- 趣樂幼稚園 / 趣樂幼兒中心
- 德田幼稚園 / 德田幼兒園
- 「生命小舵手 — 特殊學習需要及早識別」支援計劃

「開心媽咪組」  
‘Happy Mother Group’



除了建立健康情緒及支援網絡, 3人均表示, CFSC的社工給予了她們非常實質的幫助。Carol表示: 「曾經, 我的經濟遇上困難, 中心社工二話不說便對我伸出援手, 為我張羅, 以解決燃眉之急。」阿銀亦非常感激地說: 「有一次我向社工提及我的小朋友在學習上需要電腦。沒想到姑娘真的馬上協助, 四處尋找捐助。」阿銀直言, 「社工就像是『天使』一樣! 為有需要的人, 提供適時的幫助!」

當問到這三位「開心媽咪」會否繼續參與「開心媽咪組」, 她們異口同聲地表示: 「當然會! 現在我們算是『上了岸』, 但是我們希望為那些還在『溺水』中的人伸出援手, 以自己的故事與新來的『開心媽咪』們分享, 盼望她們能像昔日的我們一樣得到幫助, 重新站起來!」



活力家庭坊舉辦的新春活動  
Family Energizer organised  
the activity in Lunar New Year

Children and Family Services provide education, counselling, growth group, therapeutic group, shelter, employment support and different kinds of family support services, to children and families. The service aims at helping people to solve their personal or family problem, provide quality learning environment, organise family life education activities and build up their mutual support networks.

Services Units and Special Projects include:

- Family Energizer (Integrated Family Service)
- Serene Court
- Tsui Ping Community Service
- Employment Support Service
- Cheerland Kindergarten / Cheerland Child Care Centre
- Tak Tin Kindergarten / Tak Tin Day Nursery
- ‘Life Navigator Project’

Happy Mother Group – a mutual support group for the single mothers, has been set up since 2005. It aims to build up the mutual support network for the mothers. Carol, Ah Ngan and Ah Kwan shared their stories.

### I am a Single Mother, Yet I am Happy

Carol said, ‘When I just got divorced, I had to learn living alone. There were a lot of pressures, and I really felt helpless and lost. Fortunately, I met many people in this group who have gone through the same. With the encouragement and support from each other, we don’t feel lonely.’

Ah Kwan agreed and said, ‘Through joining the ‘Happy Mother Group’, we get to know a group of ‘good sisters’. When we came across any difficulties in life, we talked to each other, shared our experiences and distress. We established a very trustful relationship within the group. We will organise leisure activities even outside the group’s meeting time.’ With a smile on her face, Ah Kwan also mentioned that the activities from ‘Happy Mother Group’ like camping and dancing classes allow the mothers to temporarily forget any troubles in life and relax a while.

Ah Ngan was shocked when she divorced not long after she came to Hong Kong from mainland. ‘I just moved to Hong Kong, everything was unfamiliar. I didn’t know where to go for help and didn’t trust anyone. However, in this group, I rebuild the trust in others. I will go to the social workers and sisters now because they’re reliable.’ Ah Ngan also laughed, ‘I used to be afraid to tell people that I am ‘a single mother’ and thought that people would discriminate against me. Yet, I have learnt to accept and care about myself, through the participation of self-confidence enhancement programmes.’

Besides better management of emotions, the 3 mothers all mentioned that CFSC social workers have given them tremendous assistance. ‘There was a time I had financial problems, the social worker immediately helped me to solve the pressing need.’ said Carol, ‘One time I mentioned to the social worker that my child needed a computer for study. I never thought that she would help at once and started looking for donations.’ said Ah Ngan gratefully. ‘I really don’t know how I can return this great offer.’ Ngan said frankly, ‘The social workers are just like our ‘angels’ to provide timely help to the people in need!’

When the three ‘Happy Mothers’ were asked whether they will continue to participate in the ‘Happy Mother Group’, they said unanimously, ‘Of course! We are now kind of ‘on shore’, but we wish we can help those who are still ‘drowning’ and share our stories with the new ‘Happy Mothers’. We hope they can get the help like we did and stand up again!’



## 青年服務 Youth Services

青年服務的使命是促進青少年的成長及全人發展，為有需要的青少年提供成長輔導、生涯規劃、發展潛能、參與社會的體驗和機會。青年服務推廣正面價值觀，鼓勵青年朝豐富和有意義之生命出發。

青年服務轄下的服務單位包括：

- 學校社會工作部
- 賽馬會跳躍青年坊 — 翠屏中心
- 賽馬會跳躍青年坊 — 順天中心
- 臻善軒
- YOU CAN — 潛能發展中心

CSFC 曾幫助不少青年人重踏正途，而其中一個例子便是現職社工的 CK

CFSC has always been helping many young people to get back on the right track, and CK, currently a registered social worker is an example

學校社會工作部曾幫助不少青年人重踏正途。而曾誤入歧途、沾染惡習的 CK，有幸遇上 CFSC 駐校社工，讓她迷途知返，找到人生目標。以下是 CK 的心路歷程：

### 「用生命影響生命」社會工作改變人生

「那時候我讀中一，跟許多青少年一樣，經歷反叛期，可是我的問題特別令老師和媽媽頭痛。因為是獨生女，特別容易感到寂寞，中學以後，在朋輩影響下沾染了不良習慣，成績一落千丈，與母親的關係亦處於水深火熱之中，我更經常徹夜不歸。」CK 曾一度對學習失去興趣，甚至衝動地申請休學。

Youth Services aim at supporting youth's growth and holistic development. We also strive to promote positive values and outlook on life and encourage young people to lead a full and meaningful life. The service provides counselling, career development, and opportunities for youth to unleash their potentials and participate in society.

Services Units include:

- School Social Work
- Jockey Club Tsui Ping Youth Leap
- Jockey Club Shun Tin Youth Leap
- Cherish House
- YOU CAN – Potential Exploration Unit

School Social Work helps many youngsters to face their life challenges. CK was once lost in her life found herself 'lucky' to meet the CFSC school social worker who helped her identify her life goals.

### ‘To Influence Life with Life’ Social Work Changes Life

‘I was a S1 (secondary one) student at that time. Same as many young people, I was rebellious. But my problems dreading my teacher and mother. I am the only child at home and I feel lonely. After getting into secondary school, I was influenced by bad peers and fell into bad habit. My school grades had dropped, which strained the relationship with my mother and I often stayed out all night.’ CK once lost her interest in school, and even apply for suspension impulsively.

青少年參與歷奇訓練  
Youth in the adventure camp



黃姑娘是當年CFSC轄下的學校社會工作部所派出的駐校社工，她指，「CK來自一個單親家庭，但她本性並不壞，只是需要一盞明燈及一個可以用心聆聽、給她建議的人。」黃姑娘一直密切關注CK動向，給予她無限的關懷與機會。後來當CK決定重返校園時，黃姑娘不遺餘力地為她爭取學位。對於黃姑娘為自己做的一切，CK一直銘記於心，為了不讓對方失望，CK重返校園後，即脫胎換骨、努力上進，最後更順利完成中五課程。CK的學習歷程可算迂迴曲折，直至她有機會接觸社會服務工作，燃起她從事社工的心志，為了不想加重母親的負擔，她選擇了半工讀，最後更順利完成夢寐以求的社工課程。

除了學業，黃姑娘亦是CK與母親之間的一個橋樑。「黃姑娘是我與媽媽之間的緩衝區，因為她總是很和善、親切的，即使是平時無法開口跟媽媽說的話，我也能很放心地跟黃姑娘說，這緩和了我與媽媽之間『劍拔弩張』的氣氛，更成為我們通往溝通大門的鑰匙。現在我和媽媽可說是無所不談，現在我們都懂得互相體諒彼此背後的心意，努力找到一個平衡。」

今年CK已經修畢了社工課程，並於學校擔任社工照顧特殊學習需要的學生。「我曾經犯錯，給別人看輕過，因此很明白，要是沒有人在身邊給予支持及鼓勵，路真的很難走，我因為遇到黃姑娘，她所給予的關心和機會，令我有今日，所以我希望通過成為社工，把同樣的關心和機會帶給其他有需要的人。」

CSFC的青年服務積極透過各種活動，促進青年人正面發展  
CSFC's Youth Services strives to promote positive development among young people



賽馬會跳躍青年坊舉辦活動，培養年青人關心社會的意識  
Activity organized by Jockey Club Youth Leap, which enhanced young people's social consciousness



Ms. Wong is the school social worker from CFSC's School Social Work Unit. She mentioned, 'CK comes from a single-parent family, but her nature is good. All she needs is someone who can guide her, listen to her, and give advice.' Ms. Wong kept up with CK and gave her unlimited care and opportunities. Later when CK decided to return to school, Ms. Wong paid effort to secure a place for her. For what Ms. Wong has done for her, CK always remembers. Not to disappoint Ms. Wong, CK changed herself when she returned school. She studied hard, and in the end completed the S5 courses successfully. CK's learning process can be considered arduous. When she had the opportunity to know social service, she decided to become a social worker. In order not to increase the burden on her mother, she chose to study part-time and successfully finished the social studies programme as she wished.

Apart from caring about her studies, Ms. Wong was also a bridge between CK and her mother. 'Ms. Wong was the 'buffer' between my mother and me because she was always kind and nice. Even there were things I couldn't say to my mother, I could tell Ms. Wong. This eased up the tension between my mother and me. Ms. Wong became bridge of our communications. Now my mother and I talk about everything, we know how to understand each other and find a balance in it.' CK can't help but said in smile.



YOU CAN — 潛能發展中心為學生舉辦藝術展覽  
Art exhibition organised by YOU CAN – Potential Exploration Unit

CK completed the social studies programme this year and started working as a social worker in school to help the students with special learning needs. 'I've made mistakes, been looked down by others. Therefore I understand if there's no one around to give support and encouragement, the road is really hard. Until I met Ms. Wong, she offered me care and opportunities, turned me the person I am today. As such, I wish to bring the same care and opportunities to others in need of help by being a social worker.'

## 長者照顧服務 Elderly Care Services

長者照顧服務秉持「以人為本」的精神，重視長者的個人尊嚴及自決權，為體弱長者提供全面及優質的持續照顧服務，保持他們的自我照顧及活動能力，使他們繼續參與群體生活，發揮他們的經驗和所長，擴展他們參與社會的空間。

長者照顧服務轄下的服務單位及特別服務項目包括：

- 養真苑
- 任白慈善基金景林安老院
- 觀塘長者日間護理中心
- 真光苑長者日間護理中心
- 橫頭勳長者日間護理中心
- 彩盈長者日間護理中心
- 翠林長者日間護理中心
- 觀塘綜合家居照顧服務
- 藍田綜合家居照顧服務
- 黃大仙綜合家居照顧服務
- 觀塘改善家居及社區照顧服務
- 黃大仙改善家居及社區照顧服務
- 智存記憶及認知訓練中心
- 智存記憶及認知訓練中心 — 長者社區照顧服務券試驗計劃
- 樂力長者日間訓練中心
- 樂力長者日間訓練中心 — 長者社區照顧服務券試驗計劃



養真苑不同活動小組  
Different workshops in Yang  
Chen House for elderly



官婆婆開口大笑，笑聲帶來  
無窮的生命力。  
Koon's laughters bring vitality

養真苑為有需要的長者提供全面照顧，使他們能在群體生活中發揮潛能，安享豐盛和諧的晚年。以下是官婆婆的故事。

### 由「被照顧」到「照顧人」

「我很滿意養真苑，這裡的姑娘很好，環境好、食住也很好，簡直是無可挑剔。」官潔真女士是養真苑從調景嶺搬遷至厚德村後，首批住進養真苑的院友之一。官婆婆雖已屆87歲高齡，但是一位精靈活潑的長者。

外界一般對「長者宿舍」及「安老院」存有負面的看法，但是在養真苑居住了20年的官婆婆對此並不認同，她表示養真苑除了提供各種照顧服務外，更經常為各位老友記安排社交康樂活動，如旅行、參觀、小組活動、聯歡會及義工探訪等，令每位長者都能善用餘暇，並從中發掘出自己的潛能，增廣見聞之餘，能夠充實地生活。

官婆婆表示，她早已把養真苑視為自己的第二個「家」：「在這裡，不論是院友還是職員，大家都相處得非常融洽，每個人也是朋友，就像是一個大家庭。」在養真苑年資最久的官婆婆，更可說是這個大家庭的「當家」一樣，對院中的一切瞭如指掌。每逢有職員離任，官婆婆也會帶頭組織其他院友為職員送上院友簽名的心意卡，以表達她們的感謝與不捨。官婆婆表示，養真苑的每位姑娘及職員都非常專業，並以至誠對待每位院友，因此，與他們建立非常深厚的情誼。

「在養真苑那麼多年，我已對這裡產生了歸屬感，我真的非常喜歡這個地方，子女們對於我住在這裡都很放心，完全沒有後顧之憂！」官婆婆笑著說。



義工於聖誕聯歡會探訪  
養真苑的長者  
Volunteers visited  
Yang Chen House in  
Christmas Party

Elderly Care Services respect elders' dignity and rights to choose. It upholds the people-centred principle to deliver quality and comprehensive long term care services for the frail elders. The service aims at maintaining elders' self-care abilities, expanding their social involvement and uncovering their potentials.

