

Funding and Service Agreement¹

Multi-service Centre for Hearing Impaired Persons

(A) Service Definition

(1) Introduction

The Multi-service Centre for Hearing Impaired Persons provides a full range of social rehabilitation services for persons with hearing impairment and support services for children of parents with hearing impairment. The services provided include casework and counselling services, sign language interpretation services, ear-mould production and repair services, and audiological and speech therapy services.

(2) Services Content

(2.1) Casework and Counselling Services

(a) Purpose and Objectives

The objectives of casework and counselling services are:

- to empower and support persons with hearing impairment to cope effectively with personal and family problems when they arise so they can maximise their potential and function as independently as possible within the community;
- to provide support for children of parents with hearing impairment; and
- to prevent personal and family problems.

(b) Service Nature

The casework and counselling services include:

- provision of a range of services from counselling (which may include individual, family or group counselling) to practical advice and assistance;
- making referrals to other services when service users' need(s) cannot be met by the service itself; and
- casework and counselling service is largely centre-based but will include

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

home visits when appropriate.

(c) Target Service Users

- persons with hearing impairment who are experiencing a range of family or personal difficulties which cannot be resolved within the family or the community without assistance;
- children of parents with hearing impairment², aged 25 or below;

As a priority, particular attention will be given to individuals or families at risk of abuse, suicide, family breakdown, emotional or mental breakdown.

(d) Service Performance Standards

The Service Operator shall meet the following service performance standards:

Service Outputs

<u>Service Output Standard</u>	<u>Service Output Indicator</u>	<u>Agreed Level</u>
1	Average number of cases per month in a year	67.5 x establishment of caseworker of the Centre
2	Average number of cases closed having completed the agreed plan per month in a year	5 x establishment of caseworker of the service
3	Average number of counselling hours provided per month in a year	56 x establishment of caseworker of the service
4	Average number of counselling cases for children of parents with hearing impairment ¹ per month within one year	40
5	Total number of sessions of therapeutic, supportive or educational groups for children of parents with hearing impairment and / families within one year	68 (no less than 20 sessions are from therapeutic groups)

² Children of parents with hearing impairment refer to children with or without hearing impairment and aged 25 or below.

6	Total number of organised programmes/ activities for children of parents with hearing impairment or their family or public within one year	10
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Service Outcomes

<u>Service Outcome Standard</u>	<u>Service Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of service users indicating satisfaction after receiving counselling services in a year	80%
2	Percentage of service users indicating satisfaction after receiving therapeutic group, supportive/ educational group in a year	80%

Essential Service Requirements

Casework and counselling services should be provided by registered social worker³.

Service Quality Standard

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

(2.2) Sign Language Interpretation Services

(a) Purpose and Objectives

The objectives of sign language interpretation services are:

- to assist persons with hearing impairment in communicating with the hearing community;
- to introduce the communication methods of persons with hearing impairment to hearing people;
- to reduce the communication barriers between persons with hearing impairment and hearing people; and
- to assist in sign language development in Hong Kong.

³ A registered social worker refers to a person who is registered under Social Worker Registration Ordinance (Cap. 505).

(b) Service Nature

The services of sign language interpretation services include:

- Interpretation service for government departments, non-governmental organisations and members with hearing impairment in relation to job interviews, court hearings, marriage ceremonies, medical consultations, public examinations, etc.;
- Sign language courses for persons with hearing impairment, their family members, and professionals working for persons with hearing impairment aiming to bridge the communication gap between hearing persons and hearing-impaired persons; and
- Promotional activities for sign language interpretation services and sign language courses.

(c) Target Service Users

- Persons with hearing impairment requiring interpretation services or sign language training;
- Individuals interested in learning sign language to bridge the communication gap with persons with hearing impairment; and
- Government departments and non-governmental organisations.

(d) Service Performance Standards

The Service Operator shall meet the following service performance standards:

Service Outputs

<u>Service Output Standard</u>	<u>Service Output Indicator</u>	<u>Agreed Level</u>
7	Total number of sign language interpretation sessions in a year	1 300 (1 session = 3.5 hours)
8	Total number of training course in a year	14

Service Outcomes

<u>Service Outcome Standard</u>	<u>Service Outcome Indicator</u>	<u>Agreed Level</u>
3	Percentage of service users indicating satisfaction after receiving sign language interpretation service in a year	80%
4	Percentage of service users indicating satisfaction after receiving sign language training service in a year	80%

Essential Service Requirements

The services should be provided by qualified staff with proficiency in sign language interpretation.

