

明愛青少年及社區服務

服務質素標準 12

12.1 尊重服務使用者被知會之服務選擇權利的政策

1. 目的

- 1.1 為服務單位職員提供指引，使他們能及時為服務使用者提供有關服務單位運作上可能影響他們所獲服務的事宜；
- 1.2 確保職員清楚有關程序，以達至尊重服務使用者被知會之服務選擇權利；
- 1.3 讓服務使用者或其家人知道其有關之權利，及清楚有關程序。

2. 理念

上述政策及程序的基本理念如下：

- 2.1 服務單位致力確保服務使用者的權利受到尊重。
- 2.2 讓服務使用者有適當機會，使其能在有資料根據的情況下對其所獲服務作出選擇和決定。

3. 政策

- 3.1 本服務訂有工作指引，讓服務使用者知悉任何有關服務單位運作上的安排及變更；
- 3.2 服務單位備有工作指引，向首次接受服務的服務使用者提供有關的服務資料，讓服務使用者知悉其參與中心服務/活動的權利；
- 3.3 服務單位亦備有一套程序，確保各職員清楚並確實執行能尊重服務使用者被知會之服務選擇權利。

檢討及更新日期：2023 年 4 月 1 日

Caritas Youth and Community Service
Service Quality Standard 12

12.1 Respect of the Service Users' Rights to Make Informed Choices Policy

1. Objectives

- 1.1 To set up guideline for service unit staff to ensure timely information is accessible to service users about operations which affect the services received by them.
- 1.2 To ensure that the staff is clear about the procedures to uphold the rights of the service users in making informed choices and decisions about the services they receive.
- 1.3 To ensure that service users and their family are aware of the above rights and related procedures.

2. Rationale

The basic rationales of the above policy and procedures are as follow:

- 2.1 The service unit is to ensure respect of the service users' rights.
- 2.2 The service users should be provided with opportunities, if appropriate, to make informed choices and decisions about the services they receive.

3. Policy

- 3.1 A guideline is set up to allow service users to be informed about arrangement and changes on the operation of the service unit.
- 3.2 The service unit follows the guideline to provides first time service users with information and their rights in participating in the unit's services/activities.
- 3.3 A set of procedures are established to ensure the staff is clear about and can effectively implement the rights of the service users in making informed choices.

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明愛青少年及社區服務

服務質素標準 12

12.2 尊重服務使用者被知會之選擇權利執行指引

1. 前言

「尊重服務使用者被知會之選擇權利」執行指引（簡稱本指引）旨在協助職員切實執行有關政策，以達至社會福利署所頒佈之服務質素標準 12（SQS 12）之各項要求。

2. 執行指引

2.1 中心運作層面

2.1.1 中心運作之定義：

2.1.1.1 泛指中心日常恆常行政管理運作的重要事宜，包括：中心開放時間、中心場地轉變、中心設施維修及中心資料更改等。

2.1.2 紀錄及保存中心運作轉變通知之準則：

2.1.2.1 按上述運作的定義，一些與日常運作相關之改變，服務單位會於發出通告後，將通告存檔。

2.1.3 中心運作轉變安排：

2.1.3.1 當有影響中心運作之改變時，若改變在可預計的情況下發生，服務單位會在一星期前或合理的最快時間內預早透過合適的渠道，通知受影響的服務使用者或有關人士／機構。

2.1.3.2 遇有突發事故（即時影響中心運作的事情），單位主管會在一星期前或合理的最快時間內通知服務單位的職員；負責職員應透過任何合適的渠道，在一星期前或合理的最快時間內通知受影響的服務使用者及其他有關部門。

2.2 服務層面

2.2.1 負責職員均會按既定的程序通知服務使用者一切有關服務及服務運作上的基本資料，或與服務相關的其他合適資料，以確保服務使用者於接受服務前，能清楚知悉服務安排詳情，並能加以選擇。

2.2.1.1 服務使用者使用中心服務的選擇及被知會程序（請參閱服務使用者使用服務的選擇及被知會程序文件）

2.2.2 當有影響服務安排之改變，無論是已預計的或突發的情況下發生，負責職員應在一星期前或合理的最快時間內以合適的渠道，通知受影響的服務使用者或有關人士；並在情況許可下，提供其他合適的服務選擇。

