

義工服務及轉介

Volunteer Action and Referral

香港義工團

「香港義工團」是本局成立的義工團隊，凡有志參與義務工作的人士和團體均可登記成為會員。為提升義工服務質素及加強會員之間的合作，本局為香港義工團定期舉辦培訓、交流及聯誼活動，亦為新會員安排迎新會。為對義工的貢獻表達欣賞及謝意，本局舉辦不同的嘉許活動，對積極及長期服務的義工作出嘉許，更會推薦義工參與政府的義工嘉許計劃。年內，獲2018年本局香港義工團傑出貢獻獎的鄭惠珍女士、張玉儀女士及梁全奕女士經本局推薦，獲頒2019年度民政事務局局長嘉許狀，表揚她們熱心參與義務工作及對社會的貢獻。

本局致力鼓勵及推動青年參與義務工作，除了特設青年會費優惠，開拓更多合適的服務機會，更設立青年組別的嘉許制度，表揚他們對義務工作的投入。現時香港義工團有近6,200名個人會員及185個團體會員，其中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 bring together individual and corporate members with a passion in volunteering. To enhance service quality and to facilitate cooperation among members, AVS provided a comprehensive orientation programme to new members, as well as regular training workshops and other networking events that are open to all. To express appreciation and gratitude to our volunteers, AVS organized annual recognition events to honour 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 various volunteer recognition schemes launched by the Government. In the year, Ms Rocka Cheng, Ms Betsy Cheung and Ms Leung Chuen Yik, 2018 HKCV Outstanding Contribution Awardees, were awarded the 2019 Secretary for Home Affairs' Commendation for Distinguished Service for their dedicated community service and contributions.

To promote youth volunteering, AVS offered concessionary membership fee for young members, and developed more service opportunities that could suitably engage them. To commend their active participation in volunteering, award scheme for the youth group was introduced. Currently, there were nearly 6,200 individual members and 185 corporate members on the register, with about 40% of the individual members being youth members.



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。

為加強機構前線工作人員對任用義工的信心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」，來自28間機構的40多名同工參與，分享任用義工的良策及心得。

年內，義工轉介服務的登記機構有513間，成功轉介義工的服務項目2,000多個，轉介義工人次近4萬，義工服務總時數近16萬。（其中義工轉介大型項目列於下頁）

Volunteer Referral Service

Volunteer referral is one of AVS' core areas of service. It offers volunteers a diversity of service opportunities by matching them with non-profit organizations who are seeking manpower and talents. To assure service quality, AVS established the Volunteer Leaders Team to help user organizations coordinate and manage the referred volunteers in sizable service events.

To build the capacity of frontline staff in volunteer management, we organized Volunteer Management Workshop, which brought together 40 volunteer managers from 28 organizations to share their experience and insights.

With 513 organizations registered for the volunteer referral service, over 2,000 service requests were fulfilled, generating about 160,000 hours of service by nearly 40,000 volunteers. (Service events engaging large number of volunteers are listed on the next page)

義工轉介服務統計

Statistics on Volunteer Referral Service

香港義工團 — 個人會員人數	No. of HKCV Individual Members	6,144
香港義工團 — 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	185 / 105,409
使用義工登記機構數目	No. of user organizations	513
服務轉介項目數目	No. of service requests received	2,255
成功轉介項目數目	No. of service requests matched	2,052
成功轉介率	Rate of successful referral	91%
義工服務人次	No. of volunteers performing service (frequency)	39,141
義工服務時數	No. of volunteer service hours	156,564

大型義工轉介項目 Mega Volunteer Service Events

活動名稱 Event	機構 / 團體名稱 Agency / Organization
香港特別行政區成立廿二周年 — 半馬拉松賽 及 皇者之戰馬拉松2019 Hong Kong Reunification Marathon 2019 and Win Win Run 2019	力行社 Activist Association
平和新春獻愛心2020 Love Action in Chinese New Year 2020	永平慈善基金會 Forever Peace Foundation
第7屆「國際華服節」暨第9屆「夫子廟會」 The 7 th International Chinese Costume Festival and The 9 th Confucius Carnival	夫子會 Fuzi Chamber
全城有機日2019 Organic Day 2019	香港有機資源中心認證有限公司 Hong Kong Organic Resource Centre Certification Ltd
第44屆全港青年學藝比賽 The 44 th Hong Kong Youth Cultural and Arts Competitions	全港青年學藝基金 Hong Kong Youth Cultural and Arts Foundation
粵劇日2019 Cantonese Opera Day 2019	康樂及文化事務署 Leisure and Cultural Services Department
觀塘龍舟比賽2019 Kwun Tong Dragon Boat Race 2019	愛承傳基金協會 Love Legacy Foundation
「愛心天使Show出精彩人生」Fashion Show 'Love Angel' Fashion Show	Moments Photography and Organic Mom
樂齡電競及體驗日 Seniors Esports & Experience Day	善寧會 Society for the Promotion of Hospice Care
「疫市」大行動 'Together We Care' Campaign	南華傳媒 South China Media
大坑火龍節 Tai Hang Fire Dragon Festival	大坑坊眾福利會 — 大坑青年中心 Tai Hang Residents' Welfare Association – Tai Hang Youth Centre
公益金萬眾同心50年 'Community for the Chest' Television Show	香港公益金 The Community Chest of Hong Kong
香港水足印定向2019 Hong Kong Water Race 2019	和富社會企業 Wofoo Social Enterprises
關懷長者同樂日 Caring for the Elderly	玉清慈善基金 Yuk Ching Charity Trust

