

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



二零二三年七月號通訊
Newsletter/ July 2023



同工分享 Feature Story

服務隊的同工每天均會遇到來自不同背景的街坊，而當中總有令人印象深刻的身影，本期通訊邀請到其中一位主要於上環中心工作的黃社工為我們分享當中的難忘事：

「作為短期食物援助服務隊的社工，我們每天都會遇到街坊帶着不同的困難前來求助，他們普遍都有急切的經濟需要。當中有一位街坊為獨居長者，前來求助時表示兒子及媳婦已離異，他們育有一名初生兒子，但拒絕照顧及提供支援予幼兒。該街坊愛孫深切，希望獨力照顧孫兒，但由於經濟拮据，加上年邁，不時感到身心俱疲。她現時正為孫兒申請綜援，等候援助期間仍有相當大的經濟壓力，我們為其申請短期食物援助，在本服務的幫助之下，解決了孫兒在奶粉上的需求，減輕了不少負擔。

現時百物騰貴，尤以奶粉價格甚高，但奶粉乃嬰幼兒唯一食糧，遇有經濟困難時，便會為家庭帶來沉重負擔。街坊有幸在申請經濟援助期間獲得短期食物援助，解決其燃眉之急，而大感恩惠。我們也很感恩在他們徬徨無助的時候，食物援助服務能夠及時伸出援手，以助其解困。」

聖雅各福群會短期食物援助服務除一般白米、麵食、罐頭食物外，更為服務使用者提供特別膳食餐單：例如為嬰、幼兒餐、孕婦餐、長者餐、長期病患餐及少數族裔餐等，而且提供各種熱食券及超市券，務求讓服務使用者得以裹腹，並能滿足其部分營養需要。

Staff members of the Service Team encounter people with different background everyday and there is always someone leaving strong impressions. Mr. Wong, Social Worker working in the Sheung Wan Centre is invited to share his unforgettable experience,

"As a social worker of STFAST, we meet people with various difficulties coming to seek for assistance everyday. Among them, there was an elderly living alone, whose son and daughter-in-law have divorced and have a newborn son. The two refused to take care of and provide support to the young child. The old lady loves her grandson and can only take care of her grandson alone. However, due to financial constraints and old age, she felt physically and mentally exhausted. While she was waiting for the result notification of the child's CSSA application, she had been supported by short-term food assistance service with her grandson's milk powder, which has relieved a lot of her pressure.

At present, inflation remains high, especially for the price of milk powder. As the only food for infants and young children, milk powder will bring heavy burden to families when they encounter financial difficulties. The old lady was fortunate to receive short-term food assistance which solved her urgent needs, and she is very grateful. We are also pleased to be able to give a helping hand to those in need."

St. James' Settlement Short-term Food Assistance Service provides not only white rice, noodles and canned food, but also special meal menus for service users, such as meals for infants, young children, pregnant women, the elderly, chronic illness patients, Ethnic meals, etc. The Service also provides hot meal coupons and supermarket coupons, in order to alleviate the problem of hunger and meet service users' nutritional needs.

服務質素標準

SQS

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 7: 服務單位實行政策及程序以確保有效的財政管理。

Standard 7: The service unit implements policies and procedures to ensure effective financial management.

7.1 服務單位備有制訂及確認財政預算的程序。

The service unit has procedures for developing and endorsing budgets.

(a) 備有程序文件，說明如何制定及確認下列的財政預算：

Having documented procedures for developing and endorsing budgets for :

a1: 服務單位 the service unit

a2: 服務單位個別活動 individual activities within service unit

(b) 上述(a)項的程序已切實執行 The procedures mentioned at (a) are implemented

7.2 服務單位備有管理財政資源及監察財政表現的政策及程序。

The service unit has policy and procedures to manage financial resources and monitor financial performance.

(a) 備有政策及程序文件，說明管理財政資源及監察財政表現的事宜，內容包括：

Having documented policy and procedures for managing financial resources and monitoring financial performance of the service unit with the following elements:

a1: 負責管理財政資源(包括授權/委託/批准運用財政資源的權力)及監察財政表現的職員的責任 personnel responsible for managing financial resources (including authorization/delegation/approval level of use of financial resources) and monitoring financial performance

a2: 避免利益衝突的措施 measures to avoid conflict of interest

a3: 處理從其他資助團體所獲得資源、捐款、及禮物的程序

measures to handle resources obtained from other funding bodies, donation proceeds, gift-in-kind

(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

7.3 服務單位備有程序以定期研究提高經濟效益或抑制成本的機會。

The service unit has procedures to regularly consider opportunities for introducing efficiencies/containing cost.