Service Quality Standard

The Service Operator shall meet the requirements of the 16 SQSs.

(2.3) Ear-mould Production and Repair Services (Technical Services)**(a) Purpose and Objectives**

The objective of Ear-mould Production and Repair Services (Technical Services) is to provide ear-mould making and fitting services to facilitate the use of hearing aids for persons with hearing impairment to cope with their hearing loss.

(b) Service Nature

The ear-mould production and repair services are ear-mould making / fitting and repairing.

(c) Target Service Users

Persons with hearing impairment requiring ear-mould.

(d) Service Performance Standards

The Service Operator shall meet the following performance standards:

Service Output

<u>Service Output Standard</u>	<u>Service Output Indicator</u>	<u>Agreed Level</u>
9	Average number of ear-mould making/fitting per month in a year	60

Service Outcome

<u>Service Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
5	Percentage of service users indicating satisfaction after receiving ear-mould making/fitting service in a year	80%

Service Quality Standards

The Service Operator shall meet the requirements of the 16 SQSs.

(2.4) Audiological and Speech Therapy Services**(a) Purpose and Objectives**

The objectives of Audiological and Speech Therapy Services are:

- to provide audiological assessment, advice and technical assistance on hearing aid selection, fitting and repair to persons with hearing impairment to cope with their hearing loss through the use of hearing aids and assistive devices; and
- to provide communication/speech abilities assessment, speech therapy and aural rehabilitation programme to enable persons with hearing impairment to make optimum use of their auditory ability and lip reading skills, improve articulation, voice and language, so that they can communicate verbally. For those who cannot communicate verbally, training on augmentative and alternative communication would be provided.

(b) Service Nature

The Audiological and Speech Therapy services include:

- conducting audiological assessment which include case history, otoscopic examination, pure-tone audiometric test and middle-ear immittance test, speech and other audiological tests so as to identify the presence of hearing loss, and to investigate the degree, pattern and type of the loss;
- providing audiological counselling after the audiological assessment so as to explain the test result and to recommend the subsequent procedures for the persons with hearing impairment such as hearing aid prescription, referral, sign language interpretation and so on;
- conducting voice, speech and language assessment to identify problems for setting up intervention goals and get a performance baseline for subsequent evaluation of therapy outcome; and
- conducting therapy to address auditory, voice, speech and language problems to help persons with hearing impairment acquire verbal communication skills. For non-verbal clients, other communication modes would be trained.

(c) **Target Service Users**

The target service users are persons with hearing impairment.

(d) **Service Performance Standards**

The Service Operator shall meet the following service performance standards:

Service Outputs

<u>Service Output Standard</u>	<u>Service Output Indicator</u>	<u>Agreed Level</u>
10	Average number of speech assessment/therapy session/ unit per month in a year.	115 (1 session/ unit = 0.5 hour)
11	Average number of audiological assessment per month in a year.	67

Service Outcome

<u>Service Outcome Standard</u>	<u>Service Outcome Indicator</u>	<u>Agreed Level</u>
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6	Percentage of service users indicating satisfaction after receiving speech assessment/ therapy service in a year	80%
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Essential Service Requirements

The services should be provided by qualified staff including Audiologist, Audiological Technician and Speech Therapist.

Service Quality Standard

The Service Operator shall meet the requirements of the 16 SQSs.

(B) Obligation of SWD to Service Operators

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

(C) Basis of Subvention

- (4) The basis of subvention is set out in the offer and notification letters issued by the SWD to the Service Operator.
- (5) In receiving the Lump Sum Grant (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 the 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 government-wide price adjustment factor. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

(D) Payment Arrangement, Internal Control and Financial Reporting Requirements

- (6) Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of the LSG subventions will be made on a monthly basis.
- (7) 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.

- (8) 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.

(E) Others

- (9) 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.