

**THE HONG KONG COUNCIL OF SOCIAL SERVICE**  
**Minutes of the 4th Meeting of**  
**The Standing Committee on Sector and Capacity Development (2019-20)**

Date : 13 July, 2020 (Monday)  
Time : 2:30pm–5:00pm  
Format : Zoom meeting online

**Present:**

Mr. CHAN Kin-hung, Charles (Chairman)	The Boys' and Girls' Clubs Association of Hong Kong
Mr. CHIU Han Man, Raymond	Baptist Oi Kwan Social Service
Mr. CHAN Wai-leung	Caritas - Hong Kong
Ms. CHAN Lai-kwan, Queenie	Evangelical Lutheran Church Social Service – Hong Kong (Representative of Specialized Committee on Sector Finance)
Mr. AU YEUNG Wai-hong, Peter	Heep Hong Society
Ms. CHAN Pui-yi	Hong Kong Christian Service
Ms. LO Ka-lok, Annie	Hong Kong Family Welfare Society
Dr. LUI Wai-ling, Annissa	Hong Kong Lutheran Social Service, The Lutheran Church - Hong Kong Synod
Ms. WONG Sim-yim, Rebecca	Hong Kong Sheng Kung Hui Welfare Council Limited
Ms. Judy KONG	InspiringHK Sports Foundation
Ms. FUNG Dun-mi, Amy	New Life Psychiatric Rehabilitation Association
Ms. WONG Sau-wa	The Church of United Brethren in Christ, Hong Kong Limited – Social Service Division

**Apology:**

Mr. CHUN Shing-Chi	Life Workshop
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**In attendance:**

Mr. Cliff CHOI (Secretary)	HKCSS
Ms. CHEUNG Lai-wah	HKCSS
Ms. Danielle YEUNG (recorder)	HKCSS
Mr. Peter kwok	HKCSS
Ms. Stella HO	HKCSS
Ms. Lois LAM	HKCSS
Mr. Tony LEE	HKCSS
Ms. Hindy KAI	HKCSS

### **1. Confirmation of the agenda**

The Agenda was confirmed unanimously by the Committee.

### **2. Confirmation of the minutes of the third meeting**

The Minutes was confirmed unanimously by the Committee.

### **3. Highlights of work units (App 2)**

The progress report was sent to all Members before the meeting and the staff team highlighted the below updates.

Mr. Cliff CHOI gave an update on Review of Lump Sum Grant Subvention System (the Review). The meeting of Task Force in July has not yet been confirmed. However, SWD had some query on the Survey submitted by the Council on the mid-point salary for benchmarking, including questions on the sampling and the calculation of the years of experience. Mr. Cliff CHOI noted that he had already clarified these issues to SWD but noticed that they did not have a very positive response, especially given that the Treasury of the government may not be very stable due to the epidemic. Mr. Charles CHAN remarked that if SWD would like more justification for the Survey and require a better sampling, then they would need to allow a longer time to collect data. Members also raised concern that the final outcome from SWD in the Review may be changed due to the changes in political environment. Ms. CHEUNG Lai-wah noted that the Sector Finance Committee will have a meeting with SWD in August on the Review with Mr. Alex WONG's presence. Mr. Cliff CHOI said that Mr. Alex WONG proposed to have at most two improvements on LSG, which are central admin and Social Welfare Development Fund.

Ms. CHEUNG Lai-wah reported on the e-payment technology in social service that two events have been held and the team is collecting feedback on the four e-payment service providers. There were not many responses received yet but will probably have more after the NGOs sharing on 20 July. She noted that the suppliers had already provided discount to HKCSS's Agency members even though the Council has not made bulk purchase agreement. Individual NGOs should discuss with the vendors directly. Mr. Charles CHAN noted that the vendor cost is just a gateway cost. NGOs also need to consider the integration and other charges related administration and IT hardware. Mr. Tony LEE added that integrating the system may incur additional cost.

Ms. Hindy KAI highlighted that the IFSW World Conference will be held online. She encouraged members and their staff to participate in the conference to review the Global Agenda 2020-2030 and the key focus in 2020-2022 with the theme of "Solidarity".

Ms. Stella HO reported that in view of recent tax review and updates on the tax guide by the Inland Revenue Department, the NGO Governance Platform Project has partnered with PILnet to connect NGOs with law firms to review and update their Articles of Association or compile a governance manual. There will also be free service provided by EY from September to December 2020, where NGOs may receive a one-hour free consultation.

Mr. Tony LEE reported that the Digital Television Assistance Programme has estimated that there are around 80,000 eligible households in Hong Kong. The team is currently liaising with the government to arrange a series of promotion to increase the engagement and to speed up the application process. He also noted that the ICT award has been combined with OGCIO's Smart People Award. On the IT Security Audit Pilot Project, there are 8 NGOs undergoing the security audit. The team is aiming to publish the IT Security Practice Guide by the end of 2021. Also, to support NGOs under the epidemic, the team held two workshops on Virtual Office and Digital Social Service.

