

FUNDING AND SERVICE AGREEMENT¹**Integrated Children and Youth Services Centre****(A) Service Definition****(1) Introduction**

The Integrated Children and Youth Services Centres (ICYSCs) adopt a whole person and community approach to meet the multifarious needs of children and youth, through professional social work intervention (including preventive, developmental, supportive and remedial services) in working with children and youth, their significant others as well as the community.

(2) Purpose and Objectives

ICYSCs are set up in the community for achieving the following objectives –

- (a) to foster whole-person development and mental well-being of children and youth by developing their positive mindset, life skills, potentials, problem-solving ability and resilience;
- (b) to enhance the social development of children and youth by strengthening their interpersonal and family relationships and building up their social competence, sense of civic-mindedness, social responsibility and connectedness with the community;
- (c) to provide children and youth at risk, in disadvantaged circumstances and/or with special needs with targeted support and opportunities to development and participation, and facilitate their career and life planning;
- (d) to provide coordinated and synergised support for children and youth in collaboration with other services and stakeholders concerned to address their multifarious needs through a holistic approach; and
- (e) to build a supportive, inclusive and responsive environment conducive to continuous growth and development of children and youth through youth and community engagement.

(3) Service Nature and Contents

Through the flexible application of social work intervention strategies (including casework, group work and community work) in different platforms

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

(i.e. centre, school, or community), forging strategic alliance and making use of information and communication technology (wherever appropriate), the following services and programmes are provided by ICYSCs for children and youth –

- (a) professional guidance and counselling;
- (b) support programmes;
- (c) developmental and socialisation programmes;
- (d) community engagement and collaboration programmes; and
- (e) referrals for other services and resources.

Priority of the work of ICYSCs should be set in response to the needs and challenges of children and youth in the community in collaboration with stakeholders who may affect the welfare of children and youth. An annual plan should be drawn up in consultation with the Social Welfare Department (SWD) and the Local Committee on Services for Young People.

Some ICYSCs may also provide the following services in accordance with the respective service description -

- (a) School Social Work Service (**Annex I**)
- (b) Overnight Outreaching Service for Young Night Drifters (**Annex II**)
- (c) Community Support Service Scheme (**Annex III**)

(4) Target Service Users

The main target group of ICYSCs is children and youth between the age of 6 and 24. Services may be extended to children and youth beyond the specified age range, their families and siblings, as well as any community members should such needs be identified.

Particular attention should be given to children and youth at risk, in disadvantaged circumstances and/or with special needs. The following are some of the examples and the list is not exhaustive –

- (a) coming from disadvantaged or deprived family;
- (b) with special needs, e.g. suspected/diagnosed with special educational needs (SEN)², emotion/ mental health issues, disability, etc.;
- (c) not in education, employment or training (NEET);
- (d) social or ethnic minorities; or
- (e) facing difficulties arising from societal changes.

² “SEN” refers to the SEN types recognised by the Education Bureau.

(B) Service Performance Standards**(5) Essential Service Requirements**

The Service Operator must comply with the applicable essential service requirements specified at **Annexes I to IV**.

(6) Service Output and Outcome Standards

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

(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 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.

(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, programme and administrative expenses, air-conditioning, 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.

(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 IV**. 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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School Social Work Service**(1) Introduction**

School Social Workers (SSWs) serve as the link between the home, school and the community. The school plays a crucial role in child development beyond the family, shaping their cognitive, social and emotional growth and providing a nurturing environment for their overall well-being from academic learning to fostering social relationships. SSWs are stationed in the schools providing support services to students in relation to their social, emotional and adjustment to schools and/or the society.

(2) Purpose and Objectives

The aim of School Social Work Service (the Service) is to –

- (a) help students develop their potentials to the fullest, achieve healthy personal growth, attain adequate and proper school education, establish harmonious human relationships and elicit their concern for the community;
- (b) help students with their personal, family and interpersonal relationship or schooling problems;
- (c) enhance students' mental health and stress resilience; and
- (d) strengthen the linkage among students, families, the school and the community.

