



基督教宣道會香港區聯會

Christian & Missionary Alliance Church Union Hong Kong Limited

全互
人助
健互
康愛



2019-
2020

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。



油瓶

象徵聖靈和醫治。



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。



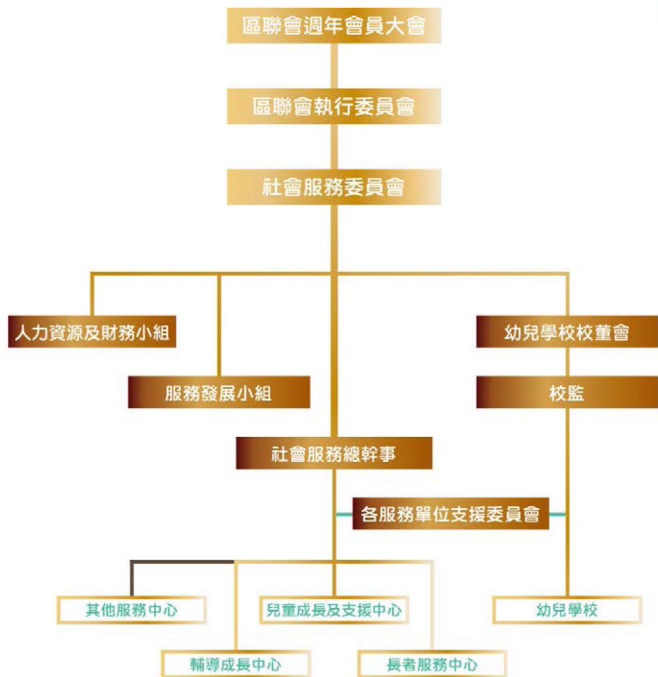
冠冕

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。

Organization Chart 社會服務組織架構圖



註： █ 代表直接督導 █ 代表提供支援 █ 代表提供協助

Chairman's Remarks 主席獻詞



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

本會繼續以「機構 持續更新·服務 建立全人·健康 全面關顧」三個向度發展。第一方面，機構積極實踐香港非政府機構管治健康狀況調查2018（下稱調查）的建議，社會服務委員會為繼續加強機構管治效率，增強監管的認受性及支援社會服務處工作，繼成立人力資源及財務小組後，本年亦成立了服務發展小組取代了服務發展委員會。服務發展小組向社會服務處管理層在服務發展工作方面，作出檢視及建議，持續改善機構服務及提倡創新服務計劃。

因此機構去年決定在人力架構中增設助理總幹事，協助現時服務的督導及服務發展，我們高興吳燕卿女士於2020年7月到任本會出任助理總幹事一職，吳女士為資深社工及有多年管理服務經驗，相信吳女士能為本會服務注入新元素。

第二方面，長者服務以建立全人健康為主題，並努力創建長者社區健康中心，為社區長者提供個人健康管理、護理支援服務及鄰舍層面的物理治療服務。感謝各中心同工的 effort，服務得到社區認同，360健康服務計劃得以繼續進行。

感謝主，本年4月13日舉行了本會賣旗日。我們亦感激4,500名義工的協助，當日不辭勞苦在街上賣旗。加上期間舉辦了籌募活動及教會會友捐款的支持，本年賣旗日總共籌到款項\$2,189,840，使本會非資助服務得以繼續服侍有需要的長者、幼兒及家長。

本年因社會出現不同事件及新冠肺炎疫情影響下，長者中心及幼兒學校只能提供有限度服務。但在此期間，感謝本會同工仍努力為長者及幼

Our organization had been developing in three dimensions, "Enhancing Organizational Capacities, Developing Well-Being Services, Promoting Holistic Health." First of all, the organization obtained advice from the Hong Kong NGO Organizational Health Survey 2018 ("the Survey") and put them into practice. The Social Service Committee will keep improving corporate governance's efficiency, reinforcing the accountability of supervision and supporting the operation of Social Services Office. Following the human resource and financial workgroup, service development workgroup was also set up to replace service development committee. Service development workgroup is responsible for reviewing the service development and giving advice to the C & M A Social Services management, with an aim to improve services and promote innovative programmes.

Therefore, the organization created a post of "Assistant General Secretary for Social Services" in the staff structure last year, to assist in current service supervision and service development. We are grateful to have Ms Ng Yin-hing taken up this post in July 2019. Ms Ng is an experienced social worker and had years of experience in service management. It is believed that Ms Ng can bring in new energy to our services.

Furthermore, our elderly service focuses on holistic health and building community elderly wellness centres, that provides personal health management, paramedical assistance and physiotherapy service on a neighbourhood level for our older people in the community. We would love to express gratitude to our staffs whose services were appreciated by the community, and, with their efforts, our "360 Wellness Project for the Elderly" could be continued.

