

明愛青少年及社區服務

服務質素標準 13

13.1 保障服務使用者之私人財產權利之政策及執行

1. 政策目的：
此政策之制定是保障服務使用者之私人財產權利受到尊重。
2. 私人財產的定義：
服務使用者之個人物件(包括身份證明文件)、貴重財物及金錢。
3. 理念：
服務使用者於接受服務期間(在單位範圍內及活動中)之個人財物的安全應受到保障。並讓他們清楚知道他們這方面的權利。
4. 政策：
 - 4.1. 職員在提供服務時，應考慮如何保障服務使用者的個人物品及財產的安全。
 - 4.2. 職員在未得服務使用者同意之前，他們的個人物品及財產不能被職員作公家物品使用。同時，亦有責任讓服務使用者知道他們這方面的權利。
 - 4.3. 服務單位應考慮能否提供一個安全的環境 / 地方予服務使用者存放其個人財物，並制訂適當程序。如單位未能提供儲物地方，應提醒服務使用者保管自己財物。
 - 4.4. 所有服務使用者在單位範圍內及活動中遺漏之物件，均會列作失物處理。

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Caritas Youth and Community Service

Service Quality Standards 13

13.1 Policy for Protecting Rights of Personal Belongings of Service Users

1. Mission:

The compilation of this policy is to ensure that rights of personal belongings of individual service users are well respected.

2. Definition of Personal Belongings:

Personal belongings of service users cover individual's identification documents; valuables and moneys.

3. Concept:

At the time of their using services within Service Unit's area and its organized activities, Service User must be well informed that their personal belongings are being protected.

4. Policy:

- 4.1 When providing services, staff must consider how to protect service users' personal belongings.
- 4.2 Without permission of service users, staff is not allowed to use their personal belongings/properties for official purposes. Service users must be informed of their rights in this respect by staff.
- 4.3 Service Unit should consider providing reliable and safety environment for service users to store their personal belongings in accordance with its prescribed procedure. If there is no provision of storage facility for service users, Service Unit must remind them to take care of their own personal belongings.
- 4.4 Any loss of personal belongings within the area and organized activities of Service Unit is to be classified as "Lost Case".

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