

**Briefing Session of
Neighbourhood Support Child Care Project (NSCCP)
(13 May 2008)
Summary of Q&As**

Q1.: If the service demand is high, will there be further subsidy in addition to the \$0.76 million allocated for fee reduction / waiving purpose?

Answer: The \$0.76 million is designated for use as subsidy for fee reduction / waiving purpose. Other part of the contract sum including the fee income may also be used as subsidy. Social Welfare Department has no plan to increase the subsidy part at this stage, and operators should design the service appropriately in order to offer greater number of free places if great demand is anticipated at the planning stage.

Q2. Will operator of NSCCP be required to provide additional service after signing the contract if operators in other districts provide some additional service, such as a calling system to meet the ad hoc needs of the parents?

Answer: The service requirements are listed in the Service Specification which, together with the proposal submitted by the operator, will form part of the service contract. The service contract will be the reference for monitoring of individual project. In submitting proposal, operator should consider essential service design including the means of contact by service user at odd hours, which will be evaluated during the vetting process.

Q3.: Can the premises of NSCCP be used for other services at the same time?

Answer: There is no such restriction in the Service Specification. The applicant should give information as required in Annex 2 Para.4.5. Besides, the applicant should note the concern of safety, as mentioned in Para.44 of the Service Specification.

Q4. Is there any special requirement on the premises of NSCCP?

Answer: While the requirements have already been stated in the Service Specification, Operators are encouraged to develop a design which will further promote the welfare of the children. This element will also be evaluated during the vetting process.

Q5. Can the operator extend the age limit of service users when the service is under-utilized?

Answer: The service is designed for children aged under six and the operator may extend age limit under exceptional situations. Applicants should make proper assessment on service needs in the proposed catchment areas before submission of proposal.

Q6. Is the registered social worker required to be present at all the time during the operation of NSCCP?

Answer: The service should be managed, supervised and monitored by a registered social worker. The presence of the social worker at all the time is not a must

Q7. Will the social worker of NSCCP be required to provide counseling service to service users?

Answer: There is no such requirement in the Service Specification. Yet according to actual experience in other service settings, it is unavoidable that short-term on-site emotional support may be required where necessary, which is part of customer service.

Q8. As the NSCCP is a fee-charging service, can operator use the surplus of the project for other purposes such as training?

Answer: The surplus generated from the project should be used on areas relevant to the objective of the project. The operator will have flexibility in using the surplus, but will be accountable to provide justifications when required. The operator may also make use of other sources of funding during the implementation of the project.

Q9. What will be the working relationship between the operator and the home-base child carer?

Answer: It will be part of the service design proposed by the operator based on their actual operating environment. The contract sum has already provided funding support if the working relationship is an employer-employee relationship.

Q10. There may be accidents during the operation of the home-based child care service. Is there any guideline for handling such situation?

Answer: The contract sum of the project has already taken into account the need for insurance coverage. Operators will be responsible for developing guidelines for their own operation.

Q11. Is home-based child carer required to cook the meals for service user at home?

Answer: There is no restriction in the Service Specification on the way of supplying food to service users.

Q12. How large should be the catchment area?

Answer: The applicants may propose to serve a defined area in the specified location, or to serve the whole location, depending on their business plan. They should explain the service needs of the catchment area and how the demand can be met.

Q13. Is there any guideline on the collection of service fee?

Answer: It is an operational issue and the operators are responsible for the design of operational procedures.

Q14. For how long should the operator review each waiving case?

Answer: For long term service user receiving fee reduction/waiving, a half-yearly review is required.

Q15. Is there any requirement on the experience of carer?

Answer: The experience of the carer is not specified. Operator should offer training to the carers if they have not received training before.

Q16. Can NSCCP be provided in child care centre?

Answer: There is no restriction on the venue where the NSCCP is to be operated. If a child care centre is to be considered, operator should always ensure that the service of child care centre has not been affected and the requirements in the Child Care Services Ordinance have not been violated.

Q17. My centre only has experience in providing after-school care service in the past. Does it mean that my centre will not be qualified for submitting application?

Answer: We shall consider the child care experience of an organization/agency as a whole, not the experience of an individual centre.

Q18. What is the weighting in assessing different areas of the applications?

Answer: The Vetting Committee will consider the proposals as a whole. However, applications must attain a passing score in the quality assessment items as mentioned in Para. 53 of the Service Specification.