



短期食物援助服務隊

SHORT-TERM FOOD

ASSISTANCE SERVICE TEAM



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

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CONTACT INFO

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.
電話: 2596 2746
傳真: 2596 2754

會訊
1/2025

社署調查懷疑轉售短期食物援助行為

社會福利署(社署)於2024年12月13日發出新聞稿，內容有關近日主動巡查多個網上買賣平台後，發現懷疑有受助人將短期食物援助服務隊提供的熱食券轉售圖利，負責營運服務隊的有關非政府機構已就事件已向警方報案。

全港共有八支短期食物援助服務隊，為有即時經濟困難的個人及家庭提供基本短期食物援助，以協助他們應付日常食物開支。社署強調，短期食物援助不得轉讓、轉售或轉換成現金或物品。如發現有任何違規或行騙個案，社署絕對不會容忍和姑息，除立即終止向受助人發放食物援助外，亦定必將個案轉介執法機關調查。

社署已要求所有營運服務計劃的非政府機構，嚴肅提醒服務使用者相關服務的規定。營運機構會繼續嚴謹查核使用食物券的情況，確保公帑用得其所。

(資料來源自2024年12月13日香港特別行政區新聞公報)

SWD investigates suspected reselling of Short-Term Food Assistance

The Social Welfare Department (SWD) issued a press release on 13 December 2024, regarding a recent round of cyber patrols on various online trading platforms, SWD has found that some service users are suspected of reselling hot meal coupons provided by the Short-term Food Assistance Service Teams (STFASTs). The relevant non-governmental organisations (NGOs) responsible for operating the STFASTs have reported the cases to the Police.

Eight STFASTs in Hong Kong provide basic short-term food assistance to help individuals and families facing immediate financial hardship cope with their daily food expenditures. The SWD emphasised that short-term food assistance is not transferable and cannot be resold or exchanged for money or other items. Should any irregularity or deception be found, the SWD will show no tolerance or leniency. Apart from immediately terminating the food assistance for the service users, the case will be referred to law enforcement authorities for investigation.

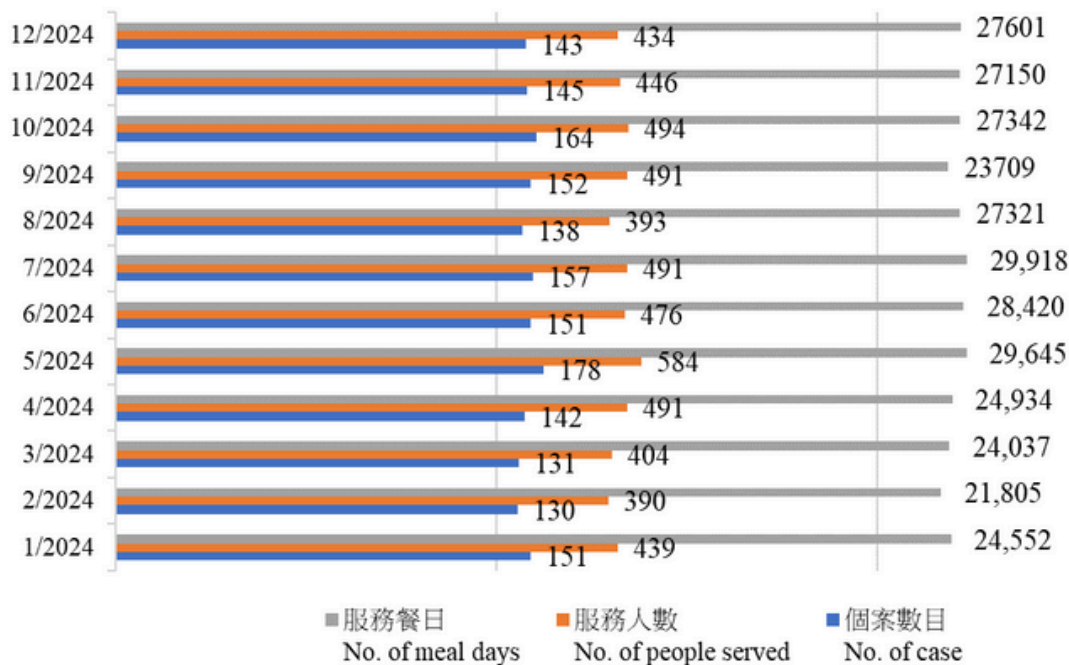
The SWD has requested all operating NGOs to seriously remind their users about the service terms. The NGOs will continue to vigilantly check the usage of food coupons to ensure the proper use of public money.

