

# 香港義工學院

## Hong Kong Institute of Volunteers

「香港義工學院」(學院)是香港首間致力發展義務工作培訓，提升義工服務質素的學院。年內共舉辦322項課程，培訓近25,000人次，逾九成服務使用者表示滿意。

在新常態下，學院開拓網上學習平台，並加強培訓內容，注入科技、法律及精神健康元素，運用線上另類實境遊戲、線上體驗式互動短片等，以提升網上培訓的互動及效益，讓義工、義工領袖及管理人員透過網絡積極參與。此外，學院繼續透過社交平台及YouTube頻道，與市民大眾分享行義精神及義務工作資訊，當中包括法律知識及精神健康短片，在提升義工專業知識的同時，亦提倡把健康融入行義生活。

學院YouTube頻道  
IoV YouTube Channel



### 義工資訊網

「義工資訊網」透過不同的網上平台，包括網頁及社交媒體，為各界提供本地及海外最新的義務工作資訊。年內製作「服務設計－讓我們遠離好心做壞事」及「SOWER－義務工作管理者的自我檢視」義工專輯，分享如何透過服務設計，組織具成效及符合服務對象需要的義工服務，及管理者如何優化義務工作管理策略；並出版「5類型義工特質分析」及「如何設計有效的義工迎新會」參考指引，加強管理者對義工需要的觸覺，同時整理「大灣區創新服務新想像分享講座」摘要，讓公眾進一步了解大灣區內不同義工服務的發展概況。「義工資訊網」於年內共錄得14多萬人次瀏覽。

義工資訊網  
Volunteer Link



Hong Kong Institute of Volunteers (IoV) is a pioneer facility dedicated to enhancing the quality of volunteer service by the provision of volunteer training programmes. A total of 322 training courses were delivered during the year to almost 25,000 participants, over 90% of whom were satisfied with the training quality.

Under the new normal, IoV strived to develop online learning platforms such as online virtual reality games and online interactive videos which enabled volunteers, volunteer leaders and managers to participate in the training programmes more actively. The social media platforms and the IoV YouTube Channel were adopted continuously to spread the spirit and messages of volunteerism. Topics on legal knowledge and mental health were covered in order to promote professionalism in volunteering and integration of health into volunteering life.

### Volunteer Link

Volunteer Link (V-Link) shares the latest local and overseas information on volunteering through website and social media. In the year, two journals with the theme 'How Service Design Creates Better Service Impact' and 'SOWER — Self-reflection in Volunteer Management' were published, sharing how to use service design to organize effective and user-centred volunteer services, and how to optimize volunteer management strategies. Besides, reference guides on 'Analysis of 5 Types of Volunteer Identities' and 'How to Design An Effective Volunteer Orientation' were published on the platforms to raise awareness among volunteering managers on the needs of volunteers. Additionally, we provided the abridged content of the 'Innovative Service Ideas in the Greater Bay Area' sharing session which gave an overview of the development of different volunteer services in the Greater Bay Area. The V-Link received over 140,000 hits in the year.

## VQ「行義生活台」

學院積極推動網上學習，是年提供「小人物故事專輯」和「三分鐘法律知識庫」網上學習頻道，前者透過走訪社區不同人物，以影片講述香港人行義故事，藉此鼓勵市民以自己選擇的方式參與義務工作；後者邀得本局主席彭韻僊律師，BBS, MH, JP分享策劃及推行義務工作時需留意的法律條例。學習頻道共設13段影片，觀看人次近25,000。

VQ「行義生活台」  
Volunteering Channel



麥桂成先生(上圖)及梅啟君先生(左圖)分享他們的行義故事  
Mr Raymond Mak (above picture) and Mr Falcon Mui (left picture) shared their volunteering stories

本局主席彭韻僊律師主持一系列的「三分鐘法律知識庫」  
AVS Chairman Ms Melissa Pang hosted a series of '3 Minutes in Legal Knowledge'



## 4C 青年義工領袖計劃

計劃自2009年開展，透過4C發展模式（Confidence 自信、Care 關懷、Commitment 承擔、Courage 勇氣），培育青年的健全品格及公民意識，以達致全人發展。計劃協助學校建立核心義工團隊，並支援青年義工領袖推動及組織校內同學參與義工服務，推廣義工精神，讓學生關心弱勢社群的需要。

## 4C Youth Volunteer Leadership Project

The Project was launched in 2009. Through the 4C (Confidence, Care, Commitment, Courage) development model, it fostered the youth's holistic development and civic awareness. The Project facilitated schools to build student volunteer teams and supported the youth volunteer leaders to mobilize their fellow schoolmates to volunteer, so as to cultivate the spirit of volunteerism and care more about the needs of the disadvantaged.

