

「義務工作 - 照亮黃金歲月」 研討會

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

日期 Date : Tuesday, 22 March 2016
時間 Time : 2:15 pm - 5:55 pm
地點 Venue : 香港九龍窩打老道 23 號城景國際 2 樓水晶殿
Crystal Ballroom, 2/F, The Cityview, 23
Waterloo Road, Kowloon, Hong Kong

主禮嘉賓 Guest of Honour : 香港特別行政區行政會議非官守議員召集人林煥光太平紳士
The Hon LAM Woon Kwong, GBS, JP
Convenor of the Non-official Members of the Executive Council
Hong Kong SAR

簡介 Introduction

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。香港義工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，是本港首項對有關專題的深入探討，發現年長人士，特別是具有高學歷及專才技能的年長人士，對義務工作更具承擔且擁有高度熱誠。「義務工作 - 照亮黃金歲月」研討會將與大家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。

As our population ages steadily, it brings both challenges and opportunities. It deserves our focus deliberation on how to mobilize older people to keep contributing to the Society with their experience, knowledge and skills. The Hong Kong Institute of Volunteers in partnership with the Social Sciences Research Centre of the University of Hong Kong has conducted a Study on Volunteering of Older People. The Study, the first in-depth study on the topic in Hong Kong, finds that older volunteers, especially those better educated and with professional skill, are passionate and highly committed to volunteering. The Seminar on “Volunteering - Brightening the Life of Older People” will explore with you the challenges and opportunities of volunteering of older people, and the strategies to engage older people effectively in volunteering.

2:15pm	引言 Introduction
2:20pm	主題演講 Keynote Speeches <ul style="list-style-type: none">"積極頹年—思考義務工作 Positive Ageing - Think Volunteering" Ms Evelyn O'LOUGHLIN, CEO of Volunteering South Australia and Northern Territory, Australia 澳洲南澳及北領地義務工作中心總裁 Ms Evelyn O'LOUGHLIN"香港的年長人士義務工作 Volunteering of Older People in Hong Kong" 香港大學社會科學研究中心總監白景崇教授 Professor John BACON-SHONE Director, Social Sciences Research Centre, The University of Hong Kong
	問答環節 Q&A
3:15pm	致辭 Address <ul style="list-style-type: none">香港義工學會主席李澤培 SBS, OBE 太平紳士 Mr LEE Jark Pui, SBS, OBE, JP, Chairman, HKIoV香港特別行政區行政會議非官守議員召集人林煥光議員 The Hon LAM Woon Kwong, GBS, JP, Convenor of the Non-official Members of the Executive Council Hong Kong SAR 頒贈紀念品 Souvenir Presentation
	小休 / 茶聚 Tea Break
3:50pm	專題論壇 Plenary Sessions 主持：香港義工學會管理委員會成員關信基教授 Moderator : Professor KUAN Hsin Chi, HKIoV Governing Committee Member 專題 1：年長人士參與義務工作的挑戰和機遇 Session 1 - Challenges and Opportunities for Volunteering of Older People <ul style="list-style-type: none">"銀髮義工·凝聚智慧 Gray, Wise and Active: Engagement of Older Volunteers" 安老事務委員會副主席林正財醫生，BBS，JP Dr LAM Ching Choi, BBS, JP, Vice-chairman, Elderly Commission"挑戰與機遇：長者義工服務發展 Challenges and Opportunities for Volunteer Service Development of Older People" 香港社會服務聯會業務總監 - 服務發展鄭麗玲博士 Dr Crystal CHENG, Business Director – Service Development, The Hong Kong Council of Social Service"年長人士參與義務工作的挑戰和機遇 Challenges and Opportunities for Volunteering Work of Older People" 恒生管理學院商學院金融學教授及院長蘇偉文教授，JP Professor Raymond W SO, JP, Professor of Finance & Dean, School of Business, Hang Seng Management College
	問答環節 Q&A
4:50pm	專題 2：如何有效策動年長人士參與義務工作 - 創新與優質實踐 Session 2 – Effective Engagement of Older People in Volunteering – Innovation and Good Practice <ul style="list-style-type: none">"實證研究成果如何轉化為義務工作 Volunteer Work Transferred From Research Findings" 香港理工大學應用社會科學系應用專業教授 - 老年學 暨 活齡學院專業顧問錢黃碧君教授 Professor TSIEN Wong Bik Kwan, Teresa, Professor of Practice - Gerontology, Department of Applied Social Sciences and Professional Consultant of the Institute of Active Ageing, Hong Kong Polytechnic University"專業 + 長者 行義之「道」 Volunteering [Pathway] of Older Professionals" 義務工作發展局紫荊領袖義工獎得主 及 香港城市大學客席教授李應鴻博士，工程師 Ir Dr Michael LI, Agency for Volunteer Service Leadership Bauhinia Volunteer Awardee & Adjunct Professor of City University of Hong Kong"有效推動年長人士參與義務工作的因素：個案分析 Factors Affecting Effective Engagement of Older People in Volunteering: Case Study" 香港明愛元朗長者社區中心社會工作督導主任梁贊權博士 及 明愛長者聯會前主席葉鵬威先生 Dr LEUNG Tsan Kuen, Social Work Supervisor, Caritas District Elderly Centre - Yuen Long & Mr YIP Pang Wai, Former Chairman, Caritas Federation for Senior Citizens
	問答環節 Q&A
5:50pm	閉幕辭 - 香港義工學會副主席林婷懿會計師 Concluding Remarks by Ms LAM Tyng Yih, Elizabeth, CPA, Vice Chairman, HKIoV
5:55pm	活動結束 Programme Close

