

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。為對「香港義工團」的貢獻表達欣賞及謝意，本局舉辦不同的嘉許活動，嘉許積極和長期服務的義工，更會推薦義工參與政府的義工嘉許計劃。年內，個人會員陳秀雲女士、余泳洋女士、黎同濟先生、曾金漢先生及王國強先生經本局推薦，獲頒2020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。同時，本局積極鼓勵及推動青年參與義務工作，除設立青年會費優惠，開拓更多合適的服務機會，更為中學及大專院校舉行網上分享活動，吸引更多青年加入義工行列。

本局於2017至2020年度推行香港義工團三年策略計劃，成果顯著，會員總人數及活躍義工人數均逐年遞增。現時香港義工團有近7,000名個人會員及160個團體會員，其中青年會員約佔個人會員人數的四成。而香港義工團策略計劃專責小組已於2021年3月展開籌備會議，商討新三年的策略計劃。

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 express appreciation and gratitude to HKCV, AVS organized various 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 Wendy Chan, Ms Janet Yu, Mr Tony Lai, Mr Tsang Kam Hon and Mr Wong Kwok Keung were awarded the 2020 Secretary for Home Affairs' Commendation for Distinguished Service for their dedicated community service and contributions. To encourage youth volunteering, AVS offered concessionary membership fee for young members, developed more service opportunities for them, and also organized online sharing activities for secondary schools and tertiary institutions.

To promote HKCV, a 3-year strategic plan was implemented from 2017 to 2020 and results have been promising, with the number of HKCV and active volunteers on steady rise. Currently, there were nearly 7,000 individual members and 160 corporate members on the register, with about 40% of the individual members being youth members. A Task Force has been set up to kick start in March 2021 the discussion process to formulate the next 3-year strategic plan of HKCV.



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」，與來自31間機構約50名同工分享任用義工的良策和心得。

受疫情影響，本年度的義工服務機會大幅下降，但義工仍堅守崗位，積極參與，年內，登記機構有490間，成功轉介義工的服務項目約500個，轉介義工人次17,000，義工服務總時數近7萬。

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 nearly 50 volunteer managers from 31 organizations to share their experience and insights.

Due to the pandemic, the number of volunteering opportunities has declined dramatically. Fortunately, our volunteers have continued to participate actively and professionally. In the year, with 490 organizations registered for the volunteer referral service, nearly 500 service requests were fulfilled, generating about 70,000 hours of service by 17,000 volunteers.

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	6,871
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	160 / 108,541
使用義工登記機構數目	No. of user organizations	490
服務轉介項目數目	No. of service requests received	493
成功轉介項目數目	No. of service requests matched	474
成功轉介率	Rate of successful referral	96%
義工服務人次	No. of volunteers performing service (frequency)	16,451
義工服務時數	No. of volunteer service hours	65,804

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，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38項，當中包括防疫服務「18區快閃義工隊」，在全港18區把防疫包送到1,500位前線清潔工友及保安員手上；又支援社福團體及企業的關愛社區活動，合力將物資贈送予500位長者及少數族裔人士，在疫境中向他/她們送上一點祝福和溫暖；並支援本局50周年的慶祝活動「同心共建義工林」，帶領義工進行植樹服務。此外，為促進團隊的聯繫和增進知識，組長隊為隊員安排兩項網上培訓工作坊，包括響應「全城認知無障礙大行動」的「認知友善好友分享會」和教授易筋棒鍛鍊招式的「齊心抗疫 在家運動」。

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-scale service events. The Team, consisting of 81 members, was divided into small groups to provide support to 38 service events which included 'Flash Mob Volunteer Service in 18 Districts' that mobilized volunteers to distribute anti-virus packs to 1,500 front-line cleaning workers and security guards, and caring community services to support social welfare organizations and enterprises in distributing caring packs to 500 elderly and ethnic minorities. The team also led volunteers in the 'Together • We Plant' Volunteer Greening Day to celebrate AVS' 50th Anniversary. To share knowledge and to promote unity among team members, 2 online training workshops namely 'Dementia Friends' and 'Workout at Home. Act Together to Fight Coronavirus' were organized.



