

Funding and Service Agreement¹

Neighbourhood Support Child Care Project

I Service Definition

Introduction

A service team under the Neighbourhood Support Child Care Project (NSCCP) mainly offers day child care to pre-primary children to assist parents who cannot take care of their young children temporarily because of work or other reasons, and to meet the needs of parents and their young children.

Purpose and Objectives

2. The NSCCP aims to provide needy parents with a flexible form of day child care support service at the neighbourhood level and, at the same time, to foster mutual help and care in the community. It also serves as a safety net to provide a safe venue for children whose parents/ carers have to stay away from home on occasions due to various personal commitments or sudden engagement; and to minimise the risk of children being left unattended.

Service Nature and Contents

3. Each service team under the NSCCP should provide the following service components -

(a) *Home-based Child Care Service (HCCS)*

- HCCS is provided at the home-based child carers (HCCs)' own residence or at a suitable place as approved by the Service Operator.
- There should be at least 78 HCCS places, including 5 HCCS places for children with special learning needs² receiving ordinary/ mainstream education at any one time during the operating hours of

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

² For children with special learning needs, please make reference to the eleven categories of children's common developmental disorders / problems provided by Child Assessment Service under Department of Health: (1) anxiety disorders; (2) attention deficit / hyperactivity disorder ("AD/HD"); (3) autism spectrum disorder ("ASD"); (4) cerebral palsy; (5) developmental coordination disorder; (6) developmental delay (7) developmental language disorder; (8) dyslexia; (9) hearing impairment; (10) intellectual disability and (11) visual impairment.

the service from 7:00 a.m. to 11:00 p.m., and at least 3 HCCS places at any one time during 11 p.m. to 7 a.m. of the following day to meet urgent service request from the Social Welfare Department (SWD) Hotline. The Service Operator has the flexibility to increase the number of places on top of the minimum requirements to meet the actual service demand in the district.

- The Service Operator is required to recruit, train and monitor the HCCs, as well as to devise a clear mechanism to ensure fair service matching and proper service delivery.
- Only registered HCCs can commence service. They provide service as volunteers in the spirit of care for others. They will receive incentive payment from the Service Operator for encouragement of their active participation to the service, as well as recognition of their support and assistance provided to the children. HCCs will receive the incentive payment under the designated scheme administered by the Service Operator in accordance with the guidelines as advised by the SWD.

(b) *Centre-based Care Group (CCG)*

- CCG offers child care service to a group of 14 children or part thereof at the service center of the Service Operator.
- To offer close attention to service users of CCG, CCG should be managed by at least one staff member or adult volunteer at any one time, and there should be a staff member in the centre monitoring the service at the same time.

(c) *HCC Training*

- To ensure the service quality, the Service Operator is required to provide structured two-level service-tied certificate courses for HCCs. At Level 1, a 14-hour basic training course including a practical/ skill assessment will be provided to equip potential HCCs with the basic knowledge and skills to perform as HCCs. At Level 2, a 4-hour advanced training course will be provided to participants who have passed the Level 1 basic training and are interested in taking care of children with special learning needs.
- Training allowance will be provided to the participants after they have passed the respective training courses and successfully

registered as HCCs under the designated scheme administered by the Service Operator in accordance with the prevalent guidelines as advised by the SWD.

- The Service Operator is also required to provide refresher training in the form of group programmes, sharing or workshop, etc. as appropriate for the registered HCCs.

(d) ***Project-based Service Hotline***

- A project-based service hotline with a designated telephone number/ office mobile for each of the service teams should be in operation from 9 a.m. to 9 p.m. on weekdays and during the operation hours of the CCG on Saturdays or Sundays (except public holidays) to handle enquiries for service information and child care service requests.
- The Service Operator concerned should receive the on-call request from the SWD Hotline and arrange urgent child care service to the needy families beyond the operating hour of the project-based service hotline.

Target Service Users

4. The service users of NSCCP is primarily targeted at newborn to pre-primary children whose parents are –

- (a) either working long, unstable or unconventional hours, or having emergency child care needs, or facing situations beyond their control so that ad-hoc child care service is required;
- (b) lacking in personal support network for child care assistance; and
- (c) having financial or social hardship in securing care by their own means.

5. As a safety net to prevent children left unattended at home, the NSCCP will be flexible to provide ad-hoc or emergency care service for children of other age groups so long as they are at primary levels.

6. For HCCS, the service users are from newborn to pre-primary school children. Children of other age groups at primary levels may also use the service on occasions or under ad-hoc situations. For CCG, the service users are targeted

for children aged three to primary school children with the need of occasional or ad-hoc or emergency child care service.

7. Service priority will be given to low-income/ ill-health/ single parent(s) to enhance their self-reliance through employment, and to provide child care support to them for attending employment retraining/ medical appointment/ sudden engagement.

8. Service users with financial hardship and social needs could apply for the fee subsidy of the SWD under the designated scheme administered by the Service Operator in accordance with the prevalent guidelines as advised by the SWD.