(3) Service Nature and Contents

SSWs perform their functions in the school setting in the following ways –

- (a) casework service;
- (b) groups and programmes;
- (c) consultation services;
- (d) multidisciplinary collaboration; and
- (e) mobilisation of community resources and collaboration with other welfare service units (e.g. Integrated Children and Youth Services Centres, Integrated Community Centres for Mental Wellness, Youth Outreaching Teams, Cyber Youth Support Teams, etc.)

(4) Target Service Users

The Service is provided in secondary day schools with particular attention to students with social, emotional issues or school adjustment difficulty.

(5) Essential Service Requirement

Registered social workers¹ are essential staff of the Service.

(6) Service Output Standards

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Total number of cases handled in a year ^(Note 1)	50 x RSWs
2	Total number of cases closed having achieved the agreed goal in a year	14 x RSWs
3	Total number of group/programme sessions conducted in a year	40 x RSWs
3a	Out of OS3, total no. of group/programme sessions for enhancing mental health/stress resilience or involving strategic alliance in a year ^(Note 2)	10 x RSWs
4	Number of meetings ^(Note 3) with school personnel for collaboration and/or service evaluation in a year	2 x schools

(7) Service Outcome Standards

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of cases closed having achieved the goal agreed with service users in a year	75%
2	Percentage of groups completed having achieved the goal agreed with group members in a year ^(Note 4)	60%

Notes and Definitions

(Note 1) The number of cases may vary depending on the size of schools and profile of students. If the number of cases handled by SSWs does not reach the agreed level of OS1, the number of groups/programmes (OS3)

1 A registered social worker refers to a person who is a holder of recognised degree in social work and registered under the Social Workers Registration Ordinance (Cap. 505).

should be increased correspondingly for meeting service output, as follows –

Achievement Rate of OS1	Corresponding Increase on Achievement Rate of OS3
90% to below 100%	10%
80% to below 90%	20%
70% to below 80%	30%

(Note 2) “Group/programme sessions involving strategic alliance” refer to group/programme sessions conducted in collaboration with other service units in the community (e.g. Integrated Community Centre for Mental Wellness, Integrated Family Service Centre/Integrated Services Centre, Family and Child Protective Services Unit, Integrated Children and Youth Services Centre, Counselling Centre for Psychotropic Substance Abusers, etc.) to meet the multifarious needs of students and their families as appropriate. Collaboration for handling cases is not included.

(Note 3) At least one of the meetings should involve the supervisor of the school social workers.

(Note 4) Over 50% of group members indicate that the group has achieved the agreed goal.

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Overnight Outreaching Service for Young Night Drifters**(1) Introduction**

Overnight Outreaching Teams for Young Night Drifters (YNDs) (the Service) are attached to designated ICYSCs for reaching out to young people who hang out at late night, to provide them with support and guidance through social work intervention.

(2) Purpose and Objectives

The purpose of the Service is to engage youth at risk through community-based approach and provide timely support for safeguarding young people from moral dangers or unlawful acts.

(3) Service Nature and Contents

The Service include –

- (a) extended hours service from 10 p.m. to 6 a.m. for reaching out to YNDs and to provide centre-based or drop-in service during these hours, if needed;
- (b) on-the-spot crisis intervention, including escorting YNDs to return home or temporary shelters, if needed;
- (c) short-term intervention, including counselling, welfare referrals and escorting YNDs to agencies concerned, if necessary;
- (d) arrange/refer YNDs and their families to receive mainstream young people and family services for positive social and personal development; and
- (e) refer YNDs with drug history to Counselling Centre for Psychotropic Substance Abusers (CCPSA) or other drug treatment and rehabilitation (T&R) programmes for follow-up services.

(4) Target Service Users

Children and youth aged from 6 to 24 who loiter or drift outside home at late night.

(5) Essential Service Requirements

Registered social workers¹ are essential staff of the Service.

¹ A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).