Ms Evelyn O'LOUGHLIN

澳洲南澳及北領地義務工作中心總裁

CEO of Volunteering South Australia and Northern Territory, Australia



Ms O'Loughlin 自 2008 年起出任澳洲南澳及北領地義務工作中心的總裁，該中心為當地義務工作的領導機構，使命是推動及嘉許義務工作，透過提供多元化的服務、支援及資源予約 60 萬位義工及超過 1,400 間義工機構，在深化義務工作的發展擔當著重要角色。Ms O'Loughlin 擁有 24 年高級行政管理人員的經驗。她曾於澳洲及國際的企業、政府和商界任職，而她對文化和社區的濃厚興趣，促使她投身非牟利界別工作。她的努力獲得各界認可，並於 2015 年獲得南澳洲女性榮譽冊的提名。

The CEO of Volunteering South Australia and Northern Territory since 2008, Ms O'Loughlin leads the peak body for volunteering in South Australia and the Northern Territory. Volunteering SA&NT's mission is to promote and celebrate volunteering and play a key leadership role in advancing volunteering by providing an extensive range of services, support and resources to some 600,000 volunteers and over 1,400 volunteer organisations. Ms O'Loughlin has 24 years' experience in senior and executive management roles. Her career has spanned across corporates, government and business, both locally and internationally, however her keen interest in culture and community has led to a career in the not-for-profit sector. Her work was recognised in 2015 with a nomination to the South Australian Women's Honour Roll.

白景崇教授

香港大學社會科學研究中心總監

Professor John BACON-SHONE

Director, Social Sciences Research Centre, The University of Hong Kong



白景崇教授是香港大學社會科學學院副院長（知識交流）、社會科學研究中心總監。白景崇教授曾就讀伯明罕大學、倫敦大學學院及杜倫大學。1998 年至 2001 年期間，他曾出任香港特別行政區中央政策組全職成員。他現在的主要研究範圍包括組合數據、賭博、入境及人口政策、私隱政策及電話調查方法學。白教授現為香港義工學會管理委員會成員。

Professor Bacon-Shone is Associate Dean (Knowledge Exchange) of Social Sciences, Director of the Social Sciences Research Centre and Professor at The University of Hong Kong. He was educated at the University of Birmingham (PhD), University College London (MSc) and the University of Durham (BSc). He was headhunted to be a full-time Member of the Central Policy Unit of the Hong Kong SAR Government from 1998 to 2001. His current research interests encompass a wide range of topics including compositional data, gambling, immigration and population policy, privacy policy and telephone survey methodology. He is currently a Governing Committee member of Hong Kong Institute of Volunteers.

