



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

2015-16 社會服務年報
Annual Report of Social Services



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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。



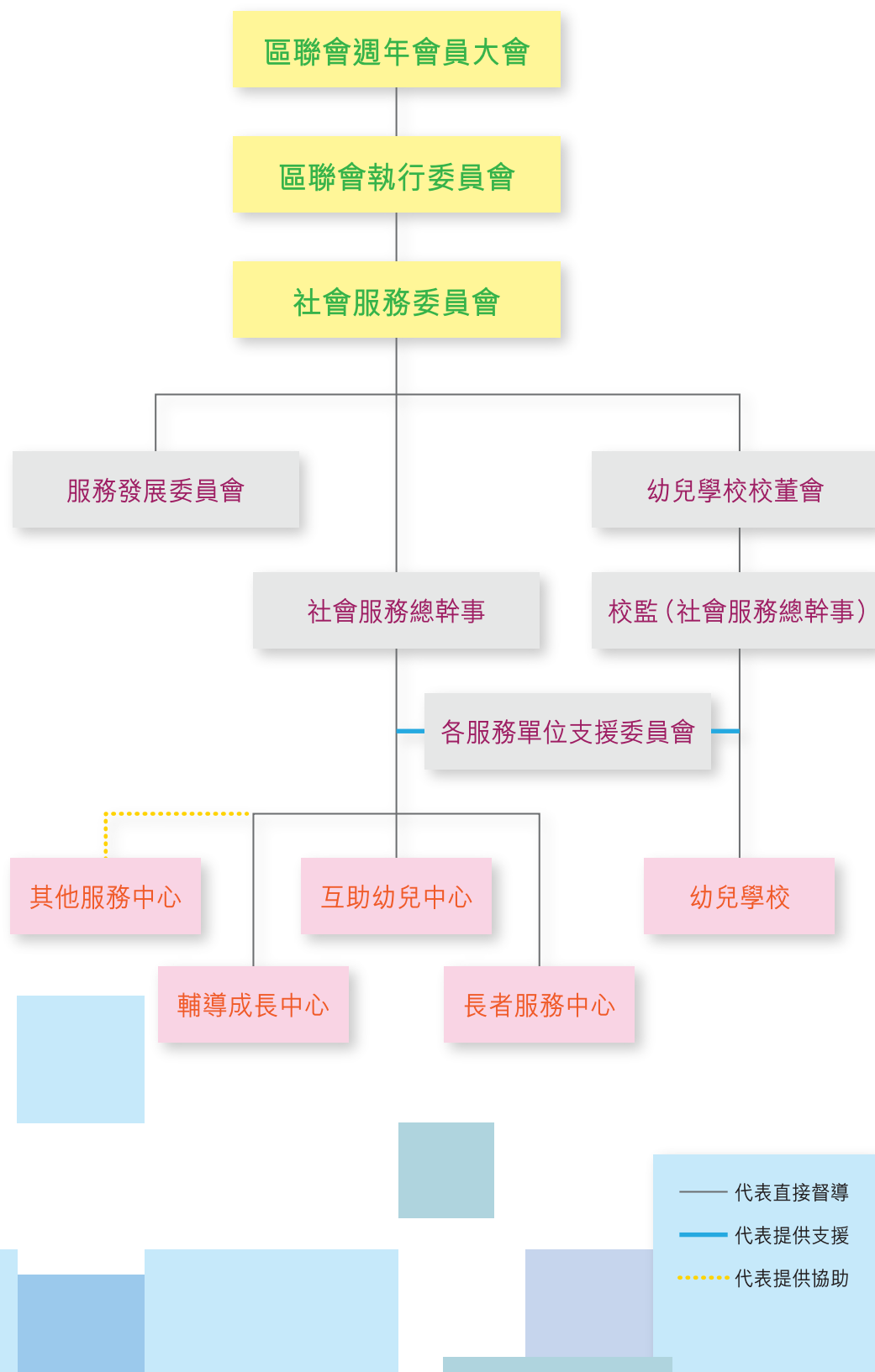
冠冕

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



穩中求變 服侍社群

陳茹九牧師
Rev. Chan Yu-kow

社會服務委員會主席

Chairman of C & M A Social Services Committee



感謝神，讓宣道會社會服務有力量面對急速轉變的社會，從社會事件、服務改革和受眾要求的提昇，正成為我們求變的動力。改革從來都不是一件易事，我們盼望能回應社會上的需要，而不是一窩蜂地做別人在做的事。

