



DEVELOPMENT

AND

SUPPORT



## Partnership and Resource Development



With the support of partners across sectors, the Federation continued to provide a variety of innovative services, programmes and activities to serve the community. This support has not only come through sponsorship, but also through mentorships, donations in cash and kind, venue support, pro bono services and events organisation.

### New Service Projects

#### Strengthening Social Cohesion

With support from **The Social Innovation and Entrepreneurship Development Fund**, the Youth Employment Network launched Digital SAY, in which young people are engaged to teach the elderly to use digital technologies, thereby improve their physical health and enhance their cognitive abilities.

#### Nurturing Young Talents

The Telecommunications Opportunities Programme (TOP), commissioned by the **Commerce and Economic Development Bureau**, under the HKSAR Government's Anti-Epidemic Fund, and supported by 15 telecommunications companies, created 12-month full-time jobs for young people so that they could accumulate work experience and be more competitive.

**The Chief Executive's Community Project List** supported a new Digital Skills Transformation Centre to be set up at Jockey Club Media 21, training young people in digital skills to enhance their competitiveness in the workplace.





## Development and Support



### Encouraging Sustainability

The Coca-Cola Foundation supported the Federation's Plastic Rethink Challenge to encourage the public to recycle and adopt green living habits.

The Hong Kong Association of Banks and the Federation, launched the ESG Pioneers "Farm-to-Community" Project, introducing teachers and students to the concept of ESG (Environmental, Social and Governance) through diversified experiences in organic farming and social servicing.

### Fundraising and Charity Events

#### Charity Sale 2021

With **Lisa's Collection**, a charity sale of Chinese antiques and fine jewellery was held on 25 and 26 September 2021 for enthusiasts and collectors alike. As part of the event, Dr. Lisa Cheung taught a course on Chinese antique authentication at which young people enriched their knowledge about the vast treasure of Chinese artefacts. Some students volunteered to take part in the charity sale to acquire new skills and gain hands-on experience in handling antiques and operating a charity sale. Proceeds from the sale went to support young people in need.





## eGiving

To benefit more youth and other people in need, this one-stop online donation platform was launched in 2017. By offering a range of diversified fundraising projects and convenient donation methods, the public is encouraged to offer their support in a most convenient manner. Donation options include crowdfunding, monthly or one-off donations.

## Donation and Sponsorship

**Kerry Properties Ltd.** and the **Hong Kong Commercial Broadcasting Corporation Ltd.** named the Federation as a beneficiary of their charity campaigns. Sponsorship in kind and in cash from corporate bodies and individuals continued to remain generous. In addition to anti-epidemic items, there were personal care products, books and tickets to concerts and theme parks.



## Caring Company Scheme

To recognise the dedication of partners, their caring spirit and their corporate citizenship, the Federation successfully nominated 125 companies and nine organisations for The Hong Kong Council of Social Service 2021-22 Caring Company Logo and Caring Organisation Logo.





## Corporate Planning and Staff Training



### The Annual Plan 2022-23

The Federation is committed to providing professional services and actively responding to young people's needs through service innovation. In formulating the annual plan of year 2022-23, key stakeholders were consulted through various channels, and their valuable input was highly appreciated.

To meet the emerging demands of the so called 'new normal', the Federation introduced service transformations in the areas of "Digitalisation", "Upskilling", "Sustainability" and "Mainland Strategy". These were aligned to the three strategic pillars set out in the "Fourth Five-year Plan" for organisational development. To create greater social impact, a user-centric approach was adopted in service design, targeting youth groups with specific needs, such as youth in poverty, emotionally disturbed youth, arrested youth, SEN students and slashers.

In the long run, these service transformations will become the foundation for young people to develop "Future Skills" and "All-round Wellness", so as to bring "Healing and Hope" to our younger generations and the community at large.

The Annual Plan 2022-23 was published in April 2022 and distributed to government departments, funding bodies, partners, youth work organisations, universities and schools.







