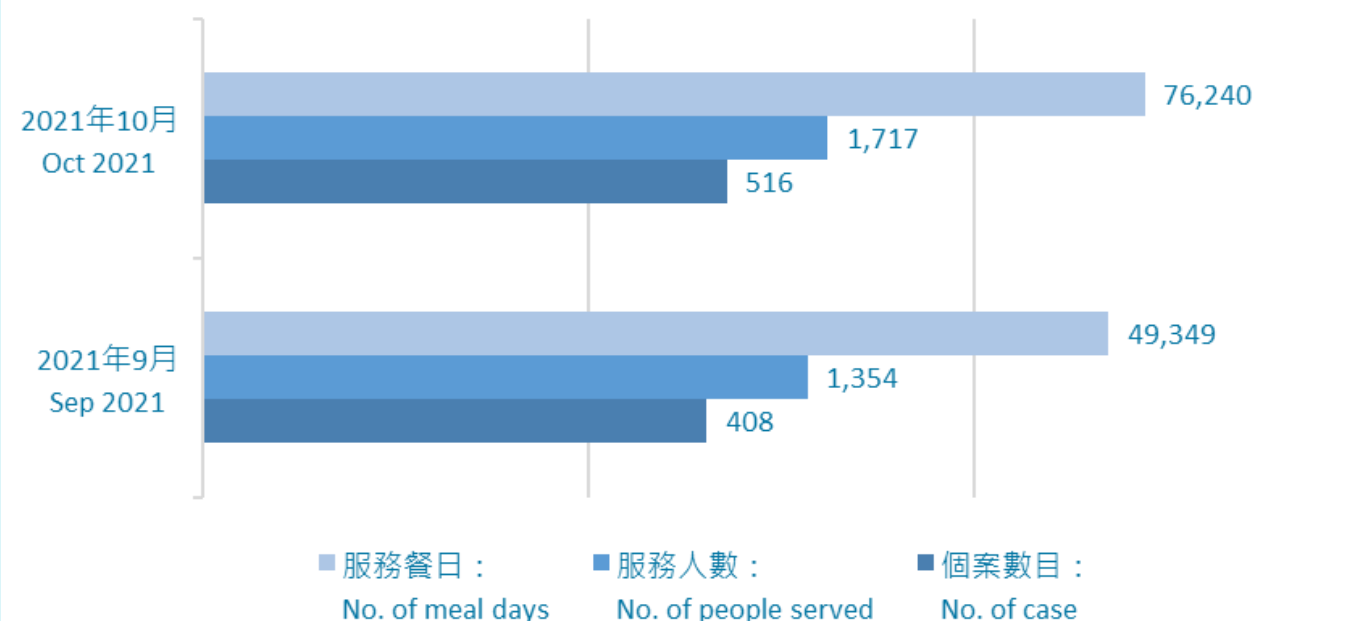


服務統計 Service Statistics

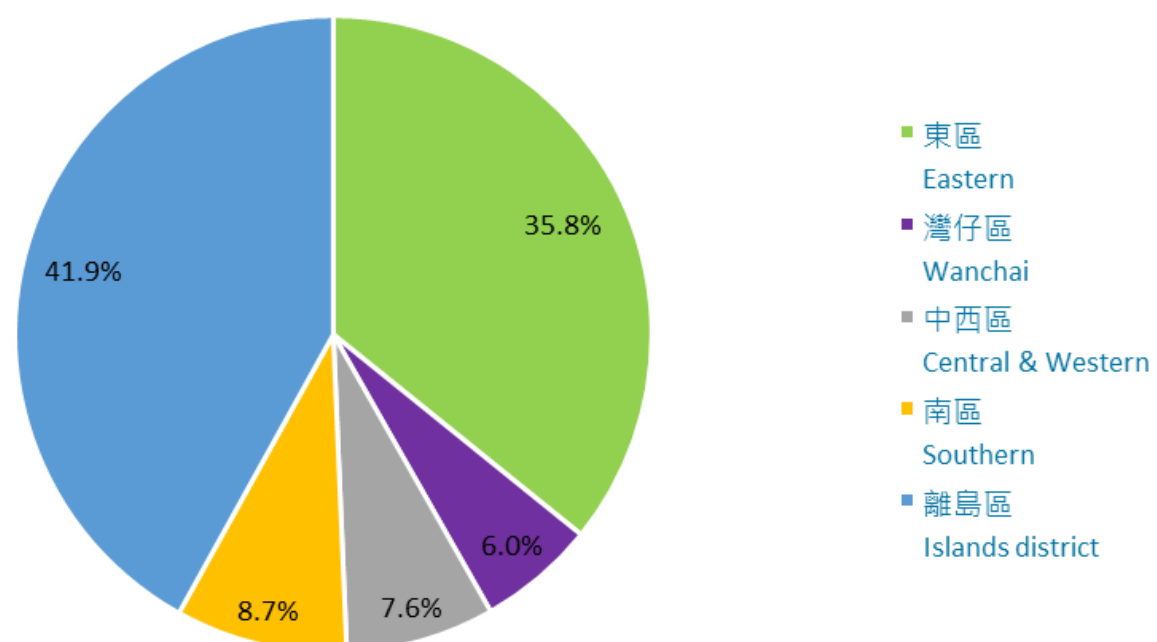
已批核服務數據 (由2021年9月至10月)

Approved Service Statistics (from Sep to Oct 2021)



已批核個案的地區分佈 (2021年9月至10月)

District Distribution of the Approved Cases (from Sep to Oct 2021)



短期食物援助服務隊

二零二一年八月號通訊

Short-term Food Assistance Service Team

Newsletter / August 2021

聖雅各福群會短期食物援助服務隊

St. James' Settlement Short-term Food Assistance Service Team

香港灣仔石水渠街 85 號 6 樓

6/F, 85 Stone Nullah Lane, Wanchai, Hong Kong

OUR SERVICE

In 2003, St. James' Settlement started to operate the first local Food Bank, People's Food Bank, to alleviate the problem of hunger by providing short-term food assistance. In responding to the changing needs of our community, People's Food Bank has developed various programmes to meet the needs including short-term food assistance, children and elders' nutrition scheme and hot meal service, which are beneficial to different underprivileged people to relieve their financial burden. All these programmes can achieve our mission—it's more blessed to give than to receive.

