

FUNDING AND SERVICE AGREEMENT¹**Integrated Service Centre for Persons with Visual Impairment****(A) Service Definition****(1) Introduction**

Integrated Service Centre for Persons with Visual Impairment (ISCVI) (the Service) provides comprehensive rehabilitation training programme for persons with visual impairment aged 16 or above, particularly to those newly blind.

(2) Purpose and Objective

The objective of the Service is to facilitate the integration of persons with visual impairment into the community by –

- (a) developing their independent living skills; and
- (b) helping them regain self-confidence.

(3) Service Nature and Contents

The Service Operator shall meet the specific needs of service users by providing home-based and centre-based rehabilitation and training services, which include but not limited to –

- (a) counselling;
- (b) training in orientation and mobility skills;
- (c) training in communication skills;
- (d) training in home management skills;
- (e) training in social skills;
- (f) organising groups/programmes;
- (g) providing centre transportation; and
- (h) communication and information service (**Annex I**).

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

(4) Target Service Users

The target service users of the Service are persons with visual impairment² aged 16 or above and in need of counseling service and/or independent living skills training.

(5) Referral

The target service users can directly approach for the Service. Referral can be made by social worker or staff of eye hospital or eye clinic.

(B) Service Performance Standards

- (6) The Service Operator is required to meet the essential service requirement, service output and service outcome standards according to the Terms and Requirements of Specific Unit at **Annex II**.

(7) Service Quality Standards

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

(C) Subvention

- (8) 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 prevailing LSG Subvention Manual, circulars, guidelines, management letters and relevant correspondence issued by the SWD. The Government will not accept any liabilities or financial implication arising from the Service other than the amount of subvention as approved by the SWD.

² The service users shall provide certification or document indicating visual impairment.

- (9) 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, programmes and administrative expenses, minor repairs and maintenance, employees' compensation insurance, public liability insurance, training and traveling expenses for staff, air-conditioning, etc.) applicable to the operation of the Service and recognised fee income, if any. Rent, rates, Government rent and management fee in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis.
- (10) 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

- (11) This FSA is valid for a time-defined period as set out at **Annex II**. 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.
- (12) 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.
- (13) 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.

- (14) 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

- (15) 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 conflicts, this FSA shall prevail.
- (16) 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 I**Communication and Information Service**

The Communication and Information Service (CIS) provides library services for persons with visual impairment.

Purpose and Objective

2. The objective of CIS is to cater for the reading needs of persons with visual impairment by providing them access to various reading materials.

Service Nature and Contents

3. Services under CIS include but not limited to -
- (a) braille and talking book library
 - provide loan services of textbooks, reference books, recreational materials and periodicals, music and film items;
 - arrange overseas/local inter-library loan services; and
 - provide space with specific facilities for reading, private study and music appreciation.
 - (b) recording studio
 - record books/periodicals; and
 - dub talking books/periodicals.
 - (c) volunteer referral service
 - coordinate individual and group volunteer assistance for persons with visual impairment; and
 - recruit volunteer readers for the recording studio.
 - (d) audio description service
 - make visual images accessible by providing audio description in screenings, visits, exhibitions, etc.

Target Service Users

4. The target service users are persons with visual impairment.

Annex II**Terms and Requirements of Specific Service Unit**

Name of Service Operator : _____

Name of Service Units : _____

(A) Validity PeriodThis agreement is valid from **dd/mm/yyyy** to **dd/mm/yyyy**.**(B) Essential Service Requirements**

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

- (1) Registered social worker (RSW)^(Note 1) is the essential staff of the Service.
- (2) The Service shall be open for no less than 11 sessions and a minimum of 44 hours per week.

(C) Service Performance Standards

The Service Operator shall meet the following performance standards -

Service Output

Service Output Standard (OS)	Service Output Indicator	Agreed Level (Note 2)
1	Total number of individual assessment ^(Note 3) completed in a year	163

2	Average number of counselling cases ^(Note 4) served per month in a year	40
3	Total number of group sessions ^(Note 5) and/or programmes completed in a year (number of group sessions)	48 (24)
4	Average number of tele-library service users per month in a year	1 500
5	Total hours of talking books and periodicals produced ^(Note 6) in a year	1 200
6	Average number of talking books/periodicals/braille books/music items or audio description services items borrowed per month in a year	1 300

Service Outcome

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of service users indicating satisfaction ^(Note 7) with the Service in a year	80%

Notes and Definition

- (Note 1) RSW refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).
- (Note 2) The agreed level is the lump sum figures of the centres.
- (Note 3) Individual assessment includes (i) Rehabilitation and Training and (ii) Orientation and Mobility Training. For (i), it is calculated with the approved capacity at 82 (54+28) and agreed level is 95% w.e.f. 1 October 2018. For (ii), it is calculated with the approved capacity at 94 (66+28) and agreed level is 90% w.e.f. 1 October 2018.
- (Note 4) Counselling cases refer to cases in need of intensive counselling.
- (Note 5) Each group should have at least 4 participants and 4 sessions.
- (Note 6) Produced refers to edition of talking books and periodicals.
- (Note 7) It refers to respondents indicating “滿意” or “非常滿意” as shown in the “視覺受損人士綜合服務中心 - 服務使用者意見調查問卷” provided by the SWD.