

主席回顧

Chairman's Review

過去一年，在全球金融危機和經濟不景之下，我們的工作，特具意義！義工在國際盛事的熱烈反應，對災難事件的激情、投入，教我們感動、振奮！當中本局能夠發揮重要的樞紐作用，與各界協作竭力推動義工參與，積極回應社會需要，成績有目共睹，更覺欣悅鼓舞！

5月12日在四川發生的8級大地震，摧毀無數家庭，奪去數以萬計的生命，倖存者要承受身體及心靈上的創傷，重建之路既漫長又艱鉅。四川人民需要的除金錢和物質、技術和專業人員的支援外，義工的關愛和支持，更是他們重建生活的強心針！

四川地震後，本局夥同香港電台迅即推出「義工攜手建四川—〈愛心時間大募捐〉計劃」，策動市民、機構及團體為四川的重建作出承諾，在五年內付出至少一百個服務小時。計劃得到熱烈的響應，近6,000名義工積極參與，當中半數為專業人士。50多個服務團體藉此平台成功招募所需義工提供種種服務。本局亦派員往災區探訪考察，為義工開拓切合需要和具持續發展的服務項目，以行動關懷災民。

為促進社區參與香港有史以來最大型的國際盛事—2009年12月舉行的東亞運動會，本局肩負義工計劃協辦機構的角色，為運動會招募、甄選、培訓及管理5,000多名義工，分派不同崗位，進駐數十個場館提供有關

In the year past, amidst the global financial crisis and economic downturn, our efforts have proven to be remarkably meaningful. We were deeply impressed and heartened by volunteers' vigorous response to international events and fervent dedication to act in catastrophes. In this context, it is encouraging and gratifying that the Agency for Volunteer Service has ably assumed its pivotal role and collaborated closely with different sectors to promote volunteering with resounding success addressing the needs of Society.

The earthquake at magnitude 8 in Sichuan on 12 May 2008 damaged numerous families and killed tens of thousands of people. The survivors suffered both physically and psychologically from traumatic stress, but the post-quake reconstruction certainly would take a long time and would require immense effort in the years to come. While funding and resources, technology and professional assistance are necessary to meet the needs of the people in Sichuan, volunteers' loving care and support mean a lot to boost their spirit in rebuilding their lives.

In response, AVS instantly joined hands with Radio Television Hong Kong to launch the 'Rebuild Sichuan Volunteer Programme – Time Donation Campaign' to mobilize citizens, organizations and community groups to pledge 100 volunteer service hours within 5 years to participate in post-earthquake reconstruction. The Programme received enthusiastic response; 6,000 volunteers enrolled and half of them were professionals. 50 service organizations made use of this platform to recruit successfully volunteers required for various services. AVS visited the quake-stricken area to study and assess the service needs so as to develop sustainable projects for volunteers to tender their caring service.

To promote community participation in the biggest international sports event ever in Hong Kong – the East Asian Games in December 2009, AVS assumed the role of co-organizer of the Volunteer Programme of the Games. We are responsible for the recruitment, selection, training and management of over 5,000 volunteers who will be deployed for different positions to

接待、技術和物流的支援。這個大型義工項目不單吸引數以萬計市民報名參與，還大大提高整體社會對義務工作的肯定和認同。義工全心服務東亞運動會，將向國際展示香港市民豐盛活躍的義務精神！

要實踐本局的抱負，持續的宣傳推廣固然重要，研究發展工作也不可或缺。香港一向缺乏對義務工作深入的研究，直至2001國際義工年，本局率先進行較全面的調查研究。事隔多年，為跟進上一次的調查，並為義務工作未來發展作好準備，本局近年積極向有關政府部門和團體尋求資助，以進行一項「香港義務工作與社區建設研究」。感謝香港賽馬會慈善信託基金撥款玉成其事。我們邀得香港大學公民社會與治理研究中心為合作夥伴，負責有關義務工作的研究，對象包括市民大眾、義工及義工相關機構，以了解香港的義工參與及義務工作發展的具體狀況。調查在2008年底順利開展，預計2009年底完成，研究結果對日後制定義務工作發展的策略料將有極大的幫助。

