

THE HONG KONG COUNCIL OF SOCIAL SERVICE
Standing Committee on Sector Development & Finance
(2023-24)

Minutes of the 1st meeting held on 5 December 2023 at 3:30pm in Room 202 of the Duke of Windsor Social Service Building.

Present:	Ms. YEUNG Kin Ha, Yvonne (Chairperson)	Hong Kong Young Women's Christian Association
	Ms. LEE Shuk Wai, Anthea	The Society of Rehabilitation and Crime Prevention, Hong Kong
	Ms. CHAN Lai Kwan, Queenie	Evangelical Lutheran Church Social Service - Hong Kong
	Ms. LEUNG Siu Ling, Ivy	Christian Family Service Centre
	Mr. KUO Chun Chuen	Heep Hong Society
	Ms. NG Man Yin, Connie	St. James' Settlement
	Ms. NG Yin Hing, Helen	Christian & Missionary Alliance Church Union Hong Kong Limited
	Mr. NG Yan Ho, Henry	Chinese Evangelical Zion Church Social Service Division
	Ms. LUI Wai Lin, Alice	Hong Kong Federation of Youth Groups, The
	Ms. LEE Shuk Ha, Carmen	Caritas- Hong Kong
	Ms. Chau, Kitty	Hong Kong Family Welfare Society
	Ms. TSE Ho Yi, Apple	Hong Kong Christian Service
	Ms. WONG Sau Wa (Vice-chairperson)	Church of United Brethren in Christ, Hong Kong Limited, The - Social Service Division
	Mr. CHAN Pik Fai	Boys' & Girls' Clubs Association of Hong Kong, The
In-attendance:	Ms. Jessica TAM	HKCSS

Ms. Angie CHAN	HKCSS
Ms. Joyce HO	HKCSS
Ms. Vicky LI	HKCSS
Mr. Tony YAU	HKCSS
Ms. CHUNG, Lai Wah	HKCSS
Ms. Hindy KAI	HKCSS
Mr. Alex YEUNG (Recorder)	HKCSS

Apology:

Mr. SIOK Yu Yeung	Salvation Army, The
-------------------	---------------------

1. To adopt the agenda of the meeting

- Members confirmed the minutes without any amendment.

2. Election of Chairperson and Vice-Chairperson

After nomination and election, arrangements were as follows:

- Ms. YEUNG Kin Ha, Yvonne was elected as the Chairperson.
- Ms. Wong Sau Wah was elected as the Vice-Chairperson.

3. Appointment of representatives to serve in the Council's Committees

- The following representatives were selected by the Committee:

Committee / Group	Representing Member(s)
Strategy Committee on Tech Enablement	Ms. WONG Sau Wa
Strategy Committee on Talent Development	Ms. LEE MEE Ling, Louisa
Strategy Committee on Co-creation	Ms. NG Man Yin, Connie
Assessment Committee for Membership Application	1. Ms. LEE MEE Ling, Louisa 2. Ms. NG Man Yin, Connie 3. Mr. CHAN Pik Fai
Working Group on Sector Finance	1. Mr. NG Yan Ho, Henry 2. Ms. NG Yin Hing, Helen 3. Ms. CHAN Lai Kwan, Queenie

	4. Ms. LEE Shuk Ha, Carmen 5. Ms. LEUNG Siu Ling, Ivy 6. Mr. CHAN Pik Fai
Steering Committee on Joint Insurance Scheme	Mr. KUO Chun Chuen
Advisory Committee on NGOs Salary Survey	Ms. CHAN Lai Kwan, Queenie
Steering Committee on NGO Governance	Ms. LEE MEE Ling, Louisa

4. Co-option of new member

- This would be further discussed in the next meeting.

5. Confirmation of Minutes of the 6th meeting for 2023/24 (Appendix 1)

- Members confirmed the minutes without any amendment.

6. Progress update

6.1 Talent Development

I. NGOs Salary Survey 2023

- A total of 136 agencies submitted responses to the 2023 NGOs Salary Survey. Apart from data on salary and benefits, practices and approaches of human resources management were also collected in this year's survey.
- The report will be released around February 2024 and the result release session will be held in March 2024.

