

明愛青少年及社區服務

服務質素標準 12

12.2 尊重服務使用者被知會之選擇權利執行指引

1. 前言

「尊重服務使用者被知會之選擇權利」執行指引（簡稱本指引）旨在協助職員切實執行有關政策，以達至社會福利署所頒佈之服務質素標準 12（SQS 12）之各項要求。

2. 執行指引

2.1 中心運作層面

2.1.1 中心運作之定義：

2.1.1.1 泛指中心日常恆常行政管理運作的重要事宜，包括：中心開放時間、中心場地轉變、中心設施維修及中心資料更改等。

2.1.2 紀錄及保存中心運作轉變通知之準則：

2.1.2.1 按上述運作的定義，一些與日常運作相關之改變，服務單位會於發出通告後，將通告存檔。

2.1.3 中心運作轉變安排：

2.1.3.1 當有影響中心運作之改變時，若改變在可預計的情況下發生，服務單位會在一星期前或合理的最快時間內預早透過合適的渠道，通知受影響的服務使用者或有關人士／機構。

2.1.3.2 遇有突發事故（即時影響中心運作的事情），單位主管會在一星期前或合理的最快時間內通知服務單位的職員；負責職員應透過任何合適的渠道，在一星期前或合理的最快時間內通知受影響的服務使用者及其他有關部門。

2.2 服務層面

2.2.1 負責職員均會按既定的程序通知服務使用者一切有關服務及服務運作上的基本資料，或與服務相關的其他合適資料，以確保服務使用者於接受服務前，能清楚知悉服務安排詳情，並能加以選擇。

2.2.1.1 服務使用者使用中心服務的選擇及被知會程序（請參閱服務使用者使用服務的選擇及被知會程序文件）

2.2.2 當有影響服務安排之改變，無論是已預計的或突發的情況下發生，負責職員應在一星期前或合理的最快時間內以合適的渠道，通知受影響的服務使用者或有關人士；並在情況許可下，提供其他合適的服務選擇。

2.2.2.1 負責職員轉換通知程序（請參閱負責職員轉換通知程序文件）

2.2.2.2 服務安排更改通知程序（請參閱服務安排更改通知程序文件）

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 12

12.2 Guide on Respect of the Service Users' Rights to Make Informed Choices
Implementation

1. Foreword

The Implementation Guideline on "Respect of the Service Users' Rights to Make Informed Choices of the Service They Receive" ("The Guideline") aims to assist the staff in implementing the policy to fulfill the requirements of the Service Quality Standard 12 issued by the Social Welfare Department

2. Implementation Guideline

2.1 Changes in the Centre's Operation

2.1.1 Definition of the Centre's operation :

2.1.1.1 Core information on the daily administration and operation of the Centre, which includes: opening hours, venue changes, facility maintenance and update of information.

2.1.2 Record keeping of notification of changes in the Centre's operation

2.1.2.1 In accordance with the above definition, changes concerning the daily operation of the Centre will be announced by the service unit and the notice will be kept in record.

2.1.3 Arrangement of changes in the Centre's operation :

2.1.3.1 In cases of planned changes of the Centre's operation, the service unit will notify the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time.

2.1.3.2 In cases of emergency (which immediately affects the Centre's operation), the Centre's Head / Social Work Supervisor will notify staff of the service unit one week in advance or within the shortest, reasonable time. The staff in charge will inform the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time.

2.2 Changes in Service

2.2.1 The staff in charge will inform service users according to the established procedures on the basic information related to the service and service operation or other related information. This is to ensure that the service users are aware of the detailed arrangement and can make informed decision before accepting the service.

2.2.1.1 Procedure on the service users' choices and rights of being informed on the Centre's service (Please refer to the Procedure on The Service Users' Choices and Rights of Being Informed.)

2.2.2 In case of change in service arrangement, whether it is planned or happened as emergency, the staff in charge should inform the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time. If situation permitted, suitable alternative service options should be provided.

2.2.2.1 Notification procedure of change of staff in-charge (Please refer to the Notification Procedure of Change of Staff In-Charge.)

2.2.2.2 Notification procedure of change in service arrangement (Please refer to the Notification Procedure of Change in Service Arrangement.)

Review : This Guideline is reviewed at least once every three years

Date of Review : 16 November 2017