(6) Service Output Standards*

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Total number of YNDs served in a year	720
2	Total number of direct contact hours for YNDs within one year (at least 70% of the contact time falling between 10 p.m. and 6 a.m.) ^(Note 1)	4 676
3	Total number of referrals for mainstream services or youth employment programmes for YNDs in a year ^(Note 2)	30
4	Total number of service sessions for YNDs in a year ^(Note 3)	240

(7) Service Outcome Standards*

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of YNDs successfully enrolled to mainstream services or youth employment programmes for YNDs in a year ^(Note 4)	75%
2	Percentage of YNDs served having achieved one of the following objectives upon termination of service in a year ^(Note 5) – (i) settled with regular schooling; (ii) settled with gainful employment; (iii) other service outcomes (please specify) achieved which are conducive to the positive development of the YND	80%

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

Notes and Definitions

(Note 1) Direct contact hours may include the following –
(i) follow-up work on crisis cases that calls for immediate social work

intervention (other than rendering temporary shelter, follow-up work outside 10 p.m. to 6 a.m. the next day on immediate threat or danger is needed such as runaway from home, gang fights, unstable emotions, hospitalisation, suspected child abuse, family violence, police arrest, attempted suicide, planned abortion etc.);

- (ii) community collaboration and networking with other stakeholders/ working partners for YNDs and their relevant systems (include making referrals, escorting YNDs for intake/treatment sessions, case conference with working partners and/ or stakeholders, etc.);
- (iii) service outside 10 p.m. to 6 a.m. on the next day to address the vocational, counselling or other developmental needs of YNDs (such as volunteer training, competition/contest, job training/hunting, etc.).

(Note 2) Mainstream services include drug counselling/rehabilitation, family, medical, legal, school/residential placement, etc. Written or verbal referrals are acceptable. Social workers of the unit should have direct contacts with the receiving service units to ensure that case intake is arranged through face-to-face/telephone interview or home visit, etc. Brief records on the referrals, such as date, reason and outcome of the referrals should be kept.

(Note 3)

- (i) Service sessions include the sessions provided for intensive/brief counselling/supportive individual work, therapeutic/support/ educational/developmental/mutual-help/natural groups, educational/ developmental programmes.
- (ii) Each counselling session should last for at least 30 minutes.
- (iii) Each group session should be counted with preferably 3 or more YNDs for at least one hour in a time with shared/common group goals and follow-up sessions.
- (iv) The programme can be conducted in the form of talks, workshops and mass programmes, exhibitions, publication of educational booklets and media interviews, etc.
- (v) A whole day programme may consist of 2 to 3 sessions.

(Note 4) The percentage is calculated basing on the “number of referrals successfully enrolled to mainstream services or youth employment programmes for YNDs” against the “total number of referrals to mainstream services or youth employment programmes for YNDs”.

(Note 5) The YNDs served refer to those having treatment plans with one of the objectives listed in OC2 (i) to (iii). The percentage is calculated basing on the “number of YNDs served having achieved one of the said objectives upon termination of service” against the “total number of YNDs served”.

Community Support Service Scheme**(1) Introduction**

The Community Support Service Scheme (CSSS) (the Service) provides support services for young people who are arrested by the police and/or cautioned under the Police Superintendent's Discretion Scheme (PSDS) and their peers, with a view to promoting positive life changes through social work intervention.

(2) Purpose and Objectives

The objectives of CSSS are to help young people who are arrested by the police and/or cautioned under PSDS, and their peers, to help them re-integrate into the community and promote their law-abiding awareness with a view to reducing their likelihood of law infringement.

(3) Service Nature and Contents

CSSS provides the following services –

- (a) individual and family counselling, therapeutic groups, skill training/educational groups, community services, crime prevention programmes, etc; and
- (b) secretarial support for Family Conference as and when required.

(4) Target Service Users

CSSS serves young people at the age between 10 and 18 who are –

- (a) arrested by the police or other law enforcement authorities;
- (b) cautioned under PSDS; and
- (c) peers of (a) or (b) above who are assessed to be at risk of delinquent behaviours but not receiving casework services or statutory supervision as specified in the Guide on Admission of "Peers" Cases.

(5) Essential Service Requirement

Registered social workers¹ are essential staff of the Service.

