





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 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

The Youth Development Commission - Large-scale Youth Programme Funding Scheme generously funded the multifaceted My Stage – Youth Creative Arts Festival organised by the Cultural Services Unit. The Funding Scheme for Youth Life Planning Activities of the **Home Affairs Bureau** gave support for Working Reality 2.0 of the Youth Employment Network. **The Environment and Conservation Fund** continued to partner with the Federation to launch various greening initiatives, one of which was the Low Carbon Kitchen programme. Smart Community SPACE21, is a one-stop platform for matching spaces and activities with people funded by the **Innovation and Technology Fund for Better Living**.

Non-governmental Organisations, Private Funds and Foundations

The Hong Kong Jockey Club Charities Trust has generously funded the 24/7-operated Jockey Club Online Youth Emotional Support “Open Up”, co-organised by the HKFYG and The Hong Kong Jockey Club Centre for Suicide Research and Prevention at The University of Hong Kong, Caritas-Hong Kong and The Boys’ & Girls’ Clubs Association of Hong Kong. Dance Upon a Time, a project which combined arts and community care was organised by the Cultural Services Unit and supported by **The Chinese Temples Fund**. In addition, **K&K Charity** supported the NEIGHBOURHOOD First Community Apps-building Hackathon organised by Hung Shui Kiu Youth S.P.O.T.





Business Partners

With generous support of **HSBC**, the HSBC Future Skills Development Project provides diversified learning experiences, opportunities for practical application and professional training for youth to enhance their financial capability, employment skills and innovation and technology. The Jockey Club Kwai Fong Youth S.P.O.T.'s Fly High with Us Young Savers Project which promotes the long-term development of disadvantaged children received new sponsorship from **Chinachem Group**. Supported by Genki Sushi of **Maxim's Caterers Limited**, the Jockey Club Tin Yiu Youth S.P.O.T.'s Learn with Fun programme provided various educational activities for children and youth in Tin Shui Wai.

Fundraising and Charity Events

Charity Auction and Sale

Courtesy of **Lisa's Collection**, the Federation organised a Charity Auction and Sale 2018 for three days in June focusing on Chinese arts and artefacts. Funds raised went towards the Federation's hotline and online counselling services for young people in need of immediate assistance. 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**, the Dinner was held on 25 March 2019 at the Hong Kong Country Club. Guest performers were Italy's *Cluster*, *Upper Structure* from Berklee College in the United States, Taiwan's *VOX Vocal Band* and Hong Kong's HKFYG's *Passingers@HKMM* and *Ukiyo* from St Paul's Co-educational College. Proceeds went towards supporting the Federation's music education programme for underprivileged children and youth in Hong Kong.

Charity Gala Film Premiere

On the invitation of **Sil-Metropole Organisation Limited**, the Federation was the Charity Partner at the Gala Premiere of "House of the Rising Sons", which took place on 9 July 2018 at The Metroplex, Kowloonbay International Trade and Exhibition Centre. Proceeds went to provide mentoring support for young people and assist them in their personal development goals.





Donation and Sponsorship

The Federation benefited from the charity initiatives of many organisations. Launched by HK01 in 2019, "01 Heart" is an online donation platform through which the HKFYG can raise funds for its youth services and projects from the public and the platform's Donation Matching Scheme. Swire Properties, RunOurCity, Juven and the Correctional Services Department also named the Federation a beneficiary of their charity campaigns.

Caring Company Scheme

To recognise the dedication of partners, the Federation successfully nominated 124 companies and 8 organisations for The Hong Kong Council of Social Service 2018-19 Caring Company Logo and Caring Organisation Logo. At the Caring Company Partnership Expo on 20 May 2019, the Federation set up a booth to meet both committed partners and new friends, introducing services to different sectors of the community.

Award for eGiving

Organised by The Hong Kong Internet Registration Corporation Limited, the Federation's online donation platform eGiving (giving.hkfyg.org.hk) was honoured to receive the Silver prize under the Non-Commercial Corporate Stream of the "Best.hk" Website Awards 2019. The Federation received the accolade at the Presentation Ceremony held on 22 July 2019.



Corporate Planning and Staff Training



The Fourth Five Year Plan cum Annual Plan 2019-20

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The Third Five Year Plan of the Federation came to an end by 2018-19 and was reviewed to pave the way for the Fourth Five Year Plan from 2019-20 to 2023-24. A series of consultations and discussions, both with internal and external stakeholders, began in February 2018 and continued until the Plan was published in April 2019. The process included a staff conference in October 2018 for all front line staff to formulate objectives and strategies, as well as brainstorm creative ideas to realise common goals.

