

FUNDING AND SERVICE AGREEMENT¹**Integrated Vocational Rehabilitation Services Centre****(A) Service Definition****(1) Introduction**

An Integrated Vocational Rehabilitation Services Centre (IVRSC) provides persons with disabilities (PWDs) with integrated vocational rehabilitation services that are specially designed to accommodate the limitations arising from their disabilities. Through progressive and diversified vocational modules, PWDs are provided with a variety of training programmes commensurate with their interests, abilities and talents for developing their social and economic potentials, and preparing them for advancement to supported employment or open employment where possible.

(2) Purpose and Objective

The objective of IVRSC is to enable PWDs to develop their social and vocational skills for achieving social inclusion in the community through individualised vocational and rehabilitation plan with comprehensive assessment, structured training programmes and continuous support services.

(3) Service Nature and Contents

The IVRSC is a kind of welfare services for PWDs with no employer-employee relationship between the Service Operator and service users. The service includes but not limited to –

- (a) vocational rehabilitation assessment for service users in formulating person-centred and individual rehabilitation plan with regular review;
- (b) basic training programmes in respect of self-care, life skills, social and communication skills, emotions and stress management, budgeting and life planning;
- (c) advanced training programmes for PWDs to develop their potentials and talents and prepare them for supported or open employment;

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

- (d) engage and maintain a network of potential employers including private companies, social enterprises² that offers job trial, job attachment and open employment opportunities for PWDs such as simple processing, computer work, design and printing, handicrafts, car-washing, cleaning, delivery service, retailing and trades that meet the market trend;
- (e) employment-related training and coaching, job finding and matching, job attachment³ and job trial⁴;
- (f) on-the-job coaching and supervision, job-related guidance, post-placement service of not less than 12 months, social and recreational activities, family life education activities for service users, their families and job providers;
- (g) tailor-made activities and nursing care services for service users who can no longer perform normal work tasks owing to old age or decline in work abilities through the Work Extension Programme (WEP); and
- (h) transport service for service users who are unable to use public transport and do not have alternative means of transport to attend IVRSC (if applicable).

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

- (a) The target group for IVRSC is PWDs aged 15 or above who are in need of support and vocational rehabilitation service. To be eligible for admission to IVRSC, an applicant should be –
 - (i) aged 15 or above;
 - (ii) capable of self-care with motivation/ability to work; and
 - (iii) mentally and emotionally stable with no active infectious disease or severe disturbing behaviour.
- (b) The target groups for WEP are existing service users of IVRSC who

² Service Operators are encouraged to provide job opportunities for PWDs by setting up social enterprises under the Enhancing Employment of People with Disabilities through Small Enterprise Project which are regarded as FSA activities.

³ Job Attachment Allowance (JAA): A monthly allowance of \$2,000 is provided for each participant for not more than three months for sustaining his/her working habit and acquiring the requisite skills in a real working environment.

⁴ Job Trial Wage Subsidy (JTWS) : To help those participants who encounter difficulty in securing open employment, the Service Operator may provide a Job Trial Wage Subsidy of not more than \$4,000 per month or not exceeding 50% of the monthly income for a maximum of six months, whichever is the less.

are–

- (i) in need of day care services other than vocational rehabilitation service owing to old age or decline in work ability; and
- (ii) either 60 years old or above with no vocational assessment required; or 40 to 59 years who are assessed to be eligible for the WEP service with the checklist provided by the Social Welfare Department (SWD).

(5) **Referral Procedure**

Referrals are made through the Central Referral System for Rehabilitation Services (CRSRehab) administered by the SWD. The Service Operator shall handle referrals according to the CRSRehab Manual of Procedures. Besides receiving referrals from SWD, the Service Operator may accept direct applications of not more than 20% of the total capacity.

(B) **Service Performance Standards**

(6) **Essential Service Requirements**

The Service Operator must comply with the following Essential Service Requirement (ESR) –

- (a) registered social worker(s) ⁵, qualified nurse(s) ⁶ and occupational therapist ⁷ (if applicable) are the essential staff for the service.

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

The Service Operator is required to meet the service output and service outcome standards 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.

⁵ A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).

⁶ A qualified nurse refers to a person whose name appears either on the register of nurses maintained under section 5 of the Nurses Registration Ordinance (Cap.164), or the roll of the enrolled nurses maintained under section 11 of that Ordinance. Hire of service provided by qualified nurses is acceptable.

⁷ An occupational therapist refers to a person registered under the Supplementary Medical Professions Ordinance (Cap. 359). Hire of service provided by qualified occupational therapists is acceptable.

