

SOCIAL WORKERS REGISTRATION BOARD
Notes of the 134th Meeting of the Committee on Administration

Date: 5 June 2017
Time: 7:20 p.m.
Venue: Conference Room, 26/F Eastern Commercial Centre, 83 Nam On Street, Shau Kei Wan, Hong Kong.
Present: Dr. LEUNG Chuen-suen (Convenor)
Mr. CHUNG Wai-lung, Rivalino
Mr. HUI Chung-shing, Herman
Mr. KWAN Wing-shing, Vincent
Mr. SHIU Ka-chun
Mr. TAN Tick-yee
Mr. WONG Ka-ming
Absent: Mr. LO Wa-kei, Roy
Secretary: Mr. LEE Wing-po, Eric, Registrar and
Ms. FAN Lai-yee, Veronica, Assistant Registrar

Dr. LEUNG, Convenor of the Committee, presided the meeting.

Confirmation of the notes of the 133rd meeting

1. The notes of the last meeting were confirmed without amendment.

Matters arising from the 133rd meeting

2. As Mr. Roy Lo was not able to attend the meeting, his feedbacks on the agenda items were tabled for members' information.

Update on the exploration of online payment system

3. The Secretary updated that the Board office had explored more information about online payment channels. During the meeting with (business information deleted) Consultancy, we shared that RSWs could pay their registration fee via 7-eleven, cheques and PPS and the only online payment channel was PPS online. The choices were limited and not user-friendly. The consultants introduced different online services commonly used in the market for example, visa/master card, Alipay, Wechat Pay, Octopus. In consideration of the Board's situation, it seemed that the most suitable and convenient online payment channel was by visa/master card. We had invited the consultancy company to provide the quotation but no feedback was received.
4. The Board office therefore explored the cost of visa/master cards online payment. Two quotations were obtained from two companies namely (business information deleted). The estimated cost charged by the above companies included one-off set-up fee (business information deleted), annual service fee (business information deleted), transaction fee

(business information deleted). Assuming 5,000 RSWs changed to settle their renewal fee by visa/master card, in the first year, the estimated total cost was (business information deleted) and in the second year, the estimated total cost was (business information deleted). Apart from this, a one-off setup fee of (business information deleted) would be charged by the existing web-hosting company. If we would like to revamp the online registration system to become mobile friendly and to fulfill web accessibility requirement, the extra cost for revamp would be (business information deleted).

5. The Committee noted the transaction cost of visa/master online payment was at least (business information deleted) for each transaction which was much higher than other payment methods. Currently, the charge from 7-eleven was (business information deleted) per transaction, PPS online was (business information deleted) per transaction and PPS was (business information deleted) per transaction. At this initial stage, it was difficult to estimate how many RSWs would change from cheques or 7-eleven or PPS to visa/master payment.
6. After discussion, the Committee agreed to adopt the visa/master cards online payment due to the following reasons:
 - (a) It provided a user-friendly online registration platform to RSWs
 - (b) The Board should be kept pace with the market trend
 - (c) It helped improve the image of the Board
 - (d) The increase in operational cost was reasonable and affordable by the Board
 - (e) It was the starting point to encourage RSWs in using the electronic communication channels with the Board.
7. The Committee recommended to engage (business information deleted) to setup the visa/master online payment as its quotation was the lowest. At this stage, it was not necessary to revamp the online registration system. The proposal would be put forward to the Board for endorsement.

Finance

Investment policy

8. The Secretary updated that (business information deleted) were invited to provide investment proposal. Among these four banks, only (business information deleted) provided the investment proposal. (business information deleted) invited the Board to authorize two persons to conduct the risk assessment before providing any investment proposal. It agreed to authorize the Registrar and the Assistant Registrar to conduct the risk profile with (business information deleted), hence their investment advice. As no feedback was received, the Committee agreed not to pursue (business information deleted).
9. In the investment policy, it was noted that the Board delegated supervisory responsibility for asset management to the Committee on Administration. The Committee recommended adding an exit clause in the policy that the Board always has the final say. *(Post meeting notes: the revised investment policy was circulated to the Committee on 6 June 2017 and it*

was approved by the Committee)

