

第一部分：前言	Section 1: Preamble
<p>工作守則之法律基礎</p> <p>1.1 社會工作者註冊局（以下簡稱註冊局）根據《社會工作者註冊條例》（以下簡稱「條例」）（香港法例第 505 章）第 10 條，「為了就註冊社會工作者的專業操守（包括關乎該等操守的道德事宜）提供實務指引」，批准及發出此《社會工作者工作守則》（以下簡稱「《工作守則》」）。這份文件列明社會工作者（以下簡稱「社工」）與其服務對象、同工、受僱機構，在建立專業關係時的道德行為標準，及面向專業和社會時應有的操守。</p> <p>1.2 根據條例第 11 條，當社會工作者被指控其操守違反專業標準時，註冊局可顧及相關的《工作守則》條文以決定其是否違紀。</p> <p>社會工作的使命和性質</p> <p>1.3 社工是負責社會照顧、輔導工作，及改善社會制度的專業人士。社會工作的服務對象是指正在接受或即將接受社工服務的個人、家庭、小組或社群的人士。</p> <p>1.4 社工相信任何社會都應為其公民謀取最大的福祉。故此，在促進個人和社會福祉的基礎上，社會工作透過個案工作、家庭工作、小組工作、社區發展、政策倡導、社會行動等方法，從而改善個人、家庭及社區的功能和福祉；並促進服務對象自我完善，及改進其社會關係和社會結構。整個過程以專業道德標準為主導，建立與服務對象互信和互相理解的專業關係。</p> <p>1.5 社會工作是以道德和政治價值觀作基礎的專業實踐，並不單是技巧的應用。社工的核心工作與社會公義和維護人權等的道德和政治觀念息息相關，而社工的價值觀需要對應和解決專業實踐時所面對的困難。社工應協助服務對象在眾多的可能性中，辨別值得追求和可改善他們福祉的目標；並協助服務對象選擇最佳的途徑實踐理想。</p> <p>1.6 社工的介入過程會影響社會和人際層面的權力分配。因此，社會工作專業應秉持社會公義和維護人權的價值觀；而這些價值觀也是其他國際性社工專業組織的工作守則的重要條文。</p>	<p>Legal basis of the Code of Practice</p> <p>1.1 In accordance with Section 10 of the Social Workers Registration Ordinance (“Ordinance”) (Chapter 505), the Social Workers Registration Board (“SWRB”) approves and issues this Code of Practice for Registered Social Workers (“this Code”) “for the purpose of providing practical guidance in respect of the professional conduct of registered social workers (including ethical matters relating to such conduct)”. This document represents the standards of ethical behaviour for social workers in professional relationships with clients, with colleagues, with employing agency, and the conduct that social workers should have when facing the profession and the society.</p> <p>1.2 Under Section 11 of the Ordinance, the Board may have regard to this Code for adjudication of a social worker alleged to have professionally misconducted himself.</p> <p>The mission and nature of Social Work</p> <p>1.3 Social workers are professionals responsible for social care, counselling and improving social system. The clients of social work refer to the members in the society who are receiving or have engaged to receive direct services from social workers as individuals, families, groups or communities.</p> <p>1.4 Social workers believe that each society should provide maximum benefits to its members. Hence, on the basis of enhancing personal and social well-being, social work aims at improving the functions and well-being of individuals, families and communities, achieving self-improvement of individual clients, and improving relevant social relationships and social structures through casework, family work, groupwork, community development, policy advocacy and social actions etc. The whole process is led by professional ethics standard and is to build up professional relationship with clients on the basis of mutual trust and understanding.</p> <p>1.5 Social work is a professional practice, not merely applying skills, but based on moral and political values. The core business of social workers is closely related to the moral and political values of social justice and protection of human rights, etc., while the values of social workers should be able to correspond to and resolve the problems arisen during professional practice. Social workers have to help clients to identify, among various possibilities, the goals that are worthy to pursue and are able to improve their well-being, and to help clients to choose the best way to transform the ideal into reality.</p> <p>1.6 Social work intervention affects the distribution of power both at social and interpersonal levels. Therefore, social work profession should in particular uphold the values of social justice and values of safeguarding human rights. These values also constitute part of the important provisions in the codes of practice of international professional organizations of social workers.</p>

第二部分：目的、內容、功能及使用	Section 2: Purposes, Content, Functions and Usage
<p>目的</p> <p>2.1 本《工作守則》的目的是為註冊社會工作者的專業操守作出指引，以加強公眾對社工專業的信任和信心，保障服務對象及公眾人士。社工必須遵守及協力實踐本《工作守則》的要求。</p> <p>內容</p> <p>2.2 《工作守則》的第一部分「前言」說明社會工作是以道德和政治價值觀作基礎的專業實踐，因而帶出對專業道德和倫理的期望和反思。這對於整個專業整體或個別社工而言均十分重要。</p> <p>2.3 第二部分為「工作守則的目的、內容、功能及使用」。</p> <p>2.4 第三部分「信念與價值觀」闡述了社工的基本價值觀及信念，就是我們對社工專業和社工的期望，亦為及後在各部分所訂立的實務原則和操守要求的基礎。</p> <p>2.5 第四部分「道德實踐與決策」則從另一角度說明，當社工作出專業道德相關的決定時，往往涉及一個複雜的實務處境，而第五部分所論述的原則、標準及規則並不一定能對此作出全面描述及涵蓋，抉擇的過程亦是互動而多變。故此，社工不應教條式地遵守《工作守則》，反而應了解並承擔自己作為道德主體的角色和責任，並付諸實行。</p> <p>2.6 第五部分「原則及實務」闡述社工在專業實踐中，當面對不同持份者時應該持守的基本價值、信念和相關原則；而持份者包括服務對象、同工、受僱機構、社工專業，以及社會整體。</p> <p>2.7 最後，第六部分「詞彙表」解釋部分術語的意思。</p> <p>功能</p> <p>2.8 本《工作守則》有六個功能：</p> <p>2.8.1 確認社會工作的使命所建基的核心價值觀。</p> <p>2.8.2 概述社會工作專業的道德原則，並建立一套指導社會工作實務的具體道德標準。</p> <p>2.8.3 幫助社工在專業責任或道德原則出現衝突時，找出相關的考慮因素。</p> <p>2.8.4 提供道德標準和規則，讓公眾可以向社會工作專業問責。</p> <p>2.8.5 讓新入職的社工熟識社會工作的使命、信念、價值觀、原則和標準。</p> <p>2.8.6 清楚列明標準和規則，以作評估社工有否違紀行為。</p>	<p>Purpose</p> <p>2.1 This Code represents the guidance on professional conduct of registered social workers for the purpose of enhancing public trust and confidence in the social work profession and the protection of clients and members of society at large. Social workers are required to comply with and to cooperate in the implementation of this Code.</p> <p>Content</p> <p>2.2 Section 1 “Preamble” of this Code states that social work consists of professional practice based on moral and political values, which brings out expectations and reflections on professional conducts and ethics. This is very important to the profession as a whole as well as to individual social workers.</p> <p>2.3 Section 2 “Purposes, Content, Functions and Usage” of this Code forms the content of this section.</p> <p>2.4 Section 3 “Beliefs and Values” sets forth the basic values and beliefs of social work which are our expectations towards social work profession and social workers. They are also the basis for the principles of practice and ethical requirements concluded in later sections of this Code.</p> <p>2.5 Section 4 “Ethical Practice and Decision Making” explains from another perspective the complex practical situations of social workers when making decisions related to professional ethics that may not be fully described and covered by the principles, standards and rules stated in Section 5 and the process of decision making is interactive and dynamic. Therefore, social workers should not dogmatically comply with this Code. Rather, they should understand and assume their roles and responsibilities as a moral agent and put it into practice.</p> <p>2.6 Section 5 “Principles and Practices” expounds the basic values, beliefs and relevant principles that the social workers should uphold in professional practice and when facing different stakeholders including clients, colleagues, employing agency, social work profession, and the society at large.</p> <p>2.7 Finally, Section 6 “Glossary” explains the meanings of some terms mentioned in this Code.</p> <p>Functions</p> <p>2.8 This Code serves six functions:</p> <p>2.8.1 To identify core values on which social work's mission is based.</p> <p>2.8.2 To summarize broad ethical principles that reflect the profession's core values and establishes a set of specific ethical standards that should be used to guide social work practice.</p> <p>2.8.3 To help social workers identify relevant considerations when conflicts of professional obligations or ethical dilemmas arise.</p> <p>2.8.4 To provide ethical standards and rules to which the public can hold the social work profession accountable.</p> <p>2.8.5 To socialize fresh practitioners to social work's mission, beliefs, values, principles and standards.</p> <p>2.8.6 To articulate standards and rules that can be used to assess whether social workers have engaged in disciplinary offences.</p>

