



Christian & Missionary Alliance Church Union Hong Kong Limited
基督教宣道會香港區聯會



2014-2015 社會服務年報

Annual Report of Social Services

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宣道會會徽及機構宗旨

The Alliance Emblem & Objectives



宣道會會徽

宣道會初創時，即已開始用十字架、洗濯盆、油瓶和冠冕，來象徵基督福音的完備性。



十字架

象徵基督的死
作成每個信徒的
救恩



洗濯盆

象徵神使我們成聖
的恩典，使我們
每日從罪中得潔淨



油瓶

象徵聖靈和醫治



冠冕

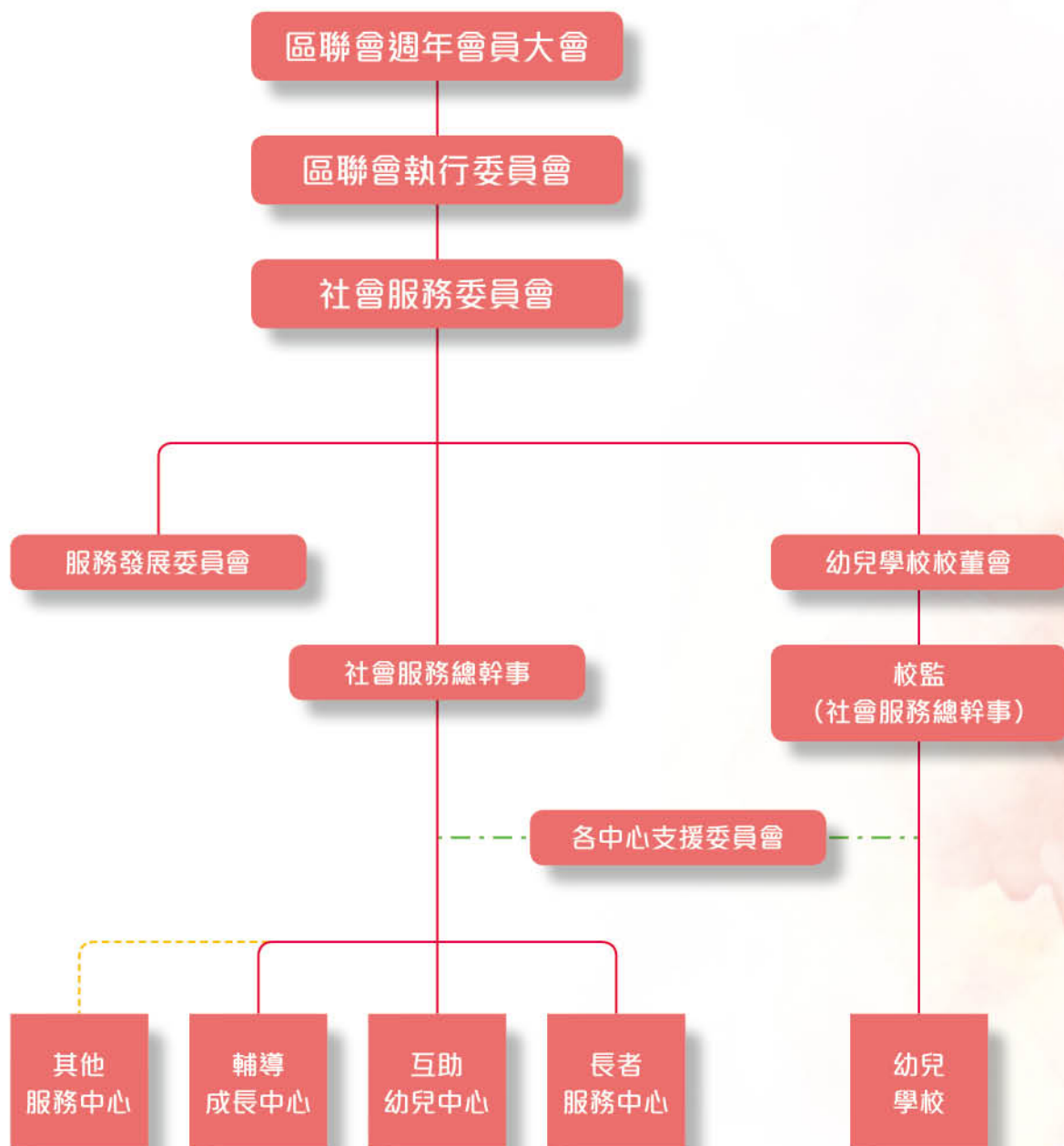
象徵主的再來，
和那些分享基督
榮耀的信徒所獲得
的獎賞

機構宗旨

以基督愛人精神，傳揚福音，關懷全人，服務社群。

社會服務組織架構圖

Organization Chart



—— 代表直接督導

-.-.- 代表提供支援

-.-.- 代表提供協助

迎難而上

Move Forward in the midst of Challenges



陳茹九牧師
社會服務委員會主席
Rev. Chan Yu-kow
Chairman of C & M A
Social Services Committee

香港經歷了動盪不安的一年，社會充滿了各樣的矛盾，無論是港人之間，還是中港之間，各式的爭論無日無之。這使社會服務有舉步為艱的感覺，另一方面正因這些問題的湧現，更顯得社會服務的重要，讓撕裂的社會仍覺有溫情。

政府因應社會上不斷湧現的問題和需要，推出不同的政策，無論是老人、貧窮、青年就業和幼兒教育問題，好像是回應問題，但卻令業界疲於奔命。宣道會社會服務只是中小形的服務機構，面對這些要求也只有迎難而上，力求做到政府要求，更盼望是能幫到有需要的人仕。

長者服務方面我們繼續原有正在推動的工作，如宣健服務、好友益智計劃等，這些計劃正回應長者們的需要而推出的。而幼兒服務方面因應教育局提出的改革計劃，我們也努力的預備，讓幼兒和家長得到最佳的服務。而整個機構也面對社署提出的「最佳執行指引」計劃而需要作出回應和改動，使我們在人手不足的情況下卻要面對大量的工作，同工們只有迎難而上，努力的達到要求。

宣道會社會服務本著基督愛人的精神去服務社群，我們願意成為一個以人為本的服務機構，幫助有需要的人，特別一些弱勢社群，我們可預見必定有很多困難，但我們願意迎難而上，讓有需要的人得著幫助。

It was a year of uproars in Hong Kong. The society was full of conflicts among Hong-Kongers and in between China and Hong Kong. Arguments were unceasing. On one hand, all these made social services seem harder to step forward. On the other hand, these issues revealed the importance of social services, which could give warmth to this wounded society.

The Government launched different policies in regard to issues and needs cried out from the society, which included elderly, poverty, employments of young people and early-childhood education issues. The Government seemed to respond to the problems, but the industry was tired of working them all out. C & M A is just a small medium sized organization. It was not easy for us to respond to all these demands and to meet the Government's criteria on our endeavor basis. Despite all these challenges and difficulties, it is our heart to help those in need at the end.

We will keep running our current elderly services, such as physiotherapy service and Good Companion scheme, etc. These were launched according to the needs of the elderly. We were also preparing hard for a revised plan for our children service according to Education Bureau, so that our children and parents could receive the best service. Meanwhile, owing to Social Welfare Department's Best Practice Manual, our organization had to make response and changes accordingly. We got all our hands full but with a shortage of manpower. Our staff gave their best and together moved forward in the midst of all these challenges.

C & M A Social Service served the community based on the love of Christ. We are so willing to be a people-oriented organization to help the needy, especially the deprived group. We can foresee that there will still be many difficulties, yet we will put our shoulders to the wheel such that the needy can be reached.

