

Funding and Service Agreement

Community Centre¹

I Service Definition

Introduction

Community Centre is one type of community development service. It is a focal point for all age groups in a locality which promotes social relationships and mutual support; develops a sense of self-reliance, social responsibility and cohesion within the community; and empowers individuals and families in solving community problems and improving the quality of community life.

Purpose and objectives

Community Centres provide a wide range of services in their localities with an aim

- to promote mutual care and responsibility, concern and participation in solving identified communal problems and crisis by encouraging and supporting the establishment of community service groups, self-programming groups and other voluntary groups and organisations;
- to provide community centre facilities to accommodate community activities and to serve, where necessary, as a base from which to develop individual and family growth; community spirit and relationships; civic responsibilities and group interests

Nature of service

The services include

- a) reaching out to individuals and vulnerable groups, encouraging and supporting the establishment of community networks, community service groups and self-programming groups
- b) identifying and tailoring services for vulnerable individuals/groups
- c) providing a wide range of services for families, including Family Activity and Resources Centres (FARCs) and interfacing with other services through referrals, to strengthen family relationship and functioning

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

- d) developing and mobilising volunteers and promoting community care
- e) providing programmes for individuals for personal development and socialisation
- f) providing community education programmes
- g) providing study and reading room services
- h) providing meeting place and centre facilities to accommodate community activities

Target Groups

Community Centres serve people of all ages in the locality.

II Performance Standards

The service operator shall meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Average number of new and renewed members (including family and ordinary membership) in a year	3 600
2	Average number of active groups per month	47*
3	Average number of group attendance per month	1 704*
4	Average number of programme events per month	57*
5	Average number of programme events attendance per month	1 562*
6	Average number of community contacts ² per month	355*
7	Average number of reading and study room attendance per month	3 800

² Community contacts by event refer to purposeful and interactive contacts with organisations, groups, individuals and families.

*** Actual agreed level of respective Agency will be subject to the agreement with Agency.**

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of members ³ indicating satisfaction after receiving Community Centre service in a year (<i>with effect from 1 October 2021</i>)	75%
2	Percentage of participants ⁴ indicating to have individual or family growth in a year (<i>with effect from 1 October 2021</i>)	70%
3	Percentage of participants ³ indicating to have increased concern in the quality of community life/ increased sense of community participation/ improved community network in a year (<i>with effect from 1 October 2021</i>)	70%

Essential service requirements

- Staffing should include registered social worker with recognised degree in social work
- Each Centre should normally open 17 opening sessions per week⁵
- Community Centres should include the provision of community hall, study and reading room service

Quality

³ “Members” refers to members of the Community Centre with a sample size of not less than 7.5% of the agreed level of average number of new and renewed members (including family & ordinary membership) within one year i.e. OS1.

⁴ “Participants” refers to those who have joined at least one of the various types of programmes / groups / activities and are willing to take part in the outcome evaluation with written feedback, with a sample size of not less than 100 participants in a year.

⁵ Calculation formula: [Total number of actual opening sessions in the month ÷ Total number of normal opening days in the month (i.e. calendar days - public holidays including Sundays)] x 7 days. The counting will take the average number on a 6-month interval (i.e. April to September and October to March).

Service operators shall meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of SWD to Service Operators

The SWD will undertake the duties set out in the General Obligations of SWD to Service Operators as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV Basis of Subvention

The basis of subvention is set out in the offer and notification letters issued by the SWD to the Service Operator.

Funding

An annual subvention will be allocated on the Lump Sum Grant (LSG) mode to the Service Operator. This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers, qualified professionals and supporting staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the project and recognised fee income, if any. Rent and rates in respect of premises recognised by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

In receiving the LSG, the Service Operator is accorded flexibility in the use of the grant but required to observe the guidelines set out in the latest LSG Manual, LSG Circulars, management letters and correspondence in force as issued by SWD on subvention policies and procedures. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustments and other charges in line with the price adjustment factor, currently the Composite Consumer Price Index. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal

control and auditing. It should maintain proper books and records and supporting documents on income and expenditure relating to the project and make them available for inspection by the Government representative.

The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the NGO as a whole as audited by a certified public accountant holding a practising certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorised representatives of the NGO, i.e. Chairperson/NGO Head/Head of Social Welfare Services in accordance with the requirements as stipulated in the latest LSG Manual. The AFR should be prepared on a cash basis and non-cash items such as depreciation, staff leave accrual etc. should not be included in the AFR.