



Development and Support





Partnership and Resource Development

With the support from partners across sectors, the Federation continued to provide a variety of innovative 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.



Restore and Enhance Resilience in Case of Future Pandemics

To heal all the emotional upheavals over the past year, the Federation has worked closely with partners on building the resilience of young people. Funded by the **Lee Hysan Foundation**, the Federation introduced the *Mind Healing Programme*, which adopted the concept of wellness and practice of mindfulness, reducing levels of depression and anxiety through workshops and retreats. With support from **The Hong Kong Jockey Club Charities Trust**, *Respiration*, a youth arts education programme was launched to let people relax through the arts and cultural experience.

Physical wellness was also emphasised and the *HKFYG Jockey Club Youth Sports Development Project* continued to provide engaging sports opportunities for disadvantaged youth and families, as well as help building up self-confidence, providing critical support to young people.

Highlights of New Service Projects

Strengthening Social Cohesion

The Federation initiated innovative projects to achieve inclusive growth with partners that shared the same vision. Funded by **The Community Chest**, the HKFYG School Social Work Unit has launched *FARMily - Shine. Engagement. Nurture (SEN)* for autistic students by merging the therapeutic benefits of farming with residential living and working together.

In addition, **Save the Children Hong Kong** supported *E.Positive-counselling service for at risk youth*, providing comprehensive assistance to young people with mental health issues and the **Chan Cheung Mun Chung Charitable Fund Limited** supported "*Neighbour-Food Delivery*" Project, helping families in difficulty and building up a strong neighbourhood support network with youth.





Nurturing Young Talents

The Quality Education Fund supported the Federation's services on education and talent development last year. This included support for the Wellness Mind Centre's *Project MAIL*, helping youth to tackle potential problems with knowledge and positive values of media literacy in the A.I. era. The HKFYG Youth Exchange Unit initiated "*Travel Vlogger*" *New Media Training Programme* with funding support from the **Greater Bay Area Homeland Youth Community Foundation**, providing enthusiastic young vloggers a series of trainings and hands-on experience to master necessary skills.

Encouraging Sustainability

The Development Bureau supported The HKFYG Leadership Institute's *Heritage Tourism Project* to engage public participation in heritage conservation through fun and interactive activities. **The UPS Foundation** supported the Federation's Organic Farm to establish an Experiential Farm Education Area to promote a healthy and environmentally-friendly lifestyle.





Fundraising and Charity Events

"Always with YOUth" a cappella Online Charity Concert

The Concert premiered on 21 September 2020 and was broadcast through Facebook and YouTube; it was open and free. Performers included MayTree from Korea, Ommm from France, CoffeetimeBand from Russia, Acapellago from the Philippines, and Hong Kong's very own Groundbreaker. Thanks to support from The Hongkong and Shanghai Banking Corporation Limited, the Ng Teng Fong Charitable Foundation, the Great Eagle Group, the MTR Corporation, Swire Properties, Dr. Allen Fung and Sindy Fung, the Legan Foundation, and other generous donors, all proceeds helped the Federation provide young people with all-round development opportunities.

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 donation methods, the

public is encouraged to support specific youth services in a most convenient manner. Donation options include crowdfunding, monthly donations and one-off donations.

Donation and Sponsorship

The Federation benefited from the charity initiatives of many organisations. Kerry Properties Limited and Hong Kong Commercial Broadcasting Corporation Limited named the Federation as a beneficiary of their charity campaigns. Sponsorship in kind and in cash from corporate bodies and individuals remains generous, providing additional facilities for service units and special offers for youth members and underprivileged children. Some of these include beauty and personal care products, household items, and tickets to concerts, theme parks and the theatre.



Caring Company Scheme

To recognise the dedication of partners, the Federation successfully nominated 130 companies and seven organisations for The Hong Kong Council of Social Service 2020-21 Caring Company Logo and Caring Organisation Logo. This scheme is an important recognition of corporate citizenship and a caring spirit.



Corporate Planning and Staff Training



The Annual Plan 2021-22

The challenges of the pandemic saw the development of youth services face unprecedented risks as well as new opportunities. The annual planning cycle was highlighted by the “Agency Development Day” held in December 2020, where about 500 staff members, ranging from front line workers to senior management, gathered in Zoom meetings to discuss future plans of service development.



