

明愛青少年及社區服務

## 服務質素標準（十）

### 申請和退出服務政策

服務單位確保服務使用者獲得清楚明確的資料，知道如何申請接受和退出服務。

上次修訂日期：

2024年1月4日

修訂日期：

2025年7月17日

明愛青少年及社區服務  
服務質素標準 10  
10.1 申請和退出服務政策

1. 一般而言，服務使用者在申請接受服務時，我們以先到先得為準；但是個別服務計劃基於程序內容對服務使用者有一些基本要求、活動名額、預期公眾人士對服務的殷切需求等因素，一些服務計劃會另外訂明服務使用者申請接受服務的程序，並會於該服務計劃的宣傳作詳細說明；
2. 我們接納服務使用者接受服務是以一視同仁為原則，若個別服務計劃未能接納服務使用者，我們將會向該申請人陳明不接納的原因；
3. 如情況許可，我們將會提供其他合適服務的資料給申請人，以便他獲得其他服務，服務使用者若有確切需要時，我們將會將其轉介到另一服務單位申請服務；
4. 服務使用者可以就其意願按程序而退出服務。

**Caritas Youth and Community Service**

**Service Quality Standard 10**

**10.1 Policy on Application for and Withdrawal from Service**

1. In general, an application by a service user to accept service will be treated by us on the principle of first-come first-served. However, due to factors like certain basic requirements on the service user according to the procedural content of individual service projects, quota of the activity, and the anticipated demand for service from members of the public, procedures on application to accept service by a service user will be set out additionally by some service projects and will be stated in detail in promotion of that service project;
2. Our admission of a service user to accept service is based on the principle of impartiality. If an individual service project is unable to admit a service user, we would clearly explain to that applicant the reason for non-acceptance;
3. If circumstances permit, we would provide information on other suitable services to the applicant so as to enable her/him getting other services. Where there is a definite need from the service user, we would refer him to another service unit for service application;
4. A service user can follow the procedures to withdraw from the service at her/his own will.



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10.2 進出服務的程序〔參加活動及會員〕

(一) 服務報名手續：

- 1.1 本服務單位（以下簡稱本單位）的服務包括服務計劃、小組、活動、興趣班及會員會籍（以下簡稱服務）；
- 1.2 除特別註明報名日期的服務之外，所有由本單位主辦及已進行公開宣傳的服務可以即時接受報名，請於詢問處辦理報名手續；
- 1.3 除網上報名活動外，所有需要預先報名的活動，需向服務單位辦理報名手續、繳交有關費用／證明文件／照片／填寫表格（以有關服務註明為準）及取回正式收據，方為有效；
- 1.4 除非服務宣傳品已註明或獲得本單位的單位主管批准，所有服務不接受以電話報名或預留名額；
- 1.5 若服務使用者就報名手續有任何不滿意之處，請先與服務負責職員商討，若果事情未能解決，請循投訴程序處理。

(二) 已報名的服務退出手續：

- 2.1 已報名及繳費者（以下簡稱參加者）可以知會本單位想退出服務的意願，但是不能少於服務舉行前六個工作天或以前提出申請，若本單位於有關活動已有候補者等候，則會安排由候補者補上，退出服務者需要繳交手續費卅元正，本單位亦安排在一個月內退回已繳交之費用；

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- 2.2 若本單位於有關活動沒有候補者，則參加者可以推薦合符該服務參加者資格的人士補上，本單位保留接納該候補人士的權利，若獲接納，則參加者需要繳交手續費卅元正；
- 2.3 若沒有任何候補者，則參加者不能退出服務及收回已繳交之費用；
- 2.4 若果本單位因應環境轉變而需要調動服務，因而引致參加者所參加的服務不能如期舉行，參加者可選擇參加其他服務，並將已繳交之費用轉到新的服務，參加者亦可選擇退回已繳交之費用，本單位安排在一個月內退回已繳交之費用；
- 2.5 在下列情況下，本單位可以取消參加者參加服務的資格，已繳交的費用概不發還：
  - (1) 在報名後被本單位發現不符合參加服務的資格；
  - (2) 在服務進行期間參加者不遵從本單位服務負責職員就其言論、行為的勸喻。
- 2.6 「單位主管可就申請退出服務的人士申述之理由，作出酌情處理。」

### **(三) 會員會籍：（只適用於有會員制度之單位）**

本單位的會員會籍以申請成為會員當天起計算有效期為一年，在有效期內，會員可以以書面申請要求刪除其會籍內的個人資料識別記錄，單位將於十二個工作天內刪除相關之記錄，但是已繳交之會員費則概不發還。

### **(四) 需要服務舉行前面見參加者的服務：**

本單位的個別服務需要在服務前與有興趣者面談，以讓雙方充份了解有關之服務內容、彼此的期望及權責。服務的負責職員將在接獲有興趣者提交報名表後不多於十二個工作天跟進或安排面談，並於不少於服務舉行前六個工作天或合理最快時間內（或報名者報名後第二個工作天）知會有關人士是否接納其報名，如有關人士不接納此項決定，可循既定途徑向本單位投訴。

《會員退會 / 刪除個人資料 申請表格》 (Form\_sq10.2\_01c)