把握機遇，謙卑服侍

Grab the Chance and Serve Humbly



劉國華先生
社會服務總幹事
Mr. Lau Kwok-wa
General Secretary for
Social Services

政府為應付日增之長者服務需求，自 2014 年 10 月起，除將 51 間長者活動中心升格為長者鄰舍中心外，並就長者鄰舍中心的服務範疇作出提升，加強中心對長者提供社區支援服務的角色，包括加入安老服務統一評估、增強長者輔導及照顧者支援服務等。

雖然政府因此而增加了中心資源，但僅足用來增加社工人手以應付加添了的服務量出的要求。然而這次服務優化計劃，正好引證了機構的長者服務在過去幾年發展的先驗計劃走對了方向。我們的長者鄰舍中心數年來聚焦在如何為長者開設更多社區支援或便利長者的服務，使長者能够和家人及在熟悉的社區中安老生活。各中心近年發展的服務是以社區為本，為長者提供直接到位的協助，如「耆伴同行」義工照顧長者、「宣健」物理治療、「好友益智」支援認知障礙長者及家屬小組等；同時中心亦提倡長者友善社區行動，包括改善中心環境及鼓勵長者向公共機構及政府對社區設施及公共政策提出意見。機構在發展服務的同時亦加強了內部培訓，提高專業社工實務效能，特別在輔導專業能力的提升，配合服務發展的要求，這正好為這次的服務的優化及擴展作了基礎的部署。

這次服務优化的目標除擴展中心服務範疇外，社會福利署對中心負責的地域界限亦有更具體

In order to cope with the upsurge in service demand of elderly service, the Government had upgraded 51 Social Centres for the Elderly to Neighbourhood Centres (NEC) since October 2014, and enhanced the extent of service of NEC, so that the supporting role of the centres could be reinforced in the communities. This enhancement included adding in standardized care need assessment for elderly services, strengthening elderly counselling services and caregivers' supports.

Albeit the Government increased the resources regarding to the enhancements, they were merely enough to recruit more social workers to handle the increased output of Funding and Service Agreement. Yet, this enhancement scheme proved that our organization had been on the right track to develop the pilot schemes over the past few years. Our NEC aimed at increasing community supports or elderly-convenient services in the past few years, so that the elderly could enjoy their old age life with their families in the communities they are familiar with. The services our centres recently developed were all community-based so as to meet the need of the elders, such as companionship scheme, physiological services, Good Companion programme for the elderly with dementia and their families. Meanwhile, the centres also advocated the age friendly community movement, including improving centres' environments and encouraging the elderly to share their opinions on community facilities and public policy with public organizations and the Government. Our organization developed services and strengthened internal trainings at the same time. These were to enhance the effectiveness of our professional social workers in practice, especially counselling, that went alongside with the service development criteria. These had laid a foundation for the improvement and expansion of services.

In this enhancement scheme. Social Welfare Department had also delineated service boundary for each NEC, so that the elderly in designated areas could seek helps from the neighbourhood centres. Having implemented the supporting services for the past years, our centres had built good working relations with local units and community groups. Hence, we obtained rich experiences in accepting

的協調，各中心有特定的服務地區，該區的長者便可向中心尋求協助。本機構各中心過去因推行各樣支援服務，和地區單位及社區組織建立良好的工作關係，因而在接受轉介、活動協助、資源互用等都有豐富經驗，促使這次中心服務擴展得以順利過渡。

本年重點長者服務項目是支援認知障礙症長者及其家屬照顧者。得到公益金的資助，「好友益智」計劃踏進第三年，過去兩年接受服務的長者及家屬表達，他們所得到的支援及協助是最實際及具成效的。計劃報告亦顯示小組訓練及各樣活動對長者的認知、社交及情感幾方面均有明顯幫助；而且照顧者的壓力亦有相當程度的消減。另外，「生命故事」是「宣道•關愛•同行」行動計劃的年度活動，這次活動能動員參與計劃的宣道會各堂會青年人及婦女義工，透過探訪及面談和長者回顧生命歷程。面對未來長者服務的需求，義工服務發展是必不可少的基本元素，堂會是一個重要義工資源。

幼兒服務方面，免費幼稚園教育委員會即將向教育局提交研究報告，就本港未來免費幼稚園教育作出建議。機構幼兒學校屬於長全日運作模式，因過去學券制下，學校得不到合理資源分配，我們會繼續積極向免費幼稚園教育委員會發表意見，期望能為幼兒爭取合適的資源及最理想的學習環境。同時，各校同工抱著專業精神，投入更多的熱誠，維持優質的幼兒教育及照顧。校長及教學團隊會持續自我評估、改善課程及實踐具效能的教學方法；學校亦有針對性引入外界專家，對課程整理、專題教學技巧、語文教學及特別需要幼兒的支援上，為幼師作出多方面的培訓。加上駐校輔導員計劃，使各校的家長輔導工作及幼兒成長學習添加更佳成效。

referrals, activity collaborations and sharing resources. With these experiences, our service expansion could have a smooth transition.