林正財醫生，BBS, JP

安老事務委員會副主席

Dr LAM Ching-choi, BBS, JP

Vice-chairman, Elderly Commission



林醫生於 1996 年加入基督教靈實協會為醫務總監，並於 2005 年獲委任為行政總裁。林醫生擔任政府多項公職，計有安老事務委員會副主席、「老有所為活動計劃」諮詢委員會主席等，鼓勵長者積極參與社區，繼續發揮所長貢獻社會，並將寶貴的生活經驗及智慧傳承，達致「老有所為」，樂享頤年。林醫生於 2003 及 2008 年分別榮獲香港特別行政區政府頒授「太平紳士」及「銅紫荊星章」勳銜，以表彰其對香港社會所作的傑出貢獻。

Dr Lam Ching-choi joined the Haven of Hope Christian Service as Medical Director in 1996, and was then appointed as Chief Executive Officer in 2005. Dr Lam is active in public services: he is the Vice-Chairman of Elderly Commission, the Chairman of Advisory Committee of 'The Opportunities for the Elderly Project', etc. Dr Lam encourages elderly to participate actively in the community, mobilize them to utilize their strengths for the society as well as to pass on their valuable experience and insights to the younger generation, by which they become resourceful and joyful elderly. Dr Lam's outstanding contribution towards the Hong Kong society is recognized through being appointed as Justice of the Peace and awarded the Bronze Bauhinia Star by the Hong Kong SAR Government in 2003 and 2008 respectively.

講者簡歷 Speakers' Biographies

鄭麗玲博士

香港社會服務聯會業務總監 - 服務發展

Dr Crystal CHENG

Business Director – Service Development, The Hong Kong Council of Social Service



鄭博士現為香港社會服務聯會業務總監（服務發展），負責社福界服務之政策和規劃發展，並促進社福界發展創新服務等；她亦擁有管理香港首創之全面綜合服務的經驗，包括：幼兒、青少年、家庭、長者、婦女、就業、社區發展及社會企業服務等；而香港特區政府更委任她參與不同之委員會，包括：社會福利諮詢委員會、康復諮詢委員會、安老服務規劃方案、檢討精神健康政策委員會等。此外，她亦榮獲香港社會工作人員協會頒發之「優秀社工獎」。

Dr Cheng is the Business Director (Service Development) of The Hong Kong Council of Social Service (HKCSS), and is responsible for the development of social service policy, welfare planning and new initiatives for the sector. She has extensive management experiences in pioneering the integrated services in Hong Kong including children, youth, family, elderly, women, employment, community development, social enterprise services, etc. She was appointed as the committee member of different advisory committees of the Hong Kong SAR Government, including Social Welfare Advisory Committee, Rehabilitation Advisory Committee, Elderly Service Programme Plan, Review Committee on Mental Health, etc. Besides, she was awarded the "Outstanding Social Worker Award" from the Hong Kong Social Workers Association.

蘇偉文教授, JP

恒生管理學院商學院金融學教授及院長

Professor Raymond W SO, JP

Professor of Finance & Dean, School of Business, Hang Seng Management College



蘇教授主要研究興趣為國際金融、金融市場及公司管治，在國際著名財務會議及期刊已發表多篇論文，並著有七書。教研工作之外，蘇教授亦曾任香港聯交所考試委員、香港政府財經事務局公司管治顧問，並經常接受國際各大傳媒就本地及國際財金事宜作出專業分析，其財經評論文章亦常刊載於香港主要財經報章及雜誌。蘇教授亦積極參與社會服務，現任公職包括：房屋委員會委員、房屋委員會財務小組主席、環境局能源諮詢委員會主席、工業貿易署中小型企業委員會委員等。

Professor So's research interests include corporate governance, e-finance, international finance, global financial markets, and investment. The findings of his research have been presented at international academic conferences and published in reputable internationally refereed journals. Professor So is also the author of seven books. Apart from his academic endeavors, Professor So was also a member of the Examination Panel of the Stock Exchange of Hong Kong and a consultant to the Financial Services and Treasury Bureau of the Hong Kong Government on corporate governance. His business views have been publicized in leading international mass media. Professor So also contributes to the society through his professional expertise, his current positions in public services include: Member of Housing Authority, Chairman of Finance Committee of Housing Authority, Chairman of Energy Advisory Committee of Environment Bureau, Member of Small and Medium Enterprise Committee of Trade and Industry Department, etc.