Form\_SQS10.2\_0  
1c.pdf

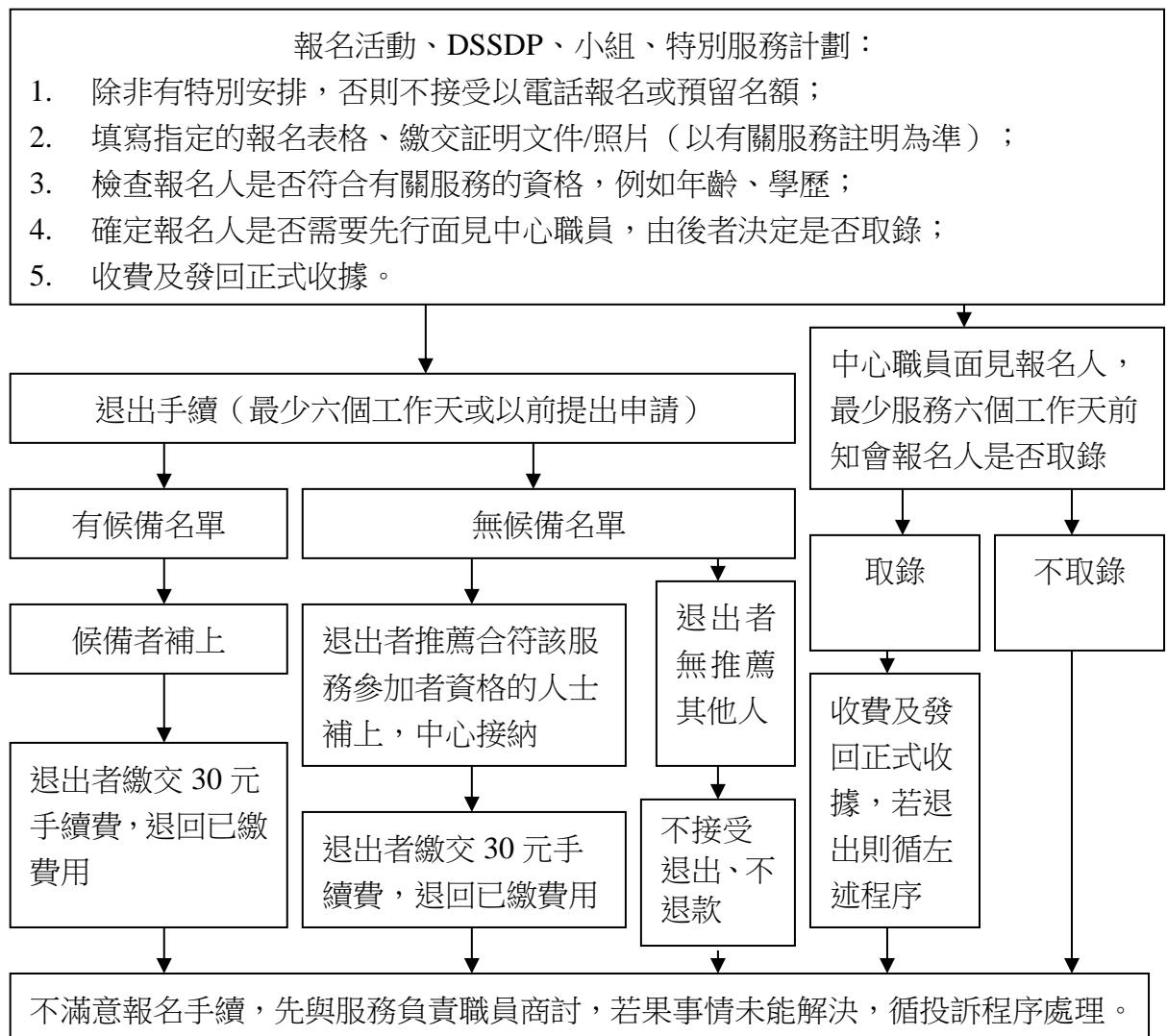
\*\*如未能直接使用超連結取得表格，請將連結複制到瀏覽器再開啟\*\*

\*\*如下載表格，請使用 PDF 格式，以方便保存格式\*\*

## 明愛青少年及社區服務

## 服務質素標準 10

## 10.2 「參加活動及會員」執行流程圖



**Service Quality Standard 10****10.2 Procedure for Entering and Exiting Service  
(Joining Programmes and Membership)****(1) Procedure for Service Application**

- 1.1 Services of this service unit (hereinafter called ‘this Unit’) include service projects, groups, programmes, interest classes and membership (hereinafter called ‘service(s)’);
- 1.2 Except services for which an application date has been specially specified, application for all services organized by this Unit and which publicity has been started, can be accepted immediately. Please go through enrolment procedures at the Reception Counter.
- 1.3 Except for online registration activities, all activities that require pre-registration must go through the registration procedures with the service unit, pay the relevant fees/documents/photos/fill in the form (subject to the indication of the relevant service) and retrieve the official receipt.
- 1.4 Except as specified in publicity materials of the service or having been approved by the Centre Supervisor of this unit, applications through telephone or reservation of places would not be accepted for any service.
- 1.5 If the service user is any way not satisfied with the application procedures, please firstly discuss with responsible staff of the service. If the issue could not be resolved, please go through the Complaint Procedures.

**(2) Procedure for Withdrawal from Service after Enrollment**

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- 2.1 A person who has enrolled and paid (hereinafter called 'participant') can notify this unit the wish to withdraw from the service. However, an application should be made not less than 6 working days prior to the commencement of the service. If there are alternate applicants for the related activity on waiting, alternate applicants would be arranged as replacement. The person withdrawing from the service is required to pay a handling fee of HK\$30.00. This unit will arrange refund of the paid fees within 1 month;
- 2.2 If there are no alternate applicants for the related activity, the participant can recommend a person who satisfies the eligibility requirements of that service as replacement. This unit reserves the right to admit that alternate person, and if admitted, the participant is required to pay a handling fee of HK\$30.00;
- 2.3 If there are no any alternate applicants, the participant could not withdraw from the service and recover the paid fees.
- 2.4 If this unit needs to re-schedule service due to circumstantial changes, leading to the service which the participant is to take part could not be held as scheduled, the participant could opt to join other services and transfer the paid fees to the new service. Participants could also opt for a refund of the paid fees. This unit would arrange refund of the paid fees within 1 month;
- 2.5 Under the following circumstances, this unit could disqualify a participant from taking part in a service and there will be no refund of paid fees:
  - (1) found by this unit for not satisfying the eligibility requirements of the service after enrollment;
  - (2) the participant not complying with advice made by the responsible staff of the service regarding the participant's opinions and behaviour during the conduction of the service.
- 2.6 Centre Supervisor could have discretion regarding representation of reasons made by the person applying for withdrawal from Service.

**(3) Membership (not applicable to District Youth Outreaching Social Work Team)**

Membership of this unit is valid for one year counting from the day of application as a member. Within the period of validity, a member could request to remove his membership personal data identification record. This unit would delete all related records in conformance with the request within 12 working days. However, all membership fees paid would not be refunded.

**(4) Services Necessitating Interviewing the Participant Prior to the Commencement of the Service**

Individual service of this unit requires that an interview be held with the interested person before the service so as to enable both parties to get a full understanding of the content of the related service; expectations and rights & responsibilities of each other. Responsible staff of the service will follow-up or arrange an interview in not more than 12 working days upon receiving the application form submitted by the interested person, and will notify the related person whether to accept his application not less than 6 working days or in reasonable time before the service being held (or on the 2nd working day after the applicant's enrollment). The related person can make a complaint to this unit through established channels if he does not accept such decision.

