



## 服務監察系統

## Service Monitoring System

石圍角工場接受社會福利署外部評估

**本**會一向致力提供優質的服務，讓我們的服務使用者能夠得到最佳的照顧，因此我們設有下列機制來監察本會服務的水平。

### 服務質素標準

服務質素標準是社會福利署推行的服務表現監察制度的一部份。為使各服務單位能符合有關標準要求，本會自2001年成立了服務質素標準協調小組，負責協調、統籌及監察本會服務質素標準事宜。多年來本會共有15個服務單位接受社會福利署的外部評估，各服務單位均能成功通過署方的評檢。

\* 社會福利署到石圍角工場評估的評語

參與評估面談的服務使用者對租車服務表示非常滿意，認為有關服務能方便行動不便的人士接受職業復康服務，而且車上有職員提供督導和照顧，司機駕駛時亦非常小心，盡量確保交通安全。

### 服務質素內部探訪機制

本會設有內部探訪機制，每年最少挑選六個服務單位進行服務質素評估，藉此確保各服務單位能順利執行社會福利署的服務表現監察制度內各項要求。去年共探訪了六個服務單位，共有50人次參與評估，成員包括董事局委員、委員會委員、職員和服務使用者家屬。

### 推行績效指標

除了達至社會福利署的標準外，本會於2005年開始應用表現量度及管理工具，制定主要績效指標，量度會方及各服務單位的表現。現時本會各服務單位均以此工具進行每年的工作規劃、推行及檢討服務，成效理想。

### 管理審核

本會由2005年開始進行管理審核，以便在機構管治及管理效益方面作出自我評估及制定改善行動。到目前為止，我們已在九個管理範疇中完成了六個，並會運用審核所得的結果，制定持續改進機構管治和管理的行動計劃。有關管理審核的進度及結果，均向審核委員會報告。

### 與服務使用者家屬建立夥伴關係

一直以來，服務使用者家屬在本會的服務中扮演重要的角色——從服務單位日常運作，以至本會的政策和發展，他們均可透過不同的渠道參與及發表意見。部份家屬更參與本會董事局屬下不同的委員會，就不同服務的範疇提供寶貴的意見，這對提升我們的服務質素有很大幫助。

### 服務使用者及其家屬滿意調查

自1995年開始，本會每年均進行服務使用者及其家屬滿意程度調查，藉此量度他們對本會服務的滿意程度，並收集他們的意見，從而改善我們的服務質素。此調查成為監察本會服務的一個重要工具。

### 未來發展

本會抱著持續改善的精神，來年將會增設安全巡查制度，藉此確保服務使用者及員工身處的服務單位為安全環境。此外各服務單位必須每三年接受一次內部探訪，從而確保各服務單位的服務質素。

Committed to provide quality service and render the best care to our service users, our Society has set up the following mechanisms to monitor the standards of our services.

### Service Quality Standards

Service Quality Standards (SQS) is part of the Service Performance Monitoring System conducted by the Social Welfare Department. To ensure our service units to meet the essential requirement of SQS, we have formed a Coordination Group to coordinate and monitor matters related to service quality standards. Over the years, 15 of our service units had been subjected to the external assessment of the Social Welfare Department, all of which passed the Department's evaluation.

\* Comments by Social Welfare Department on the Assessment of Shek Wai Kwok Workshop

Service users participated in the evaluative interview were highly satisfied with the commercial-hired transport service, saying that the service could facilitate persons with mobility problems to receive vocational rehabilitation service. There was also staff in the car who provided oversight and care, and the driver was very careful when drove to ensure traffic safety.

### Service Quality Internal Visit Mechanism

An internal visit mechanism is established in which at least six service units are selected for quality assessment each year, so as to ensure the smooth operation of the requirements stipulated by the Service Performance Monitoring System of the Social Welfare Department. Last year, visits were made to six service units with a total of 50 participants involved in the assessment, including Council members, Committee members, staff and family members of service users.

### Performance Indicators

Apart from meeting the standards of the Social Welfare Department, we have also employed performance measurement and management tools since 2005 to draw up the Key Performance Index for measuring the performance of our Society and service units. Presently,

all our service units devise their annual plans, implement and evaluate their services based on this tool with positive results.

### Management Review

Starting from 2005, management review has been conducted on the areas of corporate governance and management effectiveness through which self-assessment and improvement measures are made. Currently, we have already completed six out of nine management categories and action plans for continuous improvement of the above two areas are formulated based on the results of the review. The progress and results of the management review will also be reported to the Audit Committee.

### Partnership with Service Users' Families

Family members of service users have been playing an important role in our service delivery. From the daily operation of our service units to policy and development of our Society, they are able to participate and express their concerns through different channels. Some of the family members have also involved in Committees under the Council, contributing their opinion on different aspects of our service that helps promote the quality of service.

### Service Users' and Care-givers' Satisfaction Survey

Being an important tool to monitor our services, annual satisfaction survey has been conducted among service users and care-givers ever since 1995. The survey aims to measure their satisfaction rate and collect their opinion in order to improve the standards of our service.

### The Way Forward

Building on the spirit of continuous improvement, a safety inspection system will be implemented in the coming year to ensure a safe environment for service users and staff within the service units. Each service unit will be granted an internal visit every three years to ensure its quality of service.

