

## Charter for Service Users 服務使用者

# 約章

### 1. 簡介

香港家庭福利會（簡稱「家福會」）於1949年正式成立，為香港其中一個主要的非牟利社會服務機構。我們基於「以家為本」的信念，致力提供高質素的專業社會服務，為香港的家庭及大眾謀福祉，培育一個互相關顧的社會。

### 2. 服務範圍

本會為社會大眾提供以下的主要服務：

- 綜合家庭服務
- 調解服務及離異家庭服務
- 兒童服務
- 青少年服務
- 長者社區照顧及支援服務
- 專項服務

### 3. 服務使用者的權利

本會服務的使用者享有以下權利：

- 選擇的權利
  - i. 參考對個人需要及期望的專業評估，選擇是否接受專業的服務和意見。
  - ii. 考慮本會專業員工的意見，卻仍有自主決定的權利。
  - iii. 在了解及肯定參與過程必得保密下，選擇是否參與任何社會研究。
- 被尊重的權利
  - i. 個人的尊嚴、私隱、性別、性取向、信仰及文化背景，均受到尊重。
  - ii. 本會將採取一切合理及可行的措施，以確保使用者的財物及身體免受任何形式的侵犯。
  - iii. 除了在特殊情況下，例如有證據顯示保密將對個人、他人或社會構成嚴重的危險；否則，在法律範圍內的保密權利將被尊重。
- 參與及獲得相關資訊的權利  
在接受服務的過程中，可以得到所有相關資訊，參與及提出意見，使服務可以切合個人的需要和期望。
- 被轉介的權利  
如有需要，並符合資格，可以要求被轉介接受本會或本會以外的其他服務。

### 4. 對服務使用者的期望

- 在接受服務的過程中，提供相關及真實的資料。
- 在接受服務的過程中，遵循共同訂立處理問題的計劃，並與本會員工合作。
- 在接受本會不同的服務的時候，如該服務有任何規則及契約，必須遵守。
- 尊重彼此專業的關係，不向本會員工要求在其專業職責以外的服務。
- 對本會工作人員有禮及尊重。
- 如要表達意見或作出投訴，請以客觀、冷靜的態度向有關的員工提出。
- 請勿對本會辦事處、服務單位、工作人員或其他服務使用者造成妨礙、滋擾或危害；若勸諭無效，本會會考慮要求違規者離開服務單位、拒聽來電，在嚴重的情況下，報警處理或終止提供服務。
- 避免索取本會員工的個人及私隱資料。
- 不可
  - i) 要求本會或本會員工以任何形式給予正式或非正式的假證明。
  - ii) 要求本會或本會員工參與，或代其參與任何違反法律或抵觸專業道德的活動。
  - iii) 在未經本會同意下進行任何形式的攝影、錄音或錄影。本會有權即時終止該節的服務及採取進一步行動。有關人士必須刪除有關相片、錄音或錄影片段，並將不會獲得任何替補服務或退款。

### 5. 建議、讚許或申訴

服務使用者可就本會服務及 / 或本會員工的表現給予讚許或建議，亦可就服務及 / 或員工的疏忽，不當行為及不適當的對待提出申訴。以上任何情況，均可親身、透過電話或以書面方式，向以下人士表達：

- 有關的員工；
- 提供服務的員工的督導上司；
- 相關服務主管；或
- 本會總辦事處專責職員。

本會將會作出適當跟進，並在有需要的情況下，儘早給予回覆。如有任何投訴，本會定必作出徹底調查。

### 6. 詢問及資料查詢

本會歡迎任何詢問及進一步查詢。請與本會總辦事處或分會員工聯絡。

總辦事處  
香港家庭福利會  
香港灣仔軒尼詩道130號  
修頓中心20樓2010室  
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hkfws.org.hk

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## 1. Introduction

Established in 1949, the Hong Kong Family Welfare Society (HKFWS) is one of the major charitable non-governmental social welfare organisations in Hong Kong. With a “family-centric” perspective, we are committed to delivering quality and professional social services to enhance the wellbeing of families and individuals in Hong Kong and foster a caring community.

## 2. Scope of Service

The Society provides the following services to the community:

- **Integrated Family Services**
- **Mediation Services and Divorced Services**
- **Children Services**
- **Youth Services**
- **Community Care and Support Services for the Elderly**
- **Special Services**

## 3. Rights of Service Users

Users of the Society’s services enjoy the following rights:

### • Right to choose

- i. To receive professional service and advice, based on professional assessment of the needs and expectations of the individual.
- ii. To consider the Society’s professional staff’s advice but to have the right to self-determination.
- iii. To choose whether or not to take part in any social research with the assurance and understanding that confidentiality will be guaranteed in the process of participation.

### • Right to respect

- i. To have one’s dignity, privacy, gender, sexual orientation, religious and cultural beliefs respected.
- ii. All reasonable and practicable arrangements will be taken to ensure users’ freedom from financial, verbal, physical and sexual abuse.
- iii. To have confidentiality respected within the law, except in circumstance in which there is evidence of serious danger to oneself, other persons or the community.

### • Right to participate and informed choice

To be involved in the process of service delivery by being informed all necessary information and giving opinions on how the service may be rendered to suit one’s needs and expectations.

### • Right to referral

To request referral for other services of or outside the Society if deemed necessary and eligible.

## 4. Expectation on Service Users

- To give relevant and true information during the process of service delivery.
- To follow agreed treatment plan and to cooperate with the Society’s staff during the process of service delivery.
- To abide by the regulations and contracts, if any, of the various services received from the Society.
- To respect the professional relationship and not to request for service outside the professional responsibility of the staff.
- To be polite to and respect the Society’s staff.
- To express your opinions or lodge complaints to the Society’s staff in an objective and calm manner.
- To refrain from making any obstructions, troubles or dangers to the Society’s office, centres, service units, staff or other service users. If persuasion is deemed ineffective, the Society would consider asking the non-complying users to leave the service units, refusing to receive their incoming calls, and in severe cases calling the police to follow up or terminating their services.

- To refrain from requesting staff’s private and personal information.
- To undertake not to:
  - i) request false testimony from the Society or staff in whatever form, formal or informal;
  - ii) request the Society or staff to engage in or act on an individual’s behalf in any activity which may contravene the law or be contrary to professional ethics;
  - iii) take photograph, make any form of audio or video recording without prior consent of the Society. The Society reserves the right to terminate the programme session immediately and take further actions against the person who has made any form of photography, audio or video recording without prior consent of the Society. The person will not be arranged a replacement session and refund and will be required to delete the photo or recording.

## 5. Suggestion, Compliment or Complaint

Service users may give compliments or suggestions on the service and / or staff. They are also entitled to lodge complaints on the service and / or staff’s negligence, misconduct and maltreatment. Any of the above may be directed, in person, through the telephone or in writing, to:

- the staff concerned;
- the supervisor of the staff providing the service;
- Head of related service; or
- the designated person of the Society’s Head Office.

The Society will handle the situation and give a reply, if so needed, as early as possible. There will be thorough investigation on every complaint.

## 6. Enquiry and Further Information

The Society welcomes enquiries and requests for further information. Please contact staff at any of the Society’s centres or the Head Office.

### Head Office

Hong Kong Family Welfare Society  
Room 2010, 20/F., Southorn Centre,  
130 Hennessy Road, Wanchai,  
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