

**FUNDING AND SERVICE AGREEMENT<sup>1</sup>**  
**Multi-purpose Crisis Intervention and Support Centre**

**(A) Service Definition**

**(1) Introduction**

The Multi-purpose Crisis Intervention and Support Centre (the Service) provides a package of integrated and easily accessible services, and community education programmes specially designed for the Ethnic Minorities<sup>2</sup> (EMs).

**(2) Purpose and Objectives**

The purpose of the Service is to serve individuals and families in crisis, particularly those encountering sexual and/or domestic violence in order to raise their awareness of sexual and/or domestic violence.

The Service Operator shall operate the Service for the following objectives:

- (a) to provide crisis intervention and support services to help those affected by sexual violence, domestic violence or other family crises deal with their emotions and feelings, overcome the traumatic experience, learn coping skills and seek positive ways of protecting themselves or tackling personal / family problems with a view to preventing the problems from deteriorating into tragedy; and
- (b) to link them to appropriate social and/or health care services at an early stage in order to tackle issues relating to sexual violence, domestic violence or other crises in a more effective and coordinated manner.

**(3) Service Nature and Contents**

The Service shall provide easily accessible and readily available services for

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

<sup>2</sup> Including but not limited to EMs from India, Indonesia, Nepal, Pakistan, Philippines, Thailand.

those affected by sexual violence, domestic violence or other family crises through coordination and collaboration with relevant professionals.

Services<sup>3</sup> should include:

- (a) 24-hour hotline for the public with a designated line for professionals or referrers;
- (b) immediate outreaching / crisis intervention for adult sexual violence cases on 24-hour basis, and follow-up services for these cases for at least six months;
- (c) immediate outreaching / crisis intervention for elder abuse cases and battered spouse cases involving sexual violence received after office hours<sup>4</sup>;
- (d) linking those in need to appropriate social services (including mainstream or specialised services) and/or health care services;
- (e) short-term accommodation, preferably not exceeding two weeks but flexibility can be exercised depending on individual case merits;
- (f) individual and/or group counselling by social workers to help residents of the short-term accommodation cope with their stress and emotional problems and to work out their future plan;
- (g) after-care service to help discharged residents re-integrate into the community;
- (h) referrals for follow-up services for service users (including hotline callers, persons outreached by social workers and residents of the short-term accommodation) as appropriate;
- (i) training for ex-service users to become volunteers to assist in developing mutual help for service users;
- (j) therapeutic groups / programmes for victims of sexual violence / elder abuse / domestic violence / traumatic life events for building up their resilience and positive well-being;
- (k) educational / promotional / publicity programmes to promote messages on fighting against sexual violence / domestic violence and help seeking at an early stage;

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<sup>3</sup> Services under items (a) to (l) are provided for all people affected by domestic violence and/or sexual violence while item (m) are targeted for EMs.

<sup>4</sup> After office hours refer to Monday to Friday 5:00 p.m. to 9:00 a.m. on the next day; Saturday 12:00 noon to 9:00 a.m. on the next day; Sunday and public holiday 9:00 a.m. to 9:00 a.m. on the next day.

- (l) child care assistance service; and
- (m) community education programmes for EMs on domestic violence and sexual violence.

(4) Target Service Users

The target service users are individuals encountering sexual and/or domestic violence and their family members and individuals / families in crisis or distress arising from other personal and/or family problems who require assistance, regardless of their age, gender and race. The key target service users include:

- (a) adult victims of sexual violence;
- (b) individuals and family members experiencing threats of domestic violence, including victims of child abuse, spouse battering (including battered men), and elder abuse;
- (c) victims of traumatic life events, including those who have witnessed such events or survivors of family tragedies who need immediate relief from the home environment upon occurrence of violence, suicide / homicide, or other destructive acts in the family; and
- (d) victims of other family crises as a result of marital discord, extra-marital affairs, acute intra-familial relationship, loss of family members, etc.

(5) Capacity

The capacity of the short-term accommodation is 80. Admission of target service users shall be on a 24-hour basis throughout the year.

**(B) Service Performance Standards**

The Service Operator shall meet the following Service Performance Standards.

