

FUNDING AND SERVICE AGREEMENT¹

School Social Work Service

(A) Service Definition

(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.)

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

(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.

(B) Service Performance Standards

(5) Essential Service Requirement

Registered social workers¹ are essential staff of the Service.

(6) Service Output and Outcome Standards

The Service Operator is required to meet the applicable service output and service outcome standards as specified below -

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

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).

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%

(7) Service Quality Standards

The Service Operator shall meet the requirements of the 16 Service Quality Standards.

(8) 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 service unit 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.

(C) Subvention

(9) The Service is subvented by the Social Welfare Department (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.

(10) 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.

- (11) 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

- (12) This FSA is valid for a time-defined period. 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 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.
- (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, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

- (17) 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.

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) 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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