We praise the Lord for the flag day successfully held on 13 April, and give thanks to our 4,500 volunteers who helped sell the flags on the streets. In addition to the fund-raising events and church members' donation during the period, we



幼兒自由創作遊戲的方法

兒家庭提供各樣支援，使他們在疫情的陰霾下仍能得到關心和實質的協助。

第三方面，我們關注員工全人健康，希望提供安全的工作環境，所以由前綫員工及管理人員組成的職安委員會能為工作場所的安全及舒適度作出改善建議；另外我們亦努力為員工建立穩定工作條件，包括去年的薪酬的調整及本年1月對年假的改善。本會更關注員工的靈性發展，本會於全體員工聚會時，都以聖經的說話勉勵員工，以基督的愛服侍社群，讓員工在工作中得力。

感謝神的看顧，在不容易的一年中，祂賜我們力量繼續站穩崗位、服侍有需要的人，讓他們也能在艱難的日子裏得著溫暖和幫助。

eventually raised \$2,189,840 in total on our flag day, which could sustain our non-subservent services for the elderly, children and parents in need.

Owing to social events and COVID-19 this year, elderly centres and nursery schools could only provide limited services. Yet, our staffs kept rendering supports for the elderly and children, such that they were still cared for and able to receive tangible support despite the epidemic.

Lastly, we care about staffs' holistic health, that we hope to provide a safe working environment. Hence, our Occupational Safety and Health Committee, constituted by our frontline staffs and the management team, assessed the safety and comfortability of the workplace and gave some suggestions. Moreover, we strived for creating a stable work condition for our teams, including last year's salary adjustment and improvement in annual leave policy in this January. We also attend to our staffs' spiritual development. We encouraged our teams with words from the Bible in staffs' gatherings to serve the community with Christ's love, so that our staffs can gain the strength at work.

We thank God for His loving guidance that we have the strength to stay committed to serving the needy in this challenging year so that they can also be helped and cared amidst this rough time.



咖啡沖調及拉花工作坊

劉國華先生

Mr Lau Kwok-wa

社會服務總幹事

General Secretary for Social Services



全人健康 互愛互助

Attain holistic health through mutual support

機構提倡發展全人健康的服務方向，過去在自負盈虧長者中心累積了實踐多專業社區長者健康服務的經驗，長者鄰舍中心亦於去年在推行了健體指導員計劃，目的是加強向中心會員提供體適能的訓練，實踐健康的生活習慣，提升長者在社區活動的能力。同時，健體指導員計劃配合各中心籌備申請樂齡及康復創科應用基金購置創科產品，有關器材將陸續於中心供會員使用，健體指導員能協助會員適當運用以達致預期果效。本處已獲公益金支持在本會各區長者鄰舍中心推行360全人健康服務計劃，長者社區健康服務將會有新面貌。本會亦成功申請於20-21年度落實推行社區照顧券計劃，結合本會長者健康支援服務，協助長者社區安老，並對護老者給予實在的照顧服務。

本會幼兒學校在2019-2020學期繼續鞏固課程的執行，各校人手編制維持穩定，有助執行課程的延續性。因應教育局課程指引內容，各校將自由遊戲元素加入幼兒學習，透過完善日程、教學、校舍設置及為幼兒提供多樣化物料，有效給予幼兒更多的自選活動機會及學習空間。

本年社會出現不同事件，直接影響到中心服務的提供，特別在新冠肺炎疫情下，2020年初長者中心非緊急服務需要暫停，而幼兒學校亦須停課。本會按減低社區感染措施，安排員工分組在家工作。但在此期間，本會同工仍努力為長者提供各樣支援，包括電話慰問、派發防護物質、口罩等。同時幼兒學校教職員關注未能回校上課的幼兒及家長，和他們維持聯繫，為幼兒學習及日常生活提供支援，更開放校園為

Our organization promotes a holistic health development in our services, and we have accumulated valuable experiences in multidisciplinary elderly community services at our self-financed elderly centres. Our Neighbourhood Elderly Centres (NECs) launched a fitness instructor scheme last year, intending to enhance our fitness training provided for our members, to practice healthy habits and thus improve their mobility in the community. Meanwhile, the fitness instructor scheme, in concert with all centres' preparation, applied for funding from the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care to procure InnoTech products. Our members can gradually use the equipment in centres. Our fitness instructors can assist members to use the equipment properly to attain the expected results. We were supported by the Community Chest to implement "360 Wellness Project for the Elderly" in our NECs. Hence, our community health service for the elderly will be freshened up. We also gained approval for launching Community Care Service Voucher Scheme 2020-21, which



allows us to support the elderly to live in the community and provide caregivers practical care service, together with our health support service for the elderly.