¹ A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).

(6) Service Output Standards*

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Total number of cases handled in a year ^(Note 1)	370
1a	Out of OS1, the number of cases closed having achieved case goal plan in a year	185
1b	Out of OS1, the number of cases handled having attended 3 hours of drug specific preventive educational group/programme in a year ^(Note 2)	296
2	Total number of programme /case sessions in a year ^(Note 3)	280 x RSWs
2a	Out of OS2, the number of programme sessions for crime prevention programmes in a year ^(Note 4)	30

(7) Service Outcome Standards*

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of PSDS cases closed having no re-offending behaviour and/or resuming studies/securing gainful employment during the supervision period in a year	85%
2	Percentage of cases handled reported to have increased awareness and knowledge on the harmful effects of drug abuse after attending drug preventive educational group/programme in a year	90%

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

Notes and Definitions

(Note 1) The total number of cases include cases of PSDS, arrested youth and their peers being handled during the reporting period.

(Note 2) It refers to preventive case/group/programme activities with drug specific educational elements to enhance participants' awareness and knowledge on the harmful effects of drug abuse.

(Note 3) Programme/case sessions should be made up by groups, activities and/or case interviews for children and youth aged 6-24 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 1 programme session (case only refers to one with treatment plan and case record).

(Note 4) It refers to groups, workshops and/or programme activities with therapeutic elements and/or collaborated with community stakeholders (e.g. police, schools, etc.) for keeping young people away from crime.

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Terms and Requirements of Specific Service UnitIntegrated Children and Youth Services Centre
(ICYSC)**Service Operator:****Service Unit(s):**

Name of ICYSC	Service(s) attached to ICYSC			No. of RSW posts
	SSW	YND	CSSS	
				ICYSC () SSW () YND () CSSS ()

SSW: School Social Work ServiceYND: Overnight Outreaching Service for Young Night DriftersCSSS: Community Support Service SchemeRSW posts: Number of registered social worker posts (excluding supervisors) recognised by the Social Welfare Department for providing subventions.**(A) Validity Period**

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

(B) Service Performance StandardsEssential Service Requirements

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

- (a) The ICYSC 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 hours¹ .
- (b) Registered social workers² are essential staff of the Service.

¹ Non-office hours include evenings (after 6:00 p.m.) on Mondays to Fridays and whole day of Saturdays, Sundays or public holidays.

² A registered social worker refers to a person who is registered under the Social Workers Registration Ordinance (Cap. 505).

Service Output Standards

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 programme sessions in a year ^(Note 2)	200 x RSWs
2a	Out of OS2, total number of programme sessions conducted for specific target groups in a year ^(Note 3)	50 x RSWs
3	Total programme attendance in a year	2 000 x RSWs
4	Total number of individual development plans ^(Note 4) completed in a year (at least with 3 sessions)	50 x RSWs

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 5)	75%
2	Percentage of programmes and individual development 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 ICYSC 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) Programme sessions refer to groups and activities for children and youth (C&Y) aged 6-24 and their affiliated family members (not limited to registered members). One session should last for at least one hour except for out-reaching programme delivered at school and a whole-day programme may consist of 2 to 3 sessions, for providing services with specific objective(s) as stipulated in this FSA of ICYSC.

(Note 3) The counted sessions include all types of groups and activities designated for meeting the needs of specific target groups at risk, in disadvantaged circumstances and/or with special needs as set out in this FSA. The criteria for the specific target groups are those requiring additional effort/input/support. The nature of the programme sessions designated for specific target group is to provide services with nature as set out in this FSA.

(Note 4) Individual development plan (IDP) refers to a personalised work plan formulated to support the growth and development of specific target groups at risk, in disadvantaged circumstances and/or with special needs. IDP should outline the intervention objectives, targets to be achieved and planned actions, which may include a mix of casework service, groups and/or programmes. Intervention outcomes should be reviewed and documented. Each child or youth will have at most one IDP counted towards this OS in each reporting year.

(Note 5) A sample size of survey should not be less than 10% of the agreed level of members.

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