<p>使用</p> <p>2.9 對不同的持份者來說，使用《工作守則》的重點會有所不同，下面列出常見的用途。</p> <p>2.9.1 註冊社會工作者</p> <p>社工應了解並接受《工作守則》所提出對社工專業水平、操守和誠信的期望，並為自己的專業行為負責。同時，社工應按照《工作守則》所述的信念和原則作出明智的決定，並能向他人解說專業決定的原則和理據。</p> <p>2.9.2 服務對象、照顧者和公眾</p> <p>《工作守則》讓服務對象、照顧者和公眾了解社工在其專業實踐中應達到的水平，特別是其專業操守和誠信的表現。任何人如發現某社工的表現明顯不符合《工作守則》的標準，或曾作出第五部分內列於「標準及規則」中所標明不應作出的行為，均可以此為由，並按照有關程序向註冊局作出投訴。註冊局希望藉此《工作守則》維護服務對象、照顧者和公眾的福祉和利益。</p> <p>2.9.3 社會工作者註冊局成員及紀律委員會</p> <p>根據條例第11條，在處理有關社工的投訴時，註冊局成員及紀律委員會可顧及《工作守則》，並以事件的所有資料與事實根據作出裁決。</p>	<p>Usage</p> <p>2.9 Different stakeholders will have different emphases on this Code when they use it. Following are some common usages.</p> <p>2.9.1 Registered Social Workers</p> <p>Social workers should understand and accept the expectations of professional standards, conduct and integrity in this Code. They should also be responsible for their professional conduct. Those include making sensible decisions in accordance with the beliefs and principles in the Code and explaining the principles and justifications for professional decisions.</p> <p>2.9.2 Clients, Carers and the Public</p> <p>This Code provides clients, carers and the public with an understanding of the expectation on social workers in professional practice, especially their demonstration of professional conduct and integrity. If it is found that the performance of a social worker is obviously not in compliance with this Code, or he or she has done what listed in "Standards & Rules" of Section 5 that should not be done, a complaint can be filed against him or her to the SWRB according to the relevant procedures. SWRB hopes to protect the well-being and benefits of clients, carers and the public through the implementation of this Code.</p> <p>2.9.3 The Members of SWRB and Disciplinary Committee</p> <p>Under Section 11 of the Ordinance, the Members of SWRB and disciplinary committee may have regard to this Code as well as all relevant information and facts as a basis for adjudication when a complaint is filed against a social worker.</p>
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第三部分：信念與價值觀	Section 3: Beliefs and Values
<p>3.1 信念：致力服務社群</p> <p>價值觀：社工的首要使命是協助有需要的人並致力回應社會問題。</p> <p>當以專業身份行事時，社工要把專業服務放在個人目標或利益之上，並以有紀律和負責任的方式運用他們的能力和權力服務社會。社工運用他們的專業知識、價值觀和技能協助有需要的人，同時透過回應社會問題，推動社會進步。</p> <p>3.2 信念：每人都具有與生俱來的尊嚴和價值</p> <p>價值觀：社工尊重每人的獨特價值和尊嚴。社工顧及不同人的差異，留意社會、文化及族裔的多樣性，並以關懷和尊重的態度對待每個人。</p> <p>社工承認和尊重他們所處社會的多樣性，顧及個人、家庭、團體和社區的差異。社工尊重個人與生俱來的尊嚴和價值，並不因個人的年齡、信仰、對社會的貢獻、文化、殘疾、教育程度、族裔、家庭、家庭崗位、語言、國籍、政治或其他主張、宗教、性別、性傾向或取向、社會或經濟地位而有所分別。</p> <p>3.3 信念：每人都有自我實現和自我導向的潛能</p> <p>價值觀：社工相信每人都有發展和追求自我實現的潛質，因而有責任鼓勵和促進個人在顧及他人權益的情況下自我實現和自我導向。</p> <p>社工力求提高服務對象作出改變和回應自己需求的能力和機會。社工明瞭自己對服務對象和整體社會的雙重責任，因此促進服務對象作出對社會負責的自主決定。社工在符合社工專業的價值觀和道德原則下，以負責任的態度尋求解決服務對象與社會整體之間的利益衝突。社工促進服務對象的全面投入和參與，使他們能夠深思熟慮地反思影響他們生活和行動各個方面的決定，達致自我實現。</p> <p>3.4 信念：維護人權和促進社會公義</p> <p>價值觀：社工有責任維護人權，堅守社會公義的大原則。社工堅信每人都應該擁有平等的權利、機會和合理的資源，以改善自己的生活。</p> <p>社工致力促進社會改革以達致社會公義，包括敦促政府進行適當的資源再分配政策，務求使大眾在可得到合理資源和權力的基礎下自我發展。對於社會上受到壓迫和處於不利位置的社群，社工應敦促政府特別關注和照顧他們。</p> <p>3.5 信念：力臻完善</p> <p>價值觀：社工在其專業能力範圍內進行實務工作，並發展和提高他們的專業技能。</p> <p>社工確認他們有責任維持專業能力為服務對象提供服務。社工在其能力範圍內進行實務工作，發展和提高他們的專業知識、技能和專長，並渴求在專業知識</p>	<p>3.1 Belief: Commitment to Service</p> <p>Value: Social workers’ primary mission is to help people in need and to strive to address social problems.</p> <p>When acting in a professional capacity, social workers place professional service before personal goals or advantage, and use their power and authority in a disciplined and responsible way that serve the society. Social workers draw on their knowledge, values, and skills to help people in need and to address social problems for the betterment of society.</p> <p>3.2 Belief: Inherent Dignity and Worth of the Person</p> <p>Value: Social workers respect the unique value and inherent dignity of every human being. Social workers treat each person in a caring and respectful fashion, mindful of individual differences and social, cultural and ethnic diversity.</p> <p>Social workers acknowledge and respect the diversity of the society in which they practice, taking into account individual, family, group and community differences. Social workers respect the inherent dignity and worth of the person irrespective of one’s age, beliefs, contribution to society, culture, disability, educational attainment, ethnicity, family, family status, language, nationality, political and other opinion, religion, sex, sexual orientation or preference, or socio-economic status.</p> <p>3.3 Belief: Potential of Self-Actualization and Self-Direction of Individuals</p> <p>Value: Social workers believe that individuals have the potential to develop and pursue self-fulfillment, and thus are responsible to encourage and facilitate the self-actualization and self-direction of individuals with due regard to the interest of others.</p> <p>Social workers seek to enhance clients' capacity and opportunity to change and to address their own needs. Social workers are cognizant of their dual responsibility to clients and to the broader society. Thus, social workers promote clients’ socially responsible self-determination. They seek to resolve conflicts between clients' interests and the broader society’s interests in a socially responsible manner consistent with the values and ethical principles of the profession. Social workers promote the full involvement and participation of clients for self-actualization in ways that enable them to engage in reflective deliberation in all aspects of decisions and actions affecting their lives.</p> <p>3.4 Belief: Safeguard Human Rights and Advocate Social Justice</p> <p>Value: Social workers have responsibility to safeguard human rights and hold fast to the broad principle of social justice. They firmly believe that every person should have equal rights, opportunities and reasonable resources to improve their living.</p> <p>Social workers aim at achieving social justice by promoting social reforms, including urging the government to undertake appropriate policies of resources redistribution so as to ensure all persons can have access to reasonable resources and power as a basis for their self-development. Social workers should urge the government to give special attention and care, in particular, to the oppressed and disadvantaged groups in society.</p> <p>3.5 Belief: Commitment to Competence</p> <p>Value: Social workers practice within their areas of competence and develop and enhance their professional expertise.</p> <p>Social workers recognize the responsibility to maintain competence in the provision of social work services to clients. Social workers practise within their areas of competence develop and enhance their professional knowledge, skills and expertise.</p>

