



There is no getting away from it: this is the age of technology. Every aspect of our daily lives is influenced, impacted and informed by technology. This covers the simple to the complicated; the personal to the public and every varying combination in between.

For the Federation, it is only natural that we incorporate technology into our everyday work. Adhering only to the traditional methods of running an organisation and providing services, let alone catering to the needs and interests of young people without technology, is simply untenable and would have rendered us obsolete immediately.

Technology, therefore, has become a part of, not only our infrastructure, but also part of our outreach, our programmes and services, as well as our basic form of communication and information provision.

The journey towards making technology intrinsic to our work has not always been easy. We have to first identify the best systems to suit our needs in building capacities and capabilities. We are still continuing to keep abreast of latest developments, but in the mean time, our focus is on employing innovative technologies for service delivery that are user-centred so as to maximise their experiences and enhance efficiency.

I am very pleased to say that we have a User-Centric Design Unit that is committed to strengthening the connectivity with young people through, among others, online and social media platforms, as well as mobile apps. One of our online channels, the “Easy Member Portal” allows members to register much more easily, while also

giving them easier access to information and encouraging participation in various promotional campaigns. Currently we have around 400,000 members, and we hope that through this portal, more members will use our online services.

We are also using technology to be more creative. M21, the Federation’s creative media service, continues with its own innovative programmes, making more linkages with schools and the community to engage young people in positive and exciting ways. M21’s encouragement of youth to use their own mobile devices to be creative and then to share their short videos or clips with others, offers a genuine avenue for young voices to be heard.

At the same time, technology has not ignored the needs of young people in distress. Our online counselling continues with “uTouch” that can not only search, but identify and even offer immediate online support to callers.

Technology has also helped us increase our volunteer base through our portal, “easyvolunteer.hk”, which enables the public to recruit volunteers, while also guiding volunteers to service opportunities.

But technology in service provision goes beyond simply just using familiar media. Taking our LEAD (Learning through Engineering, Art and Design) initiative to the next level, one of our goals for the coming year is to incorporate this very hands-on and creative education with STEM (Science, Technology, Engineering and Maths) and STEAM (Science, Technology, Engineering, Art and Maths) learning so that today’s students are really equipped for the future with applicable skills.

Finally, technology in the Federation is not just for others; it is for us as well. Not only are we always building our internal infrastructures to strengthen functions and increase system stability, but we are also looking for ways at cloud computing and big data analysis that can keep us effective and efficient in our administration and human resources. The launch of the Staff e-Learning System nearly two years ago continues to be put to great use with over 10,000 log-ins last year, while at the same time online trainings are constantly available to make sure that staff remain up-to-date.

Technology is a now and is the future. But let me be clear: at no point can it ever replace face-to-face human contact, interaction, assistance, partnership and support. The Federation, while keeping up with this fast paced world with its reliance on technology, will never compromise or renege on its absolute commitment to so-called ‘off line’ services.

Technology is a tool, but it does not have a heart. The heart of the Federation lies in the staff with their untiring dedication to serving the young people of our community. I am so proud of the staff; they all work so hard, changing with the times, but never losing sight of their mission or giving up on their passion. I thank them from the bottom of my heart.

As we move forward, let us always be willing to change and adapt, especially with technology. At the same time, let us not forget that technology, devices, social media or the internet will never replace our calling to service.

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