



「義務工作——照亮黃金歲月」研討會

香港人口漸趨老化，為社會帶來不同的挑戰和機遇。如何善用年長人士的經驗、知識和技能繼續貢獻社會，成為大眾深切關注的議題。有見及此，香港義工學會（學會）於2016年3月22日舉辦「義務工作 - 照亮黃金歲月」研討會，並蒙行政會議非官守議員召集人林煥光 GBS 太平紳士主禮。

多位海外及本地專家、學者及優秀年長義工雲集活動，包括 Evelyn O' Loughlin 女士、白景崇教授、林正財醫生、鄭麗玲博士、蘇偉文教授、錢黃碧君教授、李應鴻博士、梁贊權博士以及葉鵬威先生。他們與參加者一同探討年長人士參與義務工作的挑戰和機遇，及有效發動年長人士參與義務工作的策略。學會早前委託香港大學社會科學研究中心，進行一項有關年長人士參與義務工作的專題研究，調查結果亦於是次研討會上發佈。

林煥光議員致辭表示：「我們不應將高齡社會視為一個問題。只要我們願意花多點精力和時間，就可以在老人家身上發掘到對後輩有用的經驗；我在此祝願義工局於下一個階段的工作再上一層樓。義工局於政府有限的資助下來到45周年，確是個不容易的成就。」

義工局及學會主席李澤培 SBS,OBE 太平紳士表示「推



動年長人士義務工作是義工局近年的工作焦點。我們一同探討年長市民參與義務工作的挑戰和機遇，以作出相應的措施和締造環境配合，集思廣益，能夠幫助非牟利服務團體在任用義工方面有所得著，而年長人士亦更了解做義工的狀況，為政者能從多角度思考有關年長人士的政策。」

研討會上講者分別從宏觀、微觀、政策及實務層面進行討論，並認為年長人士是社會的重要資產，如他們得到政府及機構足夠的支持及培訓，將能於義務工作發揮最大效益。此外，創新的義工服務除能吸引年長義工的參與，也能讓他們學習到新事物，提升投入感及服務質素，對年長人士和整體社會均有裨益，達至多贏局面。

（有關研討會的詳情，請瀏覽學會網址
<http://www.avso.org.hk/tc/HKIOV>）

Seminar on “Volunteering - Brightening the Life of Older People”



As our population ages steadily, it brings both challenges and opportunities. How to mobilize older people to continue contributing to Society with their experience, knowledge and skills has become a matter of general interest. In this regard, Hong Kong Institute of Volunteers (HKIoV) held the Seminar on “Volunteering - Brightening the Life of Older People” on 22 March 2016. The Hon Lam Woon Kwong, GBS, JP, Convenor of the Non-official Members of the Executive Council, officiated at the Seminar.

Overseas and local experts, academics and outstanding older volunteers shared with participants the challenges and opportunities of volunteering of older people, and the strategies to engage older people effectively. HKIoV commissioned the Social Sciences Research Centre of the University of Hong Kong to conduct a study earlier on volunteering of older people, the findings of which were released at the Seminar. Presentations were made by Ms Evelyn O'Loughlin, Professor John Bacon-Shone, Dr Lam Ching Choi, Dr Crystal Cheng, Professor Raymond W So, Professor Tsien Wong Bik Kwan, Teresa, Ir Dr Michael Li, Dr Leung Tsan Kuen and Mr Yip Pang Wai.

In his address, the Hon Lam Woon Kwong said, “We should not treat aging society as a problem. As long as we are willing to put more energy and time on the elderly, we will be able to explore their valuable experiences for younger people. I wish AVS move to another plateau in its endeavours at its next chapter. It is not easy that AVS, under limited funding from the government, now steps into its 45th anniversary.”

Mr Lee Jark-pui, SBS,OBE,JP, Chairman of AVS and HKIOV said, “Engaging older people in volunteering is AVS’ highlight in recent years. We will explore the challenges and opportunities of volunteering of older people, so as to provide support and a suitable environment accordingly. Our collective wisdom will help nonprofit groups in mobilizing volunteers, older people to understand more about volunteering, and policy makers to have multifaceted dimensions on policy regarding older people.”

During the Seminar, the speakers discussed volunteering of older people in macro, micro, policy and practical perspectives. It was agreed older people

were important assets of Society. If they received adequate support and training from the government and service organizations, they would be able to contribute significantly to volunteering. In addition, innovative volunteer services not only could attract older people, but also let them learn new things and heighten their involvement and service quality. For this, both the older people and Society would benefit.

