

## 明愛青少年及社區服務

### 服務質素標準 13

#### 13.1 保障服務使用者之私人財產權利之政策及執行

1. 政策目的：  
此政策之制定是保障服務使用者之私人財產權利受到尊重。
2. 私人財產的定義：  
服務使用者之個人物件(包括身份證明文件)、貴重財物及金錢。
3. 理念：  
服務使用者於接受服務期間(在單位範圍內及活動中)之個人財物的安全應受到保障。並讓他們清楚知道他們這方面的權利。
4. 政策：
  - 4.1 職員在提供服務時，應考慮如何保障服務使用者的個人物品及財產的安全。
  - 4.2 職員在未得服務使用者同意之前，他們的個人物品及財產不能被職員作公家物品使用。同時，亦有責任讓服務使用者知道他們這方面的權利。
  - 4.3 服務單位應考慮能否提供一個安全的環境 / 地方予服務使用者存放其個人財物，並制訂適當程序。如單位未能提供儲物地方，應提醒服務使用者保管自己財物。
  - 4.4 所有服務使用者在單位範圍內及活動中遺漏之物件，均會列作失物處理。

檢討及更新日期：2024 年 3 月 7 日

**Caritas Youth and Community Service****Service Quality Standards 13****13.1 Policy for Protecting Rights of Personal Belongings of Service Users****1. Mission:**

The compilation of this policy is to ensure that rights of personal belongings of individual service users are well respected.

**2. Definition of Personal Belongings:**

Personal belongings of service users cover individual's identification documents; valuables and moneys.

**3. Concept:**

At the time of their using services within Service Unit's area and its organized activities, Service User must be well informed that their personal belongings are being protected.

**4. Policy:**

4.1 When providing services, staff must consider how to protect service users' personal belongings.

4.2 Without permission of service users, staff is not allowed to use their personal belongings/properties for official purposes. Service users must be informed of their rights in this respect by staff.

4.3 Service Unit should consider providing reliable and safety environment for service users to store their personal belongings in accordance with its prescribed procedure. If there is no provision of storage facility for service users, Service Unit must remind them to take care of their own personal belongings.

4.4 Any loss of personal belongings within the area and organized activities of Service Unit is to be classified as "Lost Case".

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**服務質素標準 13**  
**13.2 失物待領程序**

1. 凡在中心拾獲他人遺漏之物件，請交予當值詢問處職員，一切拾獲之物件(除易壞物品外)，皆以失物程序處理。
2. 當值職員需將失物登記，妥為保存，並將有關失物資料公開張貼。此外，單位主管須每季覆閱失物登記記錄。  
若失物為貴重物品，如信用卡、手提電話等，若兩個工作天均未有人認領或未能聯絡上物主，單位應委派職員把物品送交警署。
3. 物主可向當值職員查詢及領回失物。
4. 一般情況由拾獲失物日起，三個月後，若未有人領回失物，本中心作出適當處理。

檢討及更新日期：2024 年 3 月 7 日

**Caritas Youth and Community Service**  
**Service Quality Standards 13**  
**13.2 Procedure for Redemption of Lost Item(s)**

1. Lost item(s) (except easily decayed goods) being discovered at any Service Units should be reported and handed to duty staff stationed at Reception Counter for further action following the procedures of handling lost item(s).
2. Duty staff must record details of such lost item and properly maintain such details. Similar details should also be posted on Service Unit's notice board for public awareness. If the lost property is valuables, such as Octopus, credit card, mobile phone, etc., if no one has claimed it for two working days or the owner cannot be contacted, the unit should appoint a staff to deliver the item to the police station.
3. Owner of lost item may enquire to duty staff for his/her lost item and arrange for redemption.
4. If lost item has not been redeemed in 3 months from the date of discovery, such lost item is to be disposed of at the discretion of Service Units.

Date of Review and Revision: 7 March 2024

明愛青少年及社區服務  
服務質素標準 13  
13.3 失物待領通告

本服務現有下列失物，請物主盡快與詢問處當值職員聯絡，安排領取事宜。

拾獲日期	失 物

處理失物政策：若職員在單位範圍內活動中發現有服務使用者遺漏之物件，會詳列於失物待領的記錄冊上，並張貼於告示板；若三個月後仍未有人認領，則由該單位作出適當處理。

檢討及更新日期：2024 年 3 月 7 日

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**Caritas Youth and Community Service**  
**Service Quality Standards 13**  
**13.3 Notice for Redemption of Lost Item**

It is noted that the following lost item(s) has (have) been discovered and is (are) under the custody of the Service Unit. Owner(s) of such lost item(s) is (are) urged to approach duty staff for redemption:-

Date of Discovery	Details of Lost Item(s)

**Policy for Processing Lost Item:**

If lost item of service user is discovered during activity organized by Service Units within its area, duty staff needs to record such details and post such details on notice board to look for owner's redemption. If such item has not been claimed in 3 months from the date of discovery, it will be disposed of at the discretion of Service Unit.

Date of Review and Revision: 7 March 2024

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服務質素標準 13  
13.4 失物處理記錄

拾獲日期	失 物	處理		
		物主 取回	已交 警方	過期後，送贈 有需要人士

單位主管簽署：\_\_\_\_\_ 日期：\_\_\_\_\_

檢討及更新日期：2024 年 3 月 7 日

**Caritas Youth and Community Service**  
**Service Quality Standards 13**  
**13.4 Handling lost item records**

Date of Discovery	Lost Item(s)	Result		
		redeemed by owner	hand over to police station	for donation to needy after 6 month
	s			

Signed by Centre Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Date of Review and Revision: 7 March 2024