錢黃碧君教授

香港理工大學應用社會科學系應用專業教授 - 老年學 暨 活齡學院專業顧問

Professor TSIEN Wong Bik-kwan, Teresa

Professor of Practice - Gerontology, Department of Applied Social Sciences & Professional Consultant, Institute of Active Ageing, Hong Kong Polytechnic University



錢教授為現任香港理工大學應用社會科學系應用專業教授（老年學）暨活齡學院專業顧問，香港中文大學醫學院臨床老年學碩士課程客席講師，教授老年學及社會工作科目。研究重點包括：積極老年，長者終身學習，認知障礙症等。她曾任社會福利諮詢委員會委員，現是詠翔（香港）會長、長者安居協會副主席、香港社會服務聯會服務發展常設委員會及長者服務專責委員會委員、香港認知障礙症協會義務司庫、伸手助人協會樟木頭老人度假中心管理委員會委員。

Professor Tsien is the Professor of Practice - Gerontology, Department of Applied Social Sciences, and Professional Consultant, Institute of Active Ageing, Hong Kong Polytechnic University, and a part-time lecturer for the MSc in Clinical Gerontology at the Chinese University of Hong Kong, at which she teaches Gerontology and Social Work subjects. She specializes her studies and research in active ageing, life-learning, dementia care, etc. She was a member of the Social Welfare Advisory Committee, and is now the President of the WINGS Hong Kong, Vice-Chairman of the Senior Citizen Home Safety Association, member of the Standing Committee on Service Development and Specialized Committee on Elderly Service of the Hong Kong Council of Social Service, Honorary Treasurer of the Hong Kong Alzheimer's Disease Association, and member of the Cheung Muk Tau Integrated Services Management Subcommittee of the Helping Hand.

講者簡歷 Speakers' Biographies

李應鴻博士，工程師

義務工作發展局紫荊領袖義工獎得主及香港城市大學客席教授

Ir Dr Michael LI

Agency for Volunteer Service Leadership Bauhinia Volunteer Awardee & Adjunct Professor of City University of Hong Kong



李博士是註冊工程師及開心義工。從大學時代的社會服務團開始接觸義工服務，以及在專業界別的服務，從沒間斷。從職場慢慢退下來的時候，他更廣泛參與不同形式、不同類別的義務工作。零八年的奧運馬術，零九年的東亞運動會激發他更積極參與義務工作，如義務工作發展局的攝影義工、組長隊、同心者、培訓員、旅遊發展局的「老友記」計劃等。他更成立非牟利機構「香港創新學會」在香港推廣創新文化。李博士多年來獲頒多個義工獎項，包括傑出貢獻獎、紫荊領袖獎、香港傑出義工優異獎等。

Dr Li is a Registered Professional Engineer and a joyous volunteer. He started his volunteering in the university's social service group and has never stopped volunteering in the professional sector. Dr Li, after his retirement, participated in numerous and diversified volunteer services. The Olympic Equestrian Events in 2008 and the East Asian Games in 2009 stimulated his interest in volunteering even more and he joined the Volunteer Photographers Team, Volunteer Leaders Team, V-care Befrienders Team, Volunteer Trainer of the Agency for Volunteer Service, as well as the Hong Kong Pals Programme of the Hong Kong Tourism Board, etc. He also found the Institute of Systematic Innovation, Hong Kong, a non-profit organization, to promote innovation culture in Hong Kong. Dr Li received a lot of volunteering awards in the past years, such as the Outstanding Volunteer Award, Leadership Bauhinia Volunteer Award, Hong Kong Volunteer Award Certificate of Merit, etc.