Over the next five years, the Federation will employ the following three strategies in service and management and will also promote “Wellness Mind” and “Future Skills” to help young people find relevance for their futures.

- Deepening Engagement
- Enhancing Professionalism
- Embracing Innovation

The Fourth Five Year Plan cum Annual Plan 2019-20 was published and distributed to government departments, funding bodies, partners, youth work organisations, universities and schools.

Staff Training

This year staff members accomplished a total of 10,227 training hours by attending 74 in-house and 144 external training activities, achieving a total attendance of 4,332. The Staff e-Learning System had 9,285 staff log-ins, where online training courses and videos were available for active learning. Highlights of staff training programmes include:

Driving Innovation and Changes

A Big Idea Day was held to collect innovative ideas for service development, where staff from twelve teams pitched for support and collaboration. Follow-up actions, such as setting up an email account and inviting Big Idea teams to share in staff meetings, were carried out to stimulate staff to be more creative.

Other workshops and visits were arranged to equip staff with the latest technological trends and applications, covering areas of data visualisation, data analysis, cloud technology, artificial intelligence, e-sports and ICT application in social work intervention. Skills training courses on Power BI, drone videography, Adobe for design, Excel for financial and data management were also organised. Training on internal systems was also provided to update and refresh staff’s knowledge.





Talent Development and Efficient Management

The HKFYG Executive Leadership Programme was initiated to develop internal talents and train staff members with potential to become future leaders. After careful deliberation, 24 staff members, from both service and supportive units, were selected to join the first batch undergoing 18 months of intensive classroom, online and non-local training.

A retreat day was arranged for Supervisors to examine the latest global and local youth and social trends, and to brainstorm innovative ideas for organisational development. To be a responsible organisation, risk management training was provided to managerial staff especially in the areas of ICT application, administration and financial management. 5S workshops were also given to support staff to enhance their ability to properly manage facilities and resources, and help upkeep the Federation's "Green" policies.





Professional Enhancement

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Staff members were sponsored to attend professional training to enhance their capacities for service. They took courses covering Narrative Therapy, Mindfulness Meditation, Art Therapy, STEM education, suicide prevention, working with ethnic minorities, triad culture, SEN and ADHD, parenting education, media education and ICT applications.

Staff members who studied formal social work programmes leading to higher diplomas and degrees, were granted study leave to complete their fieldwork placements. Last year, two staff members completed their agency-attached placements and this year two staff members were granted study leave to undertake agency-attached placements.



Best Practice and Knowledge Exchange

In 2018-19, 30 staff members were sponsored to join 13 study trips and international conferences. They explored Mainland cities including Shenzhen, Foshan, Huizhou, Xiamen, Guangzhou, Jiangmen, Beijing, Nanjing, Wuhan and Chongqing. They also went overseas to the Netherlands, Denmark, France, the UK, the US, Australia and Malaysia. These exchanges covered new service models and best practices in social innovation, opportunities in the Greater Bay Area, national development, STEM education, youth leadership, youth entrepreneurship and criminology.



Sustainable Development



GoGreen Vision and “Three Axes and Five Green Key Areas”

For a sustainable future and given young people's aspirations, the promotion of a green lifestyle is critical. The Federation's approach of “Three Axes (Green Governance; Building Staff Green Capacity and Engaging Young People in Environmental Protection) and Five Green Key Areas (Energy Saving; Waste Reduction and Recycling; Water Saving; Paper Reduction and Clean Workplace)” continued, with the main focus on enhancing green governance and youth environmental education.

Green Governance

Installation of Solar Film and Heat Shield Coating

With funding support from the Environment and Conservation Fund (ECF), the Federation installed a heat shield coating on the rooftop of the sport hall at the Jockey Club Sai Kung Outdoor Training Camp; and a solar film in the camp houses and sport hall, helping to reduce energy consumption.

Indoor Air Quality Monitoring in M21 and Ching Lok Kindergarten (Yaumatei)

The Federation employed an Indoor Air Quality (IAQ) consultant to conduct measurements and find out where improvements could be made in air quality. The IAQ monitoring was conducted in October 2018.

Environmental Protection Steering Committee

The Federation conducts regular Environmental Protection Steering Committee (EPSC) meetings to gather expert and professional advice in order to improve and monitor the GoGreen works.





Youth Green Engagement

The Federation organised different environmental education programmes for young people to enhance their environmental awareness and knowledge.

