服務質素標準
Service Quality Standards

協會參考社會福利署對受資助非政府機構實施的服務表現監察制度，訂定十六項服務質素標準，以供公眾參考。
The Association has adopted the 16 Service Quality Standards (SQSs) established by the Social Welfare Department and made available for public reference.

服務質素標準是按照以下4項原則制定，以反映本會服務的核心價值：
The SQSs are developed according to 4 principles which set out the core values of services:

原則一：明確界定服務的宗旨和目標，運作形式應具透明度 Principle 1: Clearly define the purpose and objectives of the service with a transparent mode of service delivery	
SQS 1	製備服務資料 Preparation of service information
SQS 2	檢討及修訂服務政策和程序 Review and update of policies and procedures
SQS 3	運作和活動記錄 Records of operations and activities
原則二：有效管理資源，並靈活變通及與時並進，以持續改善服務質素 Principle 2: Manage resources effectively, flexibly, and keep pace with the times to continuously improve service quality	
SQS 4	職務及責任 Duties and responsibilities
SQS 5	人力資源管理 Human resource management
SQS 6	服務表現評估及收集意見 Service performance evaluation and collection of feedback
SQS 7	財政管理 Financial management
SQS 8	法律責任 Legal obligations
SQS 9	安全的環境 Safe environment
原則三：識別並滿足服務使用者的特定需要 Principle 3: Identify and meet service users' specific needs	

SQS 10	申請和退出服務的資訊 Information on service entry and exit
SQS 11	評估服務使用者的需要 Assessment of service users' needs
原則四：尊重服務使用者的權利 Principle 4: Respect the rights of service users	
SQS 12	知情的選擇 Informed choices
SQS 13	服務使用者的私人財產 Service users' private property
SQS 14	私隱和保密 Privacy and confidentiality
SQS 15	處理申訴 Handling of complaints
SQS 16	免受侵犯 Freedom from abuse

有關內容詳情，可親臨秘書處向職員查詢。

For more details, please visit our Secretariat and inquire with our staff.

日期 Date：22/09/2026