

Funding and Service Agreement¹
(Lump Sum Grant)
Family Crisis Support Centre

I. Service Definition

Introduction

The Family Crisis Support Centre (FCSC) aims at tackling family crisis at early stage by providing a package of integrated and easily accessible services to assist individuals and families in crisis or distress.

Purpose and Objectives

2. The purpose and objectives of the FCSC are:
 - (a) to provide a package of integrated and easily accessible services to support individuals and families facing family crisis and serves as a time-out arrangement in helping service users manage their emotions and seek positive solution to family problems and conflicts encountered; and
 - (b) to serve as a resource and early intervention point to tackle family tension or crisis at an early stage and arrange follow-up services to help individuals / families overcome difficulties and prevent family problems from deteriorating into tragedy.

Service Nature and Content

3. FCSC should offer easily accessible and readily available services for individuals and families in crisis as a time-out arrangement in a tranquil and home-like environment in order to get away from the stressful and provoking home environment arising from marital discord, extra-marital affairs, acute family relationship problems or conflicts, occurrence of family tragedy or other traumatic events.

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

4. The Services provided include:
- (a) a 24-hour hotline;
 - (b) short-term accommodation, normally up to a maximum of two weeks to facilitate individuals / families to manage their emotions or overcome immediate crisis;
 - (c) individual and / or group counselling by social workers to help service users acquire skills in managing anger, stress, conflicts, feeling of despair, and basic self-protection measures, etc;
 - (d) therapeutic / supportive / mutual help / self-help groups / programmes for enhancing resilience and coping skills of service users and ex-residents;
 - (e) outreach to individuals and families who need services of FCSC and provide escort or pick up the persons in need to and from their residence, police station, hospital, etc, when required;
 - (f) referral for follow-up services for service users as appropriate;
 - (g) training ex-service users to be volunteers or peer counsellors to offer mutual-help to service users; and
 - (h) provide community education / promotional / media programmes to promote messages on positive life values and seeking help at an early stage.

Target Service Users

5. The target users are individuals and families who are in crisis or distress due to family problems and require assistance regardless of age, gender and race. The key target users include:

- (a) individuals and families experiencing intense emotions or stress because of marital discord, extra-marital affairs, acute intra-familial relationship problems, threats of family violence, loss of family members, or other

family crises;

- (b) survivors of family tragedy who need immediate relief from the home environment upon occurrence of violence, suicide / homicide, or other destructive acts in the family;
- (c) victims of traumatic incidents such as sexual violence, child abuse, who may be accompanied by non-offending family members or relatives; and
- (d) abducted children and the accompanying adults, or victims of other abduction cases, who need protection and assistance, as referred by Government authorities or the Court.

Capacity

6. The design of FCSC permits a capacity of 50 places in the live-in section. As its primary function is not a residential facility or a hostel, the duration of stay must be short-term, preferably not exceeding two weeks. The exception is the cross-country child abduction cases that may at times require a longer duration of stay.

II. Service Performance Standards

7. The Service Operator shall meet the Essential Service Requirements and Service Output and Outcome standards:

Essential Service Requirements

8. Essential service requirements include the followings –
- (a) FCSC should provide round-the-clock service throughout the year and admit cases on a 24-hour basis with at least two staff, including one registered social worker, on duty at any one time during the overnight shift. Furthermore, FCSC should have at least two registered social workers on duty at any one time during shifts other than the overnight shift.
 - (b) The 24-hour hotline of FCSC should be manned by at least one

registered social worker at any one time.

- (c) The Service Operator should have an effective disaster recovery plan to recover the hotline system within 12 hours and a contingency plan to maintain the hotline service in case of the shut-down of the hotline system.

Service Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> (per year)
1.	Total number of new / re-admitted cases of individuals / families in crisis served ²	1,000 with at least 75% of cases being live-in cases
2.	Average rate of occupancy for live-in section within a year	80%
3.	Total number of hotline calls handled	17,000
4.	Total number of therapeutic / supportive / mutual help / self-help groups / programmes organized	125
5.	Total number of face-to-face community education / promotional / media programmes	30
6.	Total number of ex-service users becoming volunteers	63
7.	Total number of children / persons-in-need in person-time having received assistance service ³	1,000

² Exclude those solely receiving service through hotline, group or programme of FCSC.