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ECF Love our Romer's Tree Frog: Biodiversity Conversation and Ecology Education Programme

The Sustainability Unit collaborated with Lamma Youth Camp to organise an environmental awareness programme and increase knowledge for the Romer's Tree Frog. The four-stage programme attracted more than 1,000 people.

ECF Indoor Air Quality Youth Education Programme

The Sustainability Unit also organised the ECF IAQ Youth Education Programme from October to November 2018. More than 60 students were trained as IAQ ambassadors and helped in promoting IAQ knowledge through 600 street interviews and exhibitions, which was visited by 900 people.



ECF Low-carbon Cooking Competition and "Low Carbon Kitchen" Video Production Scheme

The project was organised by the Sustainability Unit and Media 21 to promote a "Low-carbon diet" in the community. Through a series of talks, workshops and a two-stage competition, students and the public were better informed how to implement a low-carbon diet in their daily lives. More than 700 people participated in the talk and 70 people participated in the cooking competition.



Green Synergy and Collaboration

The Federation worked with different government departments, universities and green groups, including the Water Supplies Department, Environmental Protection Department, Lingnan University and The Conservancy Association, to share environmental experiences and work together to promote environmental protection in the community.

User Experience

The User Experience Unit aims to improve social service provision with innovative technologies. The Unit collaborates with partners in different industries to help enhance user experience through design, research and process optimisation.



SPACE21

In order to better utilise free spaces in the community, such as in schools, youth centres or privately owned, the Unit will launch the SPACE21 project. Sponsored by the Innovation and Technology Fund for Better Living, SPACE21 is an integrated platform for booking and rental of community spaces. To get off the ground in late 2019, there will be mobile application, as well as desktop versions. Young people can look for and book suitable community spaces to carry out recreational or sporting activities.

School Connect

To improve communications, as well as to provide suitable support to schools, the Unit has designed an integrated platform. The platform provides an easy and direct channel for school teachers to get the latest news of the Federation, including courses and programme information, eLearning materials and on-site services. It will be launched in early 2020.

Renovated office for Startups

The Unit has been located at Media 21 since 2018. It provides young people an open and co-working area to start their technologically and socially missioned businesses. It provides rent free office space to incubate cases.



Information Technology

Application Systems

The HKFYG Data Warehouse has been operational since August 2019. The repository stores all data of the various systems and is accessible to staff for further analysis.

Various IT projects, including a new intranet, service resource planning management system, a digital library and a client and customer relationship management system, were given support by the Social Welfare Development Fund. Begun in 2018, the target is to have all the projects completed by 2020, so that the new systems would enhance corporate internal and external operations, as well as improve connectivity with young people.

Business Continuity and Disaster Recovery Plan

In order to mitigate against any unforeseen mishap or accident, the entire IT system and related database is backed up regularly with files stored into secured computer sites. To ensure against the challenge of security risks, every staff member's desktop executes and updates security patches automatically. A Disaster Recovery Plan is regularly exercised for all the core systems and related business operations.

System Training

Constant training sessions are held, not just when new systems are launched, but also to ensure familiarisation and ease of work for all staff, new and established.

Server Infrastructure and Cloud Service Application

With the new server, "Hyper-converged Infrastructure" (HCI), set up in 2018, server resources, capacity expansion and replicate applications to minimise the service interruptions can be fully utilised.

The IT system also continues to use the Cloud platform, which helps reduce workloads on computer resources, saving maintenance costs in both the server room and hardware devices.

Premises Development



The HKFYG Leadership Institute

The renovation and construction work for the Training and Hostel buildings were completed in July 2018. Following the Grand Opening Ceremony on 31 March 2019, with Guest of Honour, Mrs. Carrie Lam, GBM, GBS, the Chief Executive of The HKSAR, the Institute is now in operation and open to the public.

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

The main contract works for Youth Hostel cum Youth S.P.O.T. began in May 2018 and are now at the final stages. It is expected that the redevelopment will be completed by December 2019.

Redevelopment of Stanley Outdoor Activities Centre into Residential Camp

The foundation and ELS works were completed in June 2019, with the main contract works commencing in July. Redevelopment is expected to be completed by mid 2020.

Maintenance of Offices, Service Units and Camp Premises

The Unit closely monitors the physical condition of all Federation premises, including camps, schools and frontline service units. With high utilisation rates, the Federation is committed to everyone's safety and to ensure that the premises and equipment remain in good working order. Over the past year, 45 improvement and minor renovations were carried out.

Launch of New Project - Renovation of HKFYG Hydroponic Farm

The renovation and construction works for the new Hydroponic Farm were completed in August 2019.