Services Units and Special Projects include:

- Yang Chen House
- Yam Pak Charitable Foundation King Lam Home for the Elderly
- Kwun Tong Day Care Centre for the Elderly
- True Light Villa Day Care Centre for the Elderly
- Wang Tau Hom Day Care Centre for the Elderly
- Choi Ying Day Care Centre for the Elderly
- Tsui Lam Day Care Centre for the Elderly
- Kwun Tong Integrated Home Care Services
- Lam Tin Integrated Home Care Services
- Wong Tai Sin Integrated Home Care Services
- Kwun Tong Enhanced Home and Community Care Services
- Wong Tai Sin Enhanced Home and Community Care Services
- Mind-Lock Memory & Cognitive Training Centre
- Mind-Lock Memory & Cognitive Training Centre – Pilot Scheme on Community Care Service Voucher for the Elderly
- Lively Elderly Day Training Centre
- Lively Elderly Day Training Centre – Pilot Scheme on Community Care Service Voucher for the Elderly

Yang Chen House delivers the long-term and comprehensive care home service for the elderly, in order to exert their potential in the group life and have peaceful and enriching life.

### From 'Being Taken Care of' to 'Taking Care of Others'

'I am very satisfied with Yang Chen House. The staff here is very nice. The environment, food, and room are also good. It's simply perfect.' Ms. Koon Kit Chen was one of the residents admitted to Yang Chen House which has been relocated from Tiu Keng Leng to Hau Tak Estate. Although Madam Koon is 87 years old, but she is still very active and healthy.

People usually hold negative view about 'Hostels for the Elderly' and 'Homes for the Aged', but Koon who lived in Yang Chen House for 20 years disagreed. She said that Yang Chen House provides a variety of care services for them. It also arranged various social and recreational activities for her and her friends, such as trips, visits, group activities, parties, and visits by volunteers. Every elder can make best use of their leisure time to explore their potential and broaden their views for a more fulfilling life.

Koon had treated Yang Chen House as her second 'home' for a long time. 'Residents and staff are getting along very well here. We are very close and friendly with each other, like a family.' Since she was the most senior resident in Yang Chen House, Koon liked the 'Mistress' in this family. She knew every story of this House. Every time when a staff resigned, Koon will prepare a greeting card and invite other members to sign on it to express their gratitude and feelings. Koon mentioned that every worker of Yang Chen House was very professional and demonstrated genuine concern to the residents. Thus, a very close relationship has been established between them.

'Living in Yang Chen House for so many years. I really like this place. My children felt relieved and I've nothing to worry about!' Koon smiled happily.

## 長者社區服務 Active Ageing Services

長者社區服務為退休人士及長者提供多項社區支援服務，包括諮詢、轉介、輔導、外展支援有需要長者、興趣活動、學習、參與、義務工作等，讓長者保持健康活躍生活，積極樂頤年。同時致力與不同團體合作，推出創新服務以提升長者參與社區及發揮潛能的機會；並積極推動敬老愛老精神，建立「長者友善社區」。

長者社區服務轄下的服務單位及特別服務項目包括：

- 真光苑長者地區中心
- 順安長者地區中心
- 耆性資源輔導中心

說到活出健康頤年，真光苑長者地區中心的會員譚氏夫婦確是當中的佼佼者，他們多年來熱衷參與活動，發展潛能，退休生活多姿多采。以下是譚氏夫婦的故事：

### 執子之手，同步活出豐盛人生

年屆80、風趣幽默的譚氏夫婦於CFSC的知名度很高。看到現在好動活潑的二人，有誰會想到10多年前譚生因未能適應退休生活而患上輕度抑鬱症，連家門也不願踏出半步。

譚太生性樂觀，多年前從參加游泳班開始，正式踏入了CFSC的大家庭。除了參加興趣班外，譚太更是CFSC的義工，定期探訪獨居長者。她笑言：「現時大半個觀塘的街坊都是我的老友記，但這並不是令我最快樂的原因，最令我覺得滿足是我可以身體力行，幫助到有需要的人。」

「我的丈夫在退休初期，因為難以適應退休生活，心境陷入了谷底，最後更患上輕度抑鬱症。」譚太憶述當時譚生不單不願踏出家門，就連床也不願下。看著自己最親愛的人變成這樣，她非常心痛，幸好得到CFSC的社工及義工鼓勵，她帶著譚先生加入了CFSC，參加各類型活動，最後，譚先生走出陰霾，而譚太亦歡顏再現。現時，譚氏夫婦是中心門球及硬地滾球的導師：「我們希望能活到老、學到老，透過接受不同挑戰，提升自己的競爭力，發揮自我潛能。」

早已把CFSC視為第二個「家」的譚氏夫婦表示：「在這裡，不論是跟其他老友記，還是職員，大家都以至誠對待，相處非常融洽，就像一個大家庭。」二人直言，年輕時，為了生活打拼，錯過了許多東西，想不到現在雖然年紀大了，卻能透過CFSC學習很多新事物，同時認識來自不同層面的新朋友，拓展了他們的視野與及社交圈子，並大大提升了退休後的生活質素。他們表示真的非常感激CFSC，因為CFSC讓他們有機會追回「那些年」錯過了的夢想。



譚氏夫婦常常參與CFSC舉辦的興趣班

Mr. and Mrs. Tam participated in CFSC's activities regularly

Active Ageing Service provides a spectrum of community support services for retirees and older persons including consultation, referral, supportive counselling, outreach, interest development, learning, participation and voluntary service, etc. with an aim to keep the older persons healthy and active, and to live a happy and productive life. The service is committed to work jointly with various partners and organisations to develop more innovative services so as to create more opportunities for participation and utilising their potentials. The service also promotes the spirit of care and respect for older persons, and contributes to the building of an age-friendly community.

Services Units and Special Projects include:

- True Light Villa District Elderly Community Centre
- Shun On District Elderly Community Centre
- Sex Resource & Counselling Centre for the Elderly

The Tam's couple is an exemplary of 'Active Ageing'. They are active member of True Light Villa District Elderly Community Centre and have joined lots of center's activities. They tell us how the retired life can be as happy and meaningful ever.

### Hold Your Hand and Together to Live a Fruitful Life

Mr. and Mrs. Tam, the 80-year-old humorous couple is very popular at CFSC because they are the frequent 'goers' to the True Light Villa District Elderly Community Centre. The couple has been accompanying each other for many years to participate in CFSC's activities. Looking at the restless and lively couple now, who would have thought that Mr. Tam has been suffered from mild depression 10 years ago after retirement, he was not even willing to step out of his home at that time.

Mrs. Tam has always been positive. She joined the CFSC big family when she started taking swimming classes many years ago. In addition to participating in interest classes, she is also a volunteer at CFSC and visits the singleton elders regularly. More than half of the Kwun Tong neighbourhood are my friends now, but this is not the main reason why I am happy. The greatest satisfaction is I can help those who are in need, said Mrs. Tam joyously.

'When my husband was just retired, he found it so difficult to adapt to the retirement life. He was so distressed and depressed.' Mrs. Tam remembered that Mr. Tam was not willing to leave home, or even the bed. Watching her beloved one like this, she was so sad. Fortunately, she was being encouraged and supported by CFSC's social workers and volunteers, and started bringing Mr. Tam to join different CFSC's activities. At last, Mr. Tam walked out from the dark and Mrs. Tam was laughing again. The Tam couple is now tutors of gate ball and boccia at the agency. 'We hope that we can live and learn through taking different challenges to increase our competitiveness and explore our potential.'

The Tam couple had already seen CFSC as their second 'home'. 'In here, no matter it is with friends or the staff, everyone treats each other sincerely and getting along very well, just like a big family.' The two believed that they missed a lot when they were young as they had to make a living. To them, it is unexpected that they can still expose to new ventures even in an old age now, they are grateful that they can meet a lot of new friends from different backgrounds, widen their horizon and social circle, as well as live a better life after retirement. Mr. and Mrs. Tam are so thankful that CFSC offers them an opportunity to pursue the dreams they missed in those years.

# 殘疾人士 綜合服務 Services for People with Disabilities

2009年，欣悅坊 — 地區支援中心（觀塘東）本著促進傷健共融的理念組成「欣悅速龍隊」，透過智障人士與健全義工的參與，宣揚傷健共融的訊息。以下是龍舟隊成員筱然參與龍舟訓練的分享。

## 同舟共濟展才能

患有輕度智障及唐氏綜合症的筱然於2011年起參與「欣悅坊速龍隊」，她笑稱以前莫說是游泳，就連多走幾步都覺得辛苦，從沒想過自己可以接受艱辛的龍舟訓練，幸得義工們不斷鼓勵，最後勇敢面對挑戰，並多次獲取獎項，實在感到興奮。

筱然坦言當初參加龍舟訓練，除了擔心自己的體能外，最憂慮的是怎樣與社區人士相處：「從前的我比較被動，很害怕跟別人溝通，覺得別人不明白我們。可是，龍舟隊的訓練令我與義工慢慢認識，訓練很有默契，我很喜歡參加。」

龍舟隊的訓練讓筱然及義工均感受到人人都是平等的，因為教練對所有隊員的要求都一視同仁，隊員之間需要互相合作、互相補位。除了定期訓練外，他們還會經常聚會。筱然直言加入龍舟隊後的最大轉變，就是逐漸培養出恆心，變得比以前開朗及自信。

殘疾人士綜合服務為智力及身體缺損的殘疾人士提供復康訓練、照顧、及社區支援服務，提高他們社區生活的能力，同時，鼓勵及支援家屬及社區人士積極參與，從而提升殘疾人士及其照顧者的生活質素。

殘疾人士綜合服務轄下的服務單位及特別服務項目包括：

- 誠信兒童之家
- 誠望輔助宿舍
- 迪智展能中心暨宿舍
- 日間社區康復中心
- 欣悅坊 — 地區支援中心（觀塘東）
- 悅安心 — 嚴重殘疾人士家居照顧服務
- 同行關顧現晚情 — 照顧者支援計劃

「欣悅坊速龍隊」，透過智障人士與健全義工共同參與龍舟訓練，一起宣揚傷健共融的訊息  
Cheerful Place – Through dragon boat training, mentally handicapped persons and able volunteers come together to promote the message of community integration and normalisation



筱然從沒想過自己可以接受到艱辛的龍舟訓練  
Yin never imagined that she could take the harsh dragon boat training



Services for People with Disabilities provides rehabilitation, care and community support services for people with mental and physical disabilities, to help them to stay connected and live actively in the community. It encourages and supports the involvement of family members and community stakeholders with a purpose to enhance the quality of life of the people with disabilities and their carers.

Services Units and Special Projects include:

- Shing Shun Small Group Home
- Shing Mong Supported Hostel
- Dick Chi Day Activity Centre cum Hostel
- Community Rehabilitation Day Centre
- Cheerful Place – District Support Centre (Kwun Tong East)
- Everjoy – Home Care Service for Persons with Severe Disabilities
- Walk Together for Brightening Life – Carer Support Project

In 2009, Cheerful Place- District Support Centre (Kwun Tong East) with mission of community integration, uses dragon boat as a medium has organises 'Cheerful Place Dragon Boat Team'. To promote the message of community integration and normalisation. Here is the sharing of the user Siu Yiu.

## Cheerful Place Dragon Boat Team Demonstrate Talents

Cheerful Place – District Support Centre (Kwun Tong East), with the mission of community integration, uses dragon boat as a medium has organised 'Cheerful Place Dragon Boat Team'. Through dragon boat training, racing and voluntary work, people with disabilities and volunteers have joined together. They are able to learn and understand each other and promote the message of community integration.

Siu Yin, as a person with intellectual disabilities and Down syndrome, joined the 'Cheerful Place Dragon Boat Team' since 2011. She smily responded that 'it was difficult for me to walk a few steps, and I never get imagine that I can go swimming in the sea.' She never imagined that she could take the harsh dragon boat physical training. However, she finally successfully bear the harsh training of dragon boat. With continuous encouragement from the volunteers, Siu Yin has been able to face those challenges and received many awards. She felt excited.

Siu Yin shared that when she first joined the dragon boat training, she worried about her physical fitness and in particular how to get along with the others from the community. She said, 'I was very passive and communicating with other people. I think that they won't understand us. But the dragon boat training allowed me to make friends with the volunteers. It built my trusting relationship with teammates and volunteers. I was really happy for my participation.'

The dragon boat training let Siu Yin and the volunteers experienced that everyone was equal. The coach treated everyone the same. She needed to cooperate between team members, and demanded them help each other no matter who they were. In addition to regular trainings, they also have gatherings frequently. Siu Yin said that the improvement after joining the dragon boat team was the development of her persistence, cheerful character and confidence.

