

明愛青少年及社區服務 服務質素標準 10

10.5 青少年外展社會工作隊之申請及退出服務政策及程序

1. 政策目的
 - 1.1 讓服務對象清楚了解接受及退出個案的政策、程序及準則
 - 1.2 讓職員清楚明白提供個案服務的政策、程序及準則
2. 服務對象
 - 2.1 凡年齡 6-24 歲，流連於公眾場所(例如球場、遊戲機中心、快餐店等) 並在朋輩、家庭、學校、工作等方面有適應困難及問題，或容易受不良社會環境影響的青少年。
3. 服務的優先次序決定準則
社工需考慮下列各項因素，以決定甄別服務對象的優先次序
 - 3.1 服務對象的情況是否符合外展服務的宗旨與目標、服務性質；
 - 3.2 服務對象的問題是否具有急切性及危機性；
 - 3.3 服務對象是否願意接受社工提供服務；
 - 3.4 社工是否可以與服務對象維持接觸。
4. 收費政策
接受外展輔導服務不需繳付費用，但配合輔導工作而舉辦的活動，例如參觀、宿營、燒烤等則按服務對象的經濟能力及活動成本而另行收費。
5. 申請接受服務
大部份外展服務接受者都是由社工到青少年流連、聚集的場所而認識的。外展社工按服務優先次序準則，以邀請這些有服務需要的青少年接受服務。一般市民亦可透過下列途徑申請：
 - 5.1 直接申請：有需要的人士可於辦公時間內致電或親身到外展隊辦理申請手續，外展隊儘可能安排社工即時接見處理申請，並於三個工作天內通知申請者跟進情況(接納、轉介或拒絕申請)；如申請者對申請結果有任何意見，可於三個月內向有關外展隊隊長反映。
 - 5.2 機構轉介：本外展隊服務接受其他機構轉介符合接受外展服務的個案。當收到轉介後，外展隊將安排社工在一個星期內聯絡轉介者及被轉介者，以瞭解被轉介者的情況及評估是否接納轉介。收到轉介後兩星期內向轉介者交待進展。

- 5.3 在得到外展隊隊長的批准及服務對象的同意下，外展社工將開立服務對象的個人檔案，正式向服務對象提供輔導服務。
6. 終止或退出服務
 - 6.1 每半年，外展社工將與案主檢討進展及是否終止服務；任何時候案主均可向負責社工或外展隊隊長提出退出服務的要求。
 - 6.2 在正式終止一個服務對象的輔導服務前，負責社工須諮詢外展隊隊長的意見。
 - 6.3 已退出服務的青少年，如有需要，可重新向本外展隊申請服務。
 7. 社工主動終止服務的準則
在下列任何一種情況下，社工須考慮終止個案服務：
 - 7.1 服務對象年齡已不再符合接受服務資格；
 - 7.2 服務目標已達；
 - 7.3 服務對象的需要已不在外展隊服務性質以內；
 - 7.4 服務對象的行為對其他服務對象或職員構成危險；
 - 7.5 社工與服務對象失去聯絡達六個月。
 8. 終結個案後服務使用者獲取個人資料的權行和程序
 - 8.1 服務使用者可向工作員取其個人的資料及個人個案紀錄(參閱 **Divisional Guidelines on Personal Data (Privacy) Ordinance, 5 January 1998**)
 9. 終結個案後服務使用者獲取個人資料的程序
 - 9.1 服務使用者可向單位主管申請查閱、修改或取得個人有關資料，但必須以書面申請，單位將於四十日內作出回應(參閱 **Divisional Guidelines on Personal Data (Privacy) Ordinance, 5 January 1998**)

檢討： 本政策及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**

**10.5 Policy and Procedure on Application for and Withdrawing from
Service of District Youth Outreaching Social Work Team**

1. Purpose of the Policy

- 1.1 To let target service user have a clear understanding of the policy, procedure and criteria on accepting and withdrawing from case service.
- 1.2 To let staff members have a clear knowledge of the policy, procedure and criteria for the provision of case service.

