

The Hong Kong Council of Social Service
Minutes of the 1st Meeting of
The Standing Committee on Sector and Capacity Development (2020-21)

Date: 1 December, 2020 (Tuesday)

Time: 2:30pm - 5:00pm

Format: ZOOM meeting online

Present:

Mr. CHAN Kin Hung, Charles	The Boys' and Girls' Clubs Association of Hong Kong
Ms. CHAN Lai Kwan, Queenie	Evangelical Lutheran Church Social Service - Hong Kong
Mr. CHIU Han Man, Raymond	Baptist Oi Kwan Social Service
Ms. FUNG Dun Mi, Amy	New Life Psychiatric Rehabilitation Association
Ms. LEE Shuk Wai, Anthea	The Society of Rehabilitation and Crime Prevention, Hong Kong
Ms. LI Chi Mei, Cross	Hong Kong Christian Service
Dr. LUI Wai Ling, Annissa	Hong Kong Lutheran Social Service, The Lutheran Church - Hong Kong Synod
Ms. WONG Sau Wa	Church of United Brethren in Christ, Hong Kong Limited, The - Social Service Division
Ms. YEUNG Kin Ha, Yvonne	Hong Kong Young Women's Christian Association

Apology:

Mr. CHAN Wai Leung	Caritas - Hong Kong
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In attendance:

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

1. Welcome newly elected members

Mr. Cliff CHOI welcomed all members for joining the Committee, in particular newly elected members Ms. CHAN Lai Kwan, Queenie, Ms. LEE Shuk Wai, Anthea, Ms. LI Chi Mei, Cross, Dr. LUI Wai Ling, Annissa and Ms. YEUNG Kin Ha, Yvonne.

2. Election of Chairperson and Vice-Chairperson

2.1 Election of Chairperson

Ms. YEUNG Kin Ha, Yvonne was nominated by Mr. CHAN Kin Hung, Charles. The

nomination was seconded by Ms. CHAN Lai Kwan, Queenie. There was no other nomination received.

Ms. YEUNG Kin Ha, Yvonne was elected the Chairperson of the Committee unanimously. Ms. YEUNG chaired the meeting onwards.

2.2 Election of Vice-Chairperson

Mr. CHAN Kin Hung, Charles was nominated by Ms. YEUNG Kin Ha, Yvonne. The nomination was seconded by Ms. CHAN Lai Kwan, Queenie. There was no other nomination received.

Mr. CHAN Kin Hung, Charles was elected the Vice-Chairperson of the Committee unanimously.

3. Confirmation of the Agenda

Agenda item #10 should write “Updates on NGOs *Salary* Survey” and agenda item #11 should write “Digital Social Service Platform”. The amended Agenda was adopted by the Committee.

4. Confirmation of the Minutes of the fifth meeting of last term (Appendix 1)

Ms. CHEUNG Lai-wah reported that the minutes had been adopted by the Committee of last term. The arrangement was noted by the Committee.

5. Highlights of work units (Appendix 2)

Ms. CHEUNG Lai-wah briefed the Committee on the latest Agency Membership Application process and the arrangement of the Assessment Committee for Membership Application. She reported that the Membership Application Assessment Committee of last year was going to submit a paper to consolidate learnings and advices from its first-year operation for the reference of the Committee in the future.

Ms. Lois LAM highlighted item #11 of the Progress Report that the Management Guidebook was well received by the sector and that over 300 copies were distributed.

Ms. Kiki WONG reported to the Committee that the ICSW Meeting in November 2020 had been switched online due to the COVID-19 epidemic.

Ms. Stella HO drew the attention of the Committee on two reporting items. Firstly, in response to the sector’s ongoing concern on personal data privacy and the relevant statutory requirements, three webinars were planned while the second workshop originally scheduled on 2 December had been postponed to January 2021 upon the request of the Office of the Privacy Commissioner for Personal Data (PCPD). Mr. Cliff CHOI added that many agencies, while providing subvented services, were collecting personal data according to the requirements of SWD and were confused by the inquiries made by the PCPD. Mr. CHOI mentioned that there were ongoing communications with the Deputy Director of Social Welfare on the aforesaid matter, and it was believed that the SWD would discuss with the PCPD on the discrepancies on collection of personal data. In addition, Ms. HO highlighted a collaboration project with the Business School of the University of Hong Kong on social impact

assessment. She mentioned that the target beneficiaries of the project would be small-to-medium-sized NGOs with annual expenditure not more than HKD 20M. The beneficiary agencies would also be required to share their experience and practices after receiving the pro bono service.

