

## 明愛青少年及社區服務

### 服務質素標準 6

#### 6.2 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

##### 執行指引

##### 1. 前言

本指引在協助同工切實執行有關服務表現評估及收集服務使用者意見的政策，以達至由社會福利署所頒佈之服務質素標準 6 (SQS6) 之各項要求。

##### 2. 服務定期策劃，檢討及評估服務的表現

本服務評估服務成效、乃根據社會福利署所頒佈之「津助與服務協議」及「服務質素標準」中，所列之各項關乎服務數量及質素的規定為客觀基準。檢討過程中所發現的服務表現或質素問題，將按服務實際的情況及需要，採取改善行動。

本服務屬下的單位具有運作的整體計劃，說明本身已策劃的服務或工作，預期達到的目標，及用以檢討的工具及時間，以作為服務單位運作的指引及評估表現的基準。以下列出有相關文件的詳情：

相關文件	策劃、檢討及評估的內容	完成日期
1. 年度服務計劃及財政預算	就下年度服務制定服務目標、策略、計劃、及財政預算	財政年度開始前
2. 年度服務檢討及財政報告	就本年度服務表現作整體回顧、檢討、及財政報告	財政年度完結後
3. 活動計劃及財政預算	個別活動之工作計劃及財政預算	活動舉行前
4. 活動檢討及財政報告	個別活動之成效檢討及財政報告	活動舉行後
5. 每月服務統計報告	每月服務之統計	每月 15 號

##### 3. 獲取及回應服務使用者對本中心服務表現之意見

本服務屬下的單位設有下列機制去獲取服務使用者或其家人，職員及其他關注人士對本服務屬下單位表現的意見，並適當地回應有關意見。

### 3.1 獲得意見的方法及途徑

本服務屬下的單位設有以下機制，以獲取服務使用者或其家人、職員、及其他關心服務的人士對本服務屬下單位的意見。

服務表現項目	單位須執行的收集意見程序	獲取意見的對象可包括：	時程
1. 服務單位的整體表現	1. 服務使用者滿意程度調查	U	每年一次
2. 中心行政運作表現……等等	2. 服務諮詢委員會會議 /職員會議	U、S、O	按章則時 序收集

註釋：U=服務使用者或其家人 S=職員 O=其他關心服務的人士

除了必須執行之收集意見程序外，服務單位須提供簡單、容易及方便的途徑讓服務使用者表達意見，獲取意見的方法可包括：

- 日常接觸；
- 聚焦小組分享；
- 意見箱；
- 電郵信箱；
- 信件、傳真；
- 面談、電話聯絡等。

### 3.2 對服務使用者及其他關注服務人士意見回應之管理

#### 3.2.1 跟進場合

從服務使用者收集得的意見會在適當場合／層面作處理或作討論跟進，如：個案面談、職員會議、中層員工會議、督導主任會議、服務諮詢委員會會議等等。

收集得的資料將就有關意見在適當場合／層面討論後，所作出的回應及跟進，應透過服務單位已設立的渠道公佈，公佈的方式可透過會員通訊、中心報告板等。收集得的資料將作為提升服務質素，修訂服務計劃及職員培訓策劃的參考。