**Remove Membership / Deletion of Personal Data Application Form  
(Form\_sq10.2\_01e)**



Form\_SQS10.2\_0  
1e.pdf

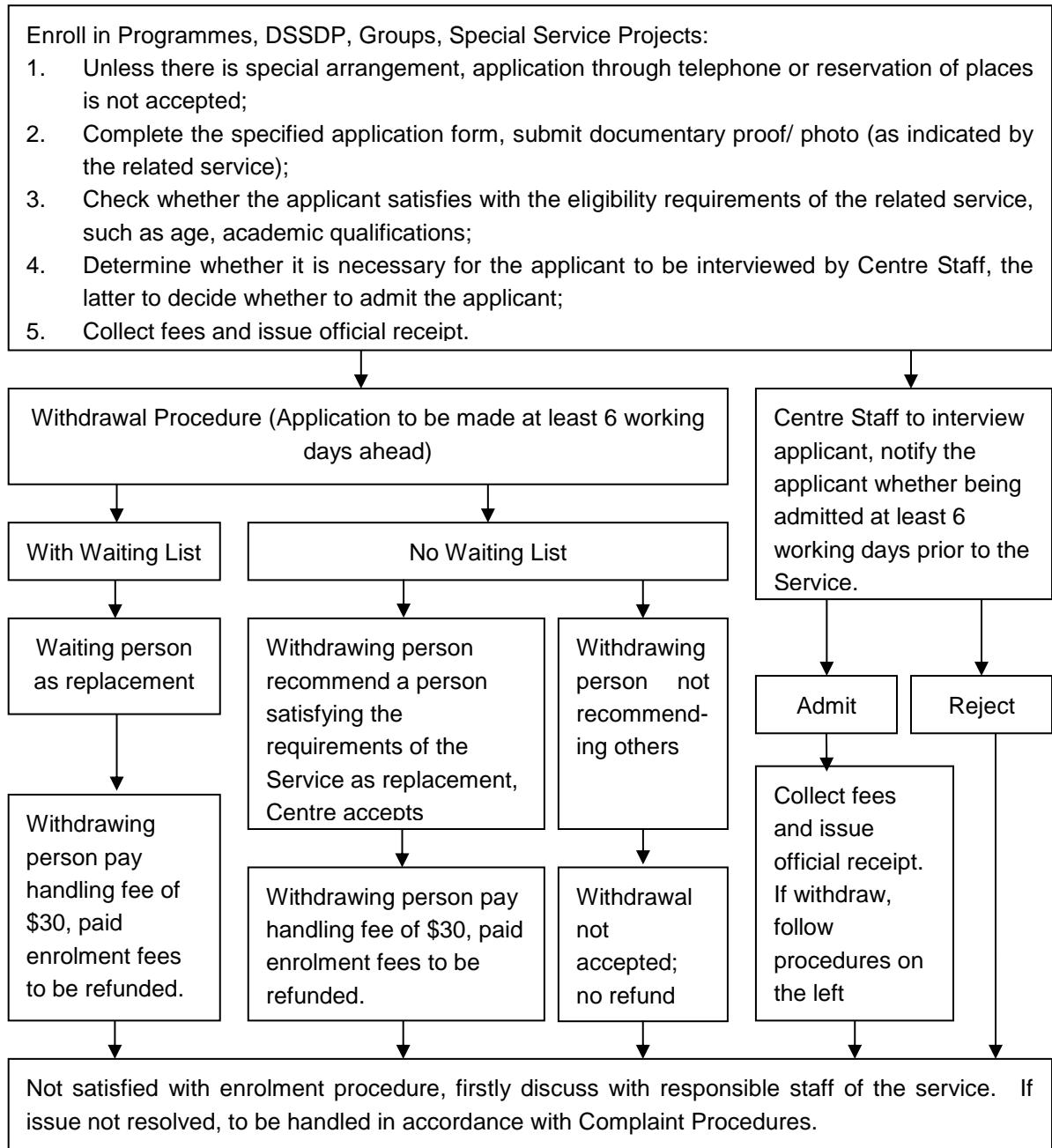
\*\*If you cannot use the hyperlink to get the form directly, please copy the link to your browser and open it\*\*

\*\* If downloading the form, please use the PDF format for the convenience of saving the format\*\*

## Caritas Youth and Community Service

### Service Quality Standard 10

#### 10.2 'Joining Programmes and Membership' Execution Flowchart



**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/容圃中心/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。

**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.

**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】  
明愛容圃中心(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】

**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 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]

## 明愛青少年及社區服務 服務質素標準 10

### 10.4a 個案使用及退出服務標準（包括內容的指引） (只適用於兒童及青少年中心、青少年綜合服務及社區中心)

#### 政策目的

- 1) 讓服務對象清楚瞭解接受及退出個案服務的程序
- 2) 讓職員清楚明白提供個案服務的程序及準則

#### 1. 服務對象

##### 1.1 符合使用個案服務的資格

- 1) 兒童及青少年中心、青少年綜合服務：  
兒 童 及 青 少 年 及 其 家 長 (包 括 會 員 及 非 會 員 )
- 2) 社區中心：  
社 團 人 士 (包 括 會 員 及 非 會 員 )

##### 1.2 優先次序的決定準則

工作員需考慮下列各項因素，以決定服務對象的優先次序

- 1) 服務對象問題的急切性及危機性
- 2) 願意接受註冊社工、福利工作員提供服務
- 3) 缺乏其他社會系統的支持
- 4) 可以維持接觸

#### 2. 個案服務

##### 2.1 使用服務

###### 2.1.1 成為服務使用者的程序

###### (主動求助者)

- 1) 由當值工作員即時接見或接聽，當工作員發覺服務對象有需要時，可按服務對象的意願提供輔導，而服務使用者即以口頭或書面回覆確認。(填寫《接受個案服務同意表》(Form\_sq10.4a\_01c))
- 2) 工作員參考上述 1.2 之優先次序準則以及《個案資料表》(SQS3.7/Form1) (見服務標準 3.7)所列的問題性質，評估求助者情況後，填寫《個案資料表》(SQS3.7/Form1)，交單位主管審批，決定是否為求助者提供個案服務。
- 3) 工作員在接見案主／接聽個案電話後，於三個工作天內通知案主跟進情況(接納、轉介或拒絕)。
- 4) 若接納求助者之個案服務申請，工作員將與案主協商其個案工作計劃。之後，按《服務標準 3.7》程序及時限，撰寫《輔導服務個案策略及計劃》(SQS3.7/Form2)，詳細分析及評估個案之需要，並製訂介入計劃，交單位主管審批，及正式展開個案服務。

