

## Template for interviewing staff

Participants – 2-4 staff members

Criteria	Scope and Examples of Questions to Ask	Meets Criteria Y/N	Remarks
1.2	<p><b><u>Formats of the service description to meet service users' needs</u></b></p> <p>What are the communication requirements of your service users?</p> <p>Do your service users speak languages other than Cantonese?</p> <p>Do you have this information in other languages / format?</p> <p>What do you do so that your service users understand the information about the service?</p>		
1.3	<p><b><u>Distribution of service description</u></b></p> <p>How do you distribute the service description of your service to potential users or other relevant community groups?</p>		
2.1	<p><b><u>Mechanism to review and update its policies and procedures</u></b></p> <p><i>(For discussion, Assessor chooses ONE policy/procedure which the service unit specifies as requiring regular review)</i></p> <p>How frequent does your service unit review this policy/procedure?</p> <p>When was it last reviewed and updated?</p> <p>Who was responsible for the last review and how was it conducted?</p> <p>Who was responsible for updating the policy/procedure after the review and how?</p> <p><i>(For discussion, Assessor chooses ONE policy/procedure which the service unit specifies as NOT requiring regular review)</i></p> <p>When was this policy/ procedure last reviewed?</p> <p>What has happened to trigger off this review?</p> <p>Who was responsible for the last review and how was it conducted?</p> <p>Who was responsible for updating the policy/procedure after the review and how?</p>		

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2.2	<p><b><u>Staff and service users' input in the process of reviewing and updating</u></b></p> <p><i>(For discussion, Assessor chooses ONE policy/procedure that the service unit specifies as requiring the collection of staff and users' feedback during review)</i></p> <p>When was this policy/ procedure last reviewed? Had the feedback from staff and service users been collected?</p> <p>If yes, how was such feedback collected and followed-up during the reviewing and updating process?</p>		
3.1	<p><b><u>Records on service operations and activities</u></b></p> <p>What kinds of records on service operations and activities do you have to keep? In what ways are these records collected and recorded?</p> <p>Have you been trained in the way of record collection and keeping <u>or</u> do you have to present / submit these records to other staff / supervisor for checking to ensure their accuracy? If yes, by whom and how?</p>		
3.2	<p><b><u>Accurate and current statistical reports to SWD</u></b></p> <p>Do you assist in preparing / producing service statistics on your unit for reporting to SWD? If yes, what are they and how are they prepared?</p> <p>Do these statistical reports have to go through any kinds of checking/ endorsement procedures before they are submitted to SWD, or have you been trained in preparing / producing these statistics / reports? If yes, what are they and how?</p>		
3.3	<p><b><u>Accessibility of information on performance of the service unit</u></b></p> <p>What kinds of statistics, reports and other related information on the service unit's performance are accessible to the service users and the public?</p> <p>How are these information make accessible to the service users and the public?</p>		
4.2	<p><b><u>Arrangement for making job description available to staff &amp; service users</u></b></p> <p>Do you all have a copy of your job description?</p> <p>How are job description of all staff provided to service users and you?</p>		

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<p><b>5.1</b></p>	<p><b><u>Staff recruitment, deployment, promotion, contracting and disciplinary action</u></b></p> <p><i>(For new staff member)</i> How did you apply for this job and was subsequently employed? What had you gone through in the process?</p> <p><i>(For other staff member)</i> When the service unit/agency has a vacancy available for promotion, can you apply for such vacancy and how?</p> <p>Has the service unit/agency deployed staff from one job to another? If yes, what is the process?</p> <p>Are there measures adopted by the service unit/agency to avoid conflict of interest in the recruitment, deployment or promotion of staff? What are they? <i>(e.g. will the service unit/agency employ the relatives of Board Member or existing staff?)</i></p> <p>When you took up this job, had you signed any contract with the service unit/agency? How?</p> <p>Does the service unit/agency let the staff members know what kinds of behaviour are not acceptable in the delivery of service? How?</p> <p>What actions will the service unit/agency take to discipline staff who performed badly or violated the code of practice?</p> <p>If a staff member does not agree with the disciplinary action, what can he do? Is there any appeal procedure?</p> <p>Do you have access to the policies/ procedures on staff recruitment, deployment and promotion, employment contracting and disciplinary actions? How?</p>		
<p><b>5.2</b></p>	<p><b><u>Induction for new staff</u></b></p> <p>When new staff member joins the service unit/agency, are there any orientation or induction programmes to help them familiarize with the service unit/agency, such as its work or environment?</p> <p>When is such orientation/ induction provided?</p> <p>What are included in these orientation/ induction programmes?</p>		

