

明愛青少年及社區服務

服務質素標準 1

1.2 單位服務資料提供指引

1.2.1 社區中心

服務宗旨：

推動服務對象透過瞭解、關心、參與和承擔的歷程，達致青少年與社區的成長與發展。

服務目標：

社區中心是一種社區發展服務，為社區內不同類別人士提供一個基地，透過舉辦活動，推動社區融合、社會責任及自助互助精神；並同時加強個人及家庭的能力，解決社區內的問題，以促進及改善社區的生活質素，並建立社區歸屬感和責任。

主要服務對象：

社區內各年齡及階層人士。

服務內容：

1. 核心服務

社區中心的專業社會工作者及工作員，利用社區中心設施及多元化工作手法為個人、家庭、坊眾、團體提供不同類型的活動，並因應區內問題及獨特需要，提供專業的社會工作服務，例如提供諮詢服務、籌辦小組活動、建立社區網絡、舉辦社區教育活動、培訓義工、組織居民關注社會政策等。各項服務均著重：全面工作手法、全人關懷、全社區關注、及全面鄰舍接觸。

2 服務開放時間

每星期不少於十七節開放時間

3 申請成為香港明愛青少年及社區服務會員

會員類別	資格	需要帶備的證件	費用／每年
兒童會員	三歲至十四歲	申請人的身份證明文件	30 元
青年 / 成人會員	十五歲或以上	申請人的身份證明文件	30 元 (15 至 59 歲)
			24 元 (60 歲或以上)
家庭會員	直系親屬	1. 申請人的身份證明文件； 2. 家庭成員的身份證明文件副本。	60 元 (不論家庭成員人數)

領取綜合社會保障援助金人士：免費
(申請時必須出示證明文件)

- 會員權利：
- (1) 定期收到本中心「會員通訊」及活動宣傳資訊
 - (2) 可繳費報名參加明愛社區中心舉辦的課程
 - (3) 參加個別活動可獲優惠收費
 - (4) 使用圖書館及自修室設施
 - (5) 會員証可通用於服務下各社區中心

- 會員義務：
- (1) 會員有遵守中心規則及愛護公物的義務
 - (2) 報名及參加活動時必須帶備會員証
 - (3) 會員証不得轉借他人使用
 - (4) 有效日期屆滿即繳費延續會籍及領取新証

4 申請及退出服務

會員填妥報名表格及繳交會費後可報名參與本中心活動(特定服務計劃可包括非會員)。服務使用者可申請退出服務，詳情可參閱服務質素標準十。

5 服務簡介單張內容

- ★ 服務單位的宗旨及目標
- ★ 服務對象
- ★ 提供服務的方法
- ★ 讓服務使用者接受和退出服務的機制
- ★ 聯絡方法
- ★ 中心位置圖及前往中心的公共交通工具

檢討及更新日期：2019年12月19日

Caritas Youth and Community Service
Service Quality Standard 1
1.2 Service Introduction Guidelines
1.2.1 Community Centre

Mission :

The Youth and Community Service endeavours to work for the integral development of the youth and the community through a process of understanding, caring, participation and taking up responsibilities.

Objectives :

Community centre is a type of community development service that provides a place and platform for different people in the community to interact. Through a variety of programmes, we hope to enhance social integration, social responsibility, and the spirit of self help and mutual help. In the process, individuals and families are empowered in capacity and ability, which helps to resolve community issues, improve living quality in the neighbourhood, and build up the sense of belonging and responsibility towards the community.

Target Groups :

People of all age groups in the community

Content of the Service :

1. Core Services

Professional social workers and staff in the community centre will organize a variety of activities for individuals, families, members of the public and different groups through the use of centre facilities and multifaceted practice. Professional social work services will be offered according to special needs and issues in the community. These include the provision of consultation service, organizing group activities, building up of social network, holding educational activities in the community, training of volunteers and organizing policy advocacy groups, etc. For all types of service, emphasis is put on: holistic practice, holistic care, holistic community concern and holistic neighbourhood network.

