

Funding and Service Agreement¹

Web-Engagement Service **Attached to the Suicide Crisis Intervention Centre (SCIC)**

This is a FSA attached to the service of Suicide Crisis Intervention Centre. It should be applied together with the Funding and Service Agreement of the said service.

I Background

Introduction

1. The Suicide Crisis Intervention Centre (SCIC) provides immediate crisis intervention and intensive counselling service to those who are in crisis situation and at moderate/high suicidal risk through a package of integrated services. Apart from the core crisis intervention service, the SCIC also works with other service units operated under its agency and other related organisations to render other preventive and supportive service to persons affected by suicidal behaviours. Web-Engagement Service attached to the SCIC is to develop a website as a common place in the cyber world to attract those in depressive mood to join and share. The Service is aimed to provide a time-defined web-based service to engage people with depressive mood to have further personal contacts with workers.

II Service Definition

Purpose and objectives

2. The purpose and objectives of the service are as follows:
- To design and operate a website similar to a cyber centre providing resources attractive to people with depressive mood, with chat rooms and discussion groups for visitors who are ready to have some encounters.
 - To provide time-defined web-engagement service to provide channel for

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

visitors who are less ready to seek help proactively but are active to share through internet.

- To provide services to visitors in collaboration with other services provided by the SCIC.

Nature of service

3. The Service will mainly include the programmes as follows:

- A Forum in the Internet

Being webmaster, SCIC will initiate hot topics in the city with guided discussion of social workers so as to promote positive life attitude and to identify those visitors with suicidal thoughts during discussion.

- A E-mail Box

SCIC as the webmaster will provide a mail box to visitors for enquiry or to leave messages. Visitors leaving messages with indications to be in need of help will be engaged, with the support of social workers, to have direct contacts with SCIC so as to provide more solid assistance and counseling.

- A Chat Room

Other than the contact channels of the Forum and the E-mail Box, SCIC will provide a chatting room which is more direct to have contact with visitors. It will be an instantaneous and highly interactive process for the visitors for ventilation and emotional de-escalation. If needs of further service or counseling are identified, effort will be made by social workers to engage the visitors for direct personal contacts, either in person or through telephone.

- Other Programmes

Such as establishing a resource corner in the internet attracting people to visit the webpage, engage in the chat room or seek help through leaving message in the E-mail account

Target groups

4. The services provided by the SCIC target to internet visitors who are less ready to seek help proactively but are active to share through internet and those who are in depressive mood in particular.

III Performance Standards

5. In addition to output standards of the current FSA for the SCIC, the service operator has to meet the following performance standards:

<i><u>Output Standard</u></i>	<u>Output Indicator</u>	<i><u>Agreed Level</u></i> (per year)
1	Number of hours ^{Note 1} handling general enquiries made by visitors ^{Note 2}	1,000
2	Number of hours ^{Note 1} the designated chat-room operated ^{Note 3}	1,000

(Key on definitions attached at the end of this Agreement)

Essential Service Requirements

6. The SCIC should provide the service with the backup and support from registered social worker(s) in delivery of the services in particular for the Forum, E-mail Box and Chat Room.

Quality

7. They are the same as the requirements of the FSA for the SCIC.

IV. Obligation of SWD to Service Operators

8. SWD will undertake the duties set out in the General Obligation of SWD to the service operator as specified in the Generic Sections of the Funding and Service Agreement (FSA).

V. Basis of Subvention

9. The basis of subvention is set out in the offer and notification letters issued by SWD to the service operator.

Funding

10. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the service operator for a time-defined period as specified in the offer and notification letters issued by the SWD. This lump sum has taken into account personal emoluments, including provident fund for employing registered social workers 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 recognized fee income, if any. Rent and rates in respect of premises recognized by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.
11. 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 and relevant correspondence in force issued by the SWD on the use of subventions. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment and other charges in line with government-wide price adjustment factor. The actual subvention allocation will also be adjusted in accordance with date of commencement of service and proposals regarding phased admission scheduled, if applicable. 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

12. Upon the service operator's acceptance of the FSA and confirmation of the commencement of service, payment of the LSG subventions will be made on a monthly basis.
13. The service operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control system 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.

14. The service operator has to submit Annual Financial Report (AFR) as reviewed and 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 representative 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.

VI Validity Period

15. This FSA is valid for a time-defined period as specified in the offer and notification letters issued by the SWD to the service operator. Should the service operator be in breach of any terms of condition of this Agreement 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 Agreement by giving 30 days' notice in writing to the service operator.
16. 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.
17. 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.

VII Other References

18. Apart from this FSA, the service operator should also comply with the requirements/commitments set out in 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 to all these

documents will be closely monitored by SWD.

Notes

Note 1 The hours include those during Saturdays, Sundays and Public Holidays.

Note 2 Through a designated e-mail box, with support from registered social worker of SCIC, SCIC should reply enquiries made by persons with emotional distress, suicide informers and suicide survivors within 3 working days.

Note 3 On-line designated chat room for those distressed visitors with self-motivation in help seeking. Chat room worker(s) will provide them emotional support, relevant service information or connect them with necessary services as appropriate.