



The background is a solid orange color with a complex pattern of overlapping, semi-transparent geometric shapes. These shapes include vertical bars, diagonal lines, and curved forms that create a sense of depth and movement. The overall effect is a modern, abstract design.

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. This support has not only come through sponsorship, but through mentorships, donations in cash and kind, venue support, *pro bono* services and events organisation.



Combat COVID-19 Campaign

Since the outbreak of COVID-19, the Federation has cooperated with various sectors to provide academic support, community aid and online care. Funded by **The Hong Kong Jockey Club Charities Trust**, the *Bandwidth Support for E-learning at Home Scheme* was launched to support underprivileged students, followed by donation of e-devices and Zoom Classroom accounts. **Google.org** sponsored one-on-one academic support for students in need, and assistance for under-served micro, small and medium businesses run by young entrepreneurs. The **Simon K.Y. LEE Karen's Fund** supported the set up of a youth community team to deliver medical materials and household necessities to the needy. Furthermore, with **Facebook's** donation, critical support for people struggling with loneliness, anxiety and other mental health issues during the pandemic was provided.

Generous donations by individuals, corporates and foundations enabled the distribution of masks, hand sanitizers, cleaning products, and many other useful items to the needy. The crowd funded *Love in Neighbourhood Project – Neighbour-Food Delivery* enabled delivery of readymade food packs to the elderly and families in need when dining out had been curtailed.

Highlights of More New Service Projects

Together with partners in the business, educational, government and private sectors, as well as with foundations and trusts, non-governmental organisations and associations, the Federation has also connected the concerns of young people with the wider community.

Governmental Support

The **Beat Drugs Fund** supported the Federation's all-round anti-drug programmes, including School Social Work Unit's *Healthy School Programme*, as well as the Youth Crime Prevention Centre's *Project SEToff II* which provided help for working youth and hidden drug abusers; *Project CHOICE*, a community-based campaign against cannabis use; and *Healthy Transition*, a programme for substance abusers with mental health issues.

For three years from 2019, the **Standing Committee on Language Education and Research** has been supporting the Jockey Club Media 21 and Professional Publications Unit to organise *The Hong Kong Reading Competition* and the first-ever *Hong Kong Creative Writing Competition*. The **Quality Education Fund** supported the HKFYG Lee Shau Kee College to set up a digital self-learning centre, optimising the students' learning environment.

Business and Foundation Support

With sponsorship of **J.P.Morgan** and support from local SMEs from the IT, marketing and multimedia industries, *Project Update* provided latest skill training and career counselling for the sub-degree graduate participants.

In addition, The **Hong Kong Racehorse Owner Association Charitable Foundation** supported three Youth S.P.O.Ts to run the *Smart Kids Learning Project* to enhance independent learning of underprivileged students, and the **Kok Kwong Charitable Foundation** supported Jockey Club Tin Yiu Youth S.P.O.T. to organise *Project Uth* to equip young people with new skills.





Fundraising and Charity Events

Flag Day

The Federation's territory-wide Flag Day was scheduled on 22 February 2020. In response to the development of the pandemic, flag-selling on the street was cancelled. Nevertheless, related fundraising activities organised by the different service units, "Gold Flag Subscription" and "Wellness Folder" Charity Sale, were generously supported by various community sectors. Funds raised went towards supporting services for youth emotional health.

"Dream Your Dream" Monthly Donation

Thanks to Hongkong Electric, the Federation was able to send monthly donation appeal leaflets to 40,000 households in 2019, encouraging the public to donate regularly and support the disadvantaged to live for a brighter future.

eGiving

The one-stop online donation platform launched in 2017 continued to provide convenience to donors, who could support their preferred projects or services in a one-off or regular manner. Details can be found at giving.hkfyg.org.hk.



