

An illustration of a hand holding a glowing lightbulb, symbolizing ideas and development. The hand is rendered in a textured, orange-brown color, and the lightbulb is a simple line drawing with a yellow glow. A thin orange line connects the hand to the lightbulb.

員工關係與發展

Staff Relations and Development

本會深明員工在機構成長和發展中所擔當的重要角色，我們著力規劃及推行員工培訓及發展，亦考慮員工之個人及家庭需要。人力資源部積極為員工提供多元化之培訓項目、關愛活動，以及在可行範圍內提升福利，努力構建和諧及家庭友善之工作間。

The Agency fully acknowledges the important role that our employees play in organisational growth and development. Hence, we focus on designing and implementing training programmes for them, while tending to their personal and family needs. The Human Resources Department organised a variety of training programmes, staff engagement activities and endeavoured to enhance employee benefits as much as possible, in order to build a harmonious and family-friendly workplace.



員工培訓

秉承持續進修的理念及為配合本會策略計劃之推行，培訓對各級人員是非常重要的，特別是管理及專業人員。培訓組年內籌辦「New Managers Training」，提高新入職或新晉升管理人員認識機構的財務管治、人力資源及質素管理之理念，政策及各運作系統和了解中央各部門之功能與角色，從而促進本會的服務單位與各中央部門的溝通與協作。

就管理議題，我們舉辦了「Engaging Team by using LEGO Serious Play」工作坊，讓管理人員突破盲點並思考問題的框框，最終加強團隊協作和協調。另外，透過安排「高效工作績效評估面談課程」，提升管理及專業人員評估面談的技巧，培養一個雙贏的心態。

此外，本會為專業同工舉辦「Workshop on Fundamental Cognitive Behavioural Therapy」，加強同工對認知行為治療手法的認識。



Staff Training

To reflect our philosophy of lifelong learning and support the implementation of our strategic plan, it is crucial to train our staff at all levels, especially those in managerial and professional roles. Throughout the year, the Training Unit organised a programme called “New Managers Training” to familiarise newly recruited or newly promoted managers with the Agency’s beliefs, policies and operating systems in financial governance, human resources and quality management as well as the varying functions and roles of our central departments. This served to facilitate the collaboration and communication between the service units and central departments.

In terms of management, we organised a workshop titled “Engaging Team by using LEGO Serious Play” to help managers overcome their blind spots and think outside the box, in turn strengthening team collaboration and coordination through problem-solving. A course on “Conducting Appraisal Skills” was also held to enhance our managerial and professional staff essential skills in holding a face-to-face performance appraisal and the mentality required to transform the process into a win-win outcome.

In addition, the Agency organised the “Workshop on Fundamental Cognitive Behavioural Therapy” to strengthen our professional staff on the various approaches to Cognitive Behavioural Therapy.

1. 總幹事郭烈東先生JP分享「人才與領導力發展」，透過探索領導的角色，從而分享領導者的新思維。
Mr. Kwok Lit-tung, JP, our Chief Executive, shared valuable insights on people and leadership development and discussed new ways of thinking while defining the role of leadership.
2. 舉辦「手機拍攝及剪片工作坊」。
We organised a workshop on mobile phone shooting and editing.
3. 新同工迎新活動讓新入職員工認識機構。
The new staff orientation gave our newly joined staffs a chance to get to know the Agency.
4. 和諧粉彩療愈課程讓同事透過藝術減壓。
Pastel Nagomi Art allowed staff members to release the stress of their everyday lives.



本會亦十分關注員工的身心靈素質，年內培訓組安排「和諧粉彩療愈課程」，讓同工學習釋放情緒，令心靈產生平靜、和諧的感覺。

總結2020-2021年度，共有755人次參與各類別的培訓活動，當中服務及支援同工和管理及專業同工分別各佔45.7%和54.3%。

員工關愛活動

因受疫情影響，本部今年未能舉辦「午間資訊站」及「生活與工作平衡週」等活動，但我們仍然透過派發防疫禮品包，與全會員工保持聯繫，一起抗疫。

而面對疫情的衝擊及工作上的不同挑戰，員工難免會遇到不少困難；今年會方繼續委託專業機構，由專業的輔導員為員工及其家人提供僱員支援服務，透過電話熱線及面談輔導，希望能夠在此艱難時段提供適切協助。

本年度，為讓員工能處理近親家人的家庭事務及照顧家庭需要，我們新增「家事假」，合資格員工在每年最多可享有4節有薪假期，讓員工可以紓緩照顧家人之壓力。

本會一直支持職員會舉辦各項的員工活動。本年度，職員會舉辦了土耳其馬賽克燈工作坊、CFSC開心自己友一短片分享、玻璃球吊環盆景工作坊、訂購運動風褸及口罩等活動，部分活動更歡迎員工家屬參加。



1

Staff Engagement Activities

Due to the impact of the COVID-19 pandemic, the "Lunchtime Information Station" and "Work-Life Balance Week" activities were cancelled this year. Instead, we distributed free hygiene kits to all our staff members to support

and keep in close touch with them during the fight against the pandemic.

The pandemic and challenges at work have inevitably put our employees under a lot of strain. This year, the Agency continued to deliver the Employee Assistance Programme, in which a professional organisation was commissioned to provide our staff and their families with timely counselling services through telephone hotlines and face-to-face consultations, in order to help them go through the difficult time.

This year, the Board of Directors endorsed the new "Family Leave" policy recommended by the Strategic Leadership Committee, giving eligible employees up to 4 sessions of paid leave annually to handle urgent affairs related to their immediate family members and tend to their family's needs. The policy expects to relieve our staff of the stress of caring for their families.

The Agency extended its continued support for the Staff Association to host a range of fun and engaging staff activities, including the Turkish Mosaic Lamp Workshop, CFSC Sharing of Video Clips, Plant Jamming Workshop and other group classes. We also organised the procurement of custom-made windbreakers and face masks for our employees. Some of these activities were open to both our employees and their family members.



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1. 舉辦預防及處理性騷擾工作坊。
A workshop on the prevention and handling of sexual harassment was held.
2. 舉辦伸展拉筋班，一起強健體魄。
We held stretching exercises classes for our employees, so that everybody at the Agency can stay physically healthy.

2020 - 2021 培訓統計 (截至2021年3月31日)

TRAINING STATISTICS (AS AT 31st MARCH, 2021)

為大專學生提供實習機會的人數

Internship opportunities for students of tertiary institutions



16

環境科學，環境資源管理系
Student of Environmental Sciences,
Resource and Environmental
Management

9

中醫學系
Student of Chinese Medicine

33

社會工作系
Student of Social Work



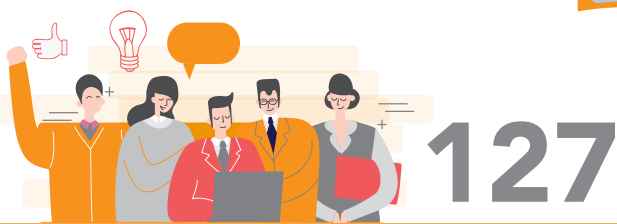
20

其他
Others



職員訓練 (人次)

Staff Training Activities (Attendance)



127

醫院、社會福利署及其他政府部門舉辦之
訓練課程及研討會
Courses, workshops organised by hospitals,
Social Welfare Department and other
government departments



463

各大專學院及社會服務團體舉辦之
培訓課程、講座及研討會
Training courses, seminars and workshops
organised by tertiary institutions and other
social service organisations

568

其他
Others



1,663

本會舉辦之講座及研討會
Lectures and workshops organised
by the Agency

