

THE HONG KONG COUNCIL OF SOCIAL SERVICE  
Minutes of the 4<sup>th</sup> Meeting of  
The Standing Committee on Sector and Capacity Development  
(2021-22)

Date : 18 July 2022 (Monday)  
Time : 2:30 pm – 6:00 pm  
Venue : Room 103, 1/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai

**Present:**

Ms YEUNG Kin Ha, Yvonne (Chairperson)	Hong Kong Young Women's Christian Association
Ms WONG Sau Wa	The Church of United Brethren in Christ, Hong Kong Limited – Social Service Division
Mr CHIU Han Man, Raymond	Baptist Oi Kwan Social Service
Mr CHU Muk Wah	Yang Memorial Methodist Social Service
Ms LEE Shuk Wai, Anthea	The Society of Rehabilitation and Crime Prevention, Hong Kong
Mrs LEUNG LI Chi Mei, Cross	Hong Kong Christian Service
Dr LUI Wai Ling, Annissa	Hong Kong Lutheran Social Service
Ms CHAN Lai Kwan, Queenie	Evangelical Lutheran Church Social Service – Hong Kong
Ms LEUNG Siu Ling, Ivy	Christian Family Service Centre
Mr TSUI, Walter	CareER Association Limited

**Apology:**

Mr CHAN Wai Leung	Caritas – Hong Kong
Ms KONG Judy	Inspiring HK Sports Foundation Limited

**In attendance:**

Mr CHOI, Cliff (Secretary)	HKCSS
Ms CHEUNG Lai-wah	HKCSS
Mr CHAN Tom	HKCSS
Ms HO, Stella	HKCSS
Ms LI, Vicky	HKCSS
Mr FUNG, Ricky	HKCSS
Mr TANG, Eric	HKCSS

**1. Experience sharing regarding Audit Commission Report**

Agency Head of The Mental Health Association of Hong Kong shared experiences in responding Audit Commission Report and SWD's concerns to the Audit Report No. 77, Chapter 7 of The Mental Health Association of Hong Kong. It was challenging that during the investigation process, the Commission reviewed large number of financial audits, performance audits, etc and was also making cross reference to different Guides/Policies which set out the key principles and procedures. Particularly, monitoring agency progress in implementing Lump Sum Grant Manual, Best Practice Manual and other Guides was included. As regards the amendment itself, the Agency could rectify incorrect cross-reference and as such, the amendments were acceptable.

**2. Confirmation of agenda**

The committee adopted the agenda without amendment.

**3. Confirmation of meeting minutes of the third meeting**

The committee confirmed the minutes of the third meeting without amendment.

**4. Matters Arising**

Regarding release of membership profile, Mr Cliff CHOI suggested the Committee to re-consider supporting our Council to release the information on range of percentage spent for Central Administration's expenses. Such kind of released information could be served as meaningful tool during our engagement process, which could invite opinion of various parties, along the efforts to share knowledge, increase awareness and facilitate practice change. After discussion, resolution was made, a remark, specifying that the amount spent on central Administration can vary depending on income, service goals, deliverables, etc.

Regarding principles on the Cost Apportionment Guideline, members suggested that the definition of FSA-related activities should be worked out with Assistant Directors (AD) of Service Branch. Mr Cliff CHOI mentioned that Director of Social Welfare (DSW) agreed to do more internal communication and reflect the sector's concerns.

**5. Highlights of work units**

Ms CHEUNG Lai-wah reported that the appointed Counsel has started to study the documents on the issue of subvention cut, which contain discussions between the Government and NGOs on the design of LSGSS before its implementation and various efficiency saving and productivity gain measures implemented in the period 2000-06. It is expected that the Counsel will prepare Counsel's opinion in a short period of time.

Ms CHEUNG Lai-wah also reported that Joint Insurance Scheme (JIS) Tendering Exercise has been completed and the Tender Assessment Committee has successfully selected Marsh (Hong Kong) Limited as the insurance consultant of JIS from 1 April 2023 to 31 March 2032. Staff team learnt a lot from the Exercise and it helped identifying the enhancement areas for the Scheme development and broker's services, which are suitable for the welfare sector.

Ms Vicky LI reported that the Certificate Programme for Newly Promoted Supervisors and Managers in NGOs would be launched soon. HKCSSI would prepare the final enrolment list and conduct application screening. HKCSSI would monitor the progress and plan for the next cohort of programme if appropriate. In addition, the Certificate Programme in Primary Healthcare for Social Workers was confirmed to be launched in October 2022.

