



**DEVELOPMENT
AND SUPPORT**

Partnership and Resource Development

To stay connected and relevant, partnerships and collaboration are important. Together with hundreds of partners in the business, educational, government and private sectors, as well as with foundations and trusts, non-governmental organisations, associations and Chambers of Commerce, the Federation has been able to connect young people's concerns with the wider community. This is not just through sponsorship and fundraising, but mentorships, donations in cash and in kind, venue support, pro bono services and events organisation.



Highlights of New Service Projects

The Federation works closely with government bureaux and departments for the benefit of youth in Hong Kong. For three years from October 2016, the Quality Education Fund will enable the School Social Work Unit to carry out the Love and Sex Value Education Scheme at 50 schools. The Fund also sponsored Student Support Centre to develop the "Belt and Road" Multimedia Resource Kits. The Beat Drugs Fund supported the Youth Crime Prevention Centre to organise three projects: the Virtual and Activity Based "Project EVER" - Drug Counselling Programme; "Project SEToff" - Anti-Drug Programme for Working Youth and Hidden Drug Abusers; and "Begin from Family" which helps with family functioning and prevents drug taking behaviour.



The Youth Development Fund, under the Home Affairs Bureau and Commission on Youth, sponsored the Social Innovation Centre to hold a two-year One-stop Supportive Scheme for Young Entrepreneurs. M21 received funding from the Efficiency Unit and Family Council to produce videos about social innovation and family harmony respectively. Leadership 21 held the ICAC Ambassador Scheme with support from Independent Commission Against Corruption. The Media Counselling Centre gained support from the Health Care and Promotion Fund to organise "iSafe", an education project on the proper use of the internet and electronic tablets. The Leisure and Cultural Services Department funded repair and improvement work at Lamma Youth Camp and Tai Mei Tuk Outdoor Activities Centre.

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Non-governmental and private funds and foundations' resources have been indispensable to the Federation's development. The Hong Kong Jockey Club Charities Trust generously approved a grant of \$36m for establishing the Hong Kong Jockey Club School of Global Leadership to nurture young leaders to look at Hong Kong and China in the context of global issues and concerns. The Trust also funded Media Counselling Centre and Information Technology Unit to run the 45-month Online Crisis Support Service for Youth.

The Tin Ka Ping Foundation supported the Youth Crime Prevention Centre to launch the "Love·Experience" Risky Sex Education and Prevention Scheme; while the three year iSmarter – Education and Counselling Service for Youth with Cybercrime Issues and the two year Mental Health Counselling Scheme of two outreaching social work teams were launched with the sponsorship of The Keswick Foundation and The D.H. Chen Foundation respectively.

In addition, Lee Shau Kee College and Lee Shau Kee Primary School launched the Creativity Potential Development STEM Scheme and Digital Learning Centre Scheme, both with support from the Lee Shau Kee Foundation; while the KK Cheng Kindergarten launched the SEN Learning Support Programme which was supported by 林清伉儷慈善基金.



Business partners also acknowledged the Federation's youth work and services by developing new projects in partnership. "Project STEP" of the Youth Emotional Wellness Education was sponsored by HSBC 150th Anniversary Charity Programme and run by the Media Counselling Centre to assist young people tackling with emotional distress and make the public more aware of this issue. The programme will run from 2017 to 2021.

Sino Group sponsored the Federation's China Week 2017 initiative which promoted Chinese culture through paintings and calligraphy. CLARINS supported "LOVE - all about you" organised by the Youth Crime Prevention Centre to help youth cautioned under the Police Superintendent's Discretion Scheme and to improve self-esteem and self-confidence while providing a positive learning experience with community service. The SHKP Smart Kids Learning Project funded by Sun Hung Kai Properties Ltd. and Hong Kong Tourism Board enabled five Youth S.P.O.Ts to enhance independent learning for 400 underprivileged children in Primary 1 to Secondary 3 and Hong Kong Disneyland Resort sponsored M21 to launch #SaveFoodGoViral Boot Camp 48-hour Social Media Campaign Competition.



