
明愛青少年及社區服務
服務質素標準 10
10.1 申請和退出服務政策

1. 一般而言，服務使用者在申請接受服務時，我們以先到先得為準；但是個別服務計劃基於程序內容對服務使用者有一些基本要求、活動名額、預期公眾人士對服務的殷切需求等因素，一些服務計劃會另外訂明服務使用者申請接受服務的程序，並會於該服務計劃的宣傳單張、海報作詳細說明；
2. 我們接納服務使用者接受服務是以一視同仁為原則，若果個別服務計劃未能接納服務使用者，我們將會向該申請人陳明不接納的原因；
3. 如情況許可，我們將會提供其他合適服務的資料給申請人，以便他獲得其他服務，服務使用者若有確切需要時，我們將會將其轉介到另一服務單位申請服務；
4. 服務使用者可以就其意願而退出服務，我們會訂立在不同服務情況下，服務使用者退出服務的程序。

檢討 ： 本政策最少三年檢討一次
檢討日期 ： 2018 年 1 月 25 日

Caritas Youth and Community Service
Service Quality Standard 10

10.1 Policy on Application for and Withdrawal from Service

1. In general, an application by a service user to accept service will be treated by us on the principle of first-come first-served. However, due to factors like certain basic requirements on the service user according to the procedural content of individual service projects, quota of the activity, and the anticipated demand for service from members of the public, procedures on application to accept service by a service user will be set out additionally by some service projects and will be stated in detail in promotion leaflets and posters of that service project;
2. Our admission of a service user to accept service is based on the principle of impartiality. If an individual service project is unable to admit a service user, we would clearly explain to that applicant the reason for non-acceptance;
3. If circumstances permit, we would provide information on other suitable services to the applicant so as to enable her/him getting other services. Where there is a definite need from the service user, we would refer him to another service unit for service application;
4. A service user can withdraw from the service at her/his own will. We would set up procedures for service users to withdraw from service under different service situations.

Review : This policy to be reviewed once every three years

Date of Review : 25 January 2018