<p>發展方面作出貢獻。</p> <p>3.6 信念：人際關係的重要性</p> <p>價值觀：社工相信人際關係的重要性，並致力於改善服務對象的人際關係，藉此減少他們在個人、家庭、社群和社區層面的困難和疾苦，達致美好生活。</p> <p>社工相信人際關係是帶來改變的重要媒介，在協助服務對象的過程中，社工視每位持份者為工作夥伴，彼此互動互補和相互協作。其最終目的是要恢復、維持、改善和提升服務對象與他們的家庭和社群的關係；並期望能影響整個社區和社會，促進人與人之間的良好關係，以達致和諧共融的境界。</p> <p>3.7 信念：確保專業誠信</p> <p>價值觀：社工重視專業的理想，以誠實、負責、可靠、公正的態度，並有自知、自省和洞察能力去從事他們的專業工作。</p> <p>社工尊重其專業的目標、價值觀和道德原則。社工秉持行事誠實、可靠和負責任的態度，維持高水平的專業操守。社工在專業實踐中力求不偏不倚，並避免把自己個人的價值觀、觀點和喜好強加給服務對象。社工要與服務對象，以及與他們有工作關係的專業人士建立良好的專業關係，並維持專業界線。</p>	<p>Social workers aspire after contributing to the knowledge development of the profession.</p> <p>3.6 Belief: Importance of Human Relationship</p> <p>Value: Social workers believe in the importance of human relationship and seek to improve the human relationship of clients so as to alleviate their difficulties and sufferings at individual, familial, social and community level, in order to achieve a state of good life.</p> <p>Social workers believe that human relationship is an important medium of change. In the process of serving the clients, social workers see every stakeholder as a working partner who interact complementarily and collaborate mutually. The ultimate goal is to resume, maintain, improve and enhance the relationship of the clients with their families and social groups in the hope that the entire community and society will be influenced and as a result the society may have a good and harmonious human relationship.</p> <p>3.7 Belief: Commitment to Professional Integrity</p> <p>Value: Social workers value the ideals of the profession, and perform their professional conduct with honesty, responsibility, reliability, impartiality, self-awareness, self-reflection and discernment.</p> <p>Social workers demonstrate respect for the profession’s purpose, values and ethical principles. Social workers maintain high level of professional conduct by acting honestly, reliably and responsibly. Social workers strive for impartiality in their professional practice, and refrain from imposing their personal values, views and preferences on clients. Social workers are to establish the tenor of their professional relationship with clients, and others to whom they have a professional duty, and to maintain professional boundaries.</p>
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第四部分：道德實踐與決策	Section 4: Ethical Practice and Decision Making
<p>4.1 社會工作價值體系</p> <p>4.1.1 在多元價值的社會裡，我們尊重各人的選擇自由；然而，社會工作專業必需要有明確清晰的價值體系，在面對多變的實務處境時，能夠為社工提供有效的指引，以完成社工的使命。</p> <p>4.1.2 本守則所提出的價值體系，是參照了西方社會的實踐和討論的成果，並結合本地社工前輩實踐智慧的結晶。社工為了履行和實踐這套價值體系，需要不斷的辨別和反思。透過實踐和討論這套價值體系能協助社工應對實務上的課題，也同時為社工專業的未來發展奠下基礎。</p> <p>4.2 承諾秉持道德操守</p> <p>4.2.1 投身於社工專業的成員，首要遵行本守則的指引，並在實踐中作出反思，同時透過參與業界的討論，與及參考國際有關的文獻和論述，回饋及豐富這套價值系統的內容，使它不斷革新和進步。</p> <p>4.2.2 作為一個有良好品格的專業人員，社工應真誠地運用原則和標準，辨識道德上的議題和作出可靠的判斷。</p> <p>4.2.3 社工的專業道德行為，並不能單靠這份《工作守則》而成就，而應是來自社工作為這個道德群體的一員，在個人和集體層面努力而達致的成果。</p> <p>4.2.4 本守則一方面提供了對社工專業要求最基本的標準，另一方面，也提出社工專業所應該追求的更好的工作操守；兩者相輔相成，儘力幫助社工在實踐方面符合基本的價值標準，也有助社工個人的進步和專業道德的發展。</p> <p>4.3 在價值體系下作道德決定</p> <p>4.3.1 社工於具體應用《工作守則》時，必須考慮到實際的處境。本《工作守則》並沒有規定社工在所有情況下應怎樣行事，社工應注意到有可能出現的道德兩難處境。</p> <p>4.3.2 再者，本《工作守則》不會說明在一些道德兩難的處境中，那一項價值觀、原則和標準是最重要而應凌駕於其他原則和標準之上。不同社工對各項價值觀、原則和標準的重要性之排列，都可能存在一些可理解的意見分歧。對於必須作出道德判斷的相關處境，社工應該考慮到所有錄載於本《工作守則》的相關價值觀念、原則和標準。社工的決定和行動應該與本《工作守則》的內容和精神一致。</p> <p>4.3.3 除了本《工作守則》之外，還有很多關於倫理思考的其他資料可作參考。社工應該考慮一般的道德理論和原則、社會工作理論和研究、法律、條例、機構政策，以及其他相關的道德規範守則，但在眾多的道德</p>	<p>4.1 Social Work Value System</p> <p>4.1.1 In a society of diverse values, we respect the freedom of choice of every person. However, the social work profession should have a clear value system that can provide an effective guidance for social workers to fulfill their mission in face of the dynamic practical situations.</p> <p>4.1.2 The value system put forward by this Code, combined with the practical wisdom of local social work pioneers, has taken into consideration the practices and discussions of Western societies. In order to fulfill and implement this value system, we need constant discernment and reflection. Through practice and discussion, this value system can help social workers deal with practical issues as well as laying a solid foundation for the future development of the social work profession.</p> <p>4.2 Personal Commitment to Ethical Practice</p> <p>4.2.1 First and foremost, members who commit themselves to the social work profession have to comply with the guidance of this Code and to rethink it in the process of practice. At the same time, this value system will be renewed and improved continually when social workers give feedback to and enrich the content of it through participation in discussions of the professional community, and take reference of relevant international literatures and discussions.</p> <p>4.2.2 Social workers as individuals of good character, should apply principles and standards in good faith, discern moral questions and seek to make reliable ethical judgements.</p> <p>4.2.3 Ethical behavior is not guaranteed by this Code. It should result from social workers’ commitment to ethical practice, individually and collectively as a moral community.</p> <p>4.2.4 On one hand, this Code provides the most basic standards for requirements of social work profession; on the other hand, it also presents the better conduct and ethical practice that social work profession should strive for. These two work complementarily and help diligently social workers meet the basic value standards in practical work, which help the development of individual social workers and the advancement of professional ethics.</p> <p>4.3 Ethical Practice as Contextual Decision-Making Process</p> <p>4.3.1 Specific applications of this Code must take into account the context in which it is being considered. This Code does not prescribe how social workers should act in all situations. Social workers should be aware of the possibility of ethical dilemmas in application.</p> <p>4.3.2 Further, this Code does not specify which values, principles, and standards are the most important and ought to outweigh others in any instances of ethical dilemmas. Reasonable differences of opinion can and do exist among social workers with respect to the ways in which values, principles, and standards should be rank ordered. Social workers should take into consideration all the values, principles, and standards in this Code that are relevant to the situation in which ethical judgment is warranted. Social workers' decisions and actions should be consistent with the spirit as well as the letter of this Code.</p> <p>4.3.3 In addition to this Code, there are many other sources of information about ethical thinking that may be useful. Social workers should consider ethical theory and principles generally, social work theory and research, laws, regulations, agency policies, and other relevant codes of ethics, recognizing that among codes of ethics social workers should consider this Code as their primary source. Social workers also should be aware of the impact of their own personal values, cultural and religious beliefs and practices on clients’ decisions. They should be aware of any</p>

<p>規範守則中，社工應該認同以本《工作守則》作為首要的決策參考。社工也應該意識到自己個人的價值觀、文化和宗教信念及做法對服務對象的決策的影響，他們應該注意到個人價值觀與專業價值觀之間可能出現的衝突，並以負責任的態度去處理這些衝突。</p> <p>4.3.4 當個人價值觀與專業價值發生衝突時，社工首要的責任是先遵守本守則；並應進行反思和辨別，審視所衍生的效果是否對服務對象有所裨益，或能改善他們的處境。整個過程有賴社工本乎個人的良知。</p> <p>4.3.5 透過參與業界的討論，社工不斷豐富這套價值體系的內容。</p>	<p>conflicts between personal and professional values and deal with them responsibly.</p> <p>4.3.4 When conflicts arise between personal and professional values, the prime responsibility of social workers is to comply with this Code. Social workers should reflect and discern the situation and examine the subsequent effects and see if they are beneficial to clients or if they can improve their situation. The whole process depends on personal conscience of the social worker.</p> <p>4.3.5 The content of this value system will continue to be enriched through social workers' participation in the discussion of the professional community.</p>
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第五部分：原則及實務		Section 5: Principles and Practices	
5.1 與服務對象相關		5.1 Related to Clients	
原則	標準及規則	Principles	Standards & Rules
職責		Responsibilities	
5.1.1 社工應該將維護服務對象的最佳利益放在首位，同時適當地顧及他人的利益。	5.1.1.1 除非其他人的安全或權利會受損害，否則社工應該將服務對象的利益放在首位。	5.1.1 Social workers should maintain the best interests of clients as a priority, with due regard to the respective interests of others.	5.1.1.1 Social workers should put the interests of clients at a position of paramount importance unless safety or rights of others would be jeopardized.
	5.1.1.2 當代表決策能力有限或受損的服務對象行事時，無論他們是否有另一些人作為合法監護人，社工仍然應該維護他們的安全、權益和利益。		5.1.1.2 Social workers should safeguard the safety, rights and interests of clients who have limited or impaired decision-making capacity when acting on their behalf, irrespective whether they are the social workers are legally authorized or not.
	5.1.1.3 社工應讓服務對象知悉，在特殊情況下，服務對象的利益並非優先於其他人的利益、法律要求或提供服務的條件。		5.1.1.3 In exceptional circumstances, the priority of clients’ interests may be outweighed by the interests of others, legal requirements or conditions of service provisions. Clients should be made aware of such situations.
5.1.2 為了服務對象的最佳利益，在有需要的時候，社工應該讓其他社工或專業人士參與提供服務，並和他們協作。	5.1.2.1 在任何情況下，社工應該維護服務對象的私隱，盡可能讓服務對象知情和獲得其允許。	5.1.2 For the best interests of clients, social workers should involve and collaborate with other social workers or professionals when needed.	5.1.2.1 Social workers should maintain the privacy of clients, and with clients’ knowledge and consent, whenever possible.
	5.1.2.2 社工應該向服務對象解釋他們的權利，並在可行的情況下，讓服務對象參與這些諮詢。		5.1.2.2 Social workers should explain to the clients their rights and, where feasible, include clients in such consultations.
文化意識及社會多樣性		Cultural Awareness and Social Diversity	
5.1.3 社工應了解文化和社會制度對人類行為和社會的影響。	5.1.3.1 社工應了解社會多樣性的本質，以及因年齡、信仰、對社會的貢獻、文化、殘疾、教育程度、族裔、家庭、家庭崗位、語言、國籍、政治及其他主張、宗教、性別、性傾向或取向、社會或經濟所帶來的困境。	5.1.3 Social workers should understand the influences of culture and social system towards human behavior and society.	5.1.3.1 Social workers should seek to understand the nature of social diversity, and the oppression with respect to age, beliefs, contribution to society, culture, disability, educational attainment, ethnicity, family, family status, language, nationality, political and other opinion, religion, sex, sexual orientation or preference or socio-economic status.
5.1.4 社工應理解和顧及服務對象的文化，以及明白不同社群和文化組群之間的差異。	5.1.4.1 社工會盡力以服務對象能夠理解的語言或方式，在可行和適當的情況下使用傳譯員或翻譯員，為服務對象提供方便獲取的服務。	5.1.4 Social workers should understand and attend to their clients’ cultures and be able to recognize the cultural differences among different community groups and cultural groups.	5.1.4.1 Social workers will endeavour to provide accessible services to clients in languages or modalities which they understand, using interpreters or translators wherever feasible and appropriate.
	5.1.4.2 社工會參與發展和執行具文化視野並顧及文化差異的實務工作。		5.1.4.2 Social workers will participate in developing and implementing culturally competent and sensitive practice.
	5.1.4.3 當參與教育、行政或政策發展的時候，社工會促進對文化和跨文化議題的認識。		5.1.4.3 When engaged in education, administration or policy development, social workers will promote awareness of cultural and cross-cultural issues.
知情權及自決權		Rights of informed decision and self-determination	

