



社會福利署

Social Welfare Department

Briefing Session on Invitation for Proposals for the Operation of Child Protection Support Service – ChildPRO

保護兒童支援服務

**Family and Child Welfare Branch
Social Welfare Department
13 August 2024**



Rundown

- ◆ **Background**
- ◆ **Service Objectives / Specifications**
- ◆ **Submission / Assessment of Proposals**
- ◆ **Q&A**



Background

**The Mandatory Reporting of
Child Abuse Ordinance**
《強制舉報虐待兒童條例》

19 July 2024

**The Mandatory Reporting
Regime on child abuse (MRR)**
comes into operation on the
expiry of 18 months after the day
of gazettal

20 Jan 2026



Child Protection Support Service – ChildPRO

aims to enhance the **professional support** for **protecting children** and providing assistance to families involving in report(s) of **child abuse** or **suspected child harm/maltreatment incidents**



Service Objectives

Partnership and collaboration

Parenting capacity and family responsibility

Children's resilience and self-protection

Prevention of child abuse



Poster of
ChildPRO



Service Objectives (Cont'd)

- ◆ To provide **professional support services** for
 - (i) child abuse cases which are being handled by FCPSUs and assessed to be in need of **enhanced support services**
 - (ii) new cases* identified through the reporting mechanism of **suspected child harm/maltreatment**, in which **child discipline, parenting and/or child care difficulties** are concerned and **being/would be handled by IFSCs.**



Suitable Cases for Referral

1. **Children** aged **five or below** under home care
2. Children receiving **out-of-home care** and preparing for home restoration
3. Children suffering from **sexual abuse**, and also those being abused by non-related person and fallen into cyber trap or on-line exploitation
4. Children with **special needs**, e.g. special educational needs (SEN) and behavioral / emotional problems (*applicable for FCPSUs only*)
5. Children with sibling(s) having **history** of child abuse
6. **Parents/carers** having children suffering from sexual abuse, including those fallen into cyber trap or on-line exploitation
7. Parents/carers having **substance abuse problem**
8. Parents/carers having **mental health problem**
9. Others (to be discussed with ChildPRO on **case by case basis**)

Service Objectives (Cont'd)

Co-ordinated Partnership Approach

Continuum of Care for Protecting the Children

- **work jointly with the caseworkers** of responsible service units (i.e. FCPSUs/IFSCs)
- formulate **tailor-made service plans** together
- implement the service plans for supporting the target service users **within specified time periods**



Service Specifications

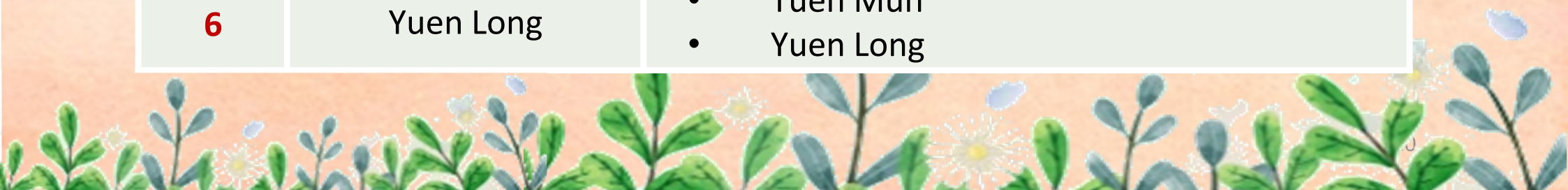
Inviting bona-fide non-profit making charitable organisations to submit quality-based proposals and comply with mandatory requirements

(Para.7)

- **Six service teams** of ChildPRO
- **1 March 2025 to 31 Mar 2028**
- Each Applicant – **ONE proposal**
- Provide **records of social welfare services**
- **Indicate preference** in order of priority
- **Declare acceptance** of operating two service teams
- Provide information of **premises within Team Locality**

