

**Funding and Service Agreement  
(Lump Sum Grant)****Supported Employment Training for Persons with Disabilities****I. Service Definition**

Supported Employment Training for Persons with Disabilities (SET) provides support to persons with disabilities (PWDs) and strengthens the capability of PWDs in sustaining employment in the open job market through a series of tailor-made training including employment-related counselling, job attachment and job trial. Apart from providing PWDs with an integrated open setting with necessary support service with the usual benefits of earning income at market rates and job security, it also aims at encouraging employers to offer job opportunities to the PWDs. It is a welfare service without employer/ employee relationship between the Service Operator and participants of the SET.

**Purpose and Objectives**

2. The purpose and objectives of the Programme are as follows:
- To enhance the employability of PWDs through vocational training by using market-driven and placement-tied approach and helping them overcome their barriers to work; and
  - To provide incentives to encourage employers, especially for those who have no experience in employing PWDs, to offer jobs to these persons to try out their working capabilities.

**Service Nature and Content**

3. Participants<sup>Note 1</sup> are provided with individual service plans with a combination of counselling, job-related training, job attachment, job trial and post-placement service as follows –

(a) Counselling/Training

The Service Operator should provide counselling and employment-related training to enable and equip the participants to secure employment in the open job market.

(b) Job Attachment

Participants are arranged by the Service Operator to receive not more than three months' job attachment so as to help cultivate his/her working habits and attain the skills required by employers in a real working environment. Should none of the participants is willing to attempt job attachment, the Service Operator should record the reason(s).

(c) Job Trial

For participants who encounter difficulties in securing employment in the open job market, they may be arranged by the Service Operator to receive not more than 6 months' job trial. While the employer pays wages to the participant, the Service Operator shall provide a wage subsidy to the employer. For the participants, being engaged in job trial is regarded as having secured a job in the open market. It is not necessary for a participant to receive job trial if he/she is able to secure employment with or without receiving job attachment.

(d) Post-placement Service

The Service Operator shall provide participants with no less than 12 months' post-placement service <sup>Note 2</sup> to help him/her settle in the job. Post-placement service refers to the support rendered to the participants, their family members and carers, the employers (including potential employers) and also staff of the employers, with a view to enhancing the participants' chance of securing and sustaining employment, settling in the work environment and integration into the community. Pre-employment service, including pre-employment training, job matching and counselling, rendered to the participants, are **not** regarded as post-placement service. It is only when the participant is matched with an employment-related placement including job attachment, job trial and/or a job in the open market that post-placement service is rendered.

(e) Discharge

A participant is assessed to have successfully completed the SET if he/she remains to be gainfully employed for 6 months and has received no less than 12 months' post-placement service. If a participant has received the service for over 12 months but still cannot secure a job, the Service Operator should carefully assess the suitability of this participant to remain in the service.

(f) Support Service

The Service Operator shall provide support services including employment-related skills training, on-the-job coaching and supervision, job-related guidance and advice to the participants, their family members and the job providers.

**Target Service Users and Eligibility Criteria**

4. The target participants of the SET are PWDs<sup>1</sup> who are in need of support and assistance in securing employment in open job market.
5. To be eligible for SET, an applicant should be:
  - aged 15 or above who is capable of self-care; and
  - not receiving service at Sheltered Workshop, Integrated Vocational Rehabilitation Services Centre or Integrated Vocational Training Centre.

**II. Service Performance Standards**

6. The Service Operator shall meet the following performance standards:

**Service Output Standards**

<i>Service Output Standard</i>	<i>Output Indicator</i>	<i>Agreed Level</i>
1.	Average enrolment rate <sup>Note 3 &amp; 4</sup> in a year	95% of service capacity
2.	Total number of participants (new or re-admitted) having served in a year	30% of service capacity
3.	Total number of open employment cases <sup>Note 5 &amp; 6</sup> in a year	20% of service capacity
4	Percentage of participants having received no less than 12 months' post-placement service in a year <small>Note 7</small>	80%
5.	Number of vocational training or activities <sup>Note 8</sup> arranged for participants / family members or carers / employers / staff of employers in a year	5 per service user (i.e. 5 X total capacity)

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<sup>1</sup>PWDs refer to persons having disability as substantiated by report(s) of medical, psychiatrist, psychological, ophthalmologist, audiologist, etc.

**Service Outcome Standards**

<i>Service Outcome Standard</i>	<i>Outcome indicator</i>	<i>Agreed Level</i>
1	Percentage of participants indicating satisfaction with the services provided by the Service Operator in a year <sup>Note 9</sup>	75%
2	Percentage of job attachment providers indicating satisfaction with the services provided by the Service Operator in a year <sup>Note 10</sup>	75%
3	Percentage of job trial providers indicating satisfaction with the services provided by the Service Operator in a year <sup>Note 11</sup>	75%

**Essential Service Requirement**

7. Registered Social Worker is the essential staff for the service.

**Service Quality Standards**

8. The Service Operator shall meet the requirements of the 16 Service Quality Standards (SQSs).

**III. Subvention**

9. The Service is subvented by SWD under the Lump Sum Grant Subvention System for a time-defined period as set out at **Annex**. The Service Operator is required to observe the guidelines and rules of subvention as set out in the latest Lump Sum Grant Subvention Manual, circulars, 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 SWD. The basis of subvention is set out in the offer and notification letter issued by the SWD to the Service Operator.