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5.3	<p><b><u>Staff supervision and appraisal</u></b></p> <p>Have staff supervision been conducted regularly? How frequent and by whom? How is the supervision conducted (e.g. format) and what areas/ topics are covered?</p> <p>Have performance appraisal been taken place regularly? How frequent and by whom? How is such appraisal conducted (e.g. format) and what areas/ topics are covered?</p> <p>Have areas of improvement and training needs been identified during supervision and performance appraisal?</p>		
5.4	<p><b><u>Staff training and development</u></b></p> <p>What opportunities/ support does the service unit/agency provide for staff members in training and development?</p> <p>Does the service unit/agency have a regular plan for staff training and development?</p> <p>How can you acquire the information on the current plan and opportunities for training and development? How is the plan implemented? If you want to join/ apply for a training or staff development programme, what is the application procedure?</p>		
6.1	<p><b><u>Evaluating performance according to overall plan</u></b></p> <p>Is there any overall service plan of the service unit? Has the service unit evaluated its performance against its plan? How?</p>		
6.2	<p><b><u>Collection of feedback on performance</u></b></p> <p>When was the last time the service unit collected your opinion towards the performance of the service unit? Please describe the occasion.</p> <p>When was the last time the service unit reported back to you about its responses/follow-ups towards the feedback from staff and how? What were the responses/follow-ups?</p> <p>What has the service unit done to collect and respond to feedback from the service users and other interested parties on its performance?</p> <p>Do you, service users and other interested parties have access to the document spelling out the policy and procedure for collecting feedback from staff and service users? How?</p>		

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6.3	<p><b><u>Action taken in response to review and evaluation</u></b></p> <p>Have performance/quality issues and action to be taken been identified during the last/previous service evaluation? If yes, what were they and how were follow-up actions taken?</p>		
7.1	<p><b><u>Procedures for developing and endorsing budget</u></b></p> <p>How is the budget of your service unit developed and endorsed ?</p> <p>Do you need to make budgets for individual activities? How to make it?</p>		
7.2	<p><b><u>Financial resource management and financial performance monitoring</u></b></p> <p>How does your service unit manage its financial resources and monitor the financial performance? (e.g. handling of income and expenditure, purchase of items, etc.)</p> <p>Who is responsible for the managing and monitoring roles (including the authorization/delegation/approval level of use of financial resources)?</p> <p>Are there any rules/steps you have to follow in undertaking the financial activities in order to avoid conflict of interest?</p> <p>What measures do your service unit have to follow in handling resources from other funding bodies, donation or gift-in-kind?</p>		
7.3	<p><b><u>Procedure to regularly consider opportunities for introducing efficiencies/obtaining cost</u></b></p> <p>What practices or methods are used by your service unit to improve cost-effectiveness and cost control? (For example, quotation, regular evaluation in resource allocation mechanism, budget variance analysis?) Please give one to two examples.</p>		
8.1	<p><b><u>Awareness and accessibility of relevant legislation</u></b></p> <p>What is the relevant legislation that governs the operation of your service unit?</p> <p>How do you know about the legislation?</p> <p>How can you have access to the relevant legislation?</p>		

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9.1	<p><b><u>Availability of safety equipment and maintenance procedures</u></b></p> <p>What sorts of fire and safety equipment available in the service unit need to be checked?</p> <p>Who is responsible for the maintenance?</p> <p>How are these fire and safety equipment maintained?</p>		
9.2	<p><b><u>Training and awareness on procedures for responding to emergency situation</u></b></p> <p>What type of training have you received about responding to emergency situations and safety procedures?</p> <p>What is your role and responsibilities in an emergency situation?</p>		
9.3	<p><b><u>Mechanism on safety assessments</u></b></p> <p>Who conducts the regular safety assessments?</p> <p>How are the safety assessments conducted?</p> <p>Is there a record on these safety assessments and what are the information to be recorded?</p>		
9.5	<p><b><u>Traffic safety precaution</u></b></p> <p>Are any of you involved in transporting service users?</p> <p>What are the safety precautions in transporting service users?</p> <p>Does the driver have the relevant qualifications? (<i>for service units owning vehicles</i>)</p> <p>Are vehicles roadworthy? (<i>for service units owning vehicles</i>)</p> <p>How are service users supervised?</p>		
9.6	<p><b><u>Maintenance and supervision procedure of service equipment</u></b></p> <p>What service equipment under your schedule needs to be regularly maintained?</p> <p>What is the maintenance procedure for the service equipment?</p> <p>Are you required to supervise service users in using particular equipment?</p> <p>If so, do you receive the appropriate training or supervision?</p> <p>Is there a procedure for the use of equipment under proper supervision?</p>		