長者事工方面，今年我們承接去年在發展的「認知障礙症支援服務」，我們積極深化和擴大這工作，讓更多有需要人仕得著幫助。另一方面我們也在改善各長者服務中心的設施，盼能追上服務的需求，讓往年所發展的工作能繼續推動。而幼兒工作因要回應17-18年度的十五年免費教育的改革，我們也作出了很多的前期工作，盼望能順利的過渡。讓老師、員工和學生們能有合適的環境、制度和課程去學習。此外、在輔導服務方面我們作出較大的改動，從面向一般市民的服務，轉向針對幼兒的服務需要，我們也在摸索和探討各個可能性，深盼神為我們開路，能回應家長們的需要。

最後、在此謹代表社會服務委員會向機構各同工、老師們說聲多謝，因有你們付出的努力，才有今天的成效。願一切的榮耀全歸在天上的父神。

Let me thank God who gives us the strength to face this fast-changing society. Events of social action, reforms in services and high standard of demand from service users are engines of changes. To reform is always not an easy task. Instead of just following what the others do, we would like to deliver services that truly meet the needs of service users.

This year, we enlarged and deepened the scale of our supporting services for demented elderly, so more elderly people could be served. Meanwhile, to further develop the services established in the past years, we renovated our elderly centres and improved the centre facilities. As the 15-year free quality education will be launched in September 2017, our early childhood education will undergo a reform to respond to the changes. To be ready for this transition, we carried out preparation work aimed to create favourable environment, institutions and curriculum for our teachers, staff and students. We also made a sharp turn in terms of the direction of counselling services from the general public to child care. However, it is still in a stage of exploring and we wish God guiding us to provide better services to children and parents.

On behalf of the social service committee, I would like to give thanks to our staff and teachers who endeavour to contribute. To our God and Father be glory for ever and ever.

鼓勵更新 回應需要

劉國華先生
Mr. Lau Kwok-wa

社會服務總幹事
General Secretary for Social Services



基督教宣道會社會服務處的使命是「以基督愛人精神，傳揚福音，關懷全人，服務社群」。社會政經結構不斷變化，社群對服務的需要亦在質和量不斷轉變。迎接著各方面的要求，機構要培養洞察力，前瞻服務的需要，增強創新意識；同時預備各部門的人力資源和專業職能，配合系統及設施的更新和工作流程效率的提升，才能有面對轉變的動力。

在人力及專業培訓方面，機構仍著重內部培訓，舉辦學習小組，邀請專家領導增潤計劃，提昇社工及幼師的專業能力。本年度亦有推薦同工參與業界及外地考察探訪活動，參考吸取本地和先進地區的實務手法和知識；同時機構亦增強同工內部交流，包括設立長者服務實踐分享小組及幼師到友校觀課交流，達到訊息互通，激發創新的效果。本年度，景林長者鄰舍中心及油麗長者鄰舍中心獲得「老有所為」分區最佳計劃，而油麗長者鄰舍中心更榮獲全港十四區的總冠軍。這些殊榮反應同工們回應社會服務要求改變時，能敢於創新的精神。

除了創新手法，服務模式的多樣化同樣是滿足服務需求的重要方向。本年長者服務繼往開來，延續長者認知障礙症的支援服務，藉著同工的 effort，除繼續開辦日間認知社交訓

The needs of community in terms of quality and quantity change along with the political and economic transformation of our society. In order to respond to these community needs and to uphold our organisation objectives, i.e. In the spirit of Christ's love, we preach the gospel, to provide wholistic care, to serve the community, we ought to have foresight about the community development and to nurture an innovative organization. Meanwhile, preparation of human resources and professional competence in all departments with upgrades of systems, facilities and improvement of business process are essential to cope with the dynamic changes.

Regarding human resources and professional training, we pay specific attention to internal training by holding learning groups and programmes led by experts to consolidate professional skills of our social workers and teachers. We encourage our staff to join field trips which they can learn from local and foreign organisations of their experiences and knowledge. Professional sharing group of elderly services and teachers visiting programmes of nursery schools are organised to facilitate our intra-organisational knowledge sharing. This year, two projects organized by King Lam Neighbourhood Elderly Centre and Yau Lai Neighbourhood Elderly Centre have been grant Special Award and Champion Award (territory wide) in Opportunities for the Elderlies Project respectively. The awards received reflected the staunch efforts of our staff who serve the community with their creative spirit.