義工組長隊在疫境下仍然積極參與不同的服務及活動
The Volunteer Leaders Team participated actively in different services and activities during the outbreak of pandemic





義工組長隊動員義工向前線清潔工友派發防疫包

The Volunteer Leaders Team mobilized volunteers to distribute anti-virus packs to front-line cleaning workers



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提升他/她們對團隊的歸屬感。年內，小組策劃的多項活動因疫情關係而取消，幸而「愛護地球快閃日」清潔服務順利舉行，吸引30多位義工參與。

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 and sense of belonging of members to HKCV. During the year, quite a number of activities were cancelled due to the pandemic. It was fortunate that sessions of cleaning services have been held successfully, drawing support from over 30 volunteers.

義工小組到烏溪沙及城門水塘進行「愛護地球快閃日」清潔服務

The groups undertook cleaning services at Wu Kai Sha and Shing Mun Reservoir



‘Miracle Summer’ 青年行義計劃2020

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。2020年的計劃繼續以「環境保護、珍惜食物及關愛社區」為主題，精選一系列義工服務予12至30歲青年參與，雖然疫情導致部份服務取消，計劃仍成功吸引115位青年參與，合共提供1,072小時的義工服務，當中76位青年更加入成為香港義工團會員。

‘Miracle Summer’ Youth Volunteering Programme 2020

‘Miracle Summer’ Youth Volunteering Programme was initiated in 2016 to encourage young people to make the most of their summer vacation by volunteering, and through the process to develop their communication skills and self-confidence. ‘Miracle Summer’ 2020, with the theme ‘Environmental Protection, Cherishing Food and Care for the Community’, selected various service events for youth aged 12 to 30. Although some events were cancelled amidst the pandemic, the Programme still engaged 115 young volunteers to perform a total of 1,072 hours of service. The Programme also attracted 76 young volunteers to get registered with HKCV.



青年參與‘Miracle Summer’服務
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」。計劃以發掘及善用專才為目標，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。

過去一年，鑑於疫情持續，非牟利機構的服務申請減少，使「專才義工網」的服務數字下跌，期間為48間機構提供16,000小時的服務，受惠人數約15,000，申請服務的機構滿意度為95%。隊員人數維持近1,800名，疫情下共接受3,060小時的網上培訓，持續自我增值，為新常態的行義模式作好準備。為持續照顧服務對象的需要，各義工隊積極嘗試轉換服務模式，例如義工於家中錄製影片、製作心意卡或手工藝等，同時改以網上形式與服務對象溝通及互動，繼續動員隊員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) 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.

The pandemic has reduced the number of service requests we received from NGOs. In the past year, VTB teams provided 16,000 hours of service to 48 non-profit organizations, benefitting 15,000 service recipients of whom 95% found the services satisfactory. Under the new normal, 1,800 volunteer members undertook a total of 3,060 hours of online training, strengthening their capacity to cope with the new service requirements. To continue to meet the needs of the community, the volunteer teams strived to continue service delivery via alternative means such as using videos to provide entertainment, sending caring messages through cards and handicrafts, and using online applications to interact with the disadvantaged.

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



家庭義工隊(左圖)及社區綜藝服務隊(右圖)分別拍攝短片，在抗疫路上為院舍長者打打氣

Family Volunteer Team (left picture) and Volunteer Performance Service Team (right picture) showed their support to the elderly via short videos



同心者服務隊於疫情下帶同防疫物資探訪長者，表達關懷

V-Care Befrienders Team visited the elderly, bringing with them anti-virus gift packs



「專才義工網」義工籌備「事事如『義』曲奇」服務，走訪曾合作的服務機構，送贈特製的曲奇，為服務對象送上新春祝福

VTB volunteers organized an activity during Chinese New Year to distribute handmade cookies to the elderly through partner organizations

第16屆「攝出愛與關懷」 線上攝影展

「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年成立，讓一群攝影愛好者運用專長參與社區不同類型的義務攝影服務，現時隊員人數逾150。

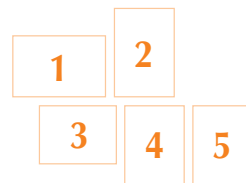
受疫情影響，第16屆「攝出愛與關懷」攝影展首次以網上形式舉行，於2021年1月18日至2月18日期間展出共56幀由「攝影義工隊」隊員以「光」為主題的作品，在疫情下向社會大眾傳遞「希望」和「正能量」，並且以個人專業的攝影經驗，向市民分享其作品的拍攝理念和攝影技巧或小貼士，以帶出義務工作的精神和喜樂。

16th 'Capturing Love and Care' Online 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 (VPT) of 'The Hong Kong Jockey Club Community Project Grant: Volunteer Talent Bank' was formed in 2003, gathering a group of photography enthusiasts to provide professional photography services to NGOs.