Geographical service boundaries and locations of ChildPRO

Team	Team Locality	Serving Districts (under District Social Welfare Offices of SWD)
1	Wan Chai / Causeway Bay	<ul style="list-style-type: none"> • Central, Western, Southern and Islands • Eastern and Wan Chai
2	Kwun Tong	<ul style="list-style-type: none"> • Kwun Tong • Tseung Kwan O* and Sai Kung*
3	Yau Tsim Mong	<ul style="list-style-type: none"> • Wong Tai Sin* • Kowloon City and Yau Tsim Mong
4	Tsuen Wan / Kwai Chung	<ul style="list-style-type: none"> • Sham Shui Po • Tsuen Wan, Kwai Chung and Tsing Yi
5	Shatin	<ul style="list-style-type: none"> • Shatin • Tai Po and North
6	Yuen Long	<ul style="list-style-type: none"> • Tuen Mun • Yuen Long



Scope of Service

(A) Home Visitation Support (*family-based*)

- To provide home-orientated, tailor-made training packages and in-depth intervention at home environment for **early assistance and prevention of occurrence of child harm/maltreatment incidents**
- To provide enhanced professional inputs to **reach out, observe, assess and give hands-on coaching /live demonstrations** on parenting skills, parent-child interaction, child discipline and child caring practices, etc.

Scope of Service

(A) Home Visitation Support (Cont'd)

To help parents/carers assume parental responsibilities, and to -

- ✓ ensure a **safe and stable home environment** for child protection
- ✓ facilitate/rebuild **parent-child interaction**
- ✓ support **home-restoration** of those children receiving out-of-home care services
- ✓ Require inputs from **Social Workers, Clinical Psychologist, Registered Nurse and other supporting staff of ChildPRO**



Scope of Service (Cont'd)

(a) Home Visitation (at least once a month)

- To make persistent efforts and motivate the **parents/carers for help-seeking** and support them to attend to their own problems/needs or to alleviate their life stressors
- To **observe and assess the parenting, child care condition and home safety**
- To support the child's **home leave and/or home restoration plan**
- In general, it lasts for **six months to one year**



Scope of Service (Cont'd)

(b) Home-based Training / Intervention

- To give **advice or guidance** focusing on **parenting difficulties, child care issues, safe and nurturing environment**
- To provide **tailor-made** home-based support, hands-on coaching, live demonstration and timely practice
- To **actively engage** the families' participation into training activities and **strengthen their motivation** to make change or **connect them** with various support services



Scope of Service (Cont'd)

Co-ordinated Work Approach with Caseworker

- To discuss, formulate and implement service plan together
- To conduct **on-going observation and assessment** on the service needs of the families, parenting capacity and/or child care condition
- To **timely report** to the caseworker for follow-up actions, if there is any observation or significant event indicating possible occurrence of child abuse
- To furnish brief **progress report** on quarterly basis and a **summary report** within one month after termination

Scope of Service (Cont'd)

Continuum Service for Needy Cases

- For some cases having **risk factors** or **high concern on child protection or with statutory order**, with caseworker's agreement, **consent from significant others is adequate** for rendering home visitation to the cases.
- For **FCPSU active cases** - can still join other services of ChildPRO after completion of Home Visitation Support.
- For **IFSC active cases** - should be supported by IFSCs after completion of Home Visitation Support (**6 months**).

Scope of Service (Cont'd)

(B) Structured Group & Individual Session

- Target service users including both **parents/carers** and **victims of child abuse**
- **Therapeutic group** - conducted by clinical psychologist with assistance of social worker
- **Psychosocial group** - conducted by social worker, RN and/or other staff as appropriate
- **Individual session** - needy users not ready to join groups

