



義務工作發展局  
AGENCY FOR VOLUNTEER SERVICE

服務年報 2002-2003

Annual Service Report



香港公益金會員機構  
A Member Agency of The Community Chest



香港賽馬會慈善信託基金受惠機構  
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香港社會服務聯會會員機構  
A Member of The Hong Kong Council of Social Service



聯合國義工計劃組織合作機構  
A Cooperating Organization of United Nations Volunteers



國際志工協會香港代表  
The HKSAR National Representative of  
International Association for Volunteer Effort

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## 序言

2002年是充滿挑戰的一年。我們面對一連串問題，包括社會福利署的長者社區支援服務重整、撥款緊縮及2003年3月爆發的非典型肺炎等。後者需要我們迅速回應，組織義工進行數月的緊急抗災服務。儘管如此，本局的服務仍有卓越表現，並為未來發展基礎制定果斷的措施。總括地，本局於年內共服務了2,838,411人次，較去年上升4.6倍。

本局委託香港大學民意研究計劃進行的市民對義務工作意見研究於2002年3月完成。這是對義務工作首個全港性的調查。為與社會各界分享研究結果，本局於2002年11月舉辦研討會，反應十分熱烈。研討會的結論為培育義務工作精神的定位和策略提供了方向。隨後，董事局和管理層就研討結果舉行集思會，並取得一致的共識——本局工作策略的焦點是在推動義務工作承擔樞紐的角色，以回應社會的需求。

我們的目標是開拓義工服務的範疇及提高義務工作的專業和優質化，在這方面本局聯繫不同團體，組織先導性義工計劃；和康樂及文化事務署攜手合辦的「文化藝術義工計劃」，提供更多新穎的義工服務機會，並且擴闊服務的對象。我們又承辦教育統籌局家庭與學校合作事宜委員會的「親子義工推廣計劃」，向數以千計的家庭灌輸義務工作概念。此外，亦開展體育義工計劃，透過專門的培訓項目，加強義工在體育和運動方面的貢獻。整體來說，約有1,000,000位市民從這些計劃中受惠。

義工轉介服務向來是我們的重點項目。成功轉介服務比率保持在86%的高水平。年內獲轉介的義工達58,030人次，他們為超過1,300,000人次提供服務，受惠者包括獨居長者、新來港人士、智障人士、病患者以及弱勢家庭和兒童等。「希望小學義工服務計劃」標誌著我們積極與內地夥伴合作，發展義工服務。該計劃的義工共貢獻出約15,000小時為內地8,000名學生提供服務。

義工培訓和推動義務工作管理是我們工作的另一項重點。年內，27,972名義工人次接受本局培訓，而為服務機構和團體提供的專業顧問服務亦達737次之多。此項服務比去年增長了4倍，反映業界對義工管理和服務效益愈見重視。培訓工作的重要性不單在於強化義工關懷他人的熱忱和意志，亦在於更能滿足服務對象的需要。基於資源所限，本局未能全力推行所有計劃。但經過慎重考慮後，本局決定設立香港首間義工培訓及拓展中心。在大家共同努力下，中心於2003年1月順利投入運作。

## Foreword

自1992年起，本局每年均舉辦活動，慶祝12月5日的「國際義工日」。本年的活動突出義工對社會的貢獻。38家商號應邀參加「義工，多謝您！」優惠計劃，給予義工特別折扣和優惠以表揚他們的努力。此外，本局首度設立2002年度傑出義工獎，頒發予三名表現優秀的義工。

全球青年服務日(GYSD)是以美國青年服務及全球青年服務聯盟為首的全球週年活動。旨在推動年青人透過參與義工服務認識社會的需要及向社會作出貢獻。本局響應全球青年服務日並推出一系列的活動，招募及加強青年人獻身義務工作。

