

義工服務及轉介

Volunteer Action and Referral

香港義工團

「香港義工團」是本局成立的義工平台，凡有志參與義務工作的人士和團體均可登記成為會員。為對香港義工團的貢獻表達欣賞及謝意，本局舉辦不同的活動，嘉許積極及長期服務的義工，更會推薦義工參與政府的嘉許計劃。年內，個人會員葉慧心女士、李瓊君女士和譚佰佳先生，以及青年會員劉思韻小姐和鄧敬聰先生經本局推薦，獲頒2021年度民政事務局長嘉許狀，表揚他/她們熱心參與義務工作及對社會的貢獻。此外，本局為積極鼓勵及推動青年參與義務工作，除了設立青年會費優惠，開拓更多合適的服務機會，更在中學及大專院校舉行網上分享活動。

蒙香港賽馬會慈善信託基金的資助，本局推出全新的義工數碼平台——「行義香港」網站，讓義工和運用義工的機構可以一站式進行義工登記、招募、服務配對及管理。此外，為推動更多市民加入義工行列，本局於年內再度制訂香港義工團三年策略計劃，現時香港義工團有8,350名個人會員及203個團體會員，而青年會員約佔個人會員人數的四成。

Hong Kong Community Volunteers

The Hong Kong Community Volunteers (HKCV) is a platform set up by AVS to register individual and corporate members with a passion in volunteering. To express appreciation and gratitude to HKCV, AVS organized various events to honour the active and long-serving volunteers who have made notable contributions to the community. Besides, AVS also nominated volunteers with outstanding achievements to receive awards under the Government's recognition schemes. In the year, HKCV members Ms Fion Ip, Ms Margaret Lee, Mr Michael Tam and youth members Ms Candy Lau and Mr Steven Tang were awarded the 2021 Secretary for Home Affairs' Commendation for Distinguished Service for their dedicated community service and contributions. To encourage youth volunteering, AVS offered concessionary membership fee and lined up more service opportunities for young members, and organized online sharing activities in the secondary schools and tertiary institutions.

With funding from The Hong Kong Jockey Club Charities Trust, AVS launched a new volunteer digital platform – 'Volunteer Hongkong' (V-HK), which allows volunteers and volunteer-involving organizations to conduct membership registration, volunteer recruitment, service matching and management in one stop. To promote volunteering, a 3-year strategic plan of HKCV was formulated again in the year. Currently, there were 8,350 individual members and 203 corporate members on the register, with about 40% of the individual members being youth members.



義工獲轉介參與不同的服務
Volunteers were referred to various services



每年舉辦的「義工管理人員
實務工作坊」
Volunteer Management
Workshop was held annually



義工轉介服務

「義工轉介服務」是本局核心服務之一，根據服務的性質和要求、義工的技能及興趣作出配對和轉介，讓服務機構獲得合適的義工資源，亦為義工提供多元化的服務機會。為使義工轉介服務更臻完善，本局成立義工組長隊，支援大型義工服務項目，協助服務機構協調和管理義工。

為加強服務機構前線工作人員對任用義工的技巧和對本局義工轉介服務的了解，本局舉辦「義工管理人員實務工作坊」，與來自23間機構的30多名同工分享任用義工的良策和心得，並簡介全新推出的「行義香港」網上平台的運作及功能。

隨著疫情緩和，義工服務逐漸恢復。年內，登記的服務機構有432間，成功轉介義工的服務項目約3千項，轉介義工人次近3萬，義工服務總時數近11萬。

Volunteer Referral Service

Volunteer Referral Service is one of the core service areas of AVS. It offers volunteers diversified service opportunities by matching them with non-profit organizations that are in need of manpower and talents. To assure service quality, AVS formed the Volunteer Leaders Team in helping user organizations coordinate and manage the referred volunteers in sizable service events.

