

**Funding and Service Agreement<sup>1</sup>  
(Lump Sum Grant)**

**Multi-disciplinary Outreaching Support Teams for the Elderly**

**I. Service Definition**

**Introduction**

1. The Multi-disciplinary Outreaching Support Teams for the Elderly (MOSTE), comprising social workers, occupational therapists, physiotherapists and speech therapists, provide outreach services for the service users of private residential care homes for the elderly (RCHEs) to address their social and rehabilitation needs. In addition to residents of private RCHEs, MOSTE also provide speech therapy service for the service users of contract RCHEs (including the Day Care Units (DCUs) attached to contract RCHEs), self-financing RCHEs / Nursing Homes (NHs) and Bought Place Scheme on Day Care Units for the Elderly (BPDCU) with swallowing difficulties or speech impairment.

**Objectives**

2. The objectives of the MOSTE are –
- a. to provide services by social workers, occupational therapists, physiotherapists and speech therapists for the service users living in the serving homes / units to meet their social and rehabilitation needs;
  - b. to network serving homes / units with local organisations / stakeholders for providing suitable activities / programmes for enhancing professional care and social well-being of the service users; and
  - c. to provide consultation, training and supportive services to the carers / staff members of the serving homes / units to enhance their physical, social and emotional support to the service users.

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<sup>1</sup> This Funding and Service Agreement is a sample document for reference only.

**Scope of Service**

3. To meet the social and rehabilitation needs of the service users, the scope of service provided to the serving homes / units should include, without limitation, the following –

**3.1 For Private RCHEs**

- a. On-site visits by social workers, occupational therapists, physiotherapists and speech therapists to the target RCHEs;
- b. Clinical assessments on service users' rehabilitation needs for occupational therapy, physiotherapy and speech therapy;
- c. Rehabilitation training programmes including, without limitation, the provision of physical training, cognitive training, maintenance exercises, swallowing improvement exercises and speech training, and any other therapeutic activities in the form of individual or group service;
- d. Provision of social activities inside or outside the target RCHEs in connection to other social service units, volunteer groups, schools, local community organisations and commercial sector, etc. to meet the social needs of the service users as well as to promote the care and concern to the elderly in the community;
- e. Consultations / training / supportive programmes to the carers and staff members of the target RCHEs; and
- f. Periodic reviews to monitor the service users' progress and assess their needs.

**3.2 For contract RCHEs (including the DCUs attached to contract RCHEs), self-financing RCHEs / NHs and BPDCU**

- a. On-site visits by speech therapists;
- b. Clinical assessments on service users' rehabilitation needs for speech therapy;
- c. Speech therapy including, without limitation, the provision of swallowing improvement exercises, speech training and any other therapeutic activities in the form of individual or group service;
- d. Consultations / training / supportive programmes from speech

therapists to the carers and staff members of the serving homes / units; and

- e. Periodic reviews to monitor the service users' progress on speech therapy and assess their needs.

4. Service Operator shall approach and contact all the serving homes / units for promotion and provision of service as well as receiving referrals including but not limited to those made by the Community Geriatric Assessment Teams, the Psychogeriatric Teams of the Hospital Authority, the Visiting Health Teams of the Department of Health or the Visiting Medical Practitioner Service for Residential Care Homes under Licensing and Regulation Branch of Social Welfare Department (SWD).

### **Target Group**

5. The target group of the MOSTE is the residents of all private RCHEs in the territory which is in operation during the service period within the designated regional cluster(s) for the provision of the service to address their social and rehabilitation needs. Speech therapy service is also for the service users of contract RCHEs (including the DCUs attached to contract RCHEs), self-financing RCHEs / NHs and BPDCU with swallowing difficulties or speech impairment. The target group also includes the carers / staff members of the serving homes / units.

### **Fees**

6. The Service Operator shall not charge the service users / carers or the serving home / units any fees for providing the service.

## **II. Performance Standards**

7. The Service Operator is required to meet the performance standards including Essential Service Requirements and Output / Outcome Standards.

### **Essential Service Requirements**

8. The Service Operator of each team is required to comply with the following Essential Service Requirements –

- a. social worker, occupational therapist, physiotherapist and speech therapist are the essential staff for the service<sup>2</sup>; and
- b. at least two essential staff with each from any two out of four professionals have a minimum of five years' relevant experience.

**Outputs**

<b><u>Output Standard</u></b>	<b><u>Output Indicator</u></b>	<b><u>Agreed Level</u></b>
1	Total number of service users / carers / staff members of the homes / units served by the team in a year <sup>3</sup>	2 500
2	Total number of social activities <sup>4</sup> organised in a year	300
3	Total number of sessions <sup>5</sup> delivered to the service users / carers / staff members of the serving homes / units on occupational therapy / physiotherapy in a year	6 200

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<sup>2</sup> The Service Operator may hire services from qualified professional organisations for occupational therapist, physiotherapist and speech therapist.

<sup>3</sup> Service users / carers / staff members of the serving homes / units refer to those who are engaged in any kind of service provided by the team. The same service user / carer / staff member of the serving homes / units should only be counted once in the same regional cluster in each financial year.

<sup>4</sup> Social activities shall be conducted / co-ordinated by social workers. They may refer to activities / programmes inside or outside the RCHEs in connection to other social service units, volunteer groups, schools, local community organisations and commercial sector, etc. The duration of the social activities should last no less than 30 minutes excluding preparation time and follow up work.

