

**Minutes of the 39th Meeting of the
Joint Committee on Information Technology (JCIT)
for the Social Welfare Sector held on 28 August 2025**

Present: Mr To Wing-hang, Edward, JP (Chairperson)
Ms Kwan Shuk-yee, Nancy, JP
Ms Sit Wing-lin, Eveline
Mr Kam Kwok-ming
Mr Jeff Fong
Ms Kwan Wing-yin, Wendy
Mr Cheng Siu-hong, Raymond
Ms Chiu Wai-yin, Louisa
Ms Chu Lai-ling, MH
Dr Danny Chow
Ms Elsie Tsang
Ms Lee Yuen-sum, Joyce, MH
Mr Tam Kin-lok
Mr Philip Wong
Ms Poon Hau-yuk (Secretary)

In attendance: Mr Fung Kar-fei, Jeffrey
Mr Wong Kwok-ho, Ben
Miss Law Nga-chi, Sarah

Absent with apology: Miss Chow Tsz-ki
Ms Ho Mei-yee, Joyce
Mr Lee Kwok-kee, Kelvin
Mr Szeen Pok-yung, Chester
Mr Tang Man-chun, Sky

Welcome Remarks

1. The Chairperson welcomed Members to the meeting, in particular the three new Members, namely Ms Lee Yuen-sum, Joyce, MH, Director of Hong Kong Children and Youth Services, Ms Chiu Wai-yin, Louisa, Deputy Head & Principal Consultant, Industry Engagement, New Industrialisation Division of the Hong Kong Productivity Council, and Mr Kam Kwok-ming, Chief Social Work Officer (Subventions). Apologies were received from Miss Chow Tsz-ki, Ms Ho Mei-yee, Joyce, Mr Lee Kwok-kee, Kelvin, Mr Szeen Pok-yung, Chester and Mr Tang Man-chun, Sky for being unable to attend this meeting.

Agenda Item 1: Confirmation of the minutes of last meeting

2. The Chairperson said that the draft minutes of the last meeting were sent to Members on 14 April 2025. The Secretariat received a textual refinement which had been incorporated in the revised draft minutes sent to Members on 19 August 2025. The minutes were confirmed without further amendments.

Agenda Item 2: IT Project presentation/sharing

3. Ms Eveline Sit provided background information on the IT project, the “Smart Gate Access System” developed by Evangel Children’s Home (ECH). With the Dedicated Fund (DF) of \$99,700 approved in April 2025, ECH successfully completed the project in July 2025. The project involved development of a biometric control system to enhance the security of ECH and improve the accuracy of physical identification and authentication. ECH had presented its project in the Fifth Sharing Session organised under the Experience Sharing Platform for IT Projects of the Social Welfare Sector on 15 July 2025, receiving very positive feedback from the participants. The Chairperson invited Mr Calvin Yip, Deputy Superintendent of ECH, to share the project.
4. Mr Calvin Yip shared the insights gained from the project implementation and responded to the questions of the Chairperson and Members regarding buy-in from staff and service users, as well as wisdom in selecting and managing contractor. He emphasised the importance of thorough preparation and effective communication with different stakeholders prior to and during project implementation.
5. Members treasured the sharing from Mr Calvin YIP which helped them understand more the actual implementation of the approved DF projects. They appreciated the clear definition of project scope, good preparation, careful selection and effective management of contractor, engagement of different stakeholders especially the service users, and support/advice from Information Systems and Technology Branch (ISTB) of Social Welfare Department (SWD) which were key success factors of the project. This project successfully demonstrated how information technology was utilised to foster a sense of home-like feeling for the young service users in a children’s home setting. The Chairperson expressed gratitude to Mr Calvin YIP for his sharing, which well demonstrated the beauty of “small budget yielding great benefits to service users and colleagues”.

Agenda Item 3: Matters arising from last meeting

6. The Chairperson said that the implementation progress of the DF as mentioned in paragraph 4 and 5 of the minutes of the 38th meeting would be reported in Agenda Item 4.

Agenda Item 4: Progress of implementation of the DF - Paper JC 2/2025

7. The Chairperson invited Ms Poon Hau-yuk to report the implementation progress of the DF, as detailed in Paper JC 2/2025, with highlights as follows

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- (a) As at 6 August 2025, the SWD received a total of 60 applications, with 30 approved applications from 24 NGOs, amounting to \$32,374,387. The JCIT Members' feedback on these applications had been conveyed to the respective NGOs for consideration and follow-up. Among the remaining 30 applications, five were withdrawn. Seven applications were circulated to Members for comments on 8 August 2025, and three would be circulated to Members in late August 2025. ISTB was actively vetting the remaining 15 applications;
- (b) NGOs were required to submit interim reports at the halfway of their approved projects, and overall evaluation reports within three months after their project completion. As at 6 August 2025, two projects were completed, and three interim reports were received. According to the interim reports, two projects were slightly behind the original schedule, and the two concerned NGOs were required to report their project progress and provide a further interim report to SWD. SWD would continue to monitor the progress of the approved projects and provide necessary assistance and advice;
- (c) To encourage and facilitate NGOs in effectively utilising the DF, SWD assigned designated staff to answer enquiries related to IT project applications. From January to 6 August 2025, 31 enquiries involving 68 questions covering different concerns were handled, and ISTB had conducted 51 online meetings with NGO applicants to discuss their applications. On top of online meetings, ISTB staff also maintained communication with the NGOs via teleconference calls, with an average of three to four calls per application, to provide ongoing support to the NGOs;

