聖雅各福群會
St. James' Settlement

政府資助機構
Government-funded organisation

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

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

NEWSLETTER / JUL 2025 2025年七月號通訊

CONTANT 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

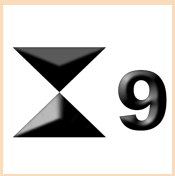
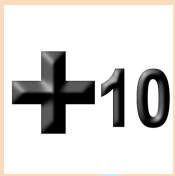
香港灣仔石水渠街85號6樓
6/F, 85 STONE NULLAH LANE, WANCHAI, HONG KONG.
電話: 2596 2746
傳真: 2596 2754

根據天文台發佈的全年天氣展望，預計本港今年有機會於6月或之前踏入風季，10月或之後風季結束，預料進入香港500公里範圍內的熱帶氣旋數目為正常至偏多，約5至8個。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。

According to Hong Kong Observatory annual weather outlook, the tropical cyclone season in Hong Kong is expected to start in June or earlier and cease in October or later this year. There will likely be about five to eight tropical cyclones coming within 500 kilometres of Hong Kong during the year, which is normal to above normal. 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
Arrangements under inclement weather conditions

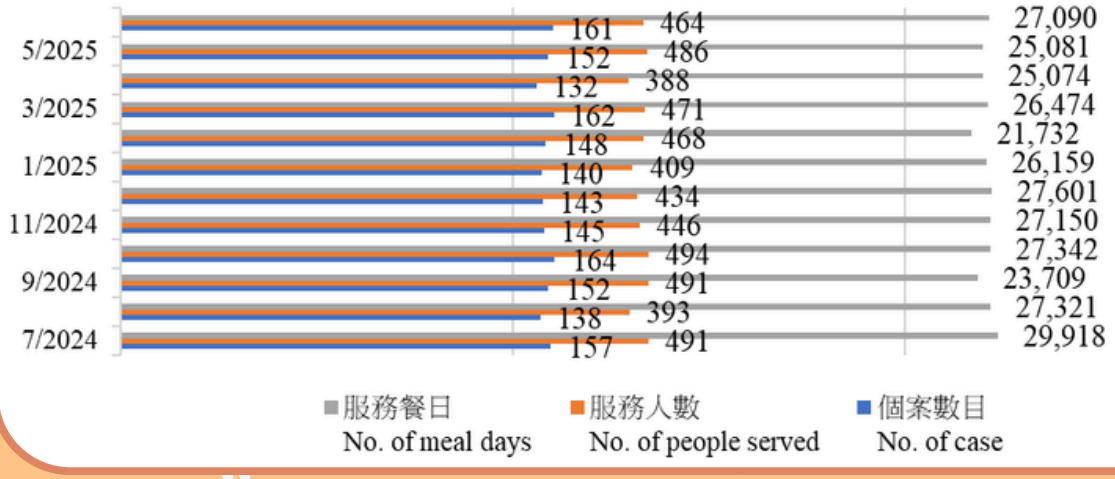
				
雷暴警告 Thunderstorm Warning	黃色暴雨警告信號 Amber Rainstorm Warning Signal	紅色暴雨警告信號 Red Rainstorm Warning Signal	一號戒備信號 Standby Signal No. 1	三號強風信號 Strong Wind Signal No. 3
所有中心照常服務 The service centres will operate as usual				

			
黑色暴雨警告信號 Black Rainstorm Warning Signal	八號東烈風或暴風信號 Gale Or Storm Signal No.8	九號烈風或暴風風力增強信號 Increasing Gale or Storm Signal No. 9	十號颶風信號 Hurricane Signal No. 10
1. 中心暫停開放，所有活動及服務取消 The centre is temporarily closed, all activities and services are cancelled 2. 中心將於警告除下後兩小時內，在安全情況下重開 All service centres will reopen within 2 hours after the signal is cancelled when it is safe			

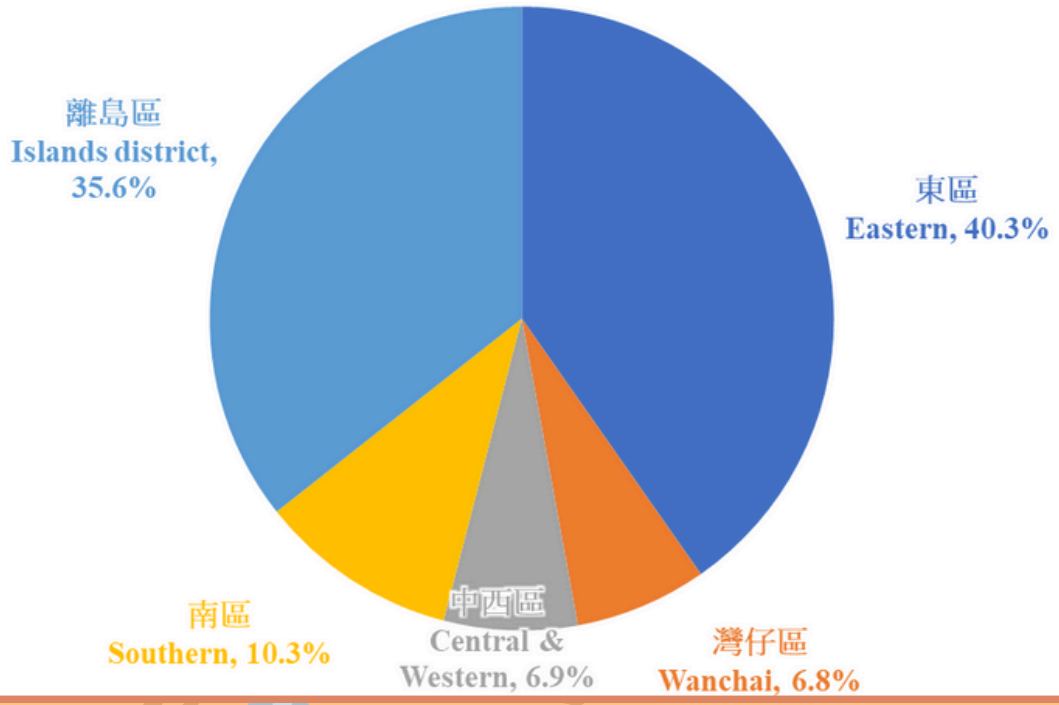
1. 任何時間在前往服務單位前，領取食物人士應考慮往返服務單位的交通情況及天氣可能發生轉變，選擇是否前往服務單位。
   Before going to service centres, service users should consider the traffic conditions and weather to and from service centres may change.
2. 如有任何疑問，可於中心辦公時間內致電查詢。
   Should you have any enquiries, please contact us during office hours.

