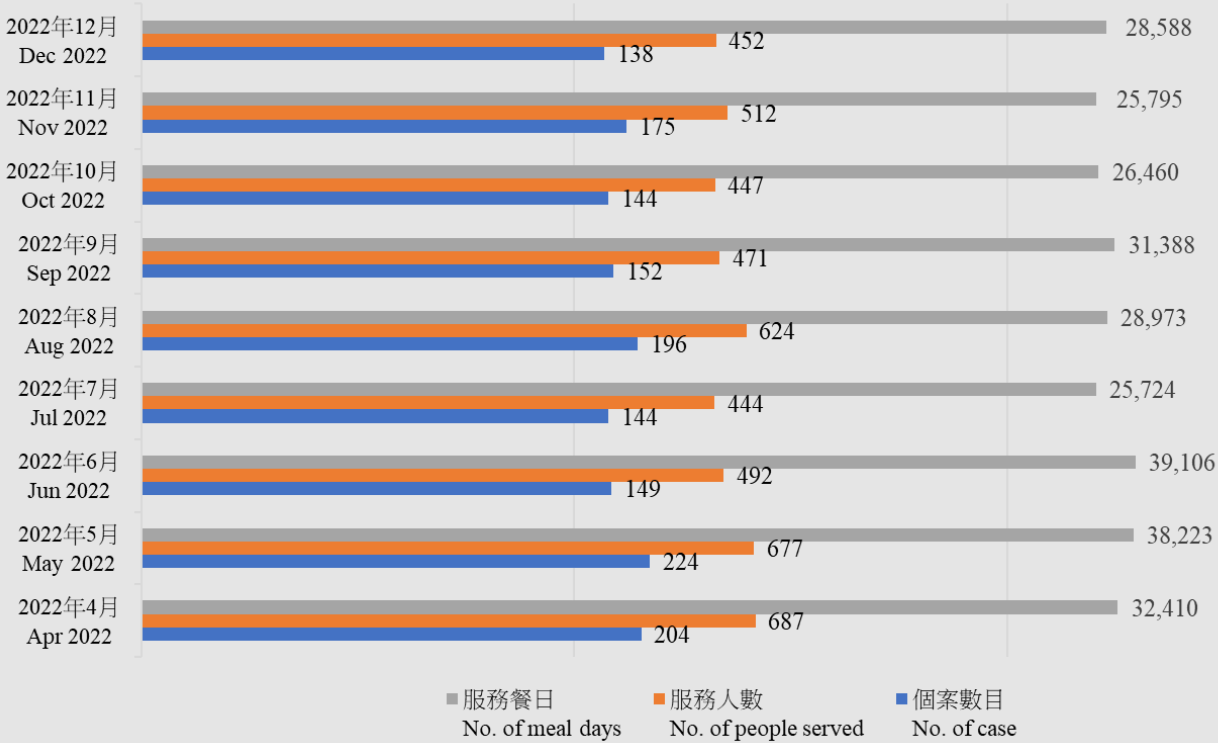
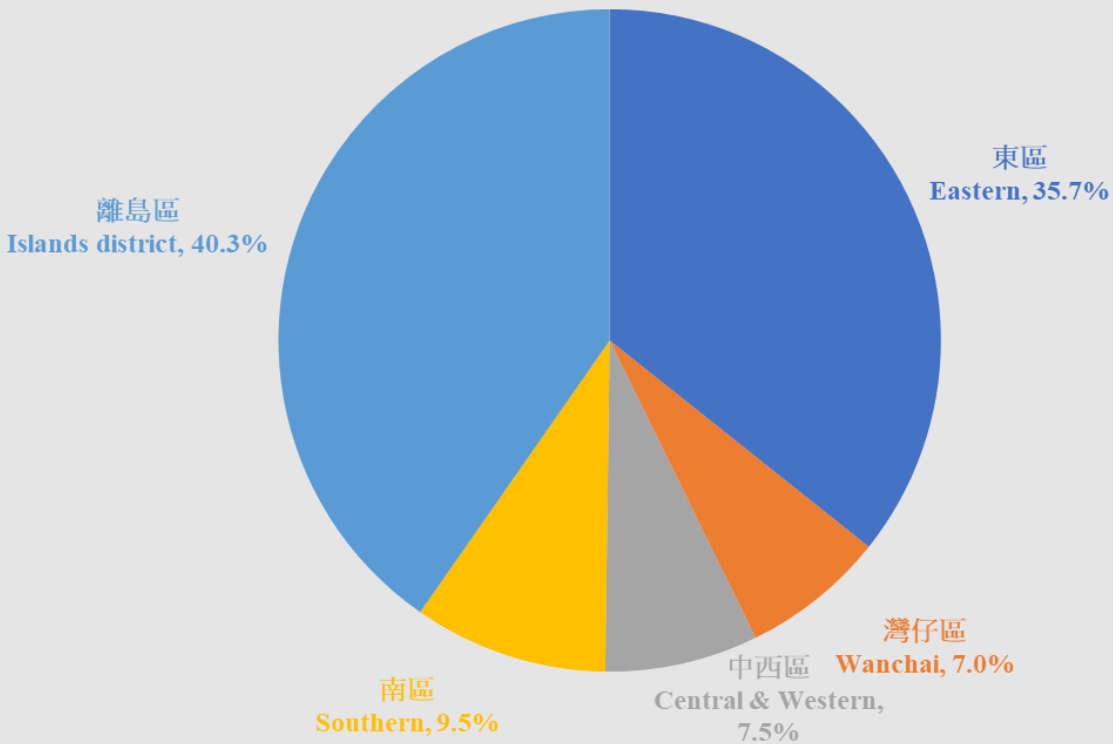