10. The amount of subvention has taken into account the personal emoluments (PE) of staff, including provident fund for employing registered social workers, qualified professionals and supporting staff, and other charges (covering all other relevant operating expenses including Job Attachment Allowance, 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 premises recognised by SWD for delivery of the service will be reimbursed separately on an actual cost basis.

11. Upon the Service Operators' acceptance of the FSA, payment of subventions will be made on a monthly basis.

#### **IV. Validity Period**

12. This FSA is valid for a time-defined period as set out at **Annex**. Should the Service Operator be in breach of any terms of 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 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. Continuation of 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.

#### **V. Other Reference**

15. Apart from this FSA, the Service Operator shall also comply with the requirements/ commitments set out in the Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflicts, this FSA shall prevail.

**Notes and Definitions**

1. **Participants** refer to the service users enrolled in SET. Participants under Job Trial shall enjoy the employee status to whom they have been employed and are entitled to the normal employment benefits as defined under the Employment Ordinance.
2. **Post-placement service** refers to support services including on-the-job coaching and supervision, employment-related guidance and advice to the participants, their family members and the job providers. Irrespective of the employment status of the participant, the requirement of the 12 month's Post-placement Service is to be counted once it is being rendered.
3. **Enrolment** refers to the total number of enrolled participants as at the end of each month.
4. **Enrolment rate** = 
$$\frac{\text{Sum of month-end enrolment of the 12 months} \div 12}{\text{Sum of month-end capacity of the 12 months} \div 12} \times 100\%$$
5. **Open employment** refers to those service users who have settled in employment in the open job market 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 over \$3,000<sup>2</sup> for **full-time job** and working 44 hours or more per week.
6. Open employment may not necessarily be limited to one job throughout the six-month period.
7. **Percentage of participants having received no less than 12 months' Post-placement Service in a year** = (Number of participants in case closed having received no less than twelve months' Post-placement Service in the year ÷ Number of cases closed after entering post-placement in the year) x 100 %.
8. **Vocational training or activities** could be arranged in individual or group format related to supporting the participants for open employment during the post-placement period. Examples are, as related to the settling in employment of the participants, making concern calls to the employees and employers, paying visits or conducting interviews or rendering counselling to the participants and handling of urgent matters; rendering support to the participants in case of job change or work position change, providing training activities to employers or staff of employers, etc.
9. **Percentage of participants indicating satisfaction with the services provided by the Service Operator in a year** refers to the outcome of service evaluation questionnaire conducted by the Service Operator to collect views from the participants or their carers on the services provided by the Service Operator. The

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<sup>2</sup> \$3,000 is set as 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 might be less than the Statutory Minimum Wage rate.

**percentage** is calculated by the following formula:

(Number of participants or their carers indicating satisfaction with the services provided by the Service Operator in the year ÷ Total number of participants or their carers having completed the service evaluation questionnaire in the year) x 100 %

10. **Percentage of Job Attachment providers indicating satisfaction with the services provided by the Service Operator in a year** refers to the outcome of service evaluation questionnaire conducted by the Service Operator to collect views from Job Attachment providers on the services provided by the Service Operator. The **percentage**<sup>3</sup> is calculated by the following formula:

(Number of Job Attachment providers indicating satisfaction with the services provided by the Service Operator in the year ÷ Total number of Job Attachment providers having completed the service evaluation questionnaire in the year) x 100%.

11. **Percentage of Job Trial providers indicating satisfaction with the services provided by the Service Operator in a year** refers to the outcome of service evaluation questionnaire conducted by the Service Operator to collect views from Job Trial providers on the services provided by the Service Operator. The **percentage**<sup>3</sup> is calculated by the following formula:

(Number of Job Trial providers indicating satisfaction with the services provided by the Service Operator in the year ÷ Total number of Job Trial providers having completed the service evaluation questionnaire in the year) x 100%

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<sup>3</sup> † “N.A.” can ONLY be used if none of the participants is willing to attempt Job Attachment / Job Trial during the whole reporting period. For an input of “N.A.” to Job Attachment, the Service Operator should record the reason(s) in the Service Performance Statistical (SPS) Form.

† “N.A.” **cannot** be used when it is the Job Attachment (JA) Providers / Job Trial (JT) Providers who refuse(s) to indicate their satisfaction with the service or the Service Operator fails to request JA Providers or JT Providers to complete the evaluation questionnaire. In both situations, only “0” can be filled in the SPS Form.