

## 明愛青少年及社區服務

### 服務質素標準 12

#### 12.3 使用服務的選擇及被知會程序文件

##### 1. 原則

- 1.1 服務使用者初次接受服務前，需掌握所接受的服務基本資料，清楚自己的服務使用權利。
- 1.2 於提供服務前，中心職員需以任何渠道及預早通知服務使用者有關服務的詳情，保障服務使用者的知情權及選擇權。

##### 2. 服務使用者首次或初期使用中心服務之安排

- 2.1 首次為服務使用者提供服務時，中心職員應一星期前或合理的最快時間內把服務單張及負責職員姓名和聯絡資料給予服務使用者，以便日後聯絡。
- 2.2 服務使用者在申請成為中心會員時，會獲派發「會員須知」。
- 2.3 為讓服務使用者能在獲得所需資料下作出服務選擇的決定，各職員在推行活動或課程前，必須於大部份活動資料（如活動日期、時間、地點、對象、收費、報名及查詢方法、活動內容、負責職員或導師等）落實後，在一星期前或合理的最快時間內透過以下合適之途徑發放有關訊息，例如：
  - 服務單位的刊物
  - 合適的機構活動中
  - 課程或會議中所設之活動宣傳或簡介環節
  - 諮詢委員會或會員大會
  - 個別活動宣傳單張、海報、活動一覽表
  - 街展或宣傳站中所設的服務宣傳展板或資料派發
  - 服務單位詢問處大堂單張架、服務單位內之壁佈板
  - 由職員與服務使用者、舊會員或地區人士個別聯絡或面談提供服務資訊
  - 長期小組或會員組織之定期會訊
  - 給服務使用者之家長或合法監護人的通告或邀請信。

##### 3. 個案服務／課程及活動之選擇安排

- 3.1 若服務使用者有需要查詢中心內所提供的個案服務或性質相若的課程或活動時，職員會向查詢者提供個別活動之資料，並鼓勵查詢者透過服務單位活動之資料單張，及向詢問處當值職員索取資料，以便作出服務使用之決定。

檢討： 本程序最少三年檢討一次

檢討日期： 2017年11月16日

---

**Caritas Youth and Community Service**  
**Service Quality Standard 12**

**12.3 Procedure on the Service Users' Choices and Rights of Being Informed**

**1. Principles**

- 1.1 The service users should be clear about the basic information and their rights of using the service before they accept the service for the first time.
- 1.2 Before delivering the service, the staff should through any channel notify the service users in advance on the detailed information of the service to ensure that they are aware of their rights and options.

**2. Arrangement for first-time or new service users**

- 2.1 Before delivering the service for first time users, the centre's staff should, one week in advance or within the shortest, reasonable time, give the service users an introductory pamphlet of the service and the name and contact information of the staff in-charge for future contact.
- 2.2 "Notice to Members" will be given to the service users when they apply for membership of the Centre.
- 2.3 To allow the service users to make informed choices, the staff should before the start of any programme/course announce through the following potential channels the confirmed information (such as date, time, venue, target participants, charge, application and enquiry, content, and staff/instructor in-charge, etc) one week in advance or within the shortest, reasonable time. The channels include:
  - Publications of the service unit
  - Appropriate organization activities
  - Programme introduction in courses/meetings
  - Advisory committee meetings or general members meetings
  - Pamphlets and posters of individual programmes or programmes schedules
  - Display panels or leaflet distribution in outdoors exhibition or street station
  - Pamphlet shelf in the lobby of the service unit or notice boards in the service unit
  - Direct contact of the staff with service users, past members or interested parties
  - Regular newsletters of long-term groups or members groups
  - Notice or invitation letters to parents/legal guardians of service users

**3. Options of Case Services/Courses and Programmes**

- 3.1 If service users inquire on the case services/similar courses and programmes provided by the Centre, the staff should deliver information on the specific service and encourage them to obtain more information from the staff at the Enquiry Office or programme pamphlets of the service unit so as to make an informed choice.

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

Date of Review : 16 November 2017