Partnership Luncheon

The Federation organised a partnership luncheon on 23 February 2017 to celebrate all these and other collaborations.

Caring Company Scheme

To recognise the dedication of partners, the Federation successfully nominated 110 companies and 12 organisations for The Hong Kong Council of Social Service 2016-17 Caring Company Logo and Caring Organisation Logo.

Fundraising and Charity Events

Charity Gala Film Premiere of 'See You Tomorrow'

The charity film showing of *See You Tomorrow*, partnered with the Mei Ah Entertainment Group Ltd., was held on 22 December 2016 at the Hong Kong Convention and Exhibition Centre. Dr. Ko Wing-man, BBS, JP, Secretary for Food and Health and Mr. Chen Lin, Director General of Youth Department, Liaison Office of the Central People's Government in the HKSAR, were the Guests of Honour. Proceeds went to support WL Residence.

a cappella Musical Dinner

Supported by the Ng Teng Fong Charitable Foundation, an *a cappella* Musical Dinner was held on 20 March 2017 at the Conrad Hotel. The Hon. Paul Chan, GBS, MH, JP, Financial Secretary was the Guest of Honour. Guest performers included Drums of War from Australia, The Techtonics from the UK, Acapellago from the Philippines, and the HKFYG Hong Kong Melody Makers. Courtesy of Lisa's Collection, a Charity Sale of exquisite fine jewellery also took place during the dinner. The proceeds raised also went towards support WL Residence.



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Donations, Sponsorship and Mentorships

The Federation also benefitted from the charity events of other organisations and individuals. The Sports Association of the Correctional Services Department and Hong Kong Commercial Broadcasting Co. Ltd. named the Federation as a beneficiary of their events.

Partners continue to play a strong supportive role in competitions, showcases and awards, by sitting on selection panels, donating prizes or providing venues or equipment. Sponsorship in kind and in cash from corporate bodies and individuals remains generous. Also gratefully received are special offers and matched sponsorships for youth members and underprivileged children. Some of these include tours, trial classes, discounted or free subscriptions, and tickets to films, concerts, exhibitions, theme parks and the theatre.



Contributions from corporate volunteers have been received through adventure training to outings, seminars and workshops, as well as career and educational expos. Media and publishing sponsors continue to provide free or low-cost promotions for many Federation programmes and events, such as print advertising, video roadshows and walls, and websites.



Corporate Planning and Staff Training



The Annual Plan 2017-18

The annual planning exercise was initiated by the senior management in November 2016 to set out the strategies and priorities in 2017-18. This was followed by a thorough discussion with staff members to review the overall performance of the past year, as well as to formulate new plans of service development, which were based on the four strategic directions of the Third Five Year Plan:

- Professionalism and Innovation
- Engagement and Participation
- School and Community Networks
- Efficiency and Resources

The main focus of the Federation continues to be in enhancing the experience of service users and providing professional services through the use of technology. Key Performance Indicators and strategic plans of the 12 Core Services were then devised in accordance to comprehensive discussions among staff and feedback collected from service users and stakeholders.

The Annual Plan 2017-18 was finalised and published in March 2017, with copies distributed to government departments, funding bodies, partners, youth work organisations, universities and schools.



Staff Training

In year 2016-17, 650 staff members accomplished a total of 11,882 training hours by attending 112 in-house and 147 external training activities, achieving a total attendance of 4,474. Highlights of staff training programmes include:

Enhancing ICT Competence

A series of basic ICT training programmes, lasting for six months, was organised to consolidate ICT skills, including online tools applications, as well as making videos with mobile phones, micro-movie production and media post production skills. The importance of internet security was also a focus. Training related to understanding Big Data applications, O2O marketing and effective communication, along with familiarity with social media trends and marketing, and the trends in new media were also part of enhancing ICT competence.



