

Funding and Service Agreement¹
Cross-boundary and Inter-country Social Service

I. Service Definition

Purpose and Objectives

The objectives of Cross-boundary and Inter-country Social Service are:

- (a) To help individuals and families handle and solve problems arising from geographical separation between Hong Kong and other territories of Mainland China / other countries through cross-boundary / inter-country co-operation with social service organisations. Service goals include working towards the betterment of child welfare, helping couples with marital problems, strengthening family relationship and empowering individual / families in difficult circumstances. Service areas cover marital relationship, tracing, preparation of social investigation report on child custody, access, guardianship, child abuse, abandonment, etc.
- (b) To provide professional advice and counselling to new arrivals^{Note 1} through provision of hotline service and make referrals to service units of Social Welfare Department (SWD) and Non-governmental Organisations (NGOs) as well as other relevant parties as appropriate, if follow-up intervention is required.
- (c) To provide enquiry and practical assistance including advice and referral for new arrivals^{Note 1} at the Lo Wu Checkpoint to assist them to adjust to their new communities and living environment upon their entry to Hong Kong from Mainland China.
- (d) To contact new arrivals^{Note 1} who have not given consent to the Service Operator at the service counters at the Immigration Department to have their information shared with SWD and other agencies and connect those who are identified to have difficulties^{Note 2} with relevant community services^{Note 3}.

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

Nature of Service

2. Cross-boundary and Inter-country Social Service provides a range of services including counselling (which may include individual, family or group counselling), various nature of groups and programmes, practical advice and assistance, such as preparation of social investigation reports, etc. as well as referrals to other services when clients' needs cannot be met by the service itself.

3. Services provided by the Service Operator include:

- (e) Provision of casework service including professional advice and counselling and referrals SWD / NGO service units as well as other relevant parties as appropriate if follow-up intervention is required;
- (f) Operation of the New Arrival Connect Hotline including the handling of calls transferred from SWD Hotline <2343 2255>;
- (g) Provision of assistance as appropriate to Hong Kong residents currently residing in the Mainland or other countries who encounter individual / family problems requiring support services;
- (h) Provision of enquiry and practical assistance including advice and referrals for new arrivals at the Lo Wu Checkpoint;
- (i) Contacting new arrivals who have not given consent to the Service Operator to have their information shared with SWD and other agencies at the service counters at the Immigration Department through various means for connecting those having difficulties with relevant community services; and
- (j) Preparation of social investigation reports as directed by Court or other relevant authorities.

Target Users

4. Target users are:

- (a) Families whose members are separated between Hong Kong and the Mainland China / other countries and having welfare problems which cannot be resolved by themselves.
- (b) Hong Kong residents currently residing in Mainland China / other countries with welfare needs.
- (c) New arrivals^{Note 1}

II. Performance Standards

5. The Service Operator will meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	Total number of new / reactivated cases in a year ^{Note 4}	200 cases
2	Out of the total number of new arrivals ^{Note 1} who have not given consent to have their information shared with SWD and other agencies at the Service Operator's service counters at the Immigration Department, the percentage of them being contacted through telephone in a year	70%
3	Total number of hotline calls ^{Note 5} handled in a year	5,000
4	Total number of groups / programmes ^{Note 6} organised in a year	30
5	Out of the total number of new arrivals ^{Note 1} arriving in Hong Kong through the Lo Wu Checkpoint ^{Note 7} , the percentage of them provided with enquiry service in a year	70%
6	Total number of new arrivals ^{Note 1} who have immediate difficulties ^{Note 2} upon arrival and are provided with guidance service ^{Note 8} at the Lo Wu Checkpoint in a year	2,600
7	Total number of referrals made ^{Note 9} for new arrivals ^{Note 1} to appropriate service units at the Lo Wu Checkpoint in a year	500

