

Survey on Financial Reserves of Social Service Agencies

Frequently Asked Questions

Q: Is the design of the questionnaire only for agencies receiving lump sum grant (LSG) subvention from the Social Welfare Department?

A: HKCSS invites all agency members to participate in this survey. As the survey is about the financial reserves of social service agencies and analyzes all kinds of reserves, it does not matter whether the agency is receiving LSG or not. All are welcome to participate.

Q: What does the questionnaire cover?

A: The questionnaire consists of 24 questions, covering four aspects: background information of the agency, overview of the financial reserves, financial information and the usage and management of reserves. As the study does not touch upon the exact amount of reserves nor actuarial analysis, participating NGOs are not required to provide the actual reserve figures. It takes around 30 minutes to complete the questionnaire.

Q: Will the list of participating NGOs of the Survey on Financial Reserves of Social Service Agencies be revealed to the public?

A: No, information of participating NGOs will remain confidential. The survey will not disclose the list of participating NGOs.

Q: Will agencies receive individual reports?

A: Deloitte will analyze and compile the survey results to be announced at the Governance Forum to be held in year end. The final survey report will be uploaded to the website of “NGO Governance Platform Project”.

Q: How will the data be handled upon completion of the questionnaire?

A: Deloitte will treat all data collected will be treated in strict confidence. Unless with agency's permission, all third-parties (including HKCSS) will not have access to any information provided by individual agencies. All data and questionnaire collected will be destroyed within six months upon announcement of the final report.

Q: What can I do when I encounter difficulties in filling out the questionnaire?

A: For any queries, please contact Mr Michael Au, Associate Director, Risk Advisory (Tel: 2238-7045 / Email: michaelau@deloitte.com.hk), or Ms Amily Lam, Manager, Risk Advisory (Tel: 2852-5614 / Email: amilam@deloitte.com.hk), at Deloitte Advisory (Hong Kong) Limited during office hours.