2. Opening Hours

No less than 17 sessions per week

3. Membership Application of Caritas Youth and Community Service

Membership Categories	Eligibility	Document(s) Required	Annual Fee
Children Member	Age 3 to 14	Identity Document of the Applicant	\$30

Membership Categories	Eligibility	Document(s) Required	Annual Fee
Youth / Adult Member	Age 15 or above	Identity Document of the Applicant	\$30 (Age 15 to 59)
			\$24 (Age 60 or above)
Family Member	Immediate Family	1. Identity Document of the Applicant 2. Copy of Identity Document of the Family Member	\$60 (Irrespective of number of family members)
Recipients of Comprehensive Social Security Assistance Scheme : Free (Supporting document must be provided upon membership application.)			

Members' Rights :

- (1) Regularly receive the Centre's newsletters and programmes leaflets.
- (2) Enrolment of course offered by Caritas Community Centres.
- (3) Enjoy discount on specific activities
- (4) Use of the library and study room.
- (5) The membership card is valid for all community centres under the service.

Members' Obligations :

- (1) Members have to observe the Centre's rules and cherish public property.
- (2) Present the valid membership card when applying and participating in any activity of the Centre.
- (3) The membership card is not transferrable.
- (4) Register and pay for membership renewal and get the new membership card upon expiry of the old one.

4. Application and Withdrawal of Service Use

Member can fill out the application form and pay the fee to join activities of the Centre (Non-member may join certain activities). Service user can withdraw their membership. For details, please refer to Service Quality Standard 10.

5. Content of Service Introduction Leaflet

- ★ Mission and objectives of the service unit
- ★ Target groups of service users
- ★ Service rendered
- ★ Application and withdrawal of membership of service use
- ★ Contact information
- ★ Location map of the Centre and public transport accessibility

Date of Review and Revision: 19 December 2019

明愛青少年及社區服務
服務質素標準 1
1.2 單位服務資料提供指引
1.2.2 兒童及青少年中心

服務宗旨：

推動服務對象透過瞭解、關心、參與和承擔的歷程，達致青少年與社區的成長與發展。

服務目標：

支持及培養兒童及青少年成為快樂、成熟、有責任感及對社會有貢獻的人。具體目標包括：

1. 促進兒童及青少年平衡的個人發展，幫助他們發展生活技能、潛能及解決問題的能力。
2. 促進兒童及青少年的社交發展、增強兒童及青少年與家人及他人的關係和促進他們參與社會及對社會作出貢獻。

主要服務對象：

六至廿四歲的兒童、青少年和他們的家人。

服務內容：

1. 核心服務：
 - (a) 指導及輔導服務
培養兒童及青少年解決困難和面對壓力的能力。
 - (b) 為身處不利環境的青少提供支援服務
支援弱勢兒童及青少年，協助他們提升自我照顧能力和互助精神，並促進他們融入社會。
 - (c) 社群化服務
以群體活動和服務來培養兒童及青少年人際關係、生活技能和促進與家人的關係。
 - (d) 培養社會責任感和能力發展
發展兒童及青少年的公民意識和推動他們參與社會事務。
2. 非核心服務：

包括興趣小組、自修室服務、康樂活動、社交與技能發展課程及休憩設施等。

3. 服務開放時間：

每星期不少於十一節開放時間

4. 申請成為香港明愛青少年及社區服務會員

會員類別	資格	需要帶備的證件	費用／每年
兒童會員	六歲至十四歲	申請人的身份證明文件	30 元
青年會員	十五歲至二十四歲	申請人的身份證明文件	30 元
家庭會員	直系親屬	1. 申請人的身份證明文件； 2. 家庭成員的身份證明文件副本。	60 元 (不論家庭成員人數)
領取綜合社會保障援助金人士：免費 (申請時必須出示證明文件)			

- 會員權利：
- (1) 定期收到本中心「會員通訊」及活動宣傳資訊
 - (2) 可繳費報名參加明愛兒童及青少年中心/青少年綜合服務舉辦的課程
 - (3) 參加個別活動可獲優惠收費
 - (4) 使用中心閱覽室設施
 - (5) 會員証可通用於服務下各兒童及青少年中心/青少年綜合服務單位

- 會員義務：
- (1) 會員有遵守中心規則及愛護公物的義務
 - (2) 報名及參加活動時必須帶備會員証
 - (3) 會員証不得轉借他人使用。
 - (4) 有效日期屆滿即繳費延續會籍及領取新証

