



明愛青少年及社區服務

服務質素標準 10

10.2 進出服務的程序〔參加活動及會員〕

(一) 服務報名手續：

- 1.1 本服務單位（以下簡稱本單位）的服務包括服務計劃、小組、活動、興趣班及會員會籍（以下簡稱服務）；
- 1.2 除特別註明報名日期的服務之外，所有由本單位主辦及已進行公開宣傳的服務可以即時接受報名，請於詢問處辦理報名手續；
- 1.3 報名參加本單位服務必須填寫指定的報名表格、繳交有關費用／證明文件／照片（以有關服務註明為準）及取回正式收據，方為有效；
- 1.4 除非服務宣傳品已註明或獲得本單位的單位主管批准，所有服務不接受以電話報名或預留名額；
- 1.5 若服務使用者就報名手續有任何不滿意之處，請先與服務負責職員商討，若果事情未能解決，請循投訴程序處理。

(二) 已報名的服務退出手續：

- 2.1 已報名及繳費者（以下簡稱參加者）可以知會本單位想退出服務的意願，但是不能少於服務舉行前六個工作天或以前提出申請，若本單位於有關活動已有候補者等候，則會安排由候補者補上，退出服務者需要繳交手續費卅元正，本單位亦安排在一個月內退回已繳交之費用；

- 2.2 若本單位於有關活動沒有候補者，則參加者可以推薦符合該服務參加者資格的人士補上，本單位保留接納該候補人士的權利，若獲接納，則參加者需要繳交手續費卅元正；
- 2.3 若沒有任何候補者，則參加者不能退出服務及取回已繳交之費用；
- 2.4 若果本單位因應環境轉變而需要調動服務，因而引致參加者所參加的服務不能如期舉行，參加者可選擇參加其他服務，並將已繳交之費用轉到新的服務，參加者亦可選擇退回已繳交之費用，本單位安排在一個月內退回已繳交之費用；
- 2.5 在下列情況下，本單位可以取消參加者參加服務的資格，已繳交的費用概不發還：
 - (1) 在報名後被本單位發現不符合參加服務的資格；
 - (2) 在服務進行期間參加者不遵從本單位服務負責職員就其言論、行為的勸喻。
- 2.6 「單位主管可就申請退出服務的人士申述之理由，作出酌情處理。」

(三) 會員會籍：（只適用於有會員制度之單位）

本單位的會員會籍以申請成為會員當天起計算有效期為一年，在有效期內，會員可以以書面申請要求刪除其會籍，本單位將於十二個工作天內刪除識別到有關個人資料之記錄，但是已繳交之會員費則概不發還。

(四) 需要服務舉行前面見參加者的服務：

本單位的個別服務需要在服務前與有興趣者面談，以讓雙方充份了解有關之服務內容、彼此的期望及權責。服務的負責職員將在接獲有興趣者提交報名表後不多於六個工作天內跟進或安排面談，並於不少於服務舉行前六個工作天（或報名者報名後第二個工作天，以多者為準）知會有關人士是否接納其報名，如有關人士不接納此項決定，可循既定途徑向本單位投訴。

檢討 : 本程序最少三年檢討一次
檢討日期 : 2018年1月25日

**會員退會 / 刪除個人資料 申請表格**

本人欲*申請 (請在合適選項目加上✓號)