Mr. Tony LEE highlighted the work of ITRC. Regarding the Digital Television Assistance Programme, Mr. LEE reported that 24,000 applications were received and 21,000 installations were completed. The programme would be continued after the end of the analogue TV broadcast on 1 December 2020. For IT security, Mr. LEE mentioned that a guideline on security practice, consolidating the experiences of the IT Security Audit Pilot Project, would be announced in early 2021. Members responded that the Pilot Project was useful that it had identified risks in classified levels, so that the agencies could prioritize according to its management circumstances. In view of the trend of “Work From Home” under the COVID-19 pandemic, the ITRC had compiled set of IT Security Quick Tips in September 2020 for agencies to take reference on the security considerations and measures to be noted.

6. Selection of representatives to serve in Committees / Work Groups (Appendix 3)

The following representatives were selected by the Committee:

Committee / Group	Representing Member(s)
Executive Committee	Mr. CHIU Han Man, Raymond
Assessment Committee for Membership Application	Mr. CHIU Han Man, Raymond Ms. LEE Shuk Wai, Anthea
Steering Committee on Joint Insurance Scheme	Ms. LI Chi Mei, Cross
Steering Committee on Work in Mainland China	Dr. LUI Wai Ling, Annissa
Steering Committee on NGOs Governance Platform Project	Ms. WONG Sau Wa
Innovation and Technology Business Management Committee	Mr. CHAN Kin Hung, Charles
HKCSS Institute Steering Committee	Ms. FUNG Dun Mi, Amy
NGOs Salary Survey Working Group	Ms. CHAN Lai Kwan, Queenie

7. Co-option of new members and vacancy replacement mechanism

Members deliberated on candidate of co-opted members and suggested to invite head(s) of non-subvented agencies. The Committee agreed to invite Ms. Judy KONG, Chief Executive of InspiringHK Sports Foundation. Ms. CHEUNG Lai-wah reported that Ms. CHEUNG, prior to the meeting, had explore with Ms. KONG and she had in principle agreed to join the Committee as a co-opted member. The Committee further confirmed that the term of co-option would be two years.

Members also advised the staff team to suggest candidate from the Awardee agencies of the HKCSS Most Impactful Small and Medium-sized Non-subvented NGOs Award. Ms. CHEUNG Lai-wah would revert to the Committee afterwards.

(Post meeting notes: Upon Ms. CHEUNG’s suggestion, the Committee had confirmed to co-opt Mr. Walter TSUI, Co-founder & CEO of CareER Association Limited for a two-year term.)

With regard to the vacancy replacement mechanism, Ms. CHEUNG briefed the Committee that vacancy of elected member(s) would be filled up by the unsuccessful candidate, under his / her

consent, with the next highest votes in the most recent election. Committee noted and confirmed the arrangement.

8. Updates on LSG Review and service review (MLS)

Ms. Cheung Lai-wah provided an update on the issues on the Review, including the discussion on adequacy of Mid-point subvention benchmark and enhancement of staffing establishment (in relation to Service Review). Members were of the view that, as new resources would unlikely be allocated for subvented services in view of the economic downturn, management of subvented agencies should be prepared to manage staff expectations on improvement of remunerations under the Review. Mr. Cliff CHOI added that the deliberation on staff salary / subvention benchmark had not been settled in the Task Force of the Review and that the voice of the sector would still be critical to address the ongoing concerns on adequacy of resources.

