



服務質素標準的政策及措施
Policies and measures of service quality standards

為了維持及提高服務水平，按社會福利署的 16 項服務質素標準，本服務單位訂立了一系列的政策及程序，簡介如下：

For the purpose of maintaining and improving service quality, we have formulated a series of policies and procedures based on 16 items of Service Quality Standard (SQS) of the Social Welfare Department. Brief content is as follows:

標準 SQS 1：服務資料 Service Information

本服務單位確保製備說明資料，清楚陳述其宗旨、目標和提供服務的形式，隨時讓公眾索閱。

This service unit ensures that a clear description of their purposes, objectives and mode of service delivery is publicly available.

標準 SQS 2：檢討及修訂 Review and Updating

本服務單位會檢討及修訂有關服務主要事項的政策和程序。

This service unit will review and update the documented policies and procedures concerning key service delivery issues.

標準 SQS 3：紀錄管理 Record Management

本服務單位存備服務運作和活動的最新準確紀錄。

This service unit maintains accurate and current records of service operations and activities.

標準 SQS 4：職務及責任 Roles and Responsibilities

所有職員、管理委員會和／或理事會或其他決策組織的職務及責任均有清楚的界定。

The roles and responsibilities of all staff, the Management Committee and/or the Board or other decision-making bodies should be clearly defined.

標準 SQS 5：人力資源 Human Resources

本服務單位實施有效的職員招聘、簽訂職員合約、發展、訓練、評估、調派及紀律處分守則。

This service unit implements effective staff recruitment, contracting, development, training, assessment, deployment and disciplinary practices.

標準 SQS 6：計劃、評估及收集意見 Planning, Evaluation and Feedback

本服務單位定期計劃、檢討及評估本身的表現，並制定有效的機制，讓服務使用者、職員及其他關注的人士就服務單位的表現提出意見。

This service unit regularly plans, reviews and evaluates their own performance, and has an effective mechanism by which service users, staff and other interested persons can provide feedback on their performance.

標準 SQS 7：財政管理 Financial Management

本服務單位實行政策及程序以確保有效的財政管理。

This service unit implements policies and procedures to ensure effective financial management.

標準 SQS 8：法律責任 Legal Obligations

本服務單位遵守一切有關法律責任。

The service unit complies with all relevant legal obligations.

標準 SQS 9：安全的環境 Safe Environment

本服務單位採取一切合理步驟，以確保職員和服務使用者處身於安全的環境。

The service unit takes all reasonable steps to ensure that it provides a safe environment for its staff and service users.

標準 SQS 10：進入及離開服務 Service Entry and Exit

本服務單位確保服務使用者獲得清楚明確的資料，知道如何接受和退出服務。

The service unit ensures that service users have clear, accurate information about how to enter and leave the service.

標準 SQS 11：服務使用者的需要 Service Users' Need

本服務單位運用有計劃的方法去評估和滿足服務使用者的需要，不論服務對象是個人、家庭、團體或社區。

This service unit has a planned approach to assessing and meeting service users' needs. The service users may be individuals, families, groups or the community.

標準 SQS 12：知情的選擇 Informed Choice

本服務單位尊重服務使用者在知情下作出服務選擇的權利。

This service unit respects the service users' right to make informed choices of the service they receive as far as possible.

標準 SQS 13：私人財物 Private Property

本服務單位尊重服務使用者有關私人財物的權利。

This service unit respects the service users' rights in relation to private property.

標準 SQS 14：私隱及保密 Privacy and Confidentiality

本服務單位尊重服務使用者保護私隱和保密的權利。

This service unit respects the service users' rights for privacy and confidentiality.

標準 SQS 15：申訴 Complaint Policy

每位服務使用者及職員均有自由申訴其對機構或服務單位的不滿，而毋須憂慮遭受責罰，所提出的申訴亦應得到處理。

Each service user and staff member is free to raise and have addressed, without fear of retribution, any complaints he or she has regarding ISS-HK and its service units.

標準 SQS 16：免受侵犯 Freedom from Abuse

本服務單位採取一切合理步驟，確保服務使用者免受侵犯。

This service unit takes all reasonable steps to ensure that service users are free from abuse.

有關服務質素標準之詳細資料，請參考服務單位之「資料手冊」

Please refer to Service Unit's SQS Handbook for more details.