

Po Leung Kuk Blue Sky Short-term Food Assistance Service Project

Notes for Referring agency

1. Objective

To render short term food assistance to disadvantaged individuals or families, so as to resolve their temporary financial hardship

2. Target service users

(1) Primarily for Hong Kong residents

(2) Individuals and families who have proven difficulties in coping with daily food expenditure, or

(3) Individuals or families encountering sudden changes and facing immediate financial hardship

E.g. Unemployed, low-income groups, new arrivals, street sleepers

(4) For those has special need of Recipients of Comprehensive Social Security Assistance can be referred by Social Security Field Units.

3. Application Criteria

(1) Applicants must reside within the boundary of the locality being served, i.e. Yuen Long (including Tin Shui Wai) district;

(2) Applicants and their family members must meet the monthly income and asset limits

(3) New applicants since 1<sup>st</sup> August 2018

(4) Re-application Case: Applicants and their family members who have been assessed as eligible and provided with Food Assistance and they would like to apply for another round of Food Assistance after the frozen period of six months counted from the first date of Service User's latest round of Food Assistance. Applicants must agree to refer other services.

(5) Extension Case (for once only): Applicants and their family members who have received Food Assistance for eight weeks but are assessed by the Operator's Senior Staff to be eligible for another round up to 8 weeks of Food Assistance on their case merits immediately. Applicants must agree to refer other services.

4. Referring Procedures

(1) Referral form can be obtained through the Po Leung Kuk Blue Sky Short-term Food Assistance Service Project (hereinafter called “the Project”) and Kuk’s service partners within Yuen Long (including Tin Shui Wai) district

(2) Applicant can make self-referral or be referred by the referring agency

(3) The completed referral form or application form can be submitted to the Project by email, facsimile or by hand

(4) Assessment interview will be completed the earliest in 5 working days. Once the application is approved, appointment can be made for food collection in designated collection point within 5 working days.

(5) For very urgent and needy cases, referral by phone for priority handling will be considered. The Project’s staff will complete assessment interview the earliest within 24 hours. Once the application is approved, food can be collected right after approval granted or within 3 working days in a designated collection point.

(6) The Project staff will conduct assessment interview. The applicant should submit the proof of identity document, address, income, saving, asset and medical history (if any) of him/herself and

the family members.

- (7) If applicant fails to meet the requirement of (6), his/her application may not be further processed, or may be deferred or rejected.
- (8) The Project's staff reserves the right of final approval of each application.

#### 5. Food Distribution

- (1) The food collection time will be arranged between the Project's staff and the applicant. Approved applicant should collect food once a week at the appointed time at a specific point. Applicant with special needs can contact the Project's staff for special arrangement on food collection.
- (2) The food distributed mainly includes dry rations, e.g. rice, noodles, biscuits, supermarket food coupon and hot meal coupon etc. There are special menus to meet the special needs of different service users, including infant and young children, elderly, chronically ill and ethnic minorities etc.
- (3) Service users are required to present the supermarket's receipt of the used food coupon and the receipt of the used hot meal coupon. If service users are failed to present the receipt twice in the food assistance period, the Project will terminate the provision of coupon to the respective service users. Service users are required to present those receipt for the last week after one week by hand or by mail.
- (4) The maximum duration of food assistance is 8 weeks.

#### 6. Service Termination

- (1) Can be initiated by service users at any time.
- (2) When there is improvement of the financial situation of the service users, or when they no longer meet the eligibility criteria or no longer need the service
- (3) Service users who are absent from Hong Kong for more than 7 days
- (4) Death of the service users
- (5) The Project will terminate the provision of food assistance for the following condition:
  - 5.1 The information given herein is **not true, not correct and not complete**,
  - 5.2 During the period of food assistance, service users and their family members living in the same household do receive Short Term Food Assistance subvented by SWD from other organization,
  - 5.3 Service user abused the service.

#### 7. Responsibility of Service Users

- (1) Should collect food at appointed time, if service users are not able to attend, they should call up the Project's staff as soon as possible
- (2) Collected food and cash coupon must not be transferred for sale or other commercial use. Otherwise, food assistance service will be terminated immediately
- (3) If no longer needs food assistance, service users should notify the Project's staff, so that the food can be distributed to others in need

#### 8. Right of Service Users

Any compliments, suggestion, complaint can be made through writing, verbal and other means to the Project's staff.