(C) Subvention

- (9) The Service is subvented by the 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 prevailing LSG Subvention Manual, circulars, guidelines, management letters and relevant correspondences 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 registered social workers, qualified professionals and supporting staff, and other charges (covering all other relevant operating expenses such as Job Attachment Allowance (JAA), 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.
- (11) Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of subvention will be made on a monthly basis.

(D) Validity Period

- (12) This FSA is valid for a time-defined period as set out at **Annex**. 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.

- END -

Annex (Existing IVRSC)**Terms and Requirements of Specific Service Unit**

Name of Service Operator : _____

Name of Service Unit : _____

(A) Validity Period

This agreement is valid from _____ to _____.

(B) Service Capacity

Service	Capacity
Integrated Vocational Rehabilitation Services Centre (IVRSC)	

(C) Service Performance Standards**Service Output**

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Average enrolment rate ^(Note 1) in a year	98%
2	Average percentage of service users ^(Note 2) participating in advanced training against its service capacity (excluding allocated capacity of WEP and SE) in a year ^(Note 3)	20%

Service Output Standard (OS)	Service Output Indicator	Agreed Level
3	Number of job attachment sessions ^(Note 4) arranged for service users ^(Note 2) participating in the advanced training in a year.	
	(i) IVRSCs with capacity ^(Note 5) below 120 places	30
	(ii) IVRSCs with capacity ^(Note 5) between 120 and 159 places	40
	(iii) IVRSCs with capacity ^(Note 5) of 160 places or above	50
4	Number of talks/ activities / programmes arranged for service users/ family members / employers to enhance service users' job opportunity, career advancement and social inclusion in a year ^(Note 6)	4

Service Outcome

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of service users ^(Note 2) participating in job attachment session against number of service users participated in the advanced training in a year ^(Note 7)	50%
2	Percentage of service users achieving open employment against number of service users enrolled in supported employment per 2 years ^(Note 8 &9)	15%
3	Percentage of service users/ family members/ job attachment providers/employers indicating satisfaction with IVRSC services in a year ^(Note 10)	75%

Notes and Definitions

- (Note 1)** Enrolment refers to the total number of enrolled persons as at the end of each month.

Average enrolment rate =

$$\frac{\text{Enrolments at the end of the month}}{\text{Capacity (Total number of places including value-added places)}} \times 100\%$$

- (Note 2)** Number of service users refers to number of enrolled persons at the end of each month (excluding those service users enrolled in WEP and SE as at the end of each month).

- (Note 3)** Average percentage of service users participating in the advanced training in a year =

$$\frac{\text{Number of service users participating in the advanced training (excluding those service users enrolled in WEP and SE as at the end of each month)}}{\text{Total service capacity (excluding allocated capacity of WEP and SE as at the end of each month)}} \times 100\%$$

- (Note 4)** Each job attachment session for each service user should last for at least 3 hours.

- (Note 5)** Total capacity excluding allocated capacity of WEP and SE.

- (Note 6)** Talks/ activities/ programmes on individual basis or in the form of a group for enhancing service users' job opportunity, career advancement and social inclusion are accepted.

- (Note 7)** Percentage of service users participating in job attachment session =

$$\frac{\text{Number of service users participating in job attachment (excluding those service users enrolled in WEP and SE as at the end of each month)}}{\text{Number of service users participating in the advanced training (excluding those service users enrolled in WEP and SE as at the end of each month)}} \times 100\%$$

(Note 8) Open employment cases per 2 years refers to those service users who have settled in job(s) in open employment for 6 months in a 12-month period, including job trial period, with a minimum monthly salary over \$1,500 for part-time job and working less than 44 hours per week or \$3,000¹ for full-time job and working 44 hours or more per week in a 2-year cycle. Open employment may not be necessarily limited to one employment throughout the 6-month period.

(Note 9) Percentage of service users participating in open employment = (Number of service users participating in open employment ÷ Allocated capacity of SE) x 100%

(Note 10) Satisfaction rate of service users/family members/job attachment providers/employers =

$$\frac{\text{Number of service users/family members/job attachment providers/employers indicating satisfaction}^2 \text{ with IVRSC service in the year}}{\text{Total number of service users/family members/job attachment providers/employers having completed the service evaluation questionnaires in the year}} \times 100\%$$

¹ This is the minimum monthly salary level for full-time jobs, as persons with disabilities can be remunerated at a rate commensurate with their productivity according to the productivity assessment which may be less than the Statutory Minimum Wage rate.

² It refers to respondents indicating “部份同意”, “同意” or “非常同意” as shown in the “綜合職業康復服務中心服務 - 服務使用者／家屬／僱主意見調查問卷” provided by the SWD.