### (轉介個案)

- 5) 單位接受其他機構/轉介者轉介符合單位服務範圍的個案。若為機構轉介，於轉介前需取得被轉介者同意及填妥《機構個案轉介表格》(Form\_sq10.4a\_02c)並交回本單位。
- 6) 當收到轉介後，單位將安排社工在七個工作天內聯絡轉介機構/轉介者，以評估被轉介者是否合適接受單位之服務，若界定為非合適對象，單位社工應嘗試提供其他服務資料予轉介者。
- 7) 若界定為合適服務對象，單位在七個工作天內，按照上述(1-3)之程序及準則，安排社工聯絡/接見被轉介者，以瞭解被轉介者的情況及評估其需要及是否接納轉介。
- 8) 若接納相關轉介，即以上述(4)程序，跟進其個案。
- 9) 收到轉介後十四個工作天內向轉介者交待進展。

#### 2.1.2 服務使用者知悉其成為個案案主權利／程序

- 1) 工作員在接見案主／接聽個案電話後，於三個工作天內通知案主跟進情況(接納、轉介或拒絕);如服務使用者對跟進情況有任何意見，可於三個月內向單位主管聯絡(註明電話號碼)。

#### 2.1.3 服務使用者取得個人資料的權利

- 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)。

#### 2.1.4 服務使用者取得個人資料的程序

- 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)。

### 2.2 退出服務

#### 2.2.1 機構終結個案服務的準則

- 1) 工作員與案主失去聯絡達三個月，個案可以結束
- 2) 目標達成
- 3) 服務使用者對工作員或其他人構成危險
- 4) 如服務對象採取不合作的態度
- 5) 如服務使用者提出退出，工作員須與服務使用者討論退出之詳細原因，並盡力為服務使用者提供其他服務作為選擇
- 6) 服務對象年齡已不再符合接受服務資格
- 7) 若由於某些條件改變(如離校、入獄、移民、死亡等)而不能跟進者，亦會將個案結束。

#### 2.2.2 機構終結個案服務的程序

- 1) 工作員可根據 2.2.1 準則考慮結束個案，程序為工作須詳細評估個案情況及成

效，在可行情況下應與服務使用者商談是否達致其個案目標及通知案主結束個案，若有需要工作員應盡力為服務使用者提供其他服務作為選擇。之後按《服務標準 3.7》程序填寫《轉介(包括轉換工作員)/結案撮要》(SQS3.7/Form4)，交單位主管審批。

### **2.2.3 服務使用者要求終結服務的權利**

1)服務使用者可隨時退出服務。

### **2.2.4 服務使用者要求終結服務的程序**

1)服務使用者須聯絡負責工作員及告知其退出意向便可。

### **2.2.5 轉介個案服務的準則**

1)工作員在了解案主的問題後，若發現案主所要求的服務非本中心服務所能提供，可建議其他合適的服務給案主，使案主得到適當的協助。

### **2.2.6 轉介個案服務的程序**

1)在處理中的個案若需要轉介，需知會單位主管，工作員必須向服務使用者解釋清楚轉介之事宜，讓其了解自己有權選擇是否接受轉介，並在徵得其口頭或書面同意及授權方可進行轉介及轉移個人資料(有關程序及《書面個案轉介同意書》(SQS 14.4/Form1C)詳見服務質素標準 14.4)；工作員如考慮終止個案，需再與單位主管討論應否終止或繼續個案，若終止須知會案主。

### **2.2.7 終結個案後服務使用者獲取個人資料的權利和程序**

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)。

### **2.2.8 終結個案後服務使用者獲取個人資料的程序**

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)。

《接受個案服務同意表》 (Form\_sq10.4a\_01c)



Form\_SQS10.4a\_  
01c.pdf

《機構轉介個案表》(Form\_sq10.4a\_02c)



Form\_SQS10.4a\_  
02c.pdf

\*\*如未能直接使用超連結取得表格，請將連結複制到瀏覽器再開啟\*\*

\*\*如下載表格，請使用 PDF 格式，以方便保存格式\*\*

**Caritas Youth and Community Service**

**Service Quality Standard 10**

**10.4a Standard for Using and Withdrawing from Case Service**

[only applicable to Children and Youth Centre,  
Integrated Children & Youth Services Centre and Community Centre]

**Purpose of the Policy**

- 1) To let target service users have a clear understanding of the procedure on accepting and withdrawing from case service;
- 2) To let staff members have a clear knowledge of the procedure and criteria for the provision of case service.

**1 Target Service Users**

**1.1 Eligibility conforming to the use of Case Service**

- 1) Children and Youth Centre, Integrated Children & Youth Services Centre:  
Children and youths and their parents (including members and non-members)
- 2) Community Centre:  
People of the community (including members and non-members)

**1.2 Criteria for the Determination of Priorities**

Responsible staff need to consider the various factors listed below so as to determine the priorities of the target service users.

- 1) the urgency and crisis level of the target service users problem
- 2) willingness to accept the provision of service by registered social workers and welfare workers
- 3) lacks the support of other social systems
- 4) able to maintain contact

**2 Case Service**

**2.1 Using the Service**

**2.1.1 Procedure on becoming a Service User**

- 1) Staff on duty to interview or respond to calls instantaneously. Where the working staff found that the target service user has a need, counselling could be provided on target service user's will. The service user shall reply to the confirmation verbally or written (Form\_sq10.4a\_01e).
- 2) The staff refers to the priority criteria in 1.2 above and the nature of the problems listed in the "Case Information Form" (SQS3.7/Form1) (see Service Standard 3.7) to assess the situation of the help-seeker before filling in the "Case Information Form" (SQS3 .7/Form1) and submitting to the supervisor

for approval to decide whether to provide individual case services for help-seekers.

- 3) After interviewing the case subject or responding to a case telephone call, the responsible staff would notify the case subject the follow-up situation (admit, refer or reject) within 3 working days.
- 4) If the case service application of the help-seeker is accepted, the staff will discuss the case work plan with the client. Afterwards, according to the procedure and time limitation of "Service Standard 3.7", the staff would write the "Counseling Service Case Strategy and Plan" (SQS3.7/Form2), analyze and evaluate the needs of the case in detail, formulate an intervention plan, submit it to the supervisor for approval, and officially begin providing case service.