隨著工作範圍的擴展，培訓工作人員對本局的服務日益重要。所以我們舉行職員集思會，提供同理心課程，以及管理和技能方面的培訓。又設立服務獎嘉許表現卓越的員工。同時，本局亦進行架構重整，務求有效善用人力資源，改善服務和擴展工作。

本屆董事局及委員會成員作出不少貢獻，我謹此深表謝意。對本局職員的辛勤努力，及所有義工的參與和奉獻亦致衷心的感謝。同時，要特別多謝支持我們步行籌款的1,600多名義工和60間機構。他們不僅協助籌得60多萬港元支持義工培訓及拓展中心的成立，更在步行期間提供義工服務，一個行動，種出兩個善果。最後，我亦向本局的顧問、捐助和支持義務工作的人士致謝。在這瞬息萬變的環境中，我們將更主動，更高瞻遠矚，開展創新的計劃，配合社會即時和可預見的需要。

李澤培

主席 李澤培



## Foreword

2002 has been a very challenging year. We were besieged with the re-engineering of community support services for elders by the Social Welfare Department, tight funding, and the outbreak of Severe Acute Respiratory Syndrome (SARS) in March 2003 which demanded our immediate response throughout the months to follow. Yet, AVS has outperformed itself in terms of service, and has taken decisive steps to lay the foundation for future development. Overall, AVS served 2,838,411 people - 460% increase compared with last year.

The research on public's reception and perception of volunteer service conducted by **The University of Hong Kong Public Opinion Programme** commissioned by AVS was completed in March 2002. This was the first comprehensive territory-wide study on volunteering, and in order that different sectors of the community might share the findings, AVS held a seminar in November 2002 which drew enthusiastic response. The seminar conclusions pointed to directions and strategies for fostering volunteerism in Hong Kong. Subsequently, the directors of the board and senior management held a brainstorming session on these findings and came up with a common conclusion — AVS should focus strategically on its pivotal role to promote volunteering in addressing community needs.

With the aim to widen the scope of volunteering, enhance professionalism and service quality, AVS networked with various organizations to run pilot volunteer schemes. In close collaboration with the Leisure and Cultural Services Department, AVS organized the Cultural Services Volunteers Scheme which offered new service opportunities for volunteers and significantly expanded the service to a broader group of recipients. The Family Volunteering Scheme commissioned by the Committee on Home-School Co-operation of the Education and Manpower Bureau instilled the concept of volunteering to several thousand families. Sports volunteer programmes were introduced to enhance volunteers' contributions through tailored training programmes relating to athletic and sports activities. All these resulted in around 1,000,000 residents benefiting from the programme services.

Volunteer referral remains to be one of our key services. The matching rate of service requests maintained at a high level of 86%, 58,030 volunteers were placed in the year serving over 1,300,000 people, including the living-alone elders, new arrivals, mentally disabled, patients, disadvantaged families and children, etc. The Hopeful Primary School Volunteer Service Project signified the strengthening of our collaboration with Mainland counterparts in the development of volunteer service beyond Hong Kong. Volunteers of this project contributed 15,000 service hours to 8,000 Mainland students in the year.

Volunteer training and volunteer management service have always been a major emphasis in our work. During the year, 27,972 volunteers were trained and 737 professional consultations were provided to service agencies and organizations. The consultation service was a four-fold increase compared with last year, showing greater emphasis on volunteer management and service output. Training is important as it backs the passion or will of a volunteer to care for others. It is also important because the needs of the service recipient will be better satisfied. Resources constraint did not allow AVS to do as much as it was envisaged.

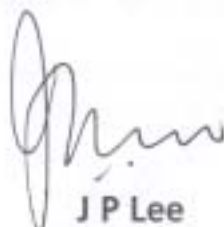
However, after careful deliberation, AVS decided to take the bold but visionary step to set up a Volunteer Training and Development Centre — the first of its kind in Hong Kong. Concerted effort successfully brought the Centre into operation in January 2003.

