

FUNDING AND SERVICE AGREEMENT¹

Parents/Relatives Resource Centre

A. Service Definition

(1) Introduction

Parents/Relatives Resource Centres (PRCs) serve as a focal point providing professional advice and support to parents, relatives and carers of persons with disabilities (PWDs). The service aims to enhance their caregiving capacity, facilitate experience sharing, and foster mutual support to alleviate the stress of carers.

(2) Purpose and Objectives

The objectives of PRCs are –

- (a) to promote self-help and mutual support among parents, relatives and carers of PWDs;
- (b) to improve understanding and acceptance of parents and relatives towards their family members with disabilities;
- (c) to strengthen family functioning in managing emotional stress and caregiving challenges; 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 support parents, relatives and carers of PWDs. These services include but not limited to –

- (a) providing a venue for parents, relatives and carers to discuss common interests and share experiences in caring for PWDs;

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

- (b) offering emotional support, individual counselling, and therapeutic groups to help parents, relatives and carers manage the stress of caring for family members with disabilities and special needs;
- (c) organising support programmes, including individual, group and mass activities, tailored to meet the needs of families;
- (d) supplying reference materials and resources such as books, magazines, and educational facilities to help parents, relatives and carers better understand the special needs of PWDs;
- (e) conducting community education and networking programmes to promote public understanding and acceptance of PWDs; and
- (f) providing Peer Support Service² by arranging Peer Supporters to provide assistance, share positive experiences, facilitate group and programme activities, strengthen support for service users, and promote social inclusion in the community (please refer to **Annex 1**).

Specialised Ethnic Minorities (EM)³ units are attached to PRCs in five clusters⁴. These units are designated to support EM families, encouraging them to utilise community services and promoting social inclusion.

(4) Target Service Users

The target service users of PRCs are parents, relatives and carers of PWDs⁵. PWDs under care are also considered service users if they participate in PRC-organised programmes or receive services with their parents, relatives or carers.

The specialised EM units cater to EM service users residing in specific district clusters. EM service users not living in these districts may choose to use the services of other PRCs as appropriate.

² Peer Supporters include PWDs and/or their carers who are suitable for taking up employment in the PRC. The Service Operator may hire full-time or part-time peer supporters, i.e. two part-time Peer Supporters to share one Peer Supporter post.

³ 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.

⁴ 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.

⁵ The Service Operator shall provide services for parents, relatives and carers of PWDs irrespective of their age, race and type of disabilities. While priority may be given to parents, relatives and carers of PWDs under the age of 21, the PRCs should also provide support to parents, relatives or carers of adult PWDs for meeting their specific needs.

(5) Referrals

Parents, relatives and carers of PWDs can directly approach PRCs for service.

(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 sessions⁶ with a minimum of 48 hours per week, of which 2 sessions shall be open during non-office hours⁷ per week; and
- (b) registered social worker⁸ is the essential staff of the Service.

(7) Service Output and Outcome Standards

Service Output

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Average number of registered family membership per month in a year <i>(*at least 10% EM members)</i>	330
2	Average attendance per opening session per quarter in a year	23
3	Average number of counselling cases ^(Note 1) per month in a year <i>(*at least 5 counseling cases for EM)</i>	40
4	Number of therapeutic groups ^(Note 2) in a year <i>(*at least 1 therapeutic group for EM)</i>	6
5	Average number of community education/networking activities ^(Note 3) per quarter in a year <i>(*at least 1 community education/networking activity for EM)</i>	6

⁶ Opening hours may vary among PRCs for meeting operational needs, but it should be regular and made known to the public.

⁷ Non-office hours include evenings from Monday to Friday, whole day of Saturday, Sunday and public holidays.

⁸ A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).