梁贊權博士

香港明愛元朗長者社區中心社會工作督導主任

Dr LEUNG Tsan Kuen

Social Work Supervisor, Caritas District Elderly Centre - Yuen Long



梁贊權為社會工作博士，並為明愛安老服務元朗區及明愛「希望號」青年護理服務啟航計劃督導主任，並負責明愛安老服務的促進服務使用者策發組的工作。梁博士的工作包括推動第三齡人士參與服務和建立支援網絡，推動長者參與學習及義務工作，關心社區事務和社會福利政策，負責明愛長者聯會的發展。

As a Doctor of Social Work, Dr Leung serves as the supervisor of the Caritas District Elderly Centre - Yuen Long and the Caritas "Hope" Navigation Scheme for Young Persons in Care Services. He manages the Strategy and Development Working Group - Engaging Involvement of Service Users, Caritas - Services for the Elderly. His duties include facilitating the third age people to participate in services and to build support network, as well as encouraging the elderly to learn, volunteer, and to care about community affairs and social welfare policy. Dr Leung is also in charge of the development of Caritas Federation for Senior Citizens.

葉鵬威先生

明愛長者聯會前主席

Mr YIP Pang Wai

Former Chairman, Caritas Federation of Senior Citizens



葉鵬威先生為退休公務員，全港傑出第三齡人士、「智醒長者」金鑽大獎、ICT 最佳數碼共融傑出人士獎及第三齡學苑最富才藝導師獎得主。葉先生 14 年前退休後即投入義務工作，包括推動長者學習資訊科技及服務社會；支援第三齡學苑發展；培訓長者學苑、深圳社工 / 志願者及弱能人士義工，統籌長者文化及生態導賞計劃等，每年義工時數超逾 700 小時。

Mr Yip is a retired civil servant and the recipient of Outstanding Third Age Citizens Award, Smart Elderly Recognition Scheme Diamond Award, Hong Kong ICT Awards Best Digital Inclusion (Outstanding Individual) Award and the University of 3rd Age "Outstanding Teacher" Award. 14 years ago, right after his retirement, Mr Yip participated in volunteer services like promoting the elderly to learn Information Technology and serve the community, supporting the development of the University of 3rd Age, and training for the Elder Academy, Shenzhen social workers/ volunteers and disabled volunteers. He also organized culture and ecology guide scheme for elderly. He volunteers for over 700 hours every year.

積極頤年—思考義務工作

Positive Ageing - Think Volunteering

Ms Evelyn O'LOUGHLIN

年長人士是對家庭、社區、社會和文化結構及經濟而言龐大但又較易被忽略的資源。對頤年過時的規範應予改變，才可以讓我們對自己，以至對年長的看法變得更加正面及更具前瞻性。我們需投放資源給年長人士，讓他們能夠持續回饋社區、造福未來。老年化創造前所未有的機遇，這需要新角色、新態度及新願景。有系統地建造人類福祉及讓年長人士重投社會，是現今世代的當前急務，而義務工作及積極頤年正是其中重要的一步。

Older people are an immense and too often untapped resource for family, community, our social and cultural fabric, and the economy. Out-dated paradigms of ageing need to be turned on their head, so that how we see ourselves and how we view ageing become far more positive and aspirational. We need to invest in our older citizens and expect and enable their continued reinvestment in their community's future. An ageing population creates opportunities that human society has never before experienced that will require new roles, new attitudes and new vision. Systematically building human well-being and resilience is the logical next frontier in a modern society. Volunteering and active citizenship are an important step on that journey.

香港的年長人士義務工作

Volunteering of Older People in Hong Kong

白景崇教授 Professor John BACON-SHONE

根據由 2014 香港助人指數所得數據進行的再分析，年長義工的教育程度與投放在義務工作的時間成正比——教育程度較高的比教育程度較低的會投放多兩倍時間。如何提供合適的設施和環境以有效地動員來自不同背景的年長義工，的確值得我們深入探討。香港義工學會於 2015 年委託香港大學社會科學研究中心，就年長人士參與義務工作的情況進行研究，邀請來自不同界別的非政府機構及年長義工進行焦點小組討論，探討任用義工機構及年長義工在組織、招募、培訓及管理年長義工等方面的挑戰與期望。

According to the re-analysis of the data collected in the 2014 Hong Kong Altruism Index Survey, time older volunteers spent per year on volunteering increased with their education attainment - those with high levels of education spent twice as many hours as those with low education. It deserves our focus deliberation on how to provide an enabling environment and facilities to engage older volunteers from different background effectively. Hong Kong Institute of Volunteer commissioned the Social Sciences Research Centre of The University of Hong Kong in 2015 to conduct a study on volunteering of older people. Staff and older volunteers from NGOs in different fields were invited to participate in focus group discussions to identify their challenges and expectations regarding the recruitment, training, management and other aspects of volunteering of older people.