5. 申請及退出服務

會員填妥報名表格及繳交會費後可報名參與本中心活動(特定服務計劃可包括非會員)。服務使用者可申請退出服務，詳情可參閱服務質素標準十。

6. 服務簡介單張內容

- ★ 服務單位的宗旨及目標
- ★ 服務對象
- ★ 提供服務的方法
- ★ 讓服務使用者接受和退出服務的機制
- ★ 聯絡方法
- ★ 中心位置圖及前往中心的公共交通工具

檢討及更新日期：2019 年 12 月 19 日

Caritas Youth and Community Service
Service Quality Standard 1
1.2 Service Introduction Guidelines
1.2.2 Children and Youth Centre

Mission :

The Youth and Community Service endeavours to work for the integral development of the youth and the community through a process of understanding, caring, participation and taking up responsibilities.

Objectives :

To support and develop children and youth to become happy, mature, responsible and contributing members of the society. Specific goals include :

1. To facilitate personal development of children and youth and help them develop life skills, potentials and problem-solving ability.
2. To enhance social development of children and young people to enhance their relationship with their family and other people. To encourage youth people to actively participate in and contribute to the society.

Target Groups :

Children and youth aged 6 to 24 and their family members

Content of the Service :

1. Core Services :
 - (a) Guidance and Counselling Service
Develop the ability of children and youth in solving problems and coping with stress.
 - (b) Support for Disadvantaged Youth
Build up self help and mutual help among deprived children and youth and help them integrate into the society.
 - (c) Socialization Service
Cultivate rapport, life skills and family relationship for children and youth through group activities and services.
 - (d) Cultivation of Social Responsibility and Personal Competency
Establish civic awareness in children and youth and encourage them to participate in social affairs.

2. Non-core Services :

These include interest groups, study room service, recreation activities, social and skills development courses and leisure facilities.

3. Opening Hours

No less than 11 sessions per week

4. Membership Application of Caritas Youth and Community Service

Membership Categories	Eligibility	Document(s) Required	Annual Fee
Children Member	Age 6 to 14	Identity Document of the Applicant	\$30
Youth Member	Age 15 to 24	Identity Document of the Applicant	\$30
Family Member	Immediate Family	1. Identity Document of the Applicant 2. Copy of Identity Document of the Family Member	\$60 (Irrespective of number of family members)
Recipients of Comprehensive Social Security Assistance Scheme : Free (Supporting document must be provided upon membership application.)			

Members' Rights :

- (1) Regularly receive the Centre's newsletters and programmes leaflets.
- (2) Enrolment of course offered by Caritas Children and Youth Centre / ICYSCs.
- (3) Enjoy discount on specific activities.
- (4) Use of the reading room.
- (5) The membership card is valid for all Children and Youth Centre / ICYSCs under the service.

Members' Obligations :

- (1) Members have to observe the Centre's rules and cherish public property.
- (2) Present the valid membership card when applying and participating in any activity of the Centre.
- (3) The membership card is not transferrable.
- (4) Register and pay for membership renewal and get the new membership card upon expiry of the old one.

5. Application and Withdrawal of Service Use

Member can fill out the application form and pay the fee to join activities of the Centre (Non-member may join certain activities). Service user can withdraw their membership. For details, please refer to Service Quality Standard 10.

6. Content of Service Introduction Leaflet

- ★ Mission and objectives of the service unit
- ★ Target groups of service users
- ★ Service rendered
- ★ Application and withdrawal of service use
- ★ Contact information
- ★ Location map of the Centre and public transport accessibility

Date of Review and Revision: 19 December 2019

明愛青少年及社區服務
服務質素標準 1
1.2 單位服務資料提供指引
1.2.3 青少年綜合服務

服務宗旨：

推動服務對象透過瞭解、關心、參與和承擔的歷程，達致青少年與社區的成長與發展。

服務目標：

1. 協助兒童及青少年發展生活技能、潛能和解決問題的能力，促進他們的個人發展；
2. 促進兒童及青少年的社交發展，協助他們加強人際和家庭關係，並建立社交能力、公民意識、社會責任和社區聯繫；
3. 支援邊緣或弱勢兒童及青少年，為他們提供發展和參與的機會；
4. 與社區持份者合作，共同建立互助共融和靈活變通的社會環境，以回應兒童及青少年的需要，和遇到的挑戰。

