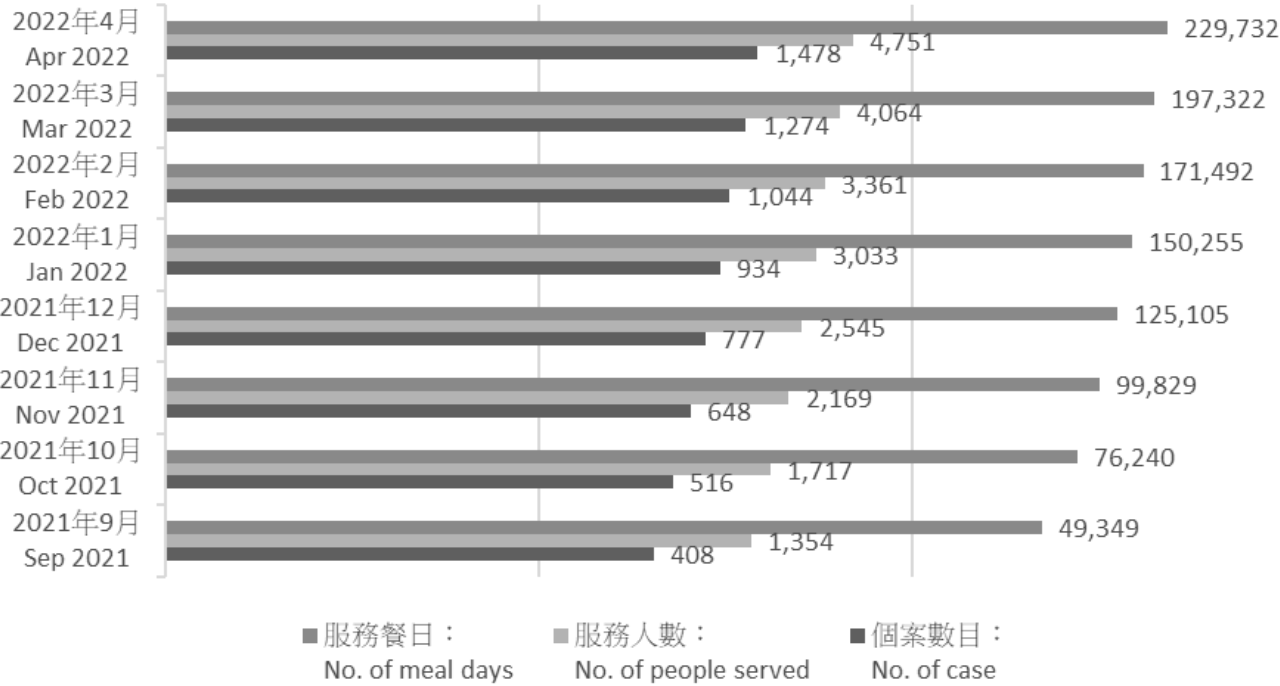


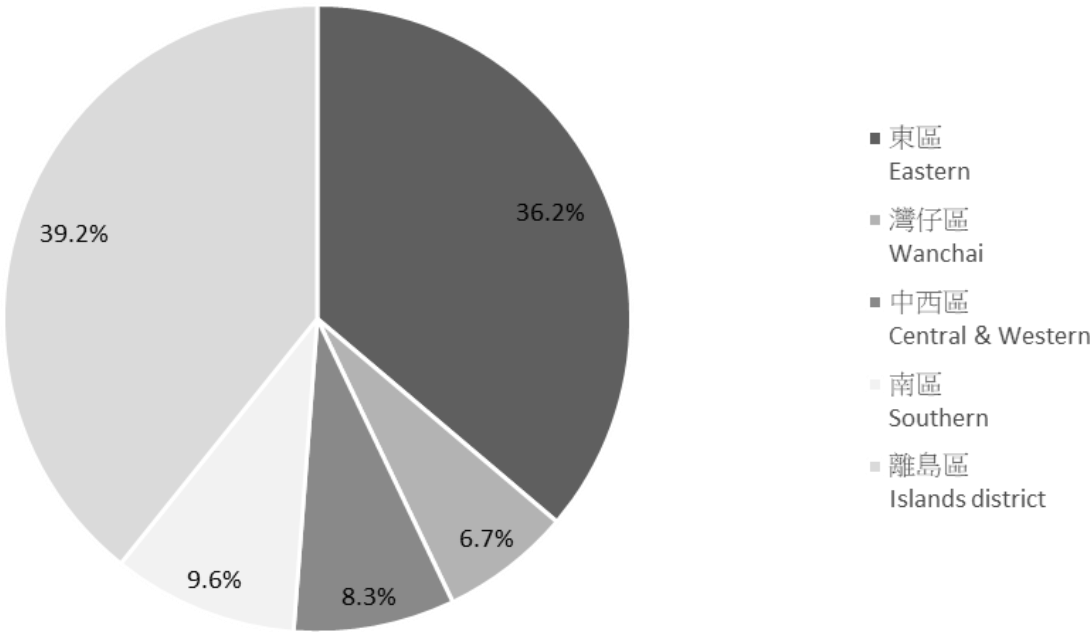


已批核服務數據 (由2021年9月至2022年4月)
Approved Service Statistics (from Sep 2021 to Apr 2022)



短期食物援助服務隊
Short-term Food Assistance Service Team

已批核個案的地區分佈 (2021年9月至2022年4月)
District Distribution of the Approved Cases (from Sep 2021 to Apr 2022)



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

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，並於二零二一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。



5 月聚焦小組

聖雅各福群會短期食物援助服務隊（東區）將於 5 月 19 日舉行少數族裔人士聚焦小組。是次小組目的為收集少數族裔服務使用者對食物援助服務的意見、瞭解其對食物和服務的要求及透過試食評分，讓少數族裔服務使用者參與選購食物。小組形式包括簡單談話、意見分享、填寫問卷及試食活動，歡迎有興趣人士參與。

活動日期：2022 年 5 月 19 日

活動時間：下午 2 時至 3 時半

活動地點：柴灣東貿廣場 35 樓 E 室

聯絡號碼：2742 0172



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.

Focus Group in May

St. James' Settlement Short-term Food Assistance Service Team (Eastern District) will organise a focus group for Ethnic Minorities on 19 May. The meeting aims to collect opinions on food assistance service from EM service users, understand their needs, as well as let them engage in the process of food selection through food tasting event. It will include a sharing session, questionnaire filling and food tasting event. All interested parties are welcome to join.

Date: 19th May 2022

Time: 2:00 to 3:30 p.m.

Venue: Flat E, 35/F, E-trade Plaza, 24 Lee Chung Street, Chai Wan

服務質素標準 Service Quality Standards

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 3: 服務單位存備其服務運作和活動的最新準確紀錄。

3.1 服務單位須保存服務運作及活動的準確和最新記錄。

(a) 備有機制，以確保服務單位所保存的服務運作及活動記錄：

a1: 涵蓋與社會福利署訂立的協議、津貼及服務協議或服務文件中訂明的服務表現標準有關的資料

a2: 盡量準確無誤且最新，並以貫徹一致的方式收集

(b) 上述(a)項的機制已切實執行

3.2 製備準確和最新的統計報告，向社會福利署匯報。

