

Chairman's Foreword



In 2022-2023, Hong Kong gradually emerged from the devastation of the pandemic. As a social service organisation rooted in the community, Christian Family Service Centre remained as committed as ever to supporting vulnerable community members and those in need during their return to normalcy and the new challenges that came with it. By providing diverse services and cross-sector collaborations, we aim to reinforce our service philosophy of “Person Oriented, Family Centred” to create a compassionate and caring society together with our partners.

Over the past year, Hong Kong society was shaken by unexpected incidents of varying magnitudes that drew increased attention to mental health issues. In the 2022 Policy Address, the Chief Executive outlined various mental health policies, aiming to raise public awareness. As a people-centric social service organisation, we are deeply concerned about the mental health needs of the general public. Our Mental Health Services have always endeavoured to promote interdisciplinary collaborations, understanding and mutual support, in order to build a society where people with different mental health needs can feel engaged, included and accepted, under the pillars of early identification and early intervention. Creating a mentally healthy community is one of our key service priorities. In July 2022, we launched the “Bear Your Health: Self-Health Management Project” and introduced the International Classification of Functioning, Disability, and Health (ICF) framework for the first time. The programme allows for a consolidation of the medical and social perspectives regarding a person’s health status and facilitates effective communication among professionals from various fields, which fosters the development of more targeted intervention plans and outcome measurements, in an effort to help residents of the Tseung Kwan O area and service users in our mental health hostels advance towards their goal of positive community engagement.

Strengthening families’ functioning and mental well-being is another area of special focus for us. We incorporated the Acceptance and Commitment Therapy approach as an intervention framework and applied it to the Jockey Club Early Intervention and Community Support Project for Parents. Through diverse educational community activities, we served nearly 20,000 parents, using interventions designed to improve their individual resilience across different aspects of life.

Urban Oasis is another critical piece of the puzzle when it comes to supporting the emotional well-being of our community. We introduced a one-year programme called “Green Life@3H Recovery Action” in September 2022. Through horticulture, we are educating members of the public on nature and green skills to raise awareness about emotional health and alleviate the stress of urban living, focusing on 3H – Health, Happiness and Healing.

As society returned to normal, challenges abounded for all walks of life. Underprivileged families were particularly susceptible to issues relating to their children's education, unimproved living conditions, insecure livelihoods and the rising cost of living, all of which called for a certain level of support. This year, we launched multiple poverty alleviation initiatives supporting these families. One such initiative was the "CRISSCROSS" Social Housing Project. Supported by the "Funding Scheme to Support Transitional Housing Projects by Non-government Organisations" of the Housing Bureau, and developed and operated by CFSC, the initiative consisted of four transitional housing projects located in Cheung Sha Wan and Tseung Kwan O, offering 1,211 residential units in total. The construction of the first project, "Shun Ting Terraced Home" in Cheung Sha Wan, was completed and residents gradually moved in. Construction work on the remaining three projects in Tseung Kwan O is also in full swing. One of our main goals when we were conceptualising the project was to help underprivileged families put down roots in the city. Therefore, we named it "CRISSCROSS" to symbolise our hope to assist them in starting their families in the city and maintaining harmonious relations with their neighbours, thereby creating a caring community.

We also implemented the "Home Learning Programme for Underprivileged Families" to support families living in subdivided housing units with infants and toddlers aged 0 to 3. Supported by the Simon K.Y. Lee Foundation and coordinated by the Chinese University of Hong Kong and the City University of Hong Kong, the programme follows the Routine-Based Early Intervention model and provides grassroots parents with home-based parenting guidance, in order to enhance their abilities to care for their children and address the physical and mental needs of all family members.