以機構英文名稱排序
Agency / Organization in alphabetical order

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。年內組長隊有81位隊員，支援的大型義工服務有47項。為嘉許組長及促進團隊發展，除了舉行嘉許禮，亦定期舉辦培訓及交流活動。年內舉辦的活動有「香草植物拓染工作坊」、「百年古蹟遊」及「新任組長簡介工作坊」等。更舉行兩天「行義50·大灣區交流之旅」，前往內地深圳及東莞參觀多間志願者組織，了解當地志願服務的特色及大灣區的發展和機遇。行程也包括遊覽展覽館、博物館及名勝古蹟，藉此加深對當地歷史的認識。

HKCV – Volunteer Leaders Team

In order to strengthen the effectiveness and quality of volunteer service, the Volunteer Leaders Team was established in 2006. Based on the concept of 'volunteers manage volunteers', experienced volunteers were appointed to assist in leading HKCV members to serve in large service events. The Team, consisting of 81 members, coordinated 47 large service events during the year. To recognize their contribution and for sustainable development of the Team, annual recognition gala, training and exchange activities were organized. The activities held this year included 'Natural Plant Dyeing Workshop', 'Heritage Tour', and 'Work Briefing and Introduction of New Leaders'. In addition, a 2-day exchange trip to Shenzhen and Dongguan in the Mainland was organized, through which volunteer leaders visited the volunteer organizations there to exchange service experiences and to gain better understanding of the developments in the Greater Bay Area. The group also made a tour to the exhibition halls, museums and historical heritage to know more about the local history.



義工組長隊為隊員舉行興趣活動，增進團隊凝聚力
Volunteer Leaders Team held interest activities for team unity



組長隊前往內地深圳及東莞與當地志願者交流
Volunteer Leaders Team exchanged with the volunteers in Shenzhen and Dongguan in the Mainland

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」、「義彩Teen地」及「義創未來」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提升他們對團隊的歸屬感。為配合青年發展及加強新會員參與的方針，年內策劃4項活動，動員近百名青年及新會員服務弱勢社群，包括低收入家庭、長者及社區人士。

HKCV Networking Activities

Four dedicated groups, namely 'Volunteers Serve Volunteers', 'V-together', 'V-teens' and 'V-future' were formed by HKCV members with the aim to strengthen ties and the sense of belonging of members to HKCV. During the year, to align with the policy direction on youth development and enhanced participation of new members, 4 service activities were organized, mobilizing about 100 youth and new members to serve low income families, the elderly and the local community.



各小組為香港義工團會員舉辦義工服務及聯誼活動
The groups organized volunteer service and networking activities for HKCV members



聖誕頌歌節 2019

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」。本局連續10年獲邀為協作夥伴，統籌義工服務。2019頌歌節於12月一連17天舉行，本局動員130多位義工、組長及攝影義工，支援15個表演場地的110項頌歌及亮點活動，負責接待、聯絡、服務管理和攝影等工作。大會為慶祝「聖誕頌歌節」10周年，特頒發感謝狀予長期支持的企業、團體及義工，表揚各界持續多年的支持，以及為基層青少年籌募儲蓄配對金的貢獻。過去10年，本局總共招募1,890名義工參與，總義工服務時數為25,000小時。

Carol Singing Festival 2019

AVS has partnered with The Child Development Matching Fund for 10 consecutive years since 2010, to support their annual flagship fundraising event – 'Carol Singing Festival'. The event lasted for 17 days in December 2019. AVS deployed 130 volunteers, volunteer leaders and photographers, who provided support of reception, liaison, service management and photography in 110 singing and highlight events at 15 venues. To celebrate the 10th anniversary of Carol Singing Festival, corporations, organizations and volunteers were presented with certificates of appreciation for their long-term support to the programme and dedicated effort to raise the matching fund for the grassroots youth. In the past 10 years, AVS recruited a total of 1,890 volunteers who performed 25,000 hours of volunteer service.