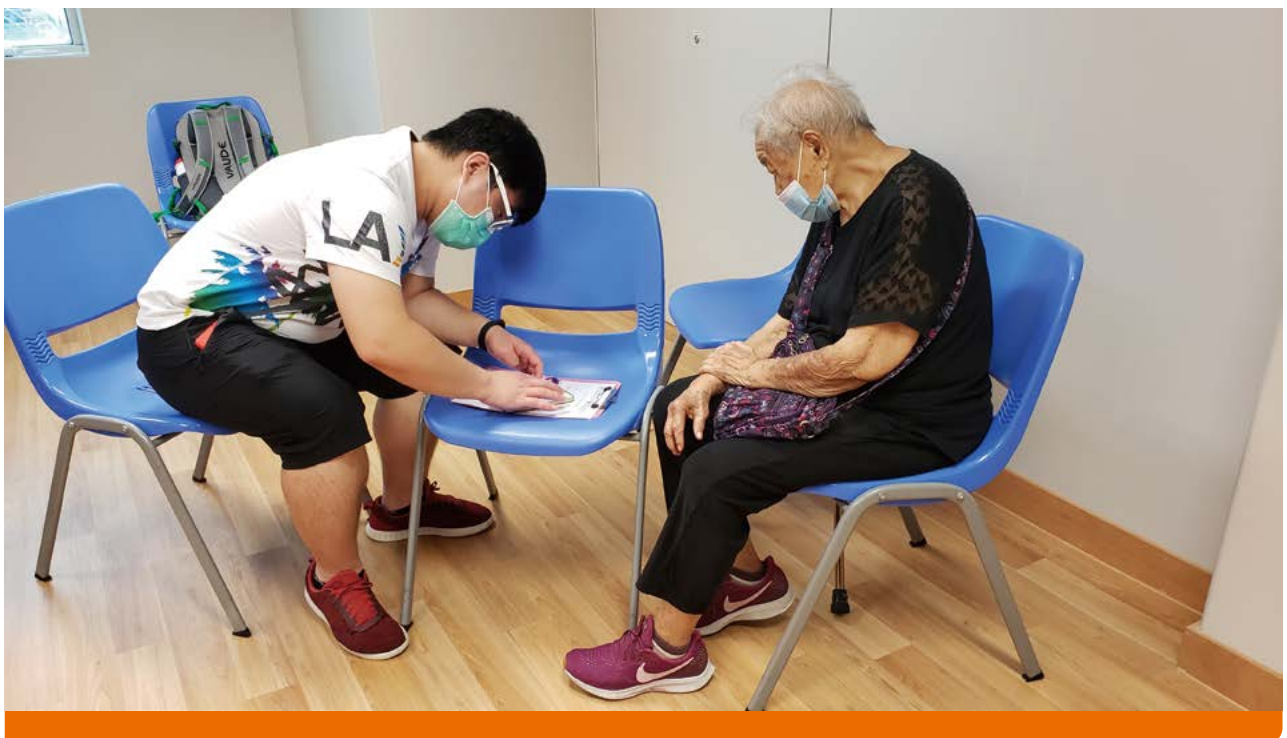


Caring Company Scheme

To recognise the dedication of partners, the Federation successfully nominated 123 companies and eight organisations for The Hong Kong Council of Social Service 2019-20 Caring Company Logo and Caring Organisation Logo. This scheme is an important recognition of corporate citizenship and a caring spirit.

Donation and Sponsorship

The Federation benefited from the charity initiatives of many organisations. Genki, ONE TEN, and Hong Kong Commercial Broadcasting Corporation named the Federation a beneficiary of their charity campaigns. Launched by HK01, "01 Heart" is an online donation platform through which the Federation can raise funds for its youth services and projects from the public and the platform's Donation Matching Scheme. Sponsorship in kind from corporate bodies and individuals included additional facilities for the Federation's service units, beauty and personal care products and sports equipment, as well tickets to concerts, theme parks and the theatre for youth.



Corporate Planning and Staff Training



The Annual Plan 2020-21

The first year of the Fourth Five Year Plan was implemented in 2019-20 and the results were evaluated to pave the way for the Annual Plan of 2020-21. Several milestones were reached, including the formation of the alumni network; data driven practices; internal talent development programmes; mechanisms to instil an innovation culture; and the assessment of user satisfaction.