(Referral case)

- 5) Unit accepts referral of cases, which satisfy our service criteria, from other agency/referrer. In the case of referral agency, the referral agency must obtain the consent of the referee before the referral and complete the "Agency Case Referral Form" (Form\_sq10.4a\_2e) and return it to the unit.
- 6) Upon receipt of the referral, the unit would arrange a social worker to contact the referring party within 7 working days in order to get an understanding of situation of the referee being referred and to access whether to admit the referral. If it is defined as an unsuitable referral, the social worker should try to provide other service information to the referrer.
- 7) If it is defined as a suitable referral, the unit would arrange social workers to contact/interview the referee within seven working days in accordance with the procedures and criteria in (1-3) above to understand the situation of the referee and evaluate whether to accept this referral.
- 8) If the referral is accepted, the case would be followed up according to the procedure (4) above.
- 9) Progress would be explained to the referring party within 14 working days after receiving the referral.

**2.1.2 Rights/ Procedure of a Service User to know of his/her Becoming the Subject of a Case**

- 1) After interviewing the case subject or responding to a case telephone call, the responsible staff would notify the case subject the follow-up situation (admit, refer or reject) within 3 working days. If the service user has any comment regarding the follow-up situation, he/she can contact the Centre Supervisor within 3 months (specify the telephone number).

**2.1.3 Rights of a Service User to obtain Personal Data**

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

**2.1.4 Procedure for a Service User to Obtain Personal Data**

- 1) Service User can apply for access to, amendment of, or obtain personal related data through the Centre Supervisor. Applications must be made in writing, and the Unit would response within 40 days (See “The Personal Data (Privacy) Ordinance”).

**2.2 Withdrawing from Service**

**2.2.1 Criteria for Agency to Terminate a Case Service**

- 1) Responsible staff lost contact with the case subject for three months, the case can be closed.
- 2) The goals have been reached.
- 3) The service user constitutes a danger to the responsible staff or other persons.
- 4) If the service user adopts a non-cooperative attitude.
- 5) If the service user requests to withdraw, responsible staff must discuss with the service user in detail the reason for withdrawal, and try the best to provide choices of other services to the service user.
- 6) The service user is no longer eligible for the service.
- 7) If the responsible staff cannot follow up the service user easily subject to the change of conditions (e.g. graduation, imprison, migration, death etc.), the case can be closed.

**2.2.2 Procedure for the Agency to Terminate a Case Service**

- 1) If a responsible staff initiates a case service termination procedure, the responsible staff must make a detailed assessment of the case and submit a report to the Centre Supervisor, and terminate the case only after consent. The responsible staff must contact the service user as soon as possible, and try the best to provide choices of other services to the service user.

**2.2.3 Rights of Service User to Request Termination of Service**

- 1) Service user can withdraw from the service at any time.

**2.2.4 Procedure for Service User to Request Termination of Service**

- 1) Service user must contact responsible responsible staff and just inform staff of the intent to withdraw.

**2.2.5 Criteria for Referring of Case Service**

- 1) After getting to understand the problem of the case subject, if the responsible staff found that the service requested by the case subject is not those that could be provided by this Unit, other suitable services could be suggested to the case subject in order that the case subject could get appropriate assistance.

**2.2.6 Procedure for Referring of Case Service**

- 1) Where a case subject being handled has a need for referral, the Social Worker-in-charge has to be informed. Responsible staff must explain clearly to the service user the matter of the referral, let the user know that he/she has the right to choose whether to accept the referral, and only after obtaining his/her verbal or written consent and authorization can the referral and transfer of personal data (the relevant procedures and "Written Case Referral Consent" (SQS 14.4/Form1C) (See Service Quality Standard 14.4 for details). If the responsible worker considers terminating a case, should discuss again with Centre Supervisor whether to terminate or continue with the case. If finally worker decides to terminate the case, worker needs to inform service user.

**2.2.7 Rights of Service User to Obtain Personal Data After Termination of Case**

- 1) Service user can request for his/her personal data and personal case record from responsible staff (See "Divisional Guidelines on Personal Data (Privacy) Ordinance", 5 January 1998).

**2.2.8 Procedure for Service User to Obtain Personal Data After Termination of Case Service**

- 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").

Consent Form for Acceptance of Case Service (Form\_sq10.4a\_01e)



Form\_SQS10.4a\_01e.pdf

Agency Case Referral Form (Form\_sq10.4a\_02e)



Form\_SQS10.4a\_02e.pdf

\*\*If you cannot use the hyperlink to get the form directly, please copy the link to your browser and open it\*\*

\*\* If downloading the form, please use the PDF format for the convenience of saving the format\*\*

**服務質素標準 10**  
**明愛青少年及社區服務**  
**明愛容圃中心**  
**10.4b 個案使用及退出服務標準**

**政策目的**

1. 讓服務對象清楚瞭解接受及退出服務的程序
2. 讓職員清楚明白提供個案服務的程序及準則

**1. 服務對象**

**1.1 符合使用個案服務的資格**

- a. 曾吸食危害精神毒品(下簡稱危精毒)者或正在吸食危精毒者
- b. 年齡：不限年齡
- c. 性別：不論男女
- d. 服務地區：屯門

**1.2 優先次序的決定準則**

工作員需考慮下列各項因素，以決定服務對象的優先次序

- a. 服務對象問題的急切性及危機性
- b. 願意接受工作員提供服務
- c. 缺乏其他社會系統的支持
- d. 可以維持接觸

**2. 個案服務**

**2.1 使用服務**

**2.1.1 成為服務使用者的程序**

**主動求助：**

- a. 求助者可透過電話或親臨本中心尋求協助。若在非辦公時間內或未有社工能即時提供服務，會請求助者留下姓名及聯絡電話，本中心會儘快安排社工聯絡求助者(一般在兩個工作天內跟進聯絡)。
- b. 親臨中心尋求服務之人士會由當值社工接見，以界定是否服務對象。熱線求助者會由社工先界定是否服務對象，並會於七個工作天約見求助者；如非中心之服務對象，工作員會提供適當之服務機構資料予當事人。
- c. 在首次約見面談時，社工須澄清對方期望及本中心能提供之服務。
- d. 在首次約見面談後，負責社工會將初次面見撮要 (intake summary)(外展、小組個案及正式轉介個案除外)《服務質素標準 3.8.3》)交予單位主管，他會分派給合適的社工跟進。

