

Funding and Service Agreement¹
Agency-based Speech Therapy Service for
Ageing Persons with Disabilities in
Residential Care Homes for Persons with Disabilities

I. Service Definition

Introduction

1. Agency-based Speech Therapy Service (ABSTS) provides speech therapy service to needy ageing service users of (subvented) residential care homes for persons with disabilities (RCHDs) including Hostel for Moderately Mentally Handicapped Persons (HMMH), Hostel for Severely Mentally Handicapped Persons (HSMH), Hostel for Severely Physically Handicapped Persons (HSPH), Hostel for Severely Physically Handicapped Persons with Mental Handicap (HSPH/MH), Care and Attention Home for Severely Disabled Persons (C&A/SD), Long Stay Care Home (LSCH), Supported Hostel (SHOS) and Care and Attention Home for the Aged Blind (C&A/AB). It also offers consultation and demonstration to service users' family members/principal carers/relevant staff members of the HMMH, HSMH, HSPH, HSPH/MH, C&A/SD, LSCH, SHOS and C&A/AB on training programme and treatment of individual service user as well as to equip them with the knowledge and skills in handling the speech, feeding and swallowing problems of these service users.

Purpose and objectives

2. For ageing service users with speech, feeding and swallowing problems, ABSTS provides assessment, direct treatment, consultation, training and educational programmes to them and/or their family members/ carers. The service helps the ageing service users to overcome obstacles in their daily living and to help maintain their residual communication and speech ability so that their daily function could be sustained.

Scope of service

3. The service covers both clinical and educational services providing at individual and centre level as follows:

- (a) Case screening and assessment
- (b) Individual treatment and training

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

- (c) Case consultation
- (d) Educational and support services for family members/ principal carers/ relevant staff members of RCHDs

Target group

4. Ageing service users of RCHDs including HMMH, HSMH, HSPH, HSPH/MH, C&A/SD, LSCH, SHOS and C&A/AB, and their parents/guardians/family members as well as relevant staff members of the RCHDs.

II. Performance Standards

5. The Service Operators should meet the following performance standards:

Output Standards

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	No. of cases having received clinical intervention ^{Note 1} in the year	95 % of the target capacity ^{Remark}
2	No. of case review ^{Note 2} completed in the year	95 % of the target capacity ^{Remark}
3	No. of assessment ^{Note 3} / clinical treatment ^{Note 4} / consultation ^{Note 5} / group session ^{Note 6} provided in the year	760 per Speech Therapist (ST)
4	No. of training or educational programme ^{Note 7} provided for service users’ family members / principal carers / staff in the year	4 per ST

Notes and Definitions are attached at Appendix of this Funding and Service Agreement (FSA).

^{Remark} **Target capacity** refers to 20% of the total capacity of the RCHDs that are under the charge of the agency, except C&A/AB which the target capacity refers to the total capacity.

Outcome Standards

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of service users indicating satisfaction with the services provided under ABSTS in the year	75 %
2	Percentage of service users' family members/principal carers indicating satisfaction with the services provided under ABSTS in the year	75 %
3	Percentage of staff indicating satisfaction with the services provided under ABSTS in the year	75 %

Essential Service Requirements

6. The Service Operator is required to comply with the Essential Service Requirements as follows:

- Qualified ST is the essential staff of the service
- Compliance with the administrative guidelines/operation manual as issued by the Social Welfare Department (SWD) as appropriate

7. For the flexibility of the service as well as for those agencies with very small fraction of entitlement, which may encounter severe difficulties in engaging STs for proper service provision, the Service Operator may hire qualified ST service from qualified professionals or concerned organisations.

Quality

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

III Obligations of SWD to Service Operators

9. The SWD will undertake the duties set out in the General Obligations of SWD to Service Operators as specified in the FSA Generic Section.

IV Basis of Subvention

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

Funding

11. 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 personal emoluments, including provident fund for employing qualified STs and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the project.

12. 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 and the LSG Circulars, management letters and correspondence in force as issued by the SWD on subvention policies 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, 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

13. Upon the Service Operator's acceptance of the FSA and confirmation of successful engagement of qualified ST, payment of the LSG subventions will be made on a monthly basis.

14. 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.

15. 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 and LSG Circulars in force. 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

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

17. Where there is any change to the performance standards within the agreement period, the 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.

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

VI. Other References

19. 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 the SWD.

Notes and Definitions

1. **Cases having received clinical intervention** refer to cases having received individual clinical intervention such as assessment, consultation or clinical treatment delivered by the Speech Therapist (ST).
2. **Case Review** refers to individual case plan review. A case plan should be formulated for each service user upon completion of screening/assessment and be reviewed at regular intervals by the ST. The review is to meet individual service users' needs on speech therapy service.
3. **Assessment** refers to case assessment rendered by the ST to service users being referred / identified by staff of the residential care homes for persons with disabilities.
4. **Clinical Treatment** refers to treatment delivered by the ST to needy service users on individual basis.
5. **Consultation** refers to the offer of advice and demonstration given by the ST to service users' family members/ principal carers/ staff of the residential care homes for persons with disabilities.
6. **Group Session** refers to group activity with clinical elements related to speech therapy which is conducted by the ST to service users of residential care homes for persons with disabilities.
7. **Educational Programme** refers to the transfer of knowledge and skills by the ST to service users' family members/ principal carers/ staff of the residential care homes for persons with disabilities.