

Funding and Service Agreement¹

Enhanced Professional Support to Social and Recreational Centres for the Disabled

This is a supplementary Funding and Service Agreement (FSA) applicable to the service of Social and Recreational Centres for the Disabled. It should be applied together with the FSA of the related service.

I Service Definition

Purpose and Objectives

1. In addition to the respective service objectives of Social and Recreational Centres for the Disabled (S&RCs), the allocation of additional resources aims at enhancing the functions and expanding the service scopes of S&RCs so as to strengthen professional support particularly for the less motivated or ageing persons with disabilities as well as their family members/carers through –

- (a) rendering counselling and emotional support;
- (b) tailoring social, recreational, developmental and educational programmes with a view to enhancing their mutual support network and alleviating carer's stresses;
- (c) reaching out to the less motivated members with disabilities by providing immediate attention and bridging the needy ones to the existing appropriate community resources; and
- (d) developing and/or consolidating volunteer work with a view to strengthening informal support to them.

Nature of Service

2. On top of the service requirements under the existing FSAs for S&RCs, the additional resources are provided to the Service Operator to organise a range of professional and support services through delivery of counselling service, groups and programmes, and community networking activities within the centre or in the community or through outreaching mode.

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

Target group

3. The major target group is persons with disabilities with no age range limit* with emphasis on the less motivated or ageing persons with disabilities and their family members/carers. In keeping with the philosophy of integrating persons with disabilities into the community, family members and abled-bodies persons are also encouraged to participate in centre activities.

* The types of disability catered for include all types of disability, the visually impaired, hearing impaired, physically handicapped and mentally handicapped; and the age range may vary without limit so long as the participants can take part in the organised activities.

II Performance Standards

4. The Service Operator is required to achieve the following performance standards -

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Average no. of counselling cases ² for persons with disabilities/their family members/carers served per month in a year	25 (no less than 10 new/reactivated cases)
2	Total no. of therapeutic group ³ sessions organised for persons with disabilities/their family members/carers in a year	24
3	Total no. of supportive, developmental, educational or community networking activities/programmes ⁴ organised for persons with disabilities jointly with their family members/carers or for their family members/carers in a year	60 (no less than 5 community networking activities/programmes)

² Counselling cases refer to provision of casework for clients in need of brief or intensive counselling services. Principal client can be persons with disabilities or their family members/carers.

³ Therapeutic group refers to group which is formed to facilitate group counselling with specific goals/themes/objectives. Each group shall have at least 4 participants and no less than 4 sessions.

⁴ Community networking activities/programmes refer to activities/programmes jointly organised with or participated by other types of service units (e.g. youth centre, elderly centre and family service centre), local community organisations (e.g. uniform groups, schools and religious groups), medical and commercial sectors, etc. Each activity/programme shall last no less than 1 hour.

4	Total no. of mutual help groups or volunteer groups organised for persons with disabilities/their family members/carers in a year	4 (no less than 1 mutual help group designated for family members/carers of persons with disabilities and no less than 1 volunteer group)
5	Total no. of outreaching or home visits conducted to persons with disabilities/their family members/carers in a year	60
6	Total no. of new/renewed members ⁵ in a year	40

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of service users ⁶ indicating satisfaction after receiving counselling services in a year	80%
2	Percentage of service users ⁷ indicating satisfaction after receiving therapeutic groups in a year	80%
3	Percentage of family members/carers of persons with disabilities indicating reduction of care stress and/or enhancement of care competence ⁸ after receiving services in a year	75%

⁵ New/renewed members reported in this OS should be those less motivated, aged or vulnerable disabled persons who are engaged through reaching out modes such as outreaching activities, home visits, networking activities, roadshows, etc. Besides, renewed members refer to those inactive members/ex-members who have ceased receiving any services from the centre for two years or above before re-joining membership or centre activities.

⁶ Service users refer to the principal clients of counselling services. User satisfaction evaluation will be conducted through questionnaire as recognised by SWD upon completion of counselling service. If the principal client has intellectual incompetence, subject to the decision as compromised between the family members/carers of the persons with disabilities and the case social worker, the principal client having intellectual incompetence may not be required to indicate his/her satisfaction through questionnaires.

⁷ Service users refer to persons with disabilities/their family members/carers who have participated in the therapeutic groups. User satisfaction evaluation will be conducted through questionnaire as recognised by SWD upon completion of therapeutic group. If the participant has intellectual incompetence, subject to the decision as compromised between the family members/carers of the persons with disabilities and the case social worker, the participant having intellectual incompetence may not be required to indicate his/her satisfaction through questionnaires.

⁸ Reduction of care stress and/or enhancement of care competence refers to the family members/carers of persons with disabilities who indicate stress in caring/supporting family members with disabilities having been reduced and/or care competence having been enhanced (i) upon completion of counselling service (OS1); or (ii) upon completion of therapeutic group (OS2) with main theme of "stress management" or related; or (iii) upon completion of programmes (OS3) with main theme of "stress management" or related. User satisfaction evaluation will be conducted through questionnaire as recognised by SWD.

Essential Service Requirements

5. The Service Operator is required to comply with the essential service requirements as follows:

- (a) S&RC shall be open for no less than 12 sessions⁹ per week and a minimum of 48 hours per week;
- (b) Among 5(a) above, 4 sessions in each week shall be open during non-office hours¹⁰; and
- (c) Registered social worker¹¹ is the essential staff of the service.

Quality

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

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

7. SWD will undertake the duties set out in the General Obligations of SWD to the Service Operator as specified in the FSA Generic Section.

IV Basis of Subvention

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

Funding

9. 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, 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 centre and the recognised fee income, if any. Rent and Rates in respect of premises recognised by SWD for

⁹ Opening hours may vary among Service Operators depending on service and operational needs but shall be regular and publicly known.

¹⁰ Non-office hours include evenings during Mondays to Fridays and whole day of Saturdays, Sundays or public holidays.

¹¹ Registered social worker refers to the definition governed by the Registration of Social Workers Ordinance (Chapter 505).

delivery of the subvented activities will be reimbursed separately on an actual cost basis.

10. 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. 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 project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

11. Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

12. 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.

13. 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 Validity Period

14. 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 SWD, SWD may, after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

15. 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.

16. 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

17. Apart from this FSA, the Service Operator should also comply with the requirements / commitments set out in the respective Service Specifications, 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 to all these documents will be closely monitored by SWD.