The Federation is committed to realise the Fourth 5-year Plan set out in 2019-20, but is cognisant of changing needs as a result of the current context. Therefore, in addition to the three pillar strategies of “Deepening Engagement”, “Enhancing Professionalism” and “Embracing Innovation” to promote the service directions of “Wellness”, “Future Skills”, and “Healing for Hope”, for 2021-22, three further streams of transformation were launched. These are: “Digitalisation”, “Upskilling” and “Sustainability”.

The Annual Plan 2021-22 was published in April 2021 and distributed to government departments, funding bodies, partners, youth work organisations, universities and schools.



Staff Training

Staff members have made great efforts to enhance their knowledge and skills in these challenging times and working from home. They managed to accomplish a total of 10,570 training hours by attending 59 in-house and 81 external training activities, achieving a total attendance of 5,044. Zoom online trainings were organised to supplement or replace classroom learning to comply with the public health guidelines and regulations. The Staff e-Learning System underwent a revamp and recorded 10,872 staff log-ins this year. The “e-Connect” bulletin is also published weekly to engage staff for better communications.

Highlights of Staff Training Programmes

Embracing Innovation and be Future Ready

The Big Idea Day 2020, with the theme of “Cross Collaboration”, gathered over 100 staff members in pitching ideas both on- and offline, where ten innovative ideas came to the fore. Seed funds were granted to three winning teams for initial experimentation of their creative ideas and building the project prototypes. One of the ideas, “FARMily”, successfully acquired sponsorship of about HK\$1.6m from The Community Chest in running the service project.

To equip staff with “Future Skills”, training on latest innovation trends and technological applications were provided, covering such areas as social media marketing; application of social media skills on Facebook, Instagram and YouTube; digital design and editing; creative media production; internet security; digital transformation of business; user experiences; storytelling and virtual presentation skills; Excel and Power BI for data analysis and visualisation; Google tools; STEM education; and operations of internal systems.

Talent Development and Governance with Foresight

The first batch of 19 members of the HKFYG Executive Leadership Programme (ELP) in 2019 have nearly completed their three modules of learning and presented their Capstone Projects in April 2021. The second batch of 18 staff members



of ELP 2020 were selected in June. They have now completed both their classroom and online learning, and will soon be moving onto their experiential learning. In this 18-month journey, they have not only explored new areas and meet like-minded colleagues, but also made creative initiatives for cross-service collaboration.





Managerial and leadership training programmes were organised to promote good governance. Subjects included, risk management; talent development; social impact assessment; legal knowledge for intellectual property rights; NGO's middle management skills; business impact; and writing press releases.

In helping university and tertiary students to gain working experience, more than 200 social work placements and internship posts were offered to local universities and community colleges.





Co-creating Knowledge for Professional Development

In order to facilitate transfer of professional knowledge among staff members, a series of online internal sharings, “Knowledge Co-create@Zoom”, were organised. 13 colleagues shared their practices on a variety of topics, from social media marketing, counselling skills, STEM education, to risk management.

Training courses and workshops were provided to enhance the professional capacity of staff. These included Play Therapy; Mindfulness Meditation; Expressive Arts; suicide prevention; working with ethnic minorities; SEN and ADHD; borderline personality disorder; mental health; sex related risks; drug and substance abuse; youth culture; life-planning; youth employment; first-aid; organic farming; and sustainability.

Staff, studying formal social work programmes leading to higher diplomas or degrees, were granted study leave to complete their fieldwork placements. Last year, three staff members completed their agency-attached placements as part of the requirement in attaining their professional qualifications; while this year, three staff members were granted study leave to undertake agency-attached placements.

