



行義薈萃 Volunteer Connect

香港義工學會通訊第一期 - 2014

Hong Kong Institute of Volunteers Newsletter Issue 1 - 2014

編者的話 From the Editors

香港義工學會(學會)的第一期學會通訊面世了! 通訊取名「行義薈萃」, 象徵把支持學會理念和《香港義工約章》的義工朋友連結起來, 攜手深化義務工作精神和推動優質義工服務的發展!

行義薈萃將定期報導學會活動及分享世界各地行義資訊, 希望大家看得愉快, 增添能量, 投入優質服務!

The first Newsletter of the Hong Kong Institute of Volunteers (HKIoV) is born! Named "Volunteer Connect", it symbolizes that every volunteer who shares the values of the Institute and the Hong Kong Volunteer Charter, are connected with a single aim to advance volunteerism and promote excellence in volunteering!

"Volunteer Connect" will keep you posted of the news and activities of HKIoV and share the global scene, etc. We hope you enjoy reading the Newsletter and will be energized for the pursuit of excellence!

香港義工學會成立典禮暨論壇 HKIoV Inauguration Ceremony cum Forum



香港義工學會於 2013 年 3 月 21 日舉行成立典禮暨「建立義務工作的成效」論壇, 吸引了超過 150 位來自政府、企業、教育和社會服務界的行政管理人員及義工領袖參加。

頒授 8 位榮譽會士

主禮嘉賓政務司司長林鄭月娥表示: 「學會建立嘉許性質的會籍制度、訂立服務標準及頒授認可資格, 以鼓勵義工繼續發展他們的技能及分享義務工作的知識」。林司長為學會頒授榮譽會士予 8 位知名社會領袖, 表揚各人於推動義務工作及服務社群的貢獻。林司長更為《香港義工約章》手機應用程式主持啟動儀式。

論壇邀得兩位來自英格蘭及澳洲的義工領袖和專家, 及 3 位本地知名講者發表其對義務工作的發展、需要、機遇及挑戰的見解。

詳情請參閱學會網站 <http://www.avso.org.hk/hkiiov/cht/>

The HKIoV Inauguration Ceremony cum Forum on "Building Impact in Volunteering" was held on 21st March, 2013. Over 150 executives and volunteer leaders from the government, corporations, education and social service organizations attended.

8 Honorary Fellowship conferred

Officiating at Inauguration Ceremony, Mrs Carrie Lam, Chief Secretary for Administration said, "The Institute shall build on a membership system of recognition, standards setting and accreditation in order to encourage volunteers to continuously develop their skills and share their knowledge in volunteerism." Mrs Lam conferred Honorary Fellowship to 8 community leaders who have made significant contributions to volunteering and community service. Mrs Lam also launched the Hong Kong Volunteer Charter smart phone application.

Two international leaders on volunteerism from England and Australia, and three local well known speakers were invited to share their views on volunteering development, needs, opportunities and challenges.



Please visit our website at <http://www.avso.org.hk/hkiiov/eng/> for more information.

我們的會徽 Our Logo

會徽中間的火焰象徵著義工為他人奉獻，改善社會的熱情；而兩旁心形部份則代表著義工對社會的關懷。而火焰及心形部份也分別代表著學會英文名稱內，「Institute (學會)」的「I」及「Volunteers (義工)」的「V」。特此感謝 thinkingwithoutthinking 義務為本學會設計徽章！



The Flame in the centre symbolizes Volunteers' Passion to serve others, and to make Society a better place, while the Heart symbolizes Caring for the Society. Also, the Flame represents the "I" of "Institute" and the Heart represents the "V" of "Volunteers". We should like to thank "thinkingwithoutthinking" for their pro bono design service.