Annex (Existing SW)**Terms and Requirements of Specific Service Unit**

Name of Service Operator : _____

Name of Service Unit : _____

(C) Validity Period

This agreement is valid from _____ to _____.

(D) Service Capacity

Service	Capacity
Integrated Vocational Rehabilitation Services Centre (IVRSC)	

(C) Service Performance Standards**Service Output**

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Average enrolment rate ^(Note 1) in a year	98%
2	Average percentage of service users ^(Note 2) participating in the advanced training against its service capacity (excluding allocated capacity of WEP and number of service users enrolled in SE) in a year ^(Note 3)	20%

Service Output Standard (OS)	Service Output Indicator	Agreed Level
3	Number of job attachment sessions ^(Note 4) arranged for service users ^(Note 2) participating in the advanced training in a year.	
	(i) IVRSCs with capacity ^(Note 5) below 120 places	30
	(ii) IVRSCs with capacity ^(Note 5) between 120 and 159 places	40
	(iii) IVRSCs with capacity ^(Note 5) of 160 places or above	50
4	Number of talks/ activities / programmes arranged for service users/ family members / employers to enhance service users' job opportunity, career advancement and social inclusion in a year ^(Note 6)	4

Service Outcome

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of service users ^(Note 2) participating in job attachment session against number of service users participated in the advanced training in a year ^(Note 7)	50%
2	Percentage of service users achieving open employment against number of service users enrolled in supported employment per 2 years ^(Note 8 & 9)	15%
3	Percentage of service users/ family members/ job attachment providers/employers indicating satisfaction with IVRSC services in a year ^(Note 10)	75%

Notes and Definitions

- (Note 1)** Enrolment refers to the total number of enrolled persons as at the end of each month.

Average enrolment rate =

$$\frac{\text{Enrolments at the end of the month}}{\text{Capacity (Total number of places including value-added places)}} \times 100\%$$

- (Note 2)** Number of service users refers to number of enrolled persons at the end of each month (excluding those service users enrolled in WEP and SE as at the end of each month).

- (Note 3)** Average percentage of service users participating in the advanced training in a year =

$$\frac{\text{Number of service users participating in the advanced training (excluding those service users enrolled in WEP and SE as at the end of each month)}}{\text{Total service capacity (excluding allocated capacity of WEP and enrolled SE cases as at the end of each month)}} \times 100\%$$

- (Note 4)** Each job attachment session for each service user should last for at least 3 hours.

- (Note 5)** Total capacity excluding allocated capacity of WEP and number of service users enrolled in SE as at the end of March.

- (Note 6)** Talks/ activities/ programmes on individual basis or in the form of a group for enhancing service users' job opportunity, career advancement and social inclusion are accepted.

- (Note 7)** Percentage of service users participating in job attachment session =

$$\frac{\text{Number of service users participating in job attachment (excluding those service users enrolled in WEP and SE as at the end of each month)}}{\text{Number of service users participating in the advanced training (excluding those service users enrolled in WEP and SE as at the end of each month)}} \times 100\%$$

(Note 8) Open employment cases per 2 years refers to those service users who have settled in job(s) in open employment for 6 months in a 12-month period, including job trial period, with a minimum monthly salary over \$1,500 for part-time job and working less than 44 hours per week or \$3,000¹ for full-time job and working 44 hours or more per week in a 2-year cycle. Open employment may not be necessarily limited to one employment throughout the 6-month period.

(Note 9) Service unit is allowed to enroll up to 20% of its total service capacity (excluding allocated WEP places) as SE cases. When the enrolment of SE cases has reached 10% of the total service capacity (excluding allocated WEP places), service unit is expected to achieve the agreed level of 15% of open employment. Service unit should report the number of OE cases every 2 years no matter the enrolment of SE has reached 10% of the total service capacity or not.

Percentage of service users participating in open employment = (Number of service users participating in open employment ÷ Total number of service user enrolled in supported employment) x 100%

(Note 10) Satisfaction rate of service users/ family members/ job attachment providers/employers =

$$\frac{\text{Number of service users/family members/job attachment providers/employers indicating satisfaction}^2 \text{ with IVRSC service in the year}}{\text{Total number of service users/family members/job attachment providers/employers having completed the service evaluation questionnaires in the year}} \times 100\%$$

¹ This is the minimum monthly salary level for full-time jobs, as persons with disabilities can be remunerated at a rate commensurate with their productivity according to the productivity assessment which may be less than the Statutory Minimum Wage rate.

² It refers to respondents indicating “部份同意”, “同意” or “非常同意” as shown in the “綜合職業康復服務中心服務 - 服務使用者／家屬／僱主意見調查問卷” provided by the SWD.