

THE HONG KONG COUNCIL OF SOCIAL SERVICE
Minutes of the 5th Meeting of
The Standing Committee on Sector and Capacity Development (2019-20) (Draft)

Date : 14 September, 2020 (Monday)
Time : 3:00 pm–5:45pm
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)
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. AU YEUNG Wai-hong, Peter	Heep Hong Society
Mr. CHUN Shing-Chi	Life Workshop

In attendance:

Mr. Cliff CHOI (Secretary)	HKCSS
Ms. CHEUNG Lai-wah	HKCSS
Ms. KiKi Wong (recorder)	HKCSS
Mr. Peter KWOK	HKCSS
Ms. Stella HO	HKCSS
Ms. Lois LAM	HKCSS
Mr. Tony LEE	HKCSS
Ms. Nokia CHEUNG	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.

Ms. CHEUNG Lai-wah gave an update on Review on Enhancement of Lump Sum Grant Subvention System (the Review). Over 130 participants attended the exchange session organized by the 「三會一方」 on 26 August 2020. Participants perceived that it was important to seek common ground while accommodating differences. The common grounds included increase in baseline subventions promote continuous professional development, and maintain high service quality of social services. . It was observed that Hong Kong Social Workers' General Union, 「石仔組」 and Hong Kong Social Workers Association were urged the Management of Agencies to remove Mid-point as benchmark. Members perceived that financial sustainability was core issue and it was uncertain whether the Government could provide adequate financial resources support to Agencies or not. Mr. Cliff CHOI highlighted that during the exchange session, the representatives from Union, 「石仔組」 and the Association had raised high expectation if sufficient resources have strived, agencies had to provide relatively better remuneration package to their employees. He invited Members to share opinions on how the Council should manage this expectation.

Ms. Rebecca WONG responded that it was too early to decide the stance of the Council and needed to have further discussion on this matter. Ms. Queenie CHAN also agreed it was too early for the Agencies to make specific commitment as different agencies had their own HR policies and salary scales.

Mr. CHAN Wai-leung raised concern that the different opinions should not affect the sector to strive for resources, especially under the difficult economic circumstance nowadays. Also he remarked that it should be handled carefully to avoid letting the frontline staff have excessive expectation.

Ms. Annie LO responded that the Council should convince the Unions to reach a consensus that Agencies would provide better remuneration package to staff if the Sector jointly strive for sufficient resources from Government.

Ms. CHEUNG Lai-wah highlighted that the Sector have to prepare a very solid preparation for next-step negotiation with SWD.

Ms. CHEUNG Lai-wah reported on the application of e-payment technology in social service. After the two seminars held in July, there were 20 agency members liaised with various service suppliers. Among 20, there were 12 organizations requested proposals and discussed the service details with suppliers.

Ms. Lois LAM reported that the HKCSS Institute continued to hold various training and training projects with online mode during the last two months and planned to resume face-to-face training next week. She also highlighted that the NGO Organisational Health Assessment (OHA) online platform was ready for testing in the coming two weeks.

Ms. KiKi Wong reported that the Joint World Conference on Social Work Education and Social Development co-hosted by ICSW and IASSW in Italy will be cancelled due to the pandemic. The General Assembly will therefore be held on November 8 2020 by video conferencing. Further information will be announced by ICSW later.

Ms. Stella HO reported that as a continued collaboration between GPP and EY on pro bono tax consultation service, there will be two consultation sessions scheduled in November and December for agency members on charities' tax issues.

Ms. Stella HO reported that an EDM has been sent out last week to alert agency members The Companies (Fees) (Amendment) Regulation 2020 will come into operation on 1 October 2020. The Amendment Regulation amended the Companies (Fees) Regulation affect the waiver of registration fees for annual returns for two years and reduction of the fees payable in relation to incorporation of companies and registration of non-Hong Kong companies through electronic means by 10%.

Ms. Stella HO reported that GPP would organise a webinar on “NGO Reserves and Investment” to explain how agencies should manage their reserves and make investment decisions on 9 October 2020 and over 100 participants enrolled.

Mr. Tony LEE reported that ITRC organised a webinar on “Digital Social Service” on 6 August 2020 and over 270 participants joined the webinar. He remarked that tele-practicing would be a trending topic in different social services for continuity under the epidemic.

Mr. Tony LEE reported that the Digital Television Assistance Programme has been pushed

up on hotline this week. There were around 600 calls down to 400 calls each week under the epidemic previously and the number of calls has been increased to around 1,000 this week. Up-to-date about 16,000 households had their digital TV receivers successfully installed and over 99% of applicants installed digital TV receivers within eight weeks after the submission of application as the performance pledges committed.

Ms. Rebecca WONG raised her concerns for e-learning support for underprivileged students under COVID-19. Mr. Tony LEE replied that there was a student assistance programme of the Community Care Fund (CCF) subsidised needy students to purchase computer devices. Also the School Textbook Assistance subsidised eligible students with \$1,500 a year for internet service fees. ITRC noted the service needs and will continue to explore affordable internet package from telecommunication service providers and the Government.

