

FUNDING AND SERVICE AGREEMENT¹

Children and Youth Centre

(A) Service Definition

(1) Introduction

The Neighbourhood drop-in Children and Youth Centres² (CYC) (the Service) provide children and youth with opportunities to organise and participate in a variety of activities and pursuits which respond to their personal, social and developmental needs.

(2) Purpose and Objectives

The Service aims at assisting children and youth to become happy, mature, responsible and contributing members of society. The specific objectives are:

- (a) to facilitate well-balanced personal development of children and youth, helping them to develop life skills, potential and problem solving ability; and
- (b) to facilitate the social development of children and youth, enhancing family and other interpersonal relationships and developing contribution to, and participation in, the community.

(3) Service Nature and Contents

Four types of core programmes are provided with priorities set according to community needs:

- (a) Guidance and counselling aimed at enabling children and youth to deal with challenges and stresses.
- (b) Supportive services for children and youth in disadvantaged circumstances aimed at facilitating mutual support as well as their personal and social functioning.
- (c) Socialisation programmes aimed at enhancing interpersonal and family relationships and developing life skills.

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

² CYC includes (1) Children and Youth Centre; and (2) Children and Youth Centre with Reading/Study Room.

- (d) Social responsibility enhancement programmes aimed at enhancing a sense of belonging and contribution to the community.

Programmes of work are drawn up in consultation with Social Welfare Department (SWD) and the Local Committee on Services for Young People.

(4) **Target Service Users**

The main target group of the Service is children and youth between the age of 6 and 24.

Particular attention should be given to children and youth with:

- (a) personal developmental needs (e.g. emotional, social or behavioural difficulties); and
- (b) special needs arising from living in disadvantaged circumstances (e.g. deprived family or social environments) or from facing new life challenges or difficulties.

Services may be extended to children and youth beyond the specified age range, their families and any community members to facilitate family and community engagement should such needs be identified.

(B) Service Performance Standards

(5) **Essential Service Requirements**

The Service Operator must comply with the applicable essential service requirements specified at **Annex**.

(6) **Service Output and Outcome Standards**

The Service Operator is required to meet the applicable service output and service outcome standards specified at **Annex**.

(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 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 latest 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.
- (9) The amount of subvention has taken into account the personal emoluments of staff, including provident fund for employing qualified staff, 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.) and central administration 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.
- (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**. 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, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, 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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Terms and Requirements of Specific Service Unit

**Children and Youth Centre
(CYC)**

**Service Operator:
Service Unit(s):**

Name of CYC	Type of CYC

(A) Validity Period

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

(B) Service Performance Standards

Essential Service Requirements

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

- (a) The CYC shall be open for no less than 11 sessions and 44 hours per week (excluding public holidays and block leave), of which 4 sessions shall be open during non-office hours³.
- (b) Registered social workers⁴ are essential staff of the Service.
- (c) Provision of reading/study room (only applicable to Children and Youth Centre with Reading/Study Room)

Service Output Standards*

³ Non-office hours include evenings (after 6:00 p.m.) on Mondays to Fridays and whole day of Saturdays, Sundays or public holidays.

⁴ 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
1	Total number of new/ renewed members in a year ^(Note 1)	1 400
2	Total number of core programme sessions in a year ^(Note 2)	800
3	Total number of attendees in core programme sessions in a year	11 040

(* The actual agreed levels of service output standard will be subject to the agreement with individual Service Operators.)

Service Outcome Standards

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of members indicating satisfaction after receiving the Service in a year ^(Note 3)	75%
2	Percentage of core programme plans with goals achieved in a year	85%

Service Achievements

To encourage the sector to pursue service excellence, the Service Operator shall provide 3 examples (in no more than 300 words each in English or Chinese) achieved by the CYC during the reporting year, for sharing good practices, showcasing application of innovative intervention strategies, and/or illustrating how the Service helps the target service users for meeting the service objectives.

Notes and Definitions

- (Note 1)** A member shall be counted only once from 1 April to 31 March in a reporting year.
- (Note 2)** Core programme sessions should be made up by groups, activities and/ or case interviews for children and youth aged 6 to 24 and their affiliated family members (not limited to registered members) while programme nature is related to the welfare of the children and youth. For calculation purpose, 1 case interview is equivalent to 0.5 programme session (case only refers to one with treatment plan and case record)
- (Note 3)** A sample size of survey should not be less than 10% of the agreed level of members in a year.

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