

# 短期食物援助服務隊

## SHORT-TERM FOOD ASSISTANCE SERVICE TEAM

NEWSLETTER / OCTOBER 2024

2024年十月號通訊



社會福利署資助服務  
Subsidised Service by  
the Social Welfare Department



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

### 10月聚焦小組

聖雅各福群會短期食物援助服務隊（東區）將於**10月29日**舉行聚焦小組。是次小組目的為收集服務使用者對食物援助服務的寶貴意見、瞭解其對食物和服務的要求及透過試食評分，讓服務使用者能一同參與選擇食物。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：**2024年10月29日**

活動時間：下午**3時**

活動地點：柴灣利眾街**24號東貿廣場35樓E室**

聯絡號碼：**2742 0172**



### Focus Group in October

**St. James' Settlement Short-term Food Assistance Service Team (Eastern District) will organise a focus group on 29 October. The purpose of this group is to collect valuable opinions from service users on food assistance services, understand their needs on food and services, as well as let them engage in the process of food selection through food tasting. It will include a sharing session, questionnaire filling and food tasting event. All interested parties are welcome to join.**

**Date: 29th October 2024**

**Time: 3:00pm**

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

**Contact: 27420172**



# 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 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16：保障服務使用者及職員免受侵犯／騷擾政策

### **Standard 16: Policy on Preventing Abuse/Harassment of Service Users and Staff**

(1) 目的：

確立本會保障服務使用者及職員等人士免受侵犯／騷擾的措施。

**To ensure the implementation of a safeguard measure/precaution for service users and staff of St. James' Settlement (the Settlement), as well as other related parties in order to be free from abuse/harassment.**

(2) 侵犯：任何蓄意、疏忽或魯莽的行為引致他人身心健康發展、人身安全或福祉受到損害。

**“Abuse” means any intentional or negligent act or behaviour causing harm or injury to any person whose physical or/and mental health development, personal safety or well-being.**

騷擾：任何人對另一人作出不受歡迎的行為（可包括口頭或書面陳述），該行為應會預期導致另一人感受到冒犯、侮辱、威脅或有敵意。

**“Harassment” means any person who engages in unwelcome behavior (which may include verbal or written statements) toward another person that is expected to cause the other person to feel offended, insulted, threatened, or hostile.**

2.1 形式包括身體上、語言上、精神上的侵犯／騷擾、疏忽照顧、遺棄和性侵犯／騷擾。

**Forms include physical, verbal and emotional assault/harassment, negligence of care, abandonment and sexual abuse/harassment.**

2.2 性侵犯／騷擾的行為。

**Conduct of sexual abuse/harassment to a person.**

**2.3** 除了服務使用者及職員，本政策亦根據《性別歧視條例》，保障工作場所的使用者，免受在同一工作場所的其他使用者性騷擾，即使他們之間沒有任何僱傭關係。

**Apart from service users and staff, this Policy also protects workplace participants from sexual harassment by other participants in the same workplace in accordance with the Sex Discrimination Ordinance, even if there is no employment relationship between them.**

本會及各服務單位均應盡力防止侵犯／騷擾事件發生，並當懷疑發生侵犯／騷擾事件時，須按本會訂立的程序指引處理。

**The Settlement and its service units shall endeavor to prevent any incidents of abuse/harassment and shall follow the procedural guidelines established by the Settlement when incidents of assault/harassment are suspected.**

**(3)** 本會設有預防和處理侵犯／騷擾的措施及處理程序，以保障服務使用者及職員等人士避免受到侵犯／騷擾、讓職員清楚知道處理懷疑侵犯／騷擾事件的方法及讓職員及服務使用者等人士知悉他們的權利及在需要時可作出的回應。

**The Settlement has worked out measures and procedural guidelines for preventing and handling abuse/harassment to ensure that service users, staff and related parties are free from abuse/harassment. It enhances the staff's clear awareness of the procedures when handling suspected abuse/harassment incidents. In addition, it ensures that staff, service users and related parties realize their rights and interests as timely as necessary.**