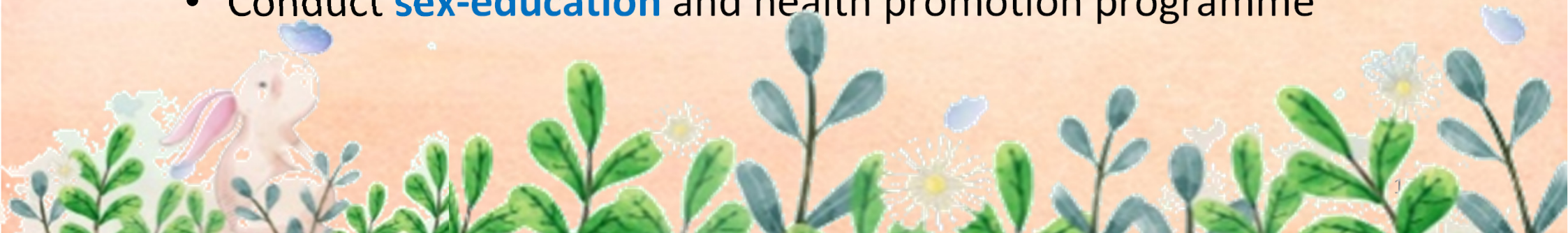


Scope of Service (Cont'd)

(C) Clinical Psychological & Nursing Support

To provide professional inputs in formulation of service plan and service delivery under a **team work approach**, including -

- Professional advice to **team staff** on service intervention or inputs to planning of group/programme
- **Clinical assessment and short-term treatment** to needy cases
- Recommend **follow-up action** & **assist in service referral**
- Advice on **health-related issues** or **children's development**
- Conduct **sex-education** and health promotion programme



Scope of Service (Cont'd)

(D) Educational & Family Enrichment Programme

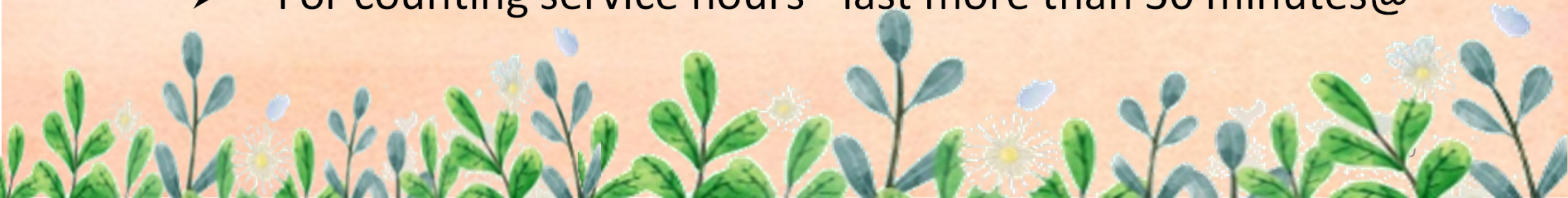
- To facilitate **parent-child interaction**, foster **positive family-child relationships**, strengthen or restore family functioning and re-build **support network** of relatives or significant others for the needy families
- Include but not limited to seminars, workshops, outdoor activities, family gatherings, sports or games day, etc.
- Usually one-off or with less than 4 sessions (no less than 3 hours per session) and serving a **larger size of participants**



Scope of Service (Cont'd)

