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

OCT 2025 | 2025年10月號

NEWSLETTER 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

我們的服務
OUR SERVICE

11月聚焦小組

聖雅各福群會短期食物援助服務隊將於11月6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：2025年11月6日
活動時間：下午2時
活動地點：東涌逸東(二)邨居逸樓地下
聯絡號碼：2596 2746

Focus Group in November

St. James' Settlement Short-term Food Assistance Service Team will organise a focus group on 6 November. 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: 6th November 2025
Time: 2:00 p.m.
Venue: G/F., Kui Yat House, Yat Tung (II) Estate, Tung Chung
Contact: 2596 2746

社會福利署（社署）在2021年8月1日起資助本會在東區、灣仔區、中西區、南區及離島區推行短期食物援助服務隊，為難以應付日常食物開支的個人或家庭，提供短期食物援助。
Since 1st August 2021, the Social Welfare Department (SWD) has been commissioning St. James' Settlement to operate Short-term Food Assistance Service Team (STFAST) in Eastern District, Wan Chai District, Central and Western District, Southern District and Islands to help individuals and families who have difficulties in coping with their daily food expenditure.

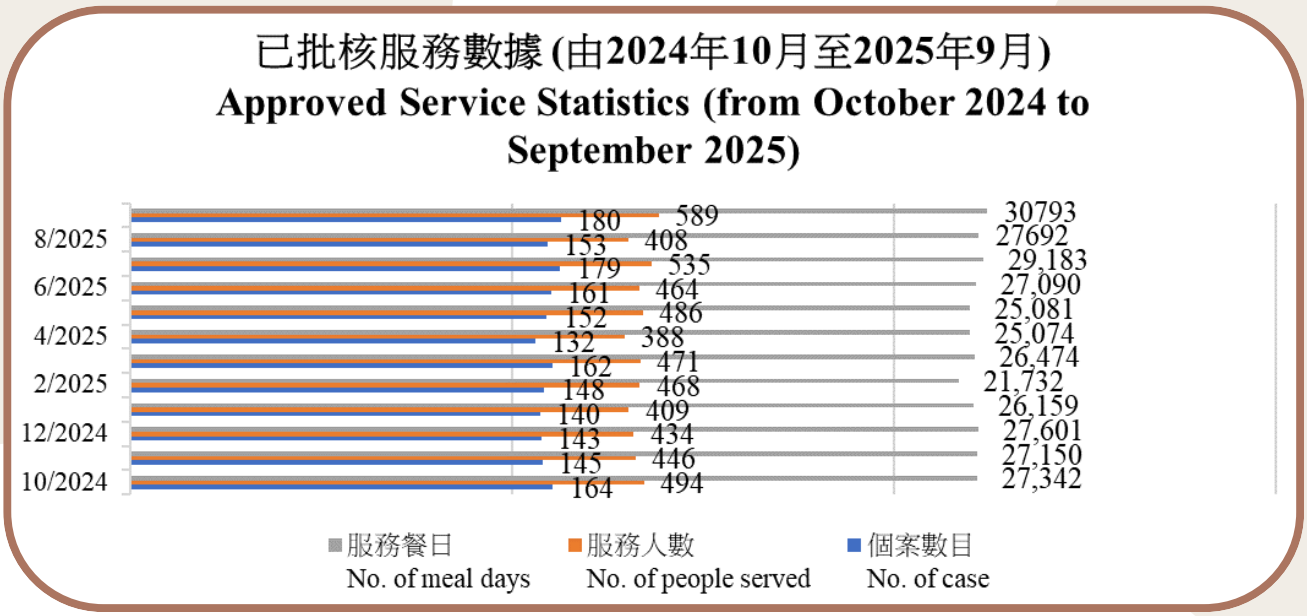
如有興趣瞭解本服務的詳情，請瀏覽「眾膳坊」食物銀行網頁或致電2596 2746與我們聯絡。
To learn more about the our service, please refer to People's Food Bank website or contact us via 2596 2746.