An ageing population means that community members who take care of the elderly and people with disabilities are themselves experiencing ageing. The "double ageing" problem poses significant challenges for social services and highlights the importance of caring for the mental well-being of carers, who are regularly under immense pressure. To strengthen our support for carers, various support services have been introduced for the carers of the elderly and people with disabilities. These initiatives unite community members and organisations to form a carer support network. One such project is "Caring Buddies - Home Respite Programme for the Intellectually Disabled", a programme supported by the Lee Hysan Foundation, which provides in-home respite and companion care services for people with intellectual disabilities. Furthermore, Inclusive Affairs, supported by the Community Investment and Inclusion Fund, launched a three-year project called "Inclusion and Care Together", with the aim of training community members as "Inclusive Buddies" to alleviate the pressure faced by carers of people with disabilities. Our Elderly Care Services also offer a range of emergency support services for carers of the elderly, including home-based support, home visits and companion care services, to give them moments of respite and help them overcome loneliness.

In recent years, extreme weather events caused by climate change have become an issue of concern for every member of society. Persistent heat waves and frequent extreme precipitation pose serious threats to our health and environmental safety. While emergency preparedness is crucial, environmental protection should always take priority. Through our Environmental Protection and Green Living Services, we strive to enhance public awareness of environmental protection and promote behavioural changes, and by encouraging every individual to take action, we can improve the way of living in our city. This year, we expanded operations at four recycling stores under the "GREEN@COMMUNITY" project, including "GREEN@YU MAN SQUARE", "GREEN@WALLED CITY", "GREEN@HUNG HOM" and "GREEN@TO KWA WAN". As part of our involvement in the Green Employment Scheme run by the Environment and Ecology Bureau, we offered full-time and part-time job opportunities to over 95 young individuals who were passionate about environmental causes, in order to give them a head start on their future careers, while enabling them to pursue their career aspirations and build a pipeline of talent to meet the diverse demands of environmental work.

Promoting healthy living is also a key focus of our Agency. To tie into the government's active drive for collaboration between the medical and social sectors and the related policies in recent years, our Primary Health Care Services have been working tirelessly to connect social service organisations with primary healthcare providers to address community needs. During the pandemic, with the support of The Hong Kong Jockey Club Charities Trust, we forged a tripartite partnership with the government and 25 private clinics across Kwun Tong, Wong Tai Sin and Shum Shui Po Districts, to provide affordable outpatient consultations to over 9,000 eligible non-COVID-19 patients. Additionally, our team expanded their services to include community pharmacies and established the "Diamond Hill Family Pharmacy", offering personalised health support services to the elderly patients with chronic conditions and nearby residents.

CFSC has always firmly believed in providing timely and high-quality social services, but staff attrition and the difficulties of recruiting new staff have placed a heavy burden on our operations. In recent years, we actively explored different work models and implemented measures, such as flexible working arrangements, to attract and retain talent. Two of our elderly care homes also participated in the "Supplementary Labour Scheme", which opened up new ways for us to hire frontline workers. In addition, we are committed to promoting cross-sector collaboration to support the diverse needs of our service users. With the full reopening of the borders and growing interactivity within the Greater Bay Area, we will continue to explore new service needs and seize opportunities to exchange insights with social organisations from Mainland China, so that we can share and learn from each other, which will be beneficial in developing new service models that can respond to the ever-changing needs of society.

Looking back at the past year, we have stable development driven by policies and the efforts of our colleagues. There were many challenges, but there were also opportunities for us to work towards achieving our mission, demonstrate our vitality in terms of innovation and sustainable development, and fulfil our responsibilities to society. I would like to thank all the government departments, charitable foundations, donors, sponsors, auxiliary workers and volunteers who have shown us their wholehearted and generous support. My heartfelt gratitude also goes to my fellow Board members, members of the advisory committees, our service consultants and all our staff members for their participation and contributions, as they form the backbone of our organisation. Next year will mark the 70th year since our establishment in 1954. As we celebrate this milestone, we will take the opportunity to bring our stakeholders together, enhance our service quality, recognise our service achievements and encourage continuous improvements. We will continue to support vulnerable communities and grassroots families through whatever challenges may lie ahead and help them build better lives.



Professor Alex Kwan Yui-huen
Chairman