

# 主席回顧

## Chairman's Review

2020年初，新型冠狀病毒肆虐全球，香港也不能倖免，市民生活大受影響，各行各業，以至整個社會均受著前所未有的衝擊。這場經年的疫症，使到本局多項服務無可避免地延後或取消。在這艱難時刻，義工們仍然秉持信念，堅守使命，籌組連串抗疫義工服務，於疫境下發揮守望相助的精神，為有需要人士提供支援，傳送愛心及正能量。

響應香港特區政府的號召，本局呼籲義工參與，支援政府「同心抗疫」服務，為紓緩疫情出一分力。在口罩極度短缺時期，我們獲得慈善基金、企業及市民的捐助，透過近160間非牟利機構及義工團體，動員3,000位義工把防疫包送贈予25,000位人士、前線醫護人員等手上。同時，採取「快閃義工隊」的形式，派出義工組長帶領義工到全港18區，向前線清潔工友及保安人員派送防疫包，並表達關懷。此外，本局鼓勵市民在家行義，透過電話或短訊等各種方式，慰問、關心及幫助身邊有需要人士，特別是高齡、獨居的體弱長者及長期病患人士，讓他/她們感受人間溫暖。

在疫情下，我們竭力為各界義工提供防疫指引，並運用線上資源，包括雲端視訊會議技術、網上影片分享平台及另類實境遊戲等創新手法分享服務資訊，成果實在令人鼓舞！

In 2020, the world came under siege of the coronavirus, and Hong Kong was no exception. As the impact of the pandemic infiltrated every aspect of people's lives and businesses, many of our regular services have been gravely affected. Yet, in the face of the unprecedented challenge, our volunteers were not daunted and still held firm to our service mission and belief. Through active participation in a variety of services to fight the health crisis, volunteers continued to support those in need, spreading love and positive energy in the community.

In response to the call of the HKSAR Government, we appealed for volunteers' support on the 'Fight Coronavirus Together' campaign, gathering efforts across the territory to provide relief to the stressful pandemic situation. At the time when the supply of face masks was in serious shortage, we have secured funding and donation from charity trusts, corporate donors and the general public. Through the support of some 160 non-profit making organizations and volunteer bodies, we mobilized 3,000 volunteers to deliver protective equipment to the underprivileged and frontline medical personnel, benefitting in total 25,000 recipients. At the same time, teams of volunteers and their leaders were dispatched to all 18 districts in Hong Kong to take flash caring actions, bringing anti-virus packages to the often inadequately protected cleaning workers and security guards. In addition, we encouraged volunteers to take action from home through telephone calls and messages to express care and concern to those around them, especially elderly people living alone and patients with chronic illness. These service actions made them feel the warmth of love.

Under the pandemic, we endeavoured to safeguard the volunteers' wellbeing by setting out health and safety guidelines. Service information was shared via digital means. Video conferencing technology, online photo-sharing platform and alternate reality games were some of the creative ways we adopted to engage volunteers, bringing about very positive and encouraging outcomes.

「行義香港」是本局開發的全新義工管理網絡系統。經過數年的努力，系統的首階段於2021年初成功推出，為個人義工會員提供一站式的義工登記、活動及培訓報名、個人服務紀錄及資料管理等功能。整個系統預計於2021年中完成，屆時將全面開放予團體義工會員及義工轉介服務登記機構使用，令義工的招募、配對和轉介達致更高效能。

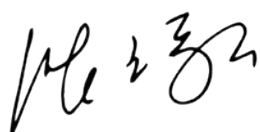
2020年是本局成立50周年，首項亮點慶祝活動「同心共建義工林」綠色行義日於暑假期間舉行，邀得300多位各界義工代表，一連四個周末，分批前往城門郊野公園種植本土原生品種樹木，認識本地生態環境及其價值，藉此響應聯合國2030可持續發展目標，鼓勵市民關注氣候變化、愛護地球，積極參與綠化義工服務。我們亦推出了本局的主題曲《齊心創美夢》，很榮幸邀得「鋼琴王子」陳雋騫先生等為我們創作，及知名歌唱家莫華倫先生主唱，透過激昂勵志的歌曲頌揚義務工作精神，鼓勵市民齊心建設關愛的社會。本局也特別製作「行義八達通卡」作為50周年紀念禮品，寓意義工在行義路上四通八達，增強人與人之間聯繫，傳遞關懷，為他人和社會創造幸福快樂。

'Volunteer Hongkong' is a brand new internet system AVS developed to manage volunteers. After several years of hard work, the first phase of the system was successfully rolled out in early 2021, providing a one-stop solution for volunteer registration, service and training enrolment, as well as award and record management. The full launch of the system is expected in mid-2021, which will then become accessible for all categories of Hong Kong Community Volunteers and Registered Organizations of our Volunteer Referral Service, vastly enhancing the overall effectiveness in volunteers recruitment, matching and referral.