Since 2009, Social Welfare Department has commissioned the Settlement to operate Short-term Food Assistance Service. The Service has been then regularized in August 2021 to provide short-term food assistance to residents in Hong Kong Island and Islands District.

月餅回收活動

早前，聖雅各福群會短期食物援助服務隊西安中心與 FOOD-CO 合作，於八月十六日至九月十七日期間，一同進行月餅回收行動，希望能讓來自不同階層的街坊在中秋佳節共享溫暖。截至九月二十九日，活動透過 FOOD-CO 平台已收集並轉贈超過二萬個月餅！

除了月餅捐贈外，FOOD-CO 亦鼓勵大眾捐贈多餘食材予有需要人士。作為 FOOD-CO 的長期合作單位，本服務隊的西安中心亦設有捐贈點，歡迎一眾街坊到來將食物轉贈。

如有任何疑問，請致電 FOOD-CO 熱線 2117 5855 或瀏覽 <https://food-co.hk/>。

我們的服務

聖雅各福群會於二零零三年成立本港第一間食物銀行眾膳坊，為市民提供短期食物援助，以舒緩有需要人士三餐不繼的問題。隨著社會不斷變化，眾膳坊努力拓展不同服務計劃，包括短期食物援助、兒童及長者營養計劃及熱飯服務等，惠及不同人士，以舒緩基層市民的經濟壓力，貫徹本服務「施比受更有福」的精神。

自二零零九年起，聖雅各福群會得社會福利署資助，開展短期食物援助服務，並於二零零二年八月起將服務恆常化，為居住於港島及離島居民提供短期食物援助。



Mooncake Collection Event

During 16th August to 17th September, Sai On Centre of St. James' Settlement Short-term Food Assistance Service Team had collaborated with FOOD-CO for Mooncake Collection Event. We aim to share the happiness and warmth of Mid-Autumn Festival to everyone. As of 29th September, over 20,000 mooncakes had been collected and distributed to the needy through FOOD-CO platform!