樂聚學會 Joy@HKIoV

學會的第一次會員聚會於 2013 年 10 月 19 日圓滿舉行！當日會員聚首一堂，互相認識，趁機交流義工經驗。是次聚會有幸邀請到榮譽會士梁智鴻醫生蒞臨和會員分享他對義務工作的心得，氣氛溫馨愉快！

梁醫生的四大義工心得：

- 有承擔
- 關愛的心
- 不求物質回報
- 虛心學習

可不是行義真諦！

The First Members' Gathering was successfully held on 19th October, 2013! Members got the opportunity to know each other and exchanged volunteering experience. Honorary Fellow Dr the Hon Leong Che Hung graced the occasion and shared his insights on volunteering. The Gathering was warm and pleasant!

Four volunteering insights of Dr Leong:

- Commitment
- A caring heart
- No expectation of materialistic return
- Eagerness to learn

How true!



學會於 2013 年 11 月 30 日舉辦了一場以「義工管理的策略」為題的工作坊，邀得北愛爾蘭的義工領導機構 Volunteer Now 總幹事及國際義工協會董事 Ms Wendy Osborne OBE 為分享嘉賓。除了學會會員外，是次工作坊吸引來自不同界別運用義工機構的管理人員積極參與。

A workshop on "Promoting Volunteer Management Standards--Strategies and Experience" was conducted on 30th November, 2013 by Ms Wendy Osborne OBE, Chief Executive Officer of "Volunteer Now" from Northern Ireland and Board member of The International Association for Volunteer Effort (IAVE). Apart from Institute members, leaders and executives of a number of volunteer-involving organizations from different sectors actively participated.

Wendy 提出義工管理的 9 個指標：

1. 機構對義工的參與具有明確的承擔。
2. 機構承諾為義務工作投入適當資源。
3. 機構讓義工服務反映社區的多樣化。
4. 機構為義工編制具有價值的角色。
5. 機構設有保障義工的措施，避免義工在服務時受到傷害。
6. 機構承諾使用公平貫徹的招募程序。
7. 機構為新加入的義工提供導向。
8. 機構有考慮義工在支援及督導方面的不同需要。
9. 機構具有意識，需要對義工作出肯定。

來源 Source：Volunteer Now

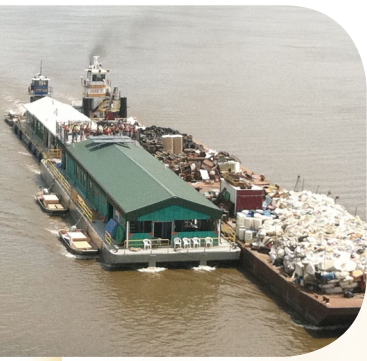
Wendy pointed out 9 positive indicators on volunteer management:

1. The organization has an expressed commitment to the involvement of volunteers.
2. The organization commits appropriate resources to volunteers.
3. The organization allows volunteers to respond to the diversity of the community.
4. The organization develops roles for volunteers which are valuable to them.
5. The organization tries its best to protect volunteers from harm in volunteering.
6. The organization is committed to using fair recruitment procedures.
7. The organization has procedures for orienting new volunteers to the organization.
8. The organization takes account of the varying support and supervision needs of volunteers.
9. The organization is aware of the need for recognition of volunteers.

義愛世界 Love of Volunteer

一名叫 Chad Pregracke 的美國人，畢生從事密西西比河及美國其他河流的清理工作，默默地為保護環境無私貢獻，使他獲得 CNN 的「2013 年度英雄獎」。

他透過自己的非牟利組織 Living Lands & Waters，於過去 15 年來共清除逾 700 萬磅垃圾，其中 90% 屬可回收資源。該組織透過音樂、喜劇及舉辦看誰能找到「最棒」的垃圾比賽，使 7 萬名義工加入河道清理行列。Pregracke 更建立了一個漂流教室，向沿途的高中生和教師，教授河道污染對環境生態造成的破壞。



Chad Pregracke, an American dedicated his life to cleaning the Mississippi River and other U.S. waterways, was named the "2013 CNN Hero of the Year".

Pregracke has already collected over 7 million pounds of trash in the past 15 years through his nonprofit organization Living Lands & Waters. 90% of the collected trash is recyclable. The organization has already attracted 70,000 volunteers to join by skits, music, and holding competition to see who can collect the "best" trash, etc. Pregracke also launches a floating classroom to educate high school students and teachers about the harm of pollution on the ecosystems wherever his teams arrive.

