

# 引入全新「自助樂」元素 服務模式再想像 讓選擇成可能



我們都曾為每餐吃甚麼而苦惱，然而對於三餐不繼的基層人士而言，這種苦惱是何等奢侈。踏入一新年，惜食堂與中銀香港再度深化合作，在原有食物援助項目「惜食分餉流動車」上，加入「自助樂」元素，讓服務使用者實現選擇自由，提升他們在接受食物援助時的體驗，同時更好地關顧服務使用者的尊嚴。

「惜食分餉流動車」最近出動往上水古洞提供「自助樂」服務，車上放滿了日常回收所得的豐富食品，包括各式乾貨類食物如罐頭、米粉、茶葉和零食等。流動車剛到埗，惜食堂同事隨即擺出各個貨架，在貨架上擺上林林總總的食物，靜候各位老友記的到來。



「每人會有十個米仔幣，可以用嚟兌換貨架上嘅食物……」同事向長者講解「自助樂」的新安排。隨後他們紛紛拿起購物籃，在各個標明米仔幣價格的貨架中穿梭，猶如置身於超級市場當中，自行挑選心儀食品。

不久後，收銀處便迎來當日首位顧客玲婆婆，她挑選了花菇、粟子和豆豉鯪魚帶回家。問到為何選擇這些食物時，她滿面笑容說道：「出面啲冬菇好貴呀，唔捨得買！……真係開心到不得了。」原來玲婆婆早年因「糖尿上眼」失去工作能力，現時只能依靠綜援和執紙皮度日，每月更要負擔高達7,000元一支的糖尿針，生活捉襟見肘，有賴「惜食分餉流動車」的服務，助她解決溫飽，減輕生活壓力。



居於古洞超過60年的鍾先生對新服務形式感滿意，並指過去曾獲贈食品福袋，但未必每樣都合適，認為「自助樂」提供的食品選擇多樣，可供他自行選擇所需食品。騎著單車前來的當姐更大讚「自助樂」有助長者動動腦筋，一邊挑選食物，一邊計算尚餘多少代幣可以使用，又坦言：「嘢食都係其次，（更重要的）係感受到社會嘅關愛」。

中銀香港在2019年捐助惜食堂設立了「惜食分餉流動車」，旨在為居於偏遠地區的獨居長者和有需要家庭，提供速凍餐等食物援助，累計服務人次超過61萬。今年項目加入「自助樂」元素，將陸續在屯子圍、元朗鄉郊和上水古洞等地區提供服務。



歡迎瀏覽惜食堂  
Facebook, IG及網頁  
以了解更多！



facebook/ foodangelHK

Instagram/ foodangel\_hk\_official



www.foodangel.org.hk



香港公益金  
THE COMMUNITY CHEST  
會員機構 MEMBER AGENCY

# Launch of 'Self-serve Station'

## A New Service Model to Make Choice Possible



We have all struggled to think of what to eat for a meal, yet this struggle is such luxury compared to those struggling to feed themselves. To enrich existing food assistance programme, Food Angel and Bank of China (Hong Kong) introduced 'Self-serve Station' as a new addition to existing "Meals on Wheels" programme, which aims to allow service users to have better food assistance experience by having freedom of choice, providing services while caring for the dignity of the members.



For the preparation of recent "Meals on Wheels x Self-serve Station" service at Kwu Tong in Sheung Shui, the Food Angel team has filled the truck with loads of dry food collected through food rescue efforts, which included a wide variety of food items such as noodle packs, canned food, Tea Leaves, snacks etc. Upon arrival at the Kwu Tong site, our team quickly set up portable shelves for food display and eagerly await our elderly friends to arrive to experience the new service mode.

"Each person gets 10 Rice Boy tokens to redeem the dry food on the racks....." The team explained how the service works to the elderly. After taking a shopping basket, the seniors carefully looked through each rack with token labels to select the food items to their delight, as if they were shopping at a supermarket.



The cashier welcomed the first customer of the day, Granny Ling. She selected dried mushrooms, chestnut snacks and few canned goods to take home. She smiled and said, "The dried mushrooms are so expensive and I can't afford them usually! I'm really happy to get them here." It turned out that she had lost her ability to work due to diabetic retinopathy earlier. She now relied on CSSA and recycled carton boxes for a living. She also had to bear the high cost of diabetic needles which costs HK\$7,000 a box every month. Luckily the support from "Meals on Wheels" food assistance service can now help alleviate some pressure of her daily life.

Mr. Chung, a resident in Kwu Tung for 60 years, expressed satisfaction with the new service mode. He felt that not every food item suited his needs in the assigned food packs in the past. He appreciates that the food choice provided by the 'Self-serve Station' is diverse, and he was able to choose what he wants. Another member Auntie Tong also praised the new service is able to help elderly exercise their minds. While selecting food, they can calculate how many tokens they have left. She candidly said, "Food is great, but most importantly, we can feel love from the community."

Since 2019, Bank of China (Hong Kong) has supported Food Angel's "Meals on Wheels" service, aiming to provide food assistance such as cook-chill meals to elderly and needy families living in remote areas. The total number of serving has exceeded 610,000. The newly added "Self-serve Station" expects to continue roll out at designated areas in Tuen Mun, Yuen Long and Sheung Shui.



Follow us on social media to learn more about our work!



facebook/ foodangelHK

Instagram/ foodangel\_hk\_official



www.foodangel.org.hk



香港公益金  
THE COMMUNITY CHEST  
會員機構 MEMBER AGENCY