To build the skills of frontline staff in volunteer management and brief the operation of the Volunteer Referral Service, AVS organized Volunteer Management Workshop, which brought together more than 30 volunteer managers from 23 organizations, sharing with them the strategies and insights on volunteer management. The new volunteer digital platform – 'Volunteer Hongkong' (V-HK) was also introduced in the Workshop.

As the epidemic became eased, volunteer service and activities gradually resumed. In the year, 432 organizations got registered for the Volunteer Referral Service. Around 3,000 service requests were fulfilled, generating nearly 110,000 hours of service by 30,000 volunteers.

義工轉介服務統計 Statistics on Volunteer Referral Service

香港義工團一個人會員人數	No. of HKCV Individual Members	8,350
香港義工團一團體會員數目/ 團體會員屬下義工人數	No. of HKCV Corporate Members / No. of volunteers under Corporate Members	203 / 131,402
使用義工登記機構數目	No. of user organizations	432
服務轉介項目數目	No. of service requests received	2,966
成功轉介項目數目	No. of service requests matched	2,912
成功轉介率	Rate of successful referral	98%
義工服務人次	No. of volunteers performing service (frequency)	27,446
義工服務時數	No. of volunteer service hours	109,784

香港義工團 — 義工組長隊

為加強義工服務的成效和質素，本局於2006年成立義工組長隊，以「義工管理義工」的理念，委任資深義工擔任組長，帶領香港義工團會員參與大型義工服務。年內受委任的組長有79位，他們在疫情下帶領義工以小組形式進行服務，支援的義工服務共有29項，當中包括由組長隊自行策劃宣揚環保訊息的「Go Green Keep Clean 快閃服務」，動員香港義工團會員進行了10次清潔郊野及海岸垃圾服務，並舉辦由玉清慈善基金贊助的「愛行義」送暖行動，於4個節日期間聯繫地區團體進行社區關愛活動，受惠長者達800戶。此外，香港義工團團體會員香港端溪聯會慷慨捐贈600張冷氣被子予7間地區服務中心的弱勢家庭，由義工組長隊全力支援運送及派發工作。為促進團隊發展及讓隊員增值，組長隊以網上形式舉行「玩學相長@HKU」工作坊和「認知友善工作坊」。

HKCV — Volunteer Leaders Team

In order to strengthen the effectiveness and quality of volunteer service, the Volunteer Leaders Team was established in 2006. By upholding the concept of 'volunteers manage volunteers', experienced volunteers were appointed to assist in leading HKCV members to serve in large-scale service events. In the year, 79 Volunteer Leaders were appointed and led HKCV members in groups to support 29 service events which included self-initiated services 'Go Green Keep Clean' and 'Go Volunteer Community Care'. The former mobilized HKCV members to provide 10 sessions of clean-up service in the countryside and coastal areas to protect the natural environment. The latter sponsored by Yuk Ching Charity Trust engaged HKCV members to pay caring visits to 800 elderly during 4 festive occasions. In addition, Volunteer Leaders supported Hong Kong Tuen Kai Association, a HKCV corporate member, to dispatch 600 donated new blankets to the disadvantaged families through 7 district service organizations. To promote the team and members' development, 2 online training workshops namely 'Play n Gain Project' and 'Dementia Friends' were organized.



本局策劃及服務委員會主席黎年先生(前中)出席嘉許禮勉勵組長隊
Mr Alan Lai, Chairman of Planning & Services Committee (middle of front) attended the recognition gala to encourage the Volunteer Leaders Team



義工組長隊在疫情下帶領香港義工團會員參與不同的義工服務
The Volunteer Leaders Team led the HKCV members to participate in different services during the outbreak of pandemic

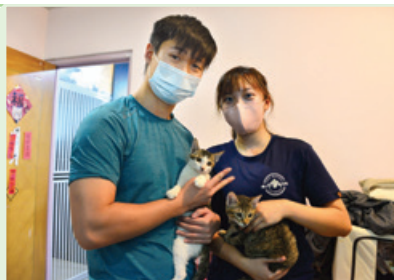


香港義工團聯誼活動

由香港義工團會員組成的「義工天地」、「義人行」及「義彩Teen地」小組，專責為會員策劃義工服務及聯誼活動，以加強會員間的聯繫及團隊歸屬感。年內，在疫情下成功舉行「流浪貓出沒注意」愛護動物服務及「節日送暖」關懷長者行動，共有31位義工參與。