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Professional Capacity Building

Cognitive Behavioural Therapy (CBT) is the required basic training for social workers, especially in youth crime prevention and counselling. An intervention manual in how to apply CBT in counselling young people engaged in gang violent behaviour was published. Social workers also studied Narrative Therapy and how to apply this to help young people with either an addiction to the Internet or in preventive educational programmes.

Training on Values Education enabled staff to produce Values Education packages for secondary students, led to the launching of a Values Education Scheme focusing on love and sex.

Staff were also sponsored to obtain coaching licenses in running and adventure-based training. This was to strengthen professional standards of the Federation's sports programmes. Other training programmes included, dealing with special educational needs, child protection, parenting, drug abuse and mental health.

Innovation through Exposure

Staff members were given exposure opportunities in areas of social innovation, entrepreneurship, youth leadership, sustainable development and artificial intelligence (AI).

To facilitate internal communication and encourage knowledge exchange, a new scheme, "Internal Job Experience Programme" was launched in the second half of last year. Staff members were able to visit and gain a one-day working experience in other units such as Youth S.P.O.Ts, Outreaching Social Work Team, M21, Organic Farm and the Social Innovation Centre, among others. Over 30 staff members participated in the scheme and had positive feedback about how they had their horizons broadened by working with colleagues in different service settings.



Effective Management and Communication

Maintaining effective management is one of the key areas of the Federation. Last year, human resources management and financial management training were provided to managerial staff to strengthen their leadership and management skills. A Business Writing Workshop was organised to solidify their knowledge on effective communication skills. Administrative staff were also sponsored to obtain training on occupational safety to ensure a safe working environment for everybody.

Formal Social Work Programmes

Staff members who were studying in formal social work programmes leading to High Diplomas, Associate Degrees, Bachelor's or Master's Degrees, were granted study leave to complete their fieldwork placements in their serving units. In the past academic year, two staff members completed their agency-attached placements as part of the requirement in attaining their professional qualification. In the 2017-18 academic year, six staff members were granted study leave to undertake agency-attached placements.



Staff e-Learning System

There were over 10,000 logins by staff in the Staff e-Learning System in 2016-17. The platform enabled staff to register, make approvals, return feedback forms and submit learning reports in a paperless manner which simplified administrative procedures. This method was also more effective for data input and analyses regarding staff training statistics. This entire process resulted in higher efficiency in moving towards the "GoGreen" policy of the Federation.

All new staff underwent a series of induction training programmes within their first three months, mostly through the e-classroom programmes with materials and online exercises. It helped new staff members understand the organisational culture and policy of the Federation without time and geographical constraints. 83% of the new staff members completed their online induction training last year.

"eConnect", an e-newsletter for staff, is published three times a week which includes feature articles about the latest news and trends on youth, organisational messages and topical columns ranging from ICT, innovation, school youth work to sustainable development.

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Best Practice and Knowledge Exchange

In 2016-17, 13 staff members were sponsored to travel to the USA, Australia, Canada, Beijing, Henan and Anhui to learn about new service models and best practices in innovation, youth leadership and CBT. A delegation of eight staff members and two youth members travelled to Hefei to learn about the recent national developments on the Mainland. A Supervisor was also granted a scholarship by the TUYF Charitable Trust to attend an 11 day "Stanford Executive Program for Nonprofit Leaders" at Stanford University in California.



Last year, one training and exchange programme was organised for 30 government officials and youth workers from Hunan. Through visitations, seminars and workshops, as well as the six day internship period, both the Hunan government officials and Federation staff had an in-depth learning session about youth services in both regions. The Federation also shared youth work experience with experts and academics visiting from Shanghai, Hunan, Anhui, Guizhou, Shenzhen and Taiwan.

In academic year of 2016-17, 100 social work students from local tertiary institutes and universities were offered fieldwork placements at the Federation. A further 75 university student interns from different study programmes were placed at different service units to gain vocational experience.





