

## Service Quality Standard (SQS)

### 服務質素標準

#### 標準 Standard **10**

This folder includes the following documents:

本資料冊載有以下資料：

目 錄	文件編號
1) 政策文件 Policy Papers	HKCSS/SQS/C.10.00
2) 會員類別 Membership Categories	HKCSS/SQS/C.10.01
3) 會員權利與義務 Membership Rights, Conditions and Liabilities	HKCSS/SQS/C.10.02
4) 申請資格 Eligibility Criteria	HKCSS/SQS/C.10.03
5) 申請程序 Admission Procedure	HKCSS/SQS/C.10.04
6) 年費 Fees	HKCSS/SQS/C.10.05
7) 會員費標準 Membership Fee Scheme	HKCSS/SQS/C.10.06
8) 退出會籍 Termination of Membership	HKCSS/SQS/C.10.07
9) 機構會員申請表格 Membership Application Form for Agency Membership	HKCSS/SQS/C.10.08
10) 機構會員資料更正表 Updating Form for Change of Information on Agency Membership	HKCSS/SQS/C.10.09
11) 永久個人會員資料更正表 Updating Form for Life Member	HKCSS/SQS/C.10.10
12) 會員手冊 Members Manual	HKCSS/SQS/C.10.11

香港社會服務聯會

服務質素標準 10

服務單位確保服務使用者獲得清楚明確的資料，  
知道如何申請接受和退出服務

1. 政策目的

- 1.1 確保申請成為本會會員的團體清楚知道本會收納會員的一般程序
- 1.2 確保處理本會會員申請事宜的職員獲得指引，使他們清楚知道須遵守的工作程序
- 1.3 確保會員及負責職員知道會員退會時會採取的步驟及處理的程序

2. 理念

- 2.1 公平、公正、清楚的入會及退會政策和程序，有助向服務使用者提供優質的服務

3. 政策

- 3.1 處理會員申請須以公平、公正為原則，凡符合申請資格的團體，均可申請成為本會會員。職員須遵守下述文件作為指引
  - 會員類別 (HKCSS/SQS/C.10.01)
  - 會員權利與義務 (HKCSS/SQS/C.10.02)
  - 申請資格 (HKCSS/SQS/C.10.03)
  - 申請程序 (HKCSS/SQS/C.10.04)
  - 年費 (HKCSS/SQS/C.10.05)
  - 會員費標準 (HKCSS/SQS/C.10.06)
  - 退出會籍 (HKCSS/SQS/C.10.07)
- 3.2 業界發展(會員聯繫及服務)負責處理團體申請成為本會會員及退會事宜

4. 檢討及修訂

此政策於 2001 年 2 月制訂，目的為配合服務質素標準 10 在本會落實執行。本政策文件存放於本會的工作守則內，所有現職或新入職職員均須詳讀及依據有關政策提供服務。本政策及有關內容將定期作出檢討。

**1. MEMBERSHIP CATEGORIES**

These comprise social service organizations whose aims and objects are in harmony with those of the Council and who provide as their primary function a bona fide direct social service that helps to meet the existing needs of the community.

**1.1 Agency Members**

Social service organizations whose aims and objects are in harmony with those of the Council and who have an active interest in the social service field or those who provide as their primary function a bona fide direct social service which helps to meet the existing needs of the community.

**1.2 Life Members**

Individuals who have been registered as life members prior to the date of September 27, 2001, shall be the Life Members of the Council until such time as they withdraw their membership or become deceased.

**2. MEMBERSHIP RIGHTS, CONDITIONS AND LIABILITIES**

- 2.1 Every Agency Member can appoint two persons as his accredited official representatives to act on his behalf in the Council and is entitled to change such representatives from time to time. Such appointment and any change thereof must be communicated to the Council in writing.
- 2.2 With the exception of the right to propose persons for election as members of the Executive Committee and subject to anything hereinafter provided, all members of whichever category shall enjoy equal rights of membership to avail themselves of the facilities of the Council and to attend and vote at all general meetings of the Council.
- 2.3 It is a condition of membership to pay in full membership fees and other levies imposed by the Council and to submit an annual report and audited accounts.
- 2.4 Members liability is limited to the amount unpaid in respect of fees and other levies.