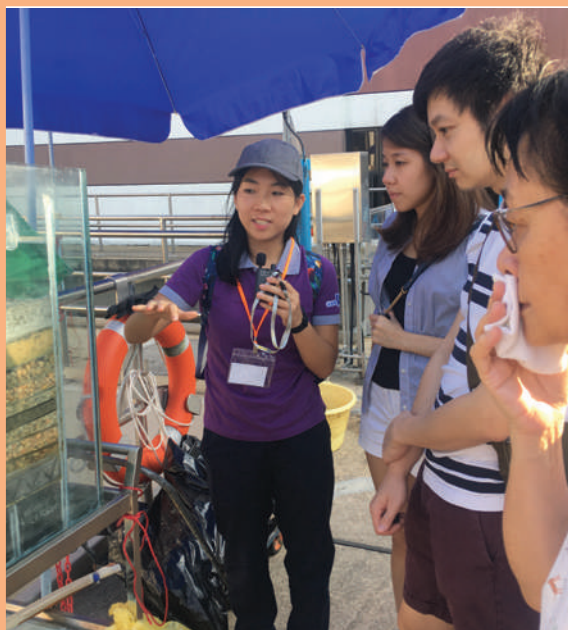
Exchange of Best Practice beyond Hong Kong

Due to travel restrictions, staff members were not able to travel out of Hong Kong. Nevertheless, they were still able to join several international online conferences on the subjects of youth employment, leadership and public policy.





Sustainable Development



With support from the Water Supplies Department, an "Excursion with Water Save Dave" programme was held. The purpose was to introduce both the historical background and significance of various waterworks facilities as well as methods of water conservation. A total of 36 groups with 720 persons participated.

To assist the Federation in working out an overall strategy of enhancing "Youth Engagement in Sustainable Development", a Sustainable Development Task Group was formed in April, to give advice and encourage further engagement in this important area.



User Experience

The aim of the User Experience Unit is to improve the provision of services with user-centric designs and innovative technologies. In collaboration with different service units and partners, the purpose is to enhance user experience and service efficiency through iterative process reviews, research and optimisation.

SPACE21



Due to the pandemic and the need to stay at home, many underprivileged students and working young adults, in poor housing conditions, had to bear the additional challenges of noise, lack of privacy and general crowdedness. With support from The Innovation and Technology Fund for Better Living (FBL), SPACE21 tried to make life more convenient by providing DSE students and freelance workers quality local working spaces near their homes.

SPACE21 also helped several non-government organisations and small and medium enterprises to manage their venues and events, through a booking service. A "Support Local Merchants" campaign was also initiated by offering free promotion services.



School Portal

A School Portal project, to develop an online interactive platform to strengthen engagement with primary and secondary schools, was started. This allows schools to receive the latest information of school services and necessary support from the Federation.

To foster the collaboration between schools and the Federation, 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 main feature of School Portal 2.0 includes Module for Instructors/Slashers where schools can search for HKFYG certified Instructors or Trainers. The solution aims to enhance the communications between the Federation and schools, collect service needs and capture requirements from teachers, facilitate the service provision process, and therefore boost the efficiency of school services of the Federation. In addition, the data collected from the School Portal will allow the Federation to better understand the underlying need and project service trends of the education sector.

I.C.T. Power Users Development Programme

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



Information Technology

I.C.T. Task Group

A highlight of the year was that an I.C.T. Task Group was formed in April 2020 to provide advice on I.C.T. development, application and services. A Three Year Strategic Plan was conducted, while other topics were discussed, including a Power Users Development Programme; a Telecommunications Opportunities Programme (TOP), an I.O.T. Farm and the need to have Smart S.P.O.Ts.

Web Application Systems

The Service Resource Planning Management System (SRP) was launched in February 2021 to streamline programme management and enrolment. The second phase of the SRP system development has now begun and is expected to be completed by late 2021. New functions will include a Performance Indicator Management and Programme Evaluation Module, which will strengthen the analysis of service performance and demands of service users.

Other new systems, including a Client and Customer Relationship Management System, a Casework Management System and a Staff Training System, are also under development and expected to be set up by the fourth quarter of 2021.