- 退會
 刪除本人的個人資料

申請人資料：

*姓名：_____ *電話號碼：_____

*會員編號(如適用)：_____

*退會 / 刪除個人資料原因： _____

*簽署：_____ *申請日期：_____

註：請將填妥的申請表格傳真或寄回本中心辦理要求退會/刪除個人資料事宜，
本中心會致電與聯絡人核實資料及安排跟進事宜。

*欄位必須填寫

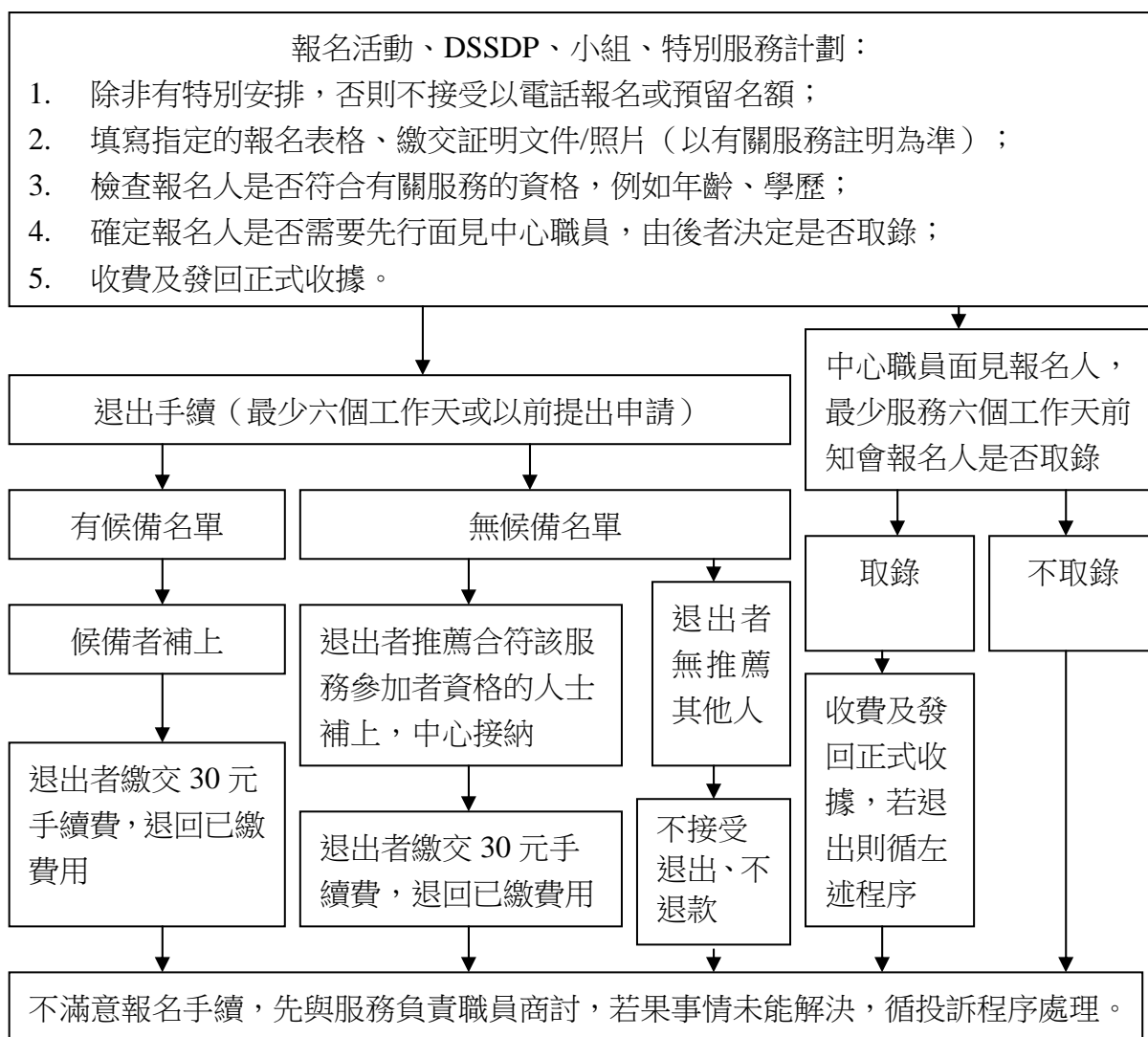
此欄由本中心填寫

單位名稱：_____

負責職員：_____ 簽署：_____

日期：_____

明愛青少年及社區服務
服務質素標準 10
10.2 「參加活動及會員」執行流程圖



檢討： 本程序最少三年檢討一次
 檢討日期： 2018 年 1 月 25 日



Caritas Youth and Community Service
Service Quality Standard 10
10.2 Procedure for Entering and Exiting Service
(Joining Programmes and Membership)