HKCV Networking Activities

Three dedicated groups, namely 'Volunteers Serve Volunteers', 'V-together' and 'V-teens' were formed by HKCV members with the aim to strengthen ties among members and their sense of belonging to HKCV. During the year, 31 volunteers participated in the services to care for the animals and the elderly.



香港義工團會員參與愛護動物和關懷長者的義工服務
HKCV members joined the services involving animals and the elderly



「行義友里 Care For You」線上分享會

疫情期間，本局與救世軍屬下的油麻地青少年綜合服務中心及九龍城家庭支援中心合作，為區內劏房戶和小數族裔家庭舉辦「行義友里 Care For You」線上分享會，與基層家庭一同抗疫，共度時艱！為期數月的線上分享會由2022年3月開始，得到香港傑出義工會及香港義務工作議會的成員——香港護士協會、香港醫學會和香港律師會的支持，除了解答劏房家庭有關法律權益的疑問，更教授伸展筋骨和穴位推拿以促進身心健康。

‘Care For You’ Online Sharing Sessions

During the pandemic, a series of online sharing sessions was organized for the sub-divided flat residents and ethnic minority families, in collaboration with the Yaumatei Integrated Service Centre for Young People and Kowloon City Family Support Centre of The Salvation Army. The sharing sessions took place from March 2022 with the support from Hong Kong Volunteer Awardees Society and Hong Kong Council of Volunteering member organizations – Association of Hong Kong Nursing Staff, The Hong Kong Medical Association and The Law Society of Hong Kong. In addition to the sharing of legal knowledge in relation to their rights, grassroots families learnt about muscle stretching and acupoints massaging for maintaining physical and mental health.

「Miracle Summer」 青年行義計劃2021

本局於2016年開始舉辦「Miracle Summer」青年行義計劃，鼓勵青年善用暑假參與義務工作，關心社會，並從中增強溝通技巧、建立自信。2021年的計劃以「環境保護及關愛社區」為主題，提供一系列義工服務予青年參與。雖然疫情導致部份服務取消，計劃仍吸引161位青年參與，於7至8月期間合共提供1,732小時的義工服務。

‘Miracle Summer’ Youth Volunteering Programme 2021

‘Miracle Summer’ Youth Volunteering Programme was initiated in 2016 to encourage young people to make the most of their summer vacation through volunteering, and to develop their communication skills and self-confidence. ‘Miracle Summer’ 2021, with the theme ‘Environmental Protection and Care for the Community’, offered various service opportunities for the youth. Despite cancellation of some service events amidst the pandemic, the Programme still successfully engaged 161 young volunteers performing a total of 1,732 hours of service in July and August.



聖誕頌歌節2021

自2010年起，兒童發展配對基金為針對跨代貧窮問題，每年於聖誕期間舉辦旗艦籌款活動「聖誕頌歌節」。本局於本年度第11次獲邀為協作夥伴，統籌義工服務。2021聖誕頌歌節於12月一連15天舉行，本局動員79位義工、組長及攝影義工，支援55場頌歌活動。

Carol Singing Festival 2021

AVS has partnered with The Child Development Matching Fund for 11 years since 2010, to support their annual flagship fundraising event – ‘Carol Singing Festival’. For 2021, AVS deployed 79 volunteers, volunteer leaders and photographers in support of 55 singing events during the 15-day Festival in December.



