

**SPECIAL CHILD CARE CENTRE CUM
EARLY EDUCATION & TRAINING CENTRE
AT TANG SHIU KIN HOSPITAL
COMMUNITY AMBULATORY CARE CENTRE**

SUMMARY

<u>Major Items</u>	<u>Descriptions</u>
● Applicant	A mandatory requirement that the non-governmental organization (NGO) applicant should be a bona-fide non-profit making agency with tax exempted status under Section 88 of the Inland Revenue Ordinance (Cap. 112).
● Duration of the project	The project is allocated for a time-defined period of three years. Continuation of service for the next term will be subject to negotiation upon expiry of the period with regard to the relevant considerations such as the prevailing policy directive, service need and the Operator's performance, etc.
● Preparatory Period	A preparatory period of two months prior to the target operation date will be supported to facilitate staff recruitment, purchase of furniture and equipment, and case processing and admission.
● Target Operation Date	Tentatively in March 2007
● Service Components and Target Service Users	Special Child Care Centre (SCCC) section caters for children aged 2 to 6 with moderate and severe disabilities whilst Early Education & Training Centre (EETC) section caters for children aged 0 to 6 with disabilities.
● Capacity	Total 120 places including : SCCC section : 60 places EETC section : 60 places

- Key Output Standards

SCCC

- Rate of completing 95% developmental assessments (2 assessments for each child) in a year;
- Average attendance rate of 80% within one year; and
- Rate of achieving 95% individual plan within a period of six months.

EETC

- Rate of completing 95% developmental assessment (1 assessment for each child) within six months;
- Average number of 50 training hours delivered per child within one year (including centre-based training, home-based training and outreaching service);
- Average number of 10.5 guidance and counseling hours delivered per parent (either individually or in group) within one year; and
- Rate of achieving 95% individual plan within a period of six months;
- Average number of 18 hours of direct training on speech/language provided by speech therapist per child within one year; and
- 48 training and educational programmes provided by speech therapists to staff and/or parents/guardians/family members within one year.

- Control Mechanism

Successful applicant will be required to comply with the requirements laid down in this Specification, the funding and service agreement (FSA) of the services, as well as the Operator's proposal and supplementary information, if any, as agreed with the Social Welfare Department (SWD).

- Funding
Around \$7.373 millions per annum at 2006-07 price level with management fee and rent & rates to be reimbursed on an actual cost basis.
- Premises
The Government will supply the premises. The Operator is responsible for carrying out the essential and minor conversion works and may apply for a minor Lotteries Fund grant to meet the cost.
- Furniture & equipment
Subject to approval, a grant not exceeding \$2,292,900 from the Lotteries Fund will be provided for the purchase of furniture & equipment.
- Fee Charging
Fee level to be determined by SWD and fee income will be retained by the Operator to meet the cost of the service.
- Staffing Structure
Child care supervisor, child care worker, registered social worker, qualified nurse, occupational therapist, physiotherapist, speech therapist should be included.

Note :

1. If no suitable applicant is identified after the assessment of applications, SWD reserves the right to re-invite proposals from NGOs.
2. Given the time-defined nature of the project, SWD will not accept any funding liability engaged by the NGO on this project.
3. The subvention allocation will be subject to adjustment including salary adjustment in line with civil service pay adjustment and other charges in line with the government-wide Price Adjustment Factor announced by SWD.

Social Welfare Department
September 2006

**SERVICE SPECIFICATION ON
SPECIAL CHILD CARE CENTRE CUM
EARLY EDUCATION & TRAINING CENTRE
AT TANG SHIU KIN HOSPITAL
COMMUNITY AMBULATORY CARE CENTRE**

PURPOSE

1. The Social Welfare Department (SWD) is inviting, through this Service Specification, non-governmental organizations (NGOs) providing subvented rehabilitation services for pre-school children with disabilities to submit an application for taking over a time-defined project of 3 years to operate a special child care centre (SCCC) cum early education & training centre (EETC) situated at the vacant premises of the 1st floor of the Community Ambulatory Care Centre at Tang Shiu Kin Hospital (TSKH) at 266 Queen's Road East, Wanchai, Hong Kong. SCCC service and EETC service are to be operated in this cum centre. The commencement of operation of the SCCC cum EETC is targeted in March 2007. This service specification states the requirements and provisions for the operation of the SCCC cum EETC.

BACKGROUND INFORMATION

2. To meet the demand for pre-school rehabilitation service, the Department has secured a set of vacant premises on the 1st floor of the Community Ambulatory Care Centre at TSKH for the purpose. To provide synergy and one-stop services for pre-school children with disabilities, the Department plans to operate through an NGO a Special Child Care Centre cum Early Education and Training Centre at the premises.