II. Certificate for Newly Promoted Supervisors in NGOs 2023

- The 2nd cohort of “Certificate for Newly Promoted Supervisors in NGOs 2023” was launched in September 2023. This comprehensive 3-month learning journey, covering leading self, leading team and unlocking the power of influence, is specially designed for newly promoted supervisors and managers to broaden their skills and mindset as an enabling and influential leader. The learning journey included workshops, group coaching sessions, experiential learning activities, and visitations.

6.2 International and Mainland China Affairs

- Study Visit on Care Food Production and Service Provision for the Elderly will be held in Japan from 4 to 8 February 2024 for 5 days visit. Members are welcomed to apply.

6.3 ITRC

I. SocTech Symposium 2023

- Funded by the Community Chest of HK and partnering with AliCloud and Cyberport Hong Kong, the 2nd SocTech Symposium was held in the themes of “Ignite NGO Agility with Technology” on 4th December 2023.
- There were 150 participants from 60 NGOs joining the momentum pressing ahead the sectoral digitalization. The event was focusing on 3 areas, namely, “Proof of Concept (POC) – Accelerate Agility towards Dynamic Social Needs”, “Collaborative Big Data - Unlock Flexibility towards VUCA and Operational Challenge” and “SocTech Resources Mapping – Kickstart Innovation”.

II. AI Chatbot - New Insight for Impactful Service Delivery

- Team reported that ITRC had launched an all-in-one solution of Service Management System (SMS) and AI chatbot to promote digitalization and adoption of advanced technologies in the Sector. Numbers of NGOs, especially small-and medium NGOs are still using primitive tools to handle their membership records and event management, and also have not caught up the trend of digital payment to meet clients’ expectation in this digital era. The all-in- one SMS solution consists of online event enrollment, online payment (supporting common digital payment methods, with electronic receipt) and attendance taking by QR code, which could help NGOs to streamline their operations and enhance clients’ experience. It can be also viewed as a platform for NGOs grouping and sharing their data. E-Service can be also used in the Data Driven Decision Making through the dashboards with the combined data and resources. Members are pleased with the SMS, which can really help to reduce their workload on HR and Admin resource. Moreover, Chatgpt is able to overcome the difficulties of language.

6.4 S+ Summit & Expo

- All preparation work is in the progress. This would be further discussed in the next meeting.

6.5 Membership Liaison and Service (MLS) team

- Team reported that the SWD will send invitation of setting up a dedicated fund of \$500 million to support staff training, system enhancement and multi-disciplinary collaboration by welfare services organizations.
- Approaches and strategies for 1% cut will be discussed in the agency head meeting via Zoom on 6 December, 2024.

7. Updating exercise on Lump Sum Grant Manual

- The Social Welfare Department has recently updated and revised the Lump Sum Grant Manual, which now includes the Best Practice Manual and Cost Apportionment Guideline. On December 1, 2023, a draft of the revised Manual was distributed to subvented organizations. SWD emphasized that the revisions were intended to consolidate existing documents rather than introduce new rules. Team summarized up few key changes in the updated Lump Sum Grant Manual: 1) the transition of the funding period from non-time limited to a 5-year contract; 2) adjustments to the allocation of the Lump Sum Grant (LSG) in cases where the government is facing financial difficulties; 3) the enforcement of mandatory handling of LSG reserve management and the implementation of termination of service provisions based on the government financial difficulties.
- In response, the Council will convene an Agency Head Special Meeting on December 6, 2023, to deliberate on the proposed changes and new terms outlined in the draft Manual. To address these changes, the SWD conducted an online briefing session on December 7, 2023.
- Developed on the implementation of termination of service provisions, members questioned the difference of time duration. There are 30 days for NGOs to cut off the services with the SWD notice while NGOs are required to notify the SWD 60 days before they cut off the services in their own will. It is impossible to dismiss a group of manpower and relocate resources within 30 days. Buffering scheme are required in the updated Lump Sum Grant Manual

- Members suggested that SWD should clarify the current status of the updated Lump Sum Grant Manual. Besides, and a long and clear consultation period is required for the discussion within the welfare sector.

8. Date of next meeting

- **23 Feb, 3:00p.m.**

Adopted by: _____
(Chairperson)

Date: _____