(6) Essential Service Requirements

- (a) the Service shall provide 24-hour admission and round-the-clock operation, with at least two staff, including one social worker, present at all times and at least two on-call social workers with duty roster available for rendering immediate social work intervention.
- (b) the 24-hour hotline shall be manned by registered social workers.
- (c) the Service Operator shall 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.
- (d) centre bases shall be set up in different districts over the territory where social workers are stationed to facilitate immediate outreaching / crisis intervention to adult victims of sexual violence during office hours as well as to provide counselling and running groups for victims concerned.
- (e) for the sake of privacy and safety, the address of the short-term accommodation shall be kept strictly confidential.
- (f) staff for providing community education programme to EMs preferably be those who can speak specific EM language and understand EM culture and assist the related social workers in providing the welfare service for the EM users.

#### (7) Service Output Standards

Service Output Standard	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Number of hotline calls handled in a year	25 000
2	Number of outreaching visits to render crisis intervention to newly reported sexual violence cases and elder abuse cases in a year	110
3	Number of new sexual violence cases taken up for follow-up service in a year	130
4	Number of cases admitted to short-term accommodation in a year	280

Service Output Standard	Output Indicator	Agreed Level
5	Average rate of occupancy for short-term accommodation in a year	70%
6	Percentage of cases with three contacts (including home visit, interview or telephone contact) within three months after discharge in a year	70%
7	Number of ex-service users recruited as volunteers in a year	30
8	Number of therapeutic groups / programmes for building up resilience and positive psychological well-being in a year	50 (with at least 20 therapeutic groups)
9	Number of children in person-time received child care assistance service in a year <sup>5</sup>	1 500
10	Number of EM users engaged through community education programmes for EMs in a year	400
11	Number of referrals made for EM users affected by domestic violence/sexual violence/high conflict in family to FCPSUs, Crisis Centre or other shelter, IFSCs or other welfare services through community education programmes for EMs in a year	60

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<sup>5</sup> Child care assistance service includes, but not limited to the assistance, escort and support services provided by the staff of MCISC to help relieve the residents from child care burden as deemed necessary. A day is divided into 4 sessions (8 a.m. to before noon; noon to before 4 p.m.; 4 p.m. to before 8 p.m.; and beyond 8 p.m.). The total number of children who receives the service within each session is counted regardless of the number of service hours received by each child in each session. If and when a child has 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 has been provided service for more than 3 hours.

Service Output Standard	<u>Output Indicator</u>	<u>Agreed Level</u>
12	Number of preventive/ developmental/ mutual support/ volunteer groups for EM users <sup>6</sup> conducted in a year	3
13	Number of promotional/ public education/ networking/ volunteer programmes for EM users <sup>7</sup> conducted in a year	10
14	Total number of training and collaboration with community stakeholders and other relevant professional <sup>8</sup> including those serving EM users in a year	40

(8) Service Outcome Standards

Service Outcome Standard	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of live-in service users showing enhanced resilience to the immediate crisis / adversity upon leaving the Service in a year	80%
2	Percentage of service users indicating satisfaction upon receiving the live-in / crisis intervention or support service in a year	80%

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<sup>6</sup> Each group should have 6 or more participants of EM users and at least 3 sessions

<sup>7</sup> Each programme should be one off or less than 3 sessions and serve at least 10 or more participants of EM users

<sup>8</sup> This refers to the actual number of training session and collaboration programmes for which one programme may involve more than one session. One training session should last for at least 1 hour. In case of a whole day training programme, a maximum of 3 sessions can be counted.

Service		
<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
3	Percentage of EM users showing enhanced awareness of domestic violence, high conflict of domestic violence and sexual violence upon receiving the community education programmes for EMs in a year	80%
4	Percentage of EM users indicating satisfaction upon receiving the community education programmes for EMs in a year	80%

(9) Service Quality Standards

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

(C) Subvention

(10) 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 guidelines and 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.

(11) The amount of subvention has taken into account the personal emoluments of staff, including provident fund for employing qualified professionals and supporting 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.

- (12) 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**

- (13) 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 the FSA by giving 30 days' notice in writing to the Service Operator.
- (14) 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.
- (15) Renewal of 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.
- (16) 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**

- (17) Apart from this FSA, the Service Operator shall also comply with the requirements according to the relevant Service Specification, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

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