(Please visit our website at <http://www.avs.org.hk/en/HKIOV> for more details of the Seminar)

香港年長人士義務工作研究

香港義工學會（學會）早前委託香港大學社會科學研究中心進行本港首項年長人士義務工作的深入研究，了解推動退休及年長人士（年齡 55 歲或以上）參與義務工作的主要因素及策略，結果發現年長人士，特別是具有較高學歷者，對義務工作更願意承擔，而對所屬的非牟利服務機構亦抱有一定期望。

研究由 29 位來自 24 個不同服務範疇的非政府組織屬下年長義工及職員，分別組成四個聚焦小組作討論，採用半結構性面談的模式，探討「年長人士義務工作」的狀況，旨在找出吸引和動員年長義工的良好做法。以下為部分調查所得：



主要研究結果

年長義工的特點

- 願意承擔及認真投入義務工作
- 良好的溝通技巧
- 需要時間適應，或需要調節他們對義務工作的觀感
- 體能上有局限及可能會出現健康問題
- 因不同的期望，較低和較高學歷者較難融合

招募策略

- 招募目標應為區內居住的年長人士，因他們與鄰里有較緊密聯繫，有較大可能會長期參與
- 先以具熱誠的年長人士為對象，因為日後他們可能會帶引朋友參與
- 可透過興趣班作招徠

培訓方法

- 正規的培訓方式不見得十分有效，因年長義工可能已在其他機構學習相關知識
- 電腦簡報形式太沉悶，可採用角色扮演
- 須配合年長義工的能力、時間及體力

管理技巧

- 年長義工級別觀念較重，向其灌輸分工理念能夠改善情況
- 喜組小圈子，新人融入會有阻力，可採用以舊人帶新人的模式
- 制定危機應變計劃，尤其是體力活動

展望未來

- 預見將有更多較高學歷年長人士投入義務工作，他們更具能力，但較不喜歡被指導，而會期望擔任更具參與性的角色，意見和建議獲得重視
- 應善用流行的社交媒體工具如 WhatsApp，促進義工間的溝通

(有關研究的詳情，請瀏覽學會網址 <http://www.avs.org.hk/tc/HKIOV>)

Study on Volunteering of Older People in Hong Kong

Earlier, HKIoV commissioned the Social Sciences Research Centre of The University of Hong Kong to conduct the first in-depth study on volunteering of older people to ascertain the key factors and strategies to motivate and facilitate retired persons and older people (aged 55 or above) to volunteer. It was found that older people, especially those more educated, were more committed to volunteering and had their expectations towards the NGOs where they volunteered.

HKIoV recruited 29 older volunteers and staff from 24 NGOs of different service fields as participants for four focus groups. The focus group discussions were based on semi-structured interview guidelines which aimed to find out the right methods in attracting and mobilizing older people to volunteer. Below are some of the major findings:

Major Findings

Characteristics of Older Volunteers

- They were committed to and serious about volunteering
- They had good communication skills
- However they needed time to adapt, or might need to adjust their values about volunteering
- They would have physical constraints like health problems
- It would be difficult to integrate those with lower and higher education because of different expectations

Recruitment Strategies

- Organizations could target those living in the same district because with their closer bond with the neighborhood, they were more likely to participate in the long term
- Passionate older people would be the target first as they would bring in friends later
- Interest classes could motivate them in volunteering

Training Methods

- Formal training methods were not very useful as older volunteers might already know the contents from other organizations
- Powerpoint presentation being too boring, role-playing could be used
- Training needed to adapt to their ability, time and physical strength

Management Skills

- Older volunteers' sense of hierarchy was strong, and introduction on division of labour could help
- They liked to form groups though access to which was not easy for newcomers. Those experienced could be paired with novices
- Finally, risk management plans should be made especially in activities involving physical work

The Way Forward

- In future there would be more highly educated older volunteers, more capable but less happy to be directed; they would expect a more participatory role and their opinion and suggestions would be valued
- It would be important to take advantage of popular social networking tools, e.g. WhatsApp, to facilitate communication among volunteers.

