

服務質素標準二

社會工作服務部 檢討及修訂有關政策的機制及程序

目的

本政策的制定是確立檢討及修改服務質素標準政策之機制及程序。

內容

社會工作服務部會定期於服務總主任會議檢討有關服務質素標準之政策。

程序

- 3.1 若需修訂有關政策，可於會議提出討論並通過。
- 3.2 若有需要，有關新修訂之政策將會提交社會工作委員會討論及確認。
- 3.3 完成修訂程序後，社會工作服務部需將修訂之政策以備忘錄向屬下各服務單位公佈。
- 3.4 個別社會工作服務制訂的政策及程序，將由個別服務自行檢討及修訂。

發佈：經各服務的總辦事處傳閱

檢討：政策會於有需要時或每三年由社會工作服務部長或委派代表檢討。

上述資料錄自社會工作服務部 2024年1月25日發出之文件

檢討及更新日期：2024年3月7日

SERVICE QUALITY STANDARD 2

SOCIAL WORK SERVICES DIVISION

MECHANISM AND PROCEDURE FOR REVIEW AND AMENDMENT OF

SERVICE QUALITY STANDARD POLICY

1. Objective

- 1.1 This policy aims to set up guidelines on mechanism and procedure for review and amendment of Service Quality Standard (referred as SQS) policy.

2. Content

- 2.1 Social Work Services Division will review the SQS policy in the Service Heads' meeting regularly.

3. Procedure

- 3.1 Amendment will be raised for discussion and endorsement in the said meeting if deemed necessary.
- 3.2 The amended policy will be submitted to Social Work Committee for discussion and confirmation if deemed necessary.
- 3.3 Upon completion of this amendment procedure, Social Work Services Division will have to distribute the amended policy as memorandum to all service units.
- 3.4 Policy and procedure formulated by individual social work service will be reviewed and amended on the service's own accord.

DISTRIBUTION : Circulate to all services via Head Office

REVIEW : The policy will be reviewed on need basis or every 3 years by the Director of Social Work Services or delegates.

Date of Review and Revision: 7 March 2024