

Funding and Service Agreement¹

Communication and Information Service for Visually Impaired Persons

I. Service Definition

Introduction

The Communication and Information Service (CIS) for Visually Impaired Persons provides library services for persons with visual impairment in Hong Kong.

Purpose and objectives

2. The objective of the CIS is to cater for the reading needs of persons with visual impairment by providing them access to reading materials, music, talking or braille books/periodicals so as to satisfy their educational and recreational needs.

Nature of service

3. The services provided include:

- (i) braille and talking book library
 - a) provides loan services of textbooks, reference books, recreational materials and periodicals, music and film items²;
 - b) arranges overseas/local inter-library loan services; and
 - c) provides space with specific facilities for reading, private study and music appreciation.
- (ii) recording studio
 - a) records books/periodicals; and
 - b) dubs talking books/periodicals

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

² Music and film items refer to multi-media for music and film such as CDs, VCDs, DVDs, Blu-ray, MP3, etc.

- (iii) volunteer referral service
 - a) coordinates individual and group volunteer assistance for persons with visual impairment; and
 - b) recruits volunteer readers for the recording studio.

Target group

- 4. Persons with visual impairment.

Eligibility criteria

- 5. Persons in Hong Kong being certified by a registered ophthalmologist as visually impaired.

II Performance Standards

- 6. The Service Operator shall meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Total number of registered membership in a year	1 000
2	Average number of tele-library service users per month in a year	1 500
3	Total number of hours of talking books and periodicals produced ³ in a year	1 200
4	Average number of talking books and periodicals, braille books, music items ² borrowed per month in a year	400 (talking books and periodicals) 700 (braille books) 200 (music items ²)
5	Average number of hours of volunteer service per month in a year	250

Essential statistics item: Total number of copies of talking books produced in a year.

³ Produced refers to edition of talking books and periodicals.

Outcome

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of service users ⁴ indicating satisfaction after receiving communication and information service for visually impaired persons in a year	80%

Quality

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

III Obligations of Social Welfare Department (SWD) to the Service Operator

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

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. 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, among others, 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

⁴ Service users refer to the registered members of CIS who has received library services in the reporting year. Evaluation will be conducted through questionnaire “為視覺受損人士而設的傳達及資訊服務服務使用者意見調查問卷” or questionnaire provided by the Service Operator as recognised by SWD. Sample size is set as no less than 50 service users in a year.

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 the price adjustment factor, currently the Composite Consumer Price Index. The Government will not accept any liabilities or financial implication arising from the service beyond the approved funding.

Payment arrangement, internal control and financial reporting 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 service 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 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. 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 Other References

15. Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the respective Service Specification, 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.