The 16th 'Capturing Love and Care' Photo Exhibition was held from 18 January to 18 February 2021 on virtual platform. The theme of the online photo exhibition was "Bright" for bringing "hope" and "positive energy" to the public during the pandemic. In total 56 photos displaying the photography skills and ideas by the volunteers were showcased to promote VPT and to convey the message of love and care to the community.

其中5張展出的相片被選為最佳相片 Five photos were selected the Best Photos



1. 「一點光」(攝影義工陳健雄先生作品)
'A Spot of Light' (by Mr Chan Kin Hung, VPT member)
2. 「常伴左右」(攝影義工梁錦榮先生作品)
'Always by Your Side' (by Mr Leung Kam Wing, Samuel, VPT member)
3. 「燈籠光下，中秋團圓」(攝影義工蔡兆恒先生作品)
'Mid-Autumn Reunion under the Lanterns' (by Mr Choi Siu Hang, Jeff, VPT member)
4. 「愛是一起飛行」(攝影義工黃以立先生作品)
'Flying Together' (by Mr Wong Yee Lap, VPT member)
5. 「餘暉中的一點光」(攝影義工李志圖先生作品)
'Light in the Dusk' (by Mr Li Chi To, 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提供多元化服務。過去一年，新冠肺炎肆虐，各項福利服務均受到影響。按照社署疫情防控指引，受資助的單位只能維持有限度的服務，活動人數亦須下調以保持社交距離，進入中心亦必須預約及登記；同時增設多項防疫設備，確保每位進入中心的長者能在安全及舒適的環境下繼續參與活動。

疫情下，關顧長者的工作從未間斷。期間中心積極聯繫不同團體合作上門派發防疫包，又在傳統節日期間上門送贈福袋，讓區內獨居、雙老或有需要的長者獲得防疫物資或節日食品；而中心的義工團隊亦定期透過電話聯絡會員了解近況，傳送防疫資訊及表達關愛。

中心獲社署獎券基金撥款，於年內提供免費無線上網服務，讓會員可享受方便、穩定及高速的上網體驗。中心更開辦智能科技小組，以培養長者實際應用技巧，感受學習資訊科技的樂趣。

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. Under the pandemic, limited services were provided. To ensure the safety of the elderly, only pre-registered activities were allowed, which were conducted in compliance with SWD's guidelines and the prevailing anti-distancing regulations.

The pandemic has not hindered our care for the elderly. WGE coordinated with other partner organizations to distribute anti-virus packs and festive gift packs to elderly in the community. Volunteers also made regular phone calls to them, keeping a close eye on their needs and sharing with them the latest anti-virus information.

In the year, with the SWD Lotteries Fund, WGE has installed a new Wi-Fi system, allowing visiting elderly access to a speedy and convenient internet service. Group activities and classes were held to build the elderly's IT-related skills and knowledge.



王喬峯醫生(前排左一)聯同香港醫務委員會執照醫生協會的醫生在中心舉行健康講座，並捐出60盒口罩透過中心送贈會員

Dr Wong Kiu Fung (1st from left of front row), together with doctors from The Association of Licentiate of Medical Council of Hong Kong, held a health talk in the Centre, and delivered 60 boxes of masks to the elderly members



林家揚博士為中心會員舉行中醫抗疫講座，並聯同香港針灸學會義工舉行「關懷敬老日」，將防疫用品及禮物上門送贈140名長者

Dr Eason Lam shared anti-virus tips with WGE members and partnered with the Hong Kong Acupuncture and Moxibustion Association to deliver anti-pandemic gift packs to 140 elderly members



本局委員簡銘進先生(右)及其家人上門送贈月餅予長者會員
Mr Swadiq Khan, AVS Committee member (right), and his family delivered moon cakes to elderly members



中心為長者會員舉行多場小型新春聯歡會，並透過「新春送暖大行動」，在疫境中為他/她們帶來歡樂
To celebrate Chinese New Year, WGE organized mini-gatherings and paid caring visits to the elderly