本年度計劃以「行義•發現號」為主題，讓同學發揮創意，在既有的限制下嘗試不同的線上線下行義方式，引導他們不要害怕「失敗」，享受學習過程。計劃裝備同學4C素質，鼓勵他們聚焦服務對象需要，結合對服務形式的創造力，以青年義工領袖思維，策劃切合社會及服務對象需要的「真•服務」。

年內成功協助21間中學建立22隊青年義工領袖團隊，培訓逾380位青年義工領袖。各團隊積極運用所學，於疫情下策劃及籌備各類義工服務，包括關懷長者、兒童、校內同學及年青人的精神健康，提供超過5,000義工服務小時。

With the theme of 'Volunteering x Discovery', this year's programme invited students to explore various possible ways of volunteering. It aimed to inspire students to embrace the discovery process and overcome the fear of making mistakes. By fostering creativity, students were able to try out new online and offline service models within certain boundaries. The Project developed the 4C qualities youth volunteer leaders, encouraged them to delve into the actual needs of the service targets, incorporate creativity in service projects. The goal was to organize 'real services' that could really cater for the needs of the society and service targets.

During the year, 22 youth volunteer leader teams were successfully established in 21 secondary schools, with over 380 youth volunteer leaders trained. These teams actively applied what they had learned to plan and prepare different types of volunteer services during the pandemic, including caring for the elderly, children, schoolmates, and youth mental health, both in-person and online. They altogether contributed over 5,000 hours of volunteer service.

### 參與學校 (2022-2023)

### Participating Schools (2022-2023)

中華基督教會基智中學	CCC Kei Chi Secondary School
中華基督教會蒙民偉書院	CCC Mong Man Wai College
基督教宣道會宣基中學	Christian and Missionary Alliance Sun Kei Secondary School
五邑司徒浩中學	FDBWA Szeto Ho Secondary School
香港四邑商工總會陳南昌紀念中學	HKSYC & IA Chan Nam Chong Memorial College
香港道教聯合會圓玄學院第三中學	HKTA The Yuen Yuen Institute No.3 Secondary School
喬色園主辦可藝中學	Ho Ngai College (Sponsored by Sik Sik Yuen)
聖母無玷聖心書院	Immaculate Heart of Mary College
賽馬會萬鈞毅智書院	Jockey Club Man Kwan EduYoung College
九龍工業學校	Kowloon Technical School
九龍真光中學	Kowloon True Light School
葵涌循道中學	Kwai Chung Methodist College
民生書院	Munsang College
保良局董玉娣中學	Po Leung Kuk Tang Yuk Tien College
皇仁書院	Queen's College
天主教崇德英文書院	Shung Tak Catholic English College
聖芳濟各書院	St. Francis of Assisi's College
聖馬可中學	St. Mark 's School
基督教女青年會丘佐榮中學	The YWCA Hioe Tjo Yoeng College
東華三院馮黃鳳亭中學	TWGHs Mrs Fung Wong Fung Ting College
華英中學	Wa Ying College

以學校英文名稱排序  
Schools listed in alphabetical order



學生投入參與聯校培訓和義工服務  
Students actively participated  
in the joint-school training and  
volunteer services



## 專題講座及分享會

在新常態的學習趨勢下，學院繼續線上線下同步舉辦培訓活動，提升參與度及打破地域限制。年內邀得多位專家學者，分別就不同的主題分享，包括精神科專科醫生黃以謙醫生、職業復康服務社會工作員溫慕宜女士及香港航天學會會長雷健泉先生，主題包括：「長新冠知多少」、「認識青少年成長轉變@四大精神疾病」及「航天科技體驗」。

此外，學院以關顧義工後疫情的「精神健康」為主題，以四大主題軸心，包括：靜觀、藝術、音樂及身體，進行為期6個月的「每週想想您」。年內亦與葵青地區康健中心合作，舉辦5節「義士愛自己、護他人」系列，參與總人次接近800名。

為提升義工的能力及增強與大灣區的交流互動，年內分別以「長者、青少年及疫後新想像」為題，進行三次「大灣區創新義工服務新想像」網上交流活動。

## Seminars and Workshops

Under the new normal of learning trends, IoV continued to deliver both online and offline thematic workshops. During the year, a wide range of topics was covered, including 'Know More About "Long COVID"' by Dr Wong Yee Him, John, Psychiatrist, 'Getting to Know the 4 Types of Mental Illness of Teenagers' by Ms Wan Mo Yee, Social Worker of Vocational Rehabilitation Services and 'Experimental Learning in Aerospace' by Mr Peter Lui Kin-chuen, the President of Hong Kong Aerospace Society.