## 殘疾人士發展及共融

### Opportunities and Inclusion for People with Disabilities



殘疾人士發展及共融服務為殘疾人士提供不同種類的職業復康訓練、就業支援、及發展個人能耐，以支援殘疾人士公開就業和參與社會。另一方面，亦在社區開拓就業及參與機會，展示殘疾人士的能力，推動傷健一家、共融社會。

殘疾人士發展與共融服務轄下的服務單位及特別服務項目包括：

- 翠林綜合職業復康服務
- 輔助就業服務
- 「陽光路上」— 培訓計劃
- Home Café
- 加家店
- 思藝手作

綜合職業服務營辦餐飲服務Home Café，運用多元化的媒介推動殘疾人士在生活發展個人能耐，與社會人士互動接觸，一同建立共融社會。

核心服務轄下的綜合職業復康服務營辦餐飲服務，藉此創造真實而共融的工作環境，為學員提供職前訓練及就業機會。Home Café可說是最具代表性的平台之一。

Home Café餐廳設於CFSC大樓一樓，2007年起由綜合職業復康服務團隊負責營運，許多動人故事亦由此而起。

#### 我的好客老闆

一間成功的餐廳，不單要有美味的食物、舒適的環境、優質的服務，好客亦是當中一個主要元素。在受聘的殘疾人士眼中，Home Café的好客不只在於熱情招待客人，同時亦因為這裡是一個傷健共融的地方。

Opportunities and Inclusion for People with Disabilities adopts various means of vocational training, employment support and personal strength development to equip and support people with disabilities for open employment and social participation. On the other hand, we create and develop employment and participation opportunities for people with disabilities, showcase their strength and capability, promote interaction and to aim building an inclusive community.

Services Units and Special Projects include:

- Tsui Lam Integrated Vocational Rehabilitation Service
- Supported Employment Service
- Sunnyway – On-the-job Training Programme for Young People with Disabilities
- Home Café
- &Care Products Corner
- A – Soulroom

The Integrated Vocational Rehabilitation Service- Home Café, adopts various training models of vocational rehabilitation and promote development of personal strength in the lives of the people with disabilities. With the interaction with the general public, an inclusive society is established.

Home Café is located on the first floor of CFSC's headquarters, and operated by the Integrated Vocational Rehabilitation Service team starting from 2007. Many touching stories began from there.

#### My Hospitable Boss

A successful restaurant not only provides delicious food, cosy environment, but also hospitality. For people with disabilities who are employed, Home Café is far more than just taking care of guests enthusiastically. It is also a place to experience integration of people with disabilities and the public.

Working at Home Café for three years, junior waitress Ah Ying said, 'Working here has given me a great sense of achievement. Whenever I received commendation from guests, our manager will announce it at staff meeting. I was touched when I got compliment from guests as I knew that my ability was being recognised and approved.'



分享我們的快樂餐單，讓大家一起品嚐快樂的甜味  
Share the happy menu in order to let everyone taste the sweet of happiness

在 Home Café 工作了 3 年的初級餐飲服務員亞螢表示：「在這裡工作給予我很大的成功感，因為每當有客人稱讚我的工作表現時，主管會在職員會公佈，每一次得到客人的嘉許，我都會很感動，因為知道自己的能力得到別人認同及肯定。」

雖然曾受精神病困擾，但這並未有影響亞螢在工作上的表現，相反天生熱心助人及充滿使命感的性格，令亞螢有良好的工作表現。亞螢自言，在 Home Café 受訓及受聘後，自己變得更加愛笑，嘴邊時常都會掛著微笑：「因為在這裡工作我真的很滿足感，真的很開心。」

而在 Home Café 擔任兼職員工的嘉麗則患有輕度智障，當說到工作上最難忘的事情時，嘉麗十分興奮地說：「第一次『出糧』，我真的十分開心，我會把一半交給家人，另一半則會存起來，因為我希望能買到一部屬於自己的智能手機。」其實，嘉麗很希望有一天能為自己的家出力，期望透過在 Home Café 的短期就業崗位來裝備自己，為他日正式就業而打好基礎，長遠為照顧家人出一分力。

Home Café 餐飲服務員亞螢及嘉麗感謝主管 Ivan  
Home Café Waitress Ah Ying and Kai Lai are grateful for their supervisor, Ivan



作為 Home Café 主管，Ivan 在飲食業雖已工作十多年，但他直言最初加入 Home Café 真的不習慣。除了要管理餐廳的大小事務，我亦需要跟進部份同事因特殊需要而衍生的狀況，兼顧範疇多了，看他們的表現，亦要看他們的內心感受。」所以，Ivan 既是餐廳主管，也像是一位導師，要經常教導和引領殘疾僱員作不同的嘗試。

Ivan 覺得自己的工作非常有意義，Ivan 由衷地說：「在這裡工作，我有很多得著，當中最大的得著是能真切體會到助人為快樂之本的道理。」

而曾經是服務使用者的亞螢及嘉麗，她們亦很感謝有 Home Café 及 Ivan，令學員有一個合適的工作環境，亦因為有 Ivan 的鼓勵及開導，她們才更勇於面對工作上的每個挑戰。

Although Ah Ying suffered from mental illness for years, her working performance was never yet affected. On the contrary, her helpfulness and sense of mission let her perform well at work offered. Since her training and employment at Home Café, she laughed more. She always wears a smile on her face, 'It's because I got great satisfaction from work here, I am really happy.'

Ka Lai, with mild intellectual disability, was a part-time employee at Home Café. 'When I first received my salary. I was really happy. I gave half to my family and saved the other for myself because I were planning to buy my own smart-phone.' said Ka Lai excitedly. In fact, Ka Lai wished she could help support her family one day, the temporary job at Home Café equip her with skills for a formal employment in the future, and be able to take care of her family in the long run.

Ivan, as the manager of Home Café, has worked in the F&B industry for more than 10 years, admitted that he was not used to the working at environment at Home Café when he joined. In addition to managing the restaurant business, I also need to follow up these issues came from the colleagues with special needs. I have to consider more details, not only their performances, but also feelings.' Ivan not just a restaurant supervisor, but also a mentor at the same time. He needed to teach and guide employees with disabilities to try different things all the time.

Ivan thoughts his work was very meaningful. He sincerely said, 'I learned a lot by working here. The biggest of all is able to realise the helping others is the origin of happiness.'

Both Ah Ying and Ka Lai as a service users, expressed their thanks to Home Café and Ivan, for providing the students a comfortable environment. With the encouragement and enlightenment from Ivan, they became courageous to face every challenge at work.



Home Café 提供不同的訓練崗位予殘疾人士  
Home Café provides training opportunities to people with disabilities



# 精神健康服務 Mental Health Services

本會的精神健康服務以「及早識別」和「及早介入」為主要服務策略，為受情緒困擾人士和精神病復康者提供輔導、活動、住宿、社區支援網絡，及其他支援服務，協助他們發掘能耐，促進復元，重投社會建立有意義的生活。過程中，我們連繫社區資源，推廣社區教育，加強社區的接納和支持。

精神健康服務轄下的服務單位及特別服務項目包括：

- 翠林中途宿舍
- 安愉宿舍
- 安怡宿舍
- 和悅軒—精神健康綜合社區中心
- 青少年精神健康推廣及治療中心

**和悅軒 — 精神健康綜合社區中心以及早識別與及早介入為主要服務策略，目的協助他們發展能耐，促進復元。和悅軒陪伴患有「思覺失調」的 Sandra 走過復元道路，令她得到治療，促進她與家人有更多溝通，重建自信。以下是 Sandra 的心路歷程：**

## 在逆境中看到祝福

Sandra 是家中長女，從小已習慣把所有事都攬到自己身上，因此一直承受著很大的壓力而不自覺。Sandra 從中四開始，就在緊張的家庭關係中充當著「和事佬」角色，她除了要應付學業及中樂團練習，更會協助家務，默默地把所有事情辦好，避免家中有衝突。在缺少疏導情緒的渠道下，終令她壓力爆煲，影響日常生活和人際相處，最後更沒有再上學。Sandra 這個狀況維持了三年，期間病情反反覆覆，又不肯看醫生。最後，父母在精神科醫生介紹之下，認識了和悅軒 — 精神健康綜合社區中心。



服務使用者與義工們在活動中分享他們的感受  
Service users and volunteers sharing of their feelings in the workshop

和悅軒接觸 Sandra 後，社工定期進行家訪，嘗試令 Sandra 自願接受精神科治療，並聯繫相關的醫療服務協助 Sandra 入院。出院後，在社工的邀請下，更開始參與和悅軒的各項治療小組和活動，隨著認識更多的同路人，Sandra 漸漸更能接受自己的病，並逐步重拾自信。

出院後，社工繼續定期家訪，因為有了社工這個「中間人」，一家人都放心地道出自己的想法，同時會講出積壓已久的不快，彼此間的了解增加，慢慢大家認清自己在家庭裏的角色。「通過社工，父母開始明白在我肩上的擔子有多重。以前，父親總是對我說『過左去就無野架啦』，從沒有正視過我的掙扎與苦惱，但在輔導中途，他竟然首次對我說『對唔住呀阿囡，我成日發你脾氣。』這令我多年以來的心結驟然解開。」家庭氣氛變得較為融洽了，家人之間的磨擦亦減少，一度關係緊張的父母，更一同出外旅遊呢！

近年，Sandra 更參加了 CFSC 另一職業復康服務「陽光路上 — 培訓計劃」，從中得到了就業方面的訓練與支援。Sandra 曾獲安排到法律援助署進行為期三個月的實習，其後更被介紹去一間車行做兼職文職。「第一次收到薪水時，覺得自己的能力終於被肯定，我知道自己並非如想像中那麼一無是處。」

Sandra 現在擁有自己的人生方向，自信地踏上復元之路  
Sandra regained her confidence with the help of CFSC's social worker



Early identification and early intervention are the major service strategies of our Mental Health Services. We provide counselling, activities, hostels and half-way house, supportive networks and related services for people with emotional distresses and ex-mentally ill patients. The goals are to help them to develop strengths and facilitate their recovery and to live a meaning life in the community. In the process, we network community resources, promote community education and strengthen acceptance and support, striving to build an inclusive community.

Services Units and Special Projects include:

- Tsui Lam Half-way House
- On Yue Hostel
- On Yee Hostel
- Wellness Zone - Integrated Community Centre for Mental Wellness
- Centre for Adolescent Mental Health Prevention and Intervention

Early identification and intervention are the major service strategies of Community Centre for Mental Wellness-Wellness Zone. Sandra was suffering from 'Psychosis', and received great support in her process of recovery. Link her to the medical system in order to receive proper treatment. The service has encouraged her to better communicate with her family members and thus strengthen her family support.

## You Could Find Blessings in Adversity

Sandra was the oldest daughter in family and had to take up all family responsibilities since she was young. She bore heavy burden from her family. When she was in her teenage, Sandra was a 'peacemaker' in the family in which she needed to handle the tense and complicated relationship between family members in order to avoid conflicts. Worse still, Sandra didn't adapt to school life. She was mentally broke down and disturbed by some delusional symptoms eventually. These symptoms negatively affected her daily life and interpersonal relationship. Finally, she even quit school. Such situation kept her for three years and made her mental condition more unstable. However, she refused to receive medical consultation. Lastly, she accepted the service of CFSC's Integrated Community Centre for Mental Illness-Wellness Zone through the psychiatrist's introduction to her parents.

With the services provided by the Wellness Zone, there were regular home visits to Sandra in which the social worker tried to encourage her to receive medical treatment again. We also contacted relevant medical professionals in assisting Sandra's admission. After Sandra was discharged from hospital, she started to participate in various therapeutic groups and activities at Wellness Zone. When she met members with similar background, she gradually accepted her mental health condition and regained her self-confidence.

With ongoing home visits, social worker could successfully facilitate the client and their family to express their thoughts and feelings. Through the counseling session, they could understand each other more and realize their own role in the family. I was very touched when my father apologized to me in a counselling session. With such comfort, it resolved my prolonged distress. Afterwards, the family atmosphere became more peaceful. The relationship of her parents had improved and they even took a trip together.

In recent years, Sandra joined another CFSC's vocational rehabilitation service 'Sunnyway-job training programme' and received employment training and support. She has been offered a three-month internship at the Legal Aid Department. With her good performance and stable condition, she was then recommended to a car dealer to take up a part-time job. 'When I receive my salary first time, I realized that my capability was recognized and I am a useful person.'

## 醫療健康服務 Medical & Health Services

醫療健康服務致力提倡「預防勝於治療」的概念，提供高質素的基層醫療健康服務及推廣健康教育，以配合社區的需要及政府醫療服務的發展。

醫療健康服務轄下的服務單位及特別服務項目包括：

- 綜合家庭醫療健康中心
- 牙科診所
- 長者牙科外展服務計劃
- 物理治療服務
- 臨床心理服務
- 健康中心
- 醫務所
- 「護您天地」健康支援站
- 中醫診所
- 樂健中醫中心
- 基督教家庭服務中心銅鑼灣中醫健康中心
- 基督教家庭服務中心－香港中文大學中醫教研中（牛頭角）
- 營養服務

基層醫療健康服務全面照顧市民需要，其中，由註冊物理治療師主理的物理治療服務，於過去11年，幫忙Michael擺脫腰患及膝患的困擾，成為他的健康伙伴。以下是Michael的分享：

### 我的保健伙伴

11年前，飽受腰患及膝患困擾的Michael在朋友的介紹下，開始到CFSC接受物理治療服務，「物理治療師利用多種儀器及方式來幫助我減輕痛楚，治療計劃周全，令我的身心都得到舒緩。因此，我對CFSC的物理治療服務非常有信心，10多年來，CFSC已成為我的保健伙伴。」

因為對CFSC的醫療服務滿有信心。因此，當2002年CFSC獲香港中文大學中醫學院協辦中醫診所時，Michael亦開始嘗試接受中醫服務。CFSC的中醫診所由多位富經驗的註冊中醫師、表列醫師及合資格中藥配藥員主理，提供內科、跌打、針灸、推拿、配藥及煎藥等服務。



Michael對CFSC的醫療健康服務非常有信心  
Michael is very confident about CFSC's Medical & Health Services

Michael表示十分欣賞CFSC的醫療服務團隊，認為他們非常有默契，而且在溝通方面亦做得很好，由預約、登記、病歷紀錄、處方、調配藥物、繳費及庫存等，整個過程全面電腦化，過程非常迅速，減省了患者的等候時間；另更設有自動化煎藥機，代為煎煮中草藥，為患者提供方便的服務。除了工作效率外，Michael對於CFSC醫療服務團隊的另一印象是他們非常著重「預防」這個概念。「除了實際治療，每次我去看醫生時，他們都因應我的情況提點我工作時要注意坐姿，同時亦會給予我在飲食和保健方面的小貼士。」希望做到「預防勝於治療」，人人都能健康生活。

Michael笑言與CFSC的醫療服務團隊已建立起一種莫明的親切感：「來這裡接受治療已經超過10年，與各個職員由互不相識到現在已變得像一家人，大家有講有笑，閒話家常，感覺真的很親切。希望CFSC能進一步擴充其醫療服務的規模，令更多有需要的患者能得到專業、可靠及有質素的醫療健康服務。」

Medical & Health Services advocate 'Prevention is Better than Cure', and are committed to provide high quality primary health care services to meet the community's need and respond to the government policy on health care service development.

