



Development and Support

Partnership and Resource Development

The Federation would not be able to carry out its services without the support and collaboration of those who share a commitment to young people. 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 also connected the concerns of young people with the wider community. This support has not only come through sponsorship, but through mentorships, donations in cash and kind, venue support, *pro bono* services and events organisation.



Highlights of New Service Projects

Government Bureaux and Departments

Beginning in 2018 and for the next three years, the **Quality Education Fund** is supporting the Media Counselling Centre to carry out Project NET for media literacy enhancement. The **Beat Drugs Fund** supported the Youth Crime Prevention Centre's Project RADAR II and the School Social Work Unit's Healthy School Programme. The **Environment and Conservation Fund** sponsored the Federation to launch various greening initiatives, one of which was the Creative Upcycling Project. Working at Holiday@Lantau is a one-year work placement programme sponsored by the **Airport Authority Hong Kong**. The **West Kowloon Cultural District Authority** collaborated with the Federation with the WKCD at Your Hand's Reach and Youth Art Ambassador.

Non-governmental Organisations, Private Funds and Foundations

The **Hong Kong Jockey Club Charities Trust** has generously approved a grant of HK\$24m for the Media Counselling Centre and Information Technology Unit to develop Online Crisis Support Service for Youth, and HK\$3m for Jockey Club Shaukiwan Youth S.P.O.T. to carry out the Youth Service Innovation Programme. The Global Youth Entrepreneurs Forum 2017 organised by Youth Business Unit and Social Innovation Centre with Dreamcatchers of The University of Hong Kong was supported by **Victor and William Fung Foundation**. In addition, **Lions Club of Tsuen Wan Charity Foundation** supported Turning Point 2018 organised by the Youth Support Scheme.





Business Partners

With the support of **CLP Power Hong Kong Limited**, the CLP Energy for Brighter Tomorrows Award was organised to acknowledge young people who have overcome adversity and showed a positive life attitude. Supported by **J.P. Morgan** and the Labour Department Youth Employment Training Programme, Project SETUP provided six month management training for Associate Degree or Higher Diploma holders. HKFYG x DBS Social Innovation Challenge for innovators who improved society and expanded businesses was sponsored by **DBS Bank (Hong Kong) Limited** and the M21 Kitchen was set up in 2018 with the full support of **Towngas**.

Individual Donors

Mr. Victor L.L. Chu supported two science teachers from the HKFYG Lee Shau Kee College and Wai Kiu College to join a ten week attachment programme at Kings College Taunton in the United Kingdom to enhance their professionalism and encourage new initiatives in teaching.

Partnership Luncheon

The Federation organised two partnership luncheons in June and July in 2017 to celebrate collaborations and share new ideas with various corporate partners who have a common commitment to young people. To help corporate partners understand Federation services in emotional wellness, a luncheon with the Wellness Mind Centre was organised in January 2018, where they enjoyed the taste of a healthy meal along with a taster of mindfulness practices to co-opt into their daily lives.





Caring Company Scheme

To recognise the dedication of partners, the Federation successfully nominated 149 companies and ten organisations for The Hong Kong Council of Social Service 2017–18 Caring Company Logo and Caring Organisation Logo. DiscoverE Engineers Workshop, co-organised by the Federation and IBM China/Hong Kong Limited, was awarded Certificate of Merit of the Scheme's Outstanding Partnership Project Award.

Fundraising and Charity Events

Charity Auction and Sale

Courtesy of **Lisa's Collection**, the Federation organised a Charity Auction and Sale 2017 for three days in July focusing on Chinese arts and artefacts. Funds raised went towards the Federation's online counselling services for socially withdrawn youth who have emotional health problems. To increase young people's appreciation of Chinese arts and artefacts, a course was taught by Dr. Lisa Cheung.





a cappella Musical Dinner

Supported by the **Ng Teng Fong Charitable Foundation**, an *a cappella* Musical Dinner was held on 28 March 2018 at the Conrad Hotel. The Hon. Andrew Leung, GBS, JP, President of the HKSAR Legislative Council was Guest of Honour. Guest performers were the multi-national group Accent, The Nor'easters from the USA, The Apex Project from Singapore, and our very own HKFYG Hong Kong Melody Makers. Courtesy of **Lisa's Collection**, a Charity Sale of exquisite jewellery also took place during the dinner. The proceeds went to support the Federation's hotline and online counselling services for young people who require immediate assistance in their moments of need.

eGiving

To benefit more youth 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 support specific youth services in a most convenient manner.