本局第五度舉辦「愛心傳城義工大行動」慶祝國際義工日。在華潤萬家(香港)有限公司、攜手扶弱基金、美國萬通保險亞洲有限公司及帝國娛樂皇朝有限公司的贊助或夥伴合作下，獲得數百間社區團體、商界機構和學校的響應，過萬名義工參與，親訪18,000個有需要的家庭，送上市民認捐的心意禮品，獻上關懷溫暖。

provide reception, technical and logistical support in dozens of venues. This large Volunteer Programme not only attracted tens of thousands of citizens to enroll, but also heightened positively the profile of volunteering. Volunteers' dedicated service in the Games will certainly showcase to the international community Hong Kong's vibrant and dynamic volunteerism.

While unrelenting promotion and publicity are crucial, research and development are equally indispensable for AVS to realize its vision. Hong Kong has been short of in-depth research on volunteering. It was not until 2001 – the International Year of Volunteers – when AVS took the lead to conduct the first comprehensive and territory-wide survey. With the years gone by, it is time to follow up on the previous survey and AVS has eagerly sought funding from the concerned government departments and funding bodies in order to conduct the 'Study Project on Volunteering towards Community Building in Hong Kong' to set the foundation for future volunteering development. Our thanks go to The Hong Kong Jockey Club Charities Trust for making this plan come true. AVS has commissioned the Centre for Civil Society and Governance of The University of Hong Kong to embark on the Study to examine the status of volunteer participation and the development of volunteering in Hong Kong. The target groups include members of the general public, volunteers and volunteer involving organizations. Commenced smoothly in 2008, the Study is expected to complete in the end of 2009. It is envisaged that the findings will be of vital help in formulating the strategy of the future development in volunteering.

For the fifth time, AVS staged the 'We Share to Care' Volunteering Campaign to mark the International Volunteer Day. Co-organized with China Resources Vanguard (Hong Kong) Co. Ltd., and with the sponsorship of Partnership Fund for the Disadvantaged, MassMutual Asia Ltd. and Empire Entertainment Dynasty Ltd., hundreds of community organizations, companies, and schools responded to the Campaign, and over ten thousand volunteers participated in home visits bringing donated gifts to express love and care to some 18,000 needy families.

年內，本局各項核心服務均取得顯著的成果。義工培訓及拓展中心的課程和受訓人次較上年度上升三成；香港義工團的會員人數增幅達百分之二十四；義工轉介服務的需求上升百分之二十九，獲轉介義工的服務有1,070項，轉介成功率接近百分之九十；香港賽馬會社區資助計劃撥款推行的「專才義工網」繼續得到服務對象及任用義工機構的熱烈歡迎，服務需求甚殷，應接不暇，需要擴充隊員。此外，「希望學校計劃」慶賀過去十年美滿成果之餘，因應內地教育政策的改變，「計劃」將作出調整，着力推動兩地義工服務內地貧困的學童。

本局為國際志工協會的香港代表機構，與協會保持緊密聯繫，2008年4月本人遠赴巴拿馬出席「第20屆國際志工協會全球義工會議」，舉行工作坊和在論壇發表講話，並藉機借鏡海外，就教專家，了解全球的發展。為擴闊視野，本局的「義工資訊網」不斷搜羅世界各地有關義務工作的新知及文章，在網上與眾同享，深受歡迎，年內的瀏覽人次逾14萬。

年內另一值得高興的事，是本局成立「香港傑出義工會」和出版《15個快樂人的故事》。前者旨在匯聚「香港傑出義工獎」歷屆得主的力量和經驗，協同本局推進義務工作。首兩屆得主成為創會會員，在創會會長車淑梅女士的領導下，預見力量日見壯大，為社會作傑出的貢獻。後者則紀錄首兩屆「香港傑出義工獎」得主的感人故事，啟發人心，強化正面核心價值！第三屆「香港傑出義工獎」將於2009年舉行。