Services Units and Special Projects include:

- Integrated Family Medical & Health Centre
- Dental Clinic
- Outreach Dental Care Programme for the Elderly
- Physiotherapy Service
- Clinical Psychological Service
- Health Centre
- Medical Clinic
- Nurse Care Service
- Chinese Medical Clinic
- Healthy Chinese Medical Centre
- Christian Family Service Centre Causeway Bay Chinese Medicine Health Centre
- Christian Family Service Centre - The Chinese University of Hong Kong Chinese Medicine Centre for Training and Research (Ngau Tau Kok)
- Dietetic Service

**Primary Health Care Service takes care of the holistic needs of people. Michael who suffered from back and knee pain has been our clients for the last 11 years. As a user of our Physiotherapy Service, Michael shared how CFSC health service becomes his health companion.**

### My Healthcare Partner

11 years ago, Michael was referred by a friend and began his physiotherapy at CFSC. 'CFSC's registered physiotherapist applies different equipment and treatment to relieve my pain. The comprehensive treatment helps to put my body and mind at ease. Therefore, I am very confident about CFSC's physiotherapy service, which for more than a decade has become my healthcare partner.'

Because of his confidence in CFSC's medical services, Michael also started taking Chinese medicine services when CFSC co-organised the Chinese Medical Clinic with the School of Chinese Medicine of The Chinese University of Hong Kong in 2002. CFSC's Chinese Medical Clinic has a number of experienced registered Chinese medicine practitioners, listed Chinese medicine practitioners, and qualified Chinese medicine dispensers, providing consultation, bone-setting, acupuncture, massage, herbal and granule dispensary services, and decoction services.

Michael truly appreciates CFSC's medical & health team, thinking they have good team work, good communication skills and high efficiency. CFSC's Chinese Medical Clinic adopted intelligence technology to computerise its clinical and service management process such as appointment, registration, consultation notes, prescription, pharmacy management, payment, and inventory. Automatic decoction machine is also installed to provide herbal decoction service for patients' convenience. In addition to work efficiency, Michael's another impression of CFSC's medical & health team is the strong belief of 'prevention'. 'Besides actual treatment, every time when I go to the practitioners, they will remind me to pay attention to my sitting posture at work, and also give me tips on diet and health care.' The CFSC's medical service team hopes that everyone can understand the idea of 'prevention is better than cure' and practise it in their daily life; hence everybody can have a healthy life.

Michael said with a smile that he has established an intimacy with CFSC's medical service team. 'I came here to get treatment for over 10 years. Everyone was a stranger to me at first and now I know each practitioner like a family. At each follow-up appointment, we certainly talk and laugh a lot, having nice little chat. It feels really kind and close. I wish that CFSC can further expand its medical service scope, so that more patients who need help can receive professional, reliable, and quality medical services.'



全新面貌的中西醫療中心  
New look of Integrated Western & Chinese Medical Clinic

中西醫療中心內的中藥房  
Herbal dispensary in the Integrated Western & Chinese Medical Clinic



# 社區發展服務 Community Development Services

社區發展服務的目標在培養居民對自己所居住、工作或就讀社區產生歸屬感，進而關注及參與社區事務，並透過集體參與，共同解決社區問題；建立良好鄰舍關係，從而改善生活質素。社區服務亦關注社會問題及文化保育工作。

社區發展服務轄下的服務單位及特別服務項目包括：

- 鯉魚門社區服務處
- 觀塘市區重建社區服務隊
- 駐屋宇署支援服務隊
- 天水圍社區服務處
- 地區發展隊
- 「鯉賞空間」社區導賞計劃

觀塘市區重建社區服務隊積極集結社區力量，推動觀塘街坊成立居民組織，Amy 正是當中的活躍義工，為街坊提供協助之餘，自己亦受惠不淺。以下是 Amy 的分享：

### 相互啟發 開啟人生新篇章

「透過參與，讓我更了解居住多年的社區，除了可幫助街坊，我自己亦得到不少啟發」Amy 娓娓道來。

在觀塘區已經居住了超過四十年的 Amy，與 CFSC 結緣於九十年代初。「第一次接觸 CFSC，是與媽媽及婆婆一起為 CFSC 翻新大樓一事賣旗籌款。因此，CFSC 從只有兩層高、毫不起眼的破舊建築，銳變成如今高達十層的亮眼大樓，我也有份的呢！」



觀塘市區重建社區服務隊定期舉行諮詢服務座談會，增加居民對社區的歸屬感  
Kwun Tong Urban Renewal Social Service Team organised different meetings and activities to nurture the residents' sense of belongings towards their communities



Community Development aims to nurture residents' sense of belongings towards their communities, encourage them to participate in community issues and solve local problems together so as to build up good relationship between the neighbourhoods and improve their quality of living. The service also participates in social issues and concerns the preservation of cultural heritage.

Services Units and Special Projects include:

- Lei Yue Mun Neighbourhood Level Community Development Project
- Kwun Tong Urban Renewal Social Service Team
- Social Service Team In Buildings Department
- Tin Shui Wai Community Service Centre
- Locality Development Team
- Dreamland – Cultural Tourism at Lei Yue Mun

**Kwun Tong Urban Renewal Social Service Team musters up the community capabilities to form residents' groups in Kwun Tong. Amy who volunteered herself to assist residents has gained a lot in the helping process simultaneously. She shared her story with us.**

### Inspiring each other to open a new chapter in life

'I learnt more about this community which I have lived for many years through participation. Besides helping the neighbourhood in the area, this also inspired me a lot and brought many unexpected changes to my life,' Amy said.

Amy has lived in Kwun Tong for more than 40 years, and she first came across CFSC in the early 90s. 'I learnt about CFSC when I joined activities of fund raising for the renovation of the CFSC building by flag selling. I have witnessed the change of CFSC.'



但是令 Amy 真正認識 CFSC 的卻是因為市區重建。80 年代，政府宣佈觀塘區重建計劃，因為與自身息息相關，Amy 開始參與相關講座，希望能取得多些重建計劃的資訊。到了 97 年，Amy 參加了 CFSC 翠屏社區服務處就重建事宜召開的居民大會，從此她真正了解整個重建計劃，更改變了她的人生。

「與其他團體舉辦的講座比較，CFSC 為我們提供了更有系統的支援。CFSC 不單為我們搜集了大量有用的資料，更重要是擔當了鋪橋搭路的角色，先是組織居民成立居民協會，再協助我們與相關的政府部門、機構取得聯絡，更陪同我們進行磋商。如果沒有 CFSC，不要說爭取權利，我們根本連自己應得的權利都不知道。」

Amy 表示很感謝 CFSC 的社工，因為他們不但在重建過程中陪伴及協調居民走每一步，更甚是讓她在過程中學到了很多。「我認識了很多來自不同地區及界別的人，有的甚至是政府官員。我的性格因此而變得大膽，不再害怕『大場面』，要我上電視發言或是當 MC 也沒有問題呢！」直到退休後，Amy 在 CFSC 社工的邀請及鼓勵下，參加了「輔助專業人員計劃」，繼續去幫助有需要的人。

CFSC 除了為她開啟了人生中意想不到的全新一頁，更重要的是，在 CFSC 經歷的一切，讓她堅信一直以來「不怕蝕底，幫人就要幫到底」的宗旨是正確的。



觀塘市區重建社區服務隊新春活動  
Kwun Tong Urban Renewal Social Service Team in CNY activities



觀塘市區重建社區服務隊邀請不同專業人士分享區內相關問題  
Kwun Tong Urban Renewal Social Service Team invited different professionals to share problems arising in communities

Not till the urban renewal project did Amy knew more about CFSC. In the 80's, the Government announced the Kwun Tong District Redevelopment Project. Since this was closely related to her, Amy started to attend seminars, hoping to get more information on the redevelopment project. By coincidence, Amy noted a residents' meeting would be held by CFSC's Tsui Ping Community Centre to talk about the redevelopment in 1997. For this reason, Amy had the chance to really understand the whole redevelopment plan, and gained an opportunity that would change her life.

‘Compared with the activities organised by other parties, CFSC provided us with more full support. They didn't just collect a lot of useful information for us. More importantly, they played a key role in bridging connections between other parties and us. First they gathered the residents to form residents' groups. Then they helped us to connect with the related government departments and officials, arranged consultations with related agencies and accompanied us to meet with them. Honestly, if CFSC wasn't there, not to mention fighting for our rights, we won't even know what kind of rights we have.’

Amy thanked CFSC social workers for accompanying and coordinating the residents through every step during the redevelopment process. She learnt a lot from them. ‘I know a lot of people from different districts and sectors because of CFSC, some even are government officials. If I haven't joined this programme, I might not be getting all these opportunities. Because of this, I became outspoken’. It's not a problem for me to speak up on TV or be an MC anymore.’ After she retired, Amy was invited and encouraged by the CFSC social workers to join ‘Auxiliary Professional Scheme’, and continues to help the people-in-need.

CFSC not only opened a new chapter in her life, but also reassured her that what she has always believed is correct, ‘Don't count the return when you want to give. When you decided to help, put in all efforts to help.’

## 環保及綠色生活 Environmental Protection & Green Living



參與環保及綠色生活的義工  
Volunteers participated in  
environmental protection and  
green living

對「可持續環境」的關注是CFSC其中一個發展方向，服務關注地球資源及環境的可持續發展，並透過推行環保計劃及推廣綠色生活，推動社區實踐環保。此外，CFSC糅合了社會服務與環保綠化兩個元素，以創新手法建立一項佔地75,000平方呎的都市綠洲，銳意推動市區環保綠化、都市農耕，推廣社區綠色健康生活。

環保及綠色健康生活轄下的服務單位包括：

- 心靈綠洲 — 園藝治療花園
- 都市綠洲
- 沙田社區環保站

The concern for sustainable development has become one of the service directions of CFSC. This service concerns the sustainability of earth resources and the living environment. Through carrying out environmental protection projects and promoting green living, the service strives to promote environmental friendly practices in the community. At present, we have set up a 75,000 square feet Urban Oasis project, integrating the social service element with greenery, to promote a green community, facilitate the development of urban agriculture and commit to promote green and healthy living.