2. Target Service User

- 2.1 Youth aged between 6 and 24 years old who lingers in public places (such as ball game fields, video game centres and fast food shops) with problems and adjustment difficulties amongst peers, in the family, school or at work, or who are vulnerable to the adverse impact of the social environment.

3. Criteria for the Determination of Priority of Service

Social worker needs to consider the various factors listed below so as to determine the priorities in the screening of target service user.

- 3.1 is situation of the target service user in accord with aims, objectives and service nature of Outreaching Service?
- 3.2 is problem of the target service user one with urgency and having a crisis?
- 3.3 is target service user willing to accept the provision of service by social workers?
- 3.4 is the social worker able to maintain contact with the target service user?

4. Policy on Fees and Charges

Payment of fees are not required for accepting outreaching counselling service. However, for activities such as visit, resident camping, BBQ, etc. held to tie in with counselling work, fees will be separately charged according to the financial capacity of the target service user and the cost of the activity.

5. Application to Receive Service

Most of those who receive outreaching service are met by social workers at places where youths linger or gather. Outreaching social workers invite these youths who have a need for service (according to the Criteria for Priority of

Service) to receive the service. The general public could also apply through the following channels:

- 5.1 Direct Application: Person in need can make a telephone call to, or pay a visit to the outreaching team to go through the application procedure during office hours. The outreaching team would arrange immediate interview by a social worker as far as possible to process the application, and would notify the applicant the follow-up situation (admit, refer or reject the application) within 3 working days. If the applicant has any comment regarding the application result, he/she can reflect to the Outreaching Team Leader concerned within 3 months.
- 5.2 Referral from Organisations: This outreaching team accepts referral of cases, which satisfy the criteria for accepting outreaching service, by other organisations. Upon receipt of the referral, the outreaching team would arrange a social worker to contact the referring party and the person being referred within one week in order to get an understanding of situation of the person being referred and to access whether to admit the referral. Progress would be explained to the referring party within 2 weeks after receiving the referral.
- 5.3 Upon obtaining approval of the outreaching team leader and the consent of the target service user, outreaching social worker would establish a personal file of the target service user and officially provide counselling service to the target service user.

6. Termination of or Withdrawing from Service

- 6.1 Every half year, outreaching social worker would evaluate with the case subject the progress and whether to terminate service. The case subject could, at any time, make a request to the responsible social worker or outreaching team leader to withdraw from service.
- 6.2 Before formally terminating counselling service for a target service user, responsible social worker must consult the opinion of the outreaching team leader.
- 6.3 Youth who had withdrawn from service can apply afresh to this outreaching team for service, if needed.

7. Criteria for social worker taking initiative to terminate service

Social worker must consider terminating case service under any one of the circumstances listed below:

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- 7.1 Age of the target service user no longer satisfies the eligibility to accept service;
 - 7.2 The goal of service has been reached;
 - 7.3 The needs of the target service user is no longer within the service nature of the outreaching team;
 - 7.4 The behaviour of the target service user constitutes a danger to other target service user or staff members;
 - 7.5 Social worker has lost contact with the target service user for 6 months.

8. Rights of Service User to Obtain Personal Data After Termination of Case

- 8.1 Service user can request for his/her personal data and personal case record from the responsible staff (See “Divisional Guidelines on Personal Data (Privacy) Ordinance”, 5 January 1998).

9. Procedure for Service User to Obtain Personal Data After Termination of Case

- 9.1 Service user can apply for access to, amendment of, or obtaining, personal related data through Centre Supervisor. Applications must be made in writing, and the unit would respond within 40 days (See “Divisional Guidelines on Personal Data (Privacy) Ordinance”, 5 January 1998).

Review : This policy and procedure to be reviewed once every three years in the meetings of the Unit

Date of Reivew : 25 January 2018