

短期食物援助服務隊 SHORT-TERM FOOD ASSISTANCE SERVICE TEAM

NEWSLETTER / APRIL 2025

2025年四月號通訊



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.

2024-25年度顧客滿意程度問卷調查

2024-25 Customer Satisfaction Survey

本服務於2024年12月以抽樣形式進行顧客滿意程度的問卷調查，服務使用者就各項服務範疇及整體服務給予寶貴意見，以下是有關的調查結果及本服務的回應。

This service conducted a customer satisfaction survey in December 2024. Service users provided valuable feedback on various service areas and overall service. The following are the relevant survey results and the response of this service.

2024-25年度顧客滿意程度問卷調查結果

2024-25 Customer Satisfaction Survey Result

數據分析 (Data Analysis)				
第一部份A及B：整體評分及個別範疇得分				
1. Overall rating and individual aspects' scores				
		今次調查結果 Results of this survey	上次調查結果(2023-24年度) Results of the last survey (2023-24)	全機構(2021-23年度) SJS(2021-23)
整體評分 (5分滿分) Overall satisfaction (out of 5 points)		4.9	4.8	4.49
正面評分百份比 Positive rating percentage		100%	98%	93%
最高分範疇 Highest score category		職員服務質素 (4.93) Service quality of staff (4.93)	職員服務質素 (4.85) Service quality of staff (4.85)	職員態度 (4.67) Staff attitude (4.67)
最低分範疇 Lowest score category		中心活動空間 (4.80) Venue space (4.80)	滿足需要 (4.63) Fulfilling your needs (4.63)	中心活動空間 (4.26) Venue space (4.26)
個別範疇平均分 (今次、上次及全會結果之比較)				
Average scores for individual aspects (comparison of this survey, last survey and SJS overall results)				
	今次調查結果 Results of this survey	上次調查結果(2023-24年度) Results of the last survey (2023-24)	全機構 (2021-23年度) SJS (2021-23)	
滿足需要 Fulfilling your needs	4.83	4.63	4.4	
職員服務質素 Service quality of staff	4.93	4.85	4.67	
跟進及回應需要的效率 Efficiency in responding to needs	4.92	4.77	4.55	
服務資訊透明度 Service Information Transparency	4.9	4.8	4.33	
服務設施 Venue facilities	4.85	4.7	4.35	
中心活動空間 Venue space	4.8	4.73	4.26	
中心環境舒適度 Comfort of the environment	4.83	4.75	4.38	
中心環境安全 Safety of the environment	4.9	4.78	4.48	

根據顧客滿意程度調查結果，本服務有以下回應：
Based on the customer satisfaction survey results, we have the following responses:

- (一) 報告顯示單位有以下優點：
(I) The report shows that the unit has the following advantages:

意見內容 Comments	回應 Our Response
<div><div>1.就各項評分計算，職員服務質素的評分是最高，其次高分是跟進及回應需要的效率，第三高分分別是服務資訊透明度及中心環境安全的滿意度。</div><div>2.食物援助服務能幫助解決食物需要，減輕經濟壓力。</div><div>3.職員態度良好，服務提供亦是良好。</div><div>4.審批時間快，有效率地幫助有需要人士。</div></div> <div><div>1.Among the ratings of each item, the staff service quality scored the highest, followed by the efficiency of follow-up and response to needs, and the third highest was satisfaction with the transparency of service information and the safety of the center environment.</div><div>2.Food assistance services can help meet food needs and alleviate the financial burden.</div><div>3.The staffs have good attitude and provide good service.</div><div>4.Fast approval time, helping those in need efficiently.</div></div>	<div><div>本服務感謝服務使用者的正面評價，並會繼續精益求精，持續提昇服務質素。</div><div>We appreciate the positive feedback from our service users and will continue to strive for excellence and continuously improve our service quality.</div></div>

(二) 跟進/改善意見的回應

(II) Follow-up/Response to Improvement Suggestions

意見內容 Comments

1. 期望可多點了解受助人問題
2. 希望增加每星期取食物日數
3. 個別服務使用者擔心1-3歲幼兒的腸道或對盒裝奶未及適應，期望可以配方奶粉代替
4. 服務使用者關注提供食物的種類

1. Understand more about the situations of the service users
2. Want to increase the number of days per week for food collection.
3. Some service users concerned that the children aged 1-3 may not be able to adapt to boxed milk and hope to use formula milk instead.
4. Service users concerned about the types of food provided.