Meanwhile, to arouse public awareness about mental health, a six-month programme on mental health 'See You Every Week!' was held for volunteers in the post-epidemic period focusing on Meditation, Art, Music and Body. In addition, a five-session 'WE are Volunteers to Love Yourself & Others' was organized in collaboration with Kwai Tsing District Health Centre during the year, with a total of around 800 participants.

To enhance the competence of volunteers and promote exchange with the Greater Bay Area, IoV organized three online seminars under 'Volunteering Service with Innovation in Greater Bay Area', namely 'Innovation in Elderly Service', 'Innovation in Youth Service' and 'Innovation with Reimagination in Post-pandemic Era'.



香港航天學會會長雷健泉先生教授航天科技知識  
Mr Peter Lui Kin-chuen, the President of Hong Kong Aerospace Society taught participants knowledge of aerospace technology





## 特約培訓

學院因應個別機構或團隊的需求，為義工、義工領袖及管理人員量身設計各項培訓計劃，分別有義務工作基礎培訓、服務技巧培訓、領袖培訓，以及義務工作管理學培訓。特約培訓於疫情期間為不同機構提供線上線下的培訓服務。年內為102間機構安排培訓，包括公務員事務局、香港公共圖書館、中國銀行(香港)有限公司、香港電燈有限公司、中華電力有限公司、香港中華煤氣有限公司、嶺南大學及香港教育大學等。各項培訓均由具備豐富義工管理及培訓經驗的職員及義務培訓員教授，以確保培訓達高質素水平。

## Specialized Training Programmes

The Specialized Training Programmes are tailored according to the needs of individual organizations. These include basic volunteer training, service skill training, leadership and volunteer management training for volunteers, volunteer leaders and management staff. Training services were delivered online and offline to cope with the pandemic situation. In the year, 102 organizations were served including the Civil Service Bureau, Hong Kong Public Libraries, Bank of China (Hong Kong) Limited, The Hongkong Electric Company Limited, CLP Power Hong Kong Limited, The Hong Kong and China Gas Company Limited, Lingnan University and The Education University of Hong Kong. To ensure quality, all training programmes were conducted by loV-qualified and experienced staff and volunteer trainers.



學院為不同界別的團體  
量身設計各類培訓項目  
loV tailor-made training  
courses for organizations  
from various sectors

## 「耆義人生」義工領袖培訓計劃

「老有所屬、老有所養、老有所為」一直是香港安老服務的願景；而推廣年長人士參與義務工作是本局發展策略之一。為此，學院於2018年起推出「耆義人生」義工領袖培訓計劃，透過與長者鄰舍中心合作，推動年長人士積極參與義務工作，並提升他們成為義工領袖，使其發揮所長，實踐「老有所為」。年內共有五間長者中心參與，培訓超過270人次。

## Senior Volunteer Leadership Training Programme

Promoting the elderly's sense of belonging, security and worthiness has been the mission of Hong Kong's elderly services. In line with this, one of the strategies of AVS is to encourage elderly engagement in volunteering. Since the launch of the 'Senior Volunteer Leadership Training Programme' in 2018, loV has been partnering with Neighbourhood Elderly Centres (NEC) to promote volunteering by the elderly, unleashing their talents to become volunteer leaders and strengthening their sense of worthiness. During the year, 5 NECs were engaged and more than 270 elderly volunteers joined the training.

## 「義工小領袖」網上證書課程

在新常態下，學生可以在不受地域限制之下隨時隨地學習，學院於2020年推出「義工小領袖」網上證書課程，讓小三至小六的學生認識義務工作。此課程自推出以來，反應熱烈，接近1,200名學生參加。

## Junior Volunteer Leader Online Certificate Course

Admst the new normal, students were able to continue their learning journeys anytime and anywhere. loV launched the 'Junior Volunteer Leader Online Certificate Course' in 2020. This course enabled primary 3 to 6 students to acquire basic knowledge and skills of volunteering. The Course had overwhelming responses with nearly 1,200 students enrolled.