## Staff Training

Despite the disruption caused by COVID-19, staff members kept enhancing their professional knowledge and skills. They managed to accomplish a total of 12,516 training hours by attending 72 in-house and 83 external training activities, with a total attendance of 6,005. Echoing the directional stream of digitalisation and to ensure the health and safety of staff, online trainings were organised to supplement classroom learning. The Staff e-Learning System was revamped to better facilitate participation in training and development activities. The weekly “e-Connect” bulletin was published for better internal communications.

Highlights of staff training programmes include:

### Becoming Innovative and Future Ready

The ‘Big Idea Day’ is a flagship programme in promoting innovation and collaboration among staff members. This year the theme was “Sustainability” and 23 staff members from 11 units participated in the two-day Hackathon which generated seven innovative ideas. Three of the ideas were granted seed funds to implement prototypes in the hopes that they can be scaled up in the future.

To equip staff with “Future Skills”, training on latest innovation trends and technological applications was provided, covering areas such as big data analysis, artificial intelligence (AI), digital design and editing and coding. Staff also learnt about content marketing, social media strategies, how to understand user experiences, as well as virtual presentations and pitching. They also deepened their knowledge on computer programmes such as Excel and Power BI and had refresher courses on the Federation’s internal systems. All this was done to help them apply these skills more effectively and efficiently to social work. They also paid a visit to SenseTime, an AI technology company.

Furthermore, to prepare staff to support young people to grasp the opportunities offered in the GBA, seminars on understanding Mainland China, as well as doing business, opportunities for youth, and innovation and technology were organised for the staff.

### Talent Development and Governance with Foresight

The HKFYG Executive Leadership Programme (ELP) has trained two batches totalling 34 staff members since 2019. In 2022, a third batch of 16 fellows were selected, who will have both classroom and online learning, followed by experiential learning. In this 16-month leadership journey, they will not only explore new ideas and different perspectives, but also meet like-minded fellows to create greater synergy in the Federation.





To promote good governance and to manage risk factors, managerial and leadership training programmes were provided. Subjects included anti-sexual harassment in the workplace, legal knowledge for personal data, financial management, cyber security, risk management and talent development.

A retreat was also organised for the senior management, in which they devised service plans in response to the changing needs of young people and society.



### Co-creating Knowledge for Professional Development

To facilitate the transfer of professional knowledge among staff members, a series of online sharing was organised. Nine colleagues shared their service wisdom via "Knowledge Co-create@Zoom" on a variety of topics, from sustainability to social media marketing, and from counselling skills to youth employment trends.

Training courses and workshops were provided to enhance the professional capacity of staff. Examples include different therapeutic approaches, fitness, mental health, working with ethnic minorities, SEN and ADHD, sex-related risks, drug and substance abuse, sustainability, youth employment, first-aid, and outbound tour escorts.

Staff members who were studying for formal social work programmes leading to higher diplomas or degrees, were granted study leave to complete their fieldwork placements. In 2021-22 academic year, two staff members completed their agency-attached placements, while in the coming academic year, three staff members will also undertake agency-attached placements.

To help tertiary students get prepared for their future careers, more than 200 social work placements and internship posts were offered to local universities and community colleges at the Federation.

### Exchange of Best Practice with Counterparts

In spite of all the travel restrictions, staff continued to exchange professional knowledge and service experiences and ideas with their peers and other professionals both in Hong Kong and on the Mainland through visitations and online conferences.





## Sustainable Development ↘

The Federation is committed to building a sustainable community which is driven together by the young people and our staff. The philosophy of “Learn to Lead, Lead to Change” entails the belief that young people can be motivated to learn and take lead. We wish them to be well-equipped with the appropriate attitude, skills and knowledge on sustainability through various training and exposure programmes.

The Sustainability Unit joins hand with other service units to provide diversified programmes in six dimensions, including clothing, eating, living, commuting, green industry and environmental wellness, aiming to engage young people through the journey from Sustainability Foundation, Sustainability in Action to Sustainability Leadership. Some of the signature programmes in the past year included the Plastic Rethink Challenge supported by The Coca-Cola Foundation, and the ESG Pioneers “Farm-to-Community” Project for primary and secondary school teachers and students jointly launched by the Federation and The Hong Kong Association of Banks.



