

## 總幹事報告 Chief Executive's Report

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



在 2012-2013 年度，我們很感謝匯豐銀行有限公司及陳登慈善基金繼續資助本會的「輔助專業人員計劃」，讓一群退休專業人士，能夠在本會不同服務單位協助推行服務。他們豐富的人生經驗和資源網絡，加強了本會的服務能力。他們是社會服務人力資源的生力軍。

本會的「都市綠洲」計劃，去年的發展有所突破。第一期的「心靈綠洲」園藝治療花園順利於 2012 年 5 月開放，得到傳媒廣泛報導。截至 2013 年 3 月底，「心靈綠洲」計劃已為超過 260 位專業人士提供有關園藝治療的培訓，同時服務超過 950 位需要接受治療的人士。雖然「都市綠洲」第 2 期的「社區農圃」施工稍為滯後，但在解決技術問題後，工程已於 2013 年 2 月展開，預計可於 2013 年底供市民耕種。我們希望藉著「都市綠洲」計劃，在社區推動綠色生活，並透過各項綠色活動，讓參與者啟迪思想、洗滌心靈。

在長者服務方面，本會的智存記憶及認知訓練中心是專為患有前期腦退化症長者而設，並由香港公益金撥款支持至 2012 年 9 月。鑑於服務需求殷切並得到社會的認同，在社會福利署的支持下，本會在觀塘彩霞邨覓得較寬敞的服務會址，又得到凱瑟克基金慷慨撥款支持中心的裝修及 3 年營運經費，使服務得以持續。新中心已於 2013 年 1 月正式開放使用。

本會青年服務的服務主軸是在青年群體中推廣正向文化，其中「正能量青年選舉」是年度重點活動，透過獎勵努力不懈克服困難的青年學生，鼓勵及強化抵抗逆境的正能量精神。計劃受到學校的歡迎；2012 年的選舉收到超過 90 份提名書，學校藉著提名獎勵學生付出的努力。此外，YOU CAN 一潛能發展中心獲得優質教育基金的資助，在 2013 年 3 月推出一項為期兩年的「喜樂的藝術—至『正』校園文化推廣計劃」，結合正向心理學及藝術介入手法於中學推廣正向文化。

青年人的精神健康亦是本會關注的重點項目。得到香港公益金的資助，本會於 2011 年設立了青少年精神健康推廣及治療中心。中心除了與學校合作為有需要學生提供輔導服務外，亦與香港理工大學護理學系合作，進行一連串青少年精神健康的研究。其中一項有關「中學生家庭生活與精神健康研究」於 2012 年 9 月發表，引起社會對青少年精神健康的廣泛關注。

在家庭服務方面，本會的婦女庇護中心恬寧居獲得聖誕老人愛心基金的資助，採用烹飪治療的理念，在 2012 年 11 月推出一項為期一年的「心寧廚房」試驗計劃，以協助受虐婦女紓解情緒困擾，重新得力，面對生活挑戰。

受益於電子科技的發展，本會的長期發展策略是積極運用電子科技以改善服務運作及管理。承蒙社會福利發展基金的撥款支持，本會在 2012-2013 年推行兩項資訊系統的改善工程，分別是人力資源管理電子資訊系統及財務管理電子資訊系統。經過一整年的反覆測試和修正，財務管理系統終於在 2013 年 6 月完成及正式推出，在經過平衡運作後，順利在 2013 年 10 月正式取代運作了超過 10 年的舊系統，新系統為管理人員提供及時和準確的財務資訊，大幅提升財務管理效率，為下一階段發展打下良好基礎。

2012-2013 年，本會的服務繼續朝健康可持續的方向發展。我們很感謝董事會一直以來的支持和指導。我慶幸我有一班盡責投身的同工，每刻為服務使用者和機構獻出最大的努力。展望未來，我們將繼續努力，為服務使用者提供優質服務。

郭烈東

總幹事 郭烈東 JP

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

In the year 2012-2013, we have to thank Coutts & Co Ltd and Chan Dang Social Services Foundation for their continuous support to the 'Auxiliary Professional Scheme' with which a group of educated retirees can assist our units to deliver professional services. Their invaluable experiences and resources network strengthened our capacity in service provision. They are definitely a new source of manpower support for social service.

We had some breakthrough development for the 'Urban Oasis' project last year. The first phase 'Serene Oasis' was completed and the garden open to the public in May 2012. The project was widely reported in the mass media. Up to the end of March 2013, we had provided horticultural therapy training for 260 professionals and over 950 clients had received the therapy service. For the second phase community farming service, the farm plots construction work began in February 2013 after solving the technical problems. We will start the farming service before the end of 2013. The 'Urban Oasis' will be a meaningful project and with which we aim to promote green living in urban city.

Elderly care is one of the core services of the Agency. The Mind-Lock Memory and Cognitive Training Centre is a service for elders with early dementia supported by The Community Chest of Hong Kong until September 2012. As the demand for dementia service was great and with the support from Social Welfare Department, we were able to identify a bigger premises in Choi Ha Estate to expand our services. We are so thankful to The Keswick Foundation who kindly supported the new centre's renovation and 3 years' operating cost. The new Centre commenced service from January 2013.

For the youth service, our core strategy is to promote positive energy and culture in youth population. Among various projects, the 'Positive Youth Award' is an annual initiative to award school youth who was seen to have paid great effort to meet challenges and had gained significant positive growth. This project aims to encourage positive changes. Last year, we received more than 90 nominations from social workers and teachers who welcome the opportunity to recognise their students. In addition, the YOU CAN - Potential Exploration Unit received subsidy from the Quality Education Fund to launch a 2-year project 'Stay Positive - Positive Psychology Education through Expressive Arts' with a purpose to promote positive culture in schools. The Project started in March 2013.

The mental wellness of the young people is our major concern in 2012. With the support from The Community Chest of Hong Kong, we had set up the Centre for Adolescent Mental Health Prevention and Intervention in 2011. Apart from providing counselling services to secondary school students, we conducted a research on the topic 'The Family Life and Physical and Mental Health of the Secondary Students' in collaboration with the School of Nursing of The Hong Kong Polytechnic University. The research report was released to the public in September 2012.

In the area of family services, our Refuge Centre, the Serene Court, got the funding support from the Operation Santa Claus to pilot a new project 'Cook with Hope' for victims of domestic violence using the 'culinary therapy'. The Project started from November 2012 with an aim to help release the participants' emotional disturbance and empower them to face life challenges.

Leveraging on the benefits brought by the advancement of information technology, the use of information technology was our strategy to improve our management and services. With the support from Social Welfare Development Fund, we started 2 big projects in the year 2012-2013, including a Human Resources Management Information System (HRIS) and a Financial Management System (FMS). After more than one year of preparation and testing, the FMS System proceeded to the stage of parallel run in June 2013 and live run from October 2013, to replace the old system which had been used for over 10 years. The new FMS system greatly enhanced the efficiency and accuracy in accounting and financial management and it paved a stronger base for future development.

In the year of 2012-2013, we continued to grow healthily and sustainably. This could never be possible without the collaborative effort of all CFSC people. I would like to express my gratitude particularly towards the Board of Directors for their support and guidance. I am also thankful to have a team of dutiful staff who give total dedication to their work amid the limitation of staff shortage constraints. Looking forward, we will continue to work hard and smart to fulfill our promises of delivering quality service to the community.

Kwok Lit-tung

Kwok Lit-tung, JP  
Chief Executive