The diversity of modes of service is another important direction to meet the needs of community. Apart from implementation of training groups, we extend different types of

練小組外，更在各社區中提倡及早辨識，推行社區教育以至預防活動的推廣，並架設了服務平台，例如海濱花園耆學軒會於2016年度，在社區中推行預防認知障礙症全年計劃，推動患有輕度認知障礙症的長者在一年內在中心參與有系統的預防活動。翠樂長者睦鄰中心推行全人健康發展計劃，結合跨專業的醫護人員向長者提供自我管理健康的計劃。在幼兒服務方面，除鞏固幼兒學校的教學課程外，各校為照顧有特別學習困難的幼兒亦有提供援助。輔導成長中心調整服務方向，為有成長或發展障礙的幼兒提供小組訓練，並為家長設立更多教育課程。

本年度在行政效率提升方面，初步提出了業務流程改善計劃。從中央行政到中心服務運作，初步作了一些建議。但要進行持續改善，必須透過由下而上的溝通，各級職員對服務管理、人力資源及財政管理系統提出建議。本年所收集的各項建議將會在來年推行社會福利發展基金第三期資訊項目中落實。

在改善機構各中心的設施方面，有兩間長者中心已完成翻新工程，能將中心空間更有效使用外，亦為長者提供更多更新的服務。2016-2018年期間，餘下四間中心的工程項目將會完成。

政府及公眾對機構管治透明度的要求日漸提高，對政府部門、服務計劃贊助基金及公眾的交代而帶來的工作愈見繁重。儘管如此，本處去年初步實踐了社會福利署頒佈的最佳執行指引，在配合機構的行政流程的前題，加入對處理整筆撥款儲備及人力架構薪酬等相關措施要求，大大提升了機構在財務及處理薪酬調整的透明度，並使公眾及相關人士

supporting service for elderly with dementia. Preventive measures are promoted in each community and more platforms are made available to them. For instance, Rivera Garden Elderly Learning Centre is going to carry out the twelve months prevention programmes for the elderly with mild cognitive impairment in the community by organizing systematic cognitive training, learning classes and physical exercise activities at the centre. Tsui Lok Neighbourhood Centre for the Elderly will launch the '360 Elderly Health Development Project', which provides elderly with information on health self-management by multi-disciplinary paramedical professionals. Meanwhile, we reinforced the teaching programmes and gave additional support to children with special educational needs in nursery schools. Personal Growth and Counselling Centre has also shifted its focus to work on children with developmental difficulties and their parents by providing more relevant trainings and parenting courses.

We have positive feedback in the trial of business process improvement plans. We hope this initiative would improve our administrative efficiency at every level, from central administration to centre operation. We recognise the importance of bottom-up communication and have consulted our staff to share their opinion in their daily working process. Suggestions gathered would be reviewed and put into practice through implementation of the projects of Social Welfare Development Fund (Phase III).

There were renovation projects completed in two of our elderly centres. The new centre layout allows more effective use of space and therefore, more varieties of group and programmes could be delivered. In the next two years, we expect four more renovation projects of our centres to be finished.

There have been more workloads to meet the higher demand for transparency of organisation corporate governance by the public, government and sponsors. In the last year, we commenced the implementation of the Best Practice Manual launched by Social Welfare Department. With regard to our established administrative procedures, we develop policy and procedures for the use of Lump Sum Grants and the human resource management. This policy significantly raises the transparency of the organisation's finance and

得到充足的資訊。得到社會服務委員會各委員的指導及機構各同工的認同和努力，本會各項資助服務取得收支平衡，整筆撥款儲備仍維持在健康水平。來年本處會進行一次較全面的職級及薪酬全面檢討，並對營運儲備的運用作出建議。

面對未來各樣的挑戰，包括機構資源的運用，政府改變對幼稚園教育的資助模式，整筆撥款的使用及交待等，實是對機構應變力的考驗，我們將悉力以赴，讓服務使用者得到優質及適切的服務。在此感謝宣道會香港區聯會執委會及社會服務委員會各委員的支持，使社會服務處的服務能實踐全人關顧，服侍社群的使命。更加要感謝那使「萬事互相效力」的神，使各人都得著從祂而來的益處。

salary adjustment procedures, and it makes sure that sufficient information is open and available to the public and relevant parties. Under the supervision of the social service committee, and by the brilliant effort of our staff, we achieved a balanced budget in each subvented service and maintained a financially sound Lump Sum Grant surplus. In the next year, we will carry out a comprehensive salary and staff structure review, and give recommendations on the use of fund.

The use of resources in the organization, the changing mode of subsidy from the government on early childhood education, and more accountability on the use of Lump Sum Grant are some of the major challenges we have to overcome in the near future. We shall continue to strive for the provision of services to the needed. I would like to take this opportunity to express my gratitude and appreciation to the members of Executive Committee and Social Services Committee for their endeavours which are indispensable for social service office to put its objectives into practice. Let us give praise to our God who makes all things work together for good to them that love him.

長者服務全體員工退修日