Sustainable Development

Continuation of “Three Axes and Five Key Areas” to GoGreen

With the mission to GoGreen, the Federation continues to focus on the “Three Axes – Green Governance, Staff Green Capacity Building and Youth Green Engagement” and “Five Green Key Areas – Energy Saving, Waste Reduction and Recycling, Water Saving, Paper Reduction and Clean Workplace”.



Official Kickoff of the GoGreen NGO Programme

On 22 October 2016, the official kickoff of the “HKFYG GoGreen NGO Programme” and the launching of the green online platform “Green Channel” were held at M21 with the Secretary for the Environment, Mr. Wong Kam-sing, GBS, JP as the Guest of Honour.

Green Governance

Green KPI

After one year, the green KPI is encouraging with both electricity and water consumption down a respective 7% and 11% in terms of number of capita.

Green Measure Guidelines

Green Measure Guidelines for large events were put forward beyond just the annual Neighbourhood First Reunion Lunch and Book Fair. This year, guidelines also covered the HKFYG Run for Wellness, a *cappella* Festival and China Week to ensure green practices in event management.

Green Audit

Supported by the Environment and Conservation Fund (ECF), the Energy-cum-Carbon Audit was again conducted in the three largest premises, namely the HKFYG Building (HQ), the Jockey Club Media 21 (M21) and the Jockey Club Sai Kung Outdoor Training Camp (OTC). It was determined that the OTC is the largest energy consumer of the Federation, where the air-conditioning system makes up to 38% of total energy consumed. Viable solutions are being considered to combat the problem.



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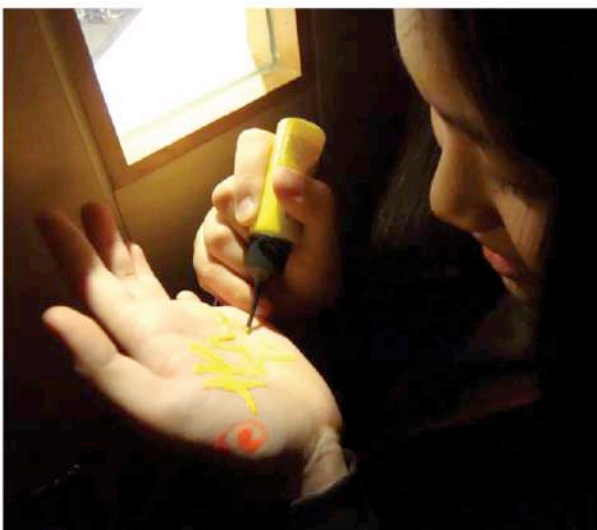


Green Capacity Building for Staff

Municipal Solid Waste (MSW) Charging Pilot Project
Municipal Solid Waste (MSW) Charging will be launched soon in Hong Kong. To get prepared, the OTC and HQ participated in the Community Involvement Projects for Municipal Solid Waste Charges with funding support from ECF, all with the hopes of enhancing staff awareness on reducing waste, understanding recycling and becoming familiar with the charging mechanism.

Energy Saving and Water Conservation Workshop

The Hong Kong Productivity Council was invited to deliver a talk on the control and maintenance of air-conditioning systems and water-saving equipment and also share good practices for saving energy and water.



Green Engagement for Youth

Green Channel – O2O (Online to Offline) Platform has as its mission the engagement of more young people to GoGreen. It has four online feature programmes: Low Carbon Cooking, Understanding Hong Kong Green Business, Meet the GoGreen Friends and Weird GoGreen Tales. Green enthusiasts are invited to write blogs to share green living tips and stories. There are also offline green activities, like “My Low-carb Recipe” Competition or the “Hong Kong Green Nature” video clips production funding scheme to promote green living to young people.