(E) StandbyU

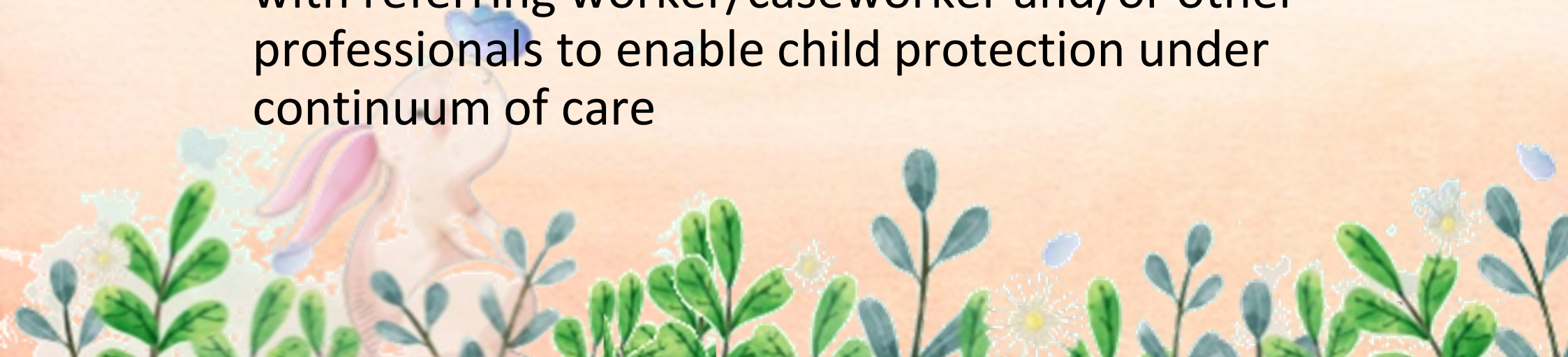
- to accompany / facilitate the needy service users and motivate those **less motivated families** through providing support for them to release their parenting stress and/or assist them to accomplish the necessary tasks/chores beneficial to their recovery
- may recruit and train **volunteers to assist (worker)** in providing the support services for needy cases
- For counting service hours - last more than 30 minutes@



Service Requirements *(para.13-18)*

The Service Operator should :

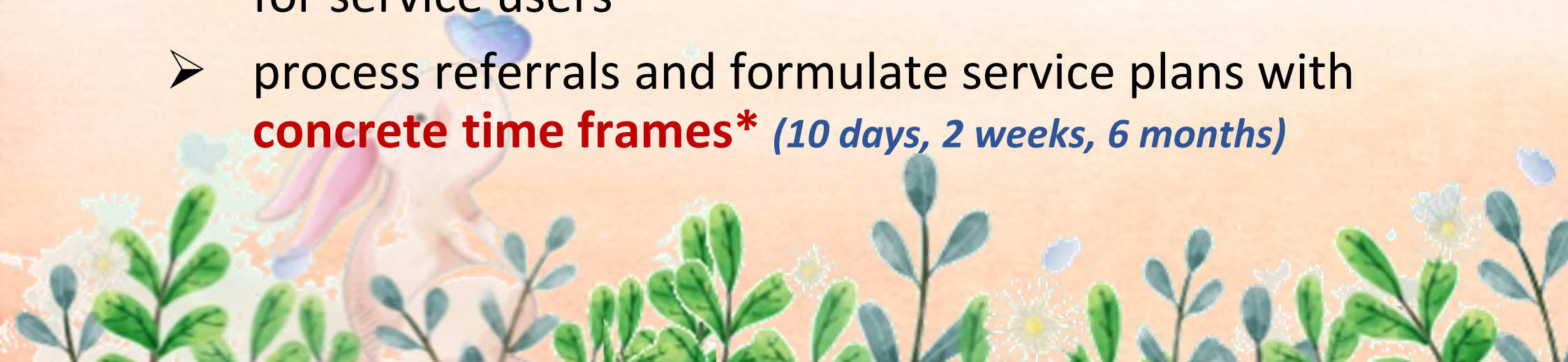
- provide the service **free of charge**
- establish an **effective strategy** to engage service users, especially the **unmotivated ones**
- **liaise with significant others** of the service users on matters **directly related to the child**; and **collaborate** with referring worker/caseworker and/or other professionals to enable child protection under continuum of care



Service Requirements *(para.13-18)*

The Service Operator should :

- **handle all referrals** as far as practicable
- establish a mechanism in handling the target service users most in need **in order of priority**
- make **referrals** or **notifications** to appropriate service units during or upon termination of service for service users
- process referrals and formulate service plans with **concrete time frames*** *(10 days, 2 weeks, 6 months)*



