

## 展望未來 Looking Forward

踏入 2013-2014 年，不少重要的工作早已被排到日程上。

其中一項任務是把黃大仙區的勵志中心轉型為樂力長者日間訓練中心，並在 8 月底前完成裝修工程，以配合政府 9 月起推行的「長者社區照顧服務券試驗計劃」，為體弱長者提供日間照顧場地。

與照顧長者關係密切的另一項任務，是如何紓緩照顧員嚴重短缺的問題。由於照顧長者和弱能人士是辛勞的工作，有關行業難以吸引新人加入，導致照顧人手嚴重不足。短暫的影響是加重了現職照顧人員的負荷和壓力，若長久未能解決，將會影響服務質素。為此，我們已成立了專案工作小組，從多方面研究如何吸引新人加入本會的照顧員行列，使有足夠人力應付日益重要的照顧工作。

隨著新「財務管理電子資訊系統」於 2013 年 10 月正式推出後，另一項重要的「人力資源管理電子資訊系統」將於 2013 年底進入測試階段，我們預期這個新系統將會為機構行政帶來不少改變。此外，我們已於 2013 年 6 月底向社會福利

Entering the year of 2013-2014, the calendar had already been filled with important tasks.

One of our priority works was to transform the Lai Chi Centre in Wong Tai Sin District into the Lively Elderly Day Training Centre. We needed to complete the renovation before end of August 2013 so that the Centre could be made good to provide day care for frail elders as required by the 'Pilot Scheme on Community Care Service Voucher for the Elderly' which had to commence in September 2013.

Closely related to the challenge of care, we have to face the challenge of shortage of care staff. Serving elders and disabled persons is a tiring job and the sector is not able to attract enough new bloods. The shortage of staff seriously intensifies the burden of the existing helpers and will certainly hamper the provision of quality care in the long term if the problems cannot be solved. We have set up a task group to study the issue from multiple perspectives and to seek possible solutions to attract and retain care staff so that we can be able to meet the increasing demand for care.

Following the successful implementation of the 'Financial Management System' (FMS) in October 2013, the next big IT project will be the 'Human Resources Management Information System' (HRIS) which will proceed to the testing stage at the end of the year. It was anticipated that we need to change a lot of daily practices accompanying the launching of the new HRIS. To go a bit further down the road, we have submitted a proposal to the Social Welfare Development Fund in June 2013 to seek funding to implement more IT initiatives to enhance business processes.

發展基金提交新一輪的申請，提出多項利用資訊科技改善服務和管理的計劃建議，以配合本會較長期的發展需要。

在 2013-2014 年，我們也會積極參與扶貧的工作。香港特別行政區政府扶貧委員會已於 2013 年 9 月的扶貧高峰會上為香港社會定下貧窮線。根據政府的界定，觀塘區的貧窮人口最多。本會前線社工在日常工作中經常接觸到貧窮家庭、貧窮長者及「劏房」家庭。我們很高興社會對貧窮家庭有更大的關注。我們將會研究如何更聚焦於協助貧窮家庭，亦會爭取透過申請社會創新基金去支援長者。

2014 年是本會踏入 60 週歲的一年，為了慶祝這一個重要日子，本會已成立委員會，為各項慶祝活動進行籌備工作，同時，亦希望把握這個慶祝 60 週年的機會，向社會人士推廣機構的服務。

最後，2013-2014 年亦是本會草擬策略計劃週期的開始，我們會組織不同的會議，廣泛聽取同工及持份者的意見，以確定未來幾年的工作重點，及凝聚一個更團結的服務團隊，為社會服務。

In the year 2013-2014, we attempt to increase our involvement in poverty alleviation. The Commission on Poverty of the HKSAR Government announced in the Poverty Summit in September 2013 that a poverty line will be drawn to help steering of policies to alleviate poverty. According to the poverty line defined by the Government, Kwun Tong District has the biggest number of poor people and poor families. Our frontline social workers in their daily work encounter numerous families living in poverty as well as families living in sub-divided flats and we are glad that the Government and the community will put more concern and effort in this area. In echoing the Government's policy direction, we will further focus our work and establish appropriate projects in helping the poor families. We will also consider applying the Social Innovation Fund to support our initiatives.

CFSC will enter its 60th Anniversary in 2014. To celebrate this important milestone, a task group has been set up to organise and coordinate celebration activities. We will make use of this opportunity to promote our services to the community so that more people can be benefited from our services.

The year 2014 will also be the year of strategic planning for the Agency. The present strategic plan guides our work until 2014 and we have already started to involve our staff in the creation of the shared future. We will also invite our stakeholders to give their views and to consolidate the views into a shared strategic plan for CFSC. The year 2014 will be the year linking the past and marching to the future.