



# 短期食物援助服務隊



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

## SHORT-TERM FOOD ASSISTANCE SERVICE TEAM



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.

# 服務變更通告

## ANNOUNCEMENT OF SERVICE CHANGE



社會福利署津助的短期食物援助服務將實施以下優化措施：

由**2024年8月1日**起**1歲**以上的餐單會有所調整，部份實體食物數量會相應調整，而熱食券和新鮮食物券會相對增加。而標準**(12-64歲)**飯票餐、長者/孕婦/長期病患飯票餐、少數族裔標準**(12-64歲)**飯票餐及少數族裔長者/孕婦/長期病患飯票餐上述調整則不適用。另外，兒童餐**(3-12歲)**及少數族裔兒童餐**(3至12歲)**將不派發罐裝奶粉，並根據社會福利署的服務指引建議派發**250mL**盒裝奶或豆奶。

**2024年8月1日**最新的餐單，已經張貼在各服務中心的壁報板上。

Short-term Food Assistance Service subvented by the Social Welfare Department will implement the following enhancement measure :

Starting from 1st August 2024, the menus for those aged-1 and above will be adjusted, the quantity of some food items will be adjusted accordingly while the number of meal and food coupons will be relatively increased. Standard meal (meal coupon), meal for the elderly/pregnant women/chronically ill (meal coupon), EM Standard meal (meal coupon), EM meal for the elderly/pregnant women/chronically ill (coupon) are not applicable for the adjustment. In addition, canned milk powder will not be distributed in Kids' meal (3-12 years old) and EM Kids' meal (3-12 years old), which will be replaced by 250ml packed milk or soy milk according to the service guidelines recommended by the Social Welfare Department.

The latest menu for 1st August 2024 has been posted on the notice board in each service center.

# 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15:處理對本會服務及職員投訴的程序

#### STANDARD 15: HANDLING COMPLAINTS ABOUT THE SERVICES OR AGAINST STAFF MEMBERS

##### 目的:

1. 確立處理投訴的程序，迅速回應及跟進投訴，以助改善服務。

To establish procedures for handling complaints, promptly feedback and follow up the complaint(s) in order to improve services.

2. 確保任何人士（包括服務使用者、家屬、職員或本會服務有關人士）對本會、服務及職員不滿提出意見時得到公平、公正、保密的處理。

To ensure that all (including service users, relatives of service users, staff members and people in relation to our services) are treated fairly, justly and confidentially when they express their dissatisfaction with St. James' Settlement (the Settlement)'s services or staff.

##### 標準:

1. 職員收到投訴後須立即向直屬上司作出口頭報告。單位主管或高級經理／高級服務經理可親自或指派職員跟進投訴。

Upon receipt of a complaint, our staff member shall make oral report to his/ her direct supervisor immediately. The unit head or Senior Manager/ Senior Service Manager may handle the complaint by himself/ herself or assign his/ her colleagues to do so.

2. 服務單位須於三個工作天內聯絡投訴人以了解投訴內容，並於十五個工作天內跟進調查及作出首次回覆。

The service unit shall contact the complainant within three working days to have further understanding of the complaint, then carry out investigation and make an initial reply to the complainant within fifteen working days.

3. 服務單位應以合適及合理渠道，例如：面見、電話、電郵或信函等回覆投訴。

The service unit should make the reply to the complainant by appropriate and reasonable means of communication, such as meeting in person, by telephone, email or in writing.

4. 若投訴人就回覆要求進一步澄清或解說，服務單位需於十五個工作天內再作回覆。

If the complainant requires further clarification or explanation in response to the reply, the service unit must respond within fifteen working days.

5. 如接獲不記名投訴，或投訴沒有附上聯絡方法，服務單位仍需要嘗試了解投訴內容是否屬實，嘗試以合理可行的方法將結果回覆投訴人（如張貼通告等）。

In case of an anonymous complaint or a complaint without correspondence details, the service unit should still check whether it is valid or not, try to inform the complainant of the result by appropriate methods.

6. 就涉及個別單位／部門之管治、運作、服務及職員等之投訴，單位主管或高級經理／高級服務經理可親自或指派職員處理，部門高級經理／高級服務經理之決定，乃本會最後之決定。

If a complaint is related to the governance, operation, service or any staff members of a service unit or division, the unit head or Senior Manager/ Senior Service Manager may handle the complaint by himself/ herself or assign his/ her colleagues to do so. The final decision on the complaint will be made by the division's Senior Manager/ Senior Service Manager.

