



▲ 舉行「專業人員會議」
Professional Staff Meeting

管治架構

董事會是本會的最高決策機關。透過董事的服務任期及連任次數等更替機制，保持董事會的開放性，而職員會代表的恆常參與亦強化董事會與員工之間的溝通。

董事會之下設立財務及人事委員會、拓展工作委員會及其他管理委員會以討論和推動機構各項工作的發展。因應本會新舊服務單位在處所的裝修及翻新的需求大幅增加，而資訊科技在機構的管理及服務的應用上亦隨著社會的進步而大力發展，故今年內特增設「Renovation and Works Committee」及「資訊科技督導委員會」，為有關工作提供方向及指引。

Governing Structure

The Board of Directors is the highest decision-making body in the Agency and maintains its openness through the succession mechanism of governing board members, which includes the term of office and number of consecutive terms, etc. The regular participation of representatives of the Staff Association at our Board of Directors meetings also enhances our communication with staff.

The Board of Directors established the Finance and Personnel Committee, the Development Committee, and other management committees to promote various development of our Agency. In light of the need for premises renovation, including new and established service units, as well as applying information technology in corporate management and service provision, the Agency established two new committees this year, namely the "Renovation and Works Committee" and the "IT Steering Committee" to provide directions and guidelines.



◀ 週年大會
Annual General Meeting

良好溝通

本會向來重視內部溝通，透過各類會議諮詢員工對機構的策略計劃及各項政策的意見，並藉著每年的「員工滿意度調查」和「員工離職問卷」等收集員工的意見。今年更建構了內聯網，利用資訊科技加強內部資訊發放。此外，董事會成員亦出席及參與不同活動，我們並舉辦「董事會茶聚」，以促進董事會成員、管理層與員工之間的有效溝通，強化機構管治。

Good Communication

The Agency always concerns internal communication with staff. We consulted the views of staff on corporate strategic plans and policies at various meetings and collected their opinions from the annual staff satisfaction survey and exit questionnaire. To achieve more effective internal communication, a CFSC portal has been launched and conveyed the agency information by use of ICT. Moreover, we have also engaged the Board of Directors in various events and tea gathering in order to enhance the communication between the Board, the management and the staff to strengthen the corporate governance.



▲ CFSC內聯網
CFSC portal



◀▲ 舉行董事茶敘
Tea gathering with members of Board of Directors, management and staff.



會章修訂

為回應社會需要並配合相關政府部門及最新公司條例的要求，本會在年前檢視了機構的會章，確立本會在教育、醫療及環保方面的工作目標。今年因應稅務局的建議，進一步完善本會的會章，並獲稅務局根據《稅務條例》第 88 條繼續確認為獲豁免繳稅的慈善機構。

政策指引

為持續強化機構的管治及管理能力，本會今年繼續制定不同的政策，為管理層及員工提供清晰一致的準則及程序指引。當中包括機構對社會承擔責任的「企業社會責任」政策、推動以實證為本的「研究及出版」政策、及配合本會《基督教家庭服務中心賽馬會大樓綠建環評認證及優化工程》的「戶外燈光政策」等。

此外，本會重視可持續發展的實踐工作，在今年簽署了由環保署推行的「惜食約章」，承諾致力減少廚餘。總部大樓今年亦已獲認證為「綠建環評既有建築2.0版綜合評估計劃乙」七大範疇中「場地範疇」的白金級別。

Amendments to the Articles of Association

To meet the ever-changing needs of society, as well as comply with government the regulations of related government departments and the latest Companies Ordinance, the Agency has reviewed the Articles of Association years ago to include the objectives of our education, medical, health, and environmental protection services. This year, in response to advice from the Inland Revenue Department, the Agency further refined our Articles of Association. The status as charitable institution under Section 88 and exempt from all taxes as per the Inland Revenue Ordinance has been retained.

Policies and Guidelines

To enhance our corporate governance and strengthen our management capability, the Agency formulated new policies to provide clear and consistent guidelines and procedures for the management and staff. This year, we created a “Corporate Social Responsibilities” policy to state our commitment to society, a “Research and Publications” policy to promote evidence-based research, and an “External Lighting Policy” which was in line with the launch of the “Christian Family Service Centre Jockey Club Building BEAM Plus Accreditation and Enhancement Project”.

Also, our Agency pursues the practice of sustainability development. This year, we signed the “Food Wise Charter”, which is promoted by the Environmental Protection Department, to demonstrate our commitment to reducing food waste. We are pleased to announce that the BEAM Society has rated our Headquarters’ building as “Platinum” under the “BEAM Plus Existing Buildings Version 2.0 Comprehensive Scheme B” on Site Aspects.



◀ 總幹事郭烈東先生JP簽署由環保署推行的「惜食約章」。
Mr. Kwok Lit-tung, JP, Chief Executive of the Agency signed the “Food Wise Charter”, promoted by the Environmental Protection Department.

質素管理

本會持續透過「質素改善委員會」和「表現管理組」監察整體服務水平的關鍵績效指標及檢視各項服務質素標準，並進行單位內部評估。同時，繼續優化「顧客服務月」、「顧客滿意度調查」及「神秘顧客服務評估」等顧客服務推廣活動，並定期出版「顧客服務資訊」，持續促進機構優質服務文化。

Quality Management

Through our Quality Improvement Committee and Performance Management Unit, we continue to closely monitor the overall performance of the Agency, where we regularly review our service quality and standards, as well as conduct internal assessments to all service units. At the same time, our "Customer Service Month", "Customer Service Survey", "Mysterious Shoppers' Study", and "Customer Service Newsletter" continues to be improved to further cultivate the spirit of quality service.



◀ 舉行「顧客服務月」以提升優質服務文化。
Organised "Customer Service Month" to cultivate the spirit of quality service.

除關心服務上的質素，本會亦關注員工的工作環境。「質素改善委員會」之下另設有「危機管理暨職安健導向委員會」，關注服務單位的安全措施。早前推出並逐步落實《機構職安健管理制度手冊》的內容，更率先為總部大樓內所有服務單位進行內部安全審核。同時，為更快速地通報工傷、意外及特別事故，特別設立了「工傷事故呈報系統」，以便更有效地管理及跟進需要留意的安全風險。此外，繼續透過每月出版的「職安健資訊」及單位職安健統籌員制度的建立，提升同工的職安健意識。

In addition to service quality, the health and occupational safety of all our staff members are of prime concern. Under the guidance of the Quality Improvement Committee, we established the "Steering Committee on Risk Management and Occupational Health" to review safety issues. The "Agency Occupational Safety and Health Management System" developed earlier was adopted step-by-step, and internal safety audits were conducted for all units at Headquarters. Also, an "Incident Reporting System" was established to enable reporting of work injuries and special incidents, so that high-risk issues can be promptly identified and effectively managed. The monthly publication of the "Occupational Safety and Health Newsletter", as well as establishing an "Occupational Safety and Health Coordinator" in all service units can help to continue promoting awareness of occupational safety and health among staff members.



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