

**FUNDING AND SERVICE AGREEMENT****Parents/Relatives Resource Centre****(A) Service Definition****(1) Introduction**

Parents/Relatives Resource Centres (PRCs) (the Service) serve as a focal point to provide professional advice and support to parents/relatives and carers of persons with disabilities (PWDs) for enhancing their capacity in taking care of PWDs, sharing their experience and seeking mutual support with a view to relieving the stress of carers.

**(2) Purpose and Objectives**

The objectives of the Service are –

- (a) to enhance self-help and mutual support among family members and carers of PWDs;
- (b) to enhance parents' and other family members'/relatives' knowledge and acceptance of their family members/relatives with disabilities;
- (c) to empower family functioning in coping with their emotional stresses and difficulties in taking care of PWDs; and
- (d) to enhance public understanding and acceptance of PWDs and their families in the community.

**(3) Service Nature and Contents**

The Service Operator shall meet the specific needs of service users by providing a range of services to facilitate the parents/relatives and carers of PWDs in receiving necessary support, which include but not limited to -

- (a) providing a venue for parents/relatives and carers of PWDs to discuss matters of common interest and share their experience in taking care of PWDs;
- (b) rendering emotional support, individual counselling and therapeutic groups for helping parents/relatives and carers to cope with the stress of taking care of their family members with special needs;

- (c) organising support programmes including individual, group and mass activities for parents/relatives and carers of PWDs to meet the families' needs;
- (d) providing reference materials and resources such as books, magazines, educational facilities or other relevant information for parents/relatives and carers to acquire a better understanding of the special needs of PWDs; and
- (e) organising community education/networking programmes to promote public understanding and acceptance of PWDs.

Specialised Ethnic Minorities (EM)<sup>1</sup> units are attached to PRCs in five clusters<sup>2</sup>, which are designated for supporting EM families with an aim to encourage them to use community services and promote social inclusion.

#### (4) Target Service Users

The target service users of PRCs are parents/relatives, family members and carers of PWDs<sup>3</sup>. PWDs are also regarded as service users if they join the programmes organised by PRCs and/or receive services together with their parents/relatives, family members or carers.

The specialised EM units serve EM service users living in a cluster of districts. EM service users not living in the districts served by PRCs with specialised EM units may choose to use the services of other PRCs as appropriate.

#### (5) Referrals

Parents/relatives, family members or carers of persons with disabilities can directly approach PRCs for the Service.

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<sup>1</sup> Ethnic minorities refer to persons with non-Chinese ethnicities, including people from Bangladesh, Philippines, India, Indonesia, Nepal, Pakistan, Thailand and other Asia countries, excluding foreign domestic helpers and non-refoulement claimants.

<sup>2</sup> The five clusters are –

- (i) Central and Western, Eastern, Wan Chai and Southern District;
- (ii) Kwun Tong, Wong Tai Sin, Sai Kung and Sha Tin;
- (iii) Yau Tsim Mong and Kowloon City;
- (iv) Kwai Tsing, Islands (mainly Tung Chung), Sham Shui Po and Tsuen Wan; and
- (v) Yuen Long, Tuen Mun, Tai Po and North District.

<sup>3</sup> The Service Operator shall provide services for the parents/relatives and carers of PWDs irrespective of their age, race and the type of disabilities. While priority may be given to parents/relatives and carers of PWDs under the age of 21 or during the early stage of adjustment for providing timely support and assistance to families in need, the PRCs should also provide support to parents/relatives or carers of adult PWDs for meeting their specific needs.

**(B) Service Performance Standards****(6) Essential Service Requirements**

The Service Operator must comply with the following essential service requirements –

- (a) the PRC shall be open for no less than 11 sessions<sup>4</sup> with a minimum of 48 hours per week, of which 2 sessions shall be open during non-office hours<sup>5</sup> per week; and
- (b) registered social worker<sup>6</sup> is the essential staff of 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.

**(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 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,

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<sup>4</sup> Opening hours may vary among PRCs for meeting operational needs but it should be regular and made known to the public.

<sup>5</sup> Non-office hours include evenings during Mondays to Fridays, whole day of Saturdays, Sundays and public holidays.

<sup>6</sup> A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).

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, 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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**Annex****Terms and Requirements of Specific Service Unit****Parents/Relatives Resource Centre**

Name of Service Operator :

Name of Service Unit :

District :

**(A) Validity Period**

This agreement is valid from (dd/mm/yyyy) to (dd/mm/yyyy).

**(B) Service Performance Standards**Service Output

| <b>Service Output Standard (OS)</b> | <b>Service Output Indicator</b>   | <b>Agreed Level</b> |
|-------------------------------------|---|---------------------|
| 1                                   | Average number of registered family membership per month in a year                              | 330                 |
| 2                                   | Average attendance per opening session per quarter in a year                                    | 23                  |
| 3                                   | Average number of counselling cases per month in a year   | 40                  |
| 4                                   | Number of therapeutic groups <sup>1</sup> in a year   | 6                   |
| 5                                   | Average number of community education/ networking activities <sup>2</sup> per quarter in a year | 6                   |

Service Outcome

<sup>1</sup> Therapeutic groups refer to groups which are formed to facilitate group counselling with specific goals/objectives. Each group should preferably have 6 or more participants and at least 4 sessions. Each session should last not less than an hour.

<sup>2</sup> Community education/ networking activities refer to joint activities with special schools, rehabilitation service units, social enterprises, volunteer groups, self-help organisations and community stakeholders for enhancing service effectiveness and promoting social inclusion.

| Service Outcome Standard (OC) | Service Outcome Indicator   | Agreed Level |
|-------------------------------|---|--------------|
| 1                             | Percentage of service users indicating satisfaction with the Service with enhancement of their coping skills and carers' stress in a year | 75%          |

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