3. The proposed Special Child Care Centre cum Early Education and Training Centre service has the advantage of providing a variety of day pre-school rehabilitation services within the same premises to meet the varied needs of disabled children and their families as well as optimizing use of resources through sharing common professional and support services. The space will be fully utilized to provide at least, but not limited to, the following services –

<u>Service</u>	<u>Capacity</u>
Early Education and Training Centre	60
Special Child Care Centre	60

DEFINITION OF TERMS

3. The following are terms used in this Service Specification (the Specification)-

Disability Any restriction or lack of ability (resulting from an impairment) to perform an activity in the manner or within the range considered normal for a human being as defined by the World Health Organization (WHO).

For the purpose of the Specification, moderately or severely disabled children refer to those being assessed and ascertained by paediatricians, psychiatrists or psychologists.

Service Unit The Special Child Care Centre (SCCC) Section that provides day care and training for moderately or severely disabled children aged 2 to 6 and the Early Education & Training Centre (EETC) Section that provides early education and training programmes to disabled children aged 0 to 6 detailed in the Specification.

Developmental Assessment An evaluation of a child's performance in different skill areas.

Individual Plan An organized and holistic approach to identify a child's training and care needs, develop strategies to meet those needs, and review the effectiveness of strategies used.

Training Hours Training hours include individual and group training hours but exclude preparatory hours and traveling hours. Training hours delivered by more than one suitably qualified staff in group sessions are to be calculated by the actual training hours received by the child irrespective of the number of personnel who deliver the training.

Guidance and Counselling Hours Guidance and counselling hours are those hours delivered by social work staff with written records.

Operator The Non-governmental Organization (NGO) that is awarded the contractual agreement to provide day care and training for children with disabilities detailed in the Specification.

Service Users Children aged 2 to 6 with moderate and severe disabilities (for SCCC section) and disabled children aged 0 to 6 (for EETC section) who are recipients of services detailed in the Specification.

Words in singular construe the same meaning as if they were in the plural form.

Words in capital construe the same meaning as if they were in small letters.

OBJECTIVES

4. SCCC's form part of a range of rehabilitation services for children with disabilities aged 2 to 6. They are part of the child care services for children aged 2 to 6 with moderate and severe disabilities of all types. The objective of SCCC's is to develop the abilities of children with disabilities to the fullest extent so as to establish a firm foundation for subsequent education and development. The services are full-day, 5 days a week including centre-based child care services, intensive individual and group training programmes, allied health services of occupational therapy, physiotherapy and speech therapy. SCCC's are governed by Child Care Services Ordinance (Cap. 243)

5. EETC's can be the first stop for parents in a range of pre-school services for children with disabilities or children at risk of becoming disabled. They provide early years education and training programme for these children, where particular emphasis is placed on the caring and training role to be played by the parents/guardians/family members. The objective of EETC's is to maximize the developmental functioning of children with disabilities by supporting and enabling parents/guardians/family members to accept, understand, care for and facilitate the development of their children.

6. Formation of the SCCC cum EETC centre is to provide synergy effect for the pre-school rehabilitation services and there are totally 7 integrated centres running both the SCCC and EETC services presently. Service mode in the form of integrated centres has been widely supported and commended by the service users and parents.

SCOPE OF SERVICE

SCCC Section

7. The Operator is required to fulfill the legal requirements as stipulated in the Child Care Services Ordinance and related regulations. In addition, it should also meet the holistic and individual needs of service users by providing a well-planned and coordinated range of services facilitative to their social rehabilitation and

integration into the community. Service is to be open for a total of 44 hours per week with core service hours of at least 40 hours per week. The Operator should provide, but not limited to, the following range of services and present detailed service plan in its Proposal :

7.1 General childcare and supervision

- (a) personal care and assistance in daily activities
- (b) food and diet
- (c) protection and safety
- (d) transport arrangement and/or escort service
- (e) equipment and facilities

7.2 Services meeting individual needs

- (a) social work service catering to the service user's overall welfare needs
- (b) developmental assessment upon admission and on regular basis to identify the degree of disability and capability of individuals
- (c) centre-based training programme, conducted on an individual or group basis in the areas of global development, speech and social development, sensory, perceptual and motor development, cognitive communication skills and self-care skill, etc.
- (d) general health and nursing care
- (e) social, developmental and recreational activities
- (f) parental support and education
- (g) liaison with families and contact with the community
- (h) collaboration and interfacing with other service providers

7.3 Management of individual plans

7.4 Occasional Child Care Service (OCCS)

The Operator is required to provide two places of occasional child care service at the service unit within the operation hours on top of its normal capacity. The fee charged to the service should be calculated according to the fee scale as specified by SWD.