### **3. ELIGIBILITY CRITERIA**

According to Clause 13 of the Council's Constitution, organizations wishing to apply for the Council's membership must fulfill the following criteria in order to be eligible:

- 3.1 They must be recognized by the Council as being a non-profit-making body;
- 3.2 They must have been in operation for a period of at least one year;
- 3.3 They must possess a Constitution or similar document of incorporation;
- 3.4 They must publish their annual report and audited accounts or certified accounts with regards to annual income and expenditure;
- 3.5 They must comply with such other conditions as may be prescribed by the Executive Committee from time to time.

The Executive Committee shall have the right to refuse any application for membership without assigning any reason thereof.

Applications not meeting the above eligibility criteria would be notified in writing by the Business Director (Sector and Capacity Development) within 90 days of their applications.

Applications approved or not approved by the Executive Committee should be notified in writing to the applicants within 30 days of the decisions made in the Executive Committee Meeting.

**4. ADMISSION PROCEDURE**

- 4.1 Complete the membership application form and invite the official representatives of other agency members for the nomination of membership application.
- 4.2 Send the application form to Membership Liaison and Services of Sector and Capacity Development with the required application documents
- 4.3 The Business Director (Sector and Capacity Development) will visit the agency and the application will be submitted to the Executive Committee for consideration. Applicants will be notified in writing within 30 days after Executive Committee's endorsement.

## HKCSS/SQS/C.10.05

### 5. FEES

- 5.1 Fees for membership shall be payable annually on the first of April in such amounts as shall be from time to time determined by the Executive Committee.
- 5.2 Fees are payable within thirty days on admission in the full amount with the exception that successful applicants admitted after the thirtieth day of September in any year shall be liable to one-half of the appropriate amount for that year ending on the following thirty-first day of March.
- 5.3 No membership fees are liable to be refunded unless in the opinion of the Executive Committee there is good and sufficient cause to do so.
- 5.4 Fees currently payable are set out in Membership Fee Scheme (10.06). Fees schedule should be subject to the approval of the Executive Committee.
- 5.5 The Executive Committee has the right in exceptional circumstance to allow a member to pay an amount smaller than the currently payable fee.

## 6. AGENCY MEMBERSHIP FEE SCHEDULE

<u>Annual Recurrent Expenditure (HK\$)</u>	<u>Fee Per Annum (HK\$)*</u>
Less than 500,001	500
500,001 – 1,000,000	1,000
1,000,001 - 5,000,000	2,000
5,000,001 - 10,000,000	3,000
10,000,001 - 50,000,000	4,000
More than 50,000,000	5,000

\* Approved by the Executive Committee at its meeting held on December 18, 2003

\* Applicant admitted after the thirtieth day of September shall pay one-half of the appropriate amount.

## 香港社會服務聯會

機構會員會員費準則

<u>每年經常費開支(港幣\$)</u>	<u>應繳年費(港幣\$)*</u>
500,001 以下	500
500,001 - 1,000,000	1,000
1,000,001 - 5,000,000	2,000
5,000,001 - 10,000,000	3,000
10,000,001 - 50,000,000	4,000
50,000,000 以上	5,000

\* 執行委員會於二零零三年十二月十八日批准

\* 凡於九月三十日之後成為會員，只須繳付該年應繳費用之一半。

**7. TERMINATION OF MEMBERSHIP**

- 7.1 Any member wishing to terminate membership may do so provided that written notice is given to the Executive Committee.
- 7.2 The Executive Committee has the right to terminate membership in the following circumstances:-
  - 7.2.1 If a member ceases to fulfill the definition of membership as described in Clause 7 (a) of the Constitution of the Council;
  - 7.2.2 If an Agency Member ceases to fulfill the eligibility criteria as described in Clause 13 of the Constitution of the Council;
  - 7.2.3 If membership fees are unpaid within six months of the due date;
  - 7.2.4 If an Agency fails to provide audited accounts or certified accounts with regards to annual income and expenditure within 18 months from the end of its financial year;
  - 7.2.5 If in the opinion of the Executive Committee, the conduct or behaviour of an Agency or Life Member is prejudicial to the good name of the Council.
- 7.3 The Executive Committee shall undergo a review of the status of membership of all Agency Members every three years. Termination of membership shall be at the absolute discretion of the Executive Committee.
- 7.4 There shall be established and constituted an independent Appeal Board (“the Appeal Board”) to handle appeals related to membership. The Appeal Board shall consist of five members, at least three of them shall be representatives from non-governmental welfare agencies and the members of the Appeal Board shall be appointed by the Executive Committee of the Council. The Executive Committee shall also appoint one of the members of the Appeal Board to be the Chairperson of the Appeal Board.