Year 2020 marked the 50<sup>th</sup> Anniversary of AVS. The first highlight event 'Together • We Plant' Volunteer Greening Day was held during the summer months. Altogether more than 300 volunteers visited Shing Mun Country Park over four consecutive weekends to plant trees of native species, meanwhile learning about the ecological environment and its value. The activity echoed the 2030 Agenda for the Sustainable Development Goals of the United Nations, calling for action to combat climate change through active participation in greening volunteer service. As part of the celebration, our theme song "Making our Dreams Together" was also released. It was composed, arranged and produced by Mr Phoebus Chan, a famous pianist, and performed by Mr Warren Mok, a world-renowned singer. Praising the spirit of volunteerism, this passionate and inspirational song encourages people to come together to build a community with love and care. We also produced a special souvenir item 'Volunteer Octopus Card' to commemorate our golden jubilee. This souvenir carries a well-wishing implication that volunteers will go extending their service in all directions, enhancing interpersonal connections, paying forward love and kindness, and creating joy and happiness in the community.

年內，本局的服務受到疫情影響，大型活動未能如期舉行。為防止病毒傳播，很多義工服務及活動需暫停或縮減規模，「香港義工團」的義工服務時數因此未能達到預期水平。不過，我們鼓勵義工參與的「在家行義 同心抗疫」服務得到熱烈的回應，值得欣慰！「香港賽馬會社區資助計劃－專才義工網」服務隊也嘗試發展新的服務模式，應對疫下服務對象的需求。「香港義工學院」培訓轉移到線上舉行，並增設「香港義工學院頻道」，推出錄像集及網上影片分享平台，積極推廣優質義務工作，參加課程的學員數目有增無減，令人喜出望外！「西園長者中心」雖未能照常對外開放，服務有所限制，但對於缺乏關懷的長者，我們透過特別安排，繼續提供服務，務求他/她們得到所需的支援和幫助，解決遇到的問題。

我相信每一位義工和市民跟本局一樣，深切期望新冠疫情早日受控，解除對健康的威脅，使到社會、經濟和市民的生活回復正常！藉此機會，我要感謝各合作夥伴、資助機構、贊助商和善長對本局長久以來的支持，也要向各位董事、委員、職員和義務職員的齊心合作衷心致謝。迎向未來，面對社會新常態，本局的服務自當不斷創新、更新，發揮專業精神，精益求精，悉力推動義務工作的進一步發展，締造一個更團結、更和諧、更美好的香港！



主席  
沈之弘

During the year, our service was adversely affected by the pandemic and as a result a number of large-scale activities could not be held. To prevent the spread of coronavirus, many volunteer services and activities were suspended or scaled down. Consequently, the Hong Kong Community Volunteers' performance target with respect to the hours of service could not reach the expected level. Experimenting with different service modes, we encouraged our members to volunteer from home, and were much consoled by their overwhelming response to our 'Volunteer from Home • Fight Against Coronavirus' Campaign. The service teams of the Volunteer Talent Bank project were also able to generate new ideas to meet the service needs under the pandemic. As for our Hong Kong Institute of Volunteers (IoV), the training courses went online with an IoV Channel newly added. Video series were produced and shared via online platform. We were overjoyed to see an increasing number of training participants responding positively to our new mode of service. Our Western Garden Neighbourhood Elderly Centre was closed to the public, maintaining only limited services. However, for those elderly in need of help, we still managed to make special arrangement to provide them with the necessary attention and support.

It is our common wish that the pandemic situation will soon come under control such that our daily routines could return to normal and that Hong Kong's economic recovery will regain momentum. I take this opportunity to thank all of our partners, funding bodies, sponsors and donors for their long-term support. I also thank, wholeheartedly, the unreserved support of our members on the Board of Directors and Committees, and the dedication of our staff and volunteer staff. Looking into the future, we strive to ensure that our services will remain relevant yet innovative, reaching new heights in the spirit of professionalism. We are determined to further the development of volunteerism, for the creation of a cohesive, harmonious and better Hong Kong.



Shum Chi Wang  
Chairman