- (d) In 2025, SWD organised two sharing sessions on 6 February and 15 July through the IT Projects Experience Sharing Platform for the Social Welfare Sector. These two sessions covered topics such as IT project planning, proposal writing, tender and procurement document preparation, project implementation monitoring, data breach prevention and handling, enhancing data security, points-to-note for preparing DF application, and NGOs' sharing of their implementation experiences and insights. There were over 90 NGOs with 250 participants in each sharing session. Feedback was very positive with full satisfaction rate; and
 - (e) To further support NGOs in developing and managing IT projects, SWD uploaded presentation materials of sharing sessions and relevant IT information onto the NGO IT Information Portal on the SWD homepage. In addition, information of the approved IT projects under the DF were also uploaded to encourage sharing among NGOs. SWD would continue to support NGOs in developing and managing IT projects by organising experience sharing sessions and disseminating information about IT projects and IT knowledge relevant to the social welfare sector.
8. Members' views towards the implementation progress of the DF were summarised as follows -
- (a) A member expressed appreciation on SWD's arrangement of sharing sessions for NGOs and proposed to consider sharing by the Hong Kong Productivity Council (HKPC), which had been running the Jockey Club IT Support Programme for NGOs (JCITNGO) project funded by the Hong Kong Jockey Club Charities Trust (HKJCCT) to offer free IT consultancy services and project management support to NGOs. SWD was supportive of this meaningful project and had invited HKPC to share in the third sharing session and set up a booth promoting their consultancy service, through which HKPC had connected with many NGOs. Also, the information of JCITNGO was also available on the NGO IT Information Portal. The Chairperson encouraged more collaboration between different parties, such as SWD, HKJCCT and HKPC which served a good example to utilise the resources and maximise the benefits. Ms Louisa Chiu of HKPC appreciated the support from SWD and shared that NGOs joining its project had provided positive feedback, such as gaining valuable insights on

identifying their IT needs and developing their IT roadmaps, and NGOs became more confident in preparing DF applications;

- (b) A member expressed appreciation to the SWD's facilitation of NGOs' applications, provision of comprehensive reference materials and arrangement of experience sharing by NGOs. Measures in efficient resource utilisation such as encouraging NGOs to adopt other successful systems and leverage others' experiences, were proposed. Another member deemed that with the adoption of technology, more time and efforts could be focused on service assessment and evaluation resulting in enhancing the overall service quality and standards within the sector;
- (c) Ms Eveline Sit shared SWD's commitment and efforts to fostering mindset change and sharing culture, such as connecting NGOs to other agencies with similar backgrounds and IT needs. In this connection, Ms Eveline Sit furthered that two NGOs running the Neighbourhood Support Child Care Project had submitted a joint application recently which well demonstrated the achievement of synergy and benefits through collaboration;
- (d) SWD proposed three themes for specified IT-related training programme under DF for 2026, namely (i) IT and data security; (ii) IT project planning, implementation and monitoring; and (iii) understanding different IT solutions including the use of artificial intelligence. Members agreed with the three proposed themes, which could address the needs of NGOs;
- (e) Members suggested different topics for future training to NGOs, including (i) "data residency" of which Digital Policy Office could be invited to share on the cross-boundary data exchange; (ii) "change management" for senior management in taking forward their digital transformation; and (iii) incorporating live demonstrations or trial use of the developed systems during the sharing session to facilitate participants' hands-on experience and more understanding of the operation of a specific system; and
- (f) A member shared a general observation that the approved projects were largely related to administrative systems, NGOs might be encouraged to implement projects with focus on enhancement of service delivery.

SWD responded that it was understandable that in the initial stage, NGOs normally preferred to address their most pressing operational challenges or pain points, which laid the foundation for them to further develop other IT systems relating to service delivery. With successful experiences gained and operational concerns addressed through implementing DF projects, it would foster their further innovation on service delivery through utilising IT. In fact, the number of applications was doubled after the two sharing sessions in February and July 2025, with more applications focused on service-related workflow and support.

9. The Chairperson extended appreciation to Members for their recognition on and support of the DF, their observation and suggestion on the development of the DF, as well as their expert advice on the training needs for the sector.

Agenda Item 5: Any other business

10. There being no other business, the meeting was adjourned at 12:00 noon.

Agenda Item 6: Date of next meeting

11. The date of the next meeting would be scheduled in due course.

**Social Welfare Department
October 2025**