

明愛青少年及社區服務 服務質素標準 11

11.1 評估及滿足服務使用者的需要之政策及程序

1. 政策目的

此政策之制定是為確保服務使用者得到及時和適當的服務，以達到本服務的宗旨。

2. 理念

讓服務單位透過一個持續不斷的歷程，進行服務需要評估及周全的服務計劃，力求滿足使用者的需要和使資源用得其所。

3. 政策

3.1 定期評估

服務單位需定期評估服務使用者的需要、制訂服務計劃並檢討工作進展，務求各項服務能及時回應所出現之轉變，以確保服務能滿足服務使用者的需要。

3.2 更新使用者及社區資料

按服務使用者情況及需要更新服務使用者及社區資料。

3.3 服務需配合使用者能力

服務單位必須了解服務使用者之能力和步伐，以確保所制定之服務計劃為服務使用者的能力範圍內所能承擔。

3.4 訂定優次以及早介入

服務單位需評估並臚列服務使用者的需要，並需列出處理的優先次序。並在資源的許可下盡早推行服務。

3.5 使用者參與評估

服務單位需充份知會服務使用者及社區人士單位之服務計劃，鼓勵他們表達意見和期望。

3.6 評估及檢討紀錄

服務單位需撰寫及保存完整紀錄，以紀錄單位所作之需要評估、服務進展及檢討結果。

4. 評估服務需要的方法及程序

4.1 服務單位需有系統地收集有關社區及服務使用者之數據，作為社區分析之基礎。各項數據需定期更新。

- 4.2 評估服務使者的需要是一個延續不斷的過程，各服務單位需每年進行最少一次作整體需要評估，並據此製定年度計劃。
- 4.3 服務單位需每年一次作全面檢討服務，目標達至的程度和成效。
- 4.4 於日常中心會議報告工作進展時，服務單位需檢討各項服務之進展，以確保服務能回應新的需要和轉變。

5. 服務使用者參與服務單位評估需要及計劃活動的方法

- 5.1 由服務單位定期主動探討社區之需要，搜集服務使用者的意見。
- 5.2 舉辦週年大會，收集服務使用者對服務的意見。
- 5.3 設立意見箱，接受服務使用者及社區人士的意見。
- 5.4 於服務單位通訊刊物內宣傳上述措施，鼓勵服務使用者及社區人士發表意見。
- 5.5 服務單位需定期向服務使用者報告服務單位的服務計劃。
- 5.6 每年進行一次服務使用者意見調查，收集服務使用者對中心服務的意見。

6. 計劃服務的方法及程序

- 6.1 計劃服務時，服務單位須有以下之程序：
 - 評估服務使用者／社區需要及定優次
 - 制定服務目標
 - 制定服務推行策略／方法、服務計劃
 - 制定清晰之期望或達到指標、成效
 - 制定檢討／評估基準
 - 制定所需資源
- 6.2 服務計劃的對象可以是個人、小組、群組或整個社區。
- 6.3 計劃服務的時段包括一年一次的整體計劃、單位例行會議以及日常工作的計劃。

7. 紀錄保存

- 7.1 服務單位之單位會議紀錄需扼要而準確紀錄有關之需要評估、工作計劃及工作檢討。
- 7.2 各服務單位需保存完整之年度檢討及計劃之文件。

檢討 : 本指引最少三年檢討一次
檢討日期 : 2017年11月16日

Caritas Youth and Community Service
Service Quality Standard 11
11.1 Policy and Procedures in Assessing and Meeting Service Users' Needs

1. Objective of Policy

The policy is formulated to ensure service users can receive timely and appropriate service to achieve the mission of the service.

2. Rationale

Through continuous assessment of service needs and holistic planning, the service unit can meet the needs of the service users and make best use of available resources.

3. Policy

3.1 Regular Assessment

The service unit should carry out regular assessment of service users' needs, formulate service plans and evaluate work progress so as to allow the service to respond to changing circumstances and fulfill the service users' needs in time.

3.2 Update Records of Service Users and the Community

Records of the service users and the community are updated to reflect changing circumstances and needs.

3.3 Service that Matches Users' Capacity

The service unit needs to have understanding of the capability and measure of the service users to ensure that the formulated plans are within the capacity of the service users.

3.4 Set Priority for Early Intervention

The service unit has to assess, list out and prioritize the needs of the service users. Service should be provided as early as possible while resources permit.

3.5 Engaging Service Users in the Assessment

The service unit should provide full information of the service plan to the service users and community members and encourage them to express their views and expectation.

3.6 Records of Assessment and Review

The service unit should document and keep a full record of the needs assessment, service delivery progress and review results.

4. Methods and Procedures in Assessing Service Needs

- 4.5 The service unit should systematically collect data of the community and service users to provide a basis for community analysis. The data should be updated regularly.
- 4.6 Assessment of service users' needs is a continuous process. Each service unit should carry out at least one overall needs assessment during the year and formulate the annual plan accordingly.
- 4.7 The service unit should carry out annual review to evaluate the degree and effectiveness in achieving the objectives.
- 4.8 The service unit should evaluate the progress of all services during the routine unit meeting to ensure timely response to changing needs and circumstances.

5. Engagement of Service Users in Needs Assessment and Programme Planning

- 5.1 The service unit to actively carry out regular assessment of community needs and solicit views from the service users.
- 5.2 Organize annual general meeting to collect feedback of service users on the service.
- 5.3 Set up opinion box to receive feedback from service users and community members.
- 5.4 Advertise the above measures in the newsletters of the service unit to encourage service users and community members to freely express their views.
- 5.5 The service unit should provide regular updates of the service plan to the service users.
- 5.6 Carry out annual survey of users' opinion on the unit service.

6. Methods and Procedures in Service Planning

- 6.1 In making the service plan, the service unit has to follow the procedures below:
 - Assess and prioritize the needs of service users/the community
 - Formulate objectives of the service
 - Formulate the strategies/methods in implementing the service and the service plan
 - Set down clear expected results/indicators/effectiveness
 - Devise the basis of evaluation/assessment
 - List out the required resources
- 6.2 The service plan may target individuals, families, groups, or the whole community
- 6.3 An overall yearly plan, routine unit meetings and planning of the daily operation should be included.

7. Records

- 7.3 The minutes of the service unit meetings should briefly and accurately record the related needs assessment, work plan and review.
- 7.4 All service units should keep full record of the documents of the annual planning and review.

Review : This Guideline is reviewed at least once every three years
Date of Review : 16 November 2017