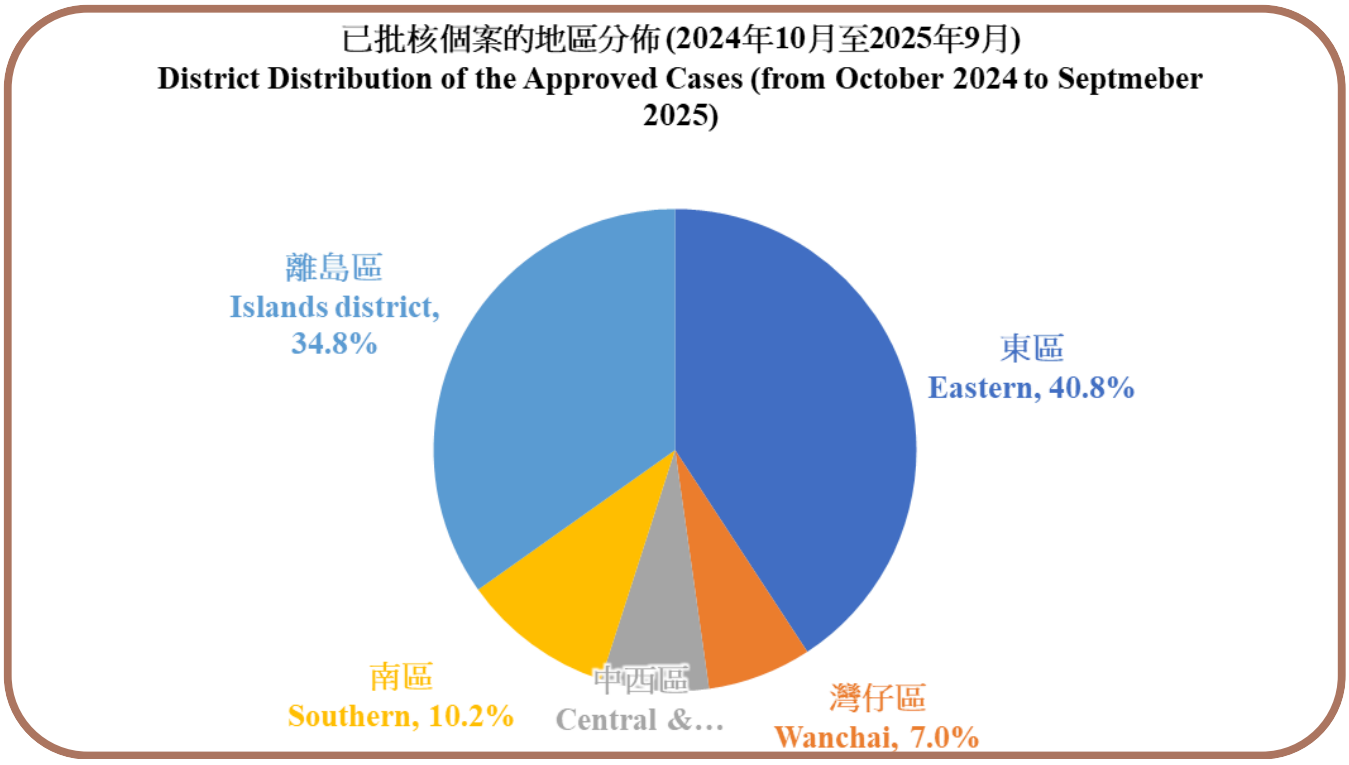
東涌翔東邨會於11/2025起陸續入伙，以下為東涌區主要社會服務資料。
Residents will begin moving into Cheung Tung Estate starting from November 2025. The following provides major social service information for the Tung Chung area.