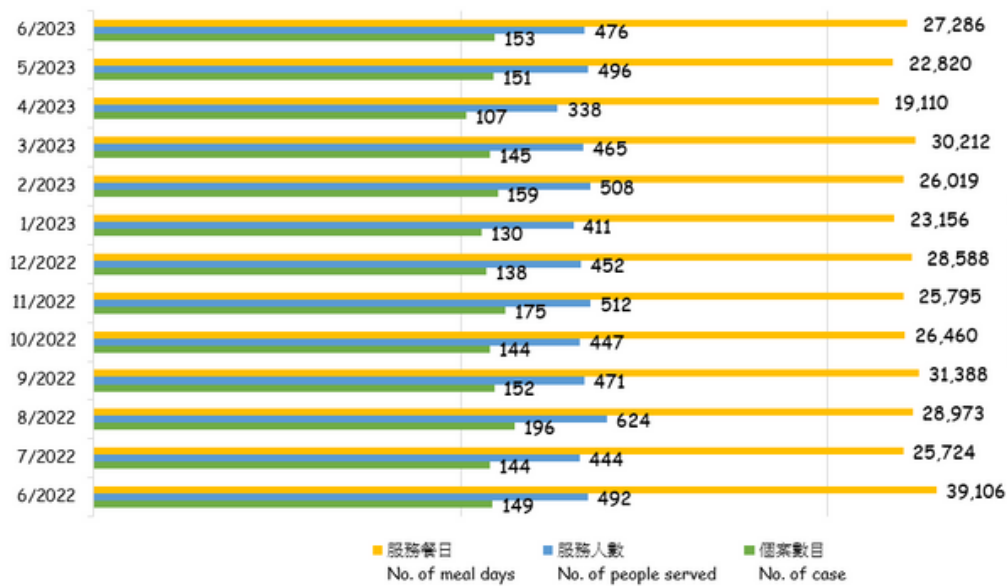
(a) 備有程序文件，以定期研究提高經濟效益或抑制成本的機會

Having documented procedures to regularly consider opportunities for introducing efficiencies/containing costs

(b) 上述(a)項的程序已切實執行 The procedures mentioned at (a) are implemented

服務統計 SERVICE STATISTICS

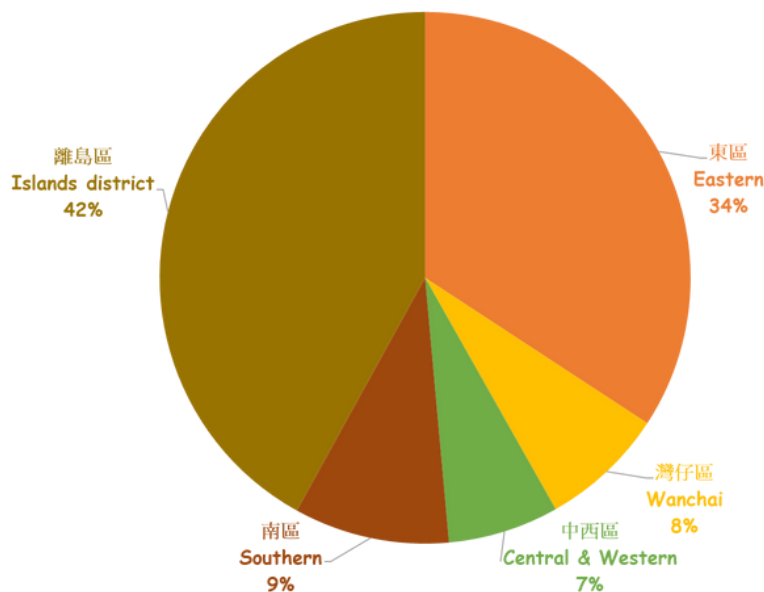
已批核服務數據 (由2022年7月至2023年6月)
Approved Service Statistics (from July 2022 to June 2023)



自服務開展至2023年6月30日，累計已批核：
As of 30 June 2023, total approved numbers since service commence:

個案數目 No. of approved cases	3,645 個 cases
服務人數 No. of beneficiaries	11,564 人 beneficiaries
服務餐日 No. of meal day	622,592 餐日 meal days

已批核個案的地區分佈 (2022年7月至2023年6月)
District Distribution of the Approved Cases (from July 2022 to June 2023)



最新消息 LATEST UPDATE

本會扶貧服務高級經理吳雯賢女士將於2023年7月1日起晉升為本會助理總幹事。吳女士為本服務隊貢獻良多；在此衷心致謝，並祝願她新工作順利。

吳雯賢女士晉升後，其工作將由現任扶貧服務高級服務經理關惠瑜女士接手。如大家對本服務隊有任何意見或垂詢，請與關姑娘聯絡。

Ms. Connie NG, Senior Manager (Charity Services), will be promoted to Assistant Chief Executive Officer effective from 1 July 2023. Thanks Ms. NG for her contribution to the service and wish her every success in her future endeavours.

After the promotion of Ms. NG, the management of the Service Team would be taken over by the Senior Service Manager (Charity Services), Ms. Jasmine KWAN. Please contact Ms. KWAN for any enquiries.