#### **4. Promoting positive image of welfare sector**

Ms. CHEUNG Lai-wah sought members' advice on promoting the image of the sector in the coming 3 to 6 months, as MLS will be doing some media interviews for non-subsided NGOs, it would be a good opportunity to capture some stories in subsidized NGOs as well. Another opportunity would be the upcoming AGM where a new directory will be launched and MLS will collect updated data of NGOs. The data collected may be useful to demonstrate the sector's strengths and uniqueness. She further added that as the social environment in Hong Kong is constantly changing, it would be a good timing to review NGOs' role in society and to respond to new social needs.

Ms. Amy FUNG suggested focusing on the advancement in technology in the sector and promoting a positive image of the value and meaning of social service and the multidisciplinary approach of some services.

Ms. Rebecca WONG suggested promoting NGOs' creativity and responsiveness to social issues, such as services for marginalized and underprivileged groups which may not be usually covered in regular services.

Mr. Raymond CHIU suggested promoting the non-LSG services of subsidized agencies as the project funding amount in the sector is already similar to the amount of LSG. The promotion could target at the public and private foundations on how NGOs find social needs and come up with service ideas. He also suggested promoting NGOs governance

and capacity building to earn more public trust.

Mr. Charles CHAN suggested promoting how the sector can provide good career opportunities for younger generation and it would be great to provide some positivity to counterbalance negative media portrayal due to political issues.

Ms. Queenie CHAN suggested demonstrating the sector's collective effort during COVID-19 in risk management during this period, focusing on NGOs' collaboration, creativity and complementing each other. Ms. Judy KONG agreed and noted that corporates appreciate collaboration between NGOs. The promotion can also try to be done through online media rather than traditional media channels.

Ms. CHAN Pui-yi said that NGOs can develop some stories through a person working in an NGO and describes the journey as an adventure. Mr. Charles CHAN agreed and suggested there could be a TV program.

Ms. CHEUNG Lai-wah noted members' suggestions and will come up with a more concrete plan.

## **5. Development of toolkit on data governance (App 3)**

Ms. Stella HO reported that as a continued collaboration between GPP and PwC on data privacy, the team will focus on data governance with a checklist and guide on how to steer the proper use of data in communication with stakeholders.

Mr. Charles CHAN remarked that it is an interesting topic, but if it is too high sounding for NGOs, there may not be much incentives from them to participate. Ms. Rebecca WONG shared that some agencies recently got letters from the Personal Data Privacy Office questioning the data collection for recruiting members. This kind of regulatory enforcement may impact NGOs' service in the long term. Ms. Judy KONG agreed that it would be great to have such toolkit to support governance and suggested to have a consultation service to go alongside the toolkit. Ms. Stella HO responded that there should be some trainings with the toolkit and may explore on consultation service. Mr. Raymond CHIU suggested the Council to collect data on services and conduct some big data analysis as a tool to advocate to SWD on projecting service needs and trends. Mr. Cliff CHOI noted that there has been some internal discussion on this topic for services that share a common data platform, which may be possible in the future. An ongoing example would be the SDU project that there will be some cross-NGOs data collection and analysis. It would be a pilot experiment which can be expanded to a wider service

scope in the future. Mr. Raymond CHIU noted that this kind of big data analysis would be crucial to conduct program impact measurement and would be helpful to the sector.

Mr. Charles CHAN noted that with consent from members on developing the data governance toolkit, the project will proceed.

## **6. Update on the review of IT Strategy for Social Service Sector**

Mr. Tony LEE reported that the review is ongoing and results have been received from 90 out of 169 NGOs and shared the initial findings. The remaining data collection process should be completed by the end of 2020 and the final review report will be completed by mid-2021. The findings of the report will be used to facilitate the decision on the upcoming SWDF on IT.

Ms. CHEUNG Lai-wah noted that this has been a key issue of discussion in the Sector Finance Committee, which they have discussed that the IT expenditure should be a stand-alone item on LSG and to be reviewed annually on its provision, and separated from central admin. This review report may be used to strengthen the discussion in the committee as part of supporting documents. Mr. Charles CHAN noted that the executive summary of this report with recommendations should be included into the LSG review agenda.

## **7. Evaluations on different modes (on-line and offline) of HKCSSI activities**

Ms. Lois LAM reported on the feedback on the different modes of recent HKCSSI and HKCSS's activities in the past two months via Zoom. She noted that the participants generally felt the on-line mode of conducting activities were more convenient and attracted a greater audience. However, the online engagement may not be as active and lack a human touch for networking opportunities, but participants may be more willing to ask questions anonymously online. The resources required for holding online events may not be less than offline events. There would be extra investments needed on the software for holding online activities. As online workshops were mostly free of charge, it may be one of the reasons why it attracted a greater audience. There were also some concerns raised by participants over the usage of Zoom versus other software, such as Teams.

Ms. WONG Sau-wa noted that she also observed there may be concerns over the use of Zoom during the discussion of some sensitive issues during service meetings. Teams may potentially be a safer option. Members generally agreed and noted that they should continue to observe this security issue.

**8. A. O. B.**

Ms. WONG Sau-wa raised her concerns for the resources for underprivileged groups as the epidemic is on rising trend again. She suggested that may be some collective effort should be done again to provide support. Mr. Charles CHAN agreed and suggested that similar effort should be done like what happened in January 2020.

**9. Date/time of fifth meeting**

Next meeting is scheduled on 14 September, 2020 at 2:30pm.