本局長期參與的義工出席聖誕頌歌節10周年慶祝活動，接受嘉許

AVS volunteers were presented certificates of appreciation for their long-term involvement at the 10th anniversary celebration of Carol Singing Festival

兒童陶醉於聖誕頌歌表演中
Children reveling in the carol singing

‘Miracle Summer’ 青年行義計劃 2019

本局於2016年開始舉辦‘Miracle Summer’青年行義計劃，推動香港義工團青年會員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。2019年的計劃以「惜食、環保、關愛社區」為主題，推出8項精選服務，吸引約280名青年參與，合共提供2,800小時的義工服務。此計劃榮獲「粵港澳大灣區專項賽優秀項目獎」，本局代表出席於廣州舉行的頒獎禮，接受獎項，並介紹計劃。

‘Miracle Summer’ Youth Volunteering Programme 2019

‘Miracle Summer’ Youth Volunteering Programme was initiated in 2016 to encourage HKCV youth members to make the most of their summer vacation by volunteering, and through the process to develop their communication skills and self-confidence. ‘Miracle Summer’ 2019, with the theme ‘Cherishing Food, Environmental Protection and Care for the Community’ comprised 8 selected service events. 280 youth volunteers participated and performed a total of 2,800 hours of service. The Programme received the Guangdong-Hong Kong-Macao-Greater Bay Area Special Project Outstanding Award. AVS representatives attended the Award Presentation Ceremony held in Guangzhou and shared with fellow volunteer organizations the programme achievements.



青少年參與‘Miracle Summer’的主題服務
The young people actively participated in the services of ‘Miracle Summer’



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」。計劃現有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。過去一年，「專才義工網」隊員人數近1,800名，為160間非牟利機構提供共51,000小時的服務，受惠人次達140,000，服務滿意度為100%，而隊員共接受16,000小時的培訓，自我增值之餘，亦能有效提升服務水平。

未來三年(2020-2023)，本局再度獲香港賽馬會慈善信託基金資助，繼續推行「專才義工網」。計劃的重點主要為推廣跨代行義，鼓勵家庭義工及青少年積極投入服務。透過多元化的學習機會，培育及加強義工領袖以自務形式管理隊務的能力，期望吸引擁有專門技能的市民大眾加入義工行列，滿足社會上不同的服務需要。

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) has 13 self-managed volunteer teams each with a specialized set of skills and talent. They provide services in 4 broad categories namely befriending and mentorship service, community and cultural service, health and personal care service, and professional service. In the year, 1,800 volunteer members under the 13 service teams received a total of 16,000 hours of value-added training to help them enhance the quality of service they delivered. Altogether 160 non-profit organizations received 51,000 hours of service, benefitting 140,000 service recipients of which 100% of them found the services satisfactory.

Having successfully secured continuous funding from HKJC for the next three years (2020-2023), the VTB project's focus will be on the promotion of cross-generational volunteering. Family volunteers and young people will be encouraged to actively participate in services. Through diversified learning opportunities to enhance the leadership and management capabilities of the volunteer leaders, we hope to attract members of the public with specialized skills to become VTB members and to join forces with us in meeting the different service needs in the community.

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
同心耆服務隊	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



家庭義工隊
Family Volunteer Team



社區健康服務隊
Health Care Team



理髮義工隊
Hair Cutting Team



社區綜藝服務隊
Volunteer Performance Service Team



社區共融義工服務隊
Social Inclusion Volunteer Service Team

「耆義同行」

本局再度獲得良梅福祉基金捐助，舉辦「耆義同行」長者服務計劃，為殘疾或長期病患長者及其照顧者提供本地旅遊及探訪服務，讓他們走出戶外接觸社群，擴闊社交圈子。活動由「香港賽馬會社區資助計劃—專才義工網」屬下的「社區服務導遊隊」負責籌劃，義工因應長者的個別需要設計行程，帶領長者遊覽不同的地方。同時，義工透過探訪及互動活動與長者建立關係，鼓勵他們認識及體驗外界事物，加強與社區的連繫。

‘Walk with the Elderly in Community’

Sponsored by Leung Mui Charity Foundation, the ‘Walk with the Elderly in Community’ programme continued to bring love and joy to the elderly with disabilities or long-term illnesses and their carers. Through home visits and local tours, volunteers helped the elderly broaden their social circle by reaching out to the community. The activities were planned and organized by the Tourist Guide Team of ‘The Hong Kong Jockey Club Community Project Grant: Volunteer Talent Bank’. Specifically designed by the volunteers with the needs of the elderly in mind, the itineraries take the elderly on tours to different places. Volunteers also build relationship with the elderly through visits and interactive activities to encourage them to experience more about the community and strengthen their links with the society.