(Source: HKSAR Press Release dated December 13, 2024 (Friday))

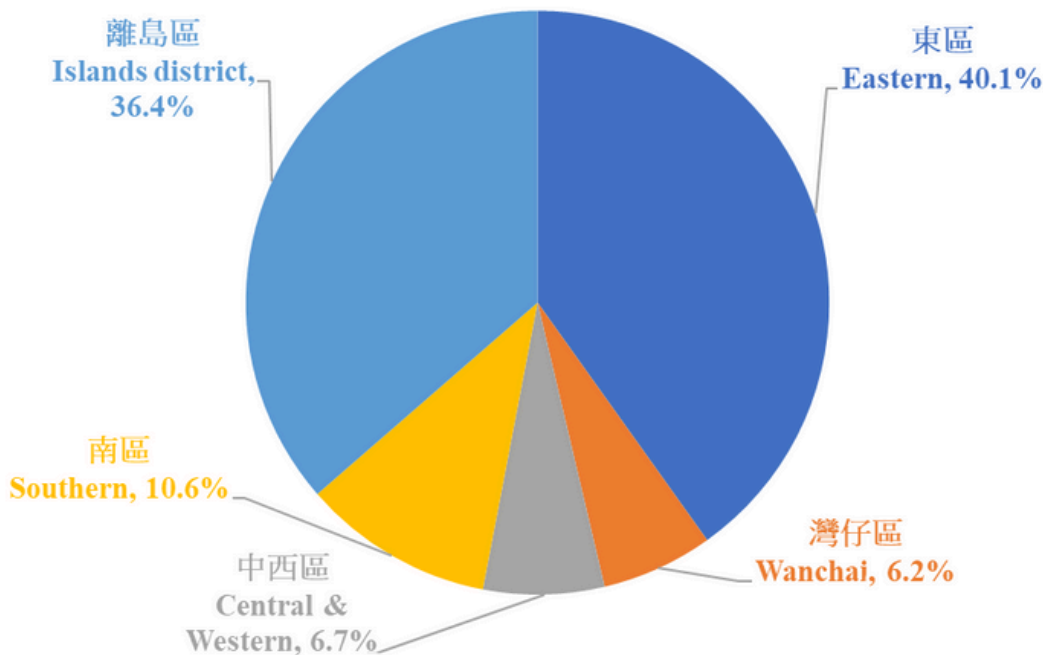
服務統計

SERVICE STATISTICS

已批核服務數據 (由2024年1月至12月)
Approved Service Statistics (from January to December 2024)



已批核個案的地區分佈 (2024年1月至12月)
District Distribution of the Approved Cases (from January to December 2024)



服務質素標準9 緊急事故應變

Emergency response

SERVICE QUALITY STANDARDS 9

服務單位採取一切合理步驟，以確保職員和服務使用者處身於安全的環境。

The service unit takes all reasonable steps to ensure that it provides a safe physical environment for its staff and service users.

讓職員和服務使用者認識緊急事故應變程序

Staff and service users are made aware of procedures for responding to an emergency and fire drills are conducted on a regular basis, at least once every 12 months.

目的：

Objective

確立應變指引，避免及減低因緊急事故發生所造成的影響，並在最短時間內將所有人撤離及疏散到安全地方。（緊急事故包括但不限於火警、停電、爆炸、氣體燃料洩漏或有不明氣體侵襲等。）

Establish response guidelines to avoid and reduce the impact of emergency incidents and evacuate everyone to a safe place in the shortest possible time. (Emergency incidents include but are not limited to fire, power outage, explosion, gas fuel leakage or unknown gas invasion, etc.)

標準：

Standard:

9.1

服務單位須備有「緊急事故應變指引」，提醒職員處理突發事故的要點。

Service units must have an "Emergency response guidelines" to remind staff of the key points in handling emergencies.

9.2

服務單位須備有「疏散程序」，以處理緊急事故的發生，讓職員知悉及掌握有關程序及處理要訣。

Service units must have "Evacuation procedures" to deal with emergency situations, so that staff can be aware of and handled all the relevant procedures.

9.3

服務單位必須設置明確的緊急逃生路線指示牌及指定集合地點所在地的圖表。The service unit must set up clear emergency escape route signs and diagrams of the designated assembly points.

9.4

如需疏散，疏散時間應於通知／廣播後二十分鐘內完成。If evacuation is necessary, it should be completed within twenty minutes of notification/broadcast.

9.5

在個人能力範圍內及不危害人身安危的情況下，職員有責任協助、帶領及照顧每位服務使用者，包括會員、義工及公眾人士等到達安全地點。如屬被困事件，職員須盡力安撫在場其他人士的情緒，避免產生恐慌。Within the scope of personal ability and without endangering personal safety, staff have the responsibility to assist, lead and care for every service user, including members, volunteers and the public, to a safe place. In the case of a trapped situation, staff must do their best to calm other people present and avoid panic.

9.6

如情況已趨危急，職員盡力安排未可逃生的人士遠離火場、濃煙或危險的位置後，亦應盡快離開現場，並通知消防人員到指定的地方救援。If the situation becomes critical, staff should try their best to arrange for people who cannot escape to stay away from the fire, smoke or dangerous locations, and leave the scene as soon as possible and notify firefighters to go to the designated location for rescue.