EETC Section

8. The Operator is required to provide the following range of services for parents/guardians/family members focused on helping them to learn to accept and care for their children and by working jointly with them. Detailed service plans to be provided include, but not limited to, the following :

8.1 Developmental assessment and individualized educational programme

Each child is assessed upon admission and periodically thereafter. The results of the developmental assessment are used to plan an individualized training programme which sets learning goals for the parent and child.

8.2 Centre-based individual and group training and/or therapy

The child and parents/guardians/family members may attend centre-based programme together, on an individual or group basis, at least once a week and then practice the skills in daily life. Speech, occupational therapy and physiotherapy services are provided as appropriate. Toys are available for parents to borrow in order to facilitate home training.

8.3 Support and education to parents/guardians/family members

Guidance, counseling and support are provided to parents/guardians/family members to enhance acceptance and understanding and to facilitate the overall development of their disabled children.

8.4 Outreach service

Depending on individual case situation, the service described above may be provided on an outreach basis in the disabled child's home where the parents/guardians/family members experience difficulties in bringing their children to the centre.

PREMISES, FITTINGS, AND FURNISHINGS

9. The premises for the SCCC cum EETC is newly renovated with the Internal Floor Area (IFA) of 693 m². It is located on the 1st floor of the Community Ambulatory Care Centre at TSKH at 266 Queen's Road East, Wanchai, Hong Kong. The layout plan of this set of premises are provided at *Annex 1*. After signing of the licence agreement with the HA, the Operator will take over the premises for operation, together with any as-constructed elements and installed equipment (including existing builders' works, fire services systems, fitting and fixtures). Interested NGOs are advised to inspect the premises and satisfy themselves with the existing site conditions prior to submitting their proposal.

10. The Operator is expected to make use of the existing floor plan to deliver the services. Minor alteration works are confined to items mentioned in *Annex 2*. Other than that, no other alterations works would be supported by the Department. Renovation should be confined to those portions affected by the necessary conversion works and should be kept to a bare minimum. However, the

Operator is responsible to fulfill statutory requirements and minimum Schedule of Accommodation (S of A) imposed by SWD in *Annex 3.1* to *Annex 3.2*. The Operator may apply for a minor Lotteries Fund grant (i.e. no more than \$400,000) for the necessary conversion works as specified in Annex 2 and this application should reach SWD within 6 weeks after the Operator accepts the offer of the service. All requirements and procedures of the Lotteries Fund application should be referred to the relevant Chapters, particularly Chapter 5 of the Lotteries Fund Manual.

11. According to the current standard, SWD has prepared a furniture & equipment list at *Annex 4* with the total sum not exceeding \$2,292,900. SWD will submit an application for a Lotteries Fund grant for purchase of these F&E items and subject to approval, SWD will notify the Operator of the LF allocations.

12. The Operator must maintain the premises and furniture & equipment in a condition that provide a safe physical environment free from obstruction and fire risk for the protection of service users, staff and visitors.

13. As part of the co-ordination and interfacing strategies promoting community-based rehabilitation, the Operator should develop a public relations strategy to inform neighbours of the SCCC cum EETC centre and its services in order to maintain a good relationship with them.

TARGET SERVICE USERS

14. The service users for the SCCC section under the Specification are those moderately to severely disabled children aged 2 to 6. In addition, to be eligible for the service, an applicant should :

- (a) not require constant medical care in hospital;
- (b) be unable to benefit from the integrated programmes in mainstream kindergarten-cum-child care centres;
- (c) not be attending an EETC's 2 to 6 years old programme; and
- (d) be assessed as experiencing one or more of the following disabilities :
 - moderate or severe mental handicap
 - moderate or severe physical handicap
 - deafness or severe to profound hearing impairment
 - blindness or severe visual impairment
 - severe behavioural/emotional problems, hyperactive disposition or autistic disorder

15. The service users for the EETC section under the Specification are children with disabilities from birth to 6 years of age. The section may also admit

those disabled children from 2 to 6 years of age on the waiting list for other pre-school rehabilitation services. In addition, to be eligible for the service, applicants of age from birth to 2 should be assessed as experiencing :

- (a) physical disabilities (including cerebral palsy);
- (b) mental handicap;
- (c) visual impairment;
- (d) other congenial abnormalities;
- (e) developmental delay; or
- (f) risk of becoming disabled

and applicants from 2 to 6 years of age should be assessed as experiencing :

- (a) global delay (including speech delay)
- (b) borderline intellectual delay;
- (c) a mix of physical disability and social behavioural problems; or
- (d) inadequate teaching or training from parents/guardians/family members.