主要服務對象：

六至廿四歲的兒童、青少年和他們的家人。

服務內容：

1. 運用多元化的工作手法，提供全面的服務；並建立策略伙伴關係，適當時又利用資訊科技，為兒童及青少年提供下列活動：
 - 指導及輔導服務
 - 支援服務
 - 發展和社交活動
 - 社區參與活動

2. 服務開放時間：

每星期不少於十一節開放時間

3. 申請成為香港明愛青少年及社區服務會員：

會員類別	資格	需要帶備的證件	費用／每年
兒童會員	六歲至十四歲	申請人的身份證明文件	30 元
青年 / 成人會員	十五歲至二十四歲	申請人的身份證明文件	30 元
家庭會員	直系親屬	1. 申請人的身份證明文件； 2. 家庭成員的身份證明文件副本。	60 元 (不論家庭成員人數)
領取綜合社會保障援助金人士：免費 (申請時必須出示證明文件)			

- 會員權利：
- (1) 定期收到本中心「會員通訊」及活動宣傳資訊
 - (2) 可繳費報名參加明愛兒童及青少年中心/青少年綜合服務舉辦的課程
 - (3) 參加個別活動可獲優惠收費
 - (4) 會員証可通用於服務下各兒童及青少年中心/青少年綜合服務單位

- 會員義務：
- (1) 會員有遵守中心規則及愛護公物的義務
 - (2) 報名及參加活動時必須帶備會員証
 - (3) 會員証不得轉借他人使用
 - (4) 有效日期屆滿即繳費延續會籍及領取新証

4. 申請及退出服務：

會員填妥報名表格及繳交會費後可報名參與本中心活動(特定服務計劃可包括非會員)。服務使用者可申請退出服務，詳情可參閱服務質素標準十。

5. 服務簡介單張內容：

- ★ 服務單位的宗旨及目標
- ★ 服務對象
- ★ 提供服務的方法
- ★ 讓服務使用者接受和退出服務的機制
- ★ 聯絡方法
- ★ 中心位置圖及前往中心的公共交通工具

檢討及更新日期：2019 年 12 月 19 日

**Caritas Youth and Community Service
Service Quality Standard 1
1.2 Service Introduction Guidelines
1.2.3 Integrated Children and Youth Service Centre (ICYSC)**

Mission :

The Youth and Community Service endeavours to work for the integral development of the youth and the community through a process of understanding, caring, participation and taking up responsibilities.

Objectives :

1. to facilitate the personal development of children and youth by developing their life skills, potentials and problem-solving ability;
2. to enhance the social development of children and youth by strengthening their interpersonal and family relationships and building up their social competence, sense of civic-mindedness, social responsibility and connectedness with the community;
3. to support children and youth at risk or in disadvantaged circumstances and provide them with opportunities to development and participation; and
4. to build a supportive, socially inclusive and responsive environment to address and respond to the needs and challenges of children and youth in collaboration with community stakeholders.

Target Groups :

Children and youth aged 6 to 24 and their family members

Content of the Service :

1. Through the flexible application of social work intervention strategies in different platforms, forging strategic alliance and making use of information technology (wherever appropriate), the following programmes should be provided by ICYSCs for children and youth to achieve the specific objectives as set out in the preceding paragraph :-
 - guidance and counselling;
 - supportive programmes;
 - developmental and socialisation programmes; and
 - community engagement programmes.

2. Opening Hours

No less than 11 sessions per week

3. Membership Application of Caritas Youth and Community Service

Membership Categories	Eligibility	Document(s) Required	Annual Fee
Children Member	Age 6 to 14	Identity Document of the Applicant	\$30
Youth Member	Age 15 to 24	Identity Document of the Applicant	\$30
Family Member	Immediate Family	1. Identity Document of the Applicant 2. Copy of Identity Document of the Family Member	\$60 (Irrespective of number of family members)
Recipients of Comprehensive Social Security Assistance Scheme : Free (Supporting document must be provided upon membership application.)			

