



主席回顧

Chairman's Review

過去一年，工作雖然艱辛，但成果豐碩，尚屬欣慰。本局以增強樞紐角色和推動持續義務精神為目標，全力落實機構的五年工作計劃，就計劃的三大發展策略開拓新項目、強化現有服務，並參與公共政策的研討。

本年內的一項新猷是透過獨立的市場調查機構——尼爾森公司——進行義務工作安全與保障的調查研究，繼而舉辦專題研討會，目的是提升義工及義工相關組織了解：安全措施實屬優質義工服務管理的重要部份。研討會的反應非常熱烈，不但喚起各界對義務工作管理的關注，而且突顯本局在這方面的重要角色。其後，本局前往日本名古屋參加第11屆國際志工協會亞太區會議的代表團，也以此為題舉行工作坊。本局將繼續透過培訓、諮詢及其他各種方式支援義工和義工相關組織促進義工的安全。

上述項目顯示本局除了為義工、義工相關組織和整體社會提供多元化服務外，更擁有抱負，促使大眾關注和義務工作有關的議題，倡導改革。本局相信推動義務工作和改善社會制度，以提供有利進行義務工作的環境是同等重要。所以於2006年本局就港府有關公共廣播服務的諮詢提出意見。事實上公共廣播服務對推廣義務精神十分重要。不論任何津助的形式，公共廣播機構都應獨立運作，不偏不倚，保持透明度和向公眾負責。同樣，本局於2007年就香港政制發展綠皮書提交建議。實質上就政制發展而言，義務精神的原則是息息相關的，這包括尊重人性尊嚴，讓最大多數的選民得到最充分和平等的參與機會，以及投票者有選擇的自由。義務工作畢竟是社區建設的動力。

The past year was hectic but rewarding. AVS stepped up efforts to implement its Five-year Plan in realizing the goal to strengthen its pivotal role and in promoting sustainable volunteerism. With the 3-pronged strategy adopted in the Plan, it spearheaded new initiatives, strengthened on-going service programmes and participated in public policy deliberations.

One of the initiatives of the year is partnering with The Nielsen Company, an independent research agent, to conduct a survey and organize a subsequent seminar on volunteer safety and protection for volunteers and volunteer involving organizations. This was aimed at raising understanding of the importance of safety measures as a best practice of volunteer action and management. The response to the seminar was overwhelming and the project also aroused awareness of the importance of professional volunteer management and the role of AVS in this regard. Subsequently, the AVS delegation organized a workshop on this subject at the 11th IAVE Asia Pacific Regional Conference in December at Nagoya, Japan. AVS will continue to assist and facilitate volunteers and volunteer involving organizations in promoting volunteer safety through training, consultancy and other means.

The project raised earlier demonstrates that AVS is not only serving volunteers, volunteer involving organizations and the community at large through its many services, but it also has the vision to draw public awareness of and make change in matters which affect volunteering. It is as important to promote volunteer service as it is to help build institutions which will enhance the environment for volunteering. With this same spirit and concern, AVS put forward views on public service broadcasting (PSB) during the Administration's consultation exercise in 2006. For PSB plays a crucial role in spreading volunteerism. It should operate independently and impartially irrespective of the source of funding, with transparency and public accountability. Likewise, AVS offered suggestions in response to the Administration's public consultation on Hong Kong constitutional development in 2007. Essentially, the fundamental principles of volunteerism are very relevant, and these include in the context of constitutional development, respect for human dignity, fullest and equal participation by the largest number of citizens in voting, and the freedom of choice of voters. Volunteering after all is a driving force for community building.

從上述各項工作可見，本局在各層面參與社會政策的制定，例如服務界內的義工安全、跨界別的公共廣播服務、以至宏觀的政制發展。香港是一個自由和開放的社會，作為一個獨立的非政府機構，本局樂於發表意見，不單是回應社會的轉變，而且以服務和倡議方式，為社會帶來改進，使明天變得更美好。

香港將於明年舉辦有史以來最大型的國際體壇盛事——東亞運動會。本局獲委任為「香港2009東亞運動會義工計劃」的協辦機構，統籌超過3,000名義工，提供接待、技術及物流各方面的支援。有關義工招募、培訓、工作編配、監督及嘉許的詳細工作計劃已於年內制定。香港主辦東亞運動會，帶動大量義工投入服務，將有助彰顯義務工作精神，從而為社會帶來正面的信息。

