

FUNDING AND SERVICE AGREEMENT¹

Refuge Centre for Women

(A) Service Definition

(1) Introduction

A Refuge Centre for Women (the Service) provides temporary accommodation and protection for women with or without children who are facing family violence or in crisis.

(2) Purpose and Objectives

The objectives of the Service are –

- (a) to provide a safe place with support of individual and group counselling, therapeutic and educational programmes for the residents to address concerns over emotions and feelings, traumatic experiences, rebuilding self-confidence, coping capacity, and other issues relating to family violence, sexual violence or other crisis;
- (b) to help the residents learn the ways to protect themselves and their children; and
- (c) to promote harmonious family relationship and prevent family violence through community education.

(3) Service Nature and Contents

The Service provides dormitory, sitting / dining room, pantry / kitchen, toilet, shower and laundry, and its service includes but not limited to –

- (a) temporary accommodation (usually 2 weeks and the maximum period of stay can be extended to 3 months for exceptional cases);
- (b) 24-hour service to conduct intake of suitable cases and to provide immediate counselling / consultation and necessary information to callers;
- (c) counselling to help the residents cope with their stress and emotional problems, and to work out their future plan;
- (d) social / training programmes and support groups to enhance the residents'

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

coping capacity in protecting themselves against violence, rebuilding their self-confidence and self-reliance, and connecting with community resources;

- (e) referrals for appropriate welfare services;
- (f) child care assistance service;
- (g) mutual help and self-help groups to build resilience among the residents and ex-residents;
- (h) after-care service to help the discharged residents to integrate into the community; and
- (i) other innovative and valued-added services as committed in the proposal submitted by the Service Operator.

(4) **Target Service Users and Eligibility Criteria**

The target service users are –

- (a) women victims of family violence and sexual violence;
- (b) women face family crisis;
- (c) young girls over the age of 13 who are abused or sexually harassed, emotionally disturbed as a result of serious conflict with their families, or whose parents / guardians have passed away or hospitalised and who are not admitted to residential service for children for whatever reasons;
- (d) children, including boys below the specific age², who are brought along by their mothers in need of admission to the Service;
- (e) special needy cases (as a general principle, residents should be capable of self-care or accompanied by appropriate caretaker); and
- (f) disabled cases meeting the criteria set out in (a)-(e) above.

(5) **Capacity**

Please refer to **Annex** for the capacity.

(B) **Service Performance Standards**

(6) **Essential Service Requirements**

The Service Operator must comply with the following Essential Service Requirements–

- (a) 24-hour admission and round-the-clock operation, with at least two staff present at all times and at least two on-call social workers with duty roster

² The Service admits boys below the age of 12 or 18 subjects to their conditions.

available for rendering immediate social work intervention;

- (b) staffing requirement includes registered social worker³;
- (c) social workers to be on duty from 9:00 a.m. to 10:00 p.m. from Monday to Friday (including public holidays), and from 9:00 a.m. to 5:00 p.m. on Saturday and Sunday (including public holidays); and
- (d) for safety of the residents, the address of the refuge centre is strictly kept confidential.

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

The Service Operator is required to meet the service output and service outcome standards as well as value-added items (if applicable) according to the Terms and Requirements of Specific Service Unit at **Annex**.

(8) **Service Quality Standards**

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

(C) **Subvention**

- (9) 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 latest 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.
- (10) 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'

³ A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505)

compensation insurance and public liability insurance, etc.) and central administration 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.

- (11) 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

- (12) 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.
- (13) 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.
- (14) 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.
- (15) 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

- (16) 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.
- (17) 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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Refuge Centre for Women

(A) Service Capacity

A capacity ranging from 36 to 73 places. As far as fire and safety conditions permit, the Service Operator should exercise its flexibility to admit more cases whenever necessary.

(B) Service Performance Standards

Service Output

| Service Output Standard (OS) | Service Output Indicator | Agreed Level |
|------------------------------|--|-------------------------------------|
| 1 | Number of cases served in a year ^(Note 1) | 90 |
| 2 | Average rate of occupancy in a year ^(Note 2) | 70% |
| 3 | Number of therapeutic groups for the abused women in a year | 12 |
| 4 | Number of therapeutic groups for children in a year | 6 |
| 5 | Number of developmental/ educational programmes/ groups organized for residents in a year to enhance their parenting/ communication skills, conflict/ stress management, emotional regulation techniques or building self-esteem | 20 (with no fewer than 2 groups) |
| 6 | Number of educational programmes/ experience sharing sessions on promoting awareness of intimate partner violence (IPV)/ dating violence/ children witnessing IPV for professionals/the public organised in a year ^(Note 3) | 12 |

Service Outcome

| Service Outcome Standard (OC) | Service Outcome Indicator ^(Note 4) | Agreed Level |
|-------------------------------|---|--------------|
| 1 | Percentage of clients who have acquired basic skills in protecting and planning for themselves and their children when the case is discharged in a year | 85% |
| 2 | User satisfaction rate in a year | 90% |

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 RC 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.

Notes and Definitions**(Note 1) Number of cases served in a year**

= No. of cases as at 1st April of the year + No. of new/ re-admitted cases in the year

(Note 2) Average rate of occupancy within a year

$$= \frac{\text{Sum of daily enrolment* during the year}}{\text{Capacity x No. of operating days in the year}} \times 100\%$$

* Daily enrolment includes residents on home leave, pre-discharge leave, or any other leave approved by the Refuge Centre (e.g., hospital admission).

* Resident who has any one of the following circumstances and meet the criteria would count as “one-grade-up” (one additional head) in daily enrolment. The five categories are -

1. diagnosed with Autism Spectrum Disorder, Attention Deficit Hyperactivity Disorder, or Special Educational Needs;
2. diagnosed with a mental illness;
3. aged 65 or above;
4. dependent on a wheelchair;
5. pregnant beyond 16 weeks; and

with

support of medical certificate(s) (for category 1, 2, 4 & 5) or HKIC (for category 3) for checking and record keeping. Where a resident face more than one of the above circumstances, the major category will be counted as one for calculating the “one-grade-up” occupancy.

(Note 3) Excluding service promotion/ programmes without a specific number of participants, such as carnivals, exhibitions, street stalls, or leaflet distributions.

(Note 4) **Service Outcome Standards 1 to 2** are measured by questionnaire or assessment tool designed by the Service Operator as agreed by the SWD.