Apart from mooncakes, FOOD-CO encourages the public to donate surplus food to the needy. As a long-term collaborative unit of FOOD-CO, the Service Team has set up a donation point in Sai On Centre to collect food donation from the district.

For more details, please contact FOOD-CO at 2117 5855 or refer to FOOD-CO website <https://food-co.hk/>.

SQS

服務質素標準

社會福利署的「服務質素標準」(SQS)訂明服務單位在管理和提供服務方面應達到的質素水平。「服務質素標準」現時共有十六項，當中每項均有一套「準則」及「評估指標」說明。以下會為大家介紹本服務於其中一項標準的執行情況。

Service Quality Standards (SQS) define the level of which, in terms of management and service provision, service units are expected to attain. There are 16 SQS, each of which is elaborated by a set of Criteria and Assessment Indicators. The implementation of one of the Standards for People's Food Bank will be introduced in the following section.

標準 1: 服務單位確保製備說明資料，清楚陳述其宗旨、目標和提供服務的形式，隨時讓公眾索閱。

Standard 1: The service unit ensures that a clear description of its purpose, objectives and mode of service delivery is publicly available.

- 1.1 服務單位須製備載有最新資料的手冊、資料單張或小冊子，說明其服務的宗旨、目標、服務對象、服務的提供方法，以及服務使用者申請接受和退出該項服務的機制。

The service unit has an up-to-date handbook, information leaflet or brochure describing its purpose, objectives, target group, approach to service delivery and service entry and leaving mechanisms.

(a) 備有單位最新的服務說明資料，內容包括：

Having documented service description giving up-to-date information of the service unit with the following elements:

a1: 宗旨 purpose

a2: 目標 objectives

a3: 服務對象 target group

a4: 提供服務的方法 mode of service delivery

a5: 申請接受和退出該項服務的機制 service entry and leaving mechanism

- 1.2 服務說明所用的文字措辭，應以明白易懂為原則。這些說明資料應隨時供可能需要接受服務的人士、職員和市民閱覽。（視乎該服務的性質及服務對象而定，這些資料可能需要以超過一種語言提供；亦可能需要以錄音帶或影帶的形式提供，以及/或由專人向個別服務使用者解說。）

The service description is in a user-friendly language and is accessible to potential service users, staff and members of the community (depending on the nature of the service and its target service users, this may necessitate the information being available in more than one language; being in audio or visual format and/or being explained to service users on an individual basis).

(a) 服務說明的形式配合服務使用者的溝通需要

The format of the document on service description matches the communication needs of service users.

(b) 上述服務說明資料可讓服務使用者、職員及其他有關人士索閱

The document on service description mentioned at (a) is accessible to potential service users, staff and other interested parties

- 1.3 如情況適當，服務單位應將其服務說明資料派發給可能需要接受服務的人士、職員及本區有關的服務機構或社區團體。

Where appropriate, the service unit should circulate its service description to potential service users, staff, and relevant local services or community groups.

(a) 如情況適當，備有派發方法，讓可能需要接受服務的人士、職員及本區有關的服務機構或社區團體獲得服務說明資料

Where appropriate, the service description has been circulated to potential service users, staff and relevant local services or community groups

本服務隊備有不同語言版本之服務單張，如有需要，可向當值職員索取。

Service leaflets in different languages are now available in all centres.