

Information to be included in the proposal

Your proposal should give a clear and comprehensive picture on how you propose to deliver the services of the Multi-purpose Crisis Intervention and Support Centre (the Centre) to meet the objectives and requirements as set out in the Detailed Description. The proposal must include the following information. Additional information to fully illustrate the merits of your proposal and how you propose to measure the effectiveness is encouraged:

- (1) capability and relevant experience in providing temporary accommodation, crisis intervention for sexual violence / domestic violence cases / individuals / families in crisis and hotline service, including subvented or non-subvented ones;
- (2) a detailed description of the service delivery proposal in meeting the service objectives, including
 - (i) knowledge about the needs of the target service users;
 - (ii) approaches and tools to be adopted in assessing and addressing various needs of the target service users;
 - (iii) concrete description on each of the services (i.e. 24-hour hotline, immediate outreaching / crisis intervention and short-term accommodation service) to be provided by the Centre, and how they are delivered to meet the needs of different target groups with due respect to their safety and privacy, particularly on the following aspects:

24-hour hotline

- (a) the features and operation of the 24-hour hotline system with estimated setting-up cost;
- (b) how to enable fast track contact over more serious incidents such as sexual violence and domestic violence by professionals and the victims or persons in need of crisis intervention, including concrete measures to minimize the calls being unanswered and to ensure quick response to the callers;
- (c) measures to link up the callers or persons in need of crisis intervention and / or welfare services to the appropriate service units for follow-up;

- (d) staffing arrangement on managing the hotline;

Immediate outreaching / crisis intervention

- (a) arrangement of immediate outreaching / crisis intervention for sexual violence or elder abuse cases after office hours;
- (b) how to facilitate quick / easy access of service by victims during crisis, noting that they may come from different districts / regions over the territory;
- (c) how to facilitate easy access of service by victims of sexual violence in the follow-up contacts after the crisis, noting that they may come from different districts / regions over the territory;
- (d) staffing arrangement on providing immediate outreaching / crisis intervention, including follow-up services for victims of sexual violence;

Short-term accommodation service

- (a) the design and operation of live-in service;
 - (b) the proposed capacity of the live-in service;
 - (c) policy on service admission and exit of the live-in service, including admission criteria, intake and discharge arrangements, extension of stay, how to ensure that the services will not be abused by non-target users, and how to link up the users to the appropriate service units for follow-up on welfare needs;
 - (d) concrete measures to ensure privacy and safety of different types of service users, including female, male and family service users, and how phased admission of female and male users, if required, is arranged;
 - (e) measures to keep the location of the premises confidential;
 - (f) staffing arrangement on providing the live-in service;
- (iv) contingency plan;

- (3) approach in maintaining effective referral networks and measures to enhance collaboration with other related service units, government departments (e.g. Police, SWD), local organizations, hospitals, etc. for achieving early intervention and promoting inter-sectoral collaboration;
- (4) proposed usage of the premises with description on the functional facilities to be provided with illustration on how to maximize the use of the space available to meet the varied needs of different target users with due consideration given to uphold the privacy and safety principles, noting that there are different types of service users including female, male and family live-in users;
- (5) proposed output and outcome indicators, the respective level of attainment and means of measuring these indicators;
- (6) description of the quality assurance measures, internal mechanism to monitor and evaluate service delivery, complaint handling procedure etc;
- (7) proposed minimum number of registered social worker(s) on duty at any point of time, staffing structure of the Centre (including rank / qualification and number of staff, and an organization chart), the roles and responsibilities of individual staff; and an overall description on staffing arrangement (including the notional duty roster illustrating how you mobilize manpower and maintain your proposed minimum number of registered social worker(s) on duty at any point of time) to ensure smooth operation of the Centre which admits cases on a 24-hour basis and renders outreaching visit / crisis intervention during after-office hours; management and back-up support of the agency provided for the Centre, measures to ensure safety of staff, etc;
- (8) training and development programmes for staff of the Centre, including orientation schedule, in-service training, supervision and monitoring;
- (9) implementation schedule and detailed arrangement of the phased

commencement of service, with description on the delivery of non-premises-tied services before the Centre premises are available, including staff re-deployment, arrangement of temporary office accommodation, etc;

- (10) details of the planned budget by year, noting that the first year will mainly provide non-premises-tied services; and the financial management system for the Centre; and
- (11) proposed innovative and value-added service(s) to be provided by the Centre, if any.

The End