Members' Rights :

- (1) Regularly receive the Centre's newsletters and programmes leaflets.
- (2) Enrolment of course offered by Caritas Children and Youth Centre /ICYSCs.
- (3) Enjoy discount on specific activities.
- (4) The membership card is valid for all Children and Youth Centre /ICYSCs under the service.

Members' Obligations :

- (1) Members have to observe the Centre's rules and cherish public property.
- (2) Present the valid membership card when applying and participating in any activity of the Centre.
- (3) The membership card is not transferrable.
- (4) Register and pay for membership renewal and get the new membership card upon expiry of the old one.

4. Application and Withdrawal of Service Use

Member can fill out the application form and pay the fee to join activities of the Centre (Non-member may join certain activities). Service user can withdraw their membership. For details, please refer to Service Quality Standard 10.

5. Content of Service Introduction Leaflet

- ★ Mission and objectives of the service unit
- ★ Target groups of service users
- ★ Service rendered
- ★ Application and withdrawal of service use
- ★ Contact information
- ★ Location map of the Centre and public transport accessibility

Date of Review and Revision: 19 December 2019

明愛青少年及社區服務
服務質素標準 1
1.2 單位服務資料提供指引
1.2.4 地區青少年外展社會工作隊

服務目標：

地區青少年外展社會工作隊的服務目標有二：

1. 對服務對象：
 - 1.1 預防服務對象的行為進一步惡化；
 - 1.2 引導服務對象發展健康生活的方式；
 - 1.3 協助服務對象提高解決問題的能力；
 - 1.4 協助服務對象培養正面的社會價值觀念、發揮潛能、貢獻社會。

2. 對社區/社會：

推動社會及社區關注青少年之需要和問題，為青少年健康成長提供資源及創造更理想的環境。

主要服務對象：

由專業社會工作者主動接觸介乎六至廿四歲，時常流連和聚集於公共場所(例如：球場、桌球室、電子遊戲機中心、網吧、快餐店、商場等)，而且有機會受不良影響的青少年，為他們提供輔導，協助他們克服困難、發展個人潛能、創造更理想的生活環境。

服務內容：

1. 個人輔導
透過面談或家訪，以協助青少年解決問題及達致其成長。

2. 組群工作
引入康樂、教育、訓練於青少年的組群生活中，讓青少年發展不同潛能。同時藉著組群活動對青少年提供輔導。

3. 社區工作
透過聯絡地區組織，以及在區內進行調查研究、講座、展覽、探訪等活動，為青少年創造理想之成長環境。

辦公室辦公時間：

星期一至五 上午十時至下午六時
星期六 上午十時至下午一時

申請及退出服務：

歡迎青少年、家長、學校或社區人士親臨或致電地區青少年外展社會工作隊辦事處申請服務及提出轉介。諮詢、轉介、輔導，費用全免。服務使用者亦可隨時向有關的外展社工提出退出服務。

服務簡介單張內容：

- ★ 服務單位的宗旨及目標
- ★ 服務對象
- ★ 提供服務的內容
- ★ 服務使用者接受和退出服務的方法
- ★ 聯絡方法
- ★ 辦事處位置圖及前往辦事處的公共交通工具

檢討及更新日期：2019年12月19日

Caritas Youth and Community Service
Service Quality Standard 1
1.2 Service Introduction Guidelines
1.2.4 District Youth Outreaching Social Work Team

Objectives :

There are two objectives of the District Youth Outreaching Social Work Team :

1. For Service Users :

- 1.1 To prevent service users from furthering vulnerable or bad behaviours
- 1.2 To motivate service users to develop a healthy life style
- 1.3 To enhance the problem-solving capacity of the service users
- 1.4 To cultivate positive social values in service users and help them to attain their potential and contribute to the society

2. For the Community/Society :

To raise awareness on youth needs and issues among the community and Hong Kong society at large. To create a more ideal and supportive environment for the healthy growth of young people.