服務統計 Service Statistics

已批核服務數據 (由2024年7月至2025年6月)
Approved Service Statistics (from July 2024 to June 2025)



已批核個案的地區分佈 (2024年7月至2025年6月)
District Distribution of the Approved Cases (from Septmeber 2024 to August 2025)



服務質素標準 10
SERVICE QUALITY STANDARDS 10

服務單位確保服務使用者獲得清楚明確的資料，知道如何申請接受和退出服務。
The service unit ensures that service users have clear and accurate information about how to enter and leave the service.

申請服務、拒絕提供服務及終止服務政策
Policy on Application, Declination and Discharge of Service

目的 Objective：

本政策旨在讓服務使用者及其家屬／監護人、轉介機關及職員知悉本會收錄服務申請、拒絕提供服務及終止服務的一般做法及原則。
To ensure that the general rule and practice for accepting service applications, declining service applications and discharging from service are known to service users and their families or guardians, referrers and staff.

原則 Principles：

2.1 本會在提供服務時，無論收錄準則為何，均以一視同仁的精神為原則。
The Settlement shall apply the principle of ensuring equal opportunities in the course of providing service irrespective of the admission criteria.

2.2 服務單位在提供服務前，須訂立其收錄服務申請、拒絕提供服務及終止服務的準則和程序，並備有渠道供公眾人士閱覽。服務單位介紹須清楚指出服務對象、申請方法、申請資格、費用、收錄原則（如：先到先得）、訂定優先次序的準則、提交資料、查詢途徑及知悉申請結果途徑。
The service unit shall set up rules and procedures for accepting applications, declining applications and discharge from service before commencing its service and make the information known to the public. The service profile of the service unit shall clearly indicate its service targets, application methods, admission criteria, fee structure, principles for acceptance (e.g. first-come-first-served), rules of setting priorities, submission of information, channels of enquiries and notification of application results.

2.3 服務單位收到服務申請後，負責職員須盡快確定是否收錄申請，並在已制定的通知期內知會申請人有關申請結果。該申請結果須清楚記錄在案。
Upon receiving service applications to the service unit, the responsible staff shall acknowledge the receipt of applications as soon as possible and inform the applicants about the application results within the prescribed notification period. The application results shall be clearly recorded.

服務質素標準 10

SERVICE QUALITY STANDARDS 10

2.4 服務單位在拒絕提供服務或須終止服務以前，應向申請人、服務使用者及／或其家屬／監護人及轉介機關陳明箇中原因，並記錄存檔。服務使用者可隨時按既定的退出程序（如指定通知期、完成物品及按金交收）向職員提出終止服務的要求。如有需要，單位可盡量為申請人提供協助或轉介往其他合適的服務。
In the event that a decision is made to decline or terminate service provision, the service unit shall notify the applicants, service users and/or their families/guardians, and referrers of the reasons for such decision and the outcome shall be clearly recorded. Service users may withdraw from the service at any time and complete the prescribed withdrawal procedures (e.g. providing the required notice period and settling any outstanding payments or deposits, as well as arranging for the transfer of belongings). Service units shall to the fullest extent provide assistance or make referrals to other appropriate services as needed.

2.5 服務單位可就（但不限於）下列情況，拒絕向申請人或服務使用者提供服務或終止服務：
Service units shall refuse or terminate providing service to any applicants or service users under but not limited to the following circumstances:

- 申請人或服務使用者不符合申請／使用服務的資格；或
  Applicants or service users fail to meet the admission criteria/service requirements; or
- 服務使用者的行為對其他服務使用者、職員或義工構成危險；或
  Service user's behaviour imposes threats to other service users, staff or volunteers; or
- 服務使用者的滋擾行為，影響服務運作或活動的進行；或
  Service user's nuisance behaviour affects the operation of service or activities; or
- 所提供的服務不符合服務使用者的需要；或
  The provided service no longer meets the needs of the service user; or
- 已達成與服務使用者共同訂立的服務計劃目標。
  The service plan and targets mutually agreed by the service users have been achieved.

任何人士如對本政策有任何意見或投訴，均可以書面、口頭、電郵或親身方式，向職員提出。
Any opinion or complaint about the policy shall be communicated to the appropriate staff in writing, verbally, via email or in person directly.