Members questioned that the improvements, in terms of additional resources, were not adequate to address the fundamental problem(s) of the subvention system, yet on the other hand agencies were struggling to handle tighter compliance and financial control measures such as cost apportionment. The Council team explained that the proposal on cost apportionment had been submitted to the SWD for almost a year, yet it appeared that the SWD would start drafting the cost apportionment guidelines on its own, with reference to the Council's submission.

Members expressed concerns on the possible improvements on central administration provision that the SWD did not refer to the results of the consultancy study but merely decided the provision level by benchmarking the current provision. Mr. Cliff CHOI responded that the sector's concern had been fully articulated to the authority, and an adequate level of central administration provision would be one of the areas for the sector to continue striving for.

9. Facilitate exchanges and collaboration between mainstream NGOs and non-subvented NGOs (MLS)

Ms. CHEUNG Lai-wah introduced the workplan to the Committee. The first initiative aimed at providing opportunities for mainstream NGOs and non-subvented NGOs to exchange through activities like business speed networking or expo. The second part of the idea was to make reference to the success of the HKCSS Most Impactful Small and Medium-sized Non-subvented NGOs Award, that participating non-subvented NGOs, after undergoing a selection process, would be provided a small grant to conduct an organizational capacity development project. These participating agencies would also be invited to share their learning and good practices in future sector occasions. Members enquired if the Council had asked the views of the target non-subvented NGOs and learnt about their needs. Ms. CHEUNG responded that the Council had implemented systematic evaluation for Project Star activities and the staff team had also involved extensively in post-event evaluation / debriefing with the participating NGO representatives so that the staff team would be able to adequately design the programme according to the needs and views of the target audiences. The Committee noted the initiative and had expressed their support.

10. Updates on NGOs Salary Survey (HKCSSI)

Ms. Lois LAM reported that 137 agencies had enrolled for the Survey while 4 of them failed to return by the deadline. The results of the Survey would be announced on 26 January 2021. Ms. LAM

added that a supplementary survey on year-of-experience of subvented staffs, in particular the social worker posts, was conducted along with the main Survey in which more than 10 NGOs had given their responses. Ms. LAM supplemented that a technical session would be conducted for HR staff of NGOs on the possible interpretation of the Survey results. She invited Members to share their observations upon the preliminary results ready by mid-December 2020. The Committee received the update.

11. Digital Social Service Platform (ITRC)

Mr. Tony LEE briefed the Committee on ITRC's plan to invest on the development of shared systems in 2021. Mr. LEE told the Members that ITRC would actively develop frontline service and administrative / management IT system(s) for NGOs to use on a subscription basis. Members commented that it would be critical to understand the common needs of NGOs and that participating NGOs should manage their own expectations that the shared systems might not be able to attain high level of customization as compared with tailor-made systems. Mr. LEE responded that the staff team would consult target NGO segment extensively to study their needs before development and would adopt a modular design so that core functions would be common across all NGO clients while a small portion of the system functions would be customized according to the specific needs and workflow of the individual NGOs.

12. Reference material on Financial Governance (GPP)

Ms. Stella HO reported that a concise guide on financial governance would be published, aiming at providing a framework for NGOs to formulate its own financial governance policies and guidelines. A template toolkit would also be available by March 2021 that NGOs of different size would easily adopt if they were not able to derive their own guidelines. A draft of the concise guide would be available after the expert group meeting on 4 December 2020. Ms. HO would circulate for Members' preview after then.

(Post meeting notes: The draft of the concise guide had been circulated to all Members by email on 15 December 2020.)

13. Declaration of Interest

Mr. Peter KWOK briefed the Members on the Declaration of Interests Guidelines and Form. Members were reminded to return the completed Form to the secretariat after the meeting.

14. A. O. B.

There was no other business.

15. Date of upcoming Committee meetings

Ms. CHEUNG Lai-wah advised that scheduling of the upcoming Committee meetings would be arranged after the meetings. The Committee noted the arrangements.

(Post meeting notes: The Committee meetings of this term were scheduled as below:

- Jan 14, Thu, 10:00 am - 12:00 noon
- Apr 15, Thu, 10:00 am - 12:00 noon
- Jul 20, Tue, 2:30 pm - 4:30 pm)