

明愛青少年及社區服務

服務質素標準 10

10.3 進出服務的程序【小組服務】

(青少年外展社會工作隊/容圍中心/網上外展隊不適用)

(1) 加入小組的程序

- 1.1 向服務單位辦理登記手續，如遞交證明文件／填寫表格（以有關服務註明為準）及由服務單位將申請資料傳送至小組負責職員；
- 1.2 與小組及或負責職員面談，說明彼此的期望及認同有關小組的目標，獲小組接納（若小組為新成立小組，則由社工負責面談），並經小組及中心記錄其個人資料便成為小組組員。若果申請未獲接受，負責職員將會向申請人說明理由（不論申請是否接納，結果將於面試後 7 個工作天內通知申請人）；
- 1.3 由外界團體轉介的小組，則由服務單位考慮及評估有關小組對單位服務的配合性而決定是否提供服務。結果將於與小組會面後 7 個工作天通知對方；
- 1.4 我們鼓勵有興趣加入本服務單位任何小組的人士申請成為會員，並於作為小組組員期間維持有效的會籍。

(2) 小組組員的權利

- 2.1 組員可獲負責的中心職員輔導及協助發展組務；
- 2.2 組員可向單位申請借用房間及設備進行組務；
- 2.3 可按《服務標準 14》程序申請查閱及更正其在小組的相關個人記錄。

(3) 小組組員的義務

- 3.1 組員必須出席小組會議和小組策劃的各項活動、服務；
- 3.2 擔任經小組選舉、會議決策等所委任的職務。

(4) 組員退出小組的程序

- 4.1 組員計劃退出小組須正式通知負責小組代表及中心職員；
- 4.2 除個別小組有特別規定外，若組員必須休假三個月以上，須向小組申請並獲接納，否則當作退組論。該組員欲再加入小組時須當作新組員處理；
- 4.3 若組員違反小組規例，經小組會議及負責職員決定，可取消其組員資格。

(5) 小組發展期限

5.1 每個小組經中心職員協助下可決定其小組發展期限，當小組到預定之最高發展期限，可申請註冊為獨立的社團。

(6) 小組終結（在以下其中的一種情況下，小組將會終結）

- 6.1 小組已經完成既定目標；
- 6.2 小組主動要求終結；
- 6.3 小組已達到最高發展期限；
- 6.4 倘小組未履行小組目標和計劃或義務，經服務單位職員輔導後而無顯著改變，則服務單位可主動終止合約；
- 6.5 小組已完成所有預定的計劃及程序；
- 6.6 小組半年內均未有任何聚會；
- 6.7 小組組員數目半年內均未能達到指定數目。

(7) 小組終結之程序

- 7.1 除了上述 6 所列舉的情況，小組經週年檢討或特別會議，3/4 或以上的全體組員決定解散，並經服務單位同意，小組可終結；
- 7.2 小組正式終結前須清楚交代財政的處理及完成未解決之會務。

* 這份小組服務進出程序並不適用於兒童小組、外展社會工作服務和社區工作服務的小組。

檢討及更新日期：2024 年 1 月 4 日

Caritas Youth and Community Service
Service Quality Standard 10
10.3 Procedure for Entering and Exiting Service
【Group Service】 *

**[not applicable to District Youth Outreaching Social Work Team/ Hugs Centre /
 Cyber Youth Support Team]**

(1) Procedure for Entering a Group

- 1.1 Go through the registration procedures with the service unit, such as submitting supporting documents/filling in the form (subject to the indication of the relevant service) and the service unit sending the application information to responsible staff of the group;
- 1.2 Have an interview with the group or the responsible staff, stating each other's expectations and the applicant agrees with the related group's objectives. (If the group is a newly established group, social worker will be responsible for the interview). When admitted by the group, applicant will become a group member after his personal data is recorded by the group and the centre. If the application is not accepted, responsible staff would explain the reasons to the applicant;
- 1.3 For groups referred by external organizations, the service unit will consider and assess if the relevant group matches with the service of the unit, and decide whether to provide service;
- 1.4 We encourage persons who are interested in joining any group of this service unit to apply and register as a member of this service unit, and to maintain a valid membership while being a member of the group.

(2) Rights of Members of Groups

- 2.1 Group members could obtain the counselling and assistance of responsible staff in the development of group affairs;
- 2.2 Group members could apply for borrowing rooms and facilities from the unit for the conduction of group affairs.

(3) Obligations of Members of Groups

- 3.1 Group members must attend meetings of groups and the various activities and services organized by groups;
- 3.2 To take on duties assigned through group elections and meeting resolutions.

(4) Procedure for Members to Withdraw from Groups

- 4.1 Members intending to withdraw from Groups must formally notify the Group Representative In-charge and centre staff;
- 4.2 Except those individual groups which has special regulation, if a member has to take leave for more than three months, he/she should make application to the group and obtain approval, otherwise it would be treated as withdrawing from the group. When that member wish to re-join the group, he must be treated as a new group member;
- 4.3 If a group member violates the regulations of a group, his/her group membership would be cancelled if so decided by group meeting and responsible staff.

(5) Period of Development of Groups

- 5.1 Each group can decide its period of development under the assistance of centre's staff. When a group reached the scheduled highest period of development, it can convert into a self-programming group, and can also apply to the Police Force for registration as an individual organization.