Since 1992, AVS organized annual celebrations for the International Volunteer Day which falls on December 5. This year's programme highlighted the contributions volunteers made to the community. 38 merchants responded to AVS's 'Thank you! Volunteer!' privilege programme providing discounts and special offers to volunteers as recognition to their efforts. For the first time, the 2002 Outstanding Volunteers Awards were presented to 3 volunteers for their distinguished performance in the year.

The Global Youth Service Day (GYSD) was an annual global event led by Youth Service America with the Global Youth Action Network as its key partner. The goals of GYSD are to mobilize young people to identify and address the needs of their communities through services. AVS promoted this event in Hong Kong and a series of programmes was held to enlist and reinforce youth contribution in volunteering.

As the scope of activities widened, staff training was even more important to our service delivery. Befriending training, brainstorming sessions, management and technical skills training were provided, and an Outstanding Performance Award was introduced to recognize staff with distinguished performance. AVS also implemented organization restructuring to make the best use of staff resources for improving and expanding services.

I should like to express my sincere gratitude to the directors of the board, and committee members for their contribution, the staff for their utmost dedication and hard work, and all the volunteers for their participation and contribution. In particular, thanks go to the 1,600 volunteers and 60 organizations supporting our fund raising walk which raised over HK\$600,000, all of which went to defray costs for setting up the Volunteer Training and Development Centre. Participants not only helped to raise funds, but also render volunteer service throughout the walk. I should also extend my heartfelt thanks to our advisors, donors and supporters. In the current rapidly changing environment, we will be more proactive and visionary, and will develop new and innovative programmes to meet and anticipate the needs of Society.



**J P Lee**  
Chairman

## 獻辭

立法會主席

### 范徐麗泰議員 GBS 太平紳士

義務工作發展局專責推動義務工作，在發掘義工、培育義工人才及管理義務工作方面累積了逾32年的豐富經驗和心得，建立了廣泛的社區網絡，對香港公民社會的發展有一定的貢獻。在海外義務工作方面的聯繫和交流，亦取得了相當的成就。在聯合國訂定的2001國際義工年，全球各地舉辦慶祝活動，展望未來。義務工作發展局在香港率先聯同多個社會服務機構、工商及專業團體、傳媒、政府部門等成立國際義工年策導委員會，使香港成為全球第一個設立國際義工年委員會的城市，受聯合國稱譽，實屬我們香港的光榮。希望義務工作發展局能繼往開來，在推動義務工作上負起樞紐和先驅的角色，義務工作發展局成立香港首間義工培訓及拓展中心，將是廣大義工及任用義工機構之福。在促進義工服務的優質及專業化方面，具積極的作用。



本人十分欣賞義務工作發展局進行全港首個義務工作全面的研究，並就此舉行「香港義務工作研討會」，這正是反思過去，計劃將來的重要一步。值得一提的是調查發現全港市民有超過62%曾參與義務工作，而義務工作每年的經濟貢獻量高達31億元。今天社會面對重重困難的處境，義務工作發展局能策動各界市民參與義務工作，締造一個互相關懷和凝聚的社會更見重要。這方面，我希望義務工作發展局在政府的支持及各界團體的努力下，為社會帶出義工的活力、熱誠和愛心，感染更多市民各盡所能，為社會承擔，為有需要人士服務，建立一個和諧、融洽和充滿愛心的社會！

事實上，義工的貢獻是不容忽視的，義務工作是應該得到肯定，而傑出義工也應受表揚。如何使貢獻良多的義工知道我們對他們的認同和感激，和如何給予他們多些鼓勵和支持，我希望義務工作發展局能進一步探討。