The year witnessed notable results in AVS' core services. The Volunteer Training and Development Centre had a 30% growth in training courses and participants; membership of the Hong Kong Community Volunteers increased by 24% and referral requests went up by 29%. A total of 1,070 requests were matched and the successful rate was almost 90%. The Volunteer Talent Bank, a project with The Hong Kong Jockey Club Community Project Grant continued to be warmly patronized by both service recipients and volunteer involving organizations. The growing service needs called for expansion of the volunteer teams. The Hopeful School Project while celebrating its achievements in the past decade, would have to adjust its programmes in the light of change in China Mainland's education policy. In future, it will place emphasis on promoting volunteering in both Hong Kong and the Mainland to service the underprivileged students in the Mainland.

AVS is the Hong Kong representative of the International Association for Volunteer Effort (IAVE) has maintained close contact with them. I attended the 20th IAVE World Volunteer Conference in Panama in April 2008, where I hosted a workshop and spoke at a Forum. It was a useful opportunity to take reference from other organizations, learn from overseas experts and understand the global trend in volunteering. To broaden volunteers' horizon, our Volunteer Link constantly gathered the latest information and journals of volunteering worldwide for public sharing through the web platform. It gained increasing popularity and the hit rate exceeded 140,000 in the year.

Another pleasing development during the year was the establishment of the Hong Kong Volunteer Awardees Society (HKVAS) together with the publishing of "The Story of 15 Happy Souls". The former aims at pooling the talents and experience of the Hong Kong Volunteer Award winners and, in concert with AVS pushing forward the spirit of volunteering. Awardees of the First and Second Award became founding members of HKVAS, and under the leadership of its Founding President, Ms Candy Chea, it is anticipated that the Society will steadily grow and make significant contribution to the community. The latter records touching stories of the Award winners in the hope to inspire and to strengthen positive core values. The Third Award will be held in 2009.

本屆董事會獲香港董事學會頒發2008年度傑出董事獎(法定/非分配利潤組織類別)。這個殊榮願與本局同寅和友好分享。今次獲獎顯示董事團隊對機構的承擔和貢獻得到專業的高度認同，亦是對本局工作價值的充分肯定。這裏，我向各位董事、委員和工作小組成員衷心致謝，職員和義務職員的全情投入和辛勤努力，亦功不可沒。我更要向捐款人、籌募者、合作夥伴和顧問深表謝意，若非得到他們的鼎力支持，本局難以取得驕人的成就。面對瞬息萬變的社會環境，不穩的經濟前景，市民同舟共濟、守望相助的精神尤其重要，義務工作的價值因而更須進一步發揚光大。在未來的歲月中，我們將繼續秉承本局的抱負、使命和信念，與時並進，推陳出新，與各界攜手，發揚義務精神，竭力回應社會的需要，冀求義務工作成為香港的生活文化！



主席
李澤培

The incumbent Board of Directors won the Directors of the Year Award 2008 in the Category of Statutory/Non-profit-distributing Organizations staged by The Hong Kong Institute of Directors. I should like to share this prestigious honour with members and friends of AVS. The Award signifies that Directors' commitment and contribution were highly and professionally recognized. It also fully affirmed the value of our endeavours. I should like to express my heartfelt thanks to fellow Directors and members of committees and task forces. My sincere appreciation goes to both staff and volunteer staff for their dedication and untiring efforts throughout the year. I must also thank the donors, fundraisers, partners and advisors, without whose unfailing support we would not have proudly achieved as much. In the face of a fast-changing social environment and an unstable economic situation, the spirit of mutual help and mutual care is of utmost importance. In this regard the value of volunteering should only be further propagated. In the years to come, we will continuously be guided by our vision, mission and values, we will look forward, and we will pioneer in addressing societal needs. We will partner with all sectors to promote volunteerism in the hope that volunteering will become Hong Kong's life-style.



J P Lee
Chairman