

FUNDING AND SERVICE AGREEMENT¹**Neighbourhood Elderly Centre****(A) Service Definition****(1) Introduction**

Neighbourhood Elderly Centre (NEC) (the Service) is a type of community support services serving as a neighbourhood base for building a community network of social support with a wide range of welfare services provided to elderly persons living in the community.

(2) Purpose and Objectives

The ultimate goal of the Service is to enable elderly persons to continue to stay in the community, to lead a healthy, respectful and dignified life, to enhance their positive and contributory role and to involve the public to promote healthy and active ageing in a caring community.

(3) Service Nature and Contents

The NEC provides a wide range of support services for the elderly services for the elderly persons, carers and the community at large, including –

- (a) counselling service;
- (b) social, educational and developmental programmes
- (c) carer support services;
- (d) volunteer development;
- (e) promotion of digital technology and gerontechnology;
- (f) pre-retirement planning;
- (g) dementia care services;
- (h) referral of community resources and welfare services;
- (i) needs assessment including standardised care needs assessment in accordance with interRAI-Home Care (version 9.3); and
- (j) collaboration with other welfare service units and local stakeholders such as the District Health Centre/District Health Express, Elderly Health Service, hospitals/clinics, etc. for promoting community care and healthy ageing.

¹ This Funding and Service Agreement is a sample document for reference only.

(4) Target Service Users

The target service users of NEC are elderly persons aged 60 or above residing in the respective district.

(B) Service Performance Standards

(5) Essential Service Requirements

The Service Operator is required to meet the Essential Service Requirements according to the Terms and Requirements of Specific Service Unit at **Annex**.

(6) Service Output and Outcome Standards

The Service Operator is required to meet the service output and service outcome standards according to the Terms and Requirements of Specific Service Unit at **Annex**.

(7) Service Quality Standards

The Service Operator shall meet the requirements of the 16 Service Quality Standards.

(C) Subvention

(8) The Service is subvented by the SWD under the Lump Sum Grant (LSG) Subvention System and the basis of subvention is set out in the notification letter issued by the SWD. The Service Operator is required to observe the rules of subvention according to the prevailing LSG Subvention Manual, circulars, guidelines, management letters and relevant correspondence issued by the SWD. The Government will not accept any liabilities or financial implications arising from the Service other than the amount of subvention as approved by the SWD.

(9) The amount of subvention has taken into account the personal emoluments of staff, including provident fund for employing qualified staff, and other charges (covering all other relevant operating expenses such as utilities, programme and administrative expenses, minor repairs and maintenance, employees' compensation insurance and public liability insurance, etc.) applicable to the operation of the Service and recognised fee income, if any. Rent and rates in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis.

(10) Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of subventions will be made on a monthly basis.

(D) Validity Period

(11) This FSA is valid for a time-defined period. Should the Service Operator breach any terms or condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from the SWD, the SWD may, after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

(12) Where there is any change to the service performance standards within the agreement period, the SWD will seek mutual agreement with the Service Operator and the Service Operator will be required to achieve new requirements in accordance with the specified implementation schedule.

(13) Renewal of the FSA for the next term will be subject to the relevant considerations such as the prevailing policy directive, service needs and the performance of the Service Operator. The SWD reserves the right to reallocate the Service.

(14) The SWD may immediately terminate the FSA upon the occurrence of any of the following events –

- (a) the Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;
- (b) the continued engagement of the Service Operator or the continued performance of the FSA is contrary to the interest of national security; or
- (c) the SWD reasonably believes that any of the events mentioned above is about to occur.

(E) Others

(15) In addition to this FSA, the Service Operator shall also comply with the requirements according to the relevant Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

(16) In the event of any dispute or difference arising out of or in connection with the FSA, the SWD and the Service Operator shall first refer to mediation in accordance with The Government of the Hong Kong Special Administrative Region Mediation Rules prevailing at the time. If the said dispute or difference is not settled by mediation, the SWD or the Service Operator may institute litigation / arbitration in respect of the said dispute or difference. The SWD and the Service Operator agree that the courts of Hong Kong shall have exclusive jurisdiction in respect of the said dispute or difference.

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Terms and Requirements of Specific Service Unit**Neighbourhood Elderly Centre (NEC)****(A) Validity Period**

This agreement is valid for a time-defined period.

(B) Essential Service Requirements

The Service Operator must comply with the following essential service requirements –

1. The NEC shall be open for no less than 6 days a week with a minimum of 48 hours per week (excluding public holidays).
2. The operation of NEC shall be supervised by a registered social worker.