Service Output Standard (OS)	Service Output Indicator	Agreed Level
6	Total number of individual sharing sessions ^(Note 4) and outdoor support services ^(Note 5) conducted by Peer Supporters in a year	320
7	Total number of group sessions/activities and public education programmes assisted or conducted by Peer Supporters in a year ^(Note 6)	144

**applicable to specialised EM units*

Service Outcome

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%

(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, 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. 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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Notes and Definitions

- (Note 1) **Counselling cases** refer to cases in need of intensive counselling.
- (Note 2) **Therapeutic groups** refer to groups formed for group counselling with specific goals/objectives. Each group should have at least 6 participants and at least 4 sessions. Each session should last not less than an hour.
- (Note 3) **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.
- (Note 4) **Individual sharing sessions** refer to face-to-face interviews with service users individually (i.e. excluding group sessions), jointly with professional staff (such as social worker), or telephone interviews. Interviews or calls just for showing concern without any sharing element are not counted.
- (Note 5) **Outdoor support services** refer to visits to service users conducted at their residence or places outside the centre accompanied by other professionals (such as social worker). Escort for medical appointment, treatment session, job interview, community orientation visit, etc. conducted solely by the Peer Supporter may be counted as outdoor support services subject to written endorsement by his/her supervisor.
- (Note 6) Subject to the nature of the service session and staff condition, more than one Peer Supporter may provide Peer Support Service in the same activity with specific duties. For example, if two Peer Supporters provide Peer Support Service in the same activity with specific duties, two sessions may be counted.

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Peer Support Service
in Parents/Relatives Resource Centre

(1) *Introduction*

Peer Support Service (PSS) in Parents/Relatives Resource Centre (PRC) aims to equip suitable carers¹ and persons with disabilities (PWDs) to serve as Peer Supporter for PRC service users. These Peer Supporters assist in organising community education programmes and activities for the carers², PWDs and the general public to promote social inclusion within the community.

(2) *Purpose and Objectives*

PSS provides opportunities for suitable carers¹ and PWDs to share their experiences and establish mutual support with other carers² and PWDs to achieve the following objectives –

- (a) to equip suitable carers¹ and PWDs to take up employment as Peer Supporters, facilitating their provision of support to other carers² and PWDs in need while maintaining community connections;
- (b) to provide peer support for other carers² and PWDs through positive sharing of experience; and
- (c) to promote public understanding and acceptance of PWDs.

(3) *Responsibilities of PSS Operators*

The responsibilities of PSS operators include but not limited to –

- (a) providing training for Peers Supporters as set out at **Appendix**;
- (b) assigning appropriate duties to them; and
- (c) supervising and periodically reviewing the performance of Peer Supporters to assess the effectiveness of PSS;

(4) *Functions of Peer Supporters*

Peer Supporters shall carry out a range of functions, including but not limited to –

- (a) rendering peer support to carers² and PWDs under the supervision and guidance of professional staff in the centres;

¹ Also include ex-carers under PSS.

² Refers to parents, relatives and carers of PWDs, receiving services from PRC.

- (b) sharing experience with carers² and PWDs through interviews and concern calls, etc.;
- (c) performing escort and outreaching duties such as accompanying carers² and PWDs to medical appointment, treatment session, job interview, and community orientation visit, etc.;
- (d) assisting professional staff in organising groups and programme activities for carers² and PWDs; and
- (e) assisting in organising public education programmes to promote public understanding, acceptance, and social inclusion of PWDs in the community.

(5) ***Service Target***

The target service users of PSS include –

- (a) Carers² of PWDs who are receiving service from PRCs;
- (b) PWDs; and
- (c) participants of public education programmes.

Rehabilitation and Medical Social Services Branch
Social Welfare Department

Appendix

**Training and Personal Development Plan for
Peer Supporters in PRCs**

The Service Operator shall implement structured on-the-job training programmes to equip Peer Supporters with the necessary knowledge and skills to effectively perform their duties.

(A) Training Programme

- A Peer Supporter shall complete a minimum of 50 training hours.
- The training curriculum shall cover (i) general workplace skills (such as work manners, attendance, punctuality, interpersonal skills, etc.); and (ii) specific knowledge and skills for working with carers and PWDs, e.g. roles and functions of Peer Supporters, communication skills, storytelling, crisis management, and awareness of community resources, etc.).
- Daily coaching and supervision sessions are not regarded as part of the training programme.

(B) Personal Development Plan

- A personal development plan shall be formulated for each Peer Supporter tailored to his/her expectations and capabilities.
- This plan shall be reviewed and updated regularly, (about every 6 months, with proper records maintained).