2.2.2.1 負責職員轉換通知程序（請參閱負責職員轉換通知程序文件）

2.2.2.2 服務安排更改通知程序（請參閱服務安排更改通知程序文件）

Caritas Youth and Community Service

Service Quality Standard 12

12.2 Guide on Respect of the Service Users' Rights to Make Informed Choices

Implementation

1. Foreword

The Implementation Guideline on "Respect of the Service Users' Rights to Make Informed Choices of the Service They Receive" ("The Guideline") aims to assist the staff in implementing the policy to fulfill the requirements of the Service Quality Standard 12 issued by the Social Welfare Department.

2. Implementation Guideline

2.1 Changes in the Centre's Operation

2.1.1 Definition of the Centre's operation:

2.1.1.1 Core information on the daily administration and operation of the Centre, which includes: opening hours, venue changes, facility maintenance and update of information.

2.1.2 Record keeping of notification of changes in the Centre's operation

2.1.2.1 In accordance with the above definition, changes concerning the daily operation of the Centre will be announced by the service unit and the notice will be kept in record.

2.1.3 Arrangement of changes in the Centre's operation:

2.1.3.1 In cases of planned changes of the Centre's operation, the service unit will notify the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time.

2.1.3.2 In cases of emergency (which immediately affects the Centre's operation), the Centre's Head / Social Work Supervisor will notify staff of the service unit one week in advance or within the shortest, reasonable time. The staff in charge will inform the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time.

2.2 Changes in Service

2.2.1 The staff in charge will inform service users according to the established procedures on the basic information related to the service and service operation or other related information. This is to ensure that the service users are aware of the detailed arrangement and can make informed decision before accepting the service.

2.2.1.1 Procedure on the service users' choices and rights of being informed on the Centre's service (Please refer to the Procedure on The Service Users' Choices and Rights of Being Informed.)

2.2.2 In case of change in service arrangement, whether it is planned or happened as emergency, the staff in charge should inform the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time. If situation permitted, suitable alternative service options should be provided.

2.2.2.1 Notification procedure of change of staff in-charge (Please refer to the Notification Procedure of Change of Staff In-Charge.)

2.2.2.2 Notification procedure of change in service arrangement (Please refer to the Notification Procedure of Change in Service Arrangement.)

Date of Review and Revision: 1 April 2023

明愛青少年及社區服務

服務質素標準 12

12.3 使用服務的選擇及被知會程序文件

1. 原則

- 1.1 服務使用者初次接受服務前，需掌握所接受的服務基本資料，清楚自己的服務使用權利。
- 1.2 於提供服務前，中心職員需以任何渠道及預早通知服務使用者有關服務的詳情，保障服務使用者的知情權及選擇權。

2. 服務使用者首次或初期使用中心服務之安排

- 2.1 首次為服務使用者提供服務時，中心職員應一星期前或合理的最快時間內把服務聯絡資料給予服務使用者，以便日後聯絡。
- 2.2 服務使用者在申請成為中心會員時，會獲派發「入會申請須知」。
- 2.3 為讓服務使用者能在獲得所需資料下作出服務選擇的決定，各職員在推行活動或課程前，必須於大部份活動資料（如活動日期、時間、地點、對象、收費、報名及查詢方法、活動內容、負責職員或導師等）落實後，在一星期前或合理的最快時間內透過以下合適之途徑發放有關訊息，例如：
 - 服務單位的刊物
 - 合適的機構活動中
 - 課程或會議中所設之活動宣傳或簡介環節
 - 諮詢委員會或會員大會
 - 個別活動宣傳單張、海報、活動一覽表
 - 街展或宣傳站中所設的服務宣傳展板或資料派發
 - 服務單位詢問處大堂單張架、服務單位內之壁佈板
 - 由職員與服務使用者、舊會員或地區人士個別聯絡或面談提供服務資訊
 - 長期小組或會員組織之定期會訊
 - 給服務使用者之家長或合法監護人的通告或邀請信。