- e. 一般情況下，社工在接案後的一個月內檢討個案能否成功跟進及開案。
- f. 在正式開案前需填寫「個案資料表」(face sheet) 《服務質素標準 3.8.1》、個案策略及計劃表《服務質素標準 3.8.4》)。
- g. 開案前要得到服務使用者書面簽署「接受服務同意書」《服務質素標準 3.8.2》)或口頭同意。
- h. 上述 c-g 提及的文件預備妥當後，接案社工經單位主管批核後，方正式為服務使用者取得檔案編號，開立個人檔案。

### **機構轉介：**

轉介者/機構可先與中心社工聯絡，中心社工會先評估被轉介者是否適合成為中心的服務對象；如不適合，社工應提供其他適當之服務機構資料予轉介者；若界定為中心之合適服務對象，而轉介者是社會福利服務之同工/機構，應要求對方填寫一份「個案轉介表」《服務質素標準 3.8.5a》/《服務質素標準 3.8.5b》；其後之程序與主動求助者相同(參看上文 2.1.1 主動求助 c-h 項)。收到轉介後十四個工作天內向轉介者交待進展。

### **外展接觸：**

中心社工會主動到高危/濫藥者流連、聚集的黑點結識他們。社工會按服務優先次序準則，邀請這些有服務需要的人仕接受服務。在得到單位主管的批准及服務對象的口頭同意下，社工將開立服務對象的個人檔案，正式向服務對象提供輔導服務。開案所需文件與上文 2.1.1 f 項相同。

## **2.1.2 服務使用者取得個人資料的權利**

案主可向個案社工索取其個人的資料及個人個案紀錄

(參閱 Divisional Guidelines on Personal Data(Privacy)Ordinance, 5 January 1998)

## **2.1.3 服務使用者取得個人資料的程序**

案主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)

## **2.2 退出服務**

### **2.2.1 機構終結個案服務的準則**

- a. 個案社工若與案主失去聯絡 6 個月或以上，則當作自動退出服務論；中心有權終止提供予案主之服務，即會結束個案。
- b. 若由於某些條件改變(如入獄、移民、死亡等)而不能跟進者，亦會將個案結束。
- c. 如案主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案主的需要。
- d. 如服務對象採取不合作的態度。

- e. 個案主動提出退出服務，要求終結個案。
- f. 個案社工及案主雙方都認同已完成當初定立的目標。

### 2.2.2 機構終結個案服務的程序

如個案社工終結個案，該社工須詳細評估個案(參考 2.2.1 之準則)的情況(尤其是吸毒問題)，情況許可下須得到案主口頭或書面同意(填寫「退出服務同意書」《服務質素標準 3.8.10》)。個案社工需提交「個案檢討或終結記錄 case review/termination sheet」《服務質素標準 3.8.6》及「半年檢討/轉介/結案摘要」《服務質素標準 3.8.7》予直屬督導主任批準，個案方可正式終結。

### 2.2.3 服務使用者要求終結服務的權利

服務使用者可隨時退出服務。

### 2.2.4 服務使用者要求終結服務的程序

個案服務使用者可以向其個案社工或單位主管提出要求，社工會先了解其退出原因，情況許可下要求案主簽妥「退出服務同意書」《服務質素標準 3.8.10》；個案社工需提交「個案檢討或終結記錄 case review/termination sheet」《服務質素標準 3.8.6》及「半年檢討/轉介/結案摘要」《服務質素標準 3.8.7》予單位主管批核。若有需要，可為案主轉介合適之服務。

### 2.2.5 轉介個案服務的準則

工作員在了解案主的問題後，若發現案主所需要的服務非本中心服務能提供，可建議其他合適的服務給案主，使案主得到適當的協助。

### 2.2.6 轉介個案服務的程序

在處理中的個案若需要轉介，個案社工須知會單位主管，並必須向案主解釋清楚轉介之事宜。如案主接受有關轉介，需在「向外轉介服務表」【3.7.8】內簽署；而案主亦有權拒絕使用轉介。社工如考慮終止個案，需再與單位主管討論應否終止或繼續個案。

### 2.2.7 現行個案及終結個案後服務使用者獲取個人資料的權利

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

### 2.2.8 現行個案及終結個案後服務使用者獲取個人資料的程序

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)。

### 2.3 再次進入服務

如在退出服務後，當事人想再次進入服務，可與中心社工聯絡，安排約見。

【程序與進入中心服務時相同】

### 2.4 拒絕向申請人提供服務之原因

- i. 申請人未能符合使用中心個案服務的資格(參考 1.1 項)
- ii. 如中心的服務的範圍未能/無法滿足申請人的要求及期望，負責處理之社工須填寫「拒絕向申請者/轉介者提供服務記錄表」【3.8.9】

### 2.5 收費政策：

接受本中心提供之輔導服務不需繳付費用，但配合輔導工作而舉辦之活動，例如：參觀、康樂活動、宿營、課程等按服務對象的經濟能力及活動成本而另行收費。

### 2.6 服務之範圍：

1. 個人及家庭輔導
2. 小組輔導
3. 外展輔導 (及早識別及介入)
4. 戒藥治療轉介
5. 戒藥後康復輔導
6. 醫護支援服務
7. 中學生預防教育工作
8. 家長講座、工作坊及小組
9. 專業培訓工作
10. 社區教育工作
11. 熱線電話諮詢服務

**服務質素標準 10**  
**明愛青少年及社區服務**  
**10.4c 進出服務的程序 [醫療支援服務]**  
**明愛容圃中心(濫用精神藥物者輔導中心)**

**1. 服務對象**

本中心的個案及潛在服務使用者

**2. 進入服務**

申請醫療支援服務的程序分為成兩個流程，流程一，由負責社工轉介本中心護士作安排；流程二，由負責社工直接安排。

**A. 流程一**

1. 申請者接受本中心社工評估後，轉介給本中心之護士作綜合健康評估及基本身體檢查；
2. 由護士安排合適的醫療服務，服務內容包括：醫生諮詢及診斷、身體檢查、牙醫、中醫、專科門診轉介、物理治療、職業治療及臨床心理學家輔導服務等；
3. 如申請者接受身體檢查，需簽妥「接受醫療服務同意書」，18 歲以下人士需家長簽署；
4. 護士陪同前往各種檢查及診治，需要時更新服務使用者的進展於「護理進度表」及將服務使用者之「治療計劃表」(如適用)存檔；
5. 接受醫療支援服務後，服務使用者填寫一份「醫療服務評估問卷」(自願填寫)作統計及存檔用途。