³ Assistance service includes, but not limited to the care assistance, escort and support as well as training provided by the staff of FCSC to help relieve the residents from the burden of personal care/caring family member(s) and/or enhance residents' independent living abilities as deemed necessary. A day is divided into 4 sessions (8 am to before noon; noon to before 4 pm; 4 pm to before 8 pm; and beyond 8 pm). The total number of children/persons-in-need who receive the service within each session is counted regardless of the number of service hours received by each child/person-in-need in each session. If and when a child/person-in-need has

Service Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u> (per year)
1.	Percentage of service users having satisfactorily overcome the immediate crisis and with their distress level reduced upon leaving the Centre	80%
2.	Percentage of successful referrals for service users to other service units to tackle their problems positively	70%
3.	Percentage of service users having reduced occurrence of crisis, such as conflict, stress or violence, after leaving the Centre for three months	70%

Quality

9. The Service Operator shall meet the requirements of the 16 Service Quality Standards (SQSs).

III. Obligation of the Social Welfare Department to the Service Operator

10. The Social Welfare Department (SWD) will undertake the responsibilities set out in the General Obligation of the SWD to the Service Operators as specified in the Funding and Service Agreement (FSA) Generic Sections.

received continual service starting from one session and ending at the subsequent session, 2 person-times can be counted on the condition that this child/person-in-need has been provided service for more than 3 hours.

IV. Basis of Subvention

11. The basis of subvention is set out in the offer and notification letters issued by the SWD to the Service Operator.

Funding

12. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period (or to a date subject to the approval of the Hong Kong Special Administrative Region of the People's Republic of China on the extension of the land allocation) to deliver the service. This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers, qualified professionals and supporting staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the centre. Rent and Rates in respect of premises recognised by the SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

13. In receiving the LSG, the Service Operator is accorded flexibility in the use of the grant but required to observe the guidelines set out in the latest LSG Manual, LSG Circulars, management letters and correspondence in force as issued by the SWD on subvention policies and procedures. The LSG will be subject to adjustments including salary adjustment in line with civil service pay adjustments and other charges in line with price adjustment factor, currently the Composite Consumer Price Index. The Government will not accept any liabilities or financial implication arising from the service beyond the approved funding.

Payment Arrangement, Internal Control and Financing Reporting Requirements

14. Upon the Service Operator's acceptance of the FSA, the LSG subventions payment will be made on a monthly basis.

15. The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection,

accounting, internal control and auditing. It should maintain proper books and records and supporting documents on income and expenditure relating to the service and make them available for inspection by the Government representative.

16. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the NGO as a whole as audited by a certified public accountant holding a practising certificate as defined in the *Professional Accountants Ordinance (Chapter 50)* and signed by two authorised representatives of the NGO, i.e. Chairperson/NGO Head/Head of Social Welfare Services in accordance with the requirements as stipulated in the latest LSG Manual. The AFR should be prepared on a cash basis and non-cash items such as depreciation, staff leave accrual etc. should not be included in the AFR.

Corruption Prevention and Probity Requirements

17. It is the responsibility of the Service Operator to ensure that its management, board members and staff comply with the Prevention of Bribery Ordinance (Cap. 201) and the relevant requirements. The Service Operator shall prohibit the members, staff, agents, and contractors from offering, soliciting or accepting advantages when discharging their duties under the FSA. With regard to the provision of the subvented services, the Service Operator shall avoid and declare any conflict of interest.

18. The Service Operator should also make reference to the relevant guidelines on corruption prevention and probity requirements to uphold integrity in every aspect, including but not limited to the governance structure, internal control, financial/fund management, procurement, staff administration, delivery of services/activities, management of maintenance works as set out in the “Corruption Prevention Guide on Governance and Internal Control for Non-Governmental Organisations” and the “Integrity and Corruption Prevention Guide on Managing Relationship with Public Servants” issued by the Independent Commission Against Corruption.

V. Validity Period

19. This FSA is valid for a for a time-defined period (or to a date subject to the approval of the Hong Kong Special Administrative Region of the People’s

Republic of China on the extension of the land allocation). Should the Service Operator be in breach of any terms of condition of the 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.

20. Where there is any change to the 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.

21. Continuation of service for the next term will be subject to the availability of financial resources and 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.

22. 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.

VI. Other References

23. Apart from this FSA, the Service Operator should also comply with the requirements/ commitments set out in the respective Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by the SWD.