

主席的話

Chairman's Foreword

基督教家庭服務中心在1954年創立，至今服務香港已有67年。機構的使命是本著基督的愛服務有需要之人士，致力支持及促進家庭功能，同時協力創造一個可供人們成長及改進的環境。本會透過多元化服務，致力建設一個更美好的香港。

Christian Family Service Centre (CFSC) was established in 1954 and has been serving Hong Kong for 67 years. The mission of CFSC is to manifest the love of God through serving people in need and strives to support and enhance family functioning, and foster an environment in which growth and change can take place. We are committed to serve and to build a better city of Hong Kong through multi-services.

2020-2021年，像其他大城市一樣，香港經濟無可避免受到新冠肺炎疫情的打擊，基層市民的生活保障備受威脅。但也是在這種艱難的處境下，更顯得香港社會的互助精神難能可貴。自從疫情在2020年1月爆發後，我們收到來自不同團體和善長的捐助，讓我們購買防疫物資給員工和服務使用者，同時為社區提供支援，以協助社會應對疫情的挑戰。這些團體包括社會福利署、香港賽馬會慈善信託基金、香港公益金、及其他慈善基金和社區團體。在2020-2021年，我們繼續與其他機構攜手支援社區，包括協助香港公益金批核「公益金及時抗疫基金」的申請，以紓緩市民面對突如其來的經濟壓力；以及協助香港社會服務聯會在觀塘區批核250個失業家庭個案，為每個家庭提供港幣八仟至一萬元的援助。去年五月，與香港中華煤氣有限公司合辦「家饜愛·添溫馨」計劃，為1,000戶受疫情影響的基層家庭提供共三萬個鮮肉饜菜包；在2021年1月，與宏利香港合作推出「宏利『券』顧您健康」計劃，為2,000位低收入人士提供免費健康檢查和自選健康服務；本會Home Cafe亦動用本會「緊急慈善基金」，提供4,000張免費餐券，派發與由社工轉介的家庭。此外，我們十分感謝社會福利署持續為本會員工提供防疫口罩，亦感謝香港賽馬會慈善信託基金資助本會轄下14間住宿宿舍購買物資，改善院舍環境及加強防疫控制。

受疫情影響，去年自負盈虧服務的收入大幅減少，幸得政府「保就業計劃」的津貼，使實際的虧損得以大幅紓緩。另一方面，整筆撥款服務和其他慈善基金資助服務的撥款沒有受疫情影響，對此，本會十分感激資助機構的支持。

In the year 2020-2021, like most of the cities worldwide, Hong Kong's economy was heavily hit by the COVID-19 outbreak and the livelihood of the grassroots was particularly threatened. It was under tough conditions that the mutual help spirit of Hong Kong prevailed. Since the outbreak in January 2020, we received donations of personal protective equipment and grants from multiple sources including Social Welfare Department (SWD), The Hong Kong Jockey Club Charities Trust, The Community Chest of Hong Kong and other charities to support our service users and staff. In 2020-2021, we continued to join-hand with different organisations to provide assistance to people in need. To name a few, we assisted the Community Chest to assess and release "Anti-NCP Rainbow Fund" to help people to overcome financial difficulties. We also assisted The Hong Kong Council of Social Service in the assessment and district coordination for releasing a cash assistance of HK\$8,000 to HK\$10,000 to 250 Kwun Tong families facing sudden unemployment. In May 2020, we partnered with The Hong Kong and China Gas Company Limited to launch a project to provide 30,000 fresh food packs to 1,000 underprivileged families at four districts. In January 2021, we partnered with Manulife Hong Kong to launch a Health Voucher Programme to provide free health check-up and consultation service for 2,000 underprivileged family members who need health support under the epidemic. The CFSC Home Café also provided 4,000 free meals coupons to families referred by social workers with the support from the "CFSC Emergency Fund". For the whole year, we were thankful that CFSC received face masks supply from SWD for our staff, and in March 2021, we received funding from The HKJJC Charities Trust to purchase equipment for our 14 residential care homes to enhance infection control.

在服務發展方面，復康服務在2020年綻放光芒。啟能綜合康復服務大樓內的4項新服務和2項重置服務順利完成裝修工程，並在2020年7月前先後投入服務；蘇屋邨的2項新服務，亦於2020年9月前投入服務；然後在2021年1月，我們再接再厲，投得位於深水埗海達邨的3項新服務項目，包括開辦一間中度智障人士宿舍、一間肢體傷殘人士輔助宿舍及一所綜合職業復康服務中心。裝置工程預算在2022年首季完成並陸續投入服務。

2020-2021年，本會的環保服務方面也獲得長足發展。在2020年5月，我們投得環保署3個「回收便利點」營運合約，並在同年12月順利開設了「綠在大圍」、「綠在裕民坊」、及「綠在寨城」。在2021年3月，繼續投得位於將軍澳寶林里的「綠在西貢」社區回收站營運合約。新單位加上營運多年的「綠在沙田」、「綠在觀塘」，及香港賽馬會慈善信託基金資助的「回收轆轤」流動環保計劃，有助於本會在九龍東部推動源頭減廢及乾淨回收的環保工作。



In 2020-2021, the service provision was interrupted and the income for self-financed services was unavoidably affected. We are thankful that the deficit can be largely compensated by the Government's Employment Support Scheme. On the other hand, benefited from the stable subvention from SWD and the generosity of most funding bodies, the income from Lump Sum Grant (LSG) service and from project fundings could remain unaffected.

