

Funding and Service Agreement¹

Professional Support Team to Parents/Relatives Resource Centre

I. Service Definition

Introduction

1. The Professional Support Team (PST) provides support services, through networking with designated Parents/Relatives Resource Centres (PRCs), for parents/guardians /family members of pre-school children diagnosed to have or suspected to have special needs.

Purpose and Objectives

2. The objective of PST is to provide information, emotional support and guidance to the parents/guardians/family members of pre-school children diagnosed to have or suspected to have special needs. Through PST's Parents Support Programmes and Telephone Enquiry Service, the parents/guardians/family members are equipped with the knowledge and skills in meeting their children's developmental needs and maximising the developmental functioning of their children.

Nature of Service

3. The Services provided by PST include:

(a) Parents Support Programmes

Through networking with PRCs, Parents Support Programmes(PSPs), including educational and support groups, talks, workshops and programmes, and parent-child group trainings, for parents/guardians/family members of pre-school children diagnosed to have or suspected to have special needs will be provided by speech therapists/occupational therapists/physiotherapists/special child care workers/social workers in order to equip the parents/guardians/family members with knowledge and skills to enhance their acceptance and understanding of their children.

(b) Telephone Enquiry Service

PST also provides Telephone Enquiry Service (TES) during its operating hours, through which social workers will provide information of related social services to parents/guardians/family members of pre-school children diagnosed to have or

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

suspected to have special needs and help them to understand the children's present developmental stage and needs, and give them practical advices to get necessary services. The social workers will also provide emotional support and guidance to the parents/guardians/family members, with a view to helping them to accept and care for their children, and refer the children and their parents/guardians/family members to receive relevant services as needed.

Target Group

4. The target group of PST is parents/guardians/family members of pre-school children diagnosed to have or suspected to have special needs. Priority will be given to children waitlisting for subvented pre-school rehabilitation services.

Referral Procedure

5. Parents/guardians/family members of pre-school children diagnosed to have or suspected to have special needs can be referred by designated PRCs or directly apply to PST for participation in programmes.

II. Performance Standards

6. The Service Operator will meet the following performance standards:

Output Standards

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Total number of talks/workshops/programmes in a year	56
2	Total number of attendance of talks/workshops /programmes in a year	1120
3	Total number of group sessions in a year	600
4	Total number of attendances of group sessions in a year	3600
5	Total number of TES calls received in a year	1000
6	Out of the TES calls with message left in voice mail requiring return calls, the percentage of these calls being called back within the same working day or the next working day in a year	80%

Service-specific Sections

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7	Out of the total number of TES calls in need of referrals for follow-up services, the percentage of these calls being referred to appropriate service unit within the next 2 working days handled in a year	90%
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Outcome Standards

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of attendance of talks/workshop/programmes/group sessions having perceived enhanced knowledge and skills on raising the children diagnosed to have or suspected to have special needs in a year	80%
2	Percentage of the attendance of talks/workshop/programmes/group sessions having perceived increased confidence in handling the child diagnosed to have or suspected to have special needs in a year	80%

Essential Service Requirements

7. The Service Operator is required to comply with the essential service requirements as follows:
- An effective and reliable telephone system with the capacity of at least 1 separate physical line for in-coming TES calls should be maintained.
 - PST to be opened from Mondays to Fridays from 9:00am to 5:00pm, and on Saturdays from 9:00am to 1:00pm while PSPs should be provided flexibly outside the operating hours as needed. TES to receive calls from Mondays to Fridays from 10:00am to 5:00pm.
 - Registered social worker, professional therapists (occupational therapist/physiotherapist and speech therapist) and special child care worker are essential staff for the service.

Quality

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

III. Obligation of Social Welfare Department (SWD) to Service Operator

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

IV. Basis of Subvention**Funding**

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

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 registered social workers, qualified professionals, special child care workers and supporting staff, and other charges (covering all other relevant operation expenses including 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.

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, 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 adjustment in line with civil service pay adjustment and other charges in line with the government-wide price adjustment factor. The actual subvention allocation will also be adjusted in accordance with the date of commencement of service and proposals regarding phased admission schedule, if applicable. 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 commencement of service, 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 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 organization (NGO) as a whole as audited by a certified public accountant holding a practicing 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

16. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any terms of condition of the Agreement and fail to remedy the same in such manner and within such time as shall be specified in a written notice from SWD that the same be remedied, SWD may after expiry of such notice, terminate this Agreement 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, 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 the performance of the Service Operator. 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 Service Operator's proposals and supplementary information, if any. Where these documents are conflict, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by SWD.

Notes and Definitions

1. Subvented pre-school rehabilitation services refer to Special Child Care Centre, Early Education and Training Centre, and Integrated Programme in Kindergarten -cum-Child Care Centre services receiving recurrent subvention from SWD.
2. Parents support programmes refer to the talks/workshops/programmes on knowledge and skills on raising children with special needs delivered by social workers, professional therapists or special child care workers to parents/guardians/family members.
3. Group sessions refer to the supportive group on knowledge and skills on raising children with special needs with accepting attitude to parents/guardians/family members conducted by social workers or professional therapists.