<p>5.1.5 社工應該讓服務對象知悉本身的權利及協助他們獲得適切的服務，且應盡量使服務對象明白服務的內涵，為實現自決權所要作出的承擔及可能產生的後果。</p>	<p>5.1.5.1 社工尊重服務對象的自決權，並應積極協助及促進他們識別和實現自決的目標。</p> <p>5.1.5.2 因應服務對象在自決權和能力方面的限制，社工應鼓勵他們盡量參與訂定其目標，作出選擇和決定可獲得的服務。</p> <p>5.1.5.3 如果服務對象是在強制情況下使用服務，社工應清楚說明其權利和權限，並協助他們訂定其目標，作出選擇和決定可獲得的服務。</p> <p>5.1.5.4 如果服務對象的行為或潛在的行為，可能對他們自己或他人構成嚴重和可預見的風險，社工可按照其專業判斷限制服務對象的知情權或自決權。</p> <p>5.1.5.5 社工應將投訴的途徑告訴服務對象，不應阻止服務對象向受僱機構或其他有關當局提出針對他們的投訴。</p>	<p>5.1.5 Social workers should inform clients of their rights and assist them to obtain appropriate services. Clients should also be informed, as far as possible, the services provided to them, the obligations and possible consequences associated with the realization of self-determination.</p>	<p>5.1.5.1 Social workers respect the right of self-determination of clients and should actively assist and enhance them in identifying and realizing self-determination.</p> <p>5.1.5.2 Taking into account some clients’ limited capacity and their rights to self-determination, social workers should encourage clients to participate as far as possible in decision-making about the goals, alternatives and services available to them.</p> <p>5.1.5.3 Social workers should clearly inform clients, who are using services mandatorily, of their rights as well as the limits of their rights and assist them in participating as far as possible in decision-making about the goals, alternatives and services available to them.</p> <p>5.1.5.4 If the behaviour or potentialbehaviour of clients may pose serious and foreseeable risks to themselves or others, social workers may, in accordance with their professional judgment, limit their clients’ powers of informed decision and self-determination.</p> <p>5.1.5.5 Social workers should inform clients of the channels for them to make complaints. They should not deter clients from lodging complaints against them with the employing agency or other authorities.</p>
<p>使用資料及保密原則</p>		<p>Use of Information and Principles of Confidentiality</p>	
<p>5.1.6 社工應按照《個人資料(私隱)條例》(香港法例第486章)和相關法例的要求，尊重和保護服務對象在保障私穩和保密個人資料方面的權利；這些個人資料包括但不限於書面記錄、照片、音頻和視頻記錄。</p>	<p>5.1.6.1 當向家庭、夫婦或小組提供輔導服務，社工應就保障各人私隱的權利，以及對其他參與者分享資料的保密義務，徵求大家的同意。這個協議應考慮到服務對象之間或服務對象與其他人，在輔導環節以外是否可以經由個人親身或電子方式交流保密資料。社工應該告知家庭、夫婦或小組輔導的參與者，社工無責任或能力保證所有參與者都會遵守這些協議。</p> <p>5.1.6.2 社工應該將其受僱機構的私隱政策，告知參與家庭、夫婦、婚姻或小組輔導服務的服務對象。如果社工是私人或獨立執業的，則須告知服務對象有關他向各方之間披露機密資料的私隱政策。</p> <p>5.1.6.3 社工應妥善保管服務對象的記錄和所有敏感資料，並應採取合理的措施，確保記錄儲存在安全的地點，未經授權者不能取閱任何記錄。</p> <p>5.1.6.4 除非能夠確保私隱受到保障，社工不應以電子形式或親身在任何場合討論機密資料。社工不應在公眾或半公眾的地方，如走廊、等候室、升降機和餐廳等，討論機密資料。</p>	<p>5.1.6 Social workers should respect and protect clients' right to privacy and confidentiality of their information, including but not limited to written records, photos, audio and video records, subject to statutory requirements, especially the Personal Data (Privacy) Ordinance (Cap. 486).</p>	<p>5.1.6.1 When social workers provide counseling services to families, couples, or groups, social workers should seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others. This agreement should include consideration of whether confidential information may be exchanged in person or electronically, among clients or with others outside formal counseling sessions. Social workers should inform participants in family, couples, or group counseling that social workers has no duties nor powers to guarantee that all participants will honour such agreements.</p> <p>5.1.6.2 Social workers should inform clients involved in family, couples, marital, or group counseling of the employing agency's policy, or in case of self-employed, the social workers’ own policy, concerning the disclosure of confidential information among the parties involved in the counseling.</p> <p>5.1.6.3 Social workers should protect the confidentiality of clients’ records and other sensitive information. Social workers should take reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to unauthorized access.</p> <p>5.1.6.4 Social workers should not discuss confidential information, electronically or in person, in any setting unless privacy can be ensured. Social workers should not discuss confidential information in public or semi-public areas such as hallways, waiting rooms, elevators, and restaurants.</p>

