

**FUNDING AND SERVICE AGREEMENT<sup>1</sup>****Suicide Crisis Intervention Centre****(A) Service Definition****(1) Introduction**

The Suicide Crisis Intervention Centre (SCIC) (the Service) provides crisis intervention and support services to people with suicidal risks and their family members/relatives. The SCIC also provides online suicide prevention services and collaborates with other organisations and welfare service units to provide consultation and training programmes.

**(2) Purpose and Objectives**

The purpose and objectives of the SCIC are –

- (a) to provide crisis intervention service to people with medium to high suicidal risks through an integrated approach;
- (b) to support survivors and other people affected by suicidal behaviours; and
- (c) to prevent suicide in collaboration with other organisations and welfare service units.

**(3) Service Nature and Contents**

The suicide crisis intervention service of the SCIC includes –

- (a) outreaching visits for cases with medium to high suicidal risks;
- (b) crisis intervention for the first 2 weeks, followed by intensive counselling and support services during the 6<sup>th</sup> to 8<sup>th</sup> weeks to tide over the crisis, including individual counselling, therapeutic and support groups;
- (c) aftercare service during the 8<sup>th</sup> to 12<sup>th</sup> weeks to sustain changes; and
- (d) extended care and/or case review in about 6 months and referrals to other welfare service units for follow-up services if required after termination of service.

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<sup>1</sup> This Funding and Service Agreement is a sample document for reference only.

The SCIC provides the following services for family members/relatives –

- (e) a telephone helpline for family members/relatives and/or people in close contacts with suicidal persons;
- (f) therapeutic and support groups for survivors and other people affected by suicidal behaviours; and
- (g) support services for about 6 months, such as individual counselling, outreaching visits, volunteer training groups, etc.

To reach out to people in need, the SCIC also provides online service and training in suicide prevention in the following ways –

- (h) maintaining an online platform, including a website and resource corner, to convey the message of cherishing life and promote positive life attitude;
- (i) engaging people with emotional distress through online means, including e-mail and chat room, and identifying people in need proactively through searching social media and blog users with emotional distress and suicidal crisis on the Internet;
- (j) consultation service for other organisations or welfare service units by giving advice on handling suicidal cases; and
- (k) training programmes for teachers, social workers and public education programmes on suicide prevention.

(4) **Target Service Users**

The target service users of the SCIC are people with medium to high suicidal risks, survivors, and other persons who are affected by suicidal behaviours. It also provides training and coaching on suicide prevention for teachers and social workers of other organisations, schools and welfare service units.

**(B) Service Performance Standards**

(5) **Essential Service Requirements**

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

- (a) counselling service and outreaching visits are provided by social workers or clinical psychologists being the essential staff of the Service; and
- (b) the service director must possess a recognised degree in social work.

**(6) Service Output and Outcome Standards**

The Service Operator shall meet the following service output and service outcome standards –

**Service Output**

<b>Service Output Standard (OS)</b>	<b>Service Output Indicator</b>	<b>Agreed Level</b>
1	Number of cases receiving crisis intervention service in a year <sup>Note 1</sup>	1 400
2	Number of group sessions conducted in a year <sup>Note 2</sup> (at least 24 therapeutic group sessions)	80
3	Number of cases provided with aftercare service in a year	160
4	Number of new cases of surviving families in a year	100
5	Number of new cases engaged through online means in a year	600
6	Number of consultation or training sessions offered to other organisations or welfare service units in a year	190

**Service Outcome**

<b>Service Outcome Standard (OC)</b>	<b>Service Outcome Indicator</b>	<b>Agreed Level</b>
1	Percentage of service users with suicidal risks subsided after receiving the Service in a year <sup>Note 3</sup>	85%
2	Percentage of survivors or family members/relatives indicating positive changes after receiving the Service in a year <sup>Note 4</sup>	75%

**(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 Social Welfare Department (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 administration 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 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 subvention 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 of 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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**Notes and Definitions**

- Note 1      The number of cases, including new and re-activated cases, refers to cases with suicidal risks that require emergency responses or intensive counselling service.
- Note 2      Group sessions include (i) therapeutic groups for providing intensive group counselling to service users and/or their family members; (ii) support groups for providing emotional support and sharing of life experiences of survivors, family members and other persons affected by suicidal behaviours; and (iii) volunteer training groups for equipping survivors to join befriending service for other survivors. Each group should preferably have 6 or more participants with at least 4 sessions.
- Note 3      OC1 is measured by the Clinical Risk Score of the termination summary retrieved in the SBHK - Client Information System. If the clinical risk score rates 0 to 2 in Question 9 of the termination summary, the service user is assessed to have low or no suicidal risk.
- Note 4      OC2 is measured by 情緒量表（自殺者親友個案）, with a pre-test and post-test mechanism. If a service user gets higher score in the post-test than in the pre-test, he/she is considered having positive changes after receiving the Service.