<sup>5</sup> The assessment / training sessions of the occupational therapy / physiotherapy shall be rendered by occupational therapists or physiotherapists. Rehabilitation assistants may provide assistance but they have to be supervised or coached in person by occupational therapists or physiotherapists throughout the sessions. The duration of the assessment / training sessions should last no less than 30 minutes excluding preparation time and follow-up work. The training sessions can be provided in the form of individual basis or group basis with group size of 2 to 8 service users / carers / staff members of the serving homes. Regardless of the group size, one group session of the training should be counted as one session.

<b><u>Output Standard</u></b>	<b><u>Output Indicator</u></b>	<b><u>Agreed Level</u></b>
4	Total number of sessions <sup>6</sup> delivered to the service users / carers / staff members of the serving homes / units on speech therapy in a year	4 200

**Outcomes**

<b><u>Outcome Standard</u></b>	<b><u>Outcome Indicator</u></b>	<b><u>Agreed Level</u></b>
1	Percentage of the service users / carers being satisfied with the overall service <sup>7</sup> delivered to them in a year	75%

**Quality**

9. The Service Operator shall meet the requirements of the 16 Service Quality Standards (SQSs).

**III. Obligations of SWD to the Service Operator**

10. SWD will undertake the duties set out in the General Obligations of SWD to the Service Operator as specified in the Funding and Service Agreement (FSA) Generic Section.

**IV. Basis of Subvention**

11. The basis of subvention is set out in the offer and notification letter issued by SWD to the Service Operator.

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<sup>6</sup> The speech therapy assessment / training sessions shall be rendered by qualified speech therapists. Rehabilitation assistants may provide assistance but they have to be supervised or coached in person by speech therapists throughout the sessions. The duration of the assessment / training sessions should last no less than 30 minutes excluding preparation time and follow up work. The training sessions can be provided in the form of individual basis or group basis with group size of 2 to 8 service users / carers / staff members of the serving homes / units. Regardless of the group size, one group session of the training should be counted as one session.

<sup>7</sup> For those service users with difficulty in communication and understanding, carers' views should be sought as far as possible.

**Funding**

12. An annual subvention (excluding rent and rates) will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period. This lump sum has taken into account the personal emoluments, including provident fund for employing qualified professionals, supporting staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the MOSTE. Rent and Rates in respect of premises recognised by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

13. In receiving the LSG, the Service Operator is accorded flexibility in the use of the grant but required to observe the guidelines set out in the latest LSG Manual, LSG Circulars, management letters and correspondences in force as issued by SWD on subvention policies and procedures, whichever is applicable, as well as the relevant Guidance Notes for specific services, if any. The LSG will be subject to adjustments including salary adjustment in line with civil service pay adjustments and other charges in line with price adjustment factor, currently the Composite Consumer Price Index. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

**Payment Arrangement, Internal Control and Financial Reporting Requirements**

14. Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

15. The Service Operator is responsible for operating an effective and sound financial management system, including budget planning, projection, accounting, internal control and auditing. It should maintain proper books and records and supporting documents on income and expenditure relating to the project and make them available for inspection by the Government Representative.

16. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the non-governmental organisation (NGO) as a whole as audited by a certified public accountant holding a practising certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorised representatives of the NGO, i.e. Chairperson / NGO Head / Head of Social Welfare Services in accordance with the requirements as stipulated in the latest LSG Manual. The AFR should be prepared on a cash basis and non-cash items such as depreciation, staff leave accrual etc. should not be included in the AFR.

**Corruption Prevention and Probity Requirements**

17. It is the responsibility of the Service Operator to ensure that its management, board members and staff comply with the Prevention of Bribery Ordinance (Cap. 201) and the relevant requirements. The Service Operator shall prohibit the members, staff, agents, and contractors from offering, soliciting or accepting advantages when discharging their duties under the FSA. With regard to the provision of the subvented services, the Service Operator shall avoid and declare any conflict of interest.

18. The Service Operator should also make reference to the relevant guidelines on corruption prevention and probity requirements to uphold integrity in every aspect, including but not limited to the governance structure, internal control, financial / fund management, procurement, staff administration, delivery of services / activities, management of maintenance works as set out in the “Best Practice Checklist on Governance and Internal Control in Non-Governmental Organisations” and the “Integrity and Corruption Prevention Guide on Managing Relationship with Public Servants” issued by the Independent Commission Against Corruption.

## **V. Validity Period**

19. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any terms of condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from SWD that the same be remedied, SWD may after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

20. Where there is any change to the performance standards within the agreement period, SWD will seek mutual agreement with the Service Operator and the Service Operator will be required to achieve new requirements in accordance with the specified implementation schedule.

21. Continuation of service for the next term will be subject to the relevant considerations such as prevailing policy directive, service needs and the performance of the Service Operator. SWD reserves the right to reallocate the service.

22. The SWD may immediately terminate the FSA upon the occurrence of any of the following events –

- a. the Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering

national security or which would otherwise be contrary to the interest of national security;

- b. the continued engagement of the Service Operator or the continued performance of the FSA is contrary to the interest of national security; or
- c. the SWD reasonably believes that any of the events mentioned above is about to occur.

**VI. Other References**

23. Apart from this FSA, the Service Operator should also comply with the requirements / commitments set out in the Invitation Document of the Pilot Scheme on MOSTE, the Service Operator's proposal and supplementary information, if any, as agreed with SWD. Where these documents are in conflicts, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by SWD.

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