Target Groups :

Professional social workers will reach out to young people aged 6 to 24 who spend their time lingering in public places (such as sportsground, billiard clubs, amusement game centres, internet cafes, fast food shops and shopping malls, etc) and are at risk to unfavourable influences. Counselling service is provided to help them overcome difficulties and achieve full potential to build a more ideal living environment.

Content of the Service :

1. Individual Counselling

To assist young people to tackle the challenges they face in their growth through face-to-face contacts or home visits

2. Group Work

To integrate recreation, education and training in the group life of young people and to develop their potential. Counseling service can also be provided to them through the group activities.

3. Community Work

Network with district groups and carry out research studies, talks, exhibition and visits to create an ideal growing environment for young people.

Office Hours :

Monday to Friday 10 am to 6 pm

Saturday 10 am to 1 pm

Application and Withdrawal of Service Use :

Young people and their parents, schools or the public are all welcome to visit or call the office of the District Youth Outreaching Social Work Team to apply for the service/provide referral. Consultation, referral and counseling services are free of charge. Service users can also withdraw from the service by notifying the outreaching social workers.

Content of Service Introduction Leaflet :

- ★ Mission and objectives of the service unit
- ★ Target groups of service users
- ★ Service rendered
- ★ Application and withdrawal of service use
- ★ Contact information
- ★ Location map of the Office and public transport accessibility

Date of Review and Revision: 19 December 2019

明愛青少年及社區服務
服務質素標準 1
1.2 單位服務資料提供指引
1.2.5 濫用精神藥物者輔導中心

服務目標：

1. 協助服務對象戒除濫用藥物行為，及保持操守，重建健康的生活模式。
2. 為服務對象的家人提供協助及輔導服務，從而解決有關問題。
3. 透過預防工作，協助青少年遠離毒品。
4. 為社會工作者、教師及其他專職人員提供專業培訓，以提升他們幫助藥物濫用者的能力。

主要服務對象：

1. 濫用精神科藥物／物質之青少年及其家人
2. 有濫用藥物危機之青少年
3. 社會工作者、教師及其他為濫藥者提供服務的專職人員

服務內容：

1. 核心服務
 - (a) 為濫用藥物者提供戒毒治療及康復服務以協助他們重過健康生活，服務包括評估、戒毒治療模式選配、預防重吸、個人及小組輔導服務等
 - (b) 到年輕濫用藥物者聚集黑點提供外展服務，以期達到及早識別及介入之果效
 - (c) 為區內中學生、高危及間歇性濫用藥物者提供預防教育活動
 - (d) 向濫用藥物者的家人提供輔導及支援服務
 - (e) 提供濫用藥物專業諮詢服務
 - (f) 為社會工作者、教師及其他專職人員提供專業培訓

(詳情請參照服務及津助協議)

2. 辦公室辦公時間

星期一至五：上午十時至下午六時

星期六：上午十時至一時

公眾假期休息

*如服務使用者需要在其他時間約見，請先與社工預約

3. 申請及退出服務

申請服務方法：

- 有需要人士可直接致電或親臨本服務辦事處申請服務；
- 有需要人士亦可經其他社工或專業人士轉介；
- 我們的社工亦主動走到青少年流連的地方，與他們建立關係及提供輔導服務

退出服務方法：

- 服務使用者可以隨時以口頭或書面形式要求退出服務

4. 服務簡介單張內容

- ★ 服務單位的宗旨及目標
- ★ 服務對象
- ★ 提供服務的方法
- ★ 讓服務使用者接受和退出服務的機制
- ★ 聯絡方法
- ★ 中心位置圖及前往中心的公共交通工具

檢討及更新日期：2019 年 12 月 19 日

Caritas Youth and Community Service
Service Quality Standard 1
1.2 Service Introduction Guidelines
1.2.5 Counselling Centre for Psychotropic Substance Abusers

Objectives :

1. To assist service users to abstain from psychotropic substance abuse and keep up the conduct to rebuild a healthy life style.
2. To offer support and counselling service for family members of the service users and to resolve the problem they encountered.
3. To carry out preventive work for young people to abstain from abusing psychotropic substance.
4. To provide professional training for social workers, teachers and allied professionals to foster their capacity in helping psychotropic substance abusers.

