

FUNDING AND SERVICE AGREEMENT**Peer Support Service in Community Psychiatric Service Units****(A) Service Definition****(1) Introduction**

Peer Support Service in Community Psychiatric Service Units (the Service) aims at equipping suitable persons in mental recovery (PMRs) and carers to serve as Peer Supporters to provide support for PMRs and their family members/ carers who are receiving service from community psychiatric service units, including Integrated Community Centres for Mental Wellness (ICCMWs), residential care homes for persons with disabilities (RCHDs) and vocational rehabilitation service units. The Peer Supporters also provide assistance in organising mental health education programmes and activities for promoting mental wellness in the community.

(2) Purpose and Objectives

The Service provides opportunities for suitable PMRs and carers to share their experience with other PMRs and their carers during the process of mental recovery for achieving the following objectives –

- (a) to equip suitable PMRs and carers for taking up employment as Peer Supporters with a view to facilitating their own mental recovery as well as maintaining connection with the community;
- (b) to provide peer support for PMRs and their carers during the process of mental recovery through sharing of experience; and
- (c) to promote public acceptance of PMRs.

(3) Service Nature and Contents

The Service includes but not limited to –

- (a) providing training and career planning for Peer Supporters as set out at **Annex I**;
- (b) deploying the Peer Supporters to work in community psychiatric service units and assigning duties to them appropriately;
- (c) supervising and reviewing the performance of Peer Supporters periodically for assessing effectiveness of the Service; and
- (d) providing job-related counselling and guidance to Peer Supporters with a view to encouraging them to progress to open employment, as appropriate.

- (4) The Peer Supporter shall perform, including but not limited to, the following functions –
- (a) providing support to PMRs and their carers under the supervision and guidance of professional staff in community psychiatric service unit(s);
 - (b) sharing the experience of mental recovery with PMRs and their carers, through interviews and concern calls;
 - (c) performing escort and outreaching duties such as accompanying PMRs and their carers to attend medical appointments, treatment sessions, job interviews, community orientation visits, etc.;
 - (d) assisting professional staff in organising groups and activities for PMRs and their carers; and
 - (e) assisting in organising public education programmes for promoting mental wellness in the community.

(5) Service Target

The target service users include –

- (a) PMRs receiving service from community psychiatric service units (including ICCMWs, RCHDs and vocational rehabilitation service units);
- (b) persons with mental health needs receiving service from community psychiatric service units;
- (c) family members and carers of (a) or (b) above; and
- (d) participants of public education programmes.

(B) Service Performance Standards

(6) Essential Service Requirements

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

- (a) Peer Supporters, who are PMRs and carers, are the essential staff of the Service; and
- (b) Peer Supporters are deployed to subvented community psychiatric service units, including ICCMWs, RCHDs and vocational rehabilitation service units operated by the Service Operator.

(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 Operator at **Annex II**.

(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 subventions 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 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.

(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 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.

- (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.

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Annex I**Training and Career Planning for Peer Supporters**

The Service Operator shall provide on-the-job and structured training programmes to equip Peer Supporters with adequate knowledge and skills for performing their functions in regard to their individual progress of mental recovery; and formulate career plans with the Peer Supporters.

(A) Training Programme

- A Peer Supporter shall receive training of no less than 50 training hours.
- The training contents shall cover (i) general work skills (such as work manners, work attendance and punctuality, interpersonal skills in the workplace, etc.); and (ii) specific knowledge and skills in working with persons in mental recovery and their carers (such as the concept of mental recovery, roles and functions of Peer Supporters, communication skills, story-telling, crisis management, community resources, etc.)
- Daily coaching and supervision sessions are not regarded as training programmes.

(B) Career Planning

- An individual career plan shall be formulated with each Peer Supporter in regard to his/her expectations and capabilities.
- The career plan shall be reviewed periodically (about once every 6 months) with records, with a view to assessing his/her readiness for pursuing further advancement or open employment.

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

Name of Service: **Peer Support Service in Community Psychiatric Service Units**

Name of Service Operator:

(A) Validity Period

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

(B) Service Provision

Service	Number of Peer Supporters (full-time equivalent)
Peer Support Service in Community Psychiatric Service Units ^(Note 1)	1

(C) Service Performance Standards

The Service Operator shall meet the following performance standards –

Service Output

Service Output Standards (OSs)	Service Output Indicators	Agreed Level
1	Total number of individual sharing sessions ^(Note 2) and outreaching visits ^(Note 3) conducted in a year	160 (including at least 40 outreaching visits)
2	Total number of group sessions/activities and public education programmes assisted or conducted in a year	72

Service Outcome

Service Outcome Standards (OCs)	Service Outcome Indicators	Agreed Level
1	Percentage of service users ^(Note 4) indicating satisfaction with the Service in a year	80%

Notes and Definitions

- (Note 1)** **Community psychiatric service units** include Integrated Community Centres for Mental Wellness (ICCMWs), residential care homes for persons with disabilities (RCHDs) and vocational rehabilitation service units (such as Sheltered Workshops and Integrated Vocational Rehabilitation Service Centres).
- (Note 2)** **Individual sharing sessions** refer to face-to-face interviews (excluding group sessions) with service users individually or jointly with professional staff (such as social worker, nurse or occupational therapist) for no less than 30 minutes inside the community psychiatric service unit(s) or telephone interviews for no less than 20 minutes.
- (Note 3)** **Outreaching visits** refer to visits to service users conducted at their residence or other places outside the community psychiatric service unit(s) accompanied by other professionals (such as social worker, nurse or occupational therapist). Visits to service users or escort services for attending medical appointments, treatment sessions, job interviews, community orientation visits, etc. conducted solely by the Peer Supporter may be counted toward outreaching visits subject to endorsement by his/her supervisor with written justifications.
- (Note 4)** **Service users** include (a) persons in mental recovery receiving service from community psychiatric service units; (b) persons with mental health needs receiving service from community psychiatric service units; (c) family members and carers of (a) or (b) above; and (d) participants of public education programmes on mental health.

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