**3.1** 本會及各服務單位應致力讓服務使用者及職員等人士知悉他們不會因提出投訴而引致個人利益受損。

**The Settlement and all service units shall strive to reveal and assure that the service users, staff and related parties know that their personal interests should not be adversely affected therein by a claim or complaint arising by themselves.**

**3.2** 若懷疑發生侵犯／騷擾事件，無論是由本會職員發現或是經由他人投訴反映，本會必會盡快處理。  
**Should any instances of abuse occur, the Settlement shall take action as promptly as possible without prejudice to any source of complaint either initiated by staff or other parties.**

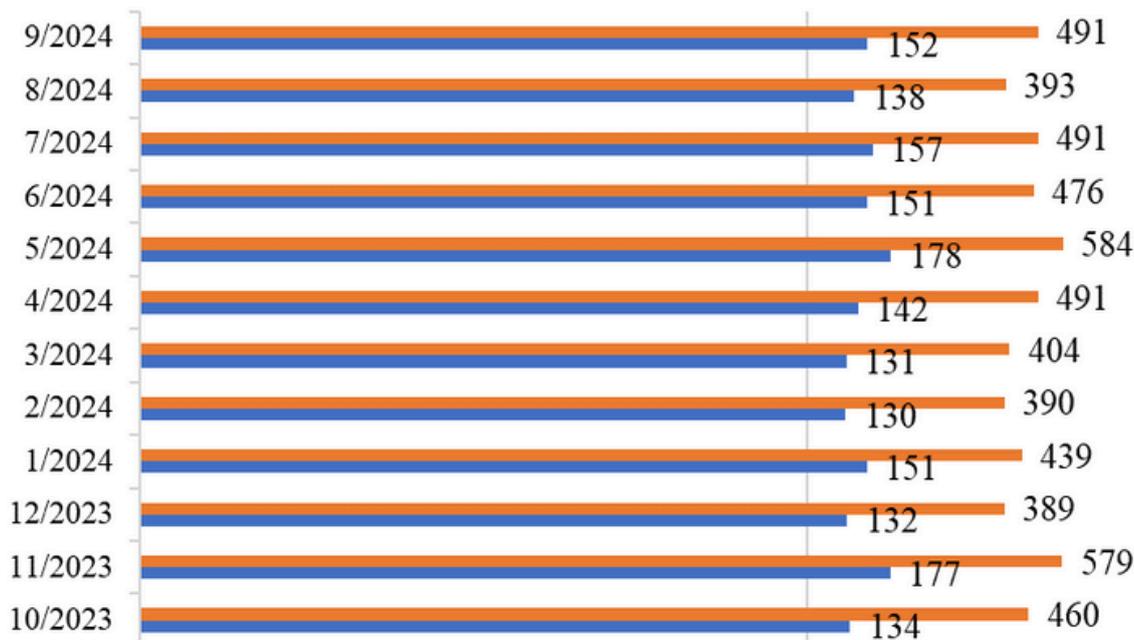
**3.3** 如調查結果顯示服務使用者、實習人員、義工或合約工作者涉及侵犯／騷擾任何職員或服務使用者等人士，本會有權停止其服務；如調查結果顯示職員涉及侵犯／騷擾任何職員或服務使用者等人士，本會將以紀律處分，嚴重者可被解僱；如可能涉及刑事成份，本會會將有關事宜交由警方處理。

**The Settlement has the right to cease service provision immediately should there be proven evidence of abuse or harassment against a staff member, service user or related parties to be discovered through an investigation. Disciplinary action shall be taken in the event of abuse or harassment owing to any staff member against another staff, service user(s) or related parties justified by the investigation. Penalty for dismissal shall be imposed on a severe act of misconduct. The Settlement shall report to the Police in case of involving criminal liability.**