Information Technology Infrastructure

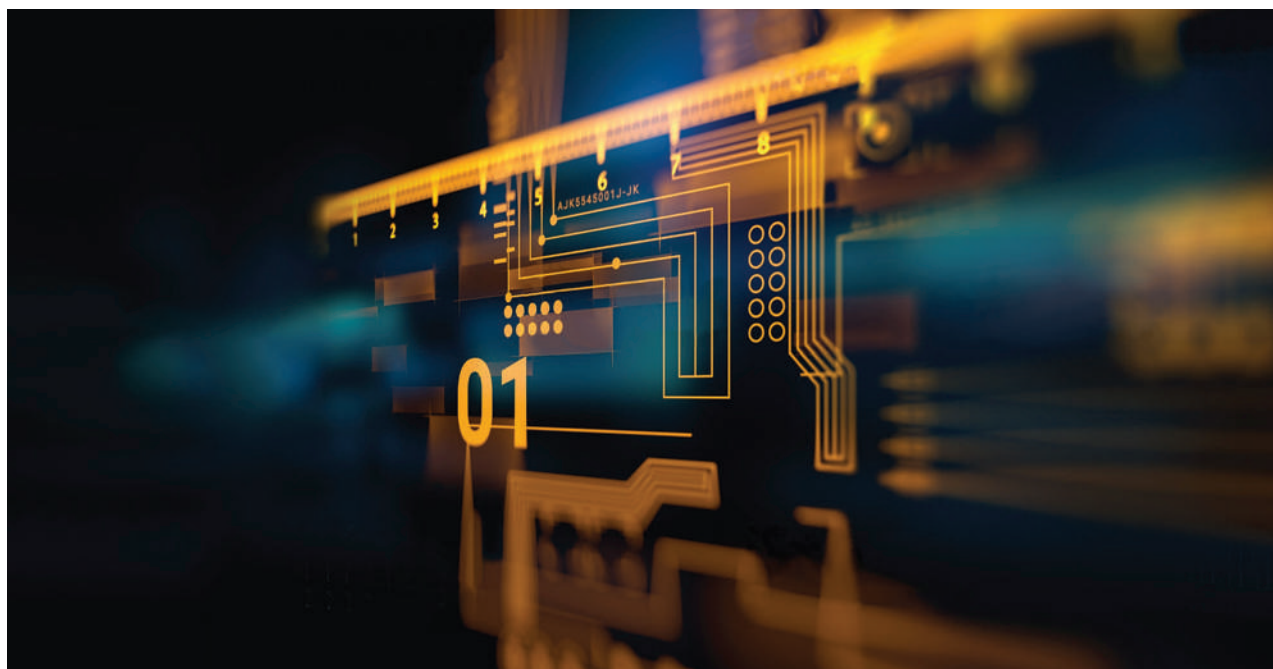
Replacement of desktop computers to laptops for staff in the Headquarters had been completed in the first quarter of 2021, which enhanced the mobility of work to cater for the new demand in the period of COVID-19 pandemic.

In the third quarter of 2020, Wi-Fi systems had been upgraded in the Headquarters. Wi-Fi signals are amplified with accelerated speed. Broadband for all service units is planned to be upgraded to 1Gbps, allowing staff to enjoy faster internet speed and thus enhancing the efficiency of daily operations. The upgrading exercise is targeted to be completed by the end of 2022.

Cybersecurity

The Federation proposed to the I.C.T. Task Group the need to conduct a comprehensive cybersecurity risk assessment by a third-party cybersecurity firm. This will be completed by the third quarter of 2021.

To guarantee business continuity, a disaster recovery drill for this fiscal year was completed in June 2021. An annual information technology audit for core systems was also conducted to ensure that the systems complied with audit requirements.



Premises Development

To ensure and maintain safety and good working conditions, the Unit ensures that all sites are monitored closely. These include camp sites, educational facilities and frontline service units. Over the past year, 30 minor renovation works and improvement works were carried out.



Redevelopment of HKFYG Jockey Club Stanley Outdoor Training Camp

The main contract works for the Jockey Club Stanley Outdoor Training Camp, which is a residential camp with water sports, have completed in July 2021. Operational services will be resumed in late 2021.



Setting up of Wellness PLUS

Wellness PLUS was established on the first floor of the Headquarters Building in March 2021. The Centre provides facilities where young people can exercise, get fit and experience the spirit of health and wellness.

Setting up of a New Volunteer Centre

A new Volunteer Centre was set up in Lai Chi Kok. The Volunteer Centre operates under Open Up, a joint programme of the HKFYG with four other NGOs and the HKU Centre for Suicide Research and Prevention, supported by The Hong Kong Jockey Club Charities Trust. It offers hot desks for online chat services and an activity area for volunteer training.