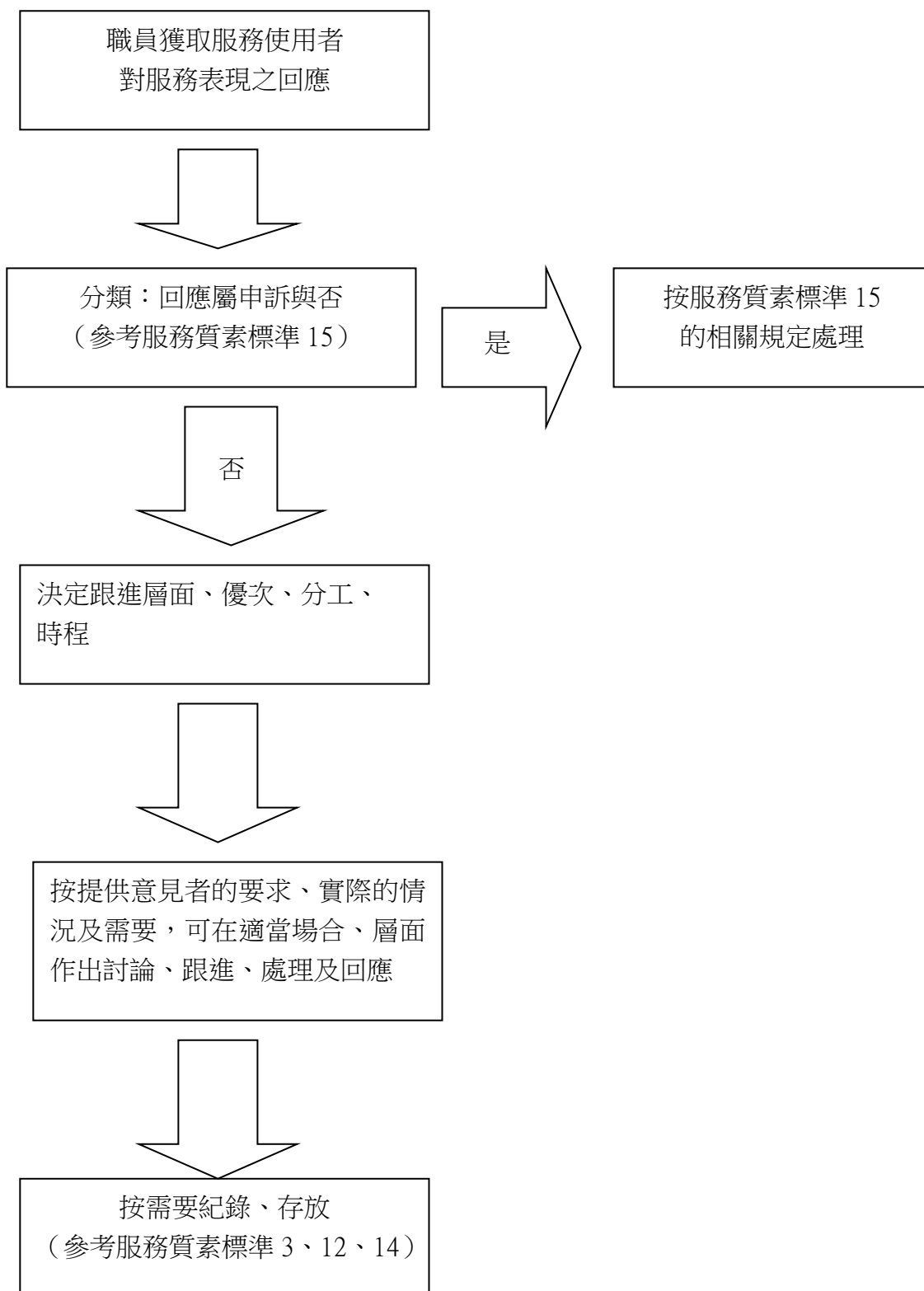
#### 3.2.2 記錄及保密

有關意見之內容及對回應之跟進工作，按需要並依循服務質素標準 3、12、14 及 15 的規定記錄在案。

#### 3.2.3 作出回應

按提供意見者的要求及相關私隱及保密政策（SQS14）的規定，向當事人或意見提供者作出適當回應。有關之資料處理程序及服務流程表將予公佈讓服務使用者知悉。

## 服務使用者對服務單位表現之回應管理流程圖



**Caritas Youth and Community Service**  
**Service Quality Standard 6**

**6.2 Implementation Guide on Service Planning, Evaluation and Collection of Feedback**

**1. Foreword**

This guideline is provided for staff to implement the policy on service performance assessment and collection of feedback from service users in order to fulfill the requirements of Service Quality Standard 6 (SQS6) set down by the Social Welfare Department.

**2. Regular Planning, Evaluation and Assessment of Performance**

The assessment of service performance by our unit follows the requirements of the Funding and Service Agreement and Service Quality Standards set out by the Social Welfare Department. These include objective indicators such as output standard and quality requirements. If due the evaluation performance problems or quality issues are identified, remedial actions will be carried out accordingly.

