



## **BUSINESS FOR FAMILIES GRANT TERMS AND CONDITIONS**

1. The grant awarded is at the discretion of the Ministry of Community Development, Youth and Sports (MCYS) and may be withdrawn at any time prior to its disbursement. The grant may also be reduced if there are downward variations in actual expenditure for which the grant was based.

2. The grant is based on co-funding by the Government of up to 70% of the costs incurred for approved projects subject to a cap of \$50,000 per businesses. For businesses with only 1 outlet, the funding for the Project is subject to a cap of \$50,000 and for businesses with more than 1 outlet, the funding for the Project is subject to a cap at \$80,000. The grant shall be used to defray the cost of:

- a. Products & Services Mix
  - Costs of contents for family educational programmes
  - Strollers, wheelchairs, baby cots
  - Shuttle Bus Services
  - Family/ Parents Waiting Corner
  - Menu/ Cutleries for children or elderly
  - Furniture, fixtures & fittings for families

### **Developing People & Service Touch-points**

- b. Greeting and Send Off / Service Attitudes
  - Cost of contents to equip staff with relevant knowledge on families, seniors and handicap
  - Training for staff on serving families, seniors, and handicap
- c. Delighting Customers
  - First aid training to handle families, seniors and handicap
  - Gifts / toys / welcome kits for kids
  - Staff rewards / recognition system for being Pro-Family



### **Developing Family-focused Infrastructure**

#### d. Space Layout

- Express queue lane for handicap and mothers with young children
- Handicapped parking lots, designate special lots for families with young children
- Interactive / games corner for kids
- Kiddy corner / play area
- Pram deposit area
- Ramps for prams and wheelchairs
- Rest areas / seats
- Sheltered walkways

#### e. Flooring / Facilities / Cleanliness

- Non-slip flooring
- Diaper changing / nursing rooms
- Elevator & lifts for handicapped and elderly
- Handicap toilets
- Kid size toilet facilities in both male and female toilets

#### f. Access to Information

- Training for staff to assist families, seniors and handicap
- Large pictorial signages
- Signages in multiple languages
- Information in multiple languages

### **Continuous Learning & Improvement**

#### g. Review/Result

- System to track pro-family business performance indicators
- System to track visitorship by families
- Consultancy on Pro-Family Business measures

#### 3. The grant will be disbursed in two phases:-

- a. First 50% of budget upon approval
- b. Remaining 50% or less upon successful completion of project, and attainment of the Pro-Family Business Mark. Organisations must apply and attain the Pro-Family Business Mark for at least 1 outlet owned / managed by the organization

4. Businesses that have attained the Pro-Family Business Mark may still apply for the grant. The said terms and conditions stipulated in this document shall similarly apply to such applications.



5. Successful applicants shall consent to share their knowledge and best practices.

6. The applicant shall implement the project as indicated at the point of application and cannot vary or alter any part of the proposal without first obtaining the written approval of MCYS. The disbursement of the grant may also be reduced, withheld or withdrawn in the event of the failure of the applicant to carry out the approved project to the satisfaction of MCYS.

7. The grant may be withdrawn or cancelled, in full or in part by MCYS at any time in the event of any breach of terms and conditions, misrepresentation or the giving of false or misleading statements by or on behalf of the applicant, or the commencement of proceedings relating to liquidation, insolvency, bankruptcy, receivership, winding up or judicial management (where applicable) of the applicant and the applicant shall upon demand, forthwith refund and repay to MCYS all monies which have been disbursed or paid to the applicant by way of the grant.

8. Applicants and consultants should be aware that if they obtained the grant by false or misleading statements, they may be prosecuted under the Penal Code.

9. The grant shall be subject to the terms and conditions set out in the letter of offer and the application form which may be modified or amended at the discretion of MCYS.

#### **Project Duration**

10. Projects must be completed within one year (effective from the date of approval). Applicants must also submit a progress report within six months of the commencement of the project or at the mid point of the project (whichever comes first).

#### **Consultant**

11. Only consultants endorsed by MCYS shall be engaged for consultancy or training.

#### **Claim for Disbursement of Grant**

12. The Final Report and Official Claim Form together with all claims for disbursements for all expenditure (including invoices and receipts) pertaining to the project must be received by MCYS within one year from the date of approval. Otherwise, the offer of the grant shall automatically lapse.

13. As all payments will be made via GIRO, a duly completed application form for Interbank GIRO must be submitted.