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicators</u>	<u>Agreed Level</u>
1	Out of new / reactivated cases, the percentage of cases with service users ^{Note 10} having perceived improvement in the main problem upon case closure ^{Note 11} in a year	75%
2	Out of the new arrivals ^{Note 1} who have not given consent to have their information shared with SWD and other agencies at the Service Operator's service counters at the Immigration Department but identified to have difficulties ^{Note 2} , the percentage of them connected to mainstream / community services ^{Note 3} in a year	85%
3	Out of the total number of hotline calls requiring social work intervention, the percentage of calls with the service users having acquired the resources for problem-solving and perceiving improvement in the problem(s) in a year	85%
4	Out of the individuals attending groups / programmes ^{Note 6} organised, the percentage of them indicating satisfaction ^{Note 12} after attending the groups / programmes in a year	85%
5	Out of the total number of new arrivals ^{Note 1} arriving in Hong Kong through the Lo Wu Checkpoint ^{Note 7} provided with enquiry service, the percentage of them indicating satisfaction ^{Note 12} with the service in a year	85%
6	Out of total number of new arrivals ^{Note 1} who have immediate difficulties and are provided with guidance service at the Lo Wu Checkpoint, the percentage of them indicating satisfaction ^{Note 12} with the service in a year	85%

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| 7 | Out of total number of referrals made for new arrivals ^{Note 1} to appropriate service units at the Lo Wu Checkpoint, the percentage of them referred within the following two working days of contact in a year | 85% |
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Essential Service Requirements

- 6. The Service Operator will meet the following essential service requirements:
 - (a) Staff requirement includes registered social workers
 - (b) The Service Operator’s service counter at the Lo Wu Checkpoint has to operate from 8:00 a.m. to 6:00 p.m. on Monday to Sunday, except public holidays, with at least one staff member present at all times

Quality

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

III. Obligation of SWD to Service Operator

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

IV. 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. This lump sum has taken into account the 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 centre 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.

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, management letters and correspondence in force as issued by SWD on subventions policy and procedures. 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. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Report Requirements

12. Upon the Service Operator's acceptance of the FSA, 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 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 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

15. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any term of condition of the 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.

VI. Other References

18. 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.

Notes and Definitions:

- (1) New arrivals refer to those who have arrived in Hong Kong for less than six months.
- (2) Difficulties include but not limited to those with child care problems, marital discord, mental health or adjustment problems, etc.
- (3) Include formal or informal services available in the community provided by subvented service units (e.g. Integrated Family Service Centre, Integrated Children and Youth Services Centre, District Elderly Community Centre, Neighbourhood Elderly Centre, etc.), non-subvented units (e.g. women's associations, church organisations) or projects (e.g. projects funded by Community Investment and Inclusion Fund, Partnership Fund for the Disadvantaged, etc.).
- (4) Each case is counted by a family, i.e. a case can have one or more family members.
- (5) Hotline calls refer to phone calls / "We-chat" message or communication via other social media involving new arrivals directly received by the Service Operator and calls involving new arrivals transferred from SWD hotline and other relevant parties.
- (6) Refer to groups / programmes of various nature such as mutual help network, family life education programmes, orientation programmes, etc., to meet the needs of target users. For the definition of group, it shall have at least 4 sessions and have 4 or more participants. For individuals attending the groups / programmes, they should have attended at least one of the group / programme sessions. For the definition of programme, it should serve a larger size of participants and is usually held on one-off basis or less than 4 sessions.
- (7) The total number of new arrivals arriving in Hong Kong through the Lo Wu Checkpoint based on data from the Immigration Department's monthly statistics.
- (8) Refer to nature of guidance stated in the registration form.
- (9) Referrals refer to both verbal and written referrals including letters, reports and / or case summaries.
- (10) Exclude cases opened solely for preparation of social investigation reports.
- (11) The perceived improvement in the main problem (i.e. main problem handled at the time of case closure) should be measured by the "Target Problem Rating Form". Any decrease in the score of degree of disturbance can be counted as having "perceived improvement".
- (12) The satisfaction after attending groups / programmes organised as indicated in the feedback form whereas the satisfaction after receiving enquiry and information as well as guidance as indicated in the service questionnaire.