本局主席彭韻偉律師亦參與其中
AVS Chairman Ms Melissa Pang
participated in the singing event



「築夢同行」義工計劃

本局獲滙豐銀行慈善基金贊助的「築夢同行」義工計劃於2021年8月正式開展。計劃分3個階段推行，集結滙豐義工的力量，與香港仔坊會、鄰舍輔導會及香港罕見疾病聯盟攜手合作，為40位弱勢長者及患有罕見病的兒童/青少年實現夢想，期望結合義工力量及跨界別合作，攜手共建關愛共融的社會。本局為近200名滙豐義工提供義務工作及領袖培訓，並派出義工組長支援他們為案主策劃圓夢活動，其中包括拍攝婚紗照、錄製個人唱片、舉辦個人畫展、製作拼布工藝特輯、學習音樂和藝術技能、體驗香港一日遊等。計劃開展禮於2021年9月4日假饒宗頤文化館舉行，同日為長者及其照顧者舉行同樂日，為大家帶來療癒身心的一天。

‘Share Your Dreams’ Volunteer Project

AVS joined hands with Hongkong Bank Foundation to launch the ‘Share Your Dreams’ Volunteer Project to fulfill the dreams of 40 vulnerable elderly and children/teenagers with rare diseases. With the effort of HSBC volunteers, the Project combined the strength of volunteers and cross-sectoral collaboration to build a caring and inclusive society. Working with the partner NGOs Aberdeen Kai-fong Welfare Association, The Neighbourhood Advice-Action Council and Rare Disease Hong Kong, the Project was rolled out in August 2021 and implemented in three stages. AVS provided volunteering and leadership training to about 200 HSBC volunteers and arranged AVS volunteer leaders to support the planning of activities in realizing the dreams of service beneficiaries, including taking wedding photos, recording albums, running art exhibitions, making handicraft products, learning music and artistic skills, enjoying a day trip in Hong Kong, etc. The Opening Ceremony cum Caregivers’ Retreat was held on 4 September 2021 at Jao Tsung-I Academy to kick-off the project and provide a relaxing and healing day for the elderly and their caregivers.



本局為滙豐義工提供義務工作及領袖培訓
AVS provided volunteering and leadership training to HSBC volunteers



行動不便的婆婆夢想可以外出遊玩，滙豐義工與她共度愉快的灣仔一日遊

To fulfill the outing dream of a frail elder, HSBC volunteers took her on a day trip to Wanchai



為實現長者的夢想，滙豐義工與本局社區服務導遊隊帶領他遊覽具百年歷史之三級歷史建築群——饒宗頤文化館

To make an elderly's dream come true, HSBC volunteers and AVS Tourist Guide Team took him to visit Jao Tsung-I Academy, the Grade III historic buildings

香港賽馬會社區資助 計劃：專才義工網

本局自2005年起獲香港賽馬會慈善信託基金撥款，推行「香港賽馬會社區資助計劃：專才義工網」。計劃以發掘及善用專才義工為目標，支援社會各界團體，提供優質專業服務。現時計劃下有13隊具備不同專門技能的義工隊伍，以自務管理模式，向社福機構提供適切的優質服務，涵蓋友伴服務、社區及文化服務、健康及個人護理服務和專業服務4個範疇。

專才義工隊在疫情新常态下繼續透過網上或新模式提供義工服務，使「專才義工網」的服務逐漸重回正軌。年內，隊員人數接近1,900名，期間為82間機構提供近28,000小時的服務，受惠人數約124,000，服務使用機構的滿意度為100%，隊員於疫情期間共接受5,804小時的培訓。疫情帶來限制，但同時也為義工服務帶來新機遇，義工於家中錄製影片、製作心意卡或手工藝，並改以網上形式與服務對象溝通及互動，讓義工在社交距離限聚下，仍能持續以專門技能服務弱勢社群。

The Hong Kong Jockey Club Community Project Grant: Volunteer Talent Bank

Funded by The Hong Kong Jockey Club Charities Trust (HKJC) since 2005, 'The Hong Kong Jockey Club Community Project Grant: Volunteer Talent Bank' (VTB) formed 13 "self-managed" volunteer teams each with a set of specialized skills and talents. Volunteering in 4 domains, namely befriending and mentorship service, community and cultural service, health and personal care service, and professional service were provided.

