

評審準則

1 卓越實踐指標

(A) 創新

設計和實施創新計劃和方案，以回應社會問題和社會需求。創新可包括但不限於在服務中應用創新意念、轉化服務模式或使用新工具

(B) 協作及協同

與合作夥伴合作，互相激發意念共同創造服務提供流程，期望為服務對象提供更好的服務及理想結果

(C) 回應性

針對特定社會環境、需求和痛點，並通過制訂適當的介入手法，展示了有效及具回應性實踐的重要性

(D) 服務使用者參與

展示、提倡及確立服務使用者參與的重要性，包括積極鼓勵他們提出想法或方案、一同制定行動計劃、提供服務和參與服務評估

(E) 實證為本

在服務中結合數據或經過研究實證的介入手法，成為提供服務時的指引，包括針對社會需要提出最佳而可行的實證方案回應問題、評估實證的質量及其適用性、在解決方案中應用實證，並檢討方案的有效性和效率

(F) 效能

為社區或弱勢群體創造重大和正面的改變或影響，並有效回應迫切的社會挑戰和問題

(G) 可複製性

能建立具參考價值之服務模式，其理念、理論基礎、介入手法等可複製於其他服務以回應社會問題

2 項目管理

(H) 項目管理

運用所需知識、技能和方法，使項目能夠在有限資源條件下，策劃、執行、和管控相關任務，從而實現項目目標

3 主題

(I) 年度主題

設計和執行項目以有效回應與年度主題相關的重要議題

Assessment Criteria

1

Outstanding Performance Indicators

(A) Innovation

Design and implement innovative initiatives and solutions to address the social problems and social needs. Innovation can be but not limited to implementation of new ideas, modification or transformation of service delivery models, or use of new tools

(B) Collaboration & Synergy

Work with partners to brainstorm ideas and co-create the service delivery model that lead to better service delivery and the desired outcome to the service users

(C) Responsiveness

Target at specific social context, need and pain point, illustrate the importance of effective and responsive practice by developing appropriate intervention and approaches accordingly

(D) User Participation

Illustrate, promote and recognize the importance of the participation of service users, including encouraging them to give ideas or suggest solution, involving them in the formulation of action plans, delivery and evaluation of the service

(E) Evidence-based Practice

Integrate data or well-researched interventions into practice to guide the delivery of services. It includes identifying the best available evidence-based solution to address the problem, evaluating the quality as well as the applicability of the evidence, applying the evidence, and evaluating the effectiveness and efficiency of the solution

(F) Impact

Create significant and positive change or influence for the benefit of the community or deprived group to address pressing social challenges and problems

(G) Replicability

Establish a service model whose value & concept, conceptual framework, intervention methods, etc. can be replicated to other services to respond to social problems

2

Program Management

(H) Program Management

Apply the required knowledge, techniques and methodology with limited resource to initiate, execute and monitor the project for the accomplishment of objectives

3

Theme

(I) Theme of the Year

Design and implement the project in a way that effectively responded to the key issues related to the theme of the year