Our nursery schools reinforced the implementation of the curriculum in 2019-2020. The workforce in our schools remained stable, which helped sustain the curriculum implementation. According to the Education Bureau's curriculum guidelines, our schools will include free play elements in children's learning. Through improving our schedules, teaching, school facilities and providing diverse materials for our children, they can enjoy more activity opportunities of their choice and learning space.

Our service delivery was directly affected by social events this year. In particular, the COVID-19 epidemic caused the suspension of our elderly centres' non-emergency service and teaching at nursery schools in early 2020. Concerning the community's infection control measures, staffs were arranged to work from home by groups. During this period, our teams provided various supports for our elderly members, including phone contacts, distribution of preventive materials, masks and so on. Meanwhile, our nursery school staffs were aware that children and parents could not go to school. Hence they kept contact with them and provided supports to children's learning and daily routine. We had also opened our schools for parents who needed child care service, and we made videos of learning activities to make learning possible despite the class suspension.

Social Welfare Department (SWD) had not yet finished their review on the improvement of the lump-sum grant subvention mode. We would still use the lump-sum grant manual and relevant guidelines to monitor the implementation of administration and financial management of the Social Services Unit. Regarding our finance, we had referenced the civil servant's master pay scale and recruited more social workers and support staffs according to the service demands. In the second half of the year, we drafted an Assistant General Secretary for Social Services and two fitness instructors for our two NECs as planned. The lump-sum grant for this year was still sufficient to support the expenditure.

The upper limit of the lump-sum grant reserve (including interests but excluding provident fund reserve) remained within 25% of our annual operational costs (excluding expenses on provident funds). Therefore, when we evaluated our use of this reserve, we agreed to develop multidisciplinary elderly health services in our NECs. Our elderly centres, thus, would recruit short-term professional healthcare workers to provide health



有照顧幼兒需要家長提供服務，其後亦錄製學習活動影片，維持停課不停學。

社會福利署對優化整筆撥款津助制度的檢討工作尚未完成，本會社會服務委員仍以《整筆撥款手冊》及相關指引督導社會服務處執行行政及財務管理。財務方面，本會參考公務員薪級表及按服務要求增聘長者中心社工及支援人員後，本年度亦按計劃聘請助理總幹事及於兩間長者鄰舍中心增聘健體指導員各一名，本年整筆撥款仍足應付開支。

整筆撥款儲備（包括利息但不包括公積金儲備）的上限維持在機構在年度內的營運開支（不包括公積金開支）的25%內。因此，本年社會服務委員會檢討整筆儲備運用時，同意以多專業團隊在長者鄰舍中心發展長者健康服務。因此長者中心會以短期計劃形式聘用專業護理人員提供健康教育及推廣自我管理健康。有關公積金儲備的運用，本會已於2019年5月1日起對服務滿15年的員工調高公積金供款至於15%，以善用公積金儲備及提升員工士氣。社會服務委員會仍會對儲備水平定期作出檢視，考慮使用儲備用於提高員工士氣及建立優質服務團隊。

有關《最佳執行指引》的實施，本會參照社會福利署向非政府機構公佈的《最佳執行指引》（自2014年7月1日及自2018年10月1日起開始推行的17項指引項目），並按機構發展及服務情況落實《指引》所訂定的第一組別指引。有關第二組別指引。本會社會服務委員會（社服會）及管理人員繼續檢視及實踐第二組別指引，持續優化機構的管治。

雖然去年社會事件及新冠疫情打亂了工作計劃的進度，感謝同工仍能以服務使用者需要，調整工作手法，提供必須的支援。同時，在日益複雜的環境及服務使用者的需要不斷變化時，再次感謝社會服務委員會各小組委員能以熱誠及關愛的精神，支持社會服務處的工作。

education and promote health self-management with regards to the organization's development. About the utilization of provident fund reserve, in order to use our reserve wisely and encourage our staffs, we had increased the contribution for employees having served for 15 years to 15% since 1 May 2019. Social Services Committee would review the reserve level regularly and consider using the reserve to uplift our staffs' spirit and build a quality service team.

Concerning the implementation of "the Best Practice Manual", we referred to the SWD's Manual for NGOs (the 17 items with effect from 1 July 2014 and 1 October 2018). We implemented Level One items according to the organization's development and service needs. Regarding Level Two items, our Social Services Committee (SSC) and the management would continue to review and practice the items to improve corporate governance.

Although our work plan was disturbed by the social events and COVID-19, our staffs, thankfully, put the needs of our service users as their priority and adjusted their work approaches to provide the necessary support. At the same time, though the environment increases in its complexity and our service users' needs change from time to time, we would like to express our gratitude to SSC members' passion and care in supporting our work.



專題（參觀街市）