3. 個案服務／課程及活動之選擇安排

- 3.1 若服務使用者有需要查詢中心內所提供的個案服務或性質相若的課程或活動時，職員會向查詢者提供個別活動之資料，並鼓勵查詢者參考服務單位之其他活動之資料單張，以便作出服務使用之決定。

Caritas Youth and Community Service
Service Quality Standard 12

12.3 Procedure on the Service Users' Choices and Rights of Being Informed

1. Principles

- 1.1 The service users should be clear about the basic information and their rights of using the service before they accept the service for the first time.
- 1.2 Before delivering the service, the staff should through any channel notify the service users in advance on the detailed information of the service to ensure that they are aware of their rights and options.

2. Arrangement for first-time or new service users

- 2.1 Before delivering the service for first time users, the centre's staff should, one week in advance or within the shortest, reasonable time, give the service users the service information of the staff in-charge for future contact.
- 2.2 "Notice to Members" will be given to the service users when they apply for membership of the Centre.
- 2.3 To allow the service users to make informed choices, the staff should before the start of any programme/course announce through the following potential channels the confirmed information (such as date, time, venue, target participants, charge, application and enquiry, content, and staff/instructor in-charge, etc) one week in advance or within the shortest, reasonable time. The channels include:
 - Publications of the service unit
 - Appropriate organization activities
 - Programme introduction in courses/meetings
 - Advisory committee meetings or general members meetings
 - Pamphlets and posters of individual programmes or programmes schedules
 - Display panels or leaflet distribution in outdoors exhibition or street station
 - Pamphlet shelf in the lobby of the service unit or notice boards in the service unit
 - Direct contact of the staff with service users, past members or interested parties
 - Regular newsletters of long-term groups or members groups

- Notice or invitation letters to parents/legal guardians of service users

3. Options of Case Services/Courses and Programmes

- 3.1 If service users inquire on the case services/similar courses and programmes provided by the Centre, the staff should deliver information on the specific service and encourage them to obtain more information from the staff of the service unit so as to make an informed choice.

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明愛青少年及社區服務
服務質素標準 12
12.4 負責職員轉換通知程序文件

1. 原則

- 1.1 任何職員轉換，無論是已預計的或突發的情況下發生，需在一星期前或合理的最快時間內通知受影響的服務使用者或有關人士。
- 1.2 負責職員需以客觀的立場，向服務使用者解釋轉換職員的原因，及轉介的程序。

2. 程序

- 2.1 服務使用者在下列的情況下，有需要由其他職員跟進：
 - 2.1.1 職員調職/離職/內部職員工作重組
 - 2.1.2 根據服務使用者的特有需要，需由服務單位安排其他合適職員提供服務。
- 2.2 負責職員當遇到以上的情況：
 - 2.2.1 可首先徵詢服務使用者的意見，再與單位主管商量合適的安排。
 - 2.2.2 負責職員須向服務使用者詳細解釋有關轉換職員後，有可能帶來的影響。
 - 2.2.3 服務使用者若拒絕接受安排，職員須向他解釋和提供他可以有的其他選擇，例如在區內外其他提供相關服務的機構資料，或可選擇暫時停止接受服務。
 - 2.2.4 若服務使用者接受轉換負責職員的安排，便可按雙方的協議進行內部轉介。
 - 2.2.5 若服務使用者拒絕接受轉換職員的安排，而選擇暫停接受服務，服務單位須執行退出服務程序的安排（參閱 SQS 10）。

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Caritas Youth and Community Service**Service Quality Standard 12****12.4 Notification Procedure of Change of Staff In-Charge****1. Principles**

- 1.1 In case of staff change, whether it is planned or happened as emergency, the affected service users/related parties must be informed one week in advance or within the shortest, reasonable time.
- 1.2 The staff in-charge should explain to the service users in an objective manner the reason of staff change and the referral procedures.

