

Funding and Service Agreement¹**Parents/Relatives Resource Centre (PRC)
with Specialised Ethnic Minorities² (EM) Unit****I Service Definition**

1. Parents/Relatives Resource Centres (PRC) serve as a focal point where parents and relatives of persons with disabilities with similar problems can share experience and seek mutual support with assistance from staff. They serve parents, relatives, family members or carers of persons of all disabilities.
2. As an initiative of the 2018 Policy Address, specialised EM units will be set up in PRCs in five districts having a larger population of EM, viz. Central and Western, Kwun Tong, Yau Tsim Mong, Kwai Tsing and Yuen Long Districts, to provide tailored services for EM families in need.

Purpose and objectives

3. The objectives of PRCs are:
 - to enhance self-support and mutual help within and among families with members with disabilities;
 - to enhance parents' and other family members'/relatives' knowledge and acceptance of their family members/relatives with disabilities;
 - to empower the entire family functioning in coping with their emotional stresses and difficulties in raising person with disabilities; and
 - to enhance public understanding and acceptance of persons with disabilities and their families in the community.

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

² Ethnic minorities refer to persons with non-Chinese ethnicity (excluding foreign domestic helpers and Non-Refoulement Claimants) including those from Bangladesh, Philippines, India, Indonesia, Nepal, Pakistan, Thailand and other Asia countries. Non-Refoulement Claimant refers to a person who has made claim for non-refoulement protection against expulsion, return or surrender from Hong Kong to another country on applicable grounds including risks of (i) torture under Part VIIC of the Immigration Ordinance (Cap. 115); (ii) torture or cruel, inhuman or degrading treatment or punishment under Article 3 of Section 8 of the Hong Kong Bill of Rights Ordinance (Cap. 383); and (iii) persecution with reference to non-refoulement principle under Article 33 of the 1951 Convention relating to the Status of Refugees and has not departed Hong Kong since making his/her claim.

4. The objective of setting up specialised EM units in PRCs is to strengthen support for parents and carers of persons with disabilities from EM families through tailored programmes and activities. EM service users may choose to use the services of PRCs without specialised EM units in any case.

Nature of service

5. The services provided by PRCs include:

- (a) provision of a place for service users to discuss matters of mutual interest and meet others with similar problems;
- (b) provision of support services which include individual, group and mass activities for parents and relatives of persons with disabilities to meet the families' needs;
- (c) provision of resource materials such as books, magazines, educational facilities or other information of value to the parents and relatives for better understanding and care to their family members/relatives with disabilities;
- (d) provision of community education/ networking programmes to promote public understanding and acceptance of persons with disabilities; and
- (e) provision of intensive counselling and therapeutic groups to improve parents' ability to take care of their children with special needs.

6. PRCs with specialised EM units will also provide tailored services for EM service users in view of their language barrier and cultural difference to facilitate and encourage their use of community services to meet their needs and to promote social inclusion.

Target group

7. Service users include parents, relatives, family members or carers of persons with disabilities. Persons with disabilities³ are also regarded as service users if they join and/or receive the services with their parents, relatives, family members or carers together.

³ Service providers shall provide services for persons with disabilities irrespective of the category of disability, age and race of their family members. While priority would be given to parents or carers of persons with disabilities aged under 21 for provision of early support and intervention to families in need, it is acceptable for service provider to extend their services to parents or carers of persons with disabilities aged 21 or above should there be a service demand.

8. The specialised EM unit of PRC is required to serve EM service users living in a cluster of districts as specified in the Service Specifications. EM service users not living in the districts served by PRCs with specialised EM units may still make use of the services of those PRCs if so preferred.

Referral procedure

9. Parents, relatives, family members or carers of persons with disabilities can directly approach PRCs for membership and participation in programmes.

II Performance Standards

10. The Service Operator is required to meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed level</u>
1	Monthly average of registered family membership in a year	410 (including at least 10% family membership of EM)
2	Average attendance per opening session per quarter in a year	23
3	Average number of individual-based support activities per quarter in a year	200 (including 20 individual-based support activities for EM)
4	Average number of group meetings on support activities per quarter in a year	210 (including 21 group meetings for EM)

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5	Average number of community education/ networking activities ⁴ per quarter in a year	8 (including at least 1 community education/ networking activity for EM)
6	Monthly average number of counselling cases ⁵	50 (including at least 5 counselling cases for EM)
7	Number of therapeutic groups ⁶ in a year	8 (including at least 1 therapeutic group for EM)

Outcomes**Outcome
Standard****Outcome Indicator****Agreed level
(%)
(per year)**

1	Percentage of service users being satisfied with the overall services delivered to them in a year ⁷	75 (from EM service users) and 75 (from non-EM service users)
2	Percentage of service users indicating enhancement of problem coping and solving capability after	75 (from EM service users)

⁴ Community education/networking activities refer to the joint activities with special schools, other rehabilitation service units, social enterprises, volunteer groups, self-help organisations and other community stakeholders for rendering efficient and effective supportive services as well as enhancing social inclusion and understanding for family members/carers and persons with disabilities through community education/networking activities.

⁵ Counselling cases refer to cases in need of intensive counselling.

⁶ Therapeutic groups refer to groups which are formed to facilitate intensive group counselling with specific goals/objectives. Each group should preferably have 6 or more participants and at least 4 sessions. Each session should last not less than an hour.

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	receiving PRC service ⁷	and 75 (from non-EM service users)
3	Percentage of service users indicating enhancement of community support after receiving PRC service ⁷	75 (from EM service users) and 75% (from non-EM service users)

Essential service requirements

11. PRC shall be open at a minimum of 48 hours (in 11 sessions or above) per week with no less than 2 opening sessions in the evening/weekend.
12. Registered social worker⁸ is the essential staff for the service.

Quality

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

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

14. 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

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

⁷ Percentage of service users, being satisfied with the overall services/indicating enhancement of problem coping and solving capability after receiving PRC service/indicating enhancement of community support after receiving PRC service, indicates the outcome of survey/questionnaire conducted by the Service Operator upon collecting views from service users on the services/programmes provided by the Service Operator.

⁸ Registered social worker refers to the definition governed by the Social Workers Registration Ordinance (Chapter 505).

Funding

16. 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 qualified registered social workers 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 project 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.

17. 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 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

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

19. 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.

20. 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

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

22. 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.

23. 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 service.

VI Other References

24. Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the Service Operator's service plans 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.