銀髮義工·凝聚智慧

Gray, Wise and Active: Engagement of Older Volunteers

林正財醫生, BBS, JP Dr LAM Ching-choi, BBS, JP

人口老化趨勢為香港的社會經濟環境帶來不少挑戰，但人口老化不應被負面地標籤。透過「銀髮·智慧·積極」的概念融入義務工作，年長義工可獲得多方面的強化，他們的體能、情緒及社交亦能有所提升。再者，年長人士的智慧、技能及經驗都是經常被忽視的珍貴資產，而社會則能透過開發這些隱藏資源而獲益。政府及安老事務委員會正帶頭打破長者參與義務工作的障礙及啟發長者義工的潛能。

The aging trend has created many challenges to the socio-economic environment of the Hong Kong society, but aging should not be framed negatively. By engaging the “gray, wise and active” in volunteer work, the older volunteers are empowered and their physical, emotional and social well-being are often improved. Further, the wisdom, skills and experience of older people are valuable assets that have long been ignored, the civil society can benefit by tapping into this hidden resource. The government and the Elderly Commission have taken the lead to break down the barriers to volunteering for older people and unleash the potential of our older volunteers.

年長人士參與義務工作的挑戰和機遇

Challenges and Opportunities for Volunteering Work of Older People

蘇偉文教授, JP Professor Raymond W SO, JP

人口老化是香港時常被提到的課題，但人口老化同時帶來長者義工這個重要義工群組。一些本地研究指出，近年長者義工人數大幅增加，嶺南大學近年進行了一項有關長者義工的研究，對長者義工的概況作出了探討。這項研究令人對長者義工有更深入的瞭解，講者也會分享一些對這項研究的解讀和觀察，和個人對長者義工的一些建議。

Aging is a widely recognized phenomenon in Hong Kong. However, this is also a potential source of volunteer workers. Some local studies demonstrate that the number of volunteer workers aged 65 or above increases sharply in recent years. A current study conducted by the Lingnan University reveals the profiles of the volunteer workers who aged 65 or above. Their profiles and rationale towards volunteer work give a better understanding of these important volunteer workers. Some interpretations and observations are made, as well as some personal recommendations are given.

實證研究成果如何轉化為義務工作

Volunteer Work Transferred From Research Findings

錢黃碧君教授 Professor TSIEN Wong Bik-kwan, Teresa

義務工作不單為有需要的人士或群體提供服務，更對義工的生命賦予快樂和人生意義。香港理工大學活齡學院是一所跨專業，跨界別的學術、研究和實踐中心，為 50 歲或以上的活齡人士提供多元化的終身學習，義務工作及就業再培訓和工作機會，讓他們貢獻所長，服務社會，延續精彩人生。講者將介紹活齡學院如何把實證研究的成果轉化成義務工作的實踐服務，並以三個實例：1) 康復治療學系的「坐式太極」 2) 心理學系的「長青英語活動」 3) 護理學系的「痛症管理」作討論。

Volunteering and community service can bring not only practical aid to the needy or disadvantaged, but also meaning and joy to volunteers. The Institute of Active Ageing (IAA) of the Hong Kong Polytechnic University is a multi-disciplinary education, innovative research and evidence based practice centre which aims to optimize independent and joyous living, and continuous productive contribution by people who are aged 50 or above. This presentation will introduce a unique model on how the IAA transfers findings and knowledge from research into volunteer work. Three examples of how IAA train the trainers, collaborate with NGOs and conduct evidence based evaluation programme of the Sitting Tai-Chi (Rehabilitation Sciences), Pain Management (Nursing) and Intergenerational ESL (Psychology) programmes will be discussed.