「耆義同行」讓長者有外出舒展及擴闊社交的機會

‘Walk with the Elderly in Community’ let the elderly have the opportunity to enjoy outdoor activities and broaden their social circle

第15屆「攝出愛與關懷」攝影展

「香港賽馬會社區資助計劃—專才義工網」屬下的「攝影義工隊」，在榮譽顧問葉青霖先生（香港專業攝影師公會創辦人，現為常霖法師）的支持下，於2003年結集一群攝影愛好者組成。現時隊員逾140人，他們年內為約70間非牟利團體提供約11,000小時具質素的義務攝影服務，廣受機構及團體歡迎。義工隊於2020年1月假香港文化中心舉行為期3天的第15屆「攝出愛與關懷」攝影展，展出35張主題為「愛」與「關懷」的作品，向大眾分享過去一年服務的成果，及傳遞行義助人的正面訊息。

15th 'Capturing Love and Care' Photo Exhibition

With the support of Honorary Advisor Mr Alain Yip (Founder of the Hong Kong Institute of Professional Photographers, now known as Ven. Chang Lin), the Volunteer Photographers Team of 'The Hong Kong Jockey Club Community Project Grant: Volunteer Talent Bank' was formed in 2003 gathering a group of photography enthusiasts. During the year, more than 140 members served 70 non-profit organizations, performing 11,000 hours of quality photography service. The 15th 'Capturing Love and Care' Photo Exhibition was held for 3 days in January 2020 at the Hong Kong Cultural Centre, displaying 35 touching photos themed on 'Love' and 'Care'. The exhibition was a showcase of the achievements of the volunteers, while conveying to the public the positive message of volunteering.



攝影義工及嘉賓在攝影展合照

Volunteer photographers and guests at the Photo Exhibition

西園長者中心

西園長者中心於1990年開始為中西區長者提供多元化服務。年內，中心於附近的東慈商業中心增設活動室，為認知障礙症長者提供特別設計的小組及認知刺激活動、支援其家人，以及透過社區教育增加公眾人士對認知障礙的認識和關注。此外，中心獲社會福利發展基金（第3期）資訊科技項目的資助，建立中心會員管理系統，提升中心運作效率，系統預期於2020年12月開始運作。

Western Garden Neighbourhood Elderly Centre

Western Garden Neighbourhood Elderly Centre (WGE) has been providing diversified services to the elderly in the Central and Western District since 1990. In the year, the Centre established additional activity rooms at the nearby Tung Che Commercial Centre. The new facilities enabled the organizing and hosting of designed groups and cognitive stimulation activities for the elderly with dementia, provided support to their families and raised public awareness and concern about dementia through community education. Moreover, the Centre was subsidized by the Social Welfare Development Fund (Phase 3) to implement a membership management system to enhance operational efficiency. The system is anticipated to be in service in December 2020.



國內旅行及交流活動
Travel and exchange trip to the Mainland



營舍活動
Camping activity



生日會自助餐
Buffet birthday party



為認知障礙症長者舉行認知刺激及健體活動
Cognitive stimulation and physical activities for the elderly with dementia

「耆義聯盟」義工計劃

自2015年起，中心獲良梅福祉基金贊助推行「耆義聯盟」義工計劃，培訓義工為有需要社交支援的長者提供適切的服務。年內，義工除了繼續透過定期探訪，了解長者的需要及關心他們的情緒健康，更舉辦賀節活動，陪同長者歡度佳節。

‘V-Union’ Volunteer Programme

Sponsored by Leung Mui Charity Foundation since 2015, the ‘V-Union’ Volunteer Programme trained up volunteers to provide service for the elderly in need of social support. In the year, the volunteers paid regular home visits to identify the elders’ needs and to provide them with emotional support. Festive celebrations were organized to keep the elderly company.



長者、義工和職員在晚宴上互動同樂
Elders, volunteers and staff interacted at the gala dinner



盧乃惠先生(中)代表良梅福祉基金出席「耆義聯盟」冬至晚宴
Mr Stephen Lo (middle) representing Leung Mui Charity Foundation attended the ‘V-Union’ Winter Solstice Festival Gala