



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



二零二三年
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Newsletter /
October 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





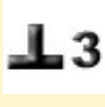


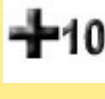
Our Service

九月份經歷了超強颱風「蘇拉」，及後「五百年一遇」的暴雨侵襲更令政府首次公布香港進入「極端情況」，相信大家都感受到天氣轉變的威力。因此，今期通訊讓大家了解本會短期食物援助於惡劣天氣下的服務安排。

Experienced the power of Super typhoon Saola and the "once-in-500-years" historic rainfall, which caused the announcement that Hong Kong was under "extreme conditions" in September, we would like to introduce the arrangements under inclement weather conditions of our service centres.

惡劣天氣下的服務安排（如社會福利署發出指示有別於本指引，以社會福利署指示為準）：

Arrangements under inclement weather conditions (latest guidelines issued by Social Welfare Department shall always prevail):

惡劣天氣警告 Weather Warnings		警告在早上九時仍然生效 Warning is in force at 9:00 a.m.	警告在早上九時後或服務開始後發出 Warning is issued after 9:00 a.m. or during service hours
	一號戒備信號 Standby Signal No. 1	服務如常 Operate as usual	服務如常 Operate as usual
	黃色暴雨警告信號 Amber Rainstorm Warning Signal		
	雷暴警告 Thunderstorm Warning		
	紅色暴雨警告信號 Red Rainstorm Warning Signal	如常開放 服務暫停 Operate as usual No Service	服務單位將繼續開放至服務使用者安全離開 Open until all service users leave safely
	三號強風信號 Strong Wind Signal No. 3		
	黑色暴雨警告信號 Black Rainstorm Warning Signal	暫停開放 Close	
	八號或以上熱帶氣旋警告信號 Tropical Cyclone Warning Signal No. 8 or above		
			

服務質素標準 Service Quality Standard (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，當中每一項均有一套「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 Standard (SQS) define the level of which, in term of management and service provision, service units are expected to attain. There are 16 SQS, each of which is elaborated by a set 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12: 服務單位盡量尊重服務使用者知情下作出服務選擇的權利。

Standard 12: The service unit respects the service users' right to make informed choices of the service they received as far as practicable.

12.1 服務單位備有政策及程序，以能在適當時間向服務使用者提供與單位運作有關而會影響他們所獲服務的資料。

The service unit has policy and procedures to provide service users with timely information about operations which affect the services received by them.

(a) 備有政策及程序文件說明:

Having documented policy and procedures specifying:

a1: 在甚麼情況下及如何為服務使用者提供與單位運作有關而會影響他們所獲服務的資料
under what circumstances and how to provide service users with the information about operations that affect them

a2: 提供上述資料的時間

the timing required and how to provide service users with such information

(b) 上述(a)項的政策及程序已切實執行

The procedures mentioned at (a) are implemented

12.2 服務單位備有政策及程序，讓服務使用者在合適的情況下有機會根據所獲服務的資料作出選擇及決定，而該政策及程序可供他們閱覽。

The service unit has policy and procedures for providing service users with opportunities, if appropriate, to make informed choices and decisions about the services they receive, and such policy and procedures are accessible to them.

(a) 備有政策及程序文件說明:

Having documented policy and procedures specifying:

a1: 服務單位如何及何時告知服務使用者現有的選擇

how and when the service users will be informed of the choices that are available

a2: 服務單位如何及何時尋求服務使用者根據所獲服務的資料作出決定

how and when their decisions about the services they receive are sought

(b) 上述(a)項的政策及程序已切實執行

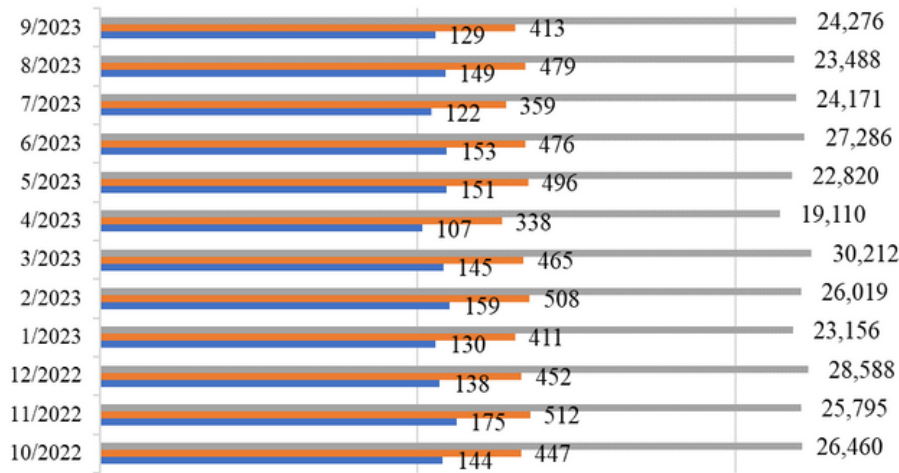
The procedures mentioned at (a) are implemented

(c) 上述(a)項的政策及程序可供服務使用者、職員及其他關注人士閱覽

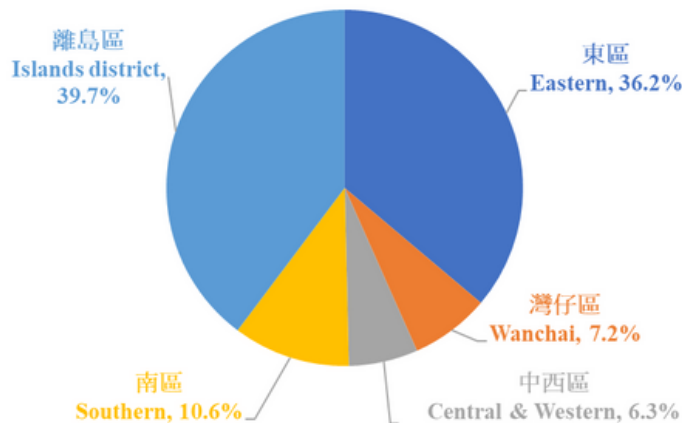
The document on service description mentioned at (a) is accessible to potential services users, staff and other interested parties.

服務統計 Service Statistics

已批核服務數據 (由2022年10月至2023年9月)
Approved Service Statistics (from October 2022 to September 2023)



已批核個案的地區分佈 (2022年10月至2023年9月)
District Distribution of the Approved Cases (from October 2022 to September 2023)



最新消息 The News

社工林子峻先生與洪學鎮先生因個人原因已於2023年10月1日起離職，在此祝願兩位未來的事業會更上一層樓！

新社工陳洛詩及陸芷欣已於10月到職。如大家對本服務隊有任何意見或垂詢，請與我們聯絡。

Mr. Charles Lam and Mr. Terry Hung have resigned their positions as Social Workers for personal reason, effective from 1 October 2023. We look forward to following the success of their career.

New social workers, Ms. Kennis Chan and Ms. Bonnie Luk, have reported duty in October 2023. Please contact us for any enquiries.