Apart from these programmes, the Federation believes everyone has a role in moving us into a greener organisation. Therefore, it is planning to conduct baseline measurement for carbon audit and studying the way to reduce carbon emissions and minimise the environmental impact. It began with setting up an in-house sustainability working group, enhancing green policy, setting an achievable goal, and making cultural changes to foster staffs’ green behaviours with the advice from the Sustainable Development Committee. All this for achieving carbon neutrality together with the young people.





# User Experience

The User Experience Unit aims to improve the provision of services with user-centric designs and innovative technologies in collaboration with different service units and partners. The enhancement of user experiences and service efficiency take place through iterative process reviews, research and optimisation.



## Service Highlights

### EasySchoolConnect

EasySchoolConnect was developed as an online interactive platform to strengthen the collaboration between schools and the Federation. Through simple registration, it allows schools to receive the latest service information and necessary support from the Federation. Teachers can also search and request for existing services or customised services on the platform. For better engagement, a dedicated school liaison officer was assigned to each school. The officer is best equipped to understand the specific needs of schools to match it with the Federation's services.

The solution enhances communications between the Federation and schools, and also collects service needs and requirements from teacher feedback, thus better facilitating service provision processes. In addition, the data collected from the platform allows the Federation to better understand the underlying needs and project service trends within the education sector.

EasySchoolConnect 2.0, still under development, will include a Module for Instructors/Slashers where schools can search for certified instructors or trainers from the Federation's database.

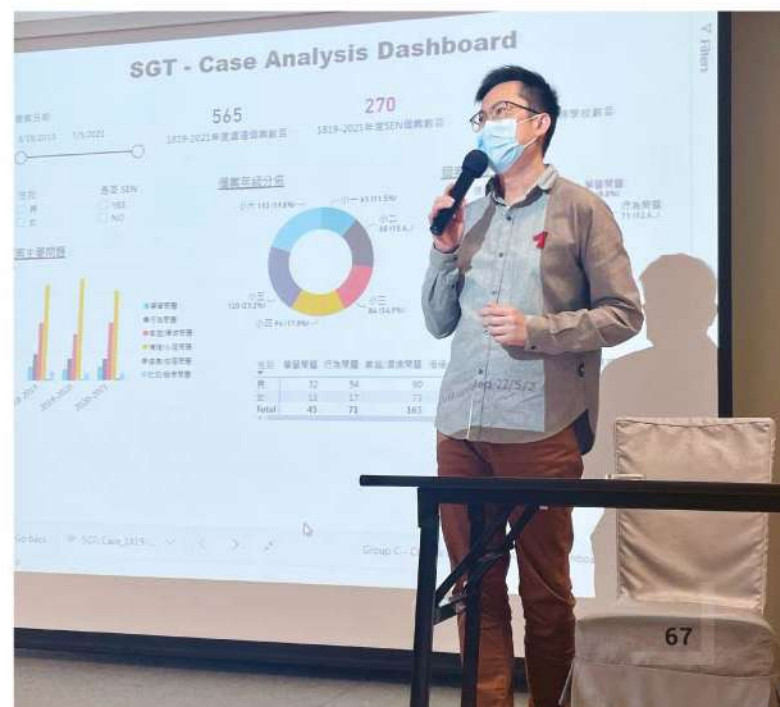
### I.C.T. Power Users Development Programme

A well-designed I.C.T. Power Users Development Programme was implemented to help staff improve their I.C.T. knowledge and skills. It has also helped to inherit and transfer service intelligences, towards driving digital transformation in the Federation.

The first cohort of Power Users collaborated and contributed to improve the documentation of the Federation by studying four workflow issues frequently encountered by staff and proposing digital solutions.

The second cohort helped design and develop dashboards to facilitate data-driven service designs. They did this by gathering and cleansing data from internal systems and other sources, which resulted in interactive and other data capture points, so that response times could be improved.

