

kilometres of pipelines healthy and hence to ensure non-stop supply to our customers will not be changed for a single day.

With a view to building on the past and on-going achievements, it is utmost important for us to reap the experience gained and best utilise it time and again. In this connection, asset management and knowledge management serve as effective tools for us to collect the mass data, extract them into information, convert the information into knowledge and finally distill the knowledge to wisdom, which can be recordable and reapplied. In this whole processing, after all, the crux of the matter still rests in our generous sharing of valuable experience, knowledge and insight. By riding on the former steps of our predecessors and experience of our colleagues, one can obviate the need of some abortive trials and detours, but have more time for innovative thinking and continue to elevate our performance basing on the staunch groundwork already laid for us.

4. Dedication to our city

As a customer-oriented authority to regulate the water supply in the city, undoubtedly, WSD regards the dedication to serve the public as one of our core values. From that very objective perspective, we have been taking an approach to “care”, “listen” and “act” while being “innovative”, “interactive” and “collaborative” in discharging our role and functions. To demonstrate our commitment to care, listen and act, we have launched the performance pledge scheme, under which our service performance in respect of daily water supply services and telephone enquiry services have been enshrined. At the same time, we attach equal importance to excelling our account-related and meter-related services in an interactive and innovative manner. For this, we have recently developed the “WSD Mobile App” with an aim to providing the most updated information including bill summary, reminder summary and water suspension notices to the public through smart phones. Throughout the years, we maintain motivated and committed to serve the community. Every one of us in the present position only has one mission, and that is to pursue continuous improvement in our customer services for our city.

Apart from that, we also extend our dedication outside offices for the sake of devoting more efforts and resources to help those in need in our community, which is by no means easy but absolutely meaningful. To achieve this, we established the Water Supplies Department Volunteer Team in 2002, a registered voluntary body with the Secretariat of the Steering Committee on Promotion of Volunteer Service of the Social Welfare Department. As can be seen, our spirit to serve the community would not be hampered because of our work positions or after leaving our work positions as our volunteer team members comprise serving, transferred and even retired staff, who are all respectable. It is proud to know that in the past years, we have accomplished to actively participate in numerous charitable activities organised by various community and voluntary bodies, and received well recognition.

5. Forward

Looking back, we have been able to ride out storms amid various challenges in our playback. To my great delight, every one of us, regardless of positions, still pick up the passion to do well, do well in our positions to bring our contribution to the public. Albeit we may face new challenges ahead, I am sure that we will continue to leverage on WSD’s heart and warmth, extend our solidarity to embrace more changes in future and enable everyone in this city to feel our dedication. To quote an old saying, life is like riding a bicycle, to keep your balance you must keep moving. Fortunately, we are riding on a tandem bicycle with each other; let’s join to support and motivate it together and scale new heights.



Our volunteer team



WSD is dedicated to braving all difficulties to maintain reliable water supply

十年如一日(之二)

Emily

加入水務署義工隊多年，除了參與聖匠堂長者地區中心的探訪特種部隊，有些義工活動亦持續了十年。

二零零九年在路政署義工隊的推介下，參與了盲人體育會保齡球訓練，協助視障運動員進行練習。從淘大花園、美孚新邨、愛民邨，到現時的荃灣花園保齡球場，已超過十年了。回憶最初沒有帶領視障朋友的經驗，每次都戰戰兢兢。十年過去，領路經驗多了，仍時刻提醒自己要小心，免生意外。跟視障朋友相處多了，更佩服他們的毅力，積極面對及克服各樣困難和不便。

參與靈實白晝理景林社區健康發展中心伴你飛翔青少年生命護航計劃亦有十年，我們服務的學校是樂善堂劉德學校。每次聚會透過陪伴及帶領同學參與活動，協助他們發展潛能、擴闊視野，建立積極正面的人生態度及實踐生命影響生命的信念。這計劃下每學年學生都要做義工服務，同學們策劃及積極參與各項表演，盡展潛能。學校對這護航計劃非常支持，校長亦會到場勉勵同學，讓我深深感受校長對同學的愛護。

在心光盲人院暨學校點字製作部做義工亦持續了十年。義工跟隨職員，為融合教育的學生提供支援。心光學校環境優美，每星期從大路步行到校舍的路途都是一個愉快的旅程。

除了上述的恆常義工活動，亦有參與其他義務工作。義工活動讓我嘗試各類型的工作，接觸不同人物，學習聆聽和關心，令我懷著感恩的心迎接每一天。

在學校留影



與運動員合照