Services Units include:

- Serene Oasis - Horticultural Therapy Garden
- Urban Oasis
- Shatin Community Green Station

善用75,000平方呎土地，都市綠洲在社區推動綠化活動  
By well utilising 75,000 square feet, Urban Oasis promotes social greenery in the community



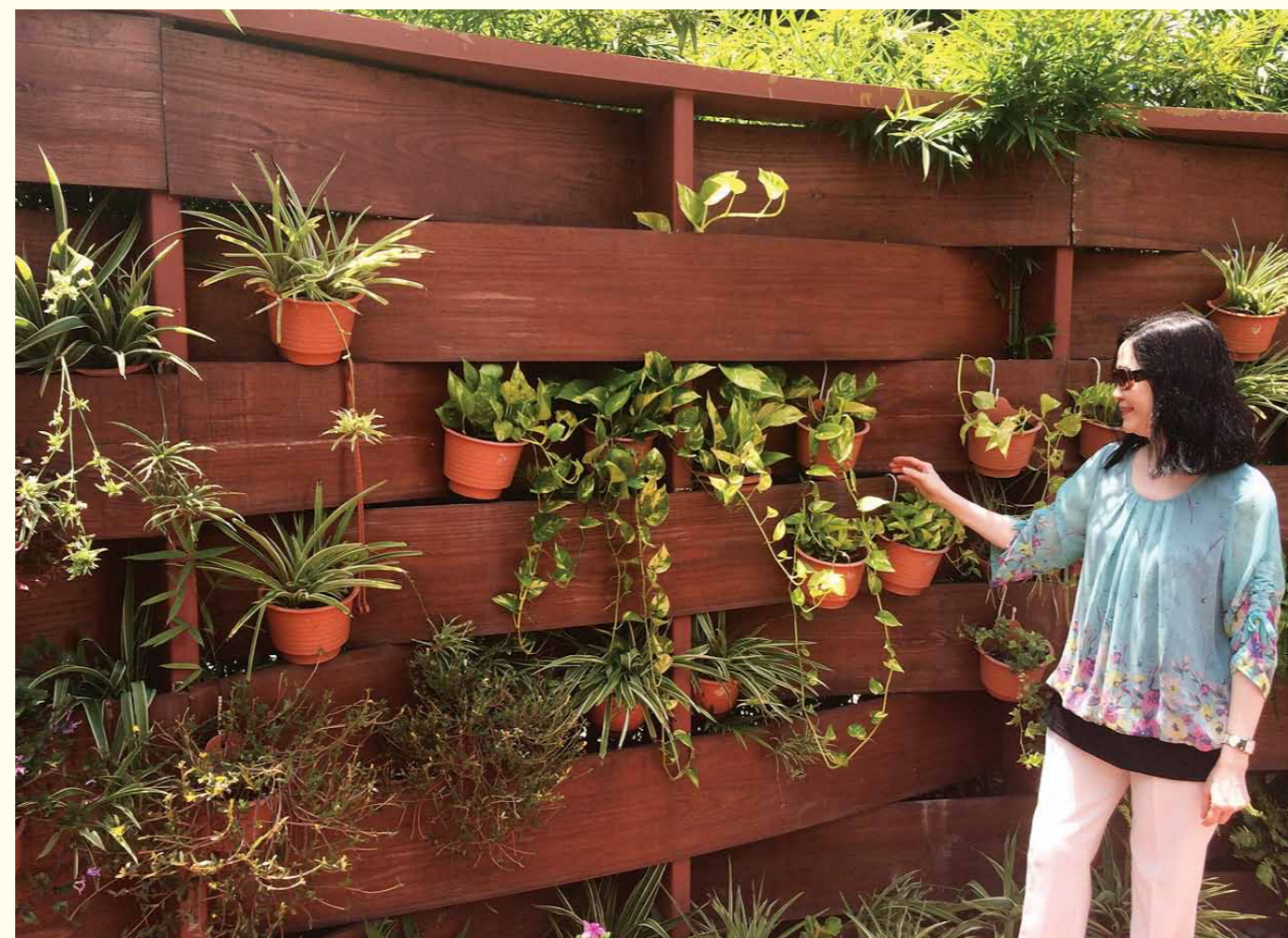


心靈綠洲為不同團體舉辦參觀活動  
Serene Oasis organises visits for different organisations

Pat 早前在心靈綠洲協助青少年抑鬱症小組：「這小組的學員較為衝動，也較負面，經常抱有必敗的心態，不喜歡主動與別人合作，因此，小組刻意設計分組活動，要求他們以種植心得作報告，鼓勵學員互相合作、分享及學習。」Pat 表示，通過園藝治療，她看到學員能在接觸園藝的過程中更認識自己，以及人與大自然的互動關係，不但情緒控制得到改善、注意力得以提升，同時，更增加了自信心。

Pat 笑言她自己也愛上了心靈綠洲這個地方，空餘時她也會來到心靈綠洲，感受大自然的力量。

園藝治療訓練員Pat透過心靈綠洲幫助更多有需要的人  
Horticultural therapy trainers Pat to support more people who are in need of help via Serene Oasis



園藝治療實務證書課程自2010年起推出以來，共培訓了260位園藝治療助理。Pat正是其中一位完成課程的園藝治療助理，並成為都市綠洲及心靈綠洲的義工，以下是Pat的分享：

「3年前，在機緣巧合下，發現CFSC提供園藝治療實務證書課程，由於我一直對種植深感興趣，而坊間又沒有此類型課程可供報讀，因此我二話不說，便立即報讀。」就是這樣，Pat與心靈綠洲建立起關係。

「在CFSC的園藝治療實務證書課程中，我不但學到園藝實務技巧，同時，學懂以植物作為輔助治療的介入媒體，明白到透過園藝活動能改善病患者的心理狀況，協助提升他們的生活質素。」在完成證書課程後，Pat更加入都市綠洲及心靈綠洲成為義工。

園藝治療可以是幫助患者身體方面的復康，同時亦可以紓緩情緒，更甚是一種生命教育，因為在照顧植物的過程中，患者能感覺到生命的變化：發新葉、新芽、花開、花落，生生不息。當他們感覺到有需要被照顧、呵護的時候，便會由「被照顧」的角色轉變至「照顧者」的角色，使患者的自我肯定得以提升。



同學在心靈綠洲進行學習  
Students at the training of Serene Oasis



園藝治療是利用植物及自然環境來促進人們的身心健康  
Horticultural therapy is the process to use plant and nature to promote physical and mental well being of person

**Horticultural Therapy Practice Certificate Programme has been launched since 2010 and has trained up 260 Horticultural Therapy Assistant. Pat has become Horticultural Therapy Assistant after completed the course and is now the volunteer at Urban Oasis and Serene Oasis.**

'I discover CFSC provides horticultural therapy practice certificate programme 3 years ago in coincidence. Since I was always interested in planting and I enrolled in the programme immediately.' This is how the relationship between Pat and Serene Oasis begins.

'During the study of Horticultural Therapy Practice Certificate Programme, I learnt practical gardening skills and understood adjuvant therapy by plant. I realise that gardening activities can help improve the patient's psychological status, and support them to raise their living standard.' Upon completion of the certificate programme, Pat became a volunteer at both Urban Oasis and Serene Oasis.

Horticultural therapy can help patients in physical rehabilitation, as well as ease emotions. It can be considered as kind of life education. During the process of taking care of the plants, patients can experience the change in life: growing new leaves, sprouting, flower blooming and withering, it's an endless process. When they believe that there is a life needs to be looked after and taken care of, the patients will move from the role of 'being taken care of' to 'a caregiver', from which patients can improve their self-affirmation.

Pat has been helping a group of young people with depressive symptoms at Serene Oasis earlier, 'The group members are rather aggressive and negative. They think about failure all the time and don't like to take initiative to work with other people. We deliberately designed small group activities, asking them to report their planting experience, encouraging them to cooperate, share, and learn from each other.' Through horticultural therapy, Pat found that students were able to gain understanding about themselves and understand the interaction with the nature through gardening. Not only can they better control their emotions and improve their attention, but also increase their self-confidence.

Pat said she fell in love with Serene Oasis. She will come to Serene Oasis to feel the power of nature when she is free.

## 僱員服務顧問 Employee Service Consultancy

僱員服務顧問由1993年起為香港的企業提供僱員輔助計劃 (EAP)、職場培訓及管理顧問服務，目的是為職場注入健康、活力的色彩，從而提升僱員的生活質素及增加公司的生產力。

過去10年，盈力僱員服務顧問(盈力)發展迅速，服務團隊由初時的兩人擴展至現時擁有15人。盈力高級經理的吳慧琪(Wicky)見證著盈力的成長及發展，以下是Wicky的心路歷程。

### 為職場注入色彩

2003年沙士爆發，香港人面對著前所未有的挑戰。「當時市道低迷，很多公司被迫結業，不少打工仔被裁員，香港人遇到了前所未有的低潮。盈力當年也錄得虧蝕，但CFSC沒有放棄這個服務，一班同事亦沒有氣餒，透過不斷創新，努力開發配合市場需要的服務，轉危為機。盈力從沙士期間只有數十個客戶，發展至今已超過500個客戶。」Wicky表示，沙士期間的經歷，不單經常提醒自己與及合作的企業，要把「逆境重生，笑容再現」的熱誠延續下去；同時，亦給予他們啟發，明白員工其實要經常面對不同的壓力。

Wicky指出：「近年企業開始越加重視員工的心理質素，希望員工能達致工作與生活平衡。」有見及此，盈力不時為企業員工舉辦身心健康工作坊，並由專業團隊為企業設計培訓系列，透過舉辦各類型體驗式活動強化員工的心理素質，並學習有效的壓力及情緒管理，希望能令員工達致工作與生活平衡。



盈力推行不同主題的職場現況調查，分享企業關注的議題  
Vital carried out regular researches on existing job market, aiming to share the updated information with the topics that most corporations concerned

於盈力工作10多年，Wicky表示最令她難以忘懷的一件事情便是「十一南丫島海難事件」。「當得悉意外發生，我們便立即作動員盈力所有同事一起去處理這個危機。我們舉辦多場處理危機指引會，並為受影響員工/家屬提供輔導服務，安撫他們的情緒，希望能減低事故對員工造成的創傷。」面對著突如其來大規模的災難事件，同事都感染了濃濃的哀傷情緒，但仍能互相支持，發揮他們的專業精神，與哀傷者同行，以專業知識提供援助。

現今都市人所面對的生活壓力越來越大，Wicky希望能透過盈力減低職場為大眾帶來的壓力。未來，CFSC的盈力將繼續與時並進，配合社會急速變化，制訂不同策略及服務，與企業夥伴攜手為員工建立一個愉快的職場環境。



Employee Service Consultancy has been providing Employee Assistance Programme (EAP), staff training and consultation services to corporations in Hong Kong since 1993. The service aims at improving employees' productivities and quality of life.

Vital Employee Service Consultancy has developed rapidly in the past 10 years. The team has started up with 2 staff and now grown to 15. Wicky, Senior Manager of Vital, witnessed its growth and development. She shared with us her journey at Vital.

### Add Colour to Work Life

During the outbreak of SARS in 2003, Hong Kong people were facing unprecedented challenges. 'The economy then was shrinking, many companies were forced to close down and many employees were being laid off. Hong Kong people's morale was exceptionally low. Although Vital has recorded a loss that year, CFSC didn't give up this service and the colleagues didn't give up either. Instead they worked harder to develop innovative services in response to the needs in market, turning adversity into opportunity. Vital grew from having only a few dozen customers during the SARS period to more than 500 now.' Wicky said that the SARS case has always reminded herself and the partner organisations to continue the passion of 'overcoming adversity and smiling again'. The crisis also inspired them to understand the pressures employees faced.

'In recent years, corporates are more attended to the psychological well-being of employees, hoping they will be able to achieve work-life balance.' Therefore, Vital organises health-related workshops for employees from time to time, having a professional team to tailor the training programmes for the corporates. Stress and emotions management workshops were organised with a bid to ease stress in workplace.

Working at Vital for over 10 years, Wicky said the most unforgettable case is the 'Lamma ferry tragedy'. 'That night when we were informed about the accident, we got ourselves prepared immediately and mobilised all colleagues to handle this crisis together. We organised Crisis Management Briefing, provided counselling to employees and their family members to relieve their stress and hopefully to minimize the traumatic consequences that arose from the tragedy.' When facing this kind of sudden large-scale disaster, colleagues were all in a deep sense of grief emotions. They supported each other, demonstrated their professionalism.

Nowadays, people are facing lots of stress in life. Wicky hopes that Vital can help people to reduce the pressure they are facing at work. Looking forward, Vital will keep growing with time and develop different strategies and services in response to the rapid changing society. Together with the corporate partners to build a happy workplace.

# 全人發展及專業培訓

## Whole Person Development and Professional Training



以靈活及創新手法為兒童提供全方位培育  
Offering children with comprehensive education through the use of lively and creative approach

成龍全人發展中心於1998年成立，有見此項特別服務深受社區人士歡迎，CFSC結集成功經驗，進一步拓展專業培訓服務，於2012年創立CFSC專業人才培訓中心。兩項特別服務配合不同年齡層人士的需要，協助他們發展潛能及追求終身學習。

幼兒和兒童期的培訓是發展學習能力非常重要的階段，我們在視覺感官、音樂發展、運動技能、舞蹈韻律、語言發展和學習效能等以靈活及創新的手法提供全方位培育。為達至全人發展的目標，我們會和各中小學合作，為學生舉辦活動和培訓。此外，我們亦與家長及學校緊密協作，除了舉辦親子活動和家長訓練講座外，我們也在學校提供支援服務，包括提供課外活動、輔助進修課程、校本和區本計劃服務等，以締造一個更理想的環境，讓兒童及青少年成長。

而成人培訓和發展則更為廣泛，由自我成長、人際關係、興趣發展、語言學習、創意手作、健康保健等各種鍛鍊，甚至進一步發展專業技能，提升個人潛能、發揮自我，以追求終身學習並達至全人發展的目標。

作為一所社會服務機構，我們特別關顧社會服務和醫護服務界別的從業員質素，因此，我們與相關專業機構及院校合作，攜手並肩提供各項職能培訓，提升本地醫護服務及社會服務人員的技能和素質，我們以多元學習方式、提高學習興趣、強化技能應用，加速達致學習成果。近年我們提供的課程更為廣泛，包括有幼兒教育、園藝治療應用證書課程、物理治療助理證書課程、心理精神療法證書課程、「幽默與人際關係」工作坊、全方位小學學生輔導行政實務課程、伸展導師證書課程、教練技巧等。

我們是一間學習型機構，採納具前瞻性的人才發展策略、配以最優秀的師資、最佳的學習環境、豐富的實踐經驗和緊貼職場發展需要而提供專業培訓，讓學員充分發揮個人潛力，踏上成功之路，邁向快樂進步的人生。

Jackie Chan Whole Person Development Centre was established in 1988 and the services are most welcomed by community members. Taking the successful experience on board, CFSC has expanded its service to Professional Training Services. The Professional Talent Training Center was set up in 2012. Both centers aim at developing people's talent and encouraging people to pursue life-long learning.

