



DEVELOPMENT AND

SUPPORT



Partnership and Resource Development



Without the unfailing support of partners across sectors, the Federation would not be able to provide a large variety of timely and quality services to young people and the community especially in uncertain times. Apart from conventional sponsorship, resources including mentorships, donations in cash and kind, venue support, *pro bono* services and events organisation, were part of the generosity offered to the Federation.

New Service Projects

Enhancing Youth Digital Competitiveness

Funded by **The Starbucks Foundation**, the HKFYG Youth Employment Network launched Career Starter to enhance the digital skills and competence of youth.

Nurturing Young Talents

Hang Lung Properties and the HKFYG Leadership Institute, launched the Hang Lung Future Women Leaders Program, aiming to unleash the potential of the next generation of women and prepare them to be future leaders.

Funded by **Mitsubishi Electric (Hong Kong) Limited**, V.Cares Youth Volleyball Program provided free training to female volleyball enthusiasts who lack opportunities, enhancing their self-confidence and teamwork.

Promoting Sustainability

Subventions for Biodiversity Education, the Agriculture, Fisheries and Conservation Department supported "School @ Park" Youth Biodiversity Education Programme to encourage participants to help maintain and enhance biodiversity in their daily lives.

Seizing the Opportunities in Greater Bay Area

The **Sustainability Development Fund** supported the Federation's "Embracing a Low-carbon World" Leadership Programme to facilitate strategic exchanges on Environmental, Social and Governance (ESG) issues among youth leaders in Hong Kong and the Greater Bay Area.

Fundraising and Charity Events

Charity Golf Tournament 2022

The HKFYG's second Charity Golf Tournament was conducted successfully, with the support of The Clearwater Bay Golf and Country Club. Over 100 golfers in 27 teams participated, helping to raise funds to support the balanced development of youth with special educational needs.



Development and Support



a cappella Musical Dinner 2023

After a three-year hiatus, the Musical Dinner finally returned, held at The Hong Kong Country Club, guest performers included *Acapellago* from the Philippines, America's *Freedom's Boombox* and *Pipeline Vocal Project*, Kaichiro Kitamura from Japan, Korean Group *Narin* and Hong Kong's *VSing*. Proceeds went towards supporting the Federation's emotional health services for vulnerable children and youth.

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 the most convenient manner. Donation options include crowdfunding, monthly donations and one-off donations.

Donation and Sponsorship

With the generosity and sponsorship, in kind and in cash, from corporate bodies and individuals, the Federation was able to provide additional facilities for service units and make special offers for youth members and underprivileged children, including the provision of anti-pandemic items, personal care products and tickets to concerts and theme parks.

Partnership Management

Caring Company Scheme 2022

To recognise the dedication of partners, the Federation successfully nominated 123 companies and six organisations for The Hong Kong Council of Social Service 2022-23 Caring Company Logo and Caring Organisation Logo. At the HKCSS Convention cum Hong Kong Social Service Expo, the Federation met old and new partners to share ideas on diversified services for youth in Hong Kong.

ESG Networking Event

To better design post-pandemic partnership strategies, the Federation organised a networking event in early 2023 to provide corporate partners with a comprehensive overview of our ESG services. The event featured a range of activities, including a singing bowl experience, the ESG in Greater Bay Area Youth Summit, and an eco-conscious exhibition.



Corporate Planning and Staff Training



The Annual Plan 2023-2024

The HKFYG has been actively working towards its goals of providing young people with tailored services and quality programmes that address their needs while also engaging them in contributing to the community and shaping a better future. In line with this, the HKFYG published its Annual Plan 2023-24 in April 2023, which outlined its commitment to engage and unite youth to rebuild the prosperity of society. The plan also highlighted the HKFYG's focus on four transformation streams, namely Digitalisation, Upskilling, Sustainability and Mainland Strategy.

Staff Training

To achieve its goals and objectives, the HKFYG provided various training to equip staff with the necessary professional knowledge and cutting-edge skills to perform their duties more efficiently. In 2022-23, a total of 10,476 training hours were provided, with 5,568 staff members attending 137 in-house programmes, 43 local training programmes, and 68 self-applied staff training. These trainings were conducted in various modes, including online, offline and hybrid, to cater to the diverse needs of staff

members. An innovative culture was therefore cultivated among staff, promoting sustainable wellness, and enhancing talent development and governance.

Building Innovative and Digital-ready Culture

The HKFYG held a series of training programmes to promote an innovative corporate culture. This included the flagship **BIG Idea Day** that encouraged creativity and cross-unit collaboration among staff. 29 staff members from 19 different units participated, where eight new ideas were proposed under the theme of "Reimagine Wellness".

Addressing the digital transformation trend, the second cohort of **I.C.T. Power Users Programme** equipped staff with IT skills and created automated service prototypes to relieve service pain points. Training modules covered various digital-related topics, like machine learning and social media connectivity, thus keeping staff abreast of the trends and stimulating their applications of technology in services.

