

## **Funding and Service Agreement<sup>1</sup>**

### **Family Aide**

#### **I Service Definition**

##### **Introduction**

Family aide service aims to help needy individuals/families acquire and develop basic skills in self-care, household management and providing care for other members in the family.

##### **Purpose and objectives**

Family aide service serves as a support to needy individuals/families. The objective is to facilitate casework intervention to needy cases by imparting the customers with basic skills in personal care, household management and providing care for other members in the family through systematic training programmes. The ultimate aim is to develop and strengthen the customer's ability in independent living.

##### **Nature of service**

The following services are provided :

- a) training of parents/carers and if necessary, other family members on the basic household management and providing care for other members in the family;
- b) training of individuals/families on management of self-care and basic household matters;
- c) to provide emergency family aide service on need basis.

##### **Target group**

The target group is individuals/families who are receiving casework services.

##### **Eligibility criteria**

- a) inadequate parents/carers (i.e. lack of knowledge, skills or experience in managing the household tasks and /or taking care of their young children/the elderly/the sick/disabled);

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

- b) disabled/mentally-ill parents with young children who are inadequate in managing household tasks and/or taking care of their young children (those mentally-ill parents should be on medication/follow-up treatment and do not manifest violent behaviour);
- c) any family member who has to manage household tasks and/or take care of young children/the elderly/the sick/disabled due to family crisis such as desertion, imprisonment, hospitalization, divorce or death of carer;
- d) any other individuals/families who are assessed to be in need of the family aide service by social worker.

## **II Performance Standards**

The Service Operator will meet the following performance standards :

### **Outputs**

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of cases with training programmes conducted in a year	25 cases
2	Number of cases with training programmes completed as planned in a year	12 cases
3	Number of training hours in a year	762 hours *

\* Calculation Formula :

$1,893$  (total working hours)  $\times$   $90\%$  (excluding  $10\%$  for annual leave)  $\times$   $80\%$  (excluding  $20\%$  for supervision and administrative duties)  $- 600$  (travelling hours) =  $762.4$  (total number of training hours per year)

### **Outcomes**

Outcome Standard	<u>Outcome Indicator</u> <sup>2</sup>	<u>Agreed Level</u> <sup>3</sup> (%) (per year)
1	Service users <sup>4</sup> indicating satisfaction after receiving family aide service in a year	75

**Essential service requirements**

- The needs of individuals/families should be reviewed at least every 6 months to establish their continuing need and eligibility to receive the service.
- The Family Aide will work in a Family Services Centre under the direct supervision of a registered social worker who may be the officer-in-charge or a delegated caseworker.

**Quality**

Service Operators shall meet the requirements of the 16 Service Quality Standards(SQSs).

**III Obligations of SWD to Service Operators**

SWD will undertake the duties set out in the General Obligations of SWD to the Service Operators.

**IV Basis of Subvention**

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

**Funding**

An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator same as that for the Integrated Family Service Centre (IFSC) which

<sup>2</sup> The Outcome Indicator is measured by Item 1 of the “User Satisfaction Form”.

<sup>3</sup> The agreed level of the outcome indicator is applicable to all service units regardless of their staffing establishment.

<sup>4</sup> Include all service users receiving short-term/long-term case and/or group training.

this service is attached to. This lump sum has taken into account the personal emoluments, including provident fund for employing staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the project and recognized fee income, if any.

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 correspondence in force as issued by SWD on subvention policies and procedures. The LSG will be subject to adjustments including salary adjustments 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**

Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of the LSG subventions will be made on a monthly basis.

The Service Operator is responsible for maintaining 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.

The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the 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.

### **V Validity Period *(Applicable to time-defined projects only)***

The validity period of this FSA is the same as that for the IFSC which this service is attached to. 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.

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.

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

## **VI Other References**

Apart from this FSA, the Service Operator should also comply with the requirements / commitments set out in the respective Service Specification, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by SWD.