最後，我藉此機會，祝賀義務工作發展局成果豐碩，並向各位及全港義工衷心致謝，你們的努力絕對是社會進步的泉源！

范徐麗泰

## Message

### The Hon Mrs Rita Fan Hsu Lai-tai, GBS, JP

*President, Legislative Council of the Hong Kong SAR*

Set up with the purpose of promoting volunteer work, the Agency for Volunteer Service (AVS) has accumulated, in the past 32 years, invaluable expertise and experience in mobilizing, training and management of volunteers. Not only has AVS built up a comprehensive community network, it also helped making Hong Kong a more civil society. Local achievement apart, there is also significant progress in terms of liaison and exchanges in overseas volunteer services. This is particularly notable in the International Year of Volunteers 2001 (IYV) proclaimed by the United Nations, where worldwide celebrations were held and efforts being coordinated to map out the way forward. In Hong Kong, AVS had, in collaboration with various social service organizations, chambers of commerce, professional bodies, the media and government departments, established the Hong Kong IYV Steering Committee, which was the very first IYV City Committee established, bringing Hong Kong a great honour that won the commendation of the United Nations. It is hoped that AVS, riding on its past success, would make further progress in advancing volunteer work and continue to play a pivotal role. The first Volunteer Training and Development Centre, recently established by AVS, would undoubtedly benefit both the volunteers and service users, as well as set a milestone in delivering quality service and enhancing professional competence.

Personally I was particularly impressed by AVS for undertaking the very first comprehensive study of volunteer service in Hong Kong, and organizing the subsequent 'Seminar on Volunteer Service in Hong Kong'. This is indeed a most opportune time to review our past effort as a basis for formulating the future strategy. Amongst the findings is the worth-noting observation that over 62% of the Hong Kong population has actually participated in volunteer work, bringing a total economic contribution amounting to as high as HK\$3.1 billion. Confronted with the many current difficulties, it is more important for AVS to have taken the lead to motivate volunteering, with the aim to create a caring and cohesive community. In this aspect, I sincerely hope AVS, with the support of the government and various organizations, would bring vitality, warmth, love and enthusiasm to our volunteers, thus stimulating more people to join hands in serving the society and helping the needy, so as to build a more harmonious, co-operative and loving community.

It is beyond doubt that the contribution of volunteers cannot be overlooked and their work should be appreciated, outstanding volunteers be recognized. I would leave it up to AVS to consider how best to express our gratitude to our commendable performers and give further support to their good work.

Last but not least, may I take this opportunity to congratulate AVS for its accomplishment and dedicate my heart-felt appreciation to all the volunteers in Hong Kong. It is your endeavour that sustains the momentum of our society.





## 香港義務工作研討會

### Seminar on Volunteer Service in Hong Kong

承接於2001年進行的「市民對義務工作意見研究」，本局於2002年11月舉行「香港義務工作研討會」，目的是分享研究結果，從經濟及社會角度檢視義務工作的貢獻。



民政事務局長何志平  
太平紳士主持開幕  
The Hon Dr Patrick Ho Chi-ping, JP  
Secretary for Home Affairs  
officiating at the Opening

民政事務局長何志平太平紳士，聯合國義工計劃北美洲總監雷羅博先生，聯合國開發計劃署駐華代表處副代表田中敏裕先生及本局李澤培主席主持開幕。會上，香港大學民意研究計劃主任鍾庭耀博士詳述研究結果；聯合國義工計劃北美洲總監雷羅博先生就義務工作的量度發表演說；香港

嶺南大學公共政策研究中心主任何濼生教授從經濟角度看義務工作；香港中文大學社會學系呂大樂教授主講〈出於關懷：香港人的無償社會參與〉。

來自社會各界200名與會者，積極分享義務工作經驗，大會為義務工作未來發展策略的建議，總結如下：

1. 繼續加強及擴大宣傳推廣義務工作，使未投身義務工作者加入義工行列；擴大服務類別，吸納已參與非組織義務工作人士長期參與有組織的義務工作，使到義務工作參與不斷提升。

As a follow up of the 'Study on Public's Reception and Perception of Volunteer Services' in 2001, AVS held the 'Seminar on Volunteer Service in Hong Kong' in November 2002 to share, review and analyze the findings of the study, to measure the contributions of volunteers and to explore the frontiers of volunteerism from the economic and social angles.