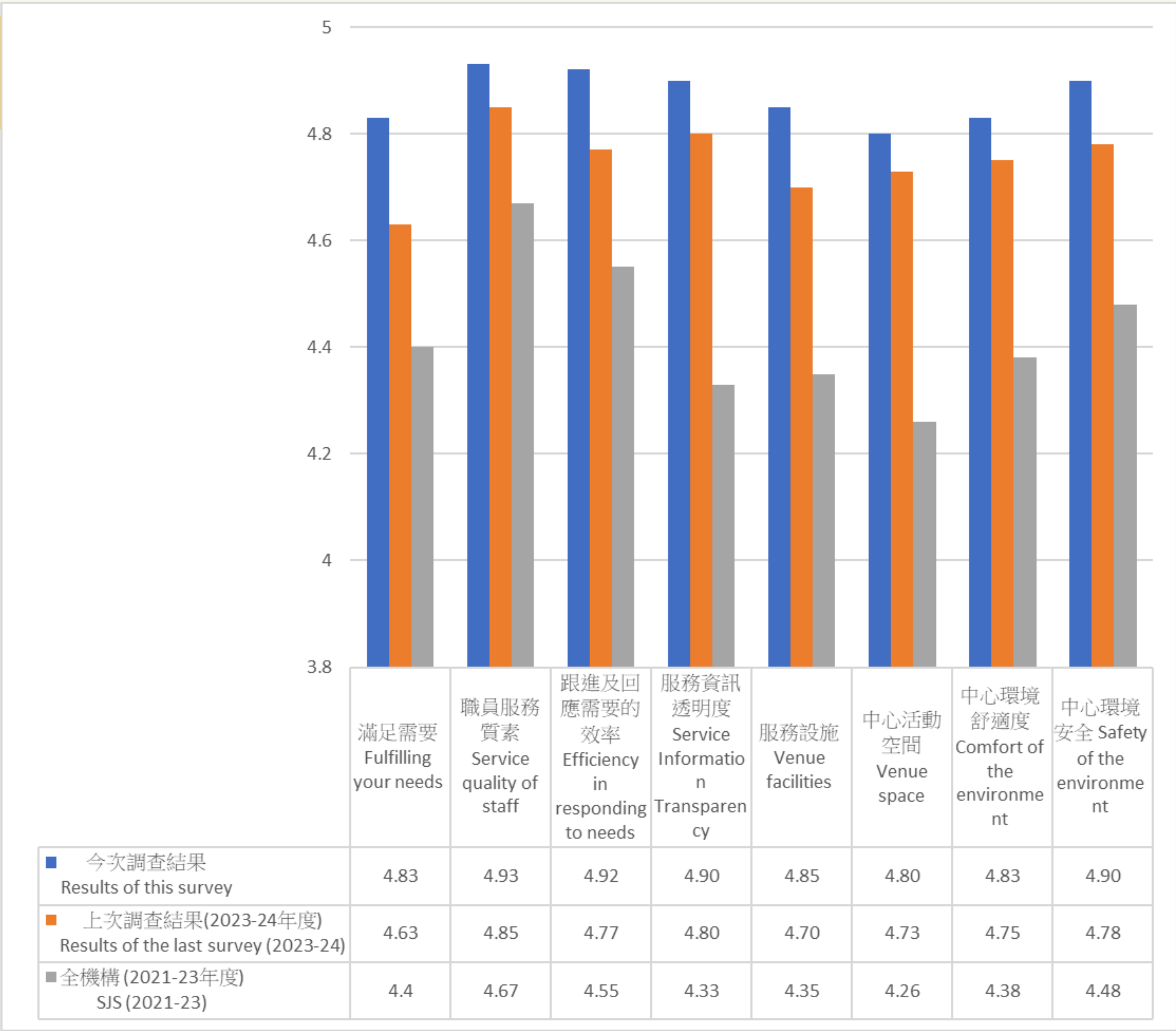
回應 Our Response

1. 本服務的社工除了了解服務使用者的食物需要之外，亦會關心其其他服務需要，並作出跟進或服務轉介。
2. 如個別服務使用者未能於指定派發食物的日子前來，服務使用者可通知本服務職員其情況，本服務亦會彈性安排於非派發食物日子前來領取食物。
3. 如服務使用者就其身體狀況而有個別食物調整需要，請連同醫生評估及建議，向本單位職員提出，本單位將酌情考慮作出服務調節。
4. 短期食物援助服務提供了超市食物券及熱食券，服務使用者可就個別需要及喜好選購食物。

1. Apart from the food needs of service users, we also care about other service needs of the service users and provide follow-up or make service referrals.
2. If individual service users are unable to come on the designated food distribution day, they may inform our staff of their situation and we will flexibly arrange them to collect food on non-distribution days.
3. If a service user needs to adjust his/her diet due to his/her physical condition, please submit this request together with the doctor's assessment and advice to our staff. We will consider making appropriate service adjustments.
4. Short-term Food Assistance Service provides supermarket food coupons and hot meal coupons, and service users can choose food according to their personal needs and preferences.