來源 Source : CNN

義路分享 V-Share

行義服務要「執生」

義工每次進行服務時，必須保持眼觀八方，隨機應變，反應快速，即俗語說「執生」。

我曾經於一次研討會做義工。當日於接待處的大會工作人員，除核對嘉賓名單，送上名牌，更要為嘉賓們掛上襟花。二百多位來賓，記者等，差不多同時到達，令工作人員忙碌非常，應接不暇。在旁其中一位義工見狀，立刻上前協助，加快流程，令嘉賓魚貫進場。

研討會後，各來賓要到另一會場參加酒會。起初，大會要求義工手拿沒有文字說明的箭形指示牌。有義工提議用人手作指引，加親和說話，效果會更好，最後獲大會接納。

義工要懂得「執生」，要細心聆聽，按照大會工序進行服務；有意見時，可禮貌地提出，令與大會溝通無礙。

(上文由香港義工學會會員馬立銘提供)

Be an Improvised Volunteer

Volunteers should be alert on the service environment and react promptly whenever they perform services. Simply speaking, be improvised.

I was a volunteer in a seminar. About 200 guests and reporters arrived at the same time, and the reception staff were busy looking over guest list, passing the name badges, and putting corsages on the guests. A volunteer, seeing the situation, immediately offered help to speed up the registration procedure.

After the seminar, the guests moved to another venue for a cocktail party. At first, the organizer asked volunteers to hold a blank "Arrow-shaped" signage for direction instruction. The volunteer suggested to point out the direction by hand with friendly chats for better impression, which the organizer accepted.

Volunteers need to know how to improvise, be a good listener, and provide service according to the organizer's working procedures. Cordial suggestions by volunteers will enable effective communication with organizers.

(By Alan Ma, Member of HKIoV)

行義新領域 Volunteerism Pulse

今時今日，智能電話的即時通訊程式，如 WhatsApp、LINE，已經成為我們主要的溝通途徑，至於電訊商曾經視為招徠客戶主要手段的短訊服務 (SMS)，近年已經日漸式微。但你有否想過，原來只要善用 SMS 功能，也可以隨時動員義工，救人一命？

位於瑞典的哥德堡，正在籌備一項採用 SMS 的救人計劃。首先徵集一班懂得心肺復甦法的義工加入，當有緊急需要時，系統就會馬上向他們發送 SMS，讓附近的義工能立即到達現場，並於救護車到來前急救病人，以增加病人的生存機會。

來源 Source : Göteborg Daily



Nowadays, instant messaging applications of smart phone, such as WhatsApp and LINE, have become popular ways for us to communicate with others. Meanwhile, the Short Message Service (SMS), which used to be a major appeal of telecommunication companies to customers, has become less useful now. However, have you ever thought we can use SMS to mobilize volunteers to save lives?

A life-saving project using SMS will be introduced in Gothenburg, Sweden. Volunteers with Cardiopulmonary Resuscitation (CPR) training may join the project. Once emergency situations occur, the nearby volunteers can be reached by SMS and rush to the location immediately to save lives while waiting for the ambulance to arrive.

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歡迎投稿 We welcome your Contributions

如您希望分享義務工作的經驗，歡迎投稿到 iv@avs.org.hk (中文 500 字/英文 300 字以內)。香港義工學會對來稿保留刪改權。

If you like to share your ideas and experience on volunteerism, kindly send your article (within 300 words in English/ 500 words in Chinese) to iv@avs.org.hk. HKIoV reserves the right to edit the content.



香港義工約章



請支持《香港義工約章》!
Please support the Hong Kong Volunteer Charter!

鳴謝 Acknowledgement

民政事務局 Home Affairs Bureau

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The Hong Kong Institute of Volunteers is an institution of Agency for Volunteer Service dedicated to advancing volunteerism and promoting excellence in volunteering.