Cultivating Sustainable Wellness

The HKFYG's commitment to sustainable wellness is evidenced by its diverse staff training. Sustainability training covered topics like upcycling and local and international green policies. Visits to sustainability facilities and industries, such as community recycling stations and T. Parks, were arranged to provide staff with hands-on experiences and practical knowledge on how to apply sustainable practices in their work and daily lives. Meanwhile, wellness trainings focusing on mindfulness, health and emotion management and occupational health were arranged. These efforts further empowered staff to inspire and educate young people on the importance of environmental protection and sustainable living.

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Enhancing Talents and Governance

The Federation cares about talents development and corporate governance. The third cohort took part in **The HKFYG Executive Leadership Programme**, which aims at corporate succession planning. Selected staff of high potential went through comprehensive training to enhance their executive skills and leadership mindsets. **The Executive Training for Managerial Staff** fostered practical management skills and knowledge for staff working in HR, finance, and strategic planning. As a responsible organisation, all staff members were engaged in essential training in issues on governance, including risk management, sexual harassment and privacy protection of personal data. Social impact assessment training and data analysis also helped staff to improve service design and delivery.

Borderless Exchange of Knowledge and Practice

In spite of the travel restrictions, virtual conferences and tours were organised with counterparts in mainland China and overseas to professionally exchange ideas on youth services. Dialogue

sessions were organised with different social service organisations, academia and companies to understand national developments. A series of guest-sharing sessions on mainland strategy at post-staff meetings were arranged to deepen staff's knowledge about the nation, including the National Security Law and opportunities for youth in the Greater Bay Area.



Mainland Affairs



The fourth Five-year Plan of the Federation highlighted a Mainland strategy as one key direction. As a result, the Mainland Affairs Office (MAO) was established in 2022 to promote the Federation's work on the Mainland, as well as helping Hong Kong young people to understand more about the opportunities available to them by the development of the Guangdong-Hong Kong-Macao Greater Bay Area (GBA).

With the lifting of pandemic restrictions and the resumption of travel in February 2023, the Office has received visits from over 20 groups with a total of 130 visitors. The MAO frequently attended cooperation meetings between Hong Kong and Mainland cities, seeking opportunities for cooperation for Hong Kong youth.

Enriching Interactive Elements in Branded Projects

The MAO inviting renowned Mainland scholars, like Zhu Xu-feng, Executive Director of the Institute for Sustainable Development Goals of Tsinghua University, to speak at China Week, an annual flagship programme. They were able to provide insights about the country's sustainable development process with Hong Kong secondary school students. Through collaborated efforts, the Office also facilitated liaisons with mainland counterparts to enable 500 Hong Kong young delegates to visit different spots in Guangzhou and Foshan in Youth High Speed Rail Trip to explore innovation, technology and culture.



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Strengthening Youth and Professional Exchanges between the Two Regions

To facilitate other service development, MAO helped arrange five trips for Hong Kong young entrepreneurs to explore opportunities in GBA. The Office also supported other China-related programmes, like the GBA Project Learning Competition and GBA Internship Scheme. For professional exchanges, three online sharing sessions were jointly organised with the Youth Crime Prevention Centre and the School Social Work Unit of the Federation, attracting more than 200 professionals and youth workers from Hong Kong and the GBA.

The Hong Kong Federation of Youth Groups Guangdong Office

According to the Law of the People's Republic of China on Administration of Activities of Overseas Non-governmental Organisations in the Mainland of China, The Hong Kong Federation of Youth Groups Guangdong Office was established in 2018 to provide support for the Federation's cross-border activities in Guangdong Province. To promote exchanges with mainland China, the MAO utilised the popular social media, *Bilibili* and *WeChat Official Accounts Platform*, to update news of the Federation and youth trends for young people in the GBA to exchange information about the cities.



Sustainable Development



Empowering and mobilising youth to participate in sustainability is one of the organisation's goals and strategic pillars in the Federation's Fourth Five-year Plan. The purpose is to educate and create opportunities for young people and engage them as critical actors in environmental awareness and protection. Through the principle, "Learn to Lead, Lead to Change", young people are equipped with the appropriate attitude, skills and knowledge on sustainability through various training and exposure programmes. Focusing on Youth-led Decarbonisation, a three-level model was adopted to engage young people in green sustainable development comprising Sustainability Foundation, Sustainability in Action and Sustainability Leadership.

Service Highlights

Decarbonisation in Youth Action

Ten actions formed the core of this campaign to reduce carbon emissions through the first Hong Kong Youth-led Decarbonisation Online Platform. The ten actions were coupled with six specific areas

where carbon reductions could be made. These were: clothing, eating, living, commuting, green industry and environmental wellness. Each participant was encouraged to reduce their own carbon emissions by 1,000kg within a year.

