

Funding and Service Agreement¹

Extended Integrated Services to the Hearing Impaired At the Sub-base of Multi-service Centre for the Deaf

This is a supplementary Funding and Service Agreement applicable to the service of Multi-service Centre for the Deaf. It should be applied together with the Funding and Service Agreement of the related service.

(A) Background

(1) In the Financial Secretary's 2001-02 budget speech, an allocation of \$30 Mn a year has been earmarked to provide continuous community support for persons with disabilities and their families. Part of this allocation was earmarked to strengthen existing community-based services to persons with disabilities and their families. Extended integrated services to the hearing impaired as one of such services, has been identified for the additional allocation to gain synergy.

(B) Service Definition

Purpose and Objectives

(2) In addition to the service objectives of respective services of the Multi-service Centre for the Deaf, the extended integrated services provide the hearing impaired living in the New Territories (NT) with opportunities to participate in and to organise a variety of activities which meet their social and developmental needs.

Service Nature

(3) In addition to the requirements of respective services of the Funding and Service Agreement (FSA) for Multi-service Centre for the Deaf, the extended integrated services provide organised social, educational, supportive, volunteer or developmental activities either within the centre or in the community.

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

Target Service Users

(4) The major target service users are similar of those stipulated in the FSA of the Multi-service Centre for the Deaf, in particular those living in the NT.

(5) In line with the philosophy of integrating disabled persons into the community, family members and able-bodied persons are also encouraged to participate in social, educational, supportive, volunteer or developmental activities.

(C) Performance Standards

(6) Given the additional allocation, the Service Operator shall meet the following service output and service outcome performance standards -

Service Outputs

<u>Service Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of new counselling cases ² in a year	16
2	Number of sign language training sessions in a year	40
3	Number of audiological assessment in a year	120
4	Number of social, educational, supportive, volunteer and / or developmental groups ³ completed for the hearing impaired and their families in a year	40
5	Number of social, educational, supportive and / or developmental programmes ⁴ for the hearing impaired and their families or for promotion of inclusion, integration and community participation of persons with hearing impairment in a year	270

² Service Output Standard 1 excludes those counselling cases that have received services from the centre within the last twelve months. It also excludes those new cases with children of parents with hearing impairment as the principal clients.

³ (a) Each group shall have at least 4 sessions of group activities.

(b) Activities of these social, educational, supportive, volunteer and / or developmental groups shall not be counted in Output Standard 5.

(c) The groups as reported in Output Standard 7 shall not be counted in Output Standard 4.

⁴ For Service Output Standard 5, at least **15%** of the social, educational, supportive and / or developmental programmes for the hearing impaired and their families or for promotion of inclusion, integration and community participation of persons with hearing impairment shall be **jointly organised with other organisations**. The programmes as reported in Output Standard 8 shall not be counted in Output Standard 5.

6	Average number of counselling cases ⁵ for children of parents with hearing impairment ⁶ per month in a year	40
7	Number of sessions ⁷ of therapeutic, supportive or educational groups for children of parents with hearing impairment ⁵ and / families in a year	68 (at least 20 sessions are for therapeutic groups ⁸)
8	Number of organised programmes / activities ⁹ for children of parents with hearing impairment ⁵ or their family or public in a year	10

Service Outcomes

<u>Service Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of service users indicating satisfaction after receiving counselling services ¹⁰ in a year	80%
2	Percentage of service users indicating satisfaction after receiving sign language training service ¹¹ in a year	80%
3	Percentage of service users indicating satisfaction after receiving audiological assessment ¹² in a year	80%

⁵ Counselling cases refer to cases in need of intensive counselling. Principal client(s) shall be the child/ children with/without hearing impairment of parents with hearing impairment. For one family one caseworker principle, case to be counted shall not duplicate with OS1.

⁶ Children of parents with hearing impairment refer to children with or without hearing impairment and aged 25 or below.

⁷ Each session shall last for no less than 1 hour.

⁸ Therapeutic groups refer to groups which are formed to facilitate intensive group counselling with specific goals/ objectives. Each group shall have 4 or more participants and no less than 4 sessions.

⁹ Each programme/ activity session shall last no less than 1.5 hours.

¹⁰ It refers to the principal client of casework and counselling services. If the principal client is the child / children of parents with hearing impairment, upon compromise with child's/ children's parents/carers /family members and the case social worker, child/ children of young age or having intellectual incompetence shall not be required to fill in the questionnaire. Evaluation will be conducted through questionnaire provided by the NGO, i.e. 輔導中心服務滿意程度問卷, upon completion of service.

¹¹ Evaluation will be conducted through questionnaire, i.e. 手語初級課程檢討問卷/手語中級課程檢討問卷, upon completion of sign language training.

¹² Evaluation will be conducted through questionnaire, i.e. 「聽覺服務」意見調查, upon completion of audiological service.

4	Percentage of service users indicating satisfaction after receiving social, educational, supportive, volunteer, developmental / therapeutic groups ¹³ services in a year	80%
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Essential Service Requirements

(7) The Service Operator shall meet the following essential service requirements:

- Open for at least 9 sessions with 36 hours per week.
- Staffing requirement includes registered social worker¹⁴.

Quality

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

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

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

(E) Subvention

(10) The basis of subvention is set out in the offer and notification letters issued by the 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 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 the SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

¹³Evaluation will be conducted through questionnaire, i.e. 活動檢討意見表, upon completion of service.

¹⁴Registered social worker refers to the definition governed by the Registration of Social Workers Ordinance (Chapter 505).

(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 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

(13) Upon the Service Operator's acceptance of the FSA, 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 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.

(F) Validity Period

(16) This FSA is valid for a time-defined period. Should the Service Operator breach any terms or 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 the SWD, the SWD may, after expiry of such notice, terminate this FSA 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, the 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. The SWD reserves the right to reallocate the project.

(G) Others

(19) 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.

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