(Please visit our website at <http://www.avs.org.hk/en/HKIOV> for more details of the Study)



義工專業化

現今社會，很多行業都講求專業化。到底甚麼是專業化呢？專業化是指在處理工作時，要具備特定的知識與技能，並背負著社會和生命上的責任。現今參與義務工作也講求專業化，我聽過一些朋友說：「有心參與便行，要求義工專業化也太苛刻了。」其實義工的服務質素亦會直接影響到服務對象，絕不能馬虎了事。

曾有一名義工為一位婆婆修剪頭髮後，被婆婆抱怨效果不合心意，最後要有關服務的主管親自再為她修剪才能了事。由此可見，服務對象對義工的服務質素是有一定的期望。同時，如何把不同背景的朋友凝聚在一起，提供具質素的義工服務，也頗具挑戰性。

若要提升義務工作的成效及專業化，需注意以下兩方面：

(一) 心態方面

一位稱職的義工須清楚自己對服務的興趣及可付出的時間，並且要有責任感、耐性及尊重服務對象，同時亦要明白服務對象對義工服務有一定的期望。

(二) 技術方面

參與義工服務前，義工須接受培訓，例如理髮、攝影或清潔家居的技巧；如服務對象是青少年，須要掌握良好的溝通技巧。主辦單位亦應將義工與服務對象作適當的配對，從而提供更合適及優質的服務。

Professionalism in Volunteering

In this day and age, many business sectors seek to professionalize. What in the final analysis is professionalization? Professionalism means when working, one should be equipped with the required knowledge and skill, and take responsibility for life and Society. Nowadays, volunteering also acknowledges professionalizing. Many friends say "All you need is the heart to volunteer, and it will be too onerous to expect volunteering to be professional." In fact service quality will directly affect the service recipients, and cannot be treated lightly.

On one occasion an elderly lady was unhappy with the haircut done by a volunteer, and in the end the service supervisor had to redo it personally. It can be seen that service recipients do have expectation of the quality of service. At the same time, it is also quite a challenge to gather people from different backgrounds to work together and provide quality volunteer service.

To achieve greater effectiveness and professionalism in volunteering, attention should be given to the following two aspects:

1. The mental aspect

A competent volunteer must clearly realize his interest in and how much time he can commit to a service. He has to be responsible, patient, respectful to the service recipient, and understand the latter would have expectation on service quality.

2. The skill aspect

A volunteer needs to undergo training before service on skills like haircutting, photo-taking or house cleaning. Or he needs to have good communication techniques to interact with young people who are the service recipients. Moreover the service organizer should arrange proper matching of the volunteer and the service recipient for providing more suitable and high quality service.

香港律師會（律師會）的公益服務委員會為律師會成員提供一個平台，透過與其他組織合作舉辦多項公益活動，以推動會員多參與公益法律服務及社區工作。

律師會舉辦的公益活動包括提供大廈管理免費法律諮詢、當值律師服務、由律師行向公眾提供 45 分鐘的免費初步法律諮詢，及到訪中學與學生就不同議題分享法律知識等。此外，律師會更推出「免費法律諮詢熱線 8200 8002」，向公眾提供不同範疇的法律諮詢，例如人身傷亡、婚姻法、刑事法和調解服務。該熱線廣受公眾歡迎，每年平均處理超過 1,000 個案。

推廣義務工作是一大學問，主辦機構一方面要使義務工作具趣味性，從而吸引更多義工持續參與服務，亦要提供應用及其他軟性技巧的培訓。而對服務對象及主辦機構的鼓勵和嘉許，是對義工的認同和肯定，可推動義工更積極參與義務工作。正如一句法國名言：「對於未來的真正慷慨，在於向現在獻出一切。」參與義務工作，正正有助建立一個和諧及關愛的社會。

（上文由香港律師會副會長彭韻僊律師提供。律師會乃香港義務工作議會委員機構；該議會是義務工作發展局成立的聯席委員會，由 16 個不同界別的代表團體組成，致力推動義務工作的發展。）

The Pro Bono Committee of the Law Society of Hong Kong ("Law Society") serves as a platform for the Society's members to participate in pro bono and community activities. It collaborates with other bodies in organizing various community activities to encourage participation in pro bono legal services and community work.

Its activities include the Duty Lawyer Service, provision of free legal advice on building management, 45-minutes of free preliminary legal advice by law firms, and visiting secondary schools to share with students their legal knowledge on various topics. The Law Society launches "The Free Legal Helpline 8200 8002" with a panel of solicitors offering legal advice in the areas of personal injury, matrimonial law, criminal law, and mediation service. The Helpline is well received and the Law Society handles over 1,000 cases a year on average.

