

明愛青少年及社區服務

服務質素標準 6

6.1 服務單位計劃及評估服務表現，並獲取對其服務表現之意見政策

1. 目的

本政策的目的，為確保本服務有效進行定期計劃、檢討及評估各項服務的表現，並制定有效的機制，讓服務使用者、職員及其他關注服務的人士就本服務的表現提出意見。

2. 政策

2.1 本服務依照機構之服務宗旨，為青少年及不同社區內有需要的人士策劃多元化的社會服務；

2.2 本服務備有運作的整體計劃，說明本身已策劃的服務及工作，預期達到的目標，及用以檢討的工具及時間，並記錄在案，作為本服務運作的指引及評估表現的基準；

2.3 本服務確保服務使用者充份掌握與服務相關的資訊，並鼓勵服務使用者及職員積極參與服務策劃及對服務運作提出改善建議；

2.4 本服務接受服務使用者或其家人、職員、與其他關心服務的人士，所提出的意見，並藉此透過持續的質素改善，以維持高質素的服務；

2.5 本服務將定期收集關於服務表現的意見、回應、及其它相關資訊；而服務單位的職員將盡力提供任何必須的支援以使收集意見的過程得以順利執行；

2.6 本政策將可讓服務使用者或其家人、職員、與其他關心服務的人士，隨時索閱。

檢討及更新日期：2023 年 4 月 13 日

Caritas Youth and Community Service

Service Quality Standard 6

6.1 Service Planning, Evaluation and Collection of Feedback

1. Objective

The objective of this policy is to ensure that regular planning, evaluation and assessment of service performance is carried out appropriately. An effective mechanism is to be set up for service users, staff and other interested parties to express their opinions on the performance of the service.

2. Policy

- 2.1 In accordance with the mission of our organization, we provide a diverse range of social services for young people and needy people in different communities.
- 2.2 An overall planning of our service operation is set down which outlines the services and tasks formulated, expected results and evaluation tools and timeframe. These are all documented in writing as a basis for the implementation of this guideline and assessment of performance.
- 2.3 This service ensures that relevant service information is available to the service users. The service users and staff members are also encouraged to participate in service planning and give feedback on the improvement of the service operation.
- 2.4 Feedback from the service users and their family, staff and other concerned persons will be reviewed by this service with an aim to continuously enhance service performance and maintain good quality service.
- 2.5 Opinions, feedback and other related information on service performance will be regularly collected. Staff of the service unit will provide all necessary support to facilitate the collection process.
- 2.6 The policy is accessible to the service users and their family, staff and other interested parties at any time upon request.

Date of Review and Revision: 13 April 2023