



地區青少年外展社會工作隊 服務承諾

機構簡介

香港青少年服務處為社會福利署資助的多元化社會服務機構，服務範圍包括臨床心理服務、綜合家庭服務、兒童之家、寄養服務、綜合家居照顧服務、地區青少年外展社會工作服務、深宵外展服務、綜合青少年服務中心、青少年中心、課餘託管、學校社會工作服務及濫用精神藥物者輔導中心。

服務宗旨及目標

外展社會工作旨在辨識目標對象，協助他們解決問題及所遇到之困難、發展潛能並融入社群。本處之外展社會工作主動到區內青少年經常流連和聚集的地方，辨識易受不良影響的青年，透過安排各類型的活動，從而達致以下目標：

1. 照顧青少年的成長，並協助他們面對個人、家庭、學校、職業、人際關係及社會環境所帶來的壓力。
2. 發掘青少年的潛能，加強他們對自我的了解，並擴闊其生活圈子，從而提高青少年的適應能力。
3. 加強青少年的能力以處理社會環境所帶來的影響。

服務對象

本處地區青少年外展社會工作隊的主要服務對象為於服務地區內經常出現的青少年，年齡介乎6至24歲。若他們在個人成長、家庭、學業、工作、社交等各方面適應上出現困難或需要協助，都會成為本會服務對象。

服務範圍

辨識服務對象後，本處社會評估其需要，然後展開有目標之介入工作，透過不同工作手法，與他們共同解決困難。服務範圍包括：

個案工作

與服務對象及其有關人士進行面談、探訪、電話聯絡，以了解需要，協助他們解決困難，並在有需要情況下作出轉介服務。

小組工作

透過不同性質的小組，包括康樂性、教育性、輔導性、訓練性及社會服務等，發掘青少年的潛能，加強他們對自己的了解，從而提高青少年的適應能力。

社區工作

透過展覽、講座、調查研究及其他社區活動，聯絡地區組織，讓地區人士關注青少年的需要，協助服務的推行，為區內青少年的成長，創造理想的環境。

服務單位

大埔地區青少年外展社會工作隊
地址：新界大埔富亨邨亨裕樓地下23-26室
電話：2667 7780 傳真：2667 7149
電子郵件：tpor@hkcsy.org.hk

辦公時間

星期一至六：上午九時三十分至下午一時
星期一至五：下午二時至下午六時
另按服務需要，服務會於辦公時間外舉行。

申請及退出手續

1. 本處外展社會工作主動認識在服務地區內經常流連和聚集的青少年；經過評估手續後，社工便會開展有目標的介入工作，他們便亦即成為本處的服務對象。
2. 本處亦歡迎青少年及有關人士，直接向外展社工求助或作出轉介，經過評估手續後，如有服務需要，他們亦會成為本處的服務對象。倘若外展服務不符合求助人或被轉介者的需要，社工則會向他們陳明未能提供服務的原因，並盡量向其提供有關其他合適服務的資料。
3. 服務對象如欲退出服務，可向負責社工提出終止服務要求，以便作出安排。

服務使用者權利

作為本機構的服務使用者，你可享有以下權利：

1. 所有服務使用者，不論其性別、性取向、年齡、種族、信仰、背景及能力，均受到我們的尊重及平等對待。
2. 服務使用者所提供的個人資料只用作向您提供所需服務及援助，除了在特殊情況下，將予以保密：
 - 2.1 服務使用者的安全受威脅，或；
 - 2.2 其行為將嚴重危害他人安全。詳情請參考個人資料（私隱）條例及有關向香港青少年服務處提供個人資料事宜通告。