(1) Procedure for Service Application

- 1.1 Services of this service unit (hereinafter called 'this Unit') include service projects, groups, programmes, interest classes and membership (hereinafter called 'service(s)');
- 1.2 Except services for which an application date has been specially specified, application for all services organized by this Unit and which publicity has been started, can be accepted immediately. Please go through enrolment procedures at the Reception Counter.
- 1.3 Application to enrol in services of this unit would only be valid upon completion of the specified application form, paying of relevant fees, submission of documentary proofs and/or photos (as indicated by the related service), and collection of the official receipt.
- 1.4 Except as specified in publicity materials of the service or having been approved by the Centre Supervisor of this unit, applications through telephone or reservation of places would not be accepted for any service.
- 1.5 If the service user is any way not satisfied with the application procedures, please firstly discuss with responsible staff of the service. If the issue could not be resolved, please go through the Complaint Procedures.

(2) Procedure for Withdrawal from Service after Enrollment

- 2.1 A person who has enrolled and paid (hereinafter called 'participant') can notify this unit the wish to withdraw from the service. However, an application should be made not less than 6 working days prior to the commencement of the service. If there are alternate applicants for the related activity on waiting, alternate applicants would be arranged as replacement. The person withdrawing from the service is required to pay a handling fee of HK\$30.00. This unit will arrange refund of the paid fees within 1 month;
- 2.2 If there are no alternate applicants for the related activity, the participant can recommend a person who satisfies the eligibility requirements of that service as replacement. This unit reserves the right to admit that alternate person, and if admitted, the participant is required to pay a handling fee of HK\$30.00;
- 2.3 If there are no any alternate applicants, the participant could not withdraw from the service and recover the paid fees.
- 2.4 If this unit needs to re-schedule service due to circumstantial changes, leading to the service which the participant is to take part could not be held as scheduled, the participant could opt to join other services and transfer the paid fees to the new service. Participants could also opt for a refund of the paid fees. This unit would arrange refund of the paid fees within 1 month;
- 2.5 Under the following circumstances, this unit could disqualify a participant from taking part in a service and there will be no refund of paid fees:
- (1) found by this unit for not satisfying the eligibility requirements of the service after enrollment;
 - (2) the participant not complying with advice made by the responsible staff of the service regarding the participant's opinions and behaviour during the conduction of the service.
- 2.6 Centre Supervisor could have discretion regarding representation of reasons made by the person applying for withdrawal from Service.

(3) Membership (not applicable to District Youth Outreaching Social Work Team)

Membership of this unit is valid for one year counting from the day of application as a member. Within the period of validity, a member could request to remove his membership. This unit would delete all related records in conformance with the request. However, all membership fees paid would not be refunded.