個別範疇平均分 (今次、上次及全會結果之比較)

Average scores for individual aspects (comparison of this survey, last survey and SJS overall results)



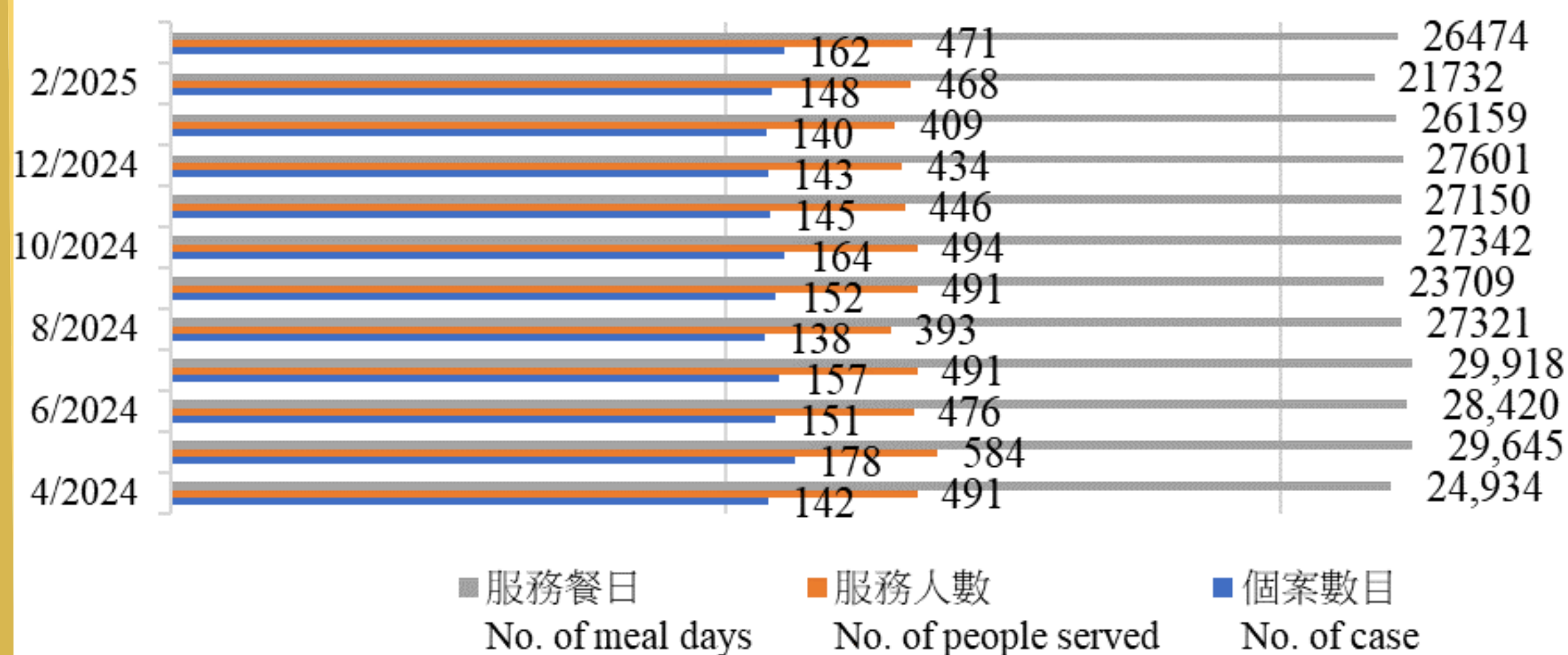
服務統計

SERVICE STATISTICS



已批核服務數據 (由2024年4月至2025年3月)

Approved Service Statistics (from May 2024 to April 2025)



已批核個案的地區分佈 (2024年4月至2025年3月)

District Distribution of the Approved Cases (from May 2024 to April 2025)