Regarding service development, the Rehabilitation Service blossomed in 2020. The fitting-out work of the Kai Nang Integrated Rehabilitation Services Complex (KNIRSC) was duly completed and all six new service units in the KNIRSC commenced services by July 2020. At the other hand, the two new rehabilitation service units in So Uk Estate also commenced operation in September 2020. Furthermore, in January 2021, a new bundle of three rehabilitation services located at Sham Shui Po Hoi Tat Estate was awarded to CFSC. This new bundle allocated to CFSC a Hostel for Moderately Mentally Handicapped Persons (HMMH), a Supported Hostel for Mentally / Physically Handicapped Persons [SHOS (MPH)] and an Integrated Vocational Rehabilitation Services Centre (IVRS).

In 2020-2021, the Environmental Protection and Green Living Core Service also experienced rapid growth. In May 2020, we successfully bid three Community Recycling Stores, namely the GREEN@WALLED CITY Recycling Store in Kowloon City, GREEN@YUE MAN SQUARE Recycling Store at Kwun Tong and the GREEN@TAI WAI Recycling Store at Sha Tin respectively. The three new recycling stores commenced operation in December 2020. In March 2021, we were further awarded the contract to operate the Sai Kung Community Green Station (SKCGS) located at Po Lam Lane of Tseung Kwan O.

The Community Development Services in CFSC was established to serve the underprivileged community and its services are mostly related to housing problems including a service project to support families living in sub-divided units. In responding to the Government's commitment to develop transitional housing, CFSC submitted a proposal to bid a project located at Cheung Sha Wan Cheung Shun Street. The proposal was approved by the Transport and Housing Bureau in March 2021 for CFSC to build a transitional housing with 132 units which targeted to complete in early 2023.

Staff is our assets and we are sensitive to staff's need and morale. In October 2020, Family Leave was introduced as a new type of family-friendly initiatives to support staff to fulfill their carer duty as they

本會設立社區發展服務的目的，是為貧困社區提供支援服務。現時社區發展所提供的服務項目中，很多都和不適切居所有關，包括一項支援觀塘區劏房居民互助計劃。在2020年的施政報告中，政府明確落實發展過渡性房屋計劃，因此本會亦提交建議書，申請在長沙灣長順街的一幅空置土地發展過渡性房屋。有關申請在2021年3月獲得運輸及房屋局批准，並批出款項，在長順街以組合建築方式興建132個居住單位。目標在2023年首季落成。

員工是機構的資產，本會亦持續關注員工的士氣和需要。有見於香港人口老化和小家庭結構，漸漸多員工需要臨時請假照顧家中長者和幼兒，本會遂於2020年10月增設家庭友善措施「家事假」，以體察員工的需要。此外，在會內推行一項為期三個月的「新經理課程」，讓新晉及新到任的經理順利掌握新崗位的挑戰，及早適應領導的工作。第一期的課程在2021年1月展開。同時，又舉辦「優秀服務項目嘉許計劃」，獎勵在過去兩年表現突出的服務項目。我們很高興參與的團隊十分踴躍，參賽的26個項目中有15項被評為優秀，而在14個參與「最具潛質服務計劃」的項目中，則有8項服務獲得嘉許。

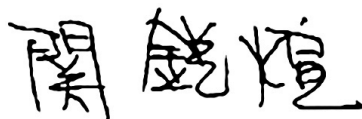
現任總幹事將於年內退休，董事會在2020年7月成立「招聘委員會」，跟進繼任事宜。2021年3月，董事會通過擢升助理總幹事梁少玲女士為副總幹事及提升服務總監陳鳳雯女士為助理總幹事。

最後，本人謹代表基督教家庭服務中心感謝各政府部門、各慈善基金、諸位善長、贊助團體、各輔助專業人員和義工等在過去一年的支持，亦衷心感謝各董事、諮詢委員會委員、服務顧問、及各同工的參與和付出，使本會服務在疫情中仍能穩步向前，持續為社會提供優質和適切服務。

were found having the need to take care of their parents or young children from time to time. In addition, a 3-month management course was designed for new managers who were hired or promoted to the leadership position and the course started in January 2021. To recognise staff's effort and to encourage outstanding performance, an "Outstanding Service Projects Award" (2020) was organised to recognise outstanding projects implemented in 2018 and 2019. We were glad to see there were 15 projects selected as outstanding among 26 entries and 8 projects selected as potentially outstanding among 14 entries.

To implement the succession plan for the Chief Executive who is going to retire in one year's time, a Recruitment Panel under the Board was formed in July 2020 to search for suitable successor. In March 2021, the Assistant Chief Executive Ms. Ivy Leung Siu-ling was promoted to Deputy Chief Executive position and the Programme Director Ms. Angel Chan Fung-man promoted to Assistant Chief Executive to facilitate handing over of duties.

Lastly, I felt grateful to many who have contributed a lot to the work of CFSC especially at times of pandemic. I would like to thank the government departments, various charities trusts and foundations, generous donors, sponsoring organisations, volunteer organisations, auxiliary workers and volunteers. I would also like to thank my colleagues in the Board for their trust and support, and all the staff for their devotion which has enabled CFSC to continue to move forward.



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