In the coming few years from 2020-21, the Federation will employ the following three strategies: (1) Deepening Engagement; (2) Enhancing Professionalism, and (3) Embracing Innovation to develop our youth services. These strategies will cover “Wellness Mind”, “Future Skills”, and “Healing for Hope”, key areas addressing the needs of young people as a result of both the protests and pandemic.

The Annual Plan 2020-21 was published in April 2020 and distributed to government departments, funding bodies, partners, youth work organisations, universities and schools.





Staff Training

Despite disruption caused by the pandemic on staff training, this year staff members accomplished a total of 10,677 training hours by attending 53 in-house and 117 external training activities, achieving a total attendance of 4,180. Zoom online trainings were organised to replace classroom learning to ensure the health and safety of staff. The Staff e-Learning System had 5,286 staff log-ins, comparatively lower than the previous year due to a system revamp. A more user-friendly system is anticipated to be in operation soon this year. Highlights of staff training programmes include:



Embracing Innovation and Changes

The Big Idea Day has become an annual event to encourage staff members to brainstorm innovative ideas. “Cross Service Collaborations” was added to enhance synergy between core services and units. In addition, seed funding was granted to selected teams for building project prototypes and initial experimentation of pitched creative ideas.

Other training courses, workshops and visits were arranged to equip staff with the latest innovation trends and technological applications. These covered such areas as design thinking; social media content marketing; data visualisation; data analysis; cloud technology; artificial intelligence; application of technology in social work; and STEM education. Skills training courses on Power BI and visits to the Hong Kong Observatory and Microsoft Hong Kong Head Office were organised. Trainings on internal systems were also provided to update and refresh staff’s knowledge.



Talent Incubation and Governance with Foresight

The HKFYG Executive Leadership Programme, a commitment to incubate internal talents, saw 20 nominated and selected staff members complete their 15 classroom learning modules and begin online courses. Guest speakers and professional experts were invited to give classes on leadership; change management; entrepreneurship; globalisation; understanding China; risk management; project management; legal knowledge related to youth services; business writing; presentation skills; HR and financial management.

In helping university students gain work experience in youth services, more than 150 social work placements and internship posts were offered to local universities.

Good governance is vital for a transparent and accountable organisation. Retreats were organised for senior management and middle management to make plans in response to the changing needs of young people and society. Training courses and workshops on data management of KPIs; partnership development; stakeholder engagement; risk management; cross-generational team management; and press relations were organised. Workshops on industrial safety, especially in handling chemicals in cleaning products, were also provided to caretakers in face of the pandemic.



Professional Development

Staff members were sponsored to receive professional training to build up service capacities. Courses taken covered such topics as Narrative Therapy; Advanced Strength Based Cognitive Behavioural Therapy; Mindfulness Meditation; Art Therapy; STEM education; suicide prevention; working with ethnic minorities; triad culture; SEN and ADHD; parenting education; life planning; volunteer work management; media education; graphic and video editing; applications of ICT; First-aid; and outbound tour escorts.

To equip staff members in handling the unprecedented situations caused by the social unrest and pandemic, a series of workshops on mindfulness practices; counselling on mental health cases; crisis intervention; and related legal knowledge were arranged, in order that such situations were handled confidently and professionally.

Staff, who studied formal social work programmes leading to higher diplomas and degrees, were granted study leave to complete their fieldwork placements. Last year, a staff member completed his agency-attached placement as part of the requirement in attaining his professional qualification and this year four staff members were granted study leave to undertake agency-attached placements.

Best Practice and Knowledge Exchange beyond Hong Kong

In 2019-20, 19 staff members were sponsored to join 12 study trips and international conferences in Guangzhou, Harbin, Qingdao, Changchun, Wuxi, Hangzhou, Beijing, Guiyang, Macau, Taipei, Seoul, Brisbane and France. These exchanges covered new service models and best practices in social innovation, opportunities in the Greater Bay Area, national development, youth entrepreneurship, early childhood education, Zentangle art therapy, drug abuse, mental health and criminology.



Sustainable Development



The Community Recycle Network has been facilitating residents nearby to collect recyclable waste so as to build up active clean recycling habits in the society. At the beginning of this year, 13 Youth S.P.O.Ts engaged in the programme that saw over 14,500 kg of materials were recycled. By year end, the number of engaging Youth S.P.O.Ts had increased to 16 and more residents began to recycle their plastic, glass and paper waste, as well as electronic appliances.