	<p>5.1.6.5 社工應制訂及公開有關適時通知服務對象當涉及洩露機密資料時的政策和程序。</p> <p>5.1.6.6 一旦知悉服務對象的記錄或資料，包括社工的電子通訊或儲存系統，被未經授權者取閱，社工應該按照適用法例及受僱機構的相關政策處理及跟進；如果是私人或獨立執業的社工，則他們應該按照自己訂立的政策，告知服務對象該等機密資料洩露事件。</p>		<p>5.1.6.5 Social workers should develop and disclose policies and procedures for notifying clients of any breach of confidential information in a timely manner.</p> <p>5.1.6.6 Upon knowing any unauthorized access to client records or information, including any unauthorized access to the social worker’s electronic communication or storage systems, social workers should inform clients of such disclosures, consistent with applicable laws and the related policy of the employing agency, or in case of self-employed, social workers’ policy, concerning the disclosure of confidential information.</p>
5.1.7 社工應該告知服務對象有關保密性所受到的限制，以及在特定的情況下，保密原則可能會不適用。	5.1.7.1 當披露資料是必要的，即為了防止對服務對象或其他人造成可預見、迫在眉睫或嚴重的傷害，在這種情況下，對社工將資料保密的一般期望將不適用。	5.1.7 Social workers should inform clients of the limits of confidentiality and that in given situations it may not be held.	5.1.7.1 The general expectation that social workers will keep information confidential does not apply when disclosure is necessary to prevent foreseeable, imminent or serious harm to the client or others.
5.1.8 在披露個案資料時，社工應該盡可能事先取得服務對象和相關機構的同意，並採取必要和負責任的措施，刪除一切可以識別身份的資料。	<p>5.1.8.1 社工為教學或培訓目的討論服務對象時，除非得到服務對象同意披露機密資料，否則不應該披露可以識別身份的資料。</p> <p>5.1.8.2 社工徵詢意見時不應披露可以識別身份的資料，除非得到服務對象同意披露機密資料，或者披露該等資料有合法或迫切的需要。</p> <p>5.1.8.3 從認識服務對象的人士徵集資料，可能會揭露服務對象正接受社工服務，社工應事前讓服務對象知情及取得其同意。</p> <p>5.1.8.4 在處理「查閱資料要求」時，當中可能包括服務對象對資料當事人作出的意見，由於該等意見也是服務對象的個人資料，社工應在事前讓服務對象知情及取得其同意。</p>	5.1.8 In disclosing case materials, social workers should seek consent, as far as possible, from the client and the relevant agency and make necessary and responsible efforts to have unnecessary identifying information of clients redacted.	<p>5.1.8.1 Social workers should not disclose identifying information when discussing their clients for teaching or training purposes unless the clients have consented to disclosure of confidential information.</p> <p>5.1.8.2 Social workers should not disclose identifying information when seeking consultation unless the clients have consented to disclosure of confidential information or there is a lawful or compelling need for such disclosure.</p> <p>5.1.8.3 Seeking information from other people who know clients may reveal that clients are currently receiving service from social workers. Social workers should obtain the informed consent of clients before making such contacts.</p> <p>5.1.8.4 When answering to “Data Access Requests” which may include opinions made by clients on the data subject, because such opinions are also personal data of the clients, social workers should obtain the informed consent of clients before complying with the requests.</p>
5.1.9 社工應採取預防措施，確保和維持傳達給其他人士的資料的保密性，並盡量避免披露足以識別服務對象身份的資料。	<p>5.1.9.1 社工在發表文章或任何類型的寫作時，應保護服務對象的機密資料。</p> <p>5.1.9.2 社工在回應媒體人員的要求時，應保護服務對象的機密資料。</p>	5.1.9 Social workers should take precautions to ensure and maintain the confidentiality of information transmitted to other parties. Disclosure of identifying information should be avoided whenever possible.	<p>5.1.9.1 Social workers should protect the confidentiality of clients when publishing articles or any kinds of writing.</p> <p>5.1.9.2 Social workers should protect the confidentiality of clients when responding to requests from members of the media.</p>
5.1.10 無論使用任何方式的電子通訊，社工都應該保護服務對象的機密資料。	<p>5.1.10.1 當社工透過電子媒介提供服務時，應告知服務對象使用該等服務的限制和風險。</p> <p>5.1.10.2 社工應保護服務對象的電子記錄的機密性，並採取合理的措施，確保這些記錄儲存在安全的</p>	5.1.10 Social workers should protect confidentiality of clients whenever using any kind of electronic communication.	<p>5.1.10.1 When services are to be provided via electronic media, social workers should inform clients of the limitations and risks associated with such usage.</p> <p>5.1.10.2 Social workers should protect confidentiality of clients' electronic records. Social workers should take reasonable steps to ensure that these records are stored in a secure location and not available to unauthorized access.</p>

	<p>地點，任何未經授權者不得取閱服務對象的記錄。</p> <p>5.1.10.3 社工應採取合理的措施，保護電子通訊的機密資料，包括提供給服務對象或第三者的資料。社工使用電子通訊時應採取適當的保安措施，例如加密、使用防火牆或密碼等。</p> <p>5.1.10.4 社工不應在網站或任何形式的社交媒體上張貼服務對象的任何機密資料。</p>		<p>5.1.10.3 Social workers should take reasonable steps to protect the confidentiality of electronic communications, including information provided to clients or third parties. Social workers should use applicable safeguards when using electronic communication, such as encryption, firewalls, or passwords.</p> <p>5.1.10.4 Social workers should not post any confidential information about clients on websites or other forms of social media.</p>
<p>5.1.11 當法律程序在進行中，社工應在法例容許的範圍內，保護服務對象的機密資料。</p>	<p>5.1.11.1 除非法例要求，否則當執法機關要求社工提供有關其服務對象的個人資料時，社工應作出專業判斷，衡量提供資料會否危害服務對象或其他人士的人身安全或利益。如有需要，社工應該取得服務對象的同意。</p> <p>5.1.11.2 如公共機關有搜查令，視乎情況，及如合適，社工應配合及提供基本和必要的資料。如有需要，社工應就是否申請暫緩該搜查令而迅速尋求法律意見。</p> <p>5.1.11.3 當社工收到法庭的指令，要求在未得到服務對象的同意下披露機密資料，而披露該等資料又可能會對服務對象造成損害時，視乎情況，及如合適，社工應向法庭申請撤回有關指令，或盡可能收窄該項指令所涉及的範圍，或密封該等紀錄，不讓公眾人士查閱。</p>	<p>5.1.11 Social workers should protect the confidentiality of clients during legal proceedings to the extent permitted by law.</p>	<p>5.1.11.1 Subject to statutory requirements, when receiving a request from the law enforcement agency to provide personal information about their clients, social workers should make a professional judgment as to whether or not the provision of the information would jeopardize the personal safety or interests of the clients or other people. When necessary, social workers should inform the clients or seek his/her consent.</p> <p>5.1.11.2 If the public authority holds a search warrant, depending on the circumstances and if appropriate, social workers should cooperate and provide information that is basic and necessary. When necessary, social workers should seek prompt legal advice on whether to file an application for setting aside the warrant.</p> <p>5.1.11.3 When a social worker received a court order to disclose confidential information without the client's consent and such disclosure may cause harm to the client, depending on the circumstances and if appropriate, the social worker should apply to the court for withdrawing the order, limiting the order as narrowly as possible, or maintaining the records under seal and unavailable for public inspection.</p>
利益衝突		Conflicts of interest	
<p>5.1.12 社工應保持警覺，避免可能影響其專業判斷能力的潛在利益衝突。</p>	<p>5.1.12.1 當知悉某些因素或價值觀上的衝突可能對服務對象造成傷害時，社工應該考慮避免向該服務對象提供服務。</p> <p>5.1.12.2 假如利益衝突很可能發生或無可避免，社工應盡可能作出申報，並將利益衝突的情況知會服務對象，並讓服務對象知悉他們有權要求終止服務或接受轉介。</p> <p>5.1.12.3 社工不應利用專業關係獲取任何實質或非實質的好處，或利用他人謀取任何個人或其他利益包括政治利益。</p>	<p>5.1.12 Social workers should stay alert of and avoid potential conflicts of interest which may affect their ability to exercise professional judgement.</p>	<p>5.1.12.1 Social workers should consider refraining from providing services to clients when they are aware of factors or value conflicts that may cause harm to clients.</p> <p>5.1.12.2 If a conflict of interest is likely or unavoidable, social workers should as far as possible declare and make such conflict of interests known to clients and inform clients of their rights to terminate the service or to request for transfer.</p> <p>5.1.12.3 Social workers should not take advantage, tangible or not, of any professional relationship or exploit others to further their personal or other interests including political interests.</p>

5.1.13	<p>社工對服務對象應該有合適的角色和責任，並確使與服務對象的關係符合其需要。</p>	<p>5.1.13.1 當為兩個或以上彼此有關係的人士提供服務，社工應向他們澄清自己的角色和責任。</p> <p>5.1.13.2 當預期服務對象之間會有利益衝突或潛在利益衝突(如社工在兒童管養權爭議或離婚訴訟中需要提供資料作證)，社工應澄清他們對相關各方所扮演的角色和責任，並採取適當的行動盡量減少角色衝突。</p>	<p>5.1.13 Social workers should define appropriate role and responsibility and ensure that the relationship serves the needs of clients.</p>	<p>5.1.13.1 When social workers provide services to two or more people who have a relationship with each other, they should clarify their roles and responsibilities with the parties involved.</p> <p>5.1.13.2 Social workers who anticipate a conflict of role among the individuals receiving services or who anticipate having to perform in potentially conflicting roles (for example, when a social worker is asked to testify in a child custody dispute or divorce proceedings involving clients) should clarify their role with the parties involved and take appropriate action to minimize any conflict of role.</p>
性關係			Sexual Relationship	
5.1.14	<p>社工應該保持專業的界線，不應與服務對象有涉及與性相關的行為；這種行為等於在專業關係中濫用權力。</p>	<p>5.1.14.1 在任何情況下，社工不應與服務對象進行任何涉及性的行為或行徑。</p> <p>5.1.14.2 當服務對象有被剝削或受到潛在傷害的風險時，社工不應與服務對象的近親或有密切關係人進行涉及性的行為或行徑。</p> <p>5.1.14.3 社工不應為過去與其本人有性關係的人士提供臨床服務。</p>	<p>5.1.14 Social workers should maintain professional boundaries and should not engage in behaviour of a sexual nature with clients. Such behaviour represents an abuse of power in the professional relationship.</p>	<p>5.1.14.1 Social workers should under no circumstances be engaged in any sexual behaviour or conduct of a sexual nature with clients.</p> <p>5.1.14.2 When there is a risk of exploitation or potential harm to the client, social workers should not engage in any sexualbehaviouror conduct of a sexual nature with clients’ close relatives or other individuals with whom clients maintain a close personal relationship.</p> <p>5.1.14.3 Social workers should not provide clinical services to individuals with whom they have had a prior sexual relationship.</p>
持續提供服務			Continuation of Service	
5.1.15	<p>社工應在能力範圍內和考慮服務對象的意願下，讓有相關需要的服務對象持續獲得適切的服務。</p>	<p>5.1.15.1 社工應在轉職或調動工作崗位時，作出恰當安排，將工作交託給另一位同工，以讓服務對象能持續獲得服務。</p> <p>5.1.15.2 如服務對象沒有需要使用有關服務時，社工應協助對方檢視是否有其他服務需要，並在能力範圍內作出相應安排。</p> <p>5.1.15.3 如服務需要收費，社工應盡量使服務對象不會因經濟能力而不能適時獲取所需要的服務。</p> <p>5.1.15.4 如因其他未能預計或控制的原因（如服務單位結束或服務對象超齡等）要停止對相關對象提供服務時，社工亦應作出恰當安排，讓其能持續獲得服務。</p>	<p>5.1.15 Social workers should, within their capabilities and consideration of the willingness of clients, maintain appropriate service provision to clients with relevant needs.</p>	<p>5.1.15.1 In the case where there is a change of post or job, social workers should make proper arrangement for the handing-over of the work to another colleague, so that the clients can obtain relevant services continuously.</p> <p>5.1.15.2 When clients do not need the related service any more, social workers should assist them to review whether they need other services and make proper arrangement accordingly within their capabilities.</p> <p>5.1.15.3 If and when a fee for service is required, social workers should, as far as possible, ensure that clients would not be denied timely services they need because of financial constraints.</p> <p>5.1.15.4 In the case where there are unexpected circumstances or situations beyond their control (for example, the shutdown of a service unit or the clients are overage) and social workers have to stop providing services to related clients, they should make proper arrangement for the clients so that they can obtain relevant services continuously.</p>
收費措施			Billing Practice	
5.1.16	<p>如服務需要收費，社工應制訂合理的收費措施，並清楚知會服務對象。</p>	<p>5.1.16.1 社工應制訂及維持收費的措施，使之能準確地反映所提供的服務性質和範圍；如為私人或獨立執業的社工，更應使該等措施能識別由誰人提供有關服務。</p>	<p>5.1.16 If service fee is required, social workers should establish reasonable billing practices and inform clients of such clearly.</p>	<p>5.1.16.1 Social workers should establish and maintain billing practices that accurately reflect the nature and extent of services provided. Those who are self-employed should also enable such billing practices to identify who has provided the service in the practice setting.</p>