**B. 流程二**

1. 服務使用者提出申請，社工經評估後作出轉介及安排；
2. 如申請者接受身體檢查，需簽妥「接受醫療服務同意書」，18 歲以下人士需家長簽署；
3. 社工陪同前往接受相關醫療服務，服務內容包括：家庭醫生諮詢及診斷、身體檢查、牙醫、中醫、專科門診轉介、物理治療及職業治療等；
4. 接受醫療支援服務後，服務使用者填寫一份「醫療服務評估問卷」(自願填寫)作統計及存檔用途。

### 3. 退出服務

- 3.1 服務使用者可隨時向社工提出退出服務。
- 3.2 每名參加醫療支援服務的使用者會於該財政年度完結時自動退出服務；護士亦會為每名服務使用者檢討接受服務的情況，填寫「檢討/服務終結表」。

### 4. 再次進入服務

如服務使用者希望再次接受服務，可向其負責社工提出，程序與首次申請服務相同。

### 5. 收費政策

護士評估及首次醫療諮詢/診斷均免費，其後按醫療服務的成本而另行收費。

**Caritas Youth and Community Service****Service Quality Standard 10****10.4c Procedure for Entering and Exiting Service 【Medical Support Service】****[Caritas Hugs Centre]****I. Service Target**

Cases and potential service users of our center

**II. Access to Services**

The application procedure for medical support services is divided into two streams. 1, the responsible social worker make referral to the nurse; 2. the responsible social worker directly arranges.

**A. Process 1**

1. After the applicant is assessed by the social worker, s/he will be referred to the nurse for comprehensive health assessment and basic body check;
2. Appropriate medical services will be arranged by nurses, including: doctor's consultation and diagnosis, physical examination, dentist, Chinese medicine, specialist outpatient referral, physical therapy, occupational therapy and clinical psychologist counseling services, etc.;
3. If the applicant undergoes a body check, service user's signature on "Consent to Receive Medical Services" is needed, and parent consent is needed for under 18;
4. The nurse accompanies the service user to various examinations and diagnosis and treatment, update the service user's progress in the "Nursing Progress Form" and file the service user's "Treatment Plan Form" (if applicable) when necessary;
5. After receiving medical support services, service users fill a "Medical Service Evaluation Questionnaire" (voluntarily basis) for statistical and recording purposes.

**B. Process 2**

1. Service users make a request and social workers make referrals and arrangements after assessment;
2. If the applicant undergoes a body check, service user's signature on "Consent to Receive Medical Services" is needed, and parent consent is needed for under 18;
3. social workers accompanies the service user to receive relevant medical

services, the services include: family doctor consultation and diagnosis, physical examination, dentist, Chinese medicine, specialist outpatient referral, physical therapy and occupational therapy, etc.;

4. After receiving medical support services, service users fill a "Medical Service Evaluation Questionnaire" (voluntarily basis) for statistical and recording purposes.

### **III. Withdrawing from Service**

1. Service users can request to withdraw from the service at any time
2. Each user who participates in the medical support service will automatically withdraw from the service at the end of the fiscal year; the nurse will also review the service status of each service user and fill in the "Review/Service Termination Form".

### **IV. Re-entering the service**

If service users want to receive services again, they can contact their social worker, and the procedure is the same as that of applying for services for the first time.

### **V. Fee Policy**

Nurse assessment and initial medical consultation/diagnosis are free, subsequent charges are based on the cost of medical services.

**明愛青少年及社區服務  
服務質素標準 10**

**10.5 青少年外展社會工作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**

- 2.1 凡年齡 6-24 歲，流連於公眾場所(例如球場、遊戲機中心、快餐店等)並在朋輩、家庭、學校、工作等方面有適應困難及問題，或容易受不良社會環境影響的青少年。

**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外展服務的宗旨與目標、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**

接受外展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**

大部份外展服務接受者都是由社工到青少年流連、聚集的場所而認識的。外展社工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。一般市民亦可透過下列途徑申請：

- 5.1 **直接申請**：有需要的人士可於辦公時間內致電或親身到外展隊辦理申請手續，外展隊儘可能安排社工即時接見處理申請，並於七個工作天內通知申請者跟進情況(接納、轉介或拒絕申請)；如申請者對申請結果有任何意見，可於三個月內向有關單位主管反映。
- 5.2 **機構轉介**：本外展隊服務接受其他機構轉介符合接受外展服務的個案。轉介機構，需於轉介前取得被轉介者同意及填妥《機構個案轉介表格》(Form\_sq10.4a\_2c)並交回本單位。當收到轉介後，外展隊將安排社工在七個工作天內聯絡轉介者及被轉介者，以瞭解被轉介者的情況及評估是否接納轉介。收到轉介後十四個工作天內向轉介機構交待進展。

5.3 在得到單位主管的批准及服務對象的同意下，外展社工將開立服務對象的個人檔案，正式向服務對象提供輔導服務。

6. 終止或退出服務

6.1 每半年，外展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，可重新向外展隊申請服務。

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外展隊服務性質以內；

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. 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. 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****10.5 Policy and Procedure on Application for and Withdrawing from  
Service of District Youth Outreaching Social Work 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**

- 2.1 Youth aged between 6 and 24 years old who lingers in public places (such as ball game fields, video game centres and fast food shops) with problems and adjustment difficulties amongst peers, in the family, school or at work, or who are vulnerable to the adverse impact of the social environment.

**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 Outreaching 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 outreaching 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**

Most of those who receive outreaching service are met by social workers at places where youths linger or gather. Outreaching social workers invite these

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youths who have a need for service (according to the Criteria for Priority of Service) to receive the service. The general public could also apply through the following channels:

- 5.1 Direct Application: Person in need can make a telephone call to, or pay a visit to the outreaching team to go through the application procedure during office hours. The outreaching team would arrange immediate interview by a social worker as far as possible to process the application, and would notify the applicant the follow-up situation (admit, refer or reject the application) within 7 working days. If the applicant has any comment regarding the application result, he/she can reflect to the Outreaching Team Leader concerned within 3 months.
- 5.2 Referral from Organisations: This outreaching team accepts referral of cases, which satisfy the criteria for accepting outreaching service, by other organisations. The referral agency must obtain the consent of the referee before the referral and complete the "Agency Case Referral Form" (Form\_sq10.4a\_2e) and return it to the unit. Upon receipt of the referral, the outreaching team would arrange a social worker to contact the referring party and the person being referred within 7 working days in order to get an understanding of situation of the person being referred and to access whether to admit the referral. Progress would be explained to the referring party within 14 working days after receiving the referral.
- 5.3 Upon obtaining approval of the outreaching team leader and the consent of the target service user, outreaching social worker would establish a personal file of the target service user and officially provide counselling service to the target service user.