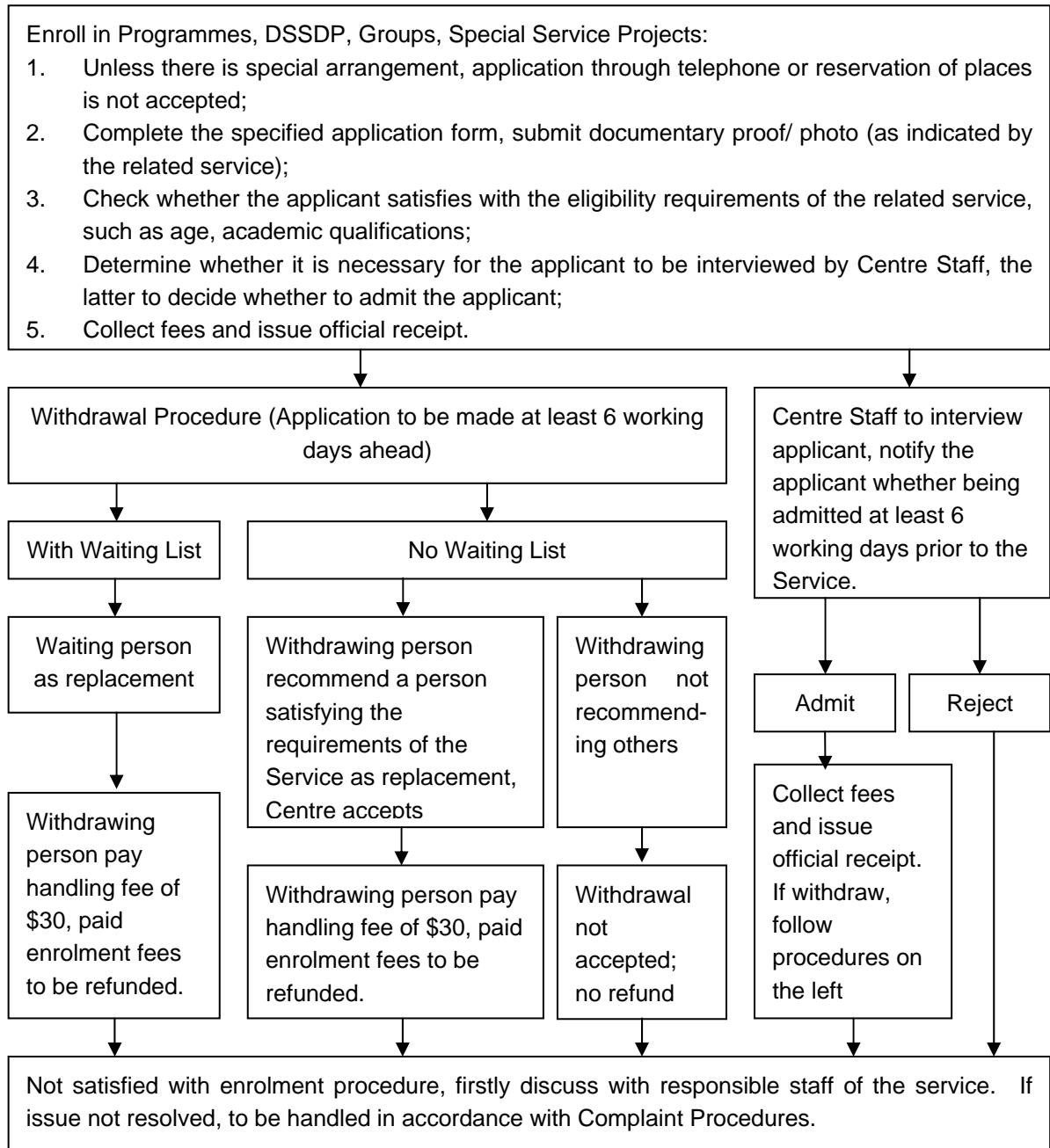
(4) Services Necessitating Interviewing the Participant Prior to the Commencement of the Service

Individual service of this unit requires that an interview be held with the interested person before the service so as to enable both parties to get a full understanding of the content of the related service; expectations and rights & responsibilities of each other. Responsible staff of the service will follow-up or arrange an interview in not more than 6 working days upon receiving the application form submitted by the interested person, and will notify the related person whether to accept his application not less than 6 working days before the service being held (or on the 2nd working day after the applicant's enrollment, whichever is the longer). The related person can make a complaint to this unit through established channels if he does not accept such decision.

Review : This procedure to be reviewed once every three years
Date of Review : 25 January 2018

**Caritas Youth and Community Service
Service Quality Standard 10**

10.2 ‘Joining Programmes and Membership’ Execution Flowchart



Review : This policy to be reviewed once every three years
Date of Review : 25 January 2018