The Teams provided volunteer services through online or other new means amidst the new normal. While their services resumed normalcy gradually, nearly 28,000 hours of service were provided to 82 organizations by 1,900 volunteers, benefiting approximately 124,000 service recipients. The satisfaction rate of the user organizations was 100%. Team members received a total of 5,804 hours of training. Despite the pandemic limitations, volunteers endeavoured to continue applying their specialized skills to serve the disadvantaged. For instance, they recorded videos, made greeting cards or handicrafts at home, and communicated and interacted with service recipients by online means.



家庭義工隊在暑假期間推出一系列義工服務，包括清潔海岸、慈善種植和派發農作物及探訪
Family Volunteer Team organized a series of services during the summer holiday, such as coastal cleanup, charity farming and vegetables delivering and home visits



同心者服務隊率領家庭義工進行長者探訪服務，把小朋友繪畫的心意卡，連同小盆栽送予獨居長者

V-Care Befrienders Team led the family volunteers to pay caring visits to the living-alone elderly, bringing them the handmade caring card and a small potted plant



社區健康服務隊新成立的分隊教授長者運用樂齡科技工具和健康知識

A sub-team of the Health Care Team was developed to promote gerontechnology and healthcare knowledge for the elderly



《擁抱缺陷·孩子不再難教!》的作者黃思敏女士及其丈夫區鑄倫先生，與VTB義工分享教育特殊學習障礙兒童的心得

Ms Flora Wong, author of a parenting book, and her husband Mr Albert Au shared with VTB volunteers their experience and practical tips for parenting children with Special Educational Needs (SEN)

專才義工服務隊	Volunteer Talent Teams
友伴服務	Befriending and Mentorship Service
閱讀義工服務隊	Reading Volunteer Team
學生服務支援隊	Student Service Supporting Team
同心者服務隊	V-Care Befrienders Team
社區及文化服務	Community and Cultural Service
家庭義工隊	Family Volunteer Team
音樂創意服務隊	Music Creative Team
社區共融義工服務隊	Social Inclusion Volunteer Service Team
社區服務導遊隊	Tourist Guide Team
社區綜藝服務隊	Volunteer Performance Service Team
健康及個人護理服務	Health and Personal Care Service
理髮義工隊	Hair Cutting Team
社區健康服務隊	Health Care Team
專業服務	Professional Service
家居維修服務隊	Home-Safety Support Team
資訊科技義工服務隊	Information Technology Volunteer Service Team
攝影義工隊	Volunteer Photographers Team

第17屆「攝出愛與關懷」攝影展

由「香港賽馬會社區資助計劃：專才義工網」屬下攝影義工隊策劃的第17屆「攝出愛與關懷」攝影展，受第五波疫情影響，以網上形式於2022年3月8日推出。為期3個月的網上攝影展以「與疫同行再起飛」為主題，展出34幀攝影作品，期望藉著相片鼓勵市民在疫情下自強不息，重新出發。而實體攝影展則順延至2022年7月假香港文化中心舉行。

17th 'Capturing Love and Care' Photo Exhibition

Organized by the Volunteer Photographers Team (VPT) of 'The Hong Kong Jockey Club Community Project Grant: Volunteer Talent Bank' amid the 5th wave of pandemic, the 17th 'Capturing Love and Care' Photo Exhibition was successfully held on a virtual platform from 8 March 2022, for a period of three months. The theme was 'Flying off in the epidemic', 34 photographic works were shortlisted for promoting perseverance and resilience among the public. The physical event would take place at the Hong Kong Cultural Centre in July 2022.