An overall planning of the operation of the units under the service is formulated, which outlines the planned services or tasks, expected results, and evaluation tools and timeframe. This is used as the basis in guiding the unit operation and performance assessment. Below are the details of related documents:

Related Documents	Content of Planning, Review and Assessment	Completion Date
1. Annual Service Planning and Budget	Formulate objectives, strategies, plans and budget of the following year	Before the fiscal year
2. Annual Service Review and Financial Report	Overall review and evaluation of the services carried out and the financial report of the year	Upon completion of the fiscal year
3. Programme Planning and Budget	Work plan and budget of individual activity	Before the activity
4. Programme Review and Financial report	Review of the effectiveness and financial report of individual activity	Upon completion of the activity
5. Monthly Statistical Report	Monthly statistics on the services	On the 15th of each month

**3. Obtaining and Responding to Service Users' Feedback**

Below is the mechanism of the service units in obtaining feedback from service users and their family, staff members and other interested parties and in responding to the feedback appropriately.

**3.1. Methods and Channels of Obtaining Feedback**

Below is the mechanism of the service units in obtaining feedback from service users and

their family, staff members and other interested parties on the service units.

Items of Service Performance	Feedback collection procedure to be carried out by the Unit	Feedback to be collected from :	Timeframe
1. Overall Performance of the Service Unit	1. Survey of degree of satisfaction of service users	U	Annually
2. Performance of administration of the centre, etc.	2. Advisory committee members meeting / Staff meeting	U、S、O	Quarterly

Note : U=Service Users or Their Family    S=Staff    O=Other Interested Parties

Apart from the essential feedback collection procedures, the service units have to provide simple, easy and convenient channels for service users to express their opinions. These may include:

- Daily contact ;
- Focus group sharing ;
- Opinion box ;
- Emails ;
- Letters, fax ;
- Direct talk, phone calls, etc.

### 3.2. Management of Feedback from Service Users and Other Interested Parties

#### 3.2.1 Follow-up

Feedback collected from the service users will be handled, discussed and followed up in appropriate meeting/level. For example, case interview, staff meeting, mid-level staff meeting, supervisors meeting, advisory committee meeting, etc. Any response and follow-up action arises from the meeting(s) should be announced through official channels set up by the service units. These may include members newsletters and notices post up in the centre, etc. The collected information will be used as references in the enhancement of service quality, amendment to service plans and staff training strategy.