Promoting volunteering is challenging and demands a lot of hard thinking. The organizer has to make the service projects interesting so that volunteers may continue to participate. Also it has to provide training on technical as well as soft skills. Encouragement and recognition from service recipients and organizers are a positive endorsement of volunteers' contribution, which can further ignite enthusiasm. As the French saying goes "Real generosity towards the future lies in giving all to the present". Thus volunteering can help building a harmonious and caring society.

(The above article is contributed by Ms Melissa Pang, Vice-President of the Law Society of Hong Kong. The Law Society is a member organization of the Hong Kong Council of Volunteering, a joint committee established by AVS with 16 representative organizations from various sectors to promote development of volunteerism.)

李國棟醫生分享

學會於 2016 年 11 月 24 日舉行會員聚會，由香港義工學會榮譽會士李國棟醫生，分享如何透過行義建立正面的價值觀。

李醫生透過「智經幸福指數」的調查指出，香港經濟儘管自 2000 年以來增長蓬勃，香港市民的幸福感卻停滯不前。李醫生認為經濟繁榮並不是令市民感到快樂的要素，最重要的反而是個人的價值觀。「以生命影響生命」- 參與義務工作的意義不單只是助人，亦能同時助己，從中加強自我肯定及滿足感，而這些並非金錢可帶來的。最後，李醫生還以創立社企「好·廚房」為例，闡釋如何把興趣轉化成義舉，造福社會。



大型運動會分享

乘四年一度的里約奧運會於去年八月舉行，學會於 8 月 26 日以「大型運動會義務工作」為題舉辦分享會，由義務工作發展局（義工局）義工服務經理張瑞儀女士、世界移植人士運動會香港義務團隊經理劉雪茵女士及擁有超過 10 次參與大型運動會經驗的義工林浩峯先生，從不同角度分享統籌、管理和參與大型運動會義工服務的經驗。

張瑞儀女士指出訂立義工政策的重要性——從招募、遴選和培訓、配對，以至現場協調及鼓勵義工士氣等，每個環節均須細心籌劃和安排，而運用資訊科技有助提升工作效率。2009 年義工局協辦的東亞運動會義工計劃動員逾 6,000 名義工，是難能可貴的經驗。劉雪茵女士則提醒大家參與大型運動會義務工作時，應尊重文化差異，以禮待人，應以不卑不亢的態度，與海外的不同單位共同解決問題。林浩峯先生就強調從事大型運動會的義工服務，須注意千變萬化的因素如天氣及賽事訊息，熟讀大會的政策和指引，做好心理準備，始能適應臨時的變動及突發情況。

分享會最後由義工局總幹事鍾媛梵女士作總結，綜合三位講者的分享，指出要有效統籌大型運動會義工項目，需有周詳的規劃、高效的資訊科技、適切的培訓、良好的溝通和高度團隊精神。

Joy@HKIoV

Sharing by Dr Donald Li

At the Members' Gathering held on 24 November 2016, Dr Donald Li, Honorary Fellow of HKIoV, shared his views on how volunteering could foster positive values.

According to Dr Li, despite robust economic growth since 2000, the sense of well-being among Hong Kong people had almost remained flat as revealed by the 'Bauhinia Well-being Index' (BWI). In explaining the phenomenon, Dr Li believed that prosperity was not an important factor to happiness, rather the more crucial factor was personal values. 'Life influences life' – not only could volunteering help those in need but also shore up oneself with a derived sense of affirmation and satisfaction. This could not be brought about by wealth. Dr Li also explained how one could turn his interest into volunteering by using the case of "Good Kitchen", a social enterprise founded by him.

Sharing on Mega Sport Events

A Members' Gathering on "Experience Sharing of Volunteering for Mega Sport Events" was held on 26 August on the occasion of Rio 2016 Olympics. Ms Shirley Cheung, Community Volunteers Manager of Agency for Volunteer Service (AVS), Ms Esther Lau, Volunteer Team Manager of Hong Kong World Transplant Games and Mr Kelvin Lam, an experienced volunteer working for more than 10 international games, shared their experience and good practice in sports events from various perspectives.

