

# Chairman's Foreword



For the last seven decades, Christian Family Service Centre (CFSC) has been manifesting the love of God and serving the residents of Hong Kong by helping those in need, supporting families and engaging deeply with the local community. Since its beginnings in 1954, CFSC has evolved over the course of seven decades from an institution dedicated to helping refugees into an innovation-driven establishment that is helping our service users overcome barriers through a wide spectrum of professional and high-quality social services. Our service areas include children and family services, elderly care, rehabilitation, active ageing services, youth and education, mental health, community development, primary health care, environmental protection and green living. Our journey has been one marked not only by challenges, but also by the collective efforts and gratitude of our team and the community, as we continue to cherish the opportunity to contribute to our society.



CFSC has maintained an unwavering commitment to developing new services that meet the needs of our society. Following the launch of our new three-year Strategic Plan last year, we remain committed and have continued to solidify our existing services by leveraging on our years of experience and strengths in serving communities and making connections between various resources to address service gaps, while preparing for future challenges. Looking back on 2023-2024, we have focused on addressing several key social issues of public concern and have forged strategic partnerships with the government and relevant stakeholders to support our service users in helping to build a healthy society.

Community rehabilitation support is one of our key areas of development. Last August, we launched a two-year Pilot Project on Integrated Community Rehabilitation Centre (ICRC) with funding support from the Social Welfare Department's Lotteries Fund. The aim of this initiative is to provide continuous centre-based training and an interconnected network of door-to-door community support services for people with severe disabilities who live at home and have intensive care needs as well as their carers. In particular, the project uses a flexible mix of day care and home care services, combined with interventions delivered by a multi-disciplinary team and advanced rehabilitation equipment and technology products, to establish a comprehensive structure comprised of rehabilitation objectives, interventions, assessments and evaluations under the International Classification of Functioning, Disability and Health (ICF) framework. We recognise the importance of including service users in the process and encourage them to formulate personalised rehabilitation plans under the theme of "hope". We have high hopes for this innovative service model and expect that it will contribute valuable insights and first-hand experience to the industry.

In Hong Kong, one in 10 adults aged 70 or above is suffering from dementia, with the prevalence increasing to one in three for those aged over 85\*. This presents a significant challenge for the elderly care services. To promote the early identification and appropriate treatment for elderly persons with dementia in the community, our Mind Delight Memory and Cognitive Training Centre participated in the "Brain Health – Dementia Screening and Community Support Project". The aim of the project was to delay cognitive deterioration and to maintain a good quality of life through early identification and diagnosis, as well as through fast-tracked support for the elderly and their carers in Kwun Tong and Wong Tai Sin Districts. Due to illnesses, losing one's spouse, as well as issues such as children's emigration or financial difficulties, resulting in elderly people becoming

\*Source: The Elderly Health Service of the Department of Health and the Department of Psychiatry at the Chinese University of Hong Kong

vulnerable to the loneliness and social isolation associated with the loss of family support, which can have a serious impact on their lives. To enhance our support for elderly people who are living alone or who are socially isolated, we have joined the Hong Kong Jockey Club Charities Trust's "Reach to Bridge" Community Elderly Support Project to offer early identification and timely assistance to help elderly individuals living alone in Kwun Tong reconnect with their community.

With the elderly population growing in both number and proportion, Hong Kong is set to enter what the World Health Organisation defines as a "super-aged" society. Gerontechnology is an effective tool for helping the elderly live more independently, healthily and comfortably. This year, we organised a team visit to Singapore, where we had the opportunity to interact with local experts and explore the latest developments in digital technology and gerontechnology. This trip gave us first-hand insights into how innovative technologies can create a comfortable and autonomous lifestyle for the elderly, as well as people with disabilities and their carers. Through discussions with local government departments and over ten social welfare organisations, we also gained deep exposure to different strategies and challenges related to digital transformation. These valuable experiences have cemented our confidence in integrating digital technology into more aspects of our services. Looking forward, we will continue to embrace innovation and actively explore opportunities and practices in this area to provide higher-quality and personalised care for our service users.

Mental health issues continue to be at the forefront of social concern. Our Mental Health Services advocates for a strengths-based approach to providing diverse and evidence-based professional services. This entails internal efforts to guide service users through their personal strengths and enhance their resilience and external connections with community stakeholders to foster an inclusive and caring community. That being said, there remains a need for mental health information to be more accessible, approachable and palatable to the public. Our Mental Health Ambassador, Bear Bear (Bear Your Mind), has taken on this important mission by sharing mental health information regularly on social media and joining forces with the Store of Happiness – The Mobile Van for Publicity Service on Mental Wellness to promote mental health awareness within the community.

Young people are also experiencing an alarming rise in mental health problems. Our Youth and Education Services invited representatives from ten secondary schools with in-house social workers to attend two community partners roundtable meetings. The goal was to strengthen the partnerships between community stakeholders and schools, and to collaboratively explore and exchange new service ideas for supporting young people. As part of our efforts to support young people, we have continued to deliver the "Stop Bullying, Step Forward, We Need YOU!" programme with renewed funding from the Community Chest of Hong Kong this year. Using group sessions and art interventions, the programme allowed students who have experienced bullying to navigate complex subjects of interest and to engage teachers who can help them rebuild confidence and find hope at the end of the tunnel.

To stay aligned with the strategic directions outlined in the Hong Kong government's "Primary Healthcare Blueprint", namely, "prevention-centric", "community-based", "family-centric" and "early detection timely intervention", the Agency founded the Diamond Hill Family Pharmacy last June. Operated by registered pharmacists, the pharmacy serves as the first point of contact between residents and the local health care system, by offering professional dispensing services and health consultations and by connecting with other health care providers in the community. Driven by our community-based and prevention-oriented approach, we have also participated in the Jockey Club "WeWATCH Healthy Lifestyle" Project, the first public health project in Hong Kong to apply the "lifestyle medicine" model to the prevention of chronic diseases and to promote lifestyle changes as a way to improve health. With the help of personalised guidance from health management coaches and 24/7 health tracking on a smartwatch, the project has encouraged middle-aged working adults in Sha Tin and Kwun Tong Districts to develop health awareness and lifestyle habits that are helping to prevent or delay the onset of chronic diseases.

Providing high-quality social services has always been one of the core beliefs of our Board and our staff members. To enhance the Agency's governance and ensure the quality of our services, an Internal Audit Unit was set up on 1<sup>st</sup> March 2024. The unit is run by our staff members who are independent from our daily operations and management, and it regularly reports to the Board through the Committee on Reviewing Corporate Governance and Management Audit. Its responsibility is to review potential risks and relevant controls in the financial, operational and compliance aspects of various departments and service units, while identifying strategies and ways to improve our operational efficiency.

In 2024, we kickstarted our 70<sup>th</sup> anniversary celebrations with a series of events. The theme of the celebration, “One Family • One for Many”, symbolises our untiring efforts in engaging our internal and external partners and stakeholders, while harnessing teamwork to provide people-centred and holistic support and care services. We are grateful for every member of our family, who has showcased their strengths and put their hearts and souls into serving the public. My gratitude also goes out to all the government departments, charitable foundations, donors, community organisations, stakeholders, volunteers and service users, as well as the Hong Kong Jockey Club and the Community Chest of Hong Kong for their continued support over the years. Looking forward, we will remain committed to working together to support the public and will push the limits in excellence and innovation in response to societal changes, in order to bring hope to those in need and contribute to a better, more inclusive community.



**Rev. Daniel Li Yat-shing**  
Chairman

