

Staff Relations and Talent Development

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CFSC values employee relations and continuous development. In upholding CFSC's mission, we are committed to creating a caring and inclusive work environment that promotes the physical, mental and spiritual well-being of employees while fostering talent development. Through a comprehensive learning and development system and diverse training opportunities, we are building a corporate culture that balances professional growth with family-friendly practices, enabling our employees to advance in their careers while enjoying a harmonious and balanced lifestyle, thus embodying the philosophy of "One Family · One for Many".

Building a Diverse Talent Pool

In alignment with the establishment of CFSC's Strategic Plan and to promote a diverse talent pipeline, the Human Resources Department made active efforts to diversify our recruitment channels over the past year. For example, we participated in recruitment events organised by different institutions to broaden our talent network. We maintained close relationships with major universities and colleges, participating in campus recruitment events and seminars to provide students with a deeper understanding of our organisational culture and development prospects. To increase publicity, we also hosted recruitment fairs in collaboration with our transitional housing teams, providing service users with employment opportunities.

In addition, we offered internship opportunities in various professional fields, including social work, physiotherapy, occupational therapy, and nursing. These opportunities allowed students to gain practical work experience and develop professional skills during their studies, contributing to talent development in the industry.



Our student-interns assisted with the promotional activities at the "CFSC Community Inclusion Market", co-organised by Cheerful Place – District Support Centre and Shun On District Elderly Community Centre.



▲ The Education University of Hong Kong Career Fair



▲ The Hong Kong Polytechnic University Career Fair



Our student-interns were responsible for designing the "Three Treasures of Peace" booth for our District Elderly Community Centres, which are part of our Active Ageing Services.

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Cross-Functional Collaboration

The Agency actively promotes cross-functional communication and collaborations through joint activities. As part of the orientation process, we gave our new hires a tour of the headquarters building and various service units. We also collaborated with service users from Inclusive Affairs at the Tsui Fung Co-production Centre, which is part of our Opportunities and Inclusion for People with Disabilities services, to organise a coffee tasting session for new staff members, giving them a first-hand taste of our service philosophy.

Our Mentoring Programme has made healthy progress in providing new employees with the support and guidance they need to transition smoothly into their new environment. Currently, the mentor team consists of 40 members, including managers, senior social workers, senior nursing practitioners and therapist supervisors from various service backgrounds, who offer comprehensive guidance and support to new staff members.

The “CFSC Study Tour” provided an opportunity for employees to step outside their usual work environment and visit seven new service units. This not only promoted a better understanding across the service teams but also opened up new doors for collaboration, inspiring our employees to explore new ideas and innovative service models together.



Participants in the “CFSC Study Tour” visited various service units to gain an understanding of their services and operations.



Service users and staff from Inclusive Affairs at the Tsui Fung Co-production Centre organised a coffee tasting session as part of the new staff orientation.



Management and senior professional staff received training before serving as mentors for the Mentoring Programme.

Employee Well-Being Initiatives

During the “Work-Life Balance Activities 2024”, we offered a range of initiatives aimed at supporting their physical and mental well-being. These included seminars on “Sleep Wellness” and “Understanding Nutritional Supplements”, the “One Family · One for Many” internal quiz competition and interactive game stalls set up during the lunch-hour info session.



The Human Resources team set up interactive game stalls for the lunch-hour info session.



Our Primary Health Care Services provided health checks and consultations for employees during the lunch-hour info session.

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Staff Association

We marked our 70th anniversary with a birthday-themed annual dinner in 2024, celebrating the joyous occasion with our staff members. The event saw a record-breaking turnout of over 1,100 staff members, who were treated to a fun and memorable evening filled with delicious food, exciting lucky draws, and talent showcases featuring our colleagues.

Over the past year, our Staff Association organised a variety of interest-based and recreational activities aimed at enhancing the physical and mental well-being of employees. Their loved ones were also invited to a range of family-friendly activities designed to foster a stronger sense of cohesion and belonging within the organisation.



▲ Board members, executives and managerial staff gathered to celebrate the joyous occasion with staff members.



▲ Staff members took part in CFSC's anniversary celebration with enthusiasm.



▲ The CFSC football team brought home the Soccer Sevens Plate Championship in the 2025 Advanced Cup Football Competition organised by the Hong Kong Social Workers' General Union.

Learning and Talent Development

Harrison Assessment Executive Coaching Programme

In April 2024, we launched the Harrison Assessment Executive Coaching Programme to foster continuous growth and adaptive resilience. Over the ensuing five months, 16 executives and 14 managerial leaders engaged in a blend of group workshops and individual coaching, including 120 personal coaching sessions, to deepen their self-awareness and strategic insights. Although the programme concluded in August 2024, its impact has continued to resonate in the teams' leadership capabilities and collaborative spirit. The initiative marked another significant step in CFSC's ongoing investment in leadership development, ensuring that our organisation remains agile and forward-looking in its development, while being well-equipped to face future challenges.



▲ CFSC's staff members and management team with the foreign administrative staff coach.

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Second Phase of the Growth Mind Power Programme: Empowering Innovation and Collaboration

Launched in September 2024, the second phase of our redesigned Growth Mind Power Programme brought together 20 managers from various departments to embrace design thinking as a pathway to innovation in social services. Over the course of four interactive workshops, our managers worked closely together to conceptualise six innovative social projects. The proposals were refined during a coaching session and internal panel reviews. Ultimately, three initiatives will be implemented as envisioned, furthering the practice of social innovation. Looking forward, CFSC will continue to broaden and deepen our culture of innovation and collaboration, reaffirming our unwavering commitment to professional growth, cross-functional collaborations and innovative community services.



▲ Staff from various service units collaborated to brainstorm innovative cross-functional projects using design thinking.

Social Innovation and Collaboration — Study Tour to South Korea

In June 2024, our leadership team embarked on a social innovation and collaboration study tour to South Korea, aiming to strengthen our capacity-building and talent development efforts — one of CFSC's strategic priorities. During this four-day journey, we delved into the country's social service sector to gain a deeper understanding of the relevant policies, as well as the social challenges it faces and the innovative practices driving change.

We also engaged extensively with social innovation leaders from nine distinguished local organisations, generating in-depth discussions on social innovation, mental health, healthcare and other key areas. This enriched our understanding of the social service sector in South Korea and opened up avenues for constructive exchanges and partnerships, offering us fresh perspectives and strategies for our future development.



▲ Exchange and share ideas with representatives from local organisations in South Korea, which offered a unique learning and knowledge-sharing opportunity for staff members.



For a detailed list of our staff, please refer to our website