	5.1.16.2 在提供服務之前，社工應清楚告訴服務對象有關各種服務的收費率和費用。		5.1.16.2 Social workers should clearly inform clients of all fee rates and charges before services are delivered.
5.2 與同工相關		5.2 Related to Colleagues	
原則	標準及規則	Principles	Standards & Rules
尊重		Respect	
5.2.1 社工應尊重其他社工及其他專業人士不同的意見及工作方法。	<p>5.2.1.1 社工應促進有效的團隊合作和溝通，使服務更有效率和問責性。</p> <p>5.2.1.2 當與其他社工及專業人士一起工作時，社工應該以負責任的態度表達建議、批評和解決衝突。</p> <p>5.2.1.3 社工應保持開放的態度，接受同工對他們的專業實踐作出的建設性的評論。</p> <p>5.2.1.4 無論對方隸屬任何機構，社工應以公平和專業的態度執行職務和對待同工。</p> <p>5.2.1.5 如果團隊的決定引起社工關於專業道德方面的關注，社工應設法透過恰當的渠道來解決分歧。如果這樣仍未能解決分歧，社工應尋求其他適當和符合服務對象利益的途徑，來處理他們所關注的問題。</p> <p>5.2.1.6 社工應該與不同種族、文化、宗教和其他背景及身份的同工，建立互相尊重的合作關係。</p> <p>5.2.1.7 在促進和容讓服務對象擁有選擇權的前提下，社工應尊重其他同工和機構的觀點和安排。如發現服務對象正接受其他社工提供相同的服務，社工應尋求協商。</p>	5.2.1 Social workers pay due respect to different opinions and practices of other social workers and other professionals.	<p>5.2.1.1 Social workers should promote effective teamwork and communication for an efficient and accountable social work service.</p> <p>5.2.1.2 Social workers should express suggestion, criticism and resolve conflict in a responsible manner when working with other social workers and other professionals.</p> <p>5.2.1.3 Social workers should remain open to colleagues’ respectful constructive comments on their practice or behaviour.</p> <p>5.2.1.4 Social workers should discharge duties and treat co-workers, irrespective of which organizations they are from, in a fair and professional manner.</p> <p>5.2.1.5 Social workers on whom a team decision raises ethical concerns should attempt to resolve the disagreement through appropriate channels. If the disagreement cannot be resolved, social workers should pursue other appropriate avenues to address their concerns consistent with clients’ well-being.</p> <p>5.2.1.6 Social workers should engage in respectful collaborative relationships with colleagues from different ethnic, cultural, religious and other backgrounds and identities.</p> <p>5.2.1.7 When promoting and allowing clients to have right of choice, social workers should pay due respect to the views and arrangements of other social workers and agencies. Social workers should seek consultation when their clients are found to receive duplicate services.</p>
跨界別協作		Interdisciplinary Collaboration	
5.2.2 社工與其他專業人士協作，以提高服務的質素。	<p>5.2.2.1 當與其他社工和專業人士（不管是否在同一機構工作）服務同一服務對象時，在不違反私隱政策下，社工應適當地分享有關資料，並與相關人士協調計劃和行動。</p> <p>5.2.2.2 當社工作為一個專業跨界別團隊的成員時，應本著專業的角度、價值觀和經驗，參與和促成將會影響服務對象福祉的決定。</p>	5.2.2 Social workers collaborate with other professionals to enhance quality of service.	<p>5.2.2.1 When serving the same clients, if not contrary to privacy policies, social workers should, where appropriate, share relevant information and coordinate plans and actions with other social workers and colleagues from other disciplines (whether or not of the same agency) to serve the needs and interests of clients.</p> <p>5.2.2.2 Social workers who are members of an interdisciplinary team participating in and contributing to decisions that affect the well-being of clients, should draw</p>

			on the expertise, perspectives and values of the social work profession.
5.3 與機構有關		5.3 Related to Agency	
原則	標準及規則	Principles	Standards & Rules
5.3.1 社工應向受僱機構負責，提供具效率及效能的專業服務。	<p>5.3.1.1 負責行政事務的社工應在工作能力範圍內，向機構內外倡導和爭取足夠的資源以滿足服務對象的需要。</p> <p>5.3.1.2 負責制定督導及培訓的社工，應採取合理措施，以確保機構有足夠的資源為下屬提供適當的督導及培訓。</p> <p>5.3.1.3 如社工認為受僱機構的政策及規章或會減低其服務效率或成效，又或會損害服務對象的利益，他們應促請機構關注。</p> <p>5.3.1.4 如遇緊急情況，社工應在能力範圍內提供即時所需服務；如所需服務超出機構的服務範圍，應在有需要時作出轉介。</p> <p>5.3.1.5 社工若因道德、宗教及文化理由拒絕履行機構指派的職務，應提出與《工作守則》相符的合理理由。</p> <p>5.3.1.6 社工在發表任何公開言論或進行公開活動時，應表明自己是以個人身份、代表團體或機構名義行事。</p> <p>5.3.1.7 社工不應在未經受僱機構的同意下，利用機構與外界的聯繫，為其私人業務招攬服務對象。</p>	5.3.1 Social workers should be responsible to the employing agency for efficient and effective performance of professional duties.	<p>5.3.1.1 Social workers in charge of administrative affairs should, within their capabilities, advocate and strive for sufficient resources from inside and outside of their agencies to serve the needs of their clients.</p> <p>5.3.1.2 Social workers who are responsible for providing supervision and training should adopt reasonable measures to ensure that the agency provides sufficient resources for their subordinates to receive proper supervision and training.</p> <p>5.3.1.3 Social workers should draw to the attention of the employing agency when they believe that the policies, rules and regulations of the agency are undermining the efficiency or effectiveness of their service, or jeopardizing the interest of clients.</p> <p>5.3.1.4 In the case where there is an emergency, social workers should attend to the cases within their capabilities and provide immediate as well as necessary services. If the service requested is beyond the agency's scope of service, social workers should make referrals as and when necessary.</p> <p>5.3.1.5 Social Workers who refuse to engage in work that offends against deeply moral, religious and cultural convictions should have justifiable grounds for refusing service and the reasoning should be consistent with the values outlined in this Code.</p> <p>5.3.1.6 Social workers should make clear in any public statements or when undertaking public activities whether they are acting in a personal capacity or on behalf of a group or an organization.</p> <p>5.3.1.7 Social workers should not use institutional affiliation to recruit clients for private practice without the consent of the employing agency.</p>
5.3.2 社工應作出建設性及負責任的行動，以影響並改善受僱機構的政策、程序及工作方式，務求令機構的服務水準不斷提升，及使社工不會因執行機構的政策時而牴觸《工作守則》。	<p>5.3.2.1 社工應該向受僱機構提出建設性的意見、回應及建議，以維護社會工作的價值體系及服務對象的權利。</p> <p>5.3.2.2 社工應就可能違反專業守則及有關規章的情況，向受僱機構作出提醒。</p> <p>5.3.2.3 假如社工已向受僱機構反映，但機構仍然持續其不當行為，使服務對象利益受損或可能受損，社工應將事件提請有關組織注意。</p>	5.3.2 Social workers should act constructively and responsibly to influence and to improve policies, procedures, and practice of their employing agencies in order to continuously improve the quality of service and to prevent social workers from violating this Code when enforcing agency policies.	<p>5.3.2.1 Social workers should give constructive comments, feedback and suggestions to their employing agencies to uphold social work values and clients' rights.</p> <p>5.3.2.2 Social workers should alert their employing agencies of any possible violation of the professional code of practice and related legislations.</p> <p>5.3.2.3 If inappropriate practices by the employing agencies still persist and the interests of clients are put at risk despite social workers' efforts to give feedback to the agencies, social workers should bring the matters to the attention of an appropriate body.</p>
5.3.3 負責行政事務的社	5.3.3.1 社工應向有關的政府部門提出建設性的意見、	5.3.3 Besides observing general	5.3.3.1 Social worker should give constructive comments, feedback and suggestions

