

Funding and Service Agreement¹
(Lump Sum Grant)

Specialised Co-parenting Support Centre (SCSC)

I Service Definition

Introduction

The Specialised Co-parenting Support Centre (SCSC) aims to provide one-stop child-focused co-parenting support services for separated/divorcing/divorced parents having difficulties and conflicts in cooperating with each other in matters relating to care and contact arrangement of the children and to provide child-focused intervention to their children.

Purpose and Objectives

2. The objectives of SCSC are-
 - (a) to facilitate the separated/divorcing/divorced parents to resolve their obstacles and carry out child-focused parental responsibility more effectively;
 - (b) to help children of these parents cope with the stresses and adapt to the changes during the process of their parents' formulation of their arrangement in assuming parental responsibility;
 - (c) to provide a contact opportunity and to smoothen the arrangement for contact where children could have safe, conflict-free contact with parents whom they are not living with; and
 - (d) to promote the concept of parental responsibility through public education/publicity.

Scope of Service

3. The Service Operator shall provide, including but not limited to, the following services-
 - (a) Co-parenting Service to Parents
 - (i) co-parenting counselling and parenting coordination service; and

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

- (ii) structured parenting groups/programmes/workshops for parents to promote the concept of parental responsibility, to facilitate them to work out their co-parenting plan and to practice co-parenting with the ex-partner/spouse.
- (b) Children Contact Service
 - (i) supervised contact/supervised exchange between the children and their non-residing parents and/or significant others e.g. grandparents and siblings.
- (c) Child-focused Intervention
 - (i) intensive counselling/groups/programmes under the parental responsibility model to enhance children's adjustment to the family changes and to facilitate their continuous contact with their parents; and
 - (ii) formulate and implement intervention plan to facilitate parent-child interactions, particularly with the non-residing parents.
- (d) Publicity Work/Education on Parental Responsibility
 - (i) programmes (such as talks, information booths, mass programmes, etc.) for separated/divorcing/divorced parents, the general public and professionals who will work with children with separated/divorcing/divorced parents to promote the concept of continuing parental responsibility and the importance of co-parenting after divorce.

Target Users

4. Target users of SCSC are separated/divorcing/divorced parents and/or their children in respective specific geographic boundary as agreed with the Social Welfare Department (SWD), where the parents have/may have difficulty in cooperating with each other and/or reaching agreement relating to the children's –
 - care and contact arrangements; and/or
 - living arrangement with the parent(s).
5. SCSC should serve the target users irrespective of their ethnicities, cultures, religions and languages.

Referrals

6. The service users may be referred by any units of government departments or

related organisations including but not limited to SWD, NGOs, schools, family mediators and lawyers, with or without supervision order made by the Court. SCSC shall also accept self-approach cases without referral.

Fee Charging

7. The Service Operator shall provide services free of charge.

II Performance Standards

8. Output and outcome indicators will be adopted in performance assessment. The Service Operator should meet the performance standards listed below and provide the statistics as required by SWD. The agreed levels of output and outcome standards are indicated in the **Annex**.

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Total number of new/reactivated cases on co-parenting counselling ^{Note 1} /parenting co-ordination service ^{Note 2} /children contact service ^{Note 3} handled in a year	(Refer to Annex)
2	Total number of sessions ^{Note 4} of supervised contact/ supervised exchange conducted in a year	(Refer to Annex)
3	Total number of educational/therapeutic groups ^{Note 5} conducted for separated/divorcing/divorced parents in a year	(Refer to Annex)
4	Total number of educational/therapeutic groups ^{Note 6} conducted for children in a year	(Refer to Annex)
5	Total number of sessions of structured programme/ workshop ^{Note 7} conducted for separated/divorcing/divorced parents in a year	(Refer to Annex)

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
6	Total number of sessions of structured programme/ workshop ^{Note 8} conducted for children in a year	(Refer to Annex)
7	Total number of publicity/educational activities ^{Note 9} on the promotion of parental responsibility organised for service users, the public and professionals in a year	(Refer to Annex)
8	Total number of enquiries handled in a year	(Refer to Annex)