13 ACGs Environmental Design Charrette

The Federation and the Hong Kong Institute of Architects co-organised the first of its kind educational activity using environmental design to cope with the pandemic. Secondary school students explored the relationship between architectural design, urban planning and environmental health. The students were also able, with the help of the professionals, to turn their schools into a research model and design a plan promoting healthy school environment by improving existing spaces.

Plastic Rethink Challenge

Supported by the Coca-Cola Foundation, a series of workshops and educational tours were organised so that participants learnt about the current situation and diversity of plastic recycling in Hong Kong. They also gained hands-on experience in sorting and remodelling plastics.



User Experience

Development and Support



The User Experience Unit endeavours to improve the provision of services through the application of user-centric designs and innovative technologies, in partnership with various service units and collaborators. The primary goal of the Unit is to enhance user experiences and service efficiency through a process of iterative reviews, research, and optimisation.

I.C.T. Power Users Development Programme

To promote the digital transformation of the Federation, a well-designed I.C.T. Power Users Development Programme was implemented to enhance the I.C.T. knowledge and skills of staff, as well as to inherit and transfer service intelligences. The third cohort of the Programme was successfully completed, with participating staff developing value-added I.C.T. solutions with prototypes, which aimed to resolve operational issues and boost administrative efficiency. Additionally, the power users digitised a series of paper forms, incorporating approval workflows and documentation functions, in order to further facilitate paperless administration. Based on the idea and effort from various service units, the Unit then further developed these prototypes into complete solutions for deployment. Moreover, the

Unit coordinated power users from various cohorts to capture and verify user requirements, perform user acceptance tests of various new I.T. systems.

Solution Lead of Special Service Projects

The Unit provides sophisticated technical solutions to service units for coordinating and delivering flagship service projects, such as government initiated "Strive and Rise Programme" and "Open up" supported by The Hong Kong Jockey Club Charities Trust. In addition to technical solutions, the Unit conducts evidence-based user experience research to understand underlying user needs and expectations, develop appropriate service workflows, user journeys, and recommend solutions with high operational efficiency and user satisfaction.



The Unit is a key driver in developing the Smart S.P.O.T. virtual platform, designed to serve as a digital foundation for the youth services of the Federation. The Unit is committed to creating a user-friendly digital environment for young people to access services and support quickly and conveniently. The primary objective of the platform is to digitise youth services, reaching out and engaging with both existing and potential service users. The Federation recognises the importance of providing accessible and user-friendly services to young people in today's digital age, and the Smart S.P.O.T. project is a crucial milestone to achieve this goal. The Federation remains dedicated to providing high-quality services that meet the needs of young people.

Information Technology



The Information Technology Unit plays a crucial role in enhancing the productivity, security, and infrastructure of the Federation, enabling it to better serve its clients and meet their evolving needs. Through ongoing collaboration with various service units of the Federation, the Unit remains committed to leveraging technology to enhance the quality and accessibility of its services and improve the overall user experience for both clients and staff.

Productivity System Revamp

One of the major initiatives undertaken by the Unit was the revamp of the Casework System, in collaboration with service units, to enable better tracking of service trends and improved understanding of client needs. The Casework System 2.0 was successfully launched in the fourth quarter of 2022, with streamlined case recording workflows and reporting logic, improving the efficiency and accuracy of social work staff. The system's stability and user experience have also been greatly improved, with support for multi-platforms and devices.

Moreover, the Unit provided new and safe mobile devices and laptops to support remote working of staff, at schools and youth centres, promoting work agility and flexibility. These initiatives enabled staff to improve clients' experiences with the Federation's services.

Cybersecurity

A key concern of the Unit is cybersecurity. Therefore, there is a continuous enhancement of the Federation's cybersecurity levels through various initiatives, such as the application enhancements, overall cyber protection, and infrastructure upgrades. The Unit also conducted staff training sessions to increase awareness of cyberattacks and data protection, minimising risk factors and ensuring safety of clients' personal information.

Information Technology Infrastructure

The Unit upgraded the Internet connectivity and network devices of the Head Office of the Federation, as well as conducted an overall review of Internet accessibility and related resources at different service locations to enable youth service digital transformation. These efforts have laid a solid foundation for the Federation's own digital transformation, enabling it to keep pace with the changing needs and expectations of young people suitable for today's needs.





Maintenance of Offices, Service Units and Camp Premises

The Unit closely monitors the physical condition of the Federation's premises, including camps, schools, heritage sites and frontline service units. With high utilisation rates, the top concern of every user and staff member is safety. Therefore, improving conditions and maintaining equipment to be in good order for quality service delivery, remains a priority. Over the past year, 41 improvement and minor renovations were carried out.

Setting up a Digital Skills Transformation Centre - HKFYG Jockey Club Media 21

The Hong Kong Federation of Youth Groups Jockey Club Media 21 recently set up a Digital Skills Transformation Centre. The renovation works were completed in June 2022.