(a) 製備與社會福利署訂立的協議、津貼及服務協議或服務文件內，與服務表現標準有關的單位表現及運作的最新及準確統計報告，並提交社署

(b) 備有質素審查機制，確保上述(a)項的統計報告盡量準確無誤

(c) 上述(b)項的的機制已切實執行

(d) 上述(a)項的方法已切實執行

(e) 備有方法，讓服務使用者和市民可閱覽與服務單位表現有關的服務統計資料和報告

Standard 3: The service unit maintains accurate and current records of service operations and activities.

3.1 Accurate and current records of service operations and activities of the service unit are maintained.

(a) Having a mechanism to ensure that records of service operations and activities kept by the service unit:

a1: cover the information related to the performance standards as stipulated in the service unit's agreement with SWD, Funding and Service Agreement or Service Document

a2: are current and as accurate as possible with consistent format of information collected

(b) The mechanism mentioned at (a) is implemented

3.2 Accurate and current statistical reports are produced for reporting to SWD.

(a) Having accurate and current statistical reports on service unit's performance and operations covering the information related to the performance standards as stipulated in the service unit's agreement with SWD, FSA or SD

(b) Having quality checking mechanism to ensure that statistics and reports produced and submitted to SWD as mentioned at (a) are as accurate as possible

(c) The checking mechanism mentioned at (b) is implemented

(d) Periodical statistics and reports on the service unit's performance are accessible to the public.

(e) Having a process to make the periodical statistics and reports on the service unit's performance accessible to service users and the public

本服務隊備有相關報告及資料可供公眾閱覽，詳情請與各中心職員聯絡。

Relevant reports and information are available in service centres. Interested parties can contact centre staff for access.