4. Public Governance Guidance Note" issued by HK Institute of Chartered Secretaries

Ms. Stella HO shared seven issues of the guidance note and sought Members' advice on any other subject matters that worth having written guidance note to the sector as reference. The resources can be found on the websites of HK Institute of Chartered Secretaries and GPP (<https://governance.hkcss.org.hk/guidelines>). Members were welcomed to contact Ms. Stella HO for further information and suggestions.

5. Small NGO Award 2021 and support and collaboration with non-subvented NGOs

Ms. CHEUNG Lai-wah highlighted the background and project progress of Project Star and sought Members' advice on the collaboration networking and the Project plan of next Award. Ms. Nokia CHEUNG introduced the ideas on development plan of the four Project pillars.

Ms. Judy KONG agreed with the ideas and collaboration plan. She suggested public education on fundraising should be included as non-subvented NGOs encountered difficulties that funders and donors had queries on the proportion of NGOs' central administration fees. Mr. Cliff CHOI responded that donors, foundation and public gradually realised that NGOs needed to have financial support for agency development and capacity building. The Council will keep striving to advocate on fundraising public education.

Dr. Annissa LUI and Ms. Amy FUNG both agreed with the aim to facilitate more collaboration between subvented and non-subvented NGOs. They appreciated the innovative ideas.

Ms. Judy KONG suggested offering different kinds of incentives to encourage and recognise

the collaboration achievement and efforts of subvented and non-subvented NGOs.

Mr. Raymond CHIU suggested lining up the mass media for more media coverage on interesting stories of the Project. This marketing strategy helped to promote the positive image and reputation of NGOs and the sector, as well as the impact of the Project.

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

6. Salary Survey project updates and proposed new form of leadership

Mr. Lois LAM reported that to enhance the professionalism of the remuneration management and the transition of the Survey, she introduced some updates and changes in terms of reference of the Working Group to Advisory Committee on NGOs Salary Survey project. The role of committee members will be on giving views regarding the change of remuneration management in the market and its implications. Operational arrangement of the survey will be left to staff's management.

Ms. CHAN Pui Yi and Ms. Rebecca WONG agreed with the changes in the Working Group can contribute some positivity to the ownership and influence of the Survey.

Ms. Annie LO suggested the future strategic plan of the Survey should be continued to maintain neutrality, also encourage NGOs to join the Survey and willing to share their detailed salary data so that the Survey could be accomplished with satisfactory results.

Ms. Lois LAM sought Members' advice on collecting the actual years of experience of special job code staffs and the snapshot staff salary data in the Survey questionnaire.

Ms. Rebecca WONG stated that it was difficult and time consuming for NGOs to provide the years of experience data. Moreover, it was not necessary for the Survey to collect snapshot staff data as the purpose of NGOs to participate in the Survey was to obtain the data analysis and report of the benchmark position data of non-LSG staff, but not snapshot staff data.

Ms. Annie LO advised to make the decision prudently and more time was needed for Members' consideration of this matter. Ms. Rebecca WONG suggested the Survey questionnaire remaining unchanged and waiting for the new Standing Committees Members to conduct an in-depth discussion. Mr Charles Ho suggested considering a separate questionnaire un-relating to the current Salary Survey and treating it as a non-recurrent exercise on need-basis. Mr. Cliff CHOI and Ms. Lois LAM noted Members' opinions and will come up with a plan.

7. Projection of annual recurrent IT expenses in the Sector for funding model review

Mr. Cliff CHOI reported that ITRC has estimated the percentage of annual recurrent IT expenses would be around 0.8% of annual LSG subvention. The Council would revise the submission of 0.8% to the LSG Review to achieve a higher level of IT maintenance cost if it proved that the percentage is underestimated.

Mr. Charles CHAN and Ms. Amy FUNG said that their IT expenses should be more than 0.8%. Mr. Charles CHAN invited Members to check IT expenses and get back to Mr. Cliff CHOI.

8. A. O. B.

Mr. Cliff CHOI sought Members' advice on the insurance coverage for volunteers under COVID-19. Mr. Charles CHAN and Ms. Annie LO agreed that it was good enough for organizations to provide personal injury and personal accident insurance for volunteers. Ms. Judy KONG stated that her Agency has provided group accident insurance for volunteers but the insurance would not cover Zoom activities.

Ms. WONG Sau-wa raised her concerns on the privacy ordinance for collection practices. Mr. CHAN Wai-leung shared that the Office of Privacy Commissioner for Personal Data (PCPD) has contacted his organization and remarked that social service agencies have no right to compel an individual to provide a HKID Card number and date of birth. Ms. Rebecca WONG and Ms. Queenie CHAN also reflected that their organizations were reached by the PCPD enquiring about their personal data collection practices.

Mr. Charles CHAN remarked that organizations needed to check and record personal data to verify the eligibility of service users to fulfil SWD's service requirement. He suggested the Council should follow up on this matter.

Ms. Stella HO advised that agencies should beware of the legal requirement. She suggested sending out an EDM to alert agency members about the Personal Data (Privacy) Ordinance with other relevant information for agency members' reference.

Ms. Cheung Lai-wah expressed sincere thanks to all Members for their contribution to the Standing Committee during this year.

9. Date/time of next meeting of next term

To be confirmed.