<p>工，除了須履行《工作守則》內的一般專業操守外，在機構的管理事務上，亦須履行其專業道德責任。</p>	<p>回應及建議，以維護社工的價值觀及服務對象的權利。</p> <p>5.3.3.2 社工應設法為員工爭取或維持足夠的工作人手和合理的工作條件。</p> <p>5.3.3.3 社工應確保員工恰當從事有關工作，持有合適的資格，並給他們提供參考資料，使他們明白自己的角色和責任。</p> <p>5.3.3.4 社工應根據《工作守則》，公平和負責任地評核員工的表現。</p>	<p>professional ethics in this Code, social workers in charge of administrative affairs should also fulfill their professional and ethical obligations when performing management duties.</p>	<p>to related governmental department to uphold social work values and clients' right.</p> <p>5.3.3.2 Social workers should seek to obtain or maintain adequate staff levels and reasonable working conditions for staff.</p> <p>5.3.3.3 Social workers should ensure that staff members are fit to practise and hold appropriate qualification. Social workers should provide references to staff members and let them understand their roles and responsibilities.</p> <p>5.3.3.4 Social workers should evaluate the performance of staff fairly and responsibly, with reference to this Code.</p>
<p>5.3.4 社工在其受僱的機構內推動服務對象參與社區活動時，應持平及公正。</p>	<p>5.3.4.1 社工應向服務對象提供充足的資訊及獲取其同意，不論該活動是否由受僱機構舉辦。</p> <p>5.3.4.2 社工不應參與、也不可接受其他員工參與任何形式的歧視、虐待、欺凌、騷擾；或利用機構謀取個人或其他利益包括政治利益。</p> <p>5.3.4.3 社工不得利用職權影響員工，使其投票給任何政黨或政治聯繫。</p> <p>5.3.4.4 除非有充分的信息披露並獲得員工和服務對象的同意，社工不得利用職權影響員工和服務對象，使他們在政治運動中為任何政治政黨或聯繫充當義工。</p>	<p>5.3.4 When social workers encourage service users in their employing agencies to participate in community activities, they should be fair and just.</p>	<p>5.3.4.1 Social workers should provide sufficient information for service users and obtain their consent whether or not the event is organized by their employing agencies.</p> <p>5.3.4.2 Social workers should not engage in, or accept other staff engaging in, any form of activities involving discrimination, abuse, bullying, harassment, should not utilize his agency to advance personal or other interests including political interests.</p> <p>5.3.4.3 Social workers should not use their official authorities to influence the staff to vote for any particular political party or affiliation.</p> <p>5.3.4.4 Social workers should not use their official authorities to influence the staff and clients to help as volunteers in political campaigns for any political party or affiliation unless with full disclosure of information and with the consents of staff and clients.</p>
<p>5.4 與專業有關</p>		<p>5.4 Related to Profession</p>	
<p>原則</p>	<p>標準及規則</p>	<p>Principles</p>	<p>Standards & Rules</p>
<p>職效能力</p>		<p>Competence</p>	
<p>5.4.1 社工應只在其專業經驗和職效能力的範疇內提供服務。</p>	<p>5.4.1.1 社工應只在其教育、訓練、專業資格或其他相關的專業經驗的範疇內，提供服務或及聲稱自己具備有關的職效能力。</p> <p>5.4.1.2 假如服務對象所面對的難題並非社工個人能力、或機構的資源與服務範圍所能解決時，應予適當轉介。從事私人執業或獨立進行社工實務的社工，應只在其能力範圍內提供服務。一旦服務對象的需要超出其能力範圍，社工應予以適當的轉介。任何有關其服務的宣傳，均應建基於該等社工的實際資格、經驗和專長。</p>	<p>5.4.1 Social workers should provide services only within the boundaries of their professional experience and competence.</p>	<p>5.4.1.1 Social workers should provide services and represent themselves as competent only within the boundaries of their education, training, professional experience, or other relevant professional experience.</p> <p>5.4.1.2 Social workers should make appropriate referral if their clients' problems are beyond social workers' competence, or the agency's resources or scope of service. Social workers who are engaged in private or independent practice should practise only within their areas of competence and offer suitable referrals when clients' needs go beyond their areas of competence. Any publicity on their practice should be made based on the actual qualifications, experience and expertise.</p>
<p>5.4.2 社工應真實無訛地</p>	<p>5.4.2.1 社工所提供有關個人和專業資格的資料，必須</p>	<p>5.4.2 Social workers should provide</p>	<p>5.4.2.1 Social workers should give accurate information of their personal particulars</p>

提供專業資格的資料。	真確無訛。社工亦應按需要時出示文件，證明其社工的身份。	true and accurate information of their professional qualifications.	and professional qualifications. Social workers should also readily provide documentary evidence of being registered if required.
5.4.3 社工應在獲得專業資格的人士的督導和培訓後，方可採用該等介入方法或技巧提供服務。	<p>5.4.3.1 除非有合理原因，社工應只向那些已具備與須諮詢議題有關的知識、專長和工作能力的同工，諮詢他們的意見。</p> <p>5.4.3.2 社工應在接受適當訓練或專業諮詢後，才在實踐中採用新的介入技巧或方法。</p> <p>5.4.3.3 面對一些仍未有普遍認可標準的新興實務領域時，社工應小心判斷，在取得其僱用機構及上級認可的情況下，採取負責任的措施，以確保工作成效及保護服務對象免受傷害。</p>	5.4.3 Social workers should use intervention methods or skills to provide services only after they received supervision and training from those who obtained related professional qualifications.	<p>5.4.3.1 Unless there are good reasons, Social workers should seek consultation only from colleagues who have demonstrated knowledge, expertise, and competence related to the subject of the consultation.</p> <p>5.4.3.2 Social workers should use new intervention skills or methods in actual service practice only after they received proper training or professional consultation.</p> <p>5.4.3.3 When generally recognized standards do not exist with respect to an emerging area of practice, social workers should exercise careful judgement, with the approval of their supervisors and agencies; take responsible steps to ensure work effectiveness and to protect clients from harm.</p>
專業發展		Professional Development	
5.4.4 社工有責任不斷增進本身的專業知識和技能，並協助其他社工的專業發展。	<p>5.4.4.1 為增進本身的專業知識和技能，社工宜參加各類專業增值活動，如訓練課程或項目、講座、會議、研討會、論壇、工作坊等。</p> <p>5.4.4.2 社工應協助新晉的社工建立、增強與發展其操守、價值觀、及專業上的技能與知識。</p>	5.4.4 Social workers should accept responsibility for upgrading their professional skills and knowledge, and to help other social workers in their professional development.	<p>5.4.4.1 Social workers are recommended to attend various kinds of professional enhancement activities such as training courses or programmes, talks, conferences, seminars, forums, workshops etc. in order to upgrade their professional skills and knowledge.</p> <p>5.4.4.2 Social workers should help those who are entering the profession to establish, strengthen and develop their ethics, values, professional skills and knowledge.</p>
督導及培訓		Supervision and Training	
5.4.5 社工認同督導在教育、支援、發展和工作上所扮演的角色。	<p>5.4.5.1 負責督導或培訓的社工，應透過適當的進修、培訓、諮詢和研究，學習及深化所需的知識、技能和方法，以能勝任專業督導和培訓方面的工作。</p> <p>5.4.5.2 負責督導或培訓的社工，應只在其知識領域或專業能力範圍內提供訓練或發出指示。</p>	5.4.5 Social workers recognize the role of supervision in education, support, development of social workers in their professional practice.	<p>5.4.5.1 Social workers, who provide supervision or training, should possess and maintain necessary knowledge, skills and methodology through appropriate education, training, consultation and research to facilitate them to perform the tasks in professional supervision and training competently.</p> <p>5.4.5.2 Social workers should provide training or instructions only within their areas of knowledge or competence.</p>
5.4.6 社工應與受其督導或培訓者保持恰當的專業關係，以履行其責任。	<p>5.4.6.1 負責督導或培訓的社工，不應濫用與下屬或受訓者的專業關係，藉以謀取任何利益。</p> <p>5.4.6.2 負責督導或培訓的社工，不應藉其督導權力與下屬、學生或受訓者，進行任何涉及性的行為或行徑。</p>	5.4.6 Social workers should maintain a proper professional relationship with their supervisees or trainees so as to perform their duties.	<p>5.4.6.1 Social workers who provide supervision or training should not abuse the professional relationship with supervisees or trainees for obtaining any interest.</p> <p>5.4.6.2 Social workers who function as supervisors or trainers should not use their power as a supervisor to engage in any sexualbehaviour or conduct of a sexual nature with their supervisees, students or trainees over whom social workers exercises professional authority.</p>
專業責任		Professional Responsibilities	
5.4.7 社工應持著誠實、	5.4.7.1 社工不得在受藥物及酒精的不良影響下執行任	5.4.7 Social workers should maintain	5.4.7.1 When performing their duties, social workers should be free from the