Ms Cheung pointed out that the formulation of volunteer policy was vital to international games - from recruitment, selection, training, matching to onsite co-ordination, motivation and so on. The use of information technology could enhance productivity and effectiveness. The co-organization of the East Asian Games Volunteer Programme by AVS in 2009 which engaged more than 6,000 volunteers was a rare and valuable experience. Ms Lau raised the issue of respecting cultural diversity at international games. With respect and civility problems could be solved together with different parties and stakeholders. Mr Lam emphasized that at mega sports events, a volunteer should be prepared to face many variables such as change in weather or contests. It was important to be well-versed with the organizers' policy and guidelines, and be psychologically prepared to cope with sudden changes and ad hoc scenarios.

The Sharing was wrapped up by Ms Flora Cheung, Chief Executive Officer of AVS. She acknowledged the sharing of the three speakers and stressed that effective volunteer management for large-scale sports events required thorough planning, use of appropriate information technology, tailor-made training, good communication and a strong team spirit.

聯合國義務工作計劃 推動和平與發展

我很榮幸能成為聯合國香港大學生義工計劃的一份子，在柬埔寨聯合國人口基金 (UNFPA) 擔任傳訊義工服務 6 個月。這確是一個珍貴而富啟發性的經驗，一方面令我可以追隨我對國際發展的興趣，另一方面擴闊我對倡導婦女和青年生殖健康和權利發展工作的認識。

在我參與聯合國青年工作小組 (UNYTF) 和聯合國青年顧問小組 (UNYAP) 服務期間，UNFPA 給予我相當的靈活性和自由發揮的空間，我在此致以由衷的感謝。以下是我的一些得著：

- 適應能力和靈活性在多元文化的工作環境下尤其重要。
- 無懼表達自己對工作項目的興趣。只要你願意付出、好學和積極投入，歡迎之門常會為你敞開。
- 清晰的溝通：社交媒體是吸引群眾的好方法。在我服務期間，我不斷探索一些可以為 UNFPA 貫徹而清晰地

UN Volunteering for Peace and Development

I had the privilege of volunteering at The United Nations Population Fund (UNFPA) in Cambodia in communications for six months. It was truly a valuable and inspiring experience that allowed me not only to pursue my interest in international development, but also broaden my knowledge in the advocacy of development work in reproductive health and rights of women and young people.

I am thankful for being given much freedom and flexibility to develop new ideas within a broad framework for both my work with the UN Youth Task Force (UNYTF) and UN Youth Advisory Panel (UNYAP). Below are some of the things I have learned :

- Adaptability and flexibility are important, especially when working in a multi-cultural environment.
- Not to be shy of expressing your interest in a project. As long as you are willing to make the effort, willing to learn and participate actively, you are always welcome.
- Communicating with clarity: social media is a great way to engage people. During my assignment, I explored unceasingly the tools to convey consistent and clear messages for UNFPA. Technical information desirably

傳達訊息的方式。專門的資訊適宜言簡義精，否則會對受眾解讀訊息有莫大的影響。因此，我特別留意語調及用辭。此外，設計宣傳刊物時，我會考慮到刊物的文字和視像訊息是否可以突顯出 UNFPA 的形象和使命。

- 最後，「權利越大責任越大」。作為聯合國義工，我不但要對自己負責，更要向我所屬機構、負責項目以至共事的人負責。

在柬埔寨的 6 個月也是一段自我反思的日子，對我未來參與人道發展工作有所啟發。參與 UNFPA 義務工作絕對是一次非凡的體驗及自我成長的歷程。

(上文由聯合國志願人員組織 - 香港大學生義工計劃義工鄧皓禎同學提供，該計劃由義務工作發展局主辦)

should be brief and concise, and hence I have paid particular attention to the tone and choice of words as that would have a huge impact on how messages were interpreted and understood. In addition, when designing promotional materials, I had to take into consideration if the language and the visual arts of the publication could project UNFPA's image and mission.

- Last, "great authority goes with great responsibility." As a UN volunteer, I am not only accountable to myself, but more so to my host organization, the project I worked on and the people I worked with.

My six months in Cambodia was also a time of self-reflection. It enlightened me on my involvement in humanitarian work in future. Volunteering at UNFPA has definitely been an incredible experience and a journey of personal development.

(The above article is contributed by Ms Larissa Tang, a student volunteer of UNV - Hong Kong Universities Volunteer Programme, organized by Agency for Volunteer Service)

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歡迎投稿到 iv@avs.org.hk 分享義務工作的心得和經驗 (中文 500 字 / 英文 300 字以內)。編輯組對來稿保留刪改及取捨權。

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