## **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 outreaching team leader 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 outreaching team leader.
- 6.3 Youth who had withdrawn from service can apply afresh to this

outreaching team for service, if needed.

**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 behaviour 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”).

**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 mater half year review, termination of or withdrawing from service, the responsible case worker should fill the related from(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”).

## 明愛青少年及社區服務 服務質素標準 10

### 10.7 個案使用及退出服務標準（包括內容的指引） (只適用於青少年綜合服務提供之中學駐校社工服務)

#### 1. 政策目的

- 1.1 讓服務對象清楚瞭解接受及退出個案服務的程序
- 1.2 讓職員清楚明白提供個案服務的程序及準則

#### 2. 服務對象

##### 2.1 符合使用個案服務的資格

由明愛青少年綜合服務提供中學駐校社工服務之 11 間中學之中學生  
11 間中學包括：

中學	所屬明愛青少年綜合服務
1. 聖言中學	德田
2. 藍田聖保祿中學	德田
3. 順利天主教中學	德田
4. 瑪利諾中學	德田
5. 東華三院辛亥年總理中學	屯門
6. 高主教書院	石塘咀
7. 石籬天主教中學	梨木樹
8. 明愛聖若瑟中學	梨木樹
9. 天主教伍華中學	黃大仙
10. 聖士提反書院	赤柱
11. 香港航海學校	赤柱

##### 2.2 優先次序的決定準則

學校社工需考慮下列各項因素，以決定服務對象的優先次序

- i. 服務對象問題的急切性及危機性
- ii. 願意接受學校社工提供服務
- iii. 缺乏其他社會系統的支持
- iv. 可以維持接觸

### 3. 個案服務

#### 3.1 使用服務

##### 3.1.1 成為服務使用者的程序

###### **(主動求助者)**

- i. 中學學校社工收到服務對象有需要時，應該即時及按情況緊急性去接見學生，可按服務對象的意願提供輔導，而服務使用者即以口頭或書面回覆確認。(填寫《接受個案服務同意表》(Form\_sq10.4a\_01c)
- ii. 學校社工參考上述 1.2 之優先次序準則以及《個案資料表》(SQS3.7/Form1) (見服務標準 3.7)所列的問題性質，評估求助者情況後，填寫《個案資料表》(SQS3.7/Form1)，交單位主管審批，決定是否為學生提供個案服務。
- iii. 學校社工在接見學生後，於三個工作天內通知學生跟進情況(接納、轉介或拒絕)。
- iv. 若接納學生之個案服務申請，學校社工將與學生協商其個案工作計劃。之後，按《服務標準 3.7》程序及時限，撰寫《輔導服務個案策略及計劃》(SQS3.7/Form2)，詳細分析及評估個案之需要，並製訂介入計劃，交單位主管審批，及正式展開個案服務。

###### **(轉介個案)**

- i. 學校社工接受其他機構/轉介者(校內轉介除外)轉介符合服務範圍的個案。若為機構轉介，於轉介前需取得被轉介者同意及填妥《機構個案轉介表格》(Form\_sq10.4a\_02c)並交回學校社工。
- ii. 當收到轉介後，學校社工在七個工作天內聯絡轉介機構/轉介者，以評估被轉介者是否合適接受學校社工之服務，若界定為非合適對象，學校社工應嘗試提供其他服務資料予轉介者。
- iii. 若界定為合適服務對象，學校社工在七個工作天內，按照上述(1-3)之程序及準則，安排學校社工聯絡/接見被轉介者，以瞭解被轉介者的情況及評估其需要及是否接納轉介。
- iv. 若接納相關轉介，即以上述(4)程序，跟進其個案。
- v. 收到轉介後十四個工作天內向轉介者交待進展。

##### 3.1.2 服務使用者知悉其成為個案學生權利／程序

學校社工在接見學生後，於三個工作天內通知學生跟進情況(接納、轉介或拒絕);如服務使用者對跟進情況有任何意見，可於三個月內向單位主管聯絡 (註明電話號碼)。

##### 3.1.3 服務使用者取得個人資料的權利

服務使用者可向學校社工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)。

### **3.1.4 服務使用者取得個人資料的程序**

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)。

## **3.2 退出服務**

### **3.2.1 機構終結個案服務的準則**

- i. 學校社工與學生失去聯絡達三個月，個案可以結束
- ii. 目標達成
- iii. 服務使用者對學校社工或其他人構成危險
- iv. 如服務對象採取不合作的態度
- v. 如服務使用者提出退出，學校社工須與服務使用者討論退出之詳細原因，並盡力為服務使用者提供其他服務作為選擇
- vi. 服務對象已離校或轉校已不再符合接受服務資格
- vii. 若由於某些條件改變(如離校、入獄、移民、死亡等)而不能跟進者，亦會將個案結束。

### **3.2.2 機構終結個案服務的程序**

學校社工可根據 2.2.1 準則考慮結束個案，程序為工作須詳細評估個案情況及成效，在可行情況下應與服務使用者商談是否達致其個案目標及通知學生結束個案，若有需要學校社工應盡力為服務使用者提供其他服務作為選擇。之後按《服務標準 3.7》程序填寫《轉介(包括轉換學校社工)/結案撮要》(SQS3.7/Form4)，交單位主管審批。

### **3.2.3 服務使用者要求終結服務的權利**

服務使用者可隨時退出服務。

### **3.2.4 服務使用者要求終結服務的程序**

服務使用者須聯絡負責學校社工及告知其退出意向便可。

### **3.2.5 轉介個案服務的準則**

學校社工在了解學生的問題後，若發現學生所要求的服務非本中心服務所能提供，可建議其他合適的服務給學生，使學生得到適當的協助。

### **3.2.6 轉介個案服務的程序**

在處理中的個案若需要轉介，需知會單位主管，學校社工必須向服務使用者解釋清楚轉介之事宜，讓其了解自己有權選擇是否接受轉介，並在徵得其口頭或書面同意及授權方可進行轉介及轉移個人資料(有關程序及《書面個案轉介同意書》(SQS 14.4/Form1C)詳見服務質素標準 14.4)；學校社工如考慮終止個案，需再與單

位主管討論應否終止或繼續個案，若終止須知會學生。

### **3.2.7 終結個案後服務使用者獲取個人資料的權利和程序**

服務使用者可向學校社工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)。

### **3.2.8 終結個案後服務使用者獲取個人資料的程序**

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)。