Training during infant and childhood stages is critical to the built-up of learning abilities. We adopt flexible and innovative approaches to provide comprehensive training in visual senses, music sportsmanship skills, dance and rhythm, language development, and learning efficacy. By collaborating with primary and secondary schools, CFSC would work closely with the parents and schools in organising family activities, parental training seminars, school support services, extra-curricular activities, tutorials, continuing education courses, and school-based and district-based services so as to create a more idealistic environment to enhance the development of our children and youth.

Scope of adult training and development are more extensive, covering a wide range of courses, from personal growth, interpersonal relationships, and development of interests, language learning, creative handicraft, and health wellness to the development of professional skills.

As a social service agency, we particularly concerns about the quality of social service medical and auxiliary service personnel. In this regard, we work closely with academic institutes and medical bodies to provide various vocational training, in order to enhance the knowledge and skills of local helping professional. By using diversified training approaches to increase learning motivation and strengthen practical knowledge, we enforce the training outcome of individuals. In recent years, we have provided trainings on child education, certificate course on horticultural therapy, training course on physiotherapy assistant, training on mental health and related therapy, workshop on 'human and interpersonal relationship, All Dimension course on counselling and Administrative Practices (Primary School), certificate courses for instructors in stretching and coaching skills...etc.

CFSC is a learning organisation which commits itself to talent development. Together with the best teaching team and learning environment, the finest practical experience and up-to-date information on career development needs, our service strives to equip individuals to the road of success and step towards a happy progressive life.

多元化成人培訓課程協助提升個人潛能及發揮自我  
A diversified range of adult education programmes are introduced to help service users to enhance their potential and explore their true self





## 基督教家庭服務中心 的人與情

基督教家庭服務中心 (CFSC) 同工都有一個共同的使命，以其最大的能力，為有需要的人士提供支援及幫助，合力建立一個具社會影響力的機構。正因如此，CFSC 同工之間建立了深厚的關係。

CFSC colleagues exerted all the effort to help those in-needs and aggregate our impact to the community through delivery of positive job results. As such, they have established a very deep relationship with each other.

People and Love in  
Christian Family Service Centre  
(CFSC)



# 感恩 — 由心而發 Gratitude from the Bottom of Heart

姚澄  
Yao Cheng

前 CFSC 出納員  
Former Cashier



姚澄的工作照片  
Yao worked very hard to support his living

在利益掛帥的社會，人情味似乎漸被淡忘。不過，曾在 CFSC 工作的姚澄，即使年屆九旬，在憶起昔日獲文教士多番的幫忙與關懷時，仍然顯露出一份永不能忘的感恩之情。

現年 92 歲的姚澄，於 1950 年由內地到港，「當時從內地到香港的難民多數沒有錢，生活非常苦，小朋友都只是穿着破爛的褲和鞋，有一年農曆除夕，大批難民擁到長老會的門口，申請金錢和糧食，有時候，因為人太多，更需要召喚警察來協助解圍。」當談及當年的艱苦情境，姚伯伯不禁流露出傷感表情。

後來，姚伯伯在 1952 年於真報報社工作，負責會計，可是當時月入僅有八十元，根本不足以應付生活，加上每天不停地工作，非常辛勞，令身體健康轉差，更不幸於 1956 年得了肺病，需要即時暫停所有工作。「幸好，當時得到 CFSC 文教士的幫助，肺病才得以痊癒。」

「雖然肺病得以痊癒，但是之後要再找工作便很不容易，我又不懂英文和廣東話，但卻給予我在 CFSC 工作的機會。」就是這樣，姚伯伯於 1960 年加入了 CFSC 擔任出納員，直至 1988 年。

即使相隔多年，姚伯伯都表示，CFSC 的首任總幹事文美莉教士除了是他的老闆，更是他的救命恩人：「文教士發現我有肺病，立即暫停我的工作，堅決把我送往靈實醫院救活，並且負責我所有的醫療費用。」他續道，「文教士的慈祥、和悅，尤其是她寬恕的語言，最能打動我的心，令我心服口服，這些我一生都不會忘記。」

姚伯伯是一個很重感情的老人家，除了文教士的照顧，其他人對他的幫助，他都一一記在心中，「記得有一次我腳踝受傷，但因為跌打收費昂貴，不捨得去看醫生，碰巧 CFSC 的員工陳姑娘發現我的傷患，她立即安排我到診所看跌打，並慷慨給我支付跌打費用，最後腳踝才得以痊癒，可見 CFSC 有同工之情，也有上帝的愛。」

憶述起在 CFSC 的工作往事時，姚伯伯顯得份外雀躍，表示當時在 CFSC 的工作非常有意義。除了經常到處探訪及派發救濟品給難民外，當有空餘時間，姚伯伯更會與工作人員一起打乒乓球。他更笑言：「當年，曾經協助還在 CFSC 工作的李華明議員於參選區議員時寫大字報，因此跟他比較要好，與他打乒乓球更打至受傷，很誇張呢！」

一直對 CFSC 心存感激的姚澄，悉心保存著很多 CFSC 的珍貴照片、小冊子及退休獎牌：「上帝賜予我力量，我希望能夠善用它，並奉獻給大家。」

In a materialist world, human connection seems to be neglected. However, Yao Cheng, who is now over ninety and has worked in CFSC many years ago, still felt thankful of Miss Muriel Boone's help and care in the old days.

Yao Cheng, now 92 years old, moved to Hong Kong from mainland in 1950. 'Most of the refugees who came to Hong Kong from mainland had no money and life was tough. Children were all wearing tattered trousers and shoes. A large number of refugees gathered at the door of Presbyterian Centre on Lunar New Year's Eve, hoping to get some money and food. As there were too many people crowded there, police were called upon in resolving the situation.'

Later in 1952 when Yao worked as a bookkeeper in a newspaper office, his monthly salary was only 80 dollars and was not able to support his living. Even worse, his health started to deteriorate, and he suffered from lung disease. In 1956, Yao needed to stop working immediately. 'Luckily, Miss Boone offered me with help at that time and supported me all along.'

'Although my lung disease was cured, it was not easy to find a job again, especially I don't know English and Cantonese. Fortunately, Miss Caldwell, the ex-Director offered me an opportunity to work CFSC. ' And that's how Yao joined CFSC in 1960 as a cashier until 1988.

When thinking of the past moments working in CFSC, Yao seemed very excited. He said that the work at CFSC was very meaningful. In addition to visiting refugees in many places and giving them alms, Yao also played table tennis with CFSC's staff at leisure. 'When Mr. Li Wah-ming was still working at CFSC, I once helped him to write poster for his District Council election campaign, we became good friends later and I remembered that I once got hurt playing table tennis with him.'

Yao kept a lot of precious photos, leaflets about CFSC, and also the retirement medal presented by CFSC. 'God gave me strength and I wish I could make good use of it and dedicate it to everyone.'



姚澄與 CFSC 同工的大合照  
A group photo of Yao and CFSC's staff

# 看不見的真情 Invisible ‘Heart-to-Heart’

Cecilia

前CFSC接線員  
Former Headquarters Telephone Operator

前總部大樓接線員Cecilia，她於CFSC工作40年，可說是CFSC其中一個工作最長久的員工。Cecilia雖是失明人士，但她從沒有因視力的障礙而有所恐懼，反之憑著她開朗的性格，成功與不同部門的同事建立真誠友誼。現在，即使她已榮休，但仍會定期跟CFSC的老朋友、舊戰友等聚舊，一同回味當日在CFSC這個大家庭的快樂點滴。

1969年，Cecilia快將畢業於心光盲人院暨學校，一天，她跟隨訓練導師參加職業展能展覽會，想不到，就這樣把她與CFSC連在一起。Cecilia記得當時在CFSC的攤位，有一位外籍女士問她：「你懂得基本的文書處理及英文溝通嗎？」說得一口流利英語的Cecilia只是回答了一句：「Yes。」她便成為了CFSC的員工。原來，那位外籍女士是當時CFSC的總幹事高曉光女士，她受到Cecilia的自信所感動，因而正式聘用了她為總部大樓的接線員。

Cecilia笑說：「沒想到，這份工便成為了我的第一份及唯一的一份工作。」Cecilia從畢業後一直在CFSC工作至2008年才退休，她形容CFSC是一個充滿人情味的地方，她從來沒有想過要離開。Cecilia直言，除了CFSC，她根本不想到其他地方工作。

Cecilia表示，在CFSC工作多年，其中令她印象最深刻的一定要數那部早已淪為古董的舊式電話接線機。「剛入職時，我面對著那座大型電話接線機，真的有點束手無策，由於看不到電話接線機的燈泡是否已經亮起來，所以很多時都會駁錯了線。」Cecilia更笑言，有時因為駁錯了線而聽到一些不該知道的秘密，而由於自己對聲音特別敏感，即使看不見，仍能輕易知道對方是誰呢！

除了擅於辨別聲音，Cecilia同時擁有非常精細的手藝。陪伴Cecilia接受訪問的人力資源部資深人力資源助理Carol表示，Cecilia的手工藝很好，因此，行政部經常會邀請Cecilia協助製作特色首飾盒、相架等，讓他們可以用作義賣，為CFSC籌募經費。說到Cecilia的手藝，Carol還與我們分享了一件趣事：「一次，Cecilia協助行政部貼郵票，可能因為大家一邊工作、一邊閒聊，實在是太愉快，一時忘形下，Cecilia把兩個郵票重疊貼在一起，但由於她的手藝太好，兩個郵票貼得像只有一個郵票，令我們花了很多時間才能找到那封貼錯了的信呢！」

Cecilia非常感激一眾同事對她的信任，她表示能在CFSC工作，遇到一班志同道合的好同事，她真的感到十分幸運！「因為我看不到，所以我更能用心去感受CFSC這個大家庭的濃厚人情味！」Cecilia表示，那份情包括了同事間的融洽互信，為社區的無私付出，以及鄰里間的實貴友情，因此，即使她已退休6年，每一次經過觀塘這個地方，她仍能由心裡感受到那份「情」！

Former headquarters telephone operator, Cecilia, has worked in CFSC for 40 years and is one of the longest serving staff. Although Cecilia is blind, she never let her disability get the way in her. On the contrary, her optimistic personality helped her to establish friendship with her colleagues at different departments. Now she is retired, she still meets her old friends and companions often, and talks about the memorable moments in the CFSC family.

In 1969, Cecilia was soon to graduate from Ebenezer School & Home for the Visually Impaired. One day, she followed her trainer to visit the Vocational Employment Exhibition, where she came across CFSC unexpectedly. Cecilia remembered that there was a foreign lady at the CFSC's booth asking her, 'Do you know basic word processing and English communication?' Cecilia replied straight away with her fluent English, and she got the job offer. The foreign lady was Miss Doris Caldwell, CFSC's Director at that time. She was moved by Cecilia's confidence and decided to hire her as the telephone operator.



'I never thought that this would be my first and only job.' Cecilia worked at CFSC right after her graduation until her retirement in 2008. She described CFSC as a place full of human touch, and has never thought of leaving.

Over the many years working at CFSC, the most unforgettable thing to Cecilia has to be the old telephone wiring machine which should be an antique for long. 'When I first joined, I really didn't know what to do with that large telephone wiring machine in front of me. Since I cannot tell if the lights on the machine were lit up, I sometimes forwarded the calls wrongly.' Cecilia recalled that she put through the lines wrongly, she overheard some secrets that she was not supposed to know. As she was so sensitive to sounds, she was able to tell who the person was.

Cecilia was good at identifying voices and also brilliant at making things. Carol, Senior Human Resources Assistant, accompanied Cecilia at this interview revealed that Cecilia was brilliant at making things. Therefore, the then Administrative Department always invited Cecilia to help making jewellery boxes and photo frames for fundraising purpose. When talking about Cecilia's great hands, Coral mentioned that, 'Cecilia was helping the Administrative Department putting on stamps, she stumbled across one stamp on top of another. The two stamps were overlapped perfectly like one, and it took us a very long time to find that envelope with two stamps on it.'

Cecilia is very grateful for the colleagues trust her so much. She thought she was very lucky to work at CFSC and she met with a group of like-minded colleagues. I am not able to see, I can better use my heart to feel the deep sense of human touch within the CFSC family! Cecilia said that the love that she feels come from the harmony and mutual trust among colleagues, the selfless contribution to the community, and the precious friendship with the neighbourhood. Therefore, even though she has already retired for six years, every time when she passes by Kwun Tong, she can still feel that 'love' from bottom of her heart!