專業 + 長者 行義之「道」

Volunteering [Pathway] of Older Professionals

李應鴻博士, 工程師 Ir Dr Michael LI

尋找有挑戰性的義務工作從來都是艱難的任務。為了迎合眾多專業長者義工的期望及達到最有效益的義工服務，我們必須完成這艱難的任務。講者嘗試從系統工程角度分析香港的專業長者義工，從而提供一個簡單又有效的思考方法 - 矛盾思考法給大家參考。

Exploring challenging volunteer work is always a tough mission. In order to fulfill numerous professional older volunteers' expectation and implement the most effective volunteer service, it is necessary to complete this difficult mission. The speaker tries to analyze the Hong Kong professional older volunteers from the angle of systems engineering, so as to provide a simple and effective thinking method, the "Paradox", for everyone's reference.

有效推動年長人士參與義務工作的因素：個案分析

Factors Affecting Effective Engagement of Older People in Volunteering : Case Study

梁贊權博士 及 葉鵬威先生 Dr LEUNG Tsan Kuen & Mr YIP Pang Wai

明愛安老服務實施「五環多元參與」的理念於服務當中，使用者可由不同的起點參與，他們可以純粹使用服務，包括康樂及學習活動，在使用服務時，工作人員可以與他們建立關係，發展他們的潛能，在適當時間邀請他們擔任義工，關注社區事務，提升他們的參與程序，並回饋社會。再者，部份使用者可參與社會政策探討，向有關政府部門或團體反映意見，為其他有需要人士爭取合理的權利。

Caritas - Services for the Elderly integrated the concept of "5-Ring Diversified Participation" with their services, by which the service users could be engaged from different starting points. The service users may just enjoy the services such as recreational and learning activities in which the workers could build up relationship with the service users, as well as develop their potential, encouraging them to volunteer and care about the society, enhancing their participation and contribution to the society. Moreover, some service users may take part in the discussion of social policy to strive for the rights of the underprivileged.

鳴謝 Acknowledgement

李昇敏先生 Mr Lee Sing Man

彭晴小姐 Ms Jacqueline Pang

香港大學社會科學研究中心 Social Sciences Research Centre of The University of Hong Kong

參與年長人士義務工作研究的機構和義工

Organizations and Volunteers participating in the Study on Volunteering of Older People

出席本研討會的嘉賓、講者、各界義工及領袖

Guests, Speakers, volunteers and leaders of different sectors present in the Seminar

義務工作發展局簡介

About Agency for Volunteer Service (AVS)

義務工作發展局(義工局)1970年成立，為非牟利機構。義工局致力承擔樞紐角色，與社會各界建立夥伴關係，合力推動義工參與，促使提供增值及優質的義工服務，以締造一個互愛關懷的社會。

Agency for Volunteer Service (AVS) founded in 1970, is a non-profit organization. With the vision to build a civil society and caring community, AVS is dedicated to playing a proactive and pivotal role in the promotion and development of sustainable volunteerism, and to develop partnership with all sectors of the community to provide value-added and quality volunteer service.

網址 Website: <http://www.avs.org.hk>

香港義工學會簡介

About Hong Kong Institute of Volunteers (HKIoV)

香港義工學會(學會)於2012年由義務工作發展局成立，旨在深化義務工作精神和推動優質義工服務的發展。學會透過設立嘉許性質的會員制度、訂立服務標準、頒授認可資格、從事研究及知識轉移，讓義務工作得以持續發展。

The Hong Kong Institute of Volunteers (HKIoV), established by the Agency for Volunteer Service (AVS) in 2012, is dedicated to advancing volunteerism and promoting excellence in its practice through a membership system of recognition, standards setting and accreditation, research and knowledge transfer, by which sustainable development of volunteerism may be enhanced.

網址 Website: <http://www.avs.org.hk/hkiOV>

香港義工學會秘書處 HKIoV Secretariat

地址 Address : 香港西營盤西源里六號源輝閣地下及一樓

G/F and 1/F, Yuen Fai Court, 6 Sai Yuen Lane, Sai Ying Pun, Hong Kong

電話 Tel : (852) 2200 5726

電郵 Email : iv@avs.org.hk