7. 如屬於惡意、瑣碎無聊或無理取鬧的投訴，或是曾處理而本質相同／內容重覆的投訴，本會有權不作出投訴跟進。

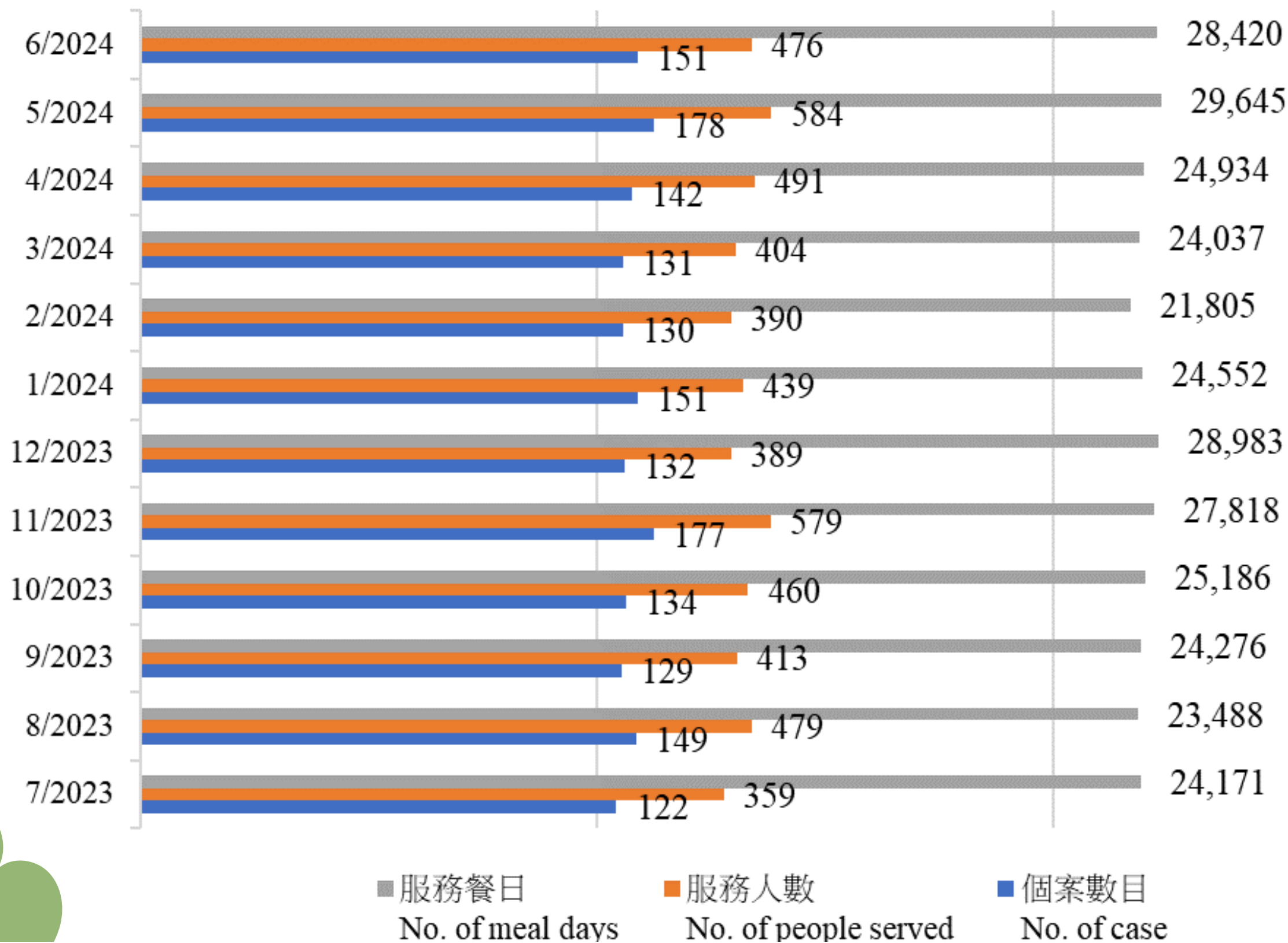
If the complaint is malicious, trivial or vexatious, or the complaint has been handled before and is essentially the same/duplicate in content, the Settlement reserves the right not to follow up the complaint.

# 服務統計

## SERVICE STATISTICS

已批核服務數據 (由2023年7月至2024年6月)

Approved Service Statistics (from July 2023 to June 2024)



已批核個案的地區分佈 (2023年7月至2024年6月)

District Distribution of the Approved Cases (from July 2023 to June 2024)