Ms Stella HO reminded that the compliance requirements of the new inspection regime for personal information on the Companies Register had been revised. The new inspection regime would be implemented in three phases. The first phase was launched in August 2021 and the next phase would be launched in October 2022. A webinar titled "New Inspection Regime for Personal Information on the Companies Register" was held on 29 June 2022. The PowerPoint of the webinar would later be shared and uploaded to the Governance Platform Project's website. It was suggested that agencies should discuss and confirm with their board members on the kind of information to be disclosed on the Companies Register.

Mr Ricky FUNG reported that the nomination of Hong Kong ICT Awards was closed. 57 entries were received. Evaluation of ICT inventions and applications for 3 award streams, "Smart Inclusion", "Smart Ageing" and "Smart Education and Learning" commenced. Two webinars have been conducted recently to share on building IT infrastructure in residential homes for anti-epidemic and digital transformation of social service and capturing from Big Data in Internet Era.

#### **6. ICAC's quick tips for NGOs in conducting businesses amid COVID-19**

Ms Stella HO shared that ICAC might be able to provide tips and guidelines for NGOs in conducting businesses amid COVID-19 if NGOs might currently be encountering any difficulties in daily operations such as procurement and staff recruitment in urgency.

Members replied that discretionary approval from management and the Board might be required for procuring COVID test kits. The dealing process of procuring anti-epidemic products was relatively short.

Members observed that NGOs might have difficulties in the recruitment process due to manpower shortage. Interviews and recruitment would sometimes need to be commenced before the closing

date of job vacancy. Besides, informal network, rather than formal job posting, might be more efficient and effective in recruiting suitable candidates.

Members also shared the problems that they had experienced in the past in handling volunteer's allowance and office rental.

## **7. Online welfare platform**

Mr Tom CHAN presented the development plan of the online welfare platform. The directory of social services is a search engine for the public, funders and corporate users to understand agencies' services and improve their access to social services.

Mr Tom CHAN supplemented the data and feedback collected so far. According to a survey conducted by PRA, it indicated that around 30% of service recipients search for the needed social services online. The directory is one of the popular gateways for searching social services. Currently, the directory ranked 2nd and 5th in Yahoo and Google respectively, when searching the keyword "Social Service". There are around 40,000 views and 8,000 visitors monthly. The directory also collected search words of the users in order to analyze the trend of social needs. , Riding on the positive result of the site, MLS is formulating the development plan for the next stage.

For brainstorming, some websites such as Openrice, Amazon and Youtube will be referenced. These websites provide recommendations of shops and service. Thus, centre and project level of smart search and recommendation would be included in the coming development plan. Other websites such as GULU and the website of Hospital Authority are able to tell the status of different queues. Websites with Chatbots are also common nowadays. Mobile library and food truck were also used to promote and deliver services. These features and techniques would be considered in the coming development plan.

Members welcomed the next phase of development and highlighted that the development plan should reserve a budget for advertisements and promotions through various social media.

Regarding the idea of the mobile car, members worried that social workers of a specific service might not be able to handle cross-disciplinary referrals. Also, parking spaces for the mobile car and accessibility for the disabled would be a concern. Members suggested that the council may take reference to the mobile service cars of other NGOs, e.g. NLPRA, and consider recruiting retired social workers who are more experience in handling cross-disciplinary referrals.

**8. Social innovation by applying ICT**

Mr Ricky FUNG introduced that ITRC always explores solutions and new technology for service improvement. The framework of service improvement will mainly cover how services are channeled, delivered and enhanced. ITRC would not only share information with NGOs by conducting webinars, but also expedite the development process. Developments must be agenda driven. Collecting innovative ideas and prototyping are required.

Members replied that there were challenges when recruiting, evaluating and monitoring solution vendors.

**9. Preparation for NGOs Salary Survey 2022**

Ms Vicky LI shared that HKCSSI had kick-started the preparatory work for NGOs Salary Survey 2022. Focus groups were arranged in late June 2022 to collect feedback from NGOs Salary Survey 2021 participating agencies (comprising 7 subvented and 3 non-subvented agencies) regarding the questionnaire design.

Members suggested to explore the possibility of publishing the report summary to the sector. Report in soft copy might also facilitate NGOs to do data searching and internal report circulation within the organization. HKCSSI would further look into the Competition Ordinance and explore the feasibility. The motivation of the NGOs to participate in the Survey would also need to be considered if the report summary would be widely published.

**10. AOB – Real-name registration programme for SIM cards**

Members pointed out that problems would be encountered during SIM cards real-name registration. The sales plans from telecommunication companies are not flexible. As NGOs have no Business Registration (BR), sale representatives of Telecommunication Company may reject NGOs.

**11. Date of fifth meeting**

The committee confirmed that the fifth meeting would be held on 19 September 2022 (Monday) at 2:30 pm – 5:30 pm