



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

NEWSLETTER / APRIL 2024

2024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.

# 我們的服務

## Our Service

### 5月聚焦小組

聖雅各福群會短期食物援助服務隊（中西區）將於5月22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5月22日  
活動時間：下午2時至3時半  
活動地點：上環修打蘭街16號榮興商業大廈2樓  
聯絡號碼：2975 8777



### Focus Group in May

St. James' Settlement Short-term Food Assistance Service Team (Central & Western District) will organise a focus group on 22 May. 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: 22th May 2024

Time: 2:00pm to 3:30 p.m.

Venue: 2/F, Wing Hing Commercial Centre, 16 Sutherland Street, Sai Ying Pun





# 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14: 尊重服務使用者私隱及尊嚴政策

#### STANDARD 14: POLICY ON RESPECTING SERVICE USERS' RIGHTS OF PRIVACY AND DIGNITY

##### 14.1 個人資料的轉移 (索取及發放):

##### Transfer (collection and provision) of Personal Data:

本會根據《個人資料(私隱)條例》的守則，只會在下列情況下，向有關方面披露該等資料：

- 在服務使用者本人／授權人／監護人口頭或書面同意下；或
- 依據法例要求；或
- 保障服務使用者的利益而獲法例豁免

The Settlement shall comply with the Code of Practice of “Personal Data (Privacy) Ordinance” and maintain the confidentiality of information known to other related parties unless under the following circumstances:

- With verbal or written consent of service users or their authorized person(s) or their guardians; or
- Meeting the requirements of any order of the Court or assisting any agency authorized to seek confidential information. ; or
- Legal exemption on the ground of protecting the welfare and benefit of service users.

##### 14.2 個人資料的查閱及更正:

##### Accessibility and amendment of Personal Data:

1. 服務使用者有權查閱及更正其個人資料 (除規定豁免外)，有關申請可以書面或親身方式向服務單位提出。

Service users shall have the rights to access to and amend their personal data (with exception of the stimulated exemptions). The application can be raised with the respective service unit.

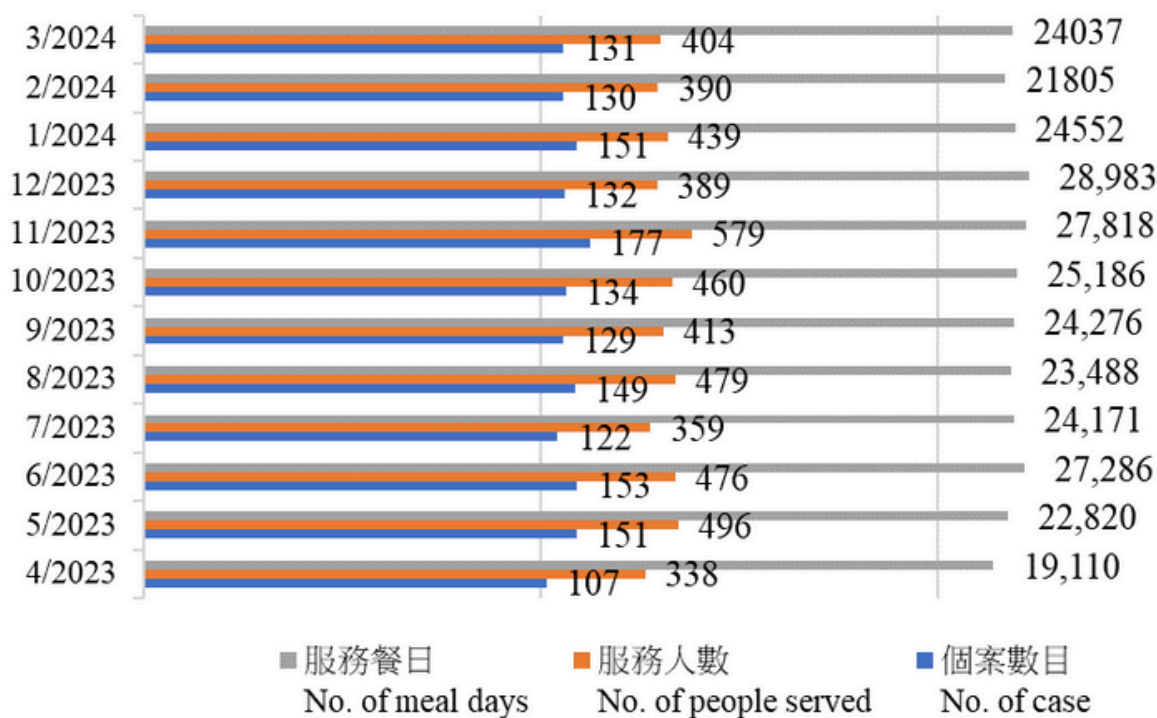
2. 服務使用者若有查閱要求，則需要支付查閱費用，如需要複印本，需要支付影印費，相關費用可參考「收集及處理個人資料聲明」或「查閱個人資料申請表」(ADM163)。有關費用由本會釐定及定期重檢。有經濟困難／低收入／領取綜合社會保障援助的人士可向服務單位提出申請減免查閱費用。

A charge for data access shall be required in the event of a request by a service user. Photocopying cost shall be required in case of requesting for making photocopies. The charges are set out in the form “Declaration on Collection and Handling of Personal Data” and stipulated by the Settlement under regular reviews. Individuals with financial difficulties, low income or on Comprehensive Social Security Assistance Scheme (CSSA) may apply for concessional exemption or reduction on data access request fee through the respective service unit.

# 服務統計

# Service Statistics

已批核服務數據 (由2023年4月至2024年3月)  
Approved Service Statistics (from April 2023 to March 2024)



已批核個案的地區分佈 (2023年4月至2024年3月)  
District Distribution of the Approved Cases (from April 2023 to March 2024)