II Service Performance Standards

9. The Service Operator is required to achieve the following service performance standards, including service output and outcome standards -

Service Outputs Standards

<u>Service Output Standard</u>	<u>Service Output Indicators</u>	<u>Agreed Level</u>
1	Number of home-based child care service users in a year ^{Note 1}	468
2	Number of centre-based care group service users in a year ^{Note 2}	132
3	Number of newly registered home-based child carers in a year ^{Note 3}	20
4	Number of registered home-based child carers in a month ^{Note 4}	98

Service Outcome Standards

<u>Service Outcome Standard</u>	<u>Service Outcome Indicators</u>	<u>Agreed Level</u>
1	Percentage of parents/carers agreed that the service could provide appropriate care service for the children in a year ^{Note 5}	80%
2	Percentage of participants who have successfully completed training course agreed that the training could equip their child care knowledge in a year ^{Note 6}	80%

Essential Service Requirements

10. Registered social workers (RSWs) including two Assistant Social Work Officers and two Social Work Assistants, one child care worker and two supporting staff such as welfare workers are essential staff of the service.

11. The number of operating sessions of the CCG should be at least three sessions (each session lasts at least three consecutive full hours) on weekdays (except public holidays), with normal operating hours from 9 a.m. to 9 p.m.; and at least four sessions (each session lasts at least two consecutive full hours) on Saturdays and/or Sundays.

12. The Service Operator should provide structured two-level service-tied certificate courses for HCCs including four 14-hour basic training courses and four 4-hour advanced training, as well as at least two refresher training for registered HCCs in a year.

Service Quality

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

III Obligations of the Social Welfare Department to Service Operator

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

IV Basis of Subvention

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

Funding

16. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period. The lump sum has taken into account Personal Emoluments (PE) (including provident fund) for employing staff and Other Charges (OC) (covering expenses such as utilities, food cost, on-call duty allowance, training course expenses, administrative cost for the operation of a service team, employees' compensation insurance, and public liability insurance, etc.). Subject to the SWD's approval, the rent/government rent/rates and management fee for premises recognised by the SWD (i.e. the office and CCG, if applicable) for the delivery of subvented activities will be reimbursed separately on an actual cost basis.

17. 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, other guidelines, management letters and relevant correspondence issued by the SWD on subvention policies and procedures. The LSG allocation will be subject to adjustments including salary adjustments in line with civil service pay adjustment and OC in line with the price adjustment factor, currently the Composite Consumer Price Index. The actual subvention allocation will also be adjusted in accordance with the date of commencement of the service, if applicable. The Government will not accept any liabilities or financial implication arising from the service beyond the approved funding and service scope specified in the FSA.

Payment Arrangement, Internal Control and Financial Reporting Requirements

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

19. The Service Operator is responsible for operating an effective and sound financial management system, including budget planning, projection, accounting, internal control and auditing, and maintaining proper books and records and supporting documents including income and expenditure relating to the service and make them available for inspection by the Government representatives.

20. 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 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

21. 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.

22. 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

23. This FSA is valid for a time-defined period. Should the Service Operator be in breach of any term 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 that the same be remedied, the SWD may, after expiry of such notice, terminate this FSA by giving 30 days’ notice in writing to the Service Operator.

24. 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.

25. Continuation of the 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. The SWD reserves the right to reallocate the service.

26. 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

27. Apart from this FSA, the Service Operator should also comply with the requirements/ commitments set out in the Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

Explanatory Notes

- Note 1 : **Home-based child care service (HCCS)** refers to provision of child care service of at least 78 HCCS places at any one time during the operating hour of service.
- Note 2 : **Centre-based care group** refers to child care group of not more than 14 service users at any one time during the operating hour of service.
- Note 3 : **Newly registered home-based child carers (HCCs)** refer to the participants successfully completed Level 1 service-tied certificate course, passed the home environment assessment and registered as an HCC.
- Note 4 : **Home-based child carers (HCCs)** refer to both newly registered HCCs and the existing HCCs. Newly registered HCCs are those who have successfully completed Level 1 certificate course and the home environment assessment.
- Note 5 : This outcome indicator is measured through the designated questionnaire designed by the SWD for the parents/carers whose children have used the service during the financial year and who have completed the questionnaire on or before 31 March of each financial year. The rate in a year is computed as follows:

$$\frac{\text{No. of completed questionnaires indicating that the parents/carers agreed that the service could provide appropriate care service for the children during the financial year}}{\text{Total no. of completed questionnaires during the financial year}} \times 100\%$$

- Note 6 : This outcome indicator is measured through the designated questionnaire designed by the SWD for the participants who have successfully completed the training course during the financial year and who have completed the questionnaire on or before 31 March of each financial year. The rate in a year is computed as follows:

$$\frac{\text{No. of completed questionnaires indicating that the participants agreed that the training could equip their child care knowledges during the financial year}}{\text{Total no. of completed questionnaires during the financial year}} \times 100\%$$