For the future, the Power Users will assist the new staff in their onboarding as 'tech-buddies', and also facilitate tests and rollouts of new systems.

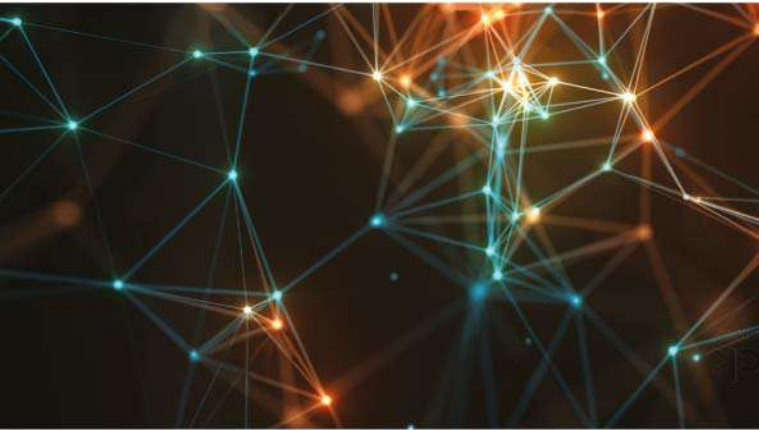




# Information Technology

## Web Application Systems

With concerted efforts of the Information Technology Unit (IT Unit), the User Experience Unit and the School Social Work Unit, the EasySchoolConnect.hk web system was developed and had a soft launch.



Social workers from different counselling service teams of the Federation and the IT Unit also collaborated to develop the Casework System 2.0, for the advancement of professional counselling services and strengthening the data analysis of different cases. The new system will be launched by the fourth quarter of 2022.

The operating system of Youthline 2777 8899 and DSE 27771112 counselling services were successfully upgraded. Social workers and volunteers are now able to support those who seek help through online phone systems anywhere away from the call centre.

## Cybersecurity

With support from the I.C.T. Committee, a comprehensive cybersecurity risk assessment was conducted by a third-party cybersecurity firm in the year and follow-up actions have been taken.

To guarantee business continuity, a disaster recovery drill for this fiscal year was completed in January 2022. An information technology audit for core systems was conducted to ensure that the systems complied with audit requirements. In addition, a cybersecurity health check and a phishing attack assessment were carried out in the fourth quarter of 2021 and first quarter of 2022 respectively, so to strengthen the cybersecurity of the Federation as well as making sure that the staff were aware of the issues of a potential cyberattack.

To increase the protection of sensitive information and to ensure the privacy of users, a series of cybersecurity enhancements were made that targeted web applications, systems and infrastructure.

## Information Technology Infrastructure

The replacement of laptop computers for staff in different service units was completed, which enhanced the mobility of work and cybersecurity to cater for digital transformation and smart workflows.





## Premises Development

### Redevelopment of HKFYG Jockey Club Stanley Outdoor Training Camp

The main contract works for the Jockey Club Stanley Outdoor Training Camp were successfully completed in November 2021. Operational services gradually resumed with many water activities provided from January 2022.

### Rope Course at the Jockey Club Sai Kung Outdoor Training Camp

With the support of The Hong Kong Jockey Club Charities Trust, a two-level rope course consisting of 11 elements (the highest point being 13m above ground level) was set up at The Jockey Club Sai Kung Outdoor Training Camp. This new course not only provides a wonderful adventure experience, both individually and through team challenges, but also affords the best views of Sai Kung!

### Further Refurbishment of Wellness PLUS

Wellness PLUS was established on the first floor of the Headquarters Building to provide facilities for young people to exercise, get fit and experience the spirit of health and wellness. Further renovation works were completed in December 2021 to enable the Federation's professional staff to provide emotional support and clinical psychological treatment through the centre.

### Maintenance of Offices, Service Units and Camp Premises

The Premises Development Unit closely monitors the use of each property in order to maintain the good and safe conditions during operations, including camps, educational facilities and frontline service units. Over the past year, 35 minor renovation works and improvement works were carried out.