服務 Services		地址 Address	電話 Tel
綜合家庭服務 Integrated Family Services	香港聖公會東涌綜合服務 H.K.S.K.H. Tung Chung Integrated Services	大嶼山東涌富東邨富東廣場2樓及3樓 2/F & 3/F, Fu Tung Plaza, Fu Tung Estate, Tung Chung, Lantau Island	2525 1929
		香港大嶼山東涌迎東邨綜合服務中心地下(迎東分址) G/F, Integrated Service Centre, Ying Tung Estate, Tung Chung, Hong Kong (Ying Tung sub-base)	2525 3599
暫託幼兒服務 Occasional Child Care Service	香港聖公會東涌幼兒學校 Hong Kong Sheng Kung Hui Tung Chung Nursery School	東涌富東廣場3樓301室 Shop 301, 3/F, Fu Tung Plaza, Fu Tung Estate, Tung Chung, Lantau Island	2109 0118
	鄰舍輔導會-東涌幼兒園 The Neighbourhood Advice-Action Council - Tung Chung Day Nursery	東涌逸東邨2號停車場1樓 1/F, Carpark 2, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	3152 2202
	鄰舍輔導會-東欣幼兒園 The Neighbourhood Advice-Action Council - Tung Yan Day Nursery	新界大嶼山東涌健東路映灣園第15座一樓 1/F, Tower 15, Caribbean Coast, 1 Kin Tung Road, Tung Chung, Lantau Island, New Territories	3194 5120
鄰里支援幼兒照顧計劃 Neighbourhood Support Child Care Project	離島婦聯有限公司-楊志紅陽光中心 OIWA Yeung Chi Hung Sunny Centre	逸東邨滿逸樓c翼地下 Wing C, G/F, Mun Yat House, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	3141 7160
安老服務 Services for the Elderly	鄰舍輔導會東涌綜合服務中心 Neighbourhood Advice-Action Council - Tung Chung Integrated Services Centre	香港東涌逸東邨1號停車場一樓二樓 1/F & 2/F., Car Park 1, Yat Tung Estate, Tung Chung, Lantau Island, Hong Kong	3140 6365
		>香港大嶼山東涌逸東邨2號停車場天台2室 Flat 2, Roof-top, Car Park 2, Yat Tung Estate, Tung Chung, Lantau Island, Hong Kong	3141 7107

服務 Services		地址 Address	電話 Tel
安老服務 Services for the Elderly	香港聖公會東涌綜合服務長者鄰舍中心 H.K.S.K.H. Tung Chung Integrated Services	香港大嶼山東涌富東邨富東廣場3樓KG03室 KG03, 3/F, Fu Tung Plaza, Fu Tung Estate, Tung Chung, Hong Kong	2525 1929
		香港大嶼山東涌迎東邨綜合服務中心地下(迎東分址) G/F, Integrated Service Centre, Ying Tung Estate, Tung Chung, Hong Kong (Ying Tung sub-base)	2525 3599
	香港聖公會東涌綜合家居顧服務隊 H.K.S.K.H. Tung Chung Integrated Home Care Services Team	香港東涌富東邨商場地下 G/F, Fu Tung Plaza, Fu Tung Estate, Tung Chung, Lantau Island	2192 4588
康復服務 Rehabilitation Services	東華三院樂融地區支援中心(離島) Lok Yung District Support Centre (Islands)	新界東涌富東邨東馬樓地下4號 Unit 4, G/F, Tung Ma House, Fu Tung Estate, Tung Chung, New Territories	2548 0060
	新生精神康復會 安泰軒(離島) New Life Psychiatric Rehabilitation Association The Wellness Centre (Islands)	新界大嶼山東涌逸東(一)邨祿逸樓地下 G/F, Luk Yat House, Yat Tung (I) Estate, Tung Chung, Lantau Island, New Territories	2363 5718
學前兒童康復服務 Pre-school Rehabilitation Services	香港小童群益會-「樂航」兒童早期發展中心(東涌) "SAIL" Early Child Development Centre (Tung Chung)	香港大嶼山東涌滿東邨滿樂坊105及106號舖 Unit 105-106, Joysmark, Mung Tung Estate, Tung Chung, Hong Kong	2580 0013
少數族裔人士支援服務 Support Services for Ethnic Minorities	鄰舍輔導會 少數族裔支援服務中心 Neighbourhood Advice-Action Council (TOUCH) TOUCH – Support Service Centre for Ethnic Minorities	新界大嶼山東涌東涌海濱路15號A座左翼地下及一樓 Left Wing G/F & 1/F, Block A, 15 Tung Chung Waterfront Road, Tung Chung, Lantau Island, New Territories	2988 1422
	鄰舍輔導會融方少數族裔外展服務隊B Square Outreaching Team for Ethnic Minorities		2111 0494

服務統計 Service Statistics





服務質素標準 11

SERVICE QUALITY STANDARDS 11

評估服務需要及服務規劃政策
Policy on the Assessment of Service Needs and Service Planning

目的 Objective：

確立本會的服務規劃模式及日程，以便更有效地評估、檢討及規劃服務，令機構適應不斷改變的環境，發展一套共享遠景。
To establish the modes and schedules of service planning in St. James' Settlement (the Settlement), so that the Settlement shall do assessment, reviews and planning more effectively and develop a set of shared visions adapting to the changing environment.