Details of the admission criteria for these service types are provided in the respective service briefs at *Annexes 5.1* to *5.2*. SWD reserves the right to determine the placement of special or marginal cases on individual consideration. The procedural requirements are stipulated in relevant parts of the latest *Manual of Procedures for Central Referring System for Rehabilitation Services (CRSRehab)*.

ENTRY AND EXIT

16. The Operator is required to receive referrals only from CRSRehab operated by SWD. The Operator should comply with the requirements of CRSRehab set out in the Manual of Procedures for CRSRehab (April 2000) and any subsequent revised versions. To optimize the utilization of limited resources and to reduce unnecessary waiting time, the Operator should comply with the processing time limit and avoid double assessment. In general, rejection of admission is discouraged and if it should be the case, clear explanation should be given to the parents/guardians of the applicants and CRSRehab. Prior consultation with referrers and medical officers concerned on cases to be rejected is desirable.

17. The Operator is required to have a clear operational manual and protocol for handling entry and exit of service users. Proper discharge plan should be developed well in advance of the discharge date and the reasons for discharge should be documented in individual case files. Referral or notification has to be made with other appropriate service units and concerned parties. The progress of development and training received should be completely documented and properly kept and transferred to the receiving unit upon request with the consent of the parents/guardians

of the service users.

IMPLEMENTATION SCHEDULE

18. The implementation schedule is as follow -

<u>Date</u>	<u>Task</u>
Late September 2006	Invitation of proposals from NGOs
Late October 2006	Closing of submission of proposals
Late November 2006	Vetting of proposals SWD to submit an application for a Lotteries Fund grant for purchase of F&E
Early December 2006	Announcement of result
December – February 2007	The Operator to apply for a minor Lotteries Fund grant for the conversion works and to proceed with the agreed conversion works after funding approval; and purchase of F&E
March 2007	Commencement of services of the SCCC cum EETC

ASSESSMENT OF APPLICATION

19. A Vetting Committee will be set up in SWD to assess the proposals. The assessment will be based on the quality aspects of the proposals including operation of the service, management support, co-ordination and interfacing strategies of promoting community-based rehabilitation, the design innovation aspects of the submitted layout plan, implementation plan and mechanism of the project, value-added suggestions, relevant experience, and other merits of the proposals. Details of information to be included in the proposal are *Annex 6*. Applicants may be invited to present their proposals to the Vetting Committee if needed.

FEE CHARGING

20. The Operator will collect the fee payable by service users in accordance with the appropriate fee level announced by SWD. This fee level is subject to revision upon further announcement from the Administration. In 2006-07, the fee payable by service users is \$354 per child per month for SCCC, \$146 per annum per child for EETC and \$16 per session (two hours per session) for OCCS. Service users who have financial difficulty in paying fees should be referred to appropriate agencies

such as Social Security Field Units of SWD for assistance whenever necessary.

FUNDING

21. An annual recurrent subvention of \$7.373 millions at 2006-07 price level will be allocated on a Lump Sum Grant (LSG) mode to the selected NGO to deliver the service. This lump sum has taken into account Personal Emoluments, including provident fund for employing child care supervisor, child care workers, registered social workers, qualified professionals and supporting staff, and all other relevant costs (such as employee compensation insurance, public liability insurance and training allowance) applicable to the operation of the SCCC cum EETC and the fees paid by service users. Rent and rates in respect of premises recognized by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

22. In receiving the LSG, the Operator is accorded flexibility in the use of the grant but will have to observe the guidelines set out in the latest LSG Manual and the LSG Circulars in force on the use of subventions. The LSG will be subject to adjustments including salary adjustment in line with civil service pay adjustment and other charges in line with government-wide price adjustment factor. 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

23. Upon approval of the application, signing of a Funding Service Agreement (FSA) and confirmation of commencement of service, the LSG subvention payment will be made on monthly basis. The Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control system 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. The Operator shall submit annual financial report and statements audited by a certified public accountant registered under the *Professional Accountants Ordinance (Cap 50)* in accordance with the requirements as stipulated in the latest LSG Manual and LSG Circulars in force.

CRISIS MANAGEMENT AND CONTINGENCY PLAN

24. The Operator must develop operational guidelines for crisis management as well as a contingency plan to specify strategies for the continuation of service, and should ensure that the contingency plan can be activated at all time should any of the

service units encounter difficulties in providing the services as stipulated in this Specification. SWD should be informed as soon as possible when the contingency plan is activated and the alternative mode of service is provided.