<p>誠信及盡責的態度從事其專業工作。</p>	<p>務。</p> <p>5.4.7.2 社工在其專業範圍內，不應作出欺騙或誤導的行為；如隱瞞重要資料，誤述或選擇性地提供資料。</p> <p>5.4.7.3 當遇到利益或角色衝突時，社工應暫停與專業關係有關的活動直至衝突化解後，才繼續從事相關的專業活動。</p>	<p>honesty, integrity and responsibility in professional practice.</p>	<p>undesirable influence of drugs and alcohol.</p> <p>5.4.7.2 Within the areas of their profession, social workers should not withhold important information, falsify or selectively present information in order to deceive or mislead the parties concerned.</p> <p>5.4.7.3 In case of conflict of interests or conflict of roles, social workers should suspend their activities related to their professional relationships. They should continue their professional engagement only after the conflicts are resolved.</p>
<p>5.4.8 社工對於其他社工及機構應予尊重，在提供服務上以服務對象的利益為依歸。</p>	<p>5.4.8.1 社工尊重服務對象的選擇權，不應為爭奪服務對象，而游說正接受其他社工服務的服務對象終止該服務。</p> <p>5.4.8.2 如社工確實相信服務對象正在接受不適當的服務時，應按本《工作守則》中第5.2.1條的實務指引來表達其關注。</p>	<p>5.4.8 Social workers should respect other social workers and agencies and provide services for the interests of clients.</p>	<p>5.4.8.1 Social workers should not solicit clients of other social workers by persuading clients to leave the service being rendered by other social workers.</p> <p>5.4.8.2 If social workers believe, in good faith, that the clients do not receive appropriate services, social workers should express concern according to the guidelines set forth under clause 5.2.1 of this Code.</p>
<p>5.4.9 對專業作出公開評論時，社工應持著負責任和建設性的態度。</p>	<p>5.4.9.1 若無事實根據，社工應避免對專業作出負面的評論。</p> <p>5.4.9.2 對於為業界作出正面及建設性的提議和意見，社工應視之為其專業責任的一部分。</p>	<p>5.4.9 When making public comments about the profession, social workers should do so in a responsible and constructive manner.</p>	<p>5.4.9.1 Social workers should refrain from criticizing the profession without solid ground.</p> <p>5.4.9.2 Social workers should perceive making constructive suggestions and ideas as part of their professional obligation.</p>
<p>5.4.10 社工應向有關機構報告任何有違專業工作守則而危害服務對象利益的行為，並在有需要時維護那些受到不公正指控的社工。</p>	<p>5.4.10.1 當應邀在專業失當調查中提供資料時，社工不得故意隱瞞其他社工專業失當的資料。社工應按個人所知，據實呈報。</p> <p>5.4.10.2 當應邀提供資料，社工應盡量按所知據實呈報，以維護受不公正指控社工時。</p> <p>5.4.10.3 對於其他社工的專業失當行為，社工應提請有關團體（例如註冊局）或有能力制止該行為的機構關注。</p>	<p>5.4.10 Social workers should bring to the attention of appropriate bodies any violation of this Code that may put the interests of clients at risk, and should be ready to defend other social workers against unjust accusations.</p>	<p>5.4.10.1 Social workers should not knowingly withhold information concerning malpractice by other social workers when called upon to give information at any inquiry on malpractice. Social workers should report only those facts that are known to them personally.</p> <p>5.4.10.2 Social workers should as far as possible report facts known to them when being called upon to give information in defence of other social workers against unjust accusations.</p> <p>5.4.10.3 Social workers should bring the malpractice by other social workers to the attention of appropriate bodies such as SWRB, or the relevant agencies which are in a position to stop such malpractice.</p>
<p>5.5 與社會有關</p>		<p>5.5 Related to Society</p>	
<p>原則</p>	<p>標準及規則</p>	<p>Principles</p>	<p>Standards & Rules</p>
<p>5.5.1 社工應推動社會政策的改革，以專業知識和技能，促進公平的政策和法律。</p>	<p>5.5.1.1 社工應促進合理的社會資源分配，務求令社會大眾，特別是在社會上受壓迫和處於不利位置的社群，有均等機會獲取所需的資源和服務。</p> <p>5.5.1.2 社工應鼓勵社會大眾在知情的情況下參與制訂和改善社會政策和制度，以促進社會公義</p>	<p>5.5.1 Social workers should promote reform of social policies, advocate for fair policies and laws with professional knowledge and skills.</p>	<p>5.5.1.1 Social workers should promote reasonable allocation of social resources, especially those affect the oppressed and disadvantaged communities in society, so as to ensure the public have equal opportunities to obtain resources and services they needed.</p> <p>5.5.1.2 Social workers should encourage informed participation by the public in formulating and developing social policies and institutions to promote social justice and well-being of the public.</p>

	及大眾福祉。		
5.5.1.3	當政府或機構的政策和行動有損社會公義或大眾福祉時，社工應喚起決策者和公眾對這些情況的關注。		5.5.1.3 Social workers should bring to the attention of policy makers and the general public any policies and actions of governments or agencies which jeopardize social justice or the well-being of the general public.
5.5.1.4	社工應推動大眾尊重社會的多元文化，消除歧視。		5.5.1.4 Social workers should promote conditions that encourage respect for diversity of cultures in the society so as to eliminate discrimination.

第六部分：詞彙表		Section 6: Glossary	
術語	意思	Term	Meaning
社會工作介入	社會工作介入是社工採用的計劃、行動、技巧或上述的組合，往往需要與其服務對象及其他相關人士合作。實施這些介入措施的目的是改善服務對象的福祉，或改善相關的社會結構和系統。	Social work intervention	Social work interventions are plans, actions, skills or combinations of them applied by social workers, often in collaboration with their clients and other related parties. They are implemented for the purpose of improving well-being of the clients, or bettering related social structures and systems.
社會工作者（簡稱社工）	按照《社會工作者註冊條例》的定義，「社會工作者」指「註冊社會工作者」。	Social worker	It means “registered social worker” as defined in the Social Workers Registration Ordinance.
服務對象	「服務對象」是接受社工服務的人士，可以是正在接受或即將接受社會工作服務的個人、家庭、小組或社群。在通常的情況下，服務對象的利益指服務對象以維持或促進他們福祉所選擇或喜愛的、事物或情況。	Clients	"Clients" is the service recipients of social workers. It can be a person, family, group of persons or community that is receiving or has engaged to receive social work service. In general circumstances, interest of clients refers to what clients choose or prefer so as to maintain or promote their wellbeing.
受僱機構	指社工以全時間或部分時間受僱的機構，包括但不限於政府部門、非政府組織、培訓機構和任何其他提供社會工作服務的組織。	Employing agency	It refers to the organization to which social worker is employed in either full-time or part-time capacity, including but not limited to government department, non-governmental organization, training institute or any other organization that provides social work service.
專業資格	這個術語不等同於在《社會工作者註冊條例》（香港法例第505章）下承認的使社工得以註冊的「社會工作專業資格」。在本《工作守則》中，「專業資格」是一個普通用詞。	Professional qualification	The term DOES NOT equal to “social work qualification” recognized for social worker registration under the Social workers Registration Ordinance (Cap. 505). It is rather used as a general term in this Code.
臨床服務	臨床服務是在一個專業關係的脈絡中提供的社會工作服務，目標是協助服務對象處理他們心理、情緒、精神、人際或家庭的問題。通過這些臨床服務活動，社工幫助服務對象探索他們的問題和需要，確定他們的能耐，找出資料和資源的所在，探索可行的選項，找出解決方案以及做決定。	Clinical service	Social work service provided within the context of a professional relationship with the goal of assisting clients in addressing their psychological, emotional, mental, interpersonal or family issues. Through such clinical service activities, social workers help clients to explore their issues and needs, identify strengths, locate information and resources, explore options, find solutions and make choices.

（附註：如中英文版的內容有歧義，以中文版為準。）

(Remark: Chinese version prevails over English version if there is any discrepancy.)

1 July 2020