2. Procedures

- 2.1 Under the following circumstances, the service users will be followed up by other staff members :
 - 2.1.1 Staff transfer/leave/internal post reorganization
 - 2.1.2 In accordance with specific needs of the service users, the service unit will arrange other appropriate staff to follow up.
- 2.2 When the staff in-charge encounters the above circumstances :
 - 2.2.1 The staff will first consult the service user and discuss with the unit head/Senior Social Work Supervisor of suitable arrangement.
 - 2.2.2 The staff should explain in details to the service user the possible effects of staff change.
 - 2.2.3 If the service user refuses the arrangement, the staff should explain and offer alternative options, such as other organizations in or outside the district that provides the related service, or a temporary suspension of receiving the service.
 - 2.2.4 If the service user accepts the arrangement, an internal referral can be made according to the agreement of both parties.
 - 2.2.5 If the service user refuses the arrangement, and choose to stop receiving the service, the service unit has to carry out the procedures of the user leaving the service. (Please refer to SQS 10.)

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明愛青少年及社區服務

服務質素標準 12

12.5 服務安排更改通知程序文件

1. 原則

- 1.1 凡影響服務安排之改變，無論是已預計的或突發的情況下發生，負責職員應在一星期前或合理的最快時間內以合適的渠道，通知受影響的服務使用者及有關人士；並在情況許可下提供其他合適的服務選擇。

2. 程序

- 2.1 在舉辦活動或課程前，如有需要更改活動、日期、時間、地點、收費、對象或導師等，活動或課程負責職員須在一星期前或合理的最快時間內以合適的方法，（例如：通告、書面、電郵、電話或傳媒廣播等方式）通知參加者有關改動之因由。
- 2.2 若事出突然(例如: 停電)，時間不足夠或未能通知服務使用者有關取消會面的決定或活動之更改，服務單位需要安排當值職員，向服務使用者解釋情況；並在可能的情況下，通知服務使用更改後的最新資料。
- 2.3 當遇到以上提及的活動資料更改情況，課程或活動負責職員必須把有關更改在一星期前或合理的最快時間內通知部門內或相關部門之職員，以及中心詢問處職員，儘量一致地回應活動改動後之所有查詢。
- 2.4 任何特別安排，如同工營或職員外出處理緊急事故等等，需要於某個時段暫停服務時，單位主管須在一星期前或合理的最快時間內通知各職員，在一星期前或合理的最快時間內派發／擺放／張貼單張或通告，以使區內有關團體或服務使用者能儘早知道有關安排。
- 2.5 若服務單位因搬遷或其他原因，需更改地址或電話時，必須一星期前或合理的最快時間內派發／擺放／張貼單張或通告，以便區內有關團體、服務單位或服務使用者能儘早知道有關安排。

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Caritas Youth and Community Service**Service Quality Standard 12****12.5 Notification Procedure of Change in Service Arrangement****1. Principle**

- 1.1 In case of change in service arrangement, whether it is planned or happened as emergency, the staff in charge should inform the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time. If situation permitted, suitable alternative service options should be provided.

2. Procedure

- 2.1 Before the programme or course is held, if there is any change in the activity/date/time/venue/charge/target participants/instructor, the staff in-charge should notify the participants through an appropriate channel (such as notice, correspondence, email, telephone, or media broadcast, etc) one week in advance or within the shortest, reasonable time.
- 2.2 If it is an emergency (e.g. power outage), and there is insufficient time to notify service users on the cancellation or change in the meeting/activity, the service unit has to arrange a staff on duty to explain to the service users of the situation, and if possible, any updated arrangement of the service.
- 2.3 In the cases of activity change, the staff in charge of the course/programme should notify the department staff or staff of related department and the Centre's Enquiry Office staff one week in advance or within the shortest, reasonable time to answer related enquiries in consistence.
- 2.4 If the service has to be suspended for a period of time due to special arrangements such as co-workers camp or dealing with emergency, the unit head/social work supervisor needs to notify all staff one week in advance or within the shortest, reasonable time. Notice or leaflets have to be delivered/placed/put up one week in advance or within the shortest, reasonable time to notify the service users or related groups in the district.
- 2.5 If the service unit changes the address or telephone number for relocation or other purpose, notice or leaflets have to be delivered/placed/put up one week in advance or within the shortest, reasonable time to notify the service users and related groups and service units in the district.