其中3張展出的作品被選為最佳相片 Three photos were selected the Best Photos



1 2
3

1. 「感恩」(攝影義工譚路芳女士作品)
'Gratitude' (by Ms Tom Gee Jenny, VPT member)
2. 「媽咪，唔好再玩啦！」(攝影義工劉嘉明先生作品)
'Enough playing Mum!' (by Mr Lau Ka Ming, VPT member)
3. 「飛越時空」(攝影義工黃以立先生作品)
'Beyond Time and Space' (by Mr Wong Yee Lap, VPT member)



西園長者中心

西園長者中心於1990年開始，一直致力為中西區長者和護老者提供多元化服務。過往一年，面對反覆的疫情，中心遵照社會福利署的指引，在新常態下持續不懈地為長者提供最適切的服務和支援，並嚴守防疫措施，確保長者能在安全的環境下參與中心及社區活動。

疫情下，中心特別關注服務對象的生活、心靈和防疫物資上的需要，透過義工的協助，除了定期以電話與長者聯絡，關心其生活狀況和所需，分享最新的防疫資訊，亦把社區團體和善長所捐贈的抗疫物資和生活用品，送贈有需要的長者。

此外，中心自2015年獲良梅福祉基金贊助推行「耆義聯盟」義工計劃，培訓年長義工為區內有需要的長者提供適切支援。中心除了安排義工定期探訪獨居、雙老家庭的長者及隱蔽長者，關心其情緒健康外，亦於中國傳統節日舉行慶祝活動，陪伴長者們歡度佳節。

隨著科技的發展，中心引進樂齡科技產品以提升服務質素。年內獲社署「樂齡及康復創科應用基金」撥款，中心得以租用社交機械人為期兩年，為認知障礙長者提供認知訓練活動。



Western Garden Neighbourhood Elderly Centre

Western Garden Neighbourhood Elderly Centre (WGE) has been providing diversified services to the elderly and their caregivers in the Central and Western District since 1990. With the unsteady pandemic situation throughout the year, by adhering to the guidelines of Social Welfare Department (SWD) and having appropriate anti-pandemic measures in place, WGE continuously provided the elderly with the most needed services and support, and ensured them to take part in the Centre and community activities safely.

Amidst the pandemic, WGE was concerned about the daily life, psychological and material needs of service users. With the assistance of volunteers, regular phone calls were made to care for the elderly, keep close watch on their needs and disseminate the latest anti-pandemic information. The volunteers also helped dispatch the anti-pandemic materials and daily necessities donated by community groups and individuals to the elderly in need.

Since 2015, sponsored by Leung Mui Charity Foundation, the 'V-Union' Volunteer Programme trained up senior volunteers to provide services for the living alone elderly in need of social and emotional support. Volunteers were arranged to conduct regular home visits to the elderly and to organize festive celebrations to keep them company.

Along with the technological development, gerontechnology products were introduced to enhance the quality of centre services. In the year, granted by SWD's 'Innovation and Technology Fund for Application in Elderly and Rehabilitation Care', WGE rented a social robot over a two-year period to provide cognitive training for the elderly with dementia.



「耆義聯盟」義工與長者慶祝中秋節，在酒店享用自助餐
'V-Union' volunteers celebrated the Mid-Autumn Festival with the elderly, let them enjoy a buffet at hotel



中心與奧比斯合作舉行「亮眼行動 — 眼睛檢查日」，為長者提供全面的眼科檢查和諮詢服務

In collaboration with Orbis, a visual health check activity was held to provide the elderly a comprehensive eye examination and optometric consultation service



香港北角扶輪社的義工為中心會員安排「重獲新聲」聽力測試，由聽覺護理及專科聽力師檢查聽力

Volunteers from Rotary Club of Hong Kong North Point organized a hearing test activity for the centre members by the hearing care and specialist audiologists



長者會員參加分別由香港傑出義工會副會長林家揚博士和社署「老有所為活動計劃」資助的本地旅行團活動

The elderly members joined the local day tours sponsored respectively by Dr Eason Lam, Vice President of Hong Kong Volunteer Awardees Society and SWD's 'Opportunities for the Elderly Project'