Essential Service Requirements *(para.29-31)*

The Service Operator should employ sufficient staffing for service delivery

Rank and Post (For Reference)	No. of Staff
Social Work Officer	1
Assistant Social Work Officer	8
Social Work Assistant	4
Clinical Psychologist	1
Registered Nurse	1
Ward Attendant	2
Assistant Clerical Officer	1
Clerical Assistant	1
Total No. of Staff	19

Essential Service Requirements *(para.29-31)*

Opening hours:

- Operate between 9 a.m. to 9 p.m. on weekdays, Saturdays and Sundays. The office could be closed on Public Holidays
- 12 sessions **(4 hours @session)** per week, include **two evening sessions** (one on Friday); and
- 2 sessions either on Saturdays and/or Sundays
- Flexibility is given on the opening or closing time of office
- **Valued-added service time** is welcome



Service Output and Outcome Standards

(Para.30-31 & Annex 4)

- The Applicant may indicate any **additional service output and outcome indicators** and/or **higher level of attainment** expected to achieve
- The pledged and recognised additional performance indicators and higher level of attainment will **form an integral part of the Service Agreement.**
- **16 Service Quality Standards** (SQSs)



Annex 4

Premises *(para.19-28, Annex 1 & 3)*

To be secured by the Applicant / Service Operator

Concrete address of proposed premises, within Team Locality *(para.19-21)*

Barrier-free and allowed for use of **welfare and non-industrial purpose**
(para. 24)

Internal Floor Area (IFA) : 253m² (**at least 80% , i.e. 202m² para. 22*)



Annex 1

Lay out plan satisfies the requirements of **Essential Facilities** *(para. 23)*

Interim or **contingency plan** *(no later than 1 September 2025)* *(para. 28)*

Budget and Funding *(para.32-37 & Annex 2)*

In the form of **Central Item**, which is allocated to the Service Operator for **designated purposes** of the Service

Already taken into account of **rental subsidy, personal emoluments, other charges** and **central administration cost.**

Under requirements set in the Government's Productivity Enhancement Programme (PEP)



Budget and Funding *(para.32-37)*


Virement between different cost items within the Grant is generally permissible.

Unspent balance of the Grant will be subject to **claw back** upon termination of contract

Rental subsidy will be **reimbursed on an actual cost basis**, and subject to actual requirement and due assessment in line with the current policy and support level adopted by SWD



Budget and Funding *(Annex 2)*

Staff and Related Cost (under PEP)	Annual Grant (\$'000)
<p>(A) Personal Emoluments, includes -</p> <ul style="list-style-type: none"> • Staff Salary • Provident Fund <div style="text-align: right;">  Annex 2 </div>	<p>11,937</p>
<p>(B) Other Charges, includes -</p> <ul style="list-style-type: none"> • Employees' Compensation Insurance • Public Liability Insurance • Other charges on staff-related expenses and miscellaneous expenses for delivering services 	<p>365</p>
<p>(C) Administration Cost</p> <ul style="list-style-type: none"> • Set at 5% of (A) 	<p>615</p>
<p>Total Grant (\$) :</p>	<p>12,917</p>

Budget and Funding *(Annex 2)*

Rental subsidy to the leased premises for Each Team located in different districts

Team	Team Locality	Proposed NOFA (m ²)	Proposed IFA (m ²)	Annual Subsidy (\$'000)
1	Wan Chai / Causeway Bay	194.5	253 (80% - 202)	1,715
2	Kwun Tong			1,166
3	Yau Tsim Mong			1,567
4	Tsuen Wan / Kwai Chung			1,239
5	Shatin			1,166
6	Yuen Long			1,032

The Net Operational Floor Area (NOFA) and Internal Floor Area (IFA) of the long-term premises is *subject to endorsement by relevant authority and further confirmation by SWD.*

Payment Arrangement

First Payment in early 2025

Two-month preparatory period (Jan to Feb 2025) : **\$471,000**

Staff Cost (1 SWO + 2 ASWOs) plus Rental Subsidy (if any)