(C) Service Performance Standards**Service Output**

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Average membership in a year	400
2	Total number of groups and programmes ^{Note 1} in a year	269

Note 1 Groups include closed groups (with fixed membership) and open groups but exclude regular meetings. The nature of groups and programmes include:

- *promoting psycho-social well-being of elderly persons*
- *meeting the social, educational and developmental needs of elderly persons;*
- *promoting healthy ageing of elderly persons;*
(Healthy ageing includes health promotion and maintenance programmes which should focus on

Service Output Standard (OS)	Service Output Indicator	Agreed Level
3	Total number of volunteers ^{Note 2} in a year	100
4	Active counselling cases and cases of hidden/vulnerable elderly in a year –	
	(a) Monthly average number of active counselling cases with agreed plan ^{Note 3} , and case of hidden/vulnerable elderly	135
	(b) Number of new / reactivated counselling cases, and cases of hidden / vulnerable elderly	27
5	Total number of interRAI-Home Care version 9.3 ^{Note 4} assessments conducted in a year	45
6	Total number of carers ^{Note 5} served in a year	140

reducing the risk of aged-related diseases, providing knowledge of common diseases, nutrition and balanced diet, etc., for elderly persons.)

- *promoting active ageing of elderly persons;*
(*Active ageing refers to the adoption of self-programming group model to empower the elderly persons to initiate, organise and manage their own learning or volunteer programmes by providing necessary support, funding and facilities.*)
- *promoting pre-retirement planning;*
(*Pre-retirement planning includes financial planning, adjustment to change of role, enhancement of spousal relationship and development of personal interest for those who are preparing to retire or just retired.*)
- *promoting application of digital technology and gerontechnology;*
- *volunteer recruitment, development and services;*
- *providing carer support services including mutual support groups and training activities, etc.;*
- *providing public education on dementia;*
- *providing support and training to elderly persons with dementia and/or their carers;*
- *providing training to staff on dementia;*
- *providing training activities and programmes for needy carers.*

Note 2 *Volunteers include senior volunteers, women volunteers, retiree volunteers and other volunteers. The counting of volunteers should re-start from 1 April of a financial year. Only those active volunteers as at end of last financial year may be brought forward to April of the reporting year. One volunteer should not be counted more than once in a reporting year.*

Note 3 *Development of plan should include service users' needs, goals, action identified and time frame for achieving or reviewing plans.*

Note 4 *The interRAI-Home Care (interRAI-HC) Version 9.3 or the prevailing version of interRAI-HC adopted by SWD.*

Note 5 *Carers refers to those carers participating in supportive groups, activities and programmes conducted by the NEC. The "No. of carers served" should reflect the number of persons by head count. One carer should not be counted more than once in one reporting year.*

Service Output Standard (OS)	Service Output Indicator	Agreed Level
7	Total number of support and training programmes / activities for local stakeholders ^{Note 6} in identification of needy carers in a year	16
8	Service for needy carers ^{Note 7}	
	(a) Total number of supportive groups held for needy carers in a year	4
	(b) Total number of support services to needy carers ^{Note 8}	100
	(c) (i) Number of needy carers served in a year	50
	(ii) Number of new needy carers served in a year	10

Service Outcome

The Service Operator is required to report the statistics of each OC at the year-end quarterly report (i.e. January to March) once a year.

Service Outcome Standard (OC)	Service Output Indicator	Agreed Level
1	Percentage of users/carers/and senior volunteers satisfied with the Service ^{Note 9}	75%

^{Note 6} The programmes and activities for local stakeholders is for building rapport, service promotion, establishing strategic partnership, identification of needy carers through different ways of contact and enhancing awareness in identification of needy carers. Outreaching and support services to the needy elderly persons should not be included. Examples of stakeholders are security guards, local women organisations, church groups, social security field units, etc. It is not required to report casual phone calls or brief social contacts.

^{Note 7} Needy carers are those carers taking care of frail elderly persons (i.e. aged 60 or above with poor mobility, ill-health or dementia, etc.) and they may have disability, heavy carer burden or be in advanced age, etc., and in need of social and emotional support. One needy carer should not be counted more than once in a reporting year.

^{Note 8} Support services to needy carers include volunteer visits, escort service and occasional elder sitting services (home-base or centre-based).

^{Note 9} The satisfaction rate of users/carers/and senior volunteers refers to the outcome of service evaluation questionnaires conducted by the Service Operator to collect views from service users/cares/senior volunteers on the Service.

Service Achievements

To encourage the sector to pursue service excellence, the Service Operator shall provide 3 examples (in no more than 300 words each in English or Chinese) achieved by the NEC during the reporting year, for sharing good practices, showcasing application of innovative intervention strategies, and/or illustrating how the Service helps the target service users for meeting the service objectives.

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