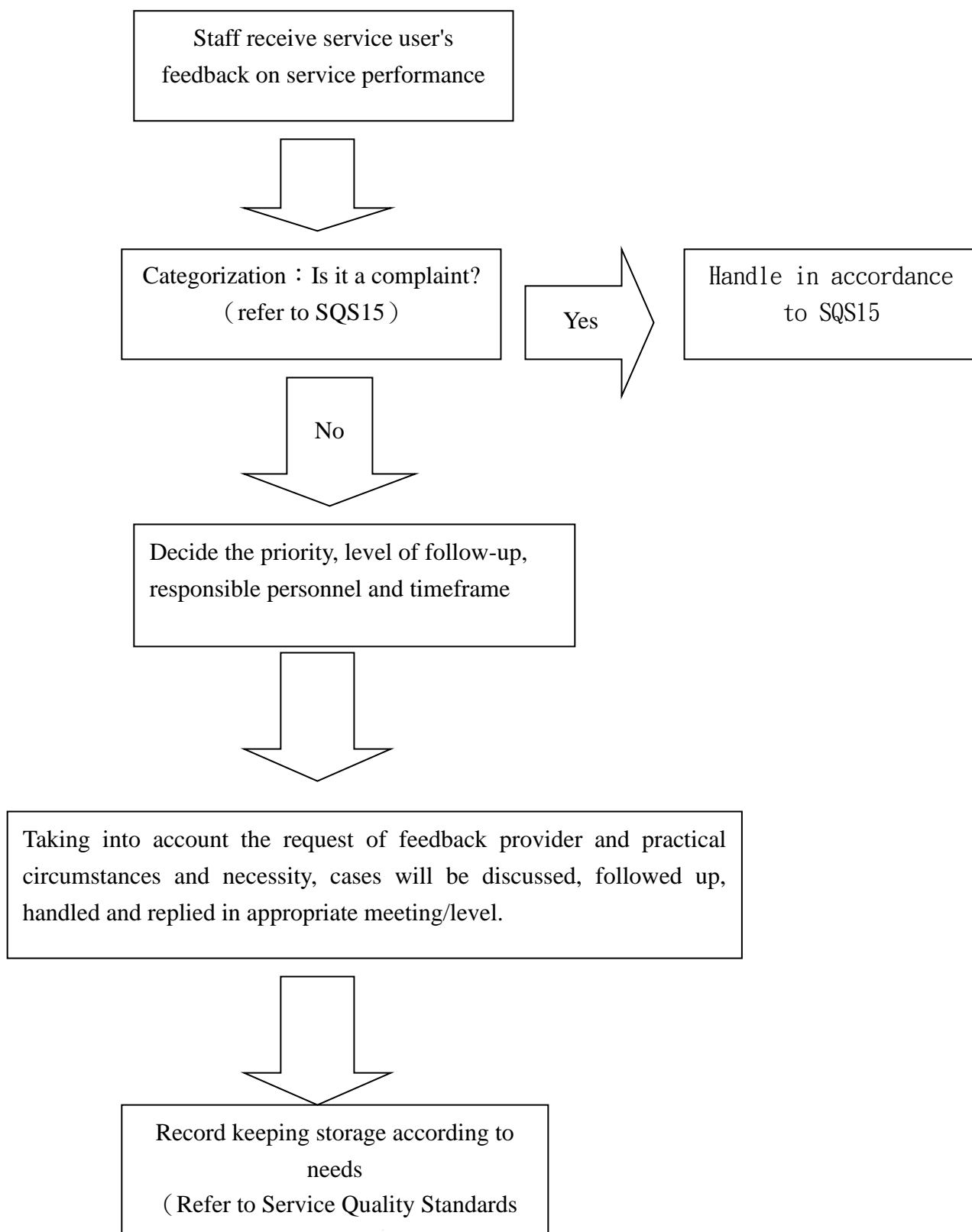
#### 3.2.2 Record and Confidentiality

Content of the feedback collected and the follow-up work shall be documented in writing according to the requirements of the Service Quality Standards 3, 12, 14 and 15.

#### 3.2.3 Response/Reply

In accordance with the request of the feedback provider and related privacy and confidentiality policy (SQS14), appropriate response/reply is given to the person(s) involved or the feedback provider. The procedure in handling the information and service flowchart is accessible to service users.

### Flow chart on Management of Service User's Feedback



**Date of Review and Revision: 13 April 2023**

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《服務意見／申訴記錄表》 (Form\_sqs15\_01c)

[https://docs.google.com/document/d/1lfpUq\\_CBPOYZSPx\\_r\\_1IEMnAl-kW0UcIWCJUJ4qmC2I/edit?usp=sharing](https://docs.google.com/document/d/1lfpUq_CBPOYZSPx_r_1IEMnAl-kW0UcIWCJUJ4qmC2I/edit?usp=sharing)

\*\*如未能直接使用超連結取得表格，請將連結复制到瀏覽器再開啟\*\*

\*\*如下載表格，請使用 PDF 格式，以方便保存格式\*\*

檢討及更新日期： 2023 年 4 月 13 日

**Opinion／Complaint Record Form (Form\_sqs15\_01e)**

[https://docs.google.com/document/d/1lbLgXInjRx-IY7CH9HiQj\\_G2TNea6pez8anXs8ZSveQ/edit?usp=sharing](https://docs.google.com/document/d/1lbLgXInjRx-IY7CH9HiQj_G2TNea6pez8anXs8ZSveQ/edit?usp=sharing)

\*\*If you cannot use the hyperlink to get the form directly, please copy the link to your browser and open it\*\*

\*\* If downloading the form, please use the PDF format for the convenience of saving the format\*\*

**Date of Review and Revision: 13 April 2023**