Officiating at the Seminar's opening were The Hon Dr Patrick Ho Chi-ping JP, Secretary for Home Affairs; Mr Robert Leigh, Chief of UNV Representation in North America; Mr Toshihiro Tanaka, Deputy Resident Representative, United Nations Development Programme China Country Office and Mr Lee Jark-pui OBE, JP, Chairman of AVS. Dr Robert Chung Ting-yiu, Director of Public Opinion Programme of The University of Hong Kong presented the findings of the study. Mr Robert Leigh talked on the measurement of volunteerism. Professor Ho Lok-sang, Director of Centre for Public Policy Studies, Lingnan University, Hong Kong addressed 'Voluntary Work: an Economic Perspective' and Professor Lui Tai-lok, Department of Sociology, The Chinese University of Hong Kong delivered a speech on 'The Voluntary Social Commitment of Hong Kong People — Out of Caring'.

Over 200 participants from different sectors participated actively to share experience in volunteering and exchange views on volunteer service. In conclusion, the following suggestions on future planning and development of volunteerism were made in the Seminar:

1. Effort to increase participation in volunteering should be pooled, publicity and promotion of volunteerism should be strengthened and expanded so that those who have never participated may volunteer. The scope of service should be widened to attract those who have participated in non-organized volunteer work to commit to organized volunteering on a long-term basis.



## 主禮及演講嘉賓

(左起) 鍾嘉耀博士、何樂生教授、田中敏裕先生、雷耀博先生、李澤培主席、呂大樂教授及鍾耀英女士

Officiating guests and speakers

(from left) Dr Robert Chung Ting-yiu, Prof Ho Lok-sang, Mr Toshihiro Tanaka, Mr Robert Leigh, Mr J P Lee, Prof Lui Tak-lok, Ms Flora Chung

2. 義務工作進一步擴闊疆界，使到助人信念成為日常生活文化；另一方面深化在專業上的發展，使義工服務更為優質和增值。
  3. 重視義務工作的管理和培訓，提升義務工作的質素、成果和效益，使到受助者得益更大。
  4. 義務工作的發展需要社群力量推動，集結政府、商界、非政府機構及市民本身共同發揮團隊精神，加強各界合作。
  5. 非政府機構扮演重要角色，義務工作發展局檢視其在發展義務工作的角色地位和功能，如研究、推廣、網絡、訓練和社區連繫等。
  6. 政府有需要訂立支援義務工作的政策，特別在兩方面：
    - 提供有利環境和措施，例如加強公民教育，增加對義工的保障、保險等；
    - 增加支援，包括資源和基礎設施，並和民間非政府機構等加強夥伴合作。
  7. 繼續從事更多義務工作的研究，在質及量上作出量度，從而確定義務工作的經濟價值及社會貢獻。
2. The frontier of volunteering can be further pushed to make the value of helping others a culture of our daily life. On the other hand, volunteering can be developed more intensively, to be strengthened in terms of professionalism, added value and quality enhancement.
  3. Emphasis should be placed on volunteer service management and training, and upgrading the quality, outcome and effectiveness of volunteer service to bring greater satisfaction to the service recipients.
  4. The development of volunteering requires community effort. The government, businesses, non-government organizations and the citizens should join as a team and strengthen cooperation.
  5. Non-government organizations play a vital role. AVS should review its role and function in the development of volunteering, such as research, promotion, networking, training and community relationship etc.
  6. The government should play the role of formulating policies to support volunteering, especially in two respects:
    - To provide a favourable environment and institutions (facilitation), for example by strengthening civic education, and improving welfare and insurance for volunteers;
    - To increase support including resources and infrastructure, and to strengthen partnership with non-government organizations to demonstrate the government's recognition and endorsement of volunteering.
  7. Further studies should be undertaken on volunteer service and to evaluate it in qualitative and quantitative terms in order to establish the economic value and social contribution of volunteering.

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