One-off payment for setting up office base (*Annex 3*) : **\$410,000**

On an actual reimbursement basis (Reference List of F&E)



Annex 3

Half-year's operating cost (Mar to Sept 2025)

Subsequent disbursement on half-yearly basis



Financial Reporting Requirements *(para.38-40)*

The Service Operator is responsible for **maintaining an effective and sound financial management system**, including budget planning, projection, accounting, internal control system and auditing, and maintaining proper books, records and supporting documents on any income and expenditures relating to the service and make them **available for inspection** by Government representatives, the Audit Commission, the Independent Commission Against Corruption, and any other parties authorised by SWD.



Financial Reporting Requirements (Cont'd)

Shall submit to SWD an **Annual Financial Report (AFR) / annual audited financial statement** on the Service (covering from April of the previous year to March of the current year) no later than October of each year *(para.39 and foot note)*

Audited by a certified public accountant

Signed by two authorised representatives

Prepared on Cash Basis

Service Monitoring & Control Mechanism

Service Operator is required to –

Put in place a **mechanism of service assessment** for monitoring work progress (*para.42*) and **handle audit-checking**

Provide **statistical returns & supplementary information** on regular basis (*para.44*)

Submit to SWD an **annual review report & final self-evaluation report** after termination of Service (*para.45*)

Follow reasonable instructions or directions and attend Service Meetings as arranged by SWD

Service Monitoring & Control Mechanism

Service Operator is required to comply with –

Laws, Ordinances and Regulations (*para. 49-55*)

Service Agreement, Service Specifications and Proposals

Funding manuals and related circulars in force issued by SWD

National Security and Gender Mainstreaming (*para.60-62*)

Service Monitoring & Control Mechanism

The Government may suspend/withhold payments or request refund on pro-rata basis, or terminate the Service Agreement, if the Service Operator –

- has breached any terms and conditions of the Specifications and/or Service Agreement;
- substantially fails to meet any of the **essential Output or Outcome Indicators**;
- fails to obtain prior approval from SWD for variation of the approved cost items of the Grant which **involves significant changes to the level of staff input to be devoted to the Service** (*para. 40*) ; or
- * Continuation of the Service by the Service Operator would put the service users or public interest in jeopardy (*para.46*)

Crisis Management and Contingency Plan

The Service Operator to ensure -

Continuation of the Service and back-up service provided must meet all the service requirements (*para.58-59*)

Inform SWD as soon as possible when the contingency plan is activated

No additional allowance or compensation in any form will be payable by SWD in activating the contingency plan

Submission of Proposals

Must meet all the eligibility criteria/mandatory requirements, complete checklist and use the Prescribed Form for Proposals (PFP)



Annex 7



Annex 8

Submit **ONE** proposal, duly signed by authorised person

Indicate preference in order of priority from 1 to 6

Declare acceptance of two service teams if awarded

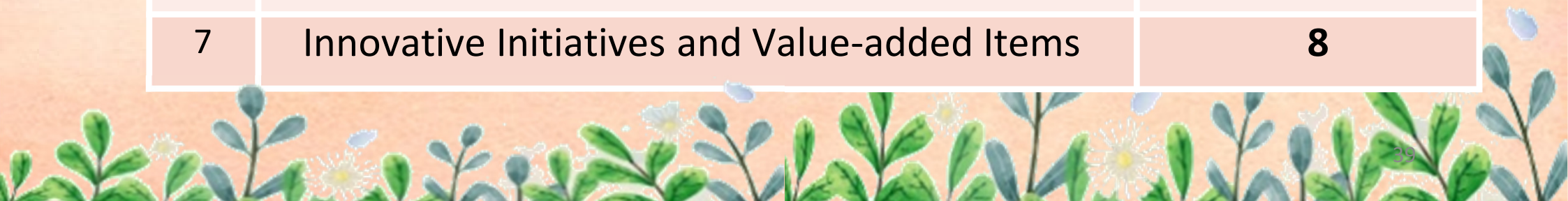
Part III of PFP should not exceed 50 pages, *unless otherwise specified (item 1.3, 5 & 6)*