前總部大樓接線員Cecilia於CFSC工作40年  
Former headquarters telephone operator, Cecilia, has worked in CFSC for 40 years

## 多姿多采的十一年 11 Wonderful Years

李華明  
Li Wah-ming

前 CFSC 社工  
Former CFSC Social Worker

常言道：「十年樹木，百年樹人」，CFSC 由 60 年前一棵樹苗，到現在茁壯成長，得以服務社會各界，實有賴多位「農夫」默默耕耘為她灌溉，李華明便是其中的一位出色「農夫」。

1978 年，李華明剛從外國畢業回港便加入了 CFSC，當時，他主要於翠屏區（當時俗稱雞寮）進行社區發展工作。他憶述當年雞寮有 24 座 7 層的徙置大廈，自己重點負責 7 至 10 座的單位，由於雞寮環境惡劣，除廁所是公用外，亦缺乏水喉、廚房等設備，而李華明的工作便是幫助居民改善居住環境。為了更有效地向政府作出爭取，李華明曾組織過 3 個團體，包括翠屏義工團、觀塘職工及翠屏重建居民工作組。他直言這 3 個團體如同他的小孩，自己「一手一腳地把他們湊大，基本上，我是與這 3 個團體的團員共同成長。」李華明表示，回想當年與一眾義工無分你我，全情投入地為居民服務，他真的感到非常懷念，同時更為自己能遇到一班這麼好的街坊及職工而感到很幸運。「我們在為居民服務的同時，建立起非常深厚的友誼，即使義工團已解散多年，有些人更在重建後搬離此區，但我們仍經常見面，最近更於翠屏村擺酒慶祝成立 35 周年，這份細水長流的情誼，實屬非常難得。」

CFSC 除了為李華明帶來一班好友，更同時為他的職業引領出一個方向。1982 年，香港首次舉行區議會選舉，他認為要更有效地為居民發聲，必須有居民代表參選，因此他積極參與助選，並擔任總統籌角色，發動區內居民的支持，最後成功令居民代表當選。後來，李華明於 1985 年參選了選舉，並成功獲選為議員。李華明直言，「如果沒有 CFSC，我怎會做議員呢？」

已離開 CFSC 多年的李華明，在機構的六十周年再次重遊舊地，他笑謂一踏進這幢大樓，過去在 CFSC 經歷的一切便全都湧進了腦海，「以前常爬上去的那棵大榕樹、紅色的鐵閘、黃色的牆，兩層高像別墅的建築物等，過往的種種真的令人非常懷念呢。」對於 CFSC 的迅速發展，令作為前員工的李華明感到非常驕傲，他冀望現時 CFSC 的團隊能一如以往般團結及投入，從而令 CFSC 能幫助到更多有需要的人。

CFSC 為李華明帶來一班好朋友  
Li got lots of good friends at  
CFSC



People always say, 'It takes 10 years to grow a tree, but a hundred to nurture a person.' CFSC was only a sapling 60 years ago, and now it has grown so strong and able to serve the community. The success of CFSC depends on the hard work of many 'farmers', and Li Wah-ming is one of them.

In 1978, Li Wah-ming just returned to Hong Kong after graduated from overseas and joined CFSC. He was mainly responsible for the community development of Tsui Ping Estate (called 'Kai Liu'). He remembered that there were 24 seven-storey resettlement buildings in Kai Liu, and he worked among the units. The environment was poor in Kai Liu, residents needed to share toilets, and there was lack of facilities like plumbing and kitchen. Li organised three groups, including Tsui Ping Volunteer Group, Kwun Tong Workers Group, and Tsui Ping Redevelopment Residents Working Group to help residents improve their living condition. These three groups were like his children. 'Basically, I grew up together with the members. Li said that he really missed the time when working together with the volunteers, worrying nothing but only to serve the residents passionately. Li thought that he was very lucky to come across such a good neighbourhood and group of workers. 'We served the residents together and established a very deep friendship. Although the volunteer group was dismissed many years ago, and some of them have even moved out, we still keep in touch and meet each other very often. Recently, we have just celebrated the group's 35th Anniversary together at Tsui Ping Estate. This long and unchanging friendship is really precious.'

CFSC also led Li to a new direction in his career. In 1982, Hong Kong had its first District Council Election. He believed that to allow more people to listen to the voices of the residents, there must be a resident representative to participate in the election. Therefore, he actively involved in the electioneering, and also acted as the overall co-ordinator to mobilise every support from the local residents. At last, the resident representative was successfully elected. Meanwhile, many parties lobbied Li to participate in the election, and he finally declared his candidacy in the 1985 election, and was being elected as a council member successfully. Li said honestly, 'If there was no CFSC, how would I be a council member?'

After leaving CFSC for so many years, Li visited this place again at the agency's 60th Anniversary, all memories have come back to his mind. 'I used to climb up that big banyan tree all the time and I also remembered the red gate, yellow wall, and the two-storey building here a long time ago. I really missed all these past moments.' As an ex-employee, Li was very proud of the rapid growth of CFSC. He hoped that CFSC team can continue to be united and passionate like he did, so that CFSC can help more people in need.

## 義工旅程轉化生命 Volunteer Journey Transforms My Life

Henry

前 CFSC 義工  
Former CFSC Volunteer

「年輕時的一個經歷，可能成就了一個人的未來。」這個說法對於現職導演的 Henry 來說，必定會十分認同。「如果當年沒有在 CFSC 當過義工，或許我這一生也沒有想過做導演！」這是 Henry 在訪問開始時的第一句說話。

Henry 的爸爸從小到大對他們管教甚嚴，放學後便要立即回家。中四那年，參加了學校的課外活動而來到 CFSC 擔任義工，想不到這短短兩年，卻改變了他的性格及思想，深深影響其一生。「當初參與義工行列，只是為擺脫爸爸的束縛，根本沒有想過如何去幫人。那時候，我們專門為越南來的難民提供協助，一方面教他們做功課，另一方面透過遊戲讓他們能投入社區。在提供服務的過程中，因為接觸多了不同的人，溝通技巧進步了很多，而且幫助別人所得到的滿足，亦令我變得大膽、有自信。」慢慢地，Henry 從義工服務中找到了自己，並開始了解自己的需要及感受。

「現在回想起來，那兩年的義工生活，可說是我人生的里程碑，啟發了我的整个人生。」Henry 笑言因為參與了義工，給予他很多接觸新事物的機會，更嘗試了許多以前從未做過的事，這些對於一個年青人來說是極具影響。



Henry 參加了 CFSC 舉辦的義工活動  
Henry participated in volunteer activities of CFSC

因著性格上的改變，Henry 開始勇於面對自己的內心想法，慢慢地向自己的夢想進發。「我自小已經很希望能朝演藝事業方面發展，可是由於小時候既怕事又沒有自信，因此，從來只敢想，不敢做。但是，因為參與了 CFSC 的義工服務，我學會與不同人相處及如何表達自己，這不單令我勇於把夢想實踐，同時亦培植出作為導演必須有的說故事技巧。」

除了商業作品，Henry 亦很喜歡拍攝富教育意義的電影，希望藉此回饋社會。「人生常會遇到很多不同的火花，一旦遇上自己喜歡的事，內心的熱情便會被誘發。年青人要走的路很長，面前有著很多未知的精彩事情在等著他們，假若你不走出第一步，那便永遠不會知道以後會發生甚麼事。」因此，Henry 鼓勵年青人多參加不同類型的活動，放膽嘗試新事物，為自己製造生命中的驚喜。

‘Past experience at young age can determine one person’s future.’ Henry, who is now a director, must be very certain of this statement. ‘If I wasn’t a volunteer at CFSC, I might never be a director!’

Henry’s father was very strict when he was small. He had to go home right after school. During his secondary four year, he participated in the school’s extracurricular activities to volunteer at CFSC. This two-year period had changed his character and mind, which impacted his life. ‘When I first started volunteering, it was just a way to escape from my father. I never thought about how to help people. At that time, I helped the Vietnamese refugees and taught them homework. Through services, my communication skills improved a lot because I had chance to meet with many different people. And the satisfaction from helping other people had turned me to be courageous and confident.’ Bit by bit, Henry found his true self through volunteer work, and started to understand his own needs and feelings.

‘Looking back, those two years of volunteer life was a milestone in my life, and also inspired my entire life.’ Participating in volunteer work had given him the opportunity to learn many new things, as well as to try something he has never done before. All of these had a great impact on a young person.

Henry started to have the courage to turn his dreams into reality. ‘I have always wanted a career in entertainment when I was small. But I was not confident enough about myself, I never dared to take a step further. After participating in CFSC’s volunteer service, I learnt to get along with different people and to express myself. That has given me the courage to live up to my dream, and I also developed the storytelling skills which was essential to every director.’

Apart from commercial projects, Henry also likes to produce educational films, hoping to give back to the community. ‘You encounter many different sparks at your life. Once you found what you love, the passion in your heart will be brought out. For the youngster, there will be wonderful yet unknown territories waiting for them to explore. If you do not take the first step, you will never know what is going to happen next.’ Therefore, Henry encourages young people to participate in more different activities, be adventurous to try on something new so as to bring surprises in life for themselves.

26年來，由1988年至今，盧焯輝（輝哥）一直於CFSC擔任總幹事的司機，回首當初入職時的點滴，彷彿一切都只是昨天才發生的一樣。初入職時，輝哥主要接載第一任的總幹事邱可珍女士，及現任總幹事郭烈東先生，二十六年的工作，輝哥至今仍然歷歷在目。

「咁你而家究竟去唔去啊？」輝哥猶記得當日自己沉不住氣的回應。「那天是我首次接載總幹事邱女士，可是當天啟德機場發生嚴重交通意外，因此發生大塞車，我們被困在隧道中，偏偏邱女士需要趕赴港島開會。當時彼此尚未磨合，加上她為人非常守時，誤會蹣上著急，令她以為我安排不周，責備了我一兩句。」輝哥搔了搔頭。「那時候還年輕，覺得受了委屈，於是便反駁起來，大概當時邱女士也嚇呆了吧。」雖然最後遲了兩個小時才能到達目的地，但事後輝哥向邱女士解釋塞車原因，消除了誤會，並獲得諒解。

輝哥也經常接載兩位總幹事到不同地方工作。他坦言，非常感謝總幹事們為他帶來的這些難得機會。他更表示真的非常敬佩兩位總幹事，因為在這廿多年間，他見證著二人東奔西走，不辭勞苦地為機構籌集資金、拓展服務：「我每天載著邱女士和郭先生，到不同地方辦事。他們每天很早便開始工作，不時工作到很晚呢。」

## 慶幸沿途有您 Fortunate to Have You All Along

盧焯輝  
Lo Cheuk Fai

CFSC總幹事的司機  
Chauffeur of CFSC's Chief Executive



輝哥於周年聚餐上獲抽中大獎  
Fai got a special prize in annual dinner

除了陪伴兩屆總幹事的工作，輝哥更看著機構的日益壯大與變遷。「初入職時，機構只有兩層高，門外有一棵大榕樹，規模較小，但是很像一個大家庭，同事間融洽和諧，很有歸屬感；現在，我們的大樓有10層高；起初只有約100人，如今已發展成擁有逾千人的機構；剛入職時寥寥可數的幾輛老舊車子，到現在擁有30多部完善的汽車；那時候我稱呼做『妹妹』的員工，今天都已經是幾個小孩的媽媽了……我想我真的是『睇住CSFC大，睇住佢開枝散葉』呢！」輝哥笑言。

當問及已屆退休年齡的輝哥，會否繼續在機構服務的時候，輝哥風趣地說：「我的資歷還淺呢，當然得繼續做下去！」輝哥欣慰地表示：「我很慶幸當初來到基督教家庭服務中心工作，更慶幸自己當日沒有因一時衝動而辭職，因此才發掘到CSFC這個大寶藏；讓我認識到兩位充滿人情味的總幹事，與及其他很好的人，就連董事會的成員也認得我這個小司機，真的令我感到非常溫馨、溫暖。」



輝哥於CFSC工作25年  
Fai has worked in CFSC for 25 years

26 years, more than one-fourth of a century, is definitely not a short period of time. While people loves changing job often nowadays. Lo Cheuk Fai who are at his retirement age now, serves as the chauffeur for CFSC's Directors from 1988 until now, witnessing the changes of CFSC in the past 26 years. Looking back, Fai said that everything was like just happened yesterday.

Fai drove the two Chief Executives to different places all the time. Now, he is the only staff, who serves the second CFSC Director, Miss Caldwell. Fai told us that he is very grateful for the opportunities the Chief Executives had given to him. He also truly admired the Chief Executives. During the 20 plus years, he saw them running around timelessly to raise fund and develop business for the organisation. 'Frequently, I drive Miss. Yau and Mr. Kwok to different places for business. They start working at early in the morning, and always not finished working till late at night.'

Fai also witnessed the expansion of CFSC. 'At the time when I joined, CFSC was only a 2-storey high building. There was a big banyan tree at the entrance, although the size of the organisation was small, but it's like a family. The relationship between colleagues was harmonious, and we all had a great sense of belonging towards CFSC. Now, we are in a 10-storey building and the number of staff is growing. The colleagues I used to call them 'little girl' have now become a mother of a few children already ... I think I really 'watched CFSC growing bigger and bigger.'

Fai reached his retirement age already. When asking if he will continue to work in the agency, he quipped, 'I am still a junior, of course I will continue to work here! I am very fortunate that I have come to work at CFSC and even the board members know me well. I was grateful to work at CFSC, allowing me to meet the gentle Chief Executives and all the nice people.'