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10.1 and 10.2	<p><b><u>Implementation of policies and procedures on entry and exit</u></b></p> <p>What are the procedure and criteria for the potential service users to apply for entry to your service unit?</p> <p>How do you select appropriate applicants for entry to your service unit?</p> <p>What are the procedure and criteria for service users to leave the service?</p>		
10.3	<p><b><u>Refusal of Service</u></b></p> <p>Have any applicants been refused entry to the service in the last year?</p> <p>Why were they refused entry?</p> <p>What arrangements do you make when an applicant is refused entry?</p>		
11.1 and 11.2	<p><b><u>Involvement of service users and relevant parties in needs assessment and service planning</u></b></p> <p>How do you identify and assess service users' needs?</p> <p>What do you do after identifying and assessing the service users' needs?</p> <p>How are the service users' needs reviewed?</p> <p>How do you monitor the progress towards achievement of planned goals?</p> <p>What parties are involved in the assessment and planning process?</p> <p>How do you involve these parties (e.g. service users and significant others) in the assessment and planning process?</p> <p>What do you do with the views of these parties?</p> <p>How do you communicate the assessment and plans to relevant people?</p>		
11.3	<p><b><u>Record of need assessment</u></b></p> <p>How are the service users' needs assessment and service plan recorded?</p>		
11.4	<p><b><u>Updating service users' record</u></b></p> <p>How often are the service users' records updated?</p> <p>How are the service users' records updated?</p>		

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12.1	<p><b><u>Timely information to service users</u></b></p> <p>Have there been any changes in service operation during the service delivery? (e.g. unit renovation, alteration of opening hours, change of venue, change of worker, change of service components etc. )</p> <p>Under what circumstance and when would you let the service users know about the information of the service unit that may affect the service received by them?</p> <p>Did your service unit follow the work procedure to provide the service users with the required timely information? If yes, please give two examples to demonstrate how you let the service users know.</p>		
12.2	<p><b><u>Opportunities to make informed choice and decisions about the service received</u></b></p> <p>Under what circumstances or what kind of services that the service users can have a choice?</p> <p>How and when does the service unit let the service users know about these choices and seek their decision?</p>		
13.1	<p><b><u>Respect for users' right to private property</u></b></p> <p>What do you do to protect the property of service users?</p>		
13.2	<p><b><u>Security for private property</u></b></p> <p>What arrangements do you have to provide service users with a secure place to keep private property?</p> <p>If the above is not possible, what measures do you take to inform service users of the risk to their private property?</p>		
13.3	<p><b><u>Mechanisms for managing money and other valuables</u></b></p> <p>Under what circumstances will service users' money and other valuables be collected and / or managed?</p> <p>What are the procedures in collecting, storing and / or controlling the use of service users' money?</p> <p>What record keeping and accounting controls do you have for the money collected from and / or managed for service users?</p>		



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14.1	<p><b><u>Respect for privacy and dignity</u></b></p> <p>What are the policy and procedures of the service unit on respect for service users' rights for privacy and dignity?</p> <p>What do you do to respect service users' rights for privacy and dignity and to ensure that they are free from intrusion or disturbance and are able to conduct some activities in private?</p> <p>In what ways are your service users informed of their rights for privacy and dignity?</p>		
14.2	<p><b><u>Respect for need for private and dignified care during personal care activities</u></b></p> <p>Are you involved in any of the personal care activities of the service users?</p> <p>What measures do you have to take / follow to ensure that these personal care activities of the service users are conducted in a way which respects their needs for private and dignified care?</p>		
14.3	<p><b><u>Personal information as confidential</u></b></p> <p>What kinds of information about service users do you have to /assist to collect and keep?</p> <p>How do you collect and keep the information so that all information collected, both verbal and written, are treated as confidential?</p> <p>Do you have access to the service users' file and personal information?</p> <p>What procedures do you have to follow in order to have access to these information?</p> <p>Do you know the steps you should have taken before requesting from, providing or transferring any service users' information to another agency?</p> <p>Are you required to keep / store service users' files and personal information?</p> <p>If yes, what measures do you have to observe to ensure that the files and information are stored in a secure manner?</p>		

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15.1 and 15.2	<p><b><u>Policy and procedures on handling complaints</u></b></p> <p>How do service users make complaints about the service they receive?</p> <p>Who is responsible in handling complaints?</p> <p>Were you given any timelines to handle complaints and give reply to the complainants?</p> <p>How do you give reply to the complainants?</p> <p>Do you know if any complaints have been received in the past 6 months?</p> <p>What action have you taken in handling these complaints?</p>		
15.3	<p><b><u>Informing service users of policy and procedures on complaint</u></b></p> <p>How do you let service users know about their right in making complaints and how they can make complaints?</p>		
15.4	<p><b><u>Encouraging service users' feedback</u></b></p> <p>What opportunities are provided for service users to discuss service delivery issues and concerns?</p>		
16.1 and 16.2	<p><b><u>Protecting service users' rights to freedom from abuse</u></b></p> <p>Do you know the unit's policy and procedures to protect service users' rights to freedom from abuse?</p> <p>How do you ensure that service users' rights to freedom from abuse will be respected?</p> <p>How are you informed of the policy and procedures?</p>		
16.3	<p><b><u>Opportunity for raising concerns about abuse</u></b></p> <p>What opportunities are provided for you to discuss issues and concerns about abuse?</p> <p>What opportunities are provided to service users to discuss issues and concerns about abuse?</p>		

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