3. 獲知服務單位最新的服務資料，包括宗旨、目標、對象、內容、申請及退出服務方法。如未能為您提供服務，將會向您交待原因。
4. 查閱服務單位管理架構的資料，包括每個職位的職責及職務。
5. 有權選擇及決定是否接受服務或專業意見。
6. 如合適，服務使用者可要求轉介以接受適當的服務。
7. 服務使用者參與任何需要繳費的活動，均獲發本會正式收據，並獲服務單位在活動日前知會有關參加活動細則。
8. 如服務單位因各種原因而須將活動取消或延期，可獲通知及作出安排，或退回已繳費用。所有服務上的變動，將儘早向您提供資料，讓您作出恰當的選擇及決定。
9. 大眾可從服務單位之通訊或其他途徑（例如告示板）獲知服務單位最新之服務統計數字。
10. 有權知悉有關評估和滿足服務使用者需要的政策及程序及參與服務的計劃及評估。服務單位將定期收集服務使用者意見，有關意見將成為制訂未來工作計劃的參考。
11. 享用一個安全的服務環境，認識中心的消防設備及其擺放位置，服務單位會為服務使用者提供清晰的疏散指示及路線。
12. 獲服務單位盡力保障您的私人財物的安全，在未經您同意前，您的私人財物不會被隨意取用；如因特別情況，需要代管您的金錢財物時，服務單位職員須在交收時與您簽訂文件。我們呼籲服務使用者自行小心保管個人物品及金錢。
13. 有權透過不同渠道如意見箱、致函、致電負責職員等提出您對服務單位的建議或不滿，我們會認真及公正地處理所有意見。服務使用者不會因此而受到不佳的對待。
14. 獲服務單位盡力保障您免受受到任何形式的侵犯，包括任何可能對服務使用者構成危險、損害（言語上、身體上或性侵犯）的情況。如您對這方面有任何建議，可向負責職員提出；我們亦會透過職員鼓勵服務使用者提出有關的關注。
15. 就服務單位政策、程序及履行服務質素標準之表現提出意見。

對服務使用者的期望

1. 在接受服務的過程中，提供相關及真實的資料。
2. 在接受服務的過程中，遵循共同訂立處理的計劃，並與本處的社工合作。
3. 在接受本處服務時，必須遵守該服務之任何規則及契約。
4. 尊重彼此的工作關係，不向本處員工要求在專業職責以外的服務。

服務標準

1. 任何人士可向本服務單位查詢或尋求轉介。所有查詢及轉介會在七個工作天獲得初步答覆。
2. 每年一次向服務使用者收集對服務整體意見。
3. 所報名活動如有更改或取消，已報名者可於活動原定日期計十五個工作天應收據正本領回所繳費用。
4. 若有任何投訴，將於三個工作天內作初步回覆，並於展開調查後二十個工作天或雙方協議時間內通知投訴人跟進結果。

建議、讚許或投訴

我們在各辦事處及服務單位均設有意見箱，歡迎市民就本處的服務提出意見或建議。市民亦可親身、透過電話或以書面方式向有關單位的負責職員表達。



香港青少年服務處
HONG KONG CHILDREN & YOUTH SERVICES

District Youth Outreaching Social Work Service

PERFORMANCE PLEDGE

Introduction

Hong Kong Children & Youth Services is a multi-social service agency subvented by the Social Welfare Department. The Agency provides social services including Clinical Psychological Service, Integrated Family Services, Small Group Homes, Foster Care Service, Integrated Home Care Services, District Youth Outreaching Social Work Service, Overnight Outreaching Service, Integrated Children & Youth Services Centres, Children and Youth Centre, After-School Care Service, School Social Work Service and Counselling Centre for Psychotropic Substance Abusers.

Purpose and Objectives of Service

Our outreaching social workers reach out actively to youth gathering places and establish contact with young people within the service boundaries. The purpose of Outreaching Social Work is to identify and engage young people to overcome their problems and difficulties, develop their potentials and become socially integrated. The objectives of the services are:

1. To satisfy the needs of youth development related to their functioning in family, school, vocation, interpersonal relationship and social environment.
2. To expand their adaptive capacity and skills through exploration of potentials, encouragement of self-understanding and establishment of social supporting network.
3. To develop their capability in handling influence arising from social environment.

Target Group of Service

Target clients of our District Youth Outreaching Social Work Service are young people between the ages of 6-24 who frequently appear at youth gathering spots within our service boundaries. Those who are having adjusting difficulties in personal development, family, education, vocation and interpersonal relationship or require assistance are our service targets.

Scope of Service

When target clients are identified, our Outreaching Social Workers will assess their need and provide purposeful intervention which aims to solve their problems and difficulties through different approaches. Our service scopes include:

Working with Individuals

To conduct interview, visit and telephone contact with service user and relevant individuals to understand and to help them to overcome their difficulties. Referral can be made whenever needs arise.

Working with Groups

Through recreational, educational, guidance, training and social service, our workers aim to expand young people's adaptive capability and skills through exploration of potential and encouragement of self understanding.

Working with Community

It is our vision to create an ideal and supportive environment for the growth of children and youth of the district. Exhibitions, seminars, researches and other community activities are organized to work with district organizations so as to arouse concerns from local community on needs of young people.

Service Unit

Tai Po District Youth Outreaching Social Work Team
Address: Units 23-26, G/F, Heng Yue House, Fu Heng Estate, Tai Po, N.T.
Tel: 2667 7780 Fax: 2667 7149
Email: tpor@hkys.org.hk

Opening Hours

Monday to Saturday: 9:30a.m. – 1:00p.m.
Monday to Friday: 2:00p.m. – 6:00p.m.
Services will also be arranged outside normal opening hour whenever needs arise.