原則 Principles：

2.1 全會性、個別服務及服務單位層面的服務規劃須互相呼應。個別服務及單位在訂立其策略計劃時，應以全會性策略計劃為依據，以達成其目標。個案及活動規劃需切合服務使用者的需要及意見。 Service planning shall show a clear correlation among the agency, individual service and service units. Individual service and service unit shall ensure their strategic plans on the coherence of achieving the aims of Agency Strategic Plans. Case and activity plans shall fulfill the needs and with consideration to opinions of service users.

2.2 服務規劃需定期及按時進行，以達各層面的服務規劃互相呼應及切合需要之效： Service planning should be carried out regularly according to the schedule below to fulfill the effectiveness of correlating service planning among different levels and meeting the service needs.

層面Levels	週期Cycles
全會性策略計劃Agency Strategic Planning	3年Years
服務策略計劃Service Strategic Planning	2-3年Years

SERVICE QUALITY STANDARDS 11

層面Levels	週期Cycles
服務單位策略計劃Service Unit Strategic Planning *個別服務單位因應其服務對象、服務提供形式等而制定評估需要的範圍及方式 *Individual service unit may set up the scopes and methods of need assessment according to its' service users and ways of service provision *個別服務單位如因配合外間資助，需另作安排 *Individual service unit may set up its'own system which meets external funding requirements.	一般為1-2年 *或因個別服務需要或資助要求而調整In general 1-2 Years *may vary according to individual service needs or funding requirement
個案及活動規劃Case and activity planning	按服務單位策略計劃In accordance with the strategic plan of respective unit／單位個案跟進程序follow-up procedures of case management／個別合約週期進行specific contract cycle

2.3 服務單位須備有程序文件，說明有關評估及滿足服務使用者需要事宜，內容包括：(i)評估、規劃和檢討工作的指定責任；(ii)參與的有關人士；(iii)定期檢討和修訂（如評估時期、頻率等）；(iv)評估方法；(v)保存記錄；(vi)把決定通知有關人士（如通知、回應的方法等）。 Service unit should have procedures for assessing and meeting the needs of service users, including (i) designated responsibility for assessment, planning and review; (ii) parties to be involved in the assessment; (iii) regular review and updating (such as period of evaluation and frequency); (iv) methods of assessment; (v) maintenance of records; (vi) communicating decisions to relevant people (such as methods of informing and responding).

2.4 服務單位須記錄有關之評估計劃，如服務規劃、個案管理等，需包括目標、應採取的行動及完成或檢討計劃的時限。Service unit should record the assessment, such as service planning and case management should include objectives, implementation action required and time limit of completion or evaluation.

服務質素標準 11 SERVICE QUALITY STANDARDS 11

2.5 收集及更新資料：Collecting and updating information:

- 在制訂服務規劃過程中，須收集並考慮多方面的資料，包括當前及未來社會情況、機構發展方向、社區需要及服務使用者需要、官方數據、團體調查、傳媒報導、表現指標（包括資助者的要求）、工作檢討、服務使用者意見調查、投訴意見、職員會議等；Collecting information for assessment and consideration through various aspects in the course of making service planning shall include the current and forthcoming social situation, agency's development direction, community and service users' needs, data from governmental agencies, surveys from various parties, media reports, performance indicators (including requirements of the sponsors), work reviews, user's satisfaction survey, complaints and opinions and staff meetings etc.

- 服務單位應最少每年一次，更新服務使用者的記錄／資料，以掌握服務使用者的狀況及需要是否有所轉變。Service unit should update service users' records/information at least once a year in order to know if any changes in their condition and needs.

2.6 諮詢持份者：Consulting stakeholders:
訂定全會性策略計劃應諮詢專業職員，而個別服務及單位的策略計劃應諮詢服務使用者、有關職員、服務使用者家屬或其他有關人士的意見。如情況適當：consultation should be taken with the involvement of the professional staff for the Agency Strategic Planning, respective unit staff, service users and their family, and related individuals for the Service and Service Unit Strategic Planning. If the situation is appropriate,

- 評估及規劃過程應採納有關意見Opinions received should be adopted in service planning and assessment
- 應將評估及規劃結果通知有關人士Relevant people shall be informed of the assessment and planning result

意見與投訴 Opinions and complaints:

3.1 任何人士如對本會「評估服務需要及服務規劃政策」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 this policy shall be raised to the respective staff in writing, verbal or in person directly.