Target Groups :

1. Psychotropic substance abusers and their family
2. Young people at risk of psychotropic substance abuse
3. Social workers, teachers and allied professionals that provide service for psychotropic substance abusers

Content of the Service :

1. Core Services
 - (g) Provide treatment and rehabilitative services for psychotropic substance abusers to help them resume normal life. Services provided include assessment, matching of mode of detoxification, relapse prevention, individual and group counselling, etc.
 - (h) Outreach to black spots visited by psychotropic substance abusers for early identification and intervention.
 - (i) Carry out preventive education programmes for secondary school students, high risk and occasional psychotropic substance abusers in the community
 - (j) Provide counseling and support services for family members of psychotropic substance abusers
 - (k) Provide professional consultation service on psychotropic substance abuse
 - (l) Provide training for social workers, teachers and allied professionals
 (For details, please refer to the Funding and Service Agreement.)
2. Office Hours

Monday to Friday : 10 am to 6 pm
 Saturday : 10 am to 1 pm
 Closed on Public Holidays

* Advance appointment should be made with the social worker if the service user needs to meet outside office hours

3. Application and Withdrawal of Service Use

To apply for the service :

- Needy person can directly call or visit our office to apply for the service.
- Needy person can be referred by social workers or other helping professionals.
- Our social workers will also reach out to young people to build up rapport and provide counselling by visiting the places young people frequently linger.

To withdraw from the service :

- Service users can withdraw from the service anytime by oral or written notification.

4. Content of Service Introduction Leaflet

- ★ Mission and objectives of the service unit
- ★ Target groups of service users
- ★ Service rendered
- ★ Application and withdrawal of service use
- ★ Contact information
- ★ Location map of the Centre and public transport accessibility

Date of Review and Revision: 19 December 2019

明愛青少年及社區服務

服務質素標準 1

1.2 單位服務資料提供指引

1.2.6 網上青年支援隊

簡介

網上青年支援隊(支援隊)在網上平台識別和接觸有較大成長及輔導需要的青少年，包括不太接受傳統主流服務的邊緣和隱蔽青少年而設。透過網絡的途徑，主動接觸和聯繫他們，為他們提供專業社工介入服務，包括網上及非網上的輔導和小組／活動等服務。在有需要時，支援隊會與其他社區持份者和機構建立伙伴關係，以加強跨界別合作，以照顧服務對象的需要。

服務目標：

- (1) 發展青少年各方面的興趣與才能
- (2) 強化青少年於現實世界的人際網絡
- (3) 透過資訊及通訊科技協助青少年發揮潛能
- (4) 協助服務對象提升社會功能及解決個人問題

主要服務對象：

6 至 24 歲，活躍於網上且有較大輔導需要的青少年，他們可能在成長中遇到適應的困難，或可能有情緒或行為問題，或他們是被欺凌或感到被社會邊緣化或隱蔽的青少年

服務內容：

1. 核心服務
 - 甲、網上外展服務
 - 乙、線上及線下個人面談輔導
 - 丙、線上及線下小組和活動
 - 丁、入校小組及講座(包括學生及家長)
 - 戊、專業培訓及社區網絡大使

2. 服務時間

服務時間：

- 星期一至二：10:00am - 6:00pm
- 星期三至四：2:00pm - 10:00pm
- 星期五至六：6:00pm - 2:00am
- 星期日及公眾假期休息

*如服務使用者需要在其他時間約見，請先與社工預約

3. 申請及退出服務

申請服務方法：

- 本支援隊的社工在網上主動尋找及接觸有需要的青少年，但
- 有需要的青少年亦可透過 Whatsapp 或其他網上方法聯絡本支援隊的社工提出服務申請；
- 接受學校、社福機構、社區團體及家長之轉介

退出服務方法：

- 服務使用者亦可隨時以 Whatsapp，電郵或書信形式或口頭向有關社工提出退出服務。

4. 收費政策

- 輔導服務不收費
- 小組活動及訓練、工作坊及戶外活動等按成本而決定是否收費

5. 服務簡介單張內容

- ★ 服務單位的宗旨及目標
- ★ 服務對象
- ★ 提供服務的方法
- ★ 讓服務使用者接受和退出服務的機制
- ★ 收費政策
- ★ 聯絡方法

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