Procedures of Application and Withdrawal

1. Our Outreaching Social Workers will actively reach out to and establish direct contact with young people at their gathering places within the service boundary. A purposeful intervention plan will be provided when their needs and problems are assessed. The client will then be registered as our service user.
2. Children, youth and relevant individuals are welcome to seek help directly from outreaching social workers or through referral. They can be admitted as our service users if they fulfill the criteria of assessment. If Outreaching Social Service is found not suitable to the needs of the applicant, the referred individual, worker will inform him/her the reason of being refused, and where appropriate, refer him/her to other relevant alternative services.
3. Withdrawal request can be forwarded to the responsible Social Worker for further arrangement.

Rights of Service Users

Being our service users, you have the following rights:

1. All service users are equally respected, regardless of their gender, sexual orientation, age, race, religion affiliation, background and ability.
2. Information provided by service users will be used for the purpose of provision of service and assistance and is treated as confidential unless under the following circumstances:
 - 2.1 Personal safety of service users is threatened, or;
 - 2.2 His/her behaviour constitutes serious hazard to others.
 For details, please refer to the personal data (privacy) ordinance and the notice on provision of personal data to Hong Kong Children & Youth Services.
3. Service users can get the latest service information of the service unit, describing the purpose, objectives, target group, mode of service delivery, service entry and leaving mechanisms. If the service unit cannot provide the service, the unit will provide you with reasons for the decision.
4. The organization structure of the service unit including the responsibilities and duties in respect of all positions is accessible to service users.
5. Service users have the right to choose and decide to receive service or professional advice.
6. Service users have the right to request referral to alternative service units for suitable services where appropriate.
7. Official receipt will be issued for all payment. Service users will be informed of programme arrangements and details before the respective activity.
8. Service users will be informed of changes in case of cancellation or deferring of programme. You can either receive further notification on new programme arrangement or be refunded. Timely information about changes on service will be provided to you for making choices and decisions.
9. The latest service statistics of the service unit are accessible to service users through newsletter or other means (e.g. notice board) as appropriate.
10. The policy and procedures in relation to assessing and meeting service users' needs are accessible to service users. Feedback from service users will be collected regularly as reference to develop our future working plan.
11. Service users will be served in a safe physical environment. You can get the information about locations of the fire prevention equipment installed in the service unit. The Service unit will provide service users with clear instructions and routes of evacuation.
12. Service users' personal belongings will be protected with all reasonable measures. Without your prior permission, your personal belongings will not be used as communal property. Where there is a need to keep your personal belongings, our staff will sign an agreement with you. And we encourage you to keep your own personal belongings with caution.

13. Service users are free to raise suggestions or complaints regarding the service unit through various channels such as suggestion box, letter or phone call to the responsible staff of the service unit. We will address to all opinions seriously and fairly and you will not be disadvantaged for doing so.
14. The service unit will take all reasonable steps to protect service users from any abuse and any risks and harms of abuse including verbal, physical or sexual abuse. You are welcome to forward your suggestions in this regard to the Social Work Supervisor of the service unit. Our staff will also encourage the service users to raise such concerns.
15. Service users are always welcome to give feedback or comments on our policies, procedures performance regarding implementation of the Service Quality Standards.

Expectations on Service Users

1. To provide relevant and true information during the process of service delivery.
2. To cooperate with Social Worker during the service process, follow up plan and agreement reached on solving problems encountered.
3. To follow all terms and conditions of service while receiving service provided by the Agency.
4. To respect professional relationship and not to request for service outside the professional responsibility of worker.

Service Standard

1. The Agency welcomes enquiries and referral. Interim reply will be issued within 7 working days upon the receipt of enquiries or referral.
2. Assessment will be proceeded upon the receipt of referral or application. Parties concerned will be notified of evaluation result within 10 working days.
3. When clients are emotional unstable, being abused, attempt suicide or in other emergency situations, Social Workers will provide immediate counselling service.
4. Conduct annual survey for collecting suggestions and comments from service users on the performance of the Unit.
5. Clients can be refunded by presenting official receipt within 15 working days after the respective programme if it is postponed or cancelled.
6. Interim reply will be given within 3 working days upon receipt of complaint. Complainant will be notified of the actions taken within 20 working days after starting the investigation or any date agreed by both parties.

Suggestions, Compliment or Complaint

Suggestion boxes are available at our offices and service units to make it easier for the public to make suggestions on our service. Comments can also be directed to the responsible staff of the unit concerned in person, through telephone or in writing.