

## **Funding and Service Agreement<sup>1</sup>**

### **Multi-programme Integrated Services (Type 3)**

#### **I Service Definition**

##### **Introduction**

Integrated service aims at providing comprehensive and holistic services to residents to fulfil their multifarious needs. The guiding principles and concepts of the integrated service model include: comprehensive service coverage, holistic concern for individuals, family-oriented focus, multi-level intervention, flexibility in resource allocation, and integrated approach in planning and service delivery.

##### **Purpose and objectives**

The purpose of the integrated centre is to meet the needs of all age groups including children, youth, disabled persons, adults and elders in the community.

The specific objectives of the integrated centre are:

- to enhance physical, psychological, intellectual and social functions of residents living in the community;
- to facilitate social relationships among residents, enhancing family and other interpersonal relationships

##### **Nature of service**

On the service content, the centre provides a balanced programme on the developmental, preventive and remedial functions, assisting vulnerable groups, and addressing current issues and local needs. The services provided by the integrated centre shall include:-

##### **a. Preventive service**

Primary prevention programmes aiming at promoting family life education to residents, and good health to elders in the community.

---

<sup>1</sup> This Funding and Service Agreement is a sample document for reference only.

**b. Developmental service**

Providing residents the opportunity to develop skills and individual potential, to enhance interpersonal relationship and to promote the spirit of volunteerism and participation in the community affairs.

**c. Supportive service**

Supportive service aiming at facilitating mutual support among people under deprived circumstances, enhancing their personal and social functioning and enabling them to deal with their difficulties and success.

**d. Social and recreational activities**

Social and recreational activities aiming at providing opportunity to cultivate individuals' own aptitudes, interests, and connection with community.

**Target group**

The target groups of the Integrated Services include children and youth aged from 6 to 24, as well as elders and any community members.

**II Performance Standards (Children & Youth Centre cum S/R Room)**

The service operator will meet the following performance standards.

**Outputs**

| <u>Output Standard</u> | <u>Output Indicator</u>  | <u>Agreed Level</u> |
|------------------------|--|---------------------|
| 1                      | Total number of new and renewed members in the year ending 31 March                  | 1,400               |
| 2                      | Average attendance per session within one year                                       | 60                  |
| 3                      | Total number of core programme sessions within one year                              | 800                 |
| 4                      | Total attendance of core programme sessions within one year                          | 11,040              |
| 5                      | Rate of achieving core programme plans conducted with goals achieved within one year | 85%                 |

**Essential service requirements**

- Opening hours of at least 11 sessions per week for all age groups
- Provision of activities and programmes for meeting the community needs, including those of elders
- Provision of study/reading room
- Staff requirement includes Registered Social Worker

**Quality**

Service operators will meet the requirements of the Service Quality Standards (SQSs).

**III Obligations of SWD to Service Operator**

The SWD will undertake the duties set out in the General Obligations of SWD to service operator.

**IV Basis of Subvention**

The basis of subvention is set out in the offer and notification letter issued by the SWD to the agency.

Service unit is required to comply with the rules on the use of the social welfare subventions in accordance with the latest Lump Sum Grant Manuel and circular letters issued by the SWD on subvention policies and procedures.