Community Recycling Network

The Community Recycling Network has been operating in the Youth S.P.O.Ts for the past five years. This provides community collection points for the public to recycle waste plastic bottles and glass bottles, as well as small waste electrical and electronic equipment. This enables the entire community, including young people, to enhance their green awareness and environmental knowledge.



Green Partnership and Collaboration

Water Conservation Week 2016

In collaboration with the Water Supplies Department and other local green groups and NGOs, a campaign to increase public awareness about water saving was jointly organised. Members from the Youth S.P.O.Ts managed three game booths to make the event fun! One of the booths won the Best Booth Design Award at the event.

Information Technology

Application System

The 'Living Life Academy' platform was rolled out in August 2017, with information and applications available and accessible online.

New systems to cover Accounting, Instructor Management and Partnership Management, were completed in the third quarter of 2017. These systems will be available to service units in fourth quarter of 2017 respectively. Staff should be benefitted by completing the daily job tasks more efficiently and accurately.

IT Projects Funded by the Social Welfare Development Fund

With support from the Social Welfare Development Fund, the existing Member Relationship Management System and Intranet System were redeveloped. Several other new systems will be initiated in order to cover the business needs of all service units.

Business Continuity and Disaster Recovery

According to the existing IT system, there is a daily backup of all data files. The Unit also executes a Windows Security Patch update for all personal computers in the Headquarters to ensure safety from viruses and malware. By the end of the fourth quarter of 2017, the Unit will also plan a Disaster Recovery exercise.

System Training

The Unit continued its training to staff members. This enabled all staff to remain familiar with the systems operation. New staff were assisted during their orientation day.

Cloud Application

Cloud application helps reduce costs to server room operations, while allowing the management of a number of different IT systems in a more effective way. Integration and collaboration with available web application services is an area that will be explored.

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Premises Development

Tai Po Youth Hostel-cum-Youth S.P.O.T. Redevelopment

The Youth Hostel-cum-Youth S.P.O.T. redevelopment at No. 2, Po Heung Street, Tai Po, New Territories was also successful in being granted funding approval from the Finance Committee of the Legislative Council in June 2016. The demolition and hoarding works were completed in March 2017. A Ground Breaking Ceremony was held on 20 May 2017 and the target completion date of the construction work is early 2019.



The HKFYG Institute for Leadership Development

The project successfully received funding approval from the Finance Committee of the Legislative Council in May 2016, which was immediately followed by upgrading works on the main building, as well as construction work on the hostel. It is expected that the project will receive its Occupation Permit before the end of 2017.

Redevelopment of Stanley Outdoor Activities Centre into Residential Camp

With funding support from The Hong Kong Jockey Club Charities Trust, redevelopment of the Stanley Outdoor Activities Centre into a residential camp with a capacity of 88 overnight campers and 40 day campers began. During the year, the tender procedures for the demolition and hoarding works were completed. In parallel, discussions were held with the Leisure and Cultural Services Department on the utilisation of the only vehicular access road which passes through the LCSD St. Stephen's Beach Water Sports Centre. This has now been resolved to allow for the transportation of materials and construction plants during the construction phase. The redevelopment work is expected to finish in the first quarter of 2019.

Renovation of Organic 21 Restaurant

The Organic 21 Restaurant, was renamed "FAT CHOY" and underwent a major renovation during the year. The purpose was to present a 'green' outlook which is matched by its menu and ambience.

New Projects

Several new renovation projects have begun and are in the planning and design cycle stage. These include the new Youth S.P.O.T. at Hung Shui Kiu, the new social enterprise PH3, which will operate a party house business, and a new kitchen studio at M21 with funding support from the Town Gas. All these three projects will be completed and commence operation in 2017-18.

Maintenance of Offices, Service Units and Camp Premises

The Unit closely monitors the physical condition of all Federation premises, especially the Camps. With high utilisation rates, the Federation is committed to the safety of all and thus ensures that the premises and equipment remain in good working order. Over the past year, 28 improvement and minor renovations were carried out.