# 共同進退 Walk Along with CFSC

David Chan

CFSC 社工及職員會主席  
Social Worker and Chairman of Staff Association



職員會就職典禮  
Inaugural ceremony of Staff Association

David於五年前加入了CFSC的綜合家庭服務中心，由於對服務區域的特色未有足夠認識，在剛入職時面對不少挑戰。在工作上慢慢適應後，David開始了解到需要加深對機構內各部門的認識以加強工作上的效率，畢竟在CFSC的大家庭裡，不同部門都有其服務範疇和專職。David的上司明白其想法後，除鼓勵David多參與機構定期舉行的跨部門專業人員會議外，亦建議David加入職員會，藉以多認識不同崗位的同事，這造就了David成為CFSC職員會主席的契機。「那時，我的上司知道我希望能從其他途徑進一步認識機構，於是提名我參加職員會，希望我能藉此更加了解CFSC，亦加強了我對機構的歸屬感，沒想到一轉眼便加入了職員會近兩年，今年更由內閣委員選舉當了主席。」

作為職員會主席，很多時都要出席董事會會議表達職員的意見。「加入了職員會，其中一個最深的感受是發現這裡的董事會非常重視每一位同事，常提醒我要給同事舉辦多些活動，他們不單提供很多活動建議給職員會，更提醒我們要耐性及細心地留意同事們的需要。面對我們的訴求及活動提議，他們都會在金錢上支持和信任我們。」

「CFSC除了帶給我一個愉快及多元的工作環境外，更讓我能親身走入社區，真切地感受市民的需要，從而為他們提供最實際的支援，實踐社工助人的價值觀。」David表示，他會繼續與CFSC共同進退，並持守機構的服務信念，全情投入他喜愛的社會工作，幫助更多有需要的人。

David直言，加入了職員會後，讓他有很多機會與不同部門同事接觸及溝通，「作為職員會成員，我們舉辦活動時實際上不分崗位，只希望參加活動的同事都可以開開心心，這不單令我有機會在工作崗位以外獲得跨部門的合作經驗，亦令我感受到委員之間的默契和情義，得到工作以外的滿足感。」David更表示，每次帶領職員會的活動時，都能從中看到同事間的互助互愛精神，無論是興趣班、戶外活動、球類及運動項目，都能感受CFSC的凝聚力，這令他對CFSC建立起很強的歸屬感，並更有信心在此工作。

David joined CFSC's Integrated Family Services Centre five years ago. He encountered a lot of challenges when he first started working at CFSC. When he finally got used to his work, David began to understand that he needed to know more about the other departments in the organisation in order to enhance his work efficiency. After all, every department in CFSC has its own scope of work and professions. Besides participating in the regular meeting of inter-department professionals, David's supervisor also suggested him to join the Staff Association, thereby to meet with more colleagues from different positions. Surprisingly, I have been in the Staff Association for two years already, and this year I was elected as the Chairman.

David gained a lot of opportunities to meet and communicate with colleagues in different departments after joining the Staff Association. 'We work together in organising activities regardless of our positions, only to wish that every participating colleagues could fully enjoy the activities. Not only did I have the opportunity to gain cross-departmental cooperation experience, but also to feel the growing understanding and friendship among the committee members, getting the satisfaction beyond my job.' David said when he organises the activities for Staff Association, he can experience the team spirit among colleagues. No matter it is interested groups, outdoor activities, ball games or sports events, he can feel the cohesion in CFSC, which reinforces a strong sense of belonging to CFSC and confidence in working here.



As the Chairman of Staff Association, he needs to attend board meetings very often to express the interests of colleagues. 'I found out that the Board of Directors here valued each colleague very much. They always encourage us to organise more activities for the employees, give us a lot of activity suggestions, and also remind the Association remembers to take heed of the interests and needs of staff. When discussing our demands and activity proposals, they will support us financially and have great confidence in us.'

'Besides providing a pleasant and diverse working environment, CFSC is a place where I could walk along with the residents, give practical assistance and actualise social work values – help people to help themselves.' David said he will continue to walk along with CFSC and uphold the belief of the organisation, devote himself as a passionate social worker.



員工踴躍參與職員會的旅行  
Staff participating the outing organised by the Staff Association enthusiastically

# 未想您忘記 Won't Let You Forget

陳汝威  
Danny Chan

中心經理 (職業治療師)  
Centre Manager (Occupational Therapist)



「未想你忘記」新書發佈會  
'Won't Let You Forget - new book launching'

Danny 於 2010 年加入 CFSC，負責開展智存記憶及認知訓練中心 (智存中心) 之服務。智存中心是在總部 7 樓的其中一間活動室開展服務的，由中銀資助，地方只有 2,000 多呎，人手只有 4 位，包括是職業治療師 Danny、護士、計劃助理及治療師助理等。經過數年發展，地方大了很多，現時於九龍灣彩霞邨的新中心大約 2,000 呎，而人手亦增加至 29 位職員，除了原有人手之外，新增了包括社工、音樂治療師、司機、個人照顧員、訓練員及工友等。中心的成長亦有賴凱瑟克基金及高錕慈善基金主席高太太之大力支持，令中心能夠開展更多服務，協助更多有需要之認知障礙症人士及其家屬。由原本只有認知訓練課程，發展至不同類型的課程，例如園藝治療、音樂治療、心靈藝術治療、認知障礙症魔術課程及甜品工房等課程。

Danny 說總結過去幾年的經驗，深深的感受到全賴機構各單位同事的支援，智存中心才能夠由一棵幼苗慢慢地茁壯成長。

Danny 深信對患者的關愛，是治療認知障礙症的最佳良藥。「當我們還在籌備服務時，已經有一位照顧者帶著五十多歲之丈夫陳先生向我們查詢服務，那時他已經是中期的認知障礙症患者。他是首批使用智存中心之服務，我們陪伴著這位患者及其太太，一起渡過了人生的最後階段。陳先生病情很壞，而活動室內坐滿了其他照顧者，一起支持陳太太，有時他們會感觸流淚，互相細訴照顧的辛酸，但我看到的是縱使有多困難，大家都對患者不離不棄，這種感覺是難以形容的，而患者亦同時感受得到。」這個故事帶出一個信念，只要同心協力去關懷及幫助認知障礙症患者，他們將會生活得更好。Danny 說很幸運智存中心的同事，無論是什麼職位、年齡或性格，也有著此一相同的信念，而這亦是推動中心發展的最大動力。

Since 2010, Danny has been working in the Mind-Lock Memory and Cognitive Training Centre (MLC). With the sponsorship from Bank of China, MLC commenced the service in the 200 square feet premise which is one of the activity rooms in the CFSC headquarters. There were only 4 colleagues included an occupational therapist, a nurse, a project assistant and a therapist assistant. With the effort from all dedicated colleagues in the past few years, MLC has been expanded dramatically in manpower as well as the scope of the services. With the new premise with 2,000 square feet in Choi Ha Estate, there are now 29 colleagues including social workers, music therapist, driver, personal care workers, trainers and workmen, etc. Danny would like to express his deepest gratitude to The Keswick Foundation and Mrs. Kao, the chairlady of Charles K. Kao Foundation for Alzheimer's Disease Limited. Without the support from them, we would not be able to serve the dementia clients and their members with those innovative and comprehensive services such as horticulture therapy, music therapy, art therapy, magic therapy and cooking courses, etc.

Danny believed that the unconditional caring is the best cure to the disease. Mrs. Chan, the wife of a 50- year-old dementia husband, came to our centre to seek help. His husband was diagnosed of middle-stage dementia. We accompanied the couple to face the end stage of life. At that time, the condition of Mr. Chan was the worst among all the clients. Yet, other caregivers supported Mrs. Chan. They shared her tears and feelings. A strong rapport had been built among those carers and the colleagues. From this story, Danny could tell you that no matter what happened, everything is possible. Also, the clients could feel the love and support from others even though the clients could not express his/her gratitude verbally. Danny believed that with all the unconditional care and support from the family members as well as the colleagues, we could improve the standard of living of the dementia client. Danny said that with the same mission, all the colleagues of MLC dedicated themselves in serving the dementia client wholeheartedly.



智存中心為認知障礙症患者提供不同類型的訓練  
Cognitive Training Centre provides different kinds of training to the dementia clients



# 新星心聲 Voices from the Freshers

Cynthia、Jason 及 KiKi

CFSC 新入職社工  
Newly Joined CFSC Social Workers

每個人在選擇工作，都會有不同的原因及考慮。有的為了生計，有的則以興趣為先，當中亦有不少人是為了自己的理念、理想而工作。剛加入 CFSC 的 Kiki、Cynthia 及 Jason 之所以選擇了 CFSC 亦各有原因。

「其實是因為 CFSC 洗手間內的盆栽把我帶到了這裡。」KiKi 笑說。原來，在 KiKi 來到 CFSC 面試的那天，她在洗手間內看到了充滿生機的植物，就因為這個小盆栽，KiKi 深信這機構對每一位員工都會照顧周到，就連最微小的部分都會留意，這些都讓她感到很舒服，所以沒有多想便加入了 CFSC 長者服務的大家庭。

現職於兒童及家庭服務的 Jason 也有同感，他也覺得 CFSC 十分體諒員工，很為同事們設想：「這裡的上班時間很有彈性，請假更可以只請 0.25 天，方便一些需要上課的同事。」Jason 表示，CFSC 既有良好的福利待遇，工作又極富挑戰性，很自然地便來到了這裡。

同在兒童及家庭服務工作的 Cynthia 則表示，吸引她來到 CFSC 的是其理念及精神：「我很認同 CFSC 公平、公義及以人為本的服務精神，由於這裡的理念與我自己想法十分相似，因此我跟 CFSC 可說是一拍即合。」

三人雖只加入了 CFSC 不是一段很長的時間，但是他們都很高興自己對 CFSC 的觀感一點都沒有錯。他們覺得 CFSC 是一所非常重視人才及體恤員工的機構，管理層對每一個同事都很關心，「還記得在迎新日那天，總幹事郭生竟然會記得我們的名字，即使現在，在 Home Café 碰到他，他都會親切地與我們打招呼 and 聊天」，三人都覺得管理層的親切令他們對 CFSC 很有歸屬感。

此外，最令他們三人感動的是 CFSC 對每一位同事的支持，KiKi 分享了她的一次經歷：「有一次去探訪一名患有認知障礙症的婆婆，竟讓我發現她的家裏有一袋炭，原來她那患有精神病的兒子竟打算與她一起自殺。當時，我感到很大壓力。幸好，上司對我十分支持，甚至表示可調動同事支援我。而同事們亦十分關心我。」三人均表示，就是這種同事間的互助互愛精神，以及管理層的支持，令他們充滿正能量地工作。

除此以外，幫助別人所帶來的滿足感亦是他們繼續留在 CFSC 工作的動力。Cynthia 表示：「我曾輔導過一位單親媽媽，剛開始接受輔導時，她因生計而十分不安，同時，亦因感情事而變得非常沮喪。可是，她慢慢放鬆了下來，人亦變得積極起來，現在她更不再需要依靠別人，懂得申請合資格的服務。看到她因為我而產生的正面轉變，那種滿足感是沒有其他東西可以取代。」

已視 CFSC 為家的三人，均表示會更努力在 CFSC 工作，及寄望自己能為有需要的人作出更大貢獻。



CFSC 新入職員工  
Cynthia、Jason 及 KiKi  
Cynthia, Jason and KiKi are newly recruited staff of CFSC

Everyone has different reasons and considerations when choosing their job. Some need a job to make a living, some put their interest in first priority, while there are also a lot of people who work for their own belief and dreams. Kiki, Cynthia, and Jason joined CFSC recently and they each have their own reasons for joining CFSC.

‘There is small plant inside CFSC’s toilet which brought me here.’ Kiki laughed. On the day when Kiki came to CFSC for her job interview, she saw plant pots in the toilet and she was sure that this organisation treats its staff with care as it pays attention to trivial things. She was at ease and that’s the reason she decided to join the CFSC Elderly service without hesitation.

Jason, who now works at Children & Family Services, feels the same. He also thinks that CFSC is very concerned of its staff and plans the best for them. He said, ‘The working hours here are very flexible, you can even take 0.25 day of leave, which allows flexibility to the colleagues who need to study.’

Cynthia, also from Child & Family Services, said it was CFSC’s belief and spirit that attracted her. ‘I totally share with CFSC’s values of fairness, justice, and commitment to people and therefore, I fit in the job fast.’

Although three of them joined CFSC just a short period of time, they are all very happy. They think that CFSC is an organisation that values talents and understands employees, and the management is very concerned each colleague. ‘Mr. Kwok, our Chief Executive, can call out our names. Even now when we see him in Home Café, he will greet us warmly and chat with us.’ They all have the sense of belonging to CFSC because of this management’s cordiality.

In addition, they mostly appreciated CFSC’s management support to every colleague. Kiki shared one of her experiences, ‘There was a time when I went to visit an old lady with dementia. I was shocked to find a bag of charcoal in her flat. Her son with mental illness was going to commit suicide with her together. At that time, I felt a lot of pressure. Fortunately, my supervisor supported me fully, she arranged colleagues to assist me. The colleagues were very concerned about me.’ All of them said that the support from management and peers give them strength in work.

Furthermore, the satisfaction of helping others is also the motivation for them to stay working at CFSC. Cynthia said, ‘I once counselled a single mother. At the beginning, she was very stressed about her living and was upset because of relationships. Through my help, she started getting more relaxed and became more positive. She now no longer needed to rely on other people, and learnt how to get the services she was eligible for. Witnessing the positive change of her, that was the real job satisfaction that cannot be replaced.’

Three of them have already treated CFSC as their home. They hope that they will contribute themselves to can bring stronger impact to the society.

## 六十周年誌慶 名譽顧問

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(依英文姓名排序)  
(in alphabetical order)

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陳兆愷法官 GBM  
周永新教授 GBS, JP  
盧展民教授

Mr. Bernard Charnwut Chan, GBS, JP  
The Hon. Mr. Justice Patrick Chan Siu-oi, GBM  
Prof. Nelson Chow Wing-sun, GBS, JP  
Prof. Edward Lo Chin-man



## 六十周年誌慶 特刊工作小組

## 60th Anniversary Working Group of Special Bulletin

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