「第二屆香港傑出義工獎」在年內舉行，由鄭海泉GBS，OBE太平紳士擔任評審委員會主席。十名獲選傑出義工從香港特別行政區行政長官夫人曾鮑笑薇女士手中接獲獎座。他們卓越的成就廣受讚揚，對推廣義工精神產生積極的作用。這項目能順利舉辦，實有賴熱心社會人士慷慨支持，本人謹此致謝。

為慶祝國際義工日，本局再度舉辦「愛心傳城義工大行動」。在攜手扶弱基金、晶苑集團和華潤萬家(香港)有限公司的贊助和夥伴合作下，參與的義工和捐出的心意禮品數目都推上另一高峰。整項活動得到325間社區團體、商界和公共機構的響應，超過11,000名義工參與，上門親訪18,000個有需要的家庭，送上市民認捐的心意禮品。

In pursuing these issues therefore, AVS participates in social policy making at different levels, namely volunteer safety at the sectoral level, public service broadcasting at the cross-sectoral level, and constitutional development at the macro level. Hong Kong is a free and open society. It is important that being an independent NGO, AVS is prepared to make its views known, not only to respond to social change but also to act - through service or advocacy - as an agent of change for a better tomorrow.

Hong Kong will hold the East Asian Games (EAG) in 2009, the largest international multi-sport event it ever hosted. AVS was appointed the co-organizer of the EAG Volunteer Programme to manage over 3,000 volunteers to provide reception, technical and logistics support. In the year, a detailed operation plan regarding volunteer recruitment, training, job matching, volunteer supervision and recognition was formulated. The hosting of the event and the large number of volunteers involved will certainly enhance the visibility of volunteerism, and bring a positive message to the community.

The Second Hong Kong Volunteer Award took place in the year with Mr Vincent Cheng, GBS, OBE, JP as Chairman of the Judging Panel. Ten most outstanding volunteers received the Award from Mrs Selina Tsang, wife of Chief Executive of Hong Kong Special Administrative Region. The impressive achievements of the Awardees were widely acclaimed and this in turn created a substantial impact boosting the profile of volunteerism. The project would not have been possible without the generous support of private donors.

Once again, we celebrated the International Volunteer Day by organizing the "We Share to Care" Volunteering Campaign. It was sponsored by a matching grant by the Partnership Fund for the Disadvantaged together with the collaboration of Crystal Group and China Resources Vanguard (Hong Kong) Company Limited. The tripartite partnership took the Campaign to new heights in terms of volunteer participation and gift donation. Supported by 325 community, private and public organizations, more than 11,000 volunteers joined the Campaign and paid caring visits to 18,000 needy families all over the community with the donated gift hampers.



香港義務工作議會 — 包括本局和13個代表不同專業、工商、教育和宗教界別的團體，不但提供一個交流意見和研討義務工作發展政策和措施的平台，而且積極促進屬會會員參加義務工作。同時議會設立的專業人士義工服務嘉許計劃，先後由香港牙醫學會、香港建築師學會和香港測量師學會推行，表揚各會會員的努力。

全球都重視專業義工管理以提升義務工作的成效和素質。因應時代的需要，本局的義工培訓及拓展中心年內着力於義工領袖和管理的高級培訓，課程數量大幅增加24%。除專業工作坊和培訓計劃外，本局與香港樹仁大學達成協議，合辦義務工作管理證書課程。把義務工作管理納入專上教育的正規課程，在香港實屬首次。

鑑於資訊科技對傳揚義務工作精神及對義工和義工相關組織聯繫極為重要，本局新設一個互動平台 — 「義工資訊網」，方便本地及海外義務工作的資訊交流和資源分享，深受義工和義工相關組織的歡迎，自2007年9月推出首六個月，瀏覽人次已超過70,000。

年內義工轉介服務的登記機構和轉介申請有顯著升幅，轉介成功率達87%。香港義工團的團體會員亦上升36%，附屬義工因而增加17,100名。香港賽馬會社區資助計劃撥款推行的專才義工網屬下15個專才義工隊伍提供服務共143,000人次，服務時數達51,000，他們的服務，好評如潮。

The Hong Kong Council of Volunteering – comprising AVS and 13 other organizations representing different professional, business, education and religious sectors – not only provided a platform for the exchange of ideas and discussion on policies and measures conducive to the development of volunteering, but also actively took steps to promote volunteering among their respective membership. The Professional Volunteer Service Accreditation Programme has been set up and implemented by The Hong Kong Dental Association, The Hong Kong Institute of Architects and The Hong Kong Institute of Surveyors, in recognition of their members' volunteering effort.

