

明愛青少年及社區服務 服務質素標準 10

10.6 網上青年支援隊之申請及退出服務政策及程序

1. 政策目的

- 1.1 讓服務對象清楚了解接受及退出個案的政策、程序及準則
- 1.2 讓職員清楚明白提供個案服務的政策、程序及準則

2. 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

3. 服務的優先次序決定準則

社工需考慮下列各項因素，以決定甄別服務對象的優先次序

- 3.1 服務對象的情況是否符合服務的宗旨與目標、服務性質；
- 3.2 服務對象的問題是否具有急切性及危機性；
- 3.3 服務對象是否願意接受社工提供服務；
- 3.4 社工是否可以與服務對象維持接觸。

4. 收費政策

接受輔導服務不需繳付費用，但配合輔導工作而舉辦的活動，例如參觀、宿營、燒烤等則按服務對象的經濟能力及活動成本而另行收費。

5. 申請接受服務

- 5.1 大部份服務接受者都是由社工在網上社交媒體主動認識的。社工會按服務優先次序準則，以邀請這些有服務需要的青少年接受服務；
- 5.2 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；
- 5.3 接受學校、社福機構、社區團體及家長之轉介。支援隊將安排社工在七個工作天內聯絡轉介者，以瞭解被轉介者的情況及評估是否接納轉介。
- 5.4 如符合個案條件，可進行開案程序。社工須先向個案解釋其權利及義務，同時需要得到服務使用者的口頭/書面同意，然後在網上個案系統上填寫 Face Sheet。遞交後，個案會由高級督導主任進行審批，審批完成後代表個案正式開檔。個案編號亦會在遞交 Face Sheet 時由系統自動產生。

6. 終止或退出服務

- 6.1 每半年，社工將與案主檢討進展及是否終止服務；任何時候案主均可向負責社工或單位主管提出退出服務的要求。
- 6.2 在正式終止一個服務對象的輔導服務前，負責社工須諮詢單位主管的意見。
- 6.3 已退出服務的青少年，如有需要，可重新向支援隊申請服務。
- 6.4 無論半年檢討、終止或退出服務，社工都須在 CMS 中填寫相關的表格。

7. 社工主動終止服務的準則

在下列任何一種情況下，社工須考慮終止個案服務：

- 7.1 服務對象年齡已不再符合接受服務資格；
- 7.2 服務目標已達；
- 7.3 服務對象的需要已不在支援隊服務性質以內；
- 7.4 服務對象的行為對其他服務對象或職員構成危險；
- 7.5 社工與服務對象失去聯絡達六個月。

8. 現行服務使用者及終結個案後服務使用者獲取個人資料的權利

- 8.1 服務使用者可向工作員索取其個人的資料及個人個案紀錄(參閱個人資料(私隱)條例)

9. 現行服務使用者及終結個案後服務使用者獲取個人資料的程序

- 9.1 服務使用者可向單位主管申請查閱、修改或取得個人有關資料，但必須以書面申請，單位將於四十日內作出回應(參閱個人資料(私隱)條例)

**Caritas Youth and Community Service
Service Quality Standard 10**

**10.6 Policy and Procedure on Application for and Withdrawing from
Service of Cyber Youth Support Team**

1. Purpose of the Policy

- 1.1 To let target service user have a clear understanding of the policy, procedure and criteria on accepting and withdrawing from case service.
- 1.2 To let staff members have a clear knowledge of the policy, procedure and criteria for the provision of case service.

2. Target Service User

Those youth aged 6 to 24, who are active on the internet and in need of professional counselling service in their growth. They may encounter developmental adjustment, emotional or behavioral problems and are manifesting or engaging in various at-risk behaviors in the Internet.

3. Criteria for the Determination of Priority of Service

Social worker needs to consider the various factors listed below so as to determine the priorities in the screening of target service user.

- 3.1 is situation of the target service user in accord with aims, objectives and service nature of Cyber Youth Service?
- 3.2 is problem of the target service user one with urgency and having a crisis?
- 3.3 is target service user willing to accept the provision of service by social workers?
- 3.4 is the social worker able to maintain contact with the target service user?

4. Policy on Fees and Charges

Payment of fees are not required for accepting counselling service. However, for activities such as visit, resident camping, BBQ, etc. held to tie in with counselling work, fees will be separately charged according to the financial capacity of the target service user and the cost of the activity.

5. Application to Receive Service

- 5.1 Most service users are identified and engaged through social media on the internet. Our social workers would invite them to receive counselling service according to the Criteria for the Determination of Priority of Service.
- 5.2 The youth in need of our service may contact our social workers through

- Whatsapp or other channels on the internet to ask for service.
- 5.3 Schools, social service centres/community bodies and parents may transfer/refer cases to the Support Team for service. The Support Team will assign a social worker to contact the referrer and decide whether the case is suitable for follow-up with 7 working days.
 - 5.4 If the potential client is eligible for service, the social worker may start the procedure of opening a case. The social worker should talk to the potential case about his/her right and obligation to be a case of the Support Team, and the consent of the service user has been granted. After that, the social worker would fill the Face Sheet in the Case Management System(CMS) and ask approval from the Senior Social Work Supervisor of the Support Team. Upon obtaining approval of the Supervisor, the case is established and case number is generated by the CMS.

6. Termination of or Withdrawing from Service

- 6.1 Every half year, outreaching social worker would evaluate with the case subject the progress and whether to terminate service. The case subject could, at any time, make a request to the responsible social worker or the Supervisor of the Support Team to withdraw from service.
- 6.2 Before formally terminating counselling service for a target service user, responsible social worker must consult the opinion of the Supervisor of Support Team.
- 6.3 The youth who had withdrawn from service can apply afresh to this Support Team for service, if needed.
- 6.4 No matter half year review, termination of or withdrawing from service, the responsible case worker should fill the related form(s) in the CMS.

7. Criteria for Social Worker Taking Initiative to Terminate Service

Social worker must consider terminating case service under any one of the circumstances listed below:

- 7.1 Age of the target service user no longer satisfies the eligibility to accept service;
- 7.2 The goal of service has been reached;
- 7.3 The needs of the target service user is no longer within the service nature of the outreaching team;
- 7.4 The behavior of the target service user constitutes a danger to other target service user or staff members;
- 7.5 Social worker has lost contact with the target service user for 6 months.

8. Rights of Service User to Obtain Personal Data After Termination of Case

8.1 Service user can request for his/her personal data and personal case record from the responsible staff (See “The Personal Data (Privacy) Ordinance”).

9. Procedure for Service User to Obtain Personal Data After Termination of Case

9.1 Service user can apply for access to, amendment of, or obtaining, personal related data through Centre Supervisor. Applications must be made in writing, and the unit would respond within 40 days (See “The Personal Data (Privacy) Ordinance”).