Our highlighted elderly service project this year was to support the elderly with dementia and their family caregivers. Thanks to the Community Chest of Hong Kong, it turned into the third year of our “Good Companion” programme. In the past two years, the elderly and their families noted that the supports and assistance from this programme were the most practical and effective. The programme report also showed that small group trainings and other activities were helpful to elderly’s cognition, social relations and emotions. Moreover, stresses on their caregivers were diminished to a certain degree as well. Besides, the life story programme was the annual event under “C & M A, Care and Companion” movement. Young people and women volunteers from different C & M A churches could review the elderly’s past through visits and interviews. While facing the demand of elderly services in the future, the development of voluntary work will become more essential and churches will be an important source of volunteers.

The Committee on Free Kindergarten Education will soon submit their investigation report concerning Hong Kong’s free kindergarten education in the future. Our nursery schools had been operating in long whole-day mode. Due to the education voucher scheme operated in the past 12 years, our schools had not been allocated a reasonable amount of resources. Hence, we will keep giving opinions to the Committee to fight for a better learning environment and suitable resources for our children. At the same time, our staff will hold on to professionalism and put into more passions to maintain a high quality children education and care. Our principals and teaching teams will continue on self-assessments, curriculum improvements and implementation of effective teaching methods. Schools had also invited external experts to train up our teachers in different aspects, such as curriculum management, project teaching skills, language teaching and supports for special educational need children. Together with our school-stationed counsellors project, a fruitful result could be seen in parents counselling work and children’s developmental learning.

社會福利署在2014年7月推出了「最佳執行指引」，要求受政府整筆撥款資助機構對其機構管治、財務與人事管理三個範疇作出檢視及持續改善。我們按執行指引建議，並且配合機構之管治架構、既有會計程序及人事管理系統，撰寫了第一組指引相關的政策及執行情序，經社會服務委員會討論後，再由社會服務總幹事向各中心職員進行解說及諮詢。綜合意見後期望正式於一五至一六年逐步實行，而第二組指引的撰寫及執行估計會於一六至一七年完成。其實部份指引已於去年開始實施，包括於年報財務報告中交待機構的整筆撥款及公積金儲備情況，讓同工及公眾得知。本年機構暫無需動用整筆撥款儲備，不過仍會配合年度計劃及預算籌備周期，討論設定儲備的水平及運用。使用原則會按社會福利署整筆撥款手冊所規定的範疇作考量。

機構管治需要持續完善，使到行政管理、服務運作，工作交待各方面得到平衡發展，同時我們仍須抱著謙卑服侍的心志，為有需要的群體得到適時及適切的協助而努力。

Social Welfare Department had launched the Best Practice Manual since July 2014, which requested all organizations receiving lump sum grants from the Government to review and improve their governance, finance and human resource management. In accordance with the Best Practice Manual, we had written the first set of policy and implementation procedures with regard to our organizational structure, existing accounting procedures and human resource system. This first set had been discussed by our social services committee, and then our General Secretary presented it to our staff at centres for their comments. It is expected to be implemented in 2015/16 after the integration of all opinions. And the writing and execution of the second set are expected to be accomplished in 2016/17. Indeed, part of the guidelines & procedures had been implemented since last year, including publishing annual financial reports on lump sum grants and provident funds in the agency annual report, which were to disclose to staff and the public. We still do not need to use the lump sum grants reserve, yet we will discuss the set level and usage of the reserve according to our year plan and budget. The principle of usage will make reference to Social Welfare Department's lump sum grants manual.

Our organizational governance should have continuous improvements so that the development of administrative management, service operations and accountability can be balanced. At the same time, we strive for provision of services to the needy at the right time with a humbled heart.



「職安培訓日」全體員工大合照