Professional volunteer management has been emphasized globally to enhance the effectiveness and quality of volunteer service. In the year, AVS Volunteer Training and Development Centre focused on advanced training for volunteer leaders and managers in response to emerging needs. The number of courses on leadership training and volunteer service management had an overall increase of 24%. Apart from professional workshops and training programmes, AVS reached a partnership agreement with Hong Kong Shue Yan University to co-organize an accredited certificate course on volunteer service management. It is the very first attempt in Hong Kong to turn volunteer management training into a formal education programme at the tertiary level.

Recognizing the importance of communication technology to spreading volunteerism, and to assist networking among volunteers and volunteer involving organizations, AVS launched an e-platform – Volunteer Link – for exchanging information and resources sharing on volunteering locally and worldwide. The Link was highly appreciated by volunteers and volunteer involving organizations with a record of over 70,000 hit counts in the first 6 months since launching in September 2007.

The year witnessed a notable increase in the number of registered agencies and service requests for Volunteer Referral Service. The matching rate remained at 87%. The number of organization members of the Hong Kong Community Volunteers increased by 36% enlarging the membership by some 17,100 volunteers. The Volunteer Talent Bank, financed by The Hong Kong Jockey Club Community Project Grant, had a register of 15 specialized service teams delivering over 51,000 hours of service for 143,000 people. Their service was commended by service users.

縱使在審慎的理財下，資源短缺對本局推展義務工作帶來不少挑戰。由於政府的資助主要用於基本運作經常開支，宣傳推廣和研究發展的工作每年都須依靠向其他資助機構申請撥款，例如香港公益金和香港賽馬會慈善信託基金。此外，本局還須尋求私人捐款及贊助。這種融資模式使中長期的服務規劃相當困難，服務的持續發展亦受影響。本局感謝有關撥款機構、贊助及捐款人認同本局信念，大家志同道合，通力向更多市民灌輸義務工作精神。

最後，我向為本局作出承擔和寶貴貢獻的各位董事、委員和工作小組成員，全情投入和辛勤努力的職員和義務職員，衷心致謝。我要感謝義務司庫和核數師，協助本局採納新的會計標準，編排年度財務和核數報告。我更向捐款人、籌募者、合作夥伴和顧問深表謝意，倘若沒有大家的鼎力支持，本局難以完成各項工作。展望未來，我們將秉承義工局的抱負、使命和信念，竭力回應社會的需要、制度的改變和持份者的期望，透過夥伴合作、服務研究和創新來推動及發展持續的義務工作。



主席
李澤培

Despite prudent management, financial resources constraint has been a challenge to our endeavours in developing volunteering more effectively. Government subvention was generally taken up for running routine and basic services. Thus, promotion, research and development have had to rely on other funding sources year after year, such as The Community Chest and The Hong Kong Jockey Club Charities Trust. In addition, AVS has to look for private sponsors and donors. This pattern of financing what is actually necessary has made it difficult to planning and service sustainability in the medium or long term. AVS is indebted to those institutions, sponsors and donors who believe in the value of our work, and who share with us the determination to bring volunteerism to more people in our community.

I should like to express my sincere gratitude to the directors of the Board, members of the committees and task forces for their commitment and valuable contribution, and the staff including volunteer staff for their dedication and untiring efforts throughout the year. I should also like to thank the Honorary Treasurer and the Auditor for their assistance in aligning the audited financial statements to new accounting standards. My heartiest thanks go to the donors, fund-raisers, partners and advisers, without whose support we would not have achieved as much. Guided by its vision, mission and values, AVS will strive to address societal needs, institutional changes and stakeholders' expectations through partnership, research and innovation for promoting sustainable volunteerism in the years ahead.



J P Lee
Chairman