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of parents being satisfied with the Service delivered to them ^{Note 10} in a year	(Refer to Annex)
2	Percentage of parents considering the Service helpful in enhancing their co-parenting skills and knowledge ^{Note 11} in a year	(Refer to Annex)
3	Percentage of non-residing parents considering the Service helpful in facilitating contact with their children ^{Note 12} in a year	(Refer to Annex)
4	Percentage of children considering the Service helpful in facilitating them to cope with the stresses/difficulties arising from parental separation/divorce ^{Note 13} in a year	(Refer to Annex)

****There are different output / outcome standards and agreed level committed by individual Service Operators***

Essential Service Requirements

9. The Service Operator shall meet the essential service requirements as specified in the **Annex**.

Quality

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

III Obligations of SWD to the Service Operator

11. SWD will undertake the duties set out in the General Obligations of SWD to the Service Operator as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV Basis of Subvention

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

Funding

13. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period. This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers 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 project. Rent and rates, government rent, if any in respect of the premises recognised by SWD for the delivery of the subvented activities will be reimbursed separately of on an actual cost basis.

14. In receiving 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 SWD on subvention policies and procedures. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment and other charges in line with the price adjustment factor, currently the Composite Consumer Price Index. The actual subvention allocation will also be adjusted in accordance with date of commencement of service and proposals regarding phased admission schedule, if applicable. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

15. Upon the Service Operator's acceptance of FSA and confirmation of commencement of service, payment of the LSG subventions will be made on a monthly basis.

16. 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 project and make them available for inspection by the Government representatives.

17. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the non-governmental organisation (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 NGOs, 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

18. 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.

19. 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 "Best Practice Checklist on Governance and Internal Control in 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

20. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any terms 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 SWD, SWD may, after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

21. Where there is any change to the performance standards within the agreement period, 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.

22. Continuation of service 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. SWD reserves the right to reallocate the project.

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 conflicts, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by SWD.

Explanatory Notes:**Keys****Definitions**

- Note 1** **Co-parenting counselling** refers to counselling/and other professional intervention which assists separated/divorcing/divorced parents to deal with issues arising from their new responsibility, impasses from unresolved anger and emotions caused by separation or divorce. It also assists them to enhance their co-operation and facilitate their conflict resolution in respect of parenting issues during the process. Case is counted one only when related parents, children and family members are involved in the counselling process. For co-parenting course provided to parent(s) as required by Court conducted in individual format may be counted as case.
- Note 2** **Parenting coordination service** is a child-focused intervention providing alternative dispute resolution in which professionals with parenting coordination training and experience assist and facilitate the separated/divorcing/divorced parents in conflict to resolve their disputes in a timely manners, educating parents about children's needs and implement their parenting plans.
- Note 3** **Children contact service** refers to supervised contact or supervised exchange arranged to the children and their separated/divorcing/divorced parent(s) and/or significant others e.g. grandparents and siblings.
- Note 4** **No. of session** refers to the direct contact/exchange arranged for the children and their non-residing parents and/or significant others e.g. grandparents and siblings.
- Note 5** Refers to groups which are formed to facilitate separated/divorcing/divorced parents in resolving obstacles and carrying out child-focused parental responsibility more effectively. Each group should have 6 or more participants and at least 4 sessions.
- Note 6** Refers to groups which are formed to help children cope with the stresses and adapt to the changes arising from separation/divorce of parents. Each group should have 6 or more participants and at least 4 sessions.
- Note 7** Refers to structured programmes or workshops with educational elements in an organised and deliberate way to enhance separated/divorcing/divorced parents' knowledge and skills in resolving conflicts, discharging parental responsibility and co-parenting. Each programme or workshop should have 6 or more participants. The programme or workshop can last for whole day or half-day and it is counted as one session.

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Note 8 Refers to structured programmes with educational elements to enhance the children's capability in handling the emotion and difficulties arising from the parental separation and divorce. Each programme or workshop should have 6 or more participants. The programme or workshop can last for whole day or half-day and it is counted as one session.

Note 9 Refers to programmes and activities with educational and publicity elements to promote the concept of parental responsibility to the public, potential service users and professionals. Each programme should reach at least 6 participants.

