

明愛青少年及社區服務

服務質素標準 12

12.1 尊重服務使用者被知會之服務選擇權利的政策

1. 目的

- 1.1 為服務單位職員提供指引，使他們能及時為服務使用者提供有關服務單位運作上可能影響他們所獲服務的事宜；
- 1.2 確保職員清楚有關程序，以達至尊重服務使用者被知會之服務選擇權利；
- 1.3 讓服務使用者或其家人知道其有關之權利，及清楚有關程序。

2. 理念

上述政策及程序的基本理念如下：

- 2.1 服務單位致力確保服務使用者的權利受到尊重。
- 2.2 讓服務使用者有適當機會，使其能在有資料根據的情況下對其所獲服務作出選擇和決定。

3. 政策

- 3.1 本服務訂有工作指引，讓服務使用者知悉任何有關服務單位運作上的安排及變更；
- 3.2 服務單位備有工作指引，向首次接受服務的服務使用者提供有關的服務資料，讓服務使用者知悉其參與中心服務/活動的權利；
- 3.3 服務單位亦備有一套程序，確保各職員清楚並確實執行能尊重服務使用者被知會之服務選擇權利。

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Caritas Youth and Community Service
Service Quality Standard 12

12.1 Respect of the Service Users' Rights to Make Informed Choices Policy

1. Objectives

- 1.1 To set up guideline for service unit staff to ensure timely information is accessible to service users about operations which affect the services received by them.
- 1.2 To ensure that the staff is clear about the procedures to uphold the rights of the service users in making informed choices and decisions about the services they receive.
- 1.3 To ensure that service users and their family are aware of the above rights and related procedures.

2. Rationale

The basic rationales of the above policy and procedures are as follow:

- 2.1 The service unit is to ensure respect of the service users' rights.
- 2.2 The service users should be provided with opportunities, if appropriate, to make informed choices and decisions about the services they receive.

3. Policy

- 3.1 A guideline is set up to allow service users to be informed about arrangement and changes on the operation of the service unit.
- 3.2 The service unit follows the guideline to provides first time service users with information and their rights in participating in the unit's services/activities.
- 3.3 A set of procedures are established to ensure the staff is clear about and can effectively implement the rights of the service users in making informed choices.