25. Any back-up service provided must meet all the requirements of this Specification. In this regard, no additional allowance or compensation in any form will be payable by SWD in activating the contingency plan.

TRANSITIONAL ARRANGEMENT

26. Upon expiry of the Agreement and if a subsequent agreement is entered into with a new operator, the Operator should cooperate with SWD to ensure proper transfer of service, furniture and equipment to the succeeding operator.

PERFORMANCE STANDARDS

Outputs

27. The Operator is required to achieve the following minimum output requirements for each service type as follows –

<u>Service</u>	<u>Output Standards</u>
SCCC	<ul style="list-style-type: none">▪ Rate of completing 95% developmental assessments (2 assessments for each child) in a year;▪ Average attendance rate of 80% within one year; and▪ Rate of achieving 95% individual plan within a period of six months.

- EETC
- Rate of completing 95% developmental assessment (1 assessment for each child) within six months;
 - Average number of 50 training hours delivered per child within one year (including centre-based training, home-based training and outreaching service);
 - Average number of 10.5 guidance and counseling hours delivered per parent (either individually or in group) within one year; and
 - Rate of achieving 95% individual plan within a period of six months;
 - Average number of 18 hours of direct training on speech/language provided by speech therapist per child within one year; and
 - 48 training and educational programmes provided by speech therapists to staff and/or parents/guardians/family members within one year.

28. The Operator is requested to indicate **additional output/outcome measures** and the levels of attainment they expect to achieve in their proposals. The output/outcome measures and level of attainment will form an integral part of the funding and service agreement. The additional output/outcome measures may include, but not limited to, the following :

- (a) use of international recognized/evidence-based training approach;
- (b) service users maintaining and/or improving capability in self-care and functioning;
- (c) service users showing improved capability in controlling undesirable behaviours such as autistic features, hyperactivity and self-injurious behaviour, etc.;
- (d) service users gaining improved capability in interacting and integrating with peers and family members;
- (e) service users gaining capability in progressing to a less intensive form of training or to mainstream service provision; and
- (f) user satisfaction level, where user is not confined to the service users/parents/guardians of the SCCC cum EETC.

Essential Service Requirements

29. The Operator is required to comply with the Essential Service Requirements (ESRs) as follows –

- (a) The centre is to be open for a total of 44 hours per week with core service hours of at least 40 hours per week;
- (b) Child Care Supervisor, child care worker, registered social worker, qualified nurse and professional therapist, e.g. occupational therapist, physiotherapist and speech therapist are essential staff of the centre;
- (c) The centre has to comply with the Child Care Services Ordinance and Regulations;
- (d) All services comply with the latest CRSRehab guidelines and procedures;
- (e) Toys (as aids in training disabled children) are available and maintained; and
- (g) Provision of 2 places of occasional child care service at the SCCC cum EETC during its opening hours on top of its normal capacity.

Service Quality Standards

30. The Operator is required to meet relevant requirement of the Service Quality Standards (SQSs) as announced by SWD.

CONTROL MECHNISM

31. The Operator is required to comply with the requirements as laid down in this Specification, the FSA, as well as the Operator's proposal and supplementary information, if any, as agreed with SWD. Continuation of service for the next term will be subject to negotiation prior to the expiry of the agreement with regard to the relevant considerations such as the prevailing policy directive, service need and assessment on the Operator's compliance with the requirements in the aforesaid documents, etc.

32. Where there is any change to the performance standards within the agreement period, SWD will inform the Operator and the Operator will be required to achieve new requirements in accordance with the specified implementation schedule.

33. SWD reserves the right to apply the following monitoring methods -
- (a) announced or unannounced visits at periodic intervals to examine in detail the performance of the Operator, such as actual achievement of outputs/outcomes, compliance with the ESRs, service quality and standard achieved or not achieved, area of concern/complaint and outcome, etc.;
 - (b) assessment of the implementation of SQSs; and
 - (c) User satisfaction survey as and when necessary.
34. The Operator is required to provide quarterly statistical returns on the output requirements and those additional/new items pledged by the Operator, and other relevant information as required in a prescribed format and time frame. This form may be revised to incorporate changes in requirements as stipulated in paragraph 32.
35. The Operator is also required to submit to SWD financial report and audited account on an annual basis.
36. The Government reserves the right to suspend or terminate the agreement with the Operator before the expiry date should the Government find the Operator unable to deliver the agreed level of service, or the continuation of service by the Operator would put the service users or public interest in jeopardy, in accordance with the evidence collected by the Department.

~ END ~

Social Welfare Department
September 2006