(6) Termination of Groups (Groups will be terminated under one of the following circumstances)

- 6.1 The group has completed its established goals;
- 6.2 The group initiates a request to terminate;
- 6.3 The group has reached the highest period of development;
- 6.4 If a group failed to fulfill its goals and plans or obligations, and had no significant improvements after consulting Service Unit's Staff, the Service Unit could take initiative to terminate the group.

(7) Procedure for Termination of Groups

- 7.1 A group could only be terminated by a decision made by 3/4 or more of all of its members to disband during the group's annual review or special meeting, and after being agreed by the service unit;
- 7.2 A group must clearly account for the handling of its finances, and to complete unresolved group affairs before its formal termination.

* This Procedure for Entering and Exiting Group Service does not apply to children groups, outreaching social work service groups and community work service groups.

Date of Review and Revision: 4 January 2024

明愛青少年及社區服務
服務質素標準 10
10.3a 進出服務的程序【小組服務】
明愛容圍中心(濫用精神藥物者輔導中心)

(1) 加入小組的程序

- 1.1 與負責職員面談，說明彼此的期望及認同有關小組的目標，獲接納加入小組，中心記錄其個人資料便成為小組組員。若果申請未獲接受，負責職員將會向申請人說明理由。
- 1.2 由外界團體轉介的人士，則由服務單位考慮及評估有關人士是否符合本單位提供服務之準則而決定是否提供服務。

(2) 小組組員的權利

- 2.1 組員可獲負責的中心職員輔導及參加中心舉辦之活動；
- 2.2 組員可隨時選擇退出服務。

(3) 小組組員的責任

- 3.1 組員有責任出席小組策劃的各項活動、服務；
- 3.2 組員須與小組負責職員提出退出要求。

(4) 單位終結小組或組員資格的準則

- 4.1 小組負責職員若與組員失去聯絡 6 個月或以上，則當作自動退出小組論；本中心有權終止提供予組員之服務，即會終結小組或組員資格。
- 4.2 組員不再符合接受服務的資格 或 本單位所提供之服務類型不再符合組員的需要。
- 4.3 組員採取不合作的態度或違反小組規例。
- 4.4 小組負責職員及組員都認同已完成當初定立的目標。

(5) 單位終結小組或組員資格的程序

- 5.1 小組負責職員終結小組或組員資格，該負責職員須詳細評估小組或組員狀況(參考 4 之準則)，情況許可下須得到組員口頭同意。小組負責職員需提交「小組(半年)進度表及年度檢討表」[SQS3.5/Hugs/Form4]予督導主任/高級督導主任批核，小組或組員服務方可正式終結。

(6) 組員退出小組的程序

- 6.1 組員須與小組負責職員提出要求，負責職員會先了解其退出原因。若

有需要，可為組員轉介合適之服務。

(7) 再次進入小組

- 7.1 如在退出小組後，當事人想再次進入小組，可與小組負責職員聯絡，安排面談。【參考加入小組的程序之 1.1】

檢討： 本程序至少三年檢討一次

檢討日期： 2024 年 1 月 4 日

Caritas Youth and Community Service
Service Quality Standard 10
10.3a Procedure for Entering and Exiting Service 【Group Service】
[Caritas Hugs Centre]

(1) Procedure for Entering a Group

- 1.1 The responsible staff interview the group member to understand each other's expectations and reach consensus on group goals. If one's application is accepted, the center will record their personal information and become a group member. If the application is rejected, the responsible staff will explain the reasons to the applicant.
- 1.2 For those referred by external organizations, the service unit will consider and assess whether the person meets the criteria of services target and decide whether to provide services.

(2) Rights of Members of Groups

- 2.1 Group members can receive guidance from the responsible staff and participate in center activities.
- 2.2 Group members can request to withdraw from the service at any time.

(3) Obligations of Members of Groups

- 3.1 Group members are responsible for attending group activities and services.
- 3.2 The group members who want to withdrawal, should make a request to the responsible staff.

(4) Procedure for Members to Withdraw from Groups

- 4.1 If the group members loses contact for 6 months or more, s/he will be deemed as withdrawal from the group; the center can terminate the services provided, and deregister one's group membership.
- 4.2 The group members are no longer eligible to receive service or the service provided does no longer meet the needs of the group members.
- 4.3 Group members become uncooperative or violate group rules.
- 4.4 Both the responsible staff and team members agree the original goal has been

achieved.

(5) Period of Development of Groups

5.1 When the responsible staff terminates the group or deregister one's group membership, the responsible staff must assess the status of the group or group members thoroughly (refer to the criteria in 4). Verbal consent from group members is recommended. Group social workers need to submit the "Group (Half year) progress and annual review form" to the supervisor/senior supervisor for approval.

(6) Procedures for members to withdraw from the group

6.1 The group members who make a request to the responsible staff, and the the responsible staff will first understand the reasons for their withdrawal. Referring to appropriate services if necessary.

(7) Re-enter the group

7.1 If the person wants to re-enter the group, s/he can contact the responsible staff of the group to arrange an interview. [Refer to 1.1 of the procedure for joining a group]