Funded by Environmental Protection Department, the Jockey Club Sai Kung Outdoor Training Camp has installed solar films on the windows of the gymnasium and guesthouses, and applied heat shield coating on the roof-top of the gymnasium to save energy. At the same time, educational programmes were organised to promote environmental friendly information to the campers.

Organising programmes has been a key feature of the camps and cross-unit collaborations organised several, including the "Excursion with Water Save Dave" for the Water Supplies Department to cover six reservoir routes. Over 150 guided tours were opened for individuals or organisations.



User Experience

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

SPACE21



SPACE21 has been rolled out to provide a one-stop online booking experience for the public to discover local spaces and events. With the support of organisations across the community, over hundreds of spaces and events are bookable online with SPACE21 – website or mobile app. Community organisations are supported by a free booking management system, as well as through a brand-new medium, to reach their audiences online.

SPACE21 collaborated with Innopower@JC Time4Us to encourage Young Carers to take a break from their caring roles and pursue personal interests. Through SPACE21, Young Carers are connected with available local spaces and activities, and they can easily book at discounted prices by applying promotional codes.

Website: <http://space21.hk>

Android : <http://bit.ly/2Mn0IG1>

IOS: <http://apple.co/2WRiNkq>

School Portal

In order to continue the strategic approach of “Deepening Engagement”, one of the pillars of The Fourth Five Year Plan, the Federation has formulated school development strategies to strengthen engagement with primary and secondary schools. The School Portal is an online interactive platform allowing schools to get customised school-based services and support from the Federation, with user-friendly experience.

Information Technology

Application Systems

The Data Warehouse was launched in October 2019 to facilitate analysis on service status, as well as assessing user demand. The new Intranet system was made operational in February, and Digital Library in April 2020. The new Intranet enhances the use of a smart office, by operating through mobile devices, while the Digital Library allows greater sharing among staff.

Various IT projects, including the Service Resource Planning System (SRP), Client and Customer Relationship Management System (CCRM) and Casework System are under development and that it is hoped that all these projects will be completed by the first quarter of 2021.

Server Infrastructure and Cloud Service Application

In July 2020, the broadband at the Headquarters was upgraded to 1Gbps, allowing staff to enjoy faster bandwidth and thus enhancing the efficiency of daily operations. Replacement of PCs, along with Wi-Fi systems enhancement, has begun in the Headquarters, with the target date for completion the end of 2020.

Business Continuity and Disaster Recovery Plan

The Disaster Recovery Drill was performed successfully in November 2019. To further improve the business continuity, the IT Unit has now begun to review remote office solutions ('work from home') to cater to the new requirements as a result of the COVID-19 pandemic.

System Training

Continuous training sessions are held to ensure all staff are familiar with the different systems that will also ease their work.

ICT Task Group

An ICT Task Group was set up in April 2020 providing advice to the Federation in three areas of focus: using ICT to facilitate administration and operation efficiency; using ICT applications in service development; and ICT service opportunities for youth. The group is composed of experts in the field.

Premises Development

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

The main contract works for the Youth Hostel cum Youth S.P.O.T. were successfully completed in February 2020, with new residents moving into the now operational hostel in March 2020.

Redevelopment of Stanley Outdoor Activities Centre into Residential Camp

In July 2019, the main contract works to redevelop the Stanley Outdoor Activities Centre into a Residential Camp began. Redevelopment is expected to be completed by the end of 2020.

Maintenance of Offices, Service Units and Camp Premises

Given the high utilisation rates, it is essential to maintain safety and so the Unit closely monitors the physical conditions of all Federation premises, including camps, schools and frontline service units. Over the past year, 17 improvement and minor renovation works were carried out.

Launch of New Project - Renovation of Wellness Centre for Youth

The renovation works for a new wellness centre were completed in May 2020. An innovative and comfortable area was set up to provide wellness life tasting and treatment service in Lung Hang Youth S.P.O.T.