

Funding and Service Agreement¹

Service for Abused Women- Refuge Centre for Women

I Service Definition

Introduction

Refuge centre for women provides temporary accommodation service for women with or without children who are having serious personal or family problems or in danger of family violence.

Purpose and objectives

The objectives of the refuge centre are:

- (a) to provide protection and short-term accommodation to the residents during an acute period so that they can be free from violence. The residents will be helped to learn the ways to protect themselves and their children;
- (b) to provide a safe place for the residents to redress their emotions and feelings, overcome the traumatic experience, rebuild self-confidence, learn coping skills, and address other issues relating to family violence, sexual violence or other crisis including personal / family problems through individual and group counselling, therapeutic and educational programmes, etc.
- (c) to promote harmonious family relationship and prevent family violence through community education.

Nature of service

Facilities of a refuge centre for women include dormitory, sitting / dining room, pantry / kitchen, toilet, shower and laundry.

Services provided are:

- a) temporary accommodation (usually 2 weeks and the maximum period of stay can be extended to 3 months for exceptional cases);

¹ This Funding and Service Agreement is a sample document for reference only.

- b) counselling, either on individual basis or group basis, to help residents cope with their stress and emotional problems, and to work out their future plan;
- c) social / training programmes and support groups to enhance residents' life coping skills and to connect them with community resources;
- d) referrals for appropriate welfare services;
- e) after-care service to help the discharged residents to integrate into the community;
- f) child care assistance service; and
- g) other innovative and valued-added services as committed in the proposal submitted by individual service operator.

Target group

The target group is women, with or without children, who are victims of family violence / family dispute / sexual violence or in other crisis and in need of temporary refuge.

Capacity

A capacity ranging from 40 to 73 places (subject to the size of individual refuge centre).

II Performance Standards

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of cases served in a year <u>Note 1</u>	100
2	Average rate of occupancy within a year <u>Note 2</u>	80%
3	Number of therapeutic groups for the abused women in a year	8

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
4	Number of therapeutic groups for children in a year	6
5	Percentage of cases with three contacts (including home visit, interview or telephone contact) within three months after discharge in a year ^{Note 3}	70%
6	Number of programmes, including social / developmental / training programmes conducted for discharged residents in a year	6
7	Number of discharged residents recruited as volunteers in a year	20
8	Number of children in person-time received child care assistance service in a year ^{Note 4}	1 000

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u> ^{Note 5}	<u>Agreed Level</u>
1	Percentage of clients who have acquired basic skills in protecting and planning for themselves and their children when the case is discharged	85%
2	User satisfaction rate	90%

** There are different output / outcome standards and agreed level committed by individual Service Operators.*

Essential service requirement

- 24-hour admission and round-the-clock operation, with at least two staff present at all times and at least two on-call social workers with duty roster available for rendering immediate social work intervention.
- Staffing requirement includes registered social worker
- Social workers to be on duty from 9:00 a.m. to 10:00 p.m. from Monday to Friday (including public holidays), and from 9:00 a.m. to 5:00 p.m. on Saturday and

Sunday (including public holidays).

- For safety of the service users, the address of the refuge centre is strictly kept confidential

Quality

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

III Obligations of SWD to Service Operators

The SWD will undertake the duties set out in the General Obligations of SWD to the Service Operators as specified in the Funding Service Agreement (FSA) Generic Sections.

IV Basis of Subventions²

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

Funding

An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operators for a time-defined period (*applicable to time-defined projects only*). This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers, qualified professionals and 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 project and recognised fee income, if any. 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.

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, whichever is applicable, as well as the relevant Guidance Notes for specific services. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustments and other

² This Funding and Service Agreement (FSA) is a sample document for reference only, and there are shorter versions of Sections IV, V, VI in some FSAs.

charges in line with the 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 Operators' acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

The Service Operators are 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 Operators 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 practicing certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorized 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 like depreciation, staff leave accrual etc. should not be included in the AFR.

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

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 Operators.

Where there is any change to the performance standards within the agreement period, SWD will seek mutual agreement with the Service Operators and the Service Operators 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 Operators. SWD reserves the right to reallocate the project.

VI Other Reference

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

Explanatory Notes

Note 1 Number of cases served in a year

= No. of cases as at 1st April of the year + No. of new/ re-admitted cases in the year

Note 2 Average rate of occupancy within a year

=
$$\frac{\text{Sum of daily enrolment during the year}}{\text{Capacity of individual centre x No. of operating days in the year}} \times 100\%$$

Note 3 Cases refer to those discharged residents who are willing to receive follow-up contact by the staff of refuge centres.

Note 4 Child care assistance service includes, but not limited to the assistance, escort and support services provided by the staff of the centre to help relieve the residents from child care burden as deemed necessary.

Note 5 Outcome Standards 1 & 2 are measured by questionnaire designed by the Service Operator as agreed by SWD.