Administrative

Review on the confidentiality undertaking

10. The Secretary reported that the resolution was passed on 13 January 2016 but there was no detailed record about the deliberations. As the policy was not duly implemented, the Board office therefore arranged the Board Members, Committee Members, co-opted members, staff members, Disciplinary Committee Panel and Assessment Team Panel to sign off the undertaking.
11. A member shared that no matter the Confidentiality Undertaking was signed or not, the Board Members would be held liable in the event of breach of their fiduciary duty of confidentiality. The liabilities of Board members who were RSWs or public officers might even extend to committing a disciplinary offence of misconduct under the SWRO or under the Civil Servant Regulations in the event of breach of this document. However, this was not applicable to the co-opted members of Committee or Disciplinary Committee Panel members or Assessment Team Panel members. In other words, if these members had not signed the document, it would be difficult for the Board to pursue the legal liability.
12. A member echoed that it was a common practice to sign the confidential undertaking when occupying any public duties. It was usually a good practice to do so though it was not a must. The Secretary supplemented that the intention of signing the document was to protect the Board's interest.
13. After discussion, members agreed that the Confidentiality Undertaking should be refined in line with the current practice for example the minutes/notes and agenda of meetings were confidential and should not be disclosed except those already posted on the website. The Board office would revise the document accordingly and the Committee would further consider whether legal advice should be sought. (*Post meeting notes: the revised Confidentiality Undertaking was circulated to the Committee on 6 June 2017.*)

Refund part of the renewal fee in the circumstances of timely submission of renewal application

14. In response to our proposal of refund part of the renewal fee in the circumstances of timely submission of renewal application, the Labour and Welfare Bureau had given a green light to the proposal. The Board office would work out the operation details and the launch date for discussion at subsequent meeting.

Discussion on building up an archive of legal advice

15. The Committee was assigned to explore the building up of an archive of legal advice. Members concerned how to define the access right and how to control the usage as all data were privilege information. Another operational concern was whether the existing documents could be digitalized and searchable. The Committee agreed not to pursue the

matter and it would report the recommendation to the Board.

(Mr. Shiu left the meeting at this juncture.)

Human Resources

Review of staff handbook

16. The Committee noted the revision of the staff handbook.
17. The Secretary observed that the current medical plan was self-financing and the benefits were relatively low. As the staff members were aging, he invited the Committee to consider the financial model of group medical insurance, and in our case, the option of a mixed model, with the inpatient and outpatient put under a group medical insurance policy and the dental and maternity benefits under self-financing, might be viable. The latter two are relatively of a low value and rare in occurrence, and the former two carry higher risk and with more administrative works.
18. To align with the existing benefit levels, as well as items with the market norm, the Board office obtained two quotations for members' consideration. If inpatient and outpatient were put under a group medical insurance policy, the annual premium would be ranged (business information deleted) for ten staff members. It was noted that the Board's overall budget surplus in 2017-2018 was sufficient to cover the enhancement. The Committee agreed to adopt the above proposal but the decision on choosing which insurance company would be discussed at subsequent meeting.
19. The Secretary also invited the Committee to consider offering a better benefit package to retain staff at executive level, besides a higher amount of cover, the extension of cover to their dependants might be taken into account. A member commented that the proposal should not only cover executive staff. After discussion, the Committee agreed to first introduce the new financing model on a flat benefit structure for all staff member, and other enhancements to be considered at later stages, e.g. a loyalty programme pegged with the employment period.

Promotions

Perusal of progress report on promotion of the Board

20. Members noted the progress report on promotion of the Board.

Social Work Day 2018

21. At the last Board meeting, the Board Members discussed whether the Board should continue to participate in the Social Work Day in 2018 as it was not within the ambit of the Board. The Committee understood that the involvement of the Board was only \$10,000 and the Board office would assist to promote the activities to the RSWs by email. As one of the

stakeholders of the social work sector, the Committee agreed to continue to participate in the Social Work Day in 2018. The same would be recommended to the Board.

Discussion on the new format of Newsletter to be launched in 2018

22. The Committee agreed to maintain the number of issue to two per year in view of the current workload. With effect from October 2018, the Newsletter would be web format. The content and structure would remain the same. The Board office would conduct research on the online newsletter format when closer to the publication.

Revised article contributed by a RSW

23. The Committee noted the revised article submitted by the RSW. At the time of publication in October 2017, Mrs. Lam Cheng Yuet-ngor would be the Chief Executive. The Committee advised that the wording in line 1 page 2 "讓林鄭司長之流" should be revised. (*Post meeting note: the RSW agreed to revise the wording to "讓林鄭特首之流".*)

Date of next meeting

24. Members agreed that the next meeting would be decided later. (*Post meeting notes: the meeting was scheduled at 7:15 pm on 7 August 2017.*)
25. There being no other business, the meeting was adjourned at 9:35 pm.

28 June 2017