Assessment of Proposals *(Annex 9)*



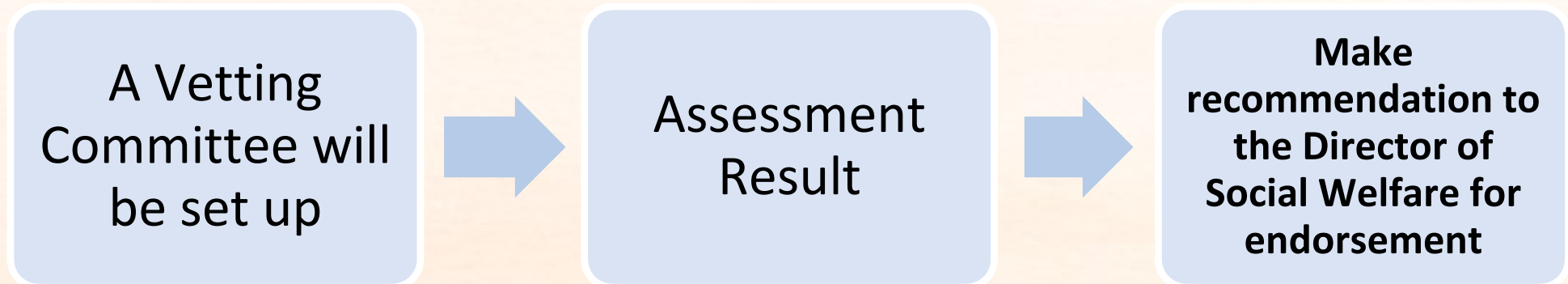
Annex 9

Quality Aspects (Annex 9)		Maximum Score (180)
1	Preparation and Implementation plan for Service Commencement	38
2	Service Design	82
3	Service Delivery Arrangements	16
4	Management Design	16
5	Relevant Experiences	10
6	Echoing or supporting Government Policy	10
7	Innovative Initiatives and Value-added Items	8



Assessment of Proposals *(para.68-69)*

Proposals may not be considered further for any failure to comply with any of the said requirements



Proposal attaining higher scores above the **passing marks (62 out of 82)** of Service Design (i.e.75%) and **of total scores (111 out of 180)** for all Quality Aspects (i.e. 62%), may be considered for the award of operating one or two teams of ChildPRO

Assessment of Proposals *(para.70-71)*

The SWD reserves the ultimate right to :

- ✓ choose an Applicant with the **next highest score** for award of operating a team in case the NGO with the highest score or the second highest score has been **awarded for operation of another team**;
- ✓ to award an Applicant based on the **assessment result**;
- ✓ to **cancel** or **re-issue** the invitation for proposals as deemed appropriate

Submission of Proposals *(para.72-79)*

Seven hard copies : 1 original + 6 copies

One Soft copy : MS Word file in a USB flash drive

Deadline : 5 pm on 30 September 2024 (Monday)

By hand in a sealed envelope marked

*“CONFIDENTIAL – Application for Operating
Child Protection Support Service - ChildPRO”*



Submission of Proposals *(para.73 & 75)*

- **Late submissions** or submissions **not delivered by hand** will not be accepted for assessment
- **Missing information/documents** will not be considered after the submissions are made.
- In case the black rainstorm signal is issued, tropical cyclone warning signal No. 8 or above is hoisted or extreme condition is announced any time between 2:00 p.m. and 5:00 p.m. on 30.9.2024, **the closing time will be extended to the first ensuring working day** without further announcement.

Implementation Schedule

Closing of invitation	30 September 2024
Announcement of vetting results	December 2024
Preparatory period	January to February 2025
Service commencement	1 March 2025



Q & A



Contact Persons

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