Note 10 Outcome Standard 1 applies to parents having received co-parenting counselling/parenting co-ordination service or supervised contact/exchange service or group work service and having been discharged from the Service regardless of having completed the Service or not and the outcome will be measured in the answers provided by the service users in the user satisfaction survey form

$$= \frac{\text{No. of parents having received co-parenting counselling/parenting co-ordination service or supervised contact/exchange service or group work service indicating satisfaction with the Service after receiving services}}{\text{Total no. of parents having received co-parenting counselling/parenting co-ordination service or supervised contact/exchange service or group work service and have completed the user satisfaction survey form}} \times 100\%$$

Note 11 Outcome Standard 2 applies to parents having received co-parenting counselling/parenting co-ordination service or supervised contact/exchange service or group work services having been discharged from the Service, considering the Service helpful in enhancing their co-parenting skills and knowledge, regardless of having completed the Service or not and the outcome will be measured in the answers provided by the service users in the user satisfaction survey form.

$$= \frac{\text{No. of parents having received co-parenting counselling/parenting co-ordination service or supervised contact/exchange service or group work service considering the Service helpful in enhancing their co-parenting skills and knowledge}}{\text{Total no. of parents having received co-parenting counselling/parenting co-ordination service or supervised contact/exchange service or group work service and have completed the user satisfaction survey form}} \times 100\%$$

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Note 12 Outcome Standard 3 applies to non-residing parents having received supervised contact/exchange service having been discharged from the Service regardless of having completed the Service or not and the outcome will be measured in the answers provided by the service users in the user satisfaction survey form.

$$= \frac{\text{No. of non-residing parents considering the Service helpful in facilitating the contact with their children}}{\text{Total no. of non-residing parents having received supervised contact/exchange service and have completed the user satisfaction survey form}} \times 100\%$$

Note 13 Outcome Standard 4 applies to children having received supervised contact/exchange service and group work service and/or whose parents having received co-parenting/parenting co-ordination service having been discharged from the Service regardless of having completed the Service or not and the outcome will be measured in the answers provided by the service users in the user satisfaction survey form

$$= \frac{\text{No. of children having received supervised contact/exchange service and group work service and/or whose parents having received co-parenting/parenting co-ordination service considering the Service helpful in facilitating them to cope with the stresses/difficulties arising from parental separation/divorce after receiving services}}{\text{Total no. of non-residing parents having received supervised contact/exchange service and group work service and/or whose parents having received co-parenting/parenting co-ordination service and have completed the user satisfaction survey form}} \times 100\%$$

Annex

Specialised Co-parenting Support Centre (SCSC)**I. Essential Service Requirements**

The Service Operator shall meet the following essential service requirements:

- (a) SCSC should operate at least 12 sessions per week including 1 evening session on Friday and 4 sessions on Saturday/Sunday; and
- (b) SCSC should have at least 7 registered social workers with recognised degree in social work including a supervisor. All these social workers should have no less than 3 years of work experience in family and children service.

II. Performance Standards

The Service Operator shall meet the following output and outcome standards.

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Total number of new/reactivated cases on co-parenting counselling/parenting co-ordination service/children contact service handled in a year	90
2	Total number of sessions of supervised contact/supervised exchange conducted in a year	800
3	Total number of educational/therapeutic groups conducted for separated/divorcing/divorced parents in a year	6
4	Total number of educational/therapeutic groups conducted for children in a year	6

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
5	Total number of sessions of structured programme/workshop conducted for separated/divorcing/divorced parents in a year	24
6	Total number of sessions of structured programme/workshop conducted for children in a year	8
7	Total number of publicity/educational activities on the promotion of parental responsibility organised for service users, the public and professionals in a year	30
8	Total number of enquiries handled in a year	1200

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of parents being satisfied with the Service delivered to them in a year	75%
2	Percentage of parents considering the Service helpful in enhancing their co-parenting skills and knowledge in a year	75%
3	Percentage of non-residing parents considering the Service helpful in facilitating contact with their children in a year	75%
4	Percentage of children considering the Service helpful in facilitating them to cope with the stresses/difficulties arising from parental separation/divorce in a year	75%