服務統計 Service Statistics

已批核服務數據 (由2022年4月至2022年12月)
Approved Service Statistics (from Apr 2022 to Dec 2022)



已批核個案的地區分佈 (2022年4月至12月)
District Distribution of the Approved Cases (from Apr to Dec 2022)



截至 2022 年 12 月 31 日，累計已批核：

個案數目：	2,800 個
服務人數：	8,870 人
服務餐日：	473,989 餐日



短期食物援助服務隊
Short-term Food Assistance Service Team
二零二三年一月號通訊 Newsletter / January 2023

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 Our Service

聖雅各福群會於 2003 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 2009 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 2021 年 8 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。



本服務隊於 2022 年 12 月共舉行 2 次中心參觀活動，分別參觀本單位灣仔及上環中心。參與團體分別為嘉諾撒聖心學校學生及家長與救恩學校（幼稚園部）學生及老師。希望透過是次參觀，能讓社區人士認識短期食物援助服務，參與回饋社會，達至社區教育的目的。

活動更透過互動遊戲形式介紹服務，讓參加者認識何謂合適捐贈的食物，有效令其認識惜食共享的概念。在此亦感謝各熱心的參加者主動帶來乾糧捐贈予有需要人士。

如有興趣瞭解本服務的運作及參與中心活動，請瀏覽眾膳坊 Facebook 專頁或致電 2596 2746 與我們聯絡。

The Service Team organised two centre visit programmes in December 2022. Participants including students and parents from Sacred Heart Canossian School, and students and teachers from Kau Yan School (Kindergarten Section), were arranged to visit Wan Chai centre and Sheung Wan centre respectively. It is hoped that the programme can achieve the purpose of community education through telling the local communities more about short-term food assistance service and encouraging social contribution.

The programme also introduced food donation through interactive activities, sharing the idea of Save and Share. Besides, the Team would also like to thank the participants who brought surplus food to donate to the needy.

To learn more about the operation of our service and centre programmes, please refer to People's Food Bank Facebook page or contact us via 2596 2746.

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 the Islands District.

中心參觀活動 Centre Visit



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 5：服務單位/機構實施有效的職員招聘、簽訂職員合約、發展、訓練、評估、調派及紀律處分守則。

Standard 5: The service unit/agency implements effective staff recruitment, contracting, development, training, assessment, deployment and disciplinary practices.

5.1 服務單位/機構備有職員(包括兼職職員)招聘、調派及晉升、簽訂職員合約及紀律處分的政策及程序，而該政策及程序可供職員閱覽。

The service unit/agency has policies and procedures on staff (including part-time staff) recruitment, deployment and promotion, employment contracting and disciplinary actions, and such policies and procedures are accessible to staff.

(a) 備有政策及程序文件，說明有關職員招聘、調派及晉升事宜，並列明：

Having documented policies and procedures on staff recruitment, deployment and promotion specifying:

a1: 甄選準則 selection criteria

a2: 時限 time frames

a3: 負責人及其角色 responsible persons and their roles

a4: 避免利益衝突的措施 measures to avoid conflict of interest

(b) 備有政策及程序文件，說明有關制訂職員聘用合約事宜

Having documented policy and procedures on establishing employment contracts

(c) 備有政策及程序文件，說明有關紀律處分職員事宜，並列明：

Having documented policy and procedures on taking disciplinary actions specifying:

c1: 採取行動的準則 criteria for action

c2: 避免利益衝突的措施 measures to avoid conflict of interest

c3: 負責人及其角色 responsible persons and their roles

(d) 上述(a)至(c)項政策及程序已切實執行 The policies and procedures mentioned at (a), (b) & (c) are implemented

(e) 上述(a)至(c)項的政策及程序可供職員閱覽 Staff have access to the policies and procedures mentioned at (a), (b) & (c)

5.2 服務單位/機構備有新職員入職導向訓練的政策及程序。

(a) 備有政策及程序文件，說明有關新入職常規職員的入職導向訓練事宜

Having documented policy and procedures on induction for new regular staff

(b) 上述(a)項的政策及程序已切實執行

The policy and procedures mentioned at (a) are implemented

5.3 服務單位/機構為職員提供持續性的督導及定期的工作表現審核/評核，以鑑別職員工作表現上須改善的地方及持續訓練和發展的需要。

The service unit/agency provides on-going supervision for staff and conducts regular performance reviews/appraisals for identifying areas for performance improvement and needs for ongoing training and development.

(a) 備有政策文件，說明有關職員督導及工作表現評核事宜，並列明：

Having documented policy on staff supervision and formative performance appraisals, specifying:

a1: 進行職員督導及評核的時限及負責人

when and by whom regular staff supervision and appraisals are to be conducted

a2: 鑑別工作表現上需要改善的地方

identification of areas for performance improvement

a3: 鑑別持續訓練和發展的需要

identification of on-going training and development needs

(b) 督導職員的責任已列明在有關職員的職責說明中

Staff supervision responsibility is specified in the respective job descriptions

(c) 上述(a)項的政策已切實執行

The policy and procedures mentioned at (a) are implemented

5.4 服務單位/機構備有職員訓練政策及職員訓練與發展計劃。

The service unit/agency has a training policy and a plan for staff training and development.

(a) 備有政策文件，說明有關職員訓練與發展事宜 Having documented policy on staff training and development

(b) 備有現行的職員訓練與發展計劃 Having a current plan for staff training and development

(c) 上述(a)及(b)項的政策及計劃已切實執行 The policy and plan mentioned at (a) and (b) are implemented