# 服務統計

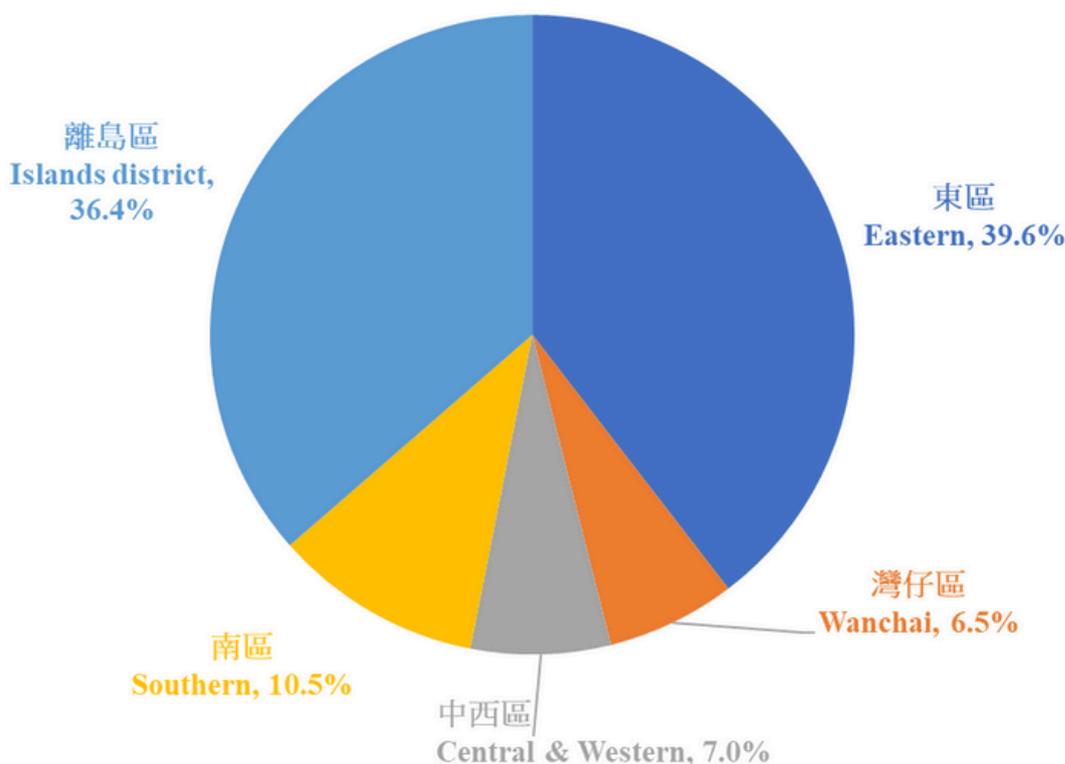
## Service Statistics

已批核服務數據 (由2023年10月至2024年9月)  
Approved Service Statistics (from October 2023 to September 2024)



■ 服務人數      ■ 個案數目  
No. of people served      No. of case

已批核個案的地區分佈 (2023年10月至2024年9月)  
District Distribution of the Approved Cases (from October 2023 to September 2024)



# 服務及人事變更通告



基於本會服務架構重整，短期食物援助服務將於**2024年9月1**日起，由扶貧服務轉為隸屬於家庭及輔導服務，由現任家庭及輔導服務高級主任余朗廷先生負責管理及督導本服務。

本會扶貧服務高級服務經理關惠瑜女士因個人原因呈辭，並將於**2024年9月18**日離任。關女士為本服務隊貢獻良多；在此衷心致謝，並祝願她離任後生活愉快，事事順利。

如大家對本服務隊有任何意見或垂詢，請與我們聯絡。

## Announcement of Service and Personnel Change



**Due to the restructuring of the services, Short-term Food Assistance Service Team will be transferred from Charity Services to Family & Counselling Services. The service will be managed and supervised by the Senior Supervisor (Family & Counselling Services), Mr. Ronnie Yu, effective from 1st September 2024.**

**Ms. Jasmine Kwan, Senior Service Manager (Charity Services), is leaving her position from 18th September 2024 for personal reason. Thanks Ms. Kwan for her contribution to the service and wish her all the best in the future!**

**Please contact us for any enquiries.**