Corporate Planning and Staff Training



The Annual Plan 2018-19

The annual planning exercise was initiated by the senior management in November 2017 to set out the strategies and priorities for 2018-19. 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 on technology, both for members, users and in providing professional services. Key Performance Indicators and strategic plans of the 12 Core Services were then devised after comprehensive staff discussions. As 2018-19 is the last year in realising the Third Five Year Plan, a series of consultations and discussions will be held to devise the Fourth Five Year Plan.

The Annual Plan was published in March 2018, with copies distributed to government departments, funding bodies, partners, youth work organisations, universities and schools.

Staff Training

This year saw staff members accomplish a total of 10,293 training hours by attending 87 in-house, and 159 external, training activities, achieving a total attendance of 3,967. Highlights of staff training programmes include:

Enhancing ICT Competence

Compared to last year, more advanced level ICT training was offered in different areas, including software applications, PowerPoint presentations, inventory management, budgeting and modelling, designing marketing materials, image processing, data analysis, video production through mobile phones and post production media skills. Further advanced training in internet security, digital marketing, big data applications, new media trends, VR and effective communication, were also provided.

In addition, there were workshops on internal systems, which covered accounting systems, website revamping and instructor management.





Professional Capacity Building

Training in professional knowledge and skills both enhance the competence of professional workers, as well as enable early identification and professional intervention of youth problems. Social workers studied Narrative Therapy, Mindfulness Meditation and CBT for in-need young people. Other training covered a wide spectrum, including, but not exclusively: crisis management, suicide prevention, child and family violence, drug abuse, career guidance, SEN and ADHD, parenting education, media education and applications of ICT.

Innovation through Exposure

Talks and visits to provide staff with opportunities in areas of social innovation, social impact assessment, young entrepreneurship, user experience, application of VR, AI and other Internet of Things (IoT) in service design were provided. A big idea pitching session was also organised to solicit creative ideas in service development from supervisory staff.



Effective Management and Communication

Leadership programmes and financial management training were provided to managerial staff. Chinese business writing workshops and media communication training were organised to solidify their knowledge on effective communication both internally and externally. Training on legal knowledge, such as fair practice provisions and trade description ordinances, were also given for the purpose of risk management.



Formal Social Work Programmes

Staff members 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. Last year, six staff members completed their agency-attached placements as part of the requirement in attaining their professional qualification and two staff members were granted study leave to undertake agency-attached placements.



Staff e-Learning System

There were 9,623 logins by staff in the Staff e-Learning System. The platform enabled staff to register, make approvals, return feedback forms and submit learning reports which simplified administrative procedures and resulted in higher efficiency in moving towards the "go green" policy of the Federation.

All new staff underwent a series of induction training within their first three months, mostly through the e-classroom with online training materials and exercises, ensuring an end to time or geographical constraints. Last year, 89% new staff members completed their online induction training.

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.



A week-long training programme was organised for 30 heads and volunteers of local NGOs from Hunan. Through visitations, seminars and workshops, both the Hunan government officials and Federation staff better understood NGO developments in both regions. Another training and internship programme was conducted for four youth workers from Shanghai. The Federation also shared youth work experience with visiting experts and academics from Shanghai, Hunan, Hefei, Guizhou, Shenzhen, Guangdong, Zhongshan, Macau and Taiwan.

In the past academic year, 110 social work students from local tertiary institutes and universities were offered fieldwork placements at the Federation. A further 62 university student interns, from different study programmes, were placed at different service units to gain vocational experience.

Best Practice and Knowledge Exchange

In 2017-18, 15 staff members were sponsored to travel to Shenzhen, Beijing, Qinghai and Taipei, as well overseas to the United Kingdom, Columbia and France to learn about new service models and best practices in innovation, IoT, STEM education, youth leadership, youth entrepreneurship and drug abuse. A delegation of two staff members and six youth members also travelled to Qinghai and Beijing to learn about the recent national developments on the Mainland.

