



SKDCC



促進照顧者 社區聯繫

Fostering Community
Bonds of Carers



促進照顧者社區聯繫

Fostering Community Bonds of Carers

鄉郊長者與社區照顧 義工配對應用程式

An Introduction to the Volunteer Matching App for Rural Elderly Care

前言

Foreword

賽馬會社會創新設計院

Jockey Club Design Institute for Social Innovation

前美國第一夫人羅莎琳·卡特(Rosalynn Carter)曾說：「世界上只有四類人：曾經是照顧者的人；現在是照顧者的人；將來會成為照顧者的人；以及需要照顧者的人。」

1940年，13歲的羅莎琳父親與祖母先後過身，作為家中長女，她與母親肩負了照顧祖父與另外三個弟妹的責任。從此，她深深體會到照顧者的孤單與壓力，因此，她立志為照顧者的聲音，帶進公共領域，在1987年成立了羅莎琳卡特研究所(Rosalynn Carter Institute for Caregivers)，為照護者提供權益，從照顧者的角度分析公共政策，關注照顧者的福祉。

正如羅莎琳所指出，照顧者常常在無私地照顧別人的同時，常常忽略了自己的需要。家庭是每一個人安身立命的後盾，當照顧者勞心勞力關懷、照顧我們之際，賽馬會社會創新設計院(J.C.DISI)亦希望透過社會創新的方法，為他們尋找出路、舒減壓力，讓社會來共同分擔及承託起「關懷照顧者」的責任。

Rosalynn Carter, the former First Lady of the United States, once said, "There are only four types of people in the world: those who have been caregivers; those who are caregivers; those who will be caregivers; and those who need caregivers."

In 1940, 13-year-old Rosalynn's father and grandmother passed away successively. As the eldest daughter in the family, she and her mother shouldered the responsibility of taking care of her grandfather and three other siblings. From then on, she deeply understood the loneliness and pressure of caregivers. Therefore, she determined to bring the voice of caregivers into the public sphere. In 1987, she established the Rosalynn Carter Institute for Caregivers to advocate rights and supports for caregivers, analyzing public policy from a carer's perspective and focusing on carers' well-being.

As Rosalynn points out, caregivers often neglect their own needs while selflessly caring for others. Family is the backing for everyone to settle down and live a life. When caregivers work hard to care for us, the Jockey Club Design Institute for Social Innovation (J.C.DISI) also

自2022年起，藉著「理大賽馬會社創『騷·In·廬』」計劃，J.C.DISI與香港社會服務聯會(社聯)以「照顧者社區應援」為主題，合辦連串的活動。我們相信攜手合作、不同的觀點和意見碰撞砥礪、匯合各家所長，可以令事情更盡善盡美。這亦是J.C.DISI一直強調跨界別、跨學科合作的原因。社聯是擁有最多社福會員機構的聯合會，工作中亦強調實證的研究，召集了多間社福機構的同工參與，分享基礎研究，為計劃提出三大重要方向：

1. 提升社會對照顧者身分的認知；
2. 照顧者的資訊與互助網絡；及
3. 為照顧者營造喘息的空間。

經過共創工作坊和「十萬份一」研討會，我們挑選出三個方案，包括「代您照顧者社區替代照顧」、「義工配對平台」，以及「照顧者易達平台網站」，進入行動項目階段，與機構進行計劃和電子平台的原型製作與試行，以期建立可行性高的「照顧者社區應援」案例。本報告紀錄的，正是我們與「西貢區社區中心」合辦的「夾得嚟：人人社區義工配對平台」手機應用程式，當中設計研究中的洞見和建立應用程式的紀錄。

照顧者無償地照顧我們年長的長輩、年幼或有特殊學習需要的兒童、長期病患或殘疾家

人，肩負著有形的照顧任務以及無形的壓力。期望社會各界繼續推行社會創新項目，為社區的照顧者織編一張緊密的社區支援網絡，分擔照顧者的壓力，使照顧者身心社靈的福祉亦得到照顧。

Starting from 2022, under the “PolyU Jockey Club ‘Operation SolInno’”, J.C.DISI and the Hong Kong Council of Social Service (HKCSS) will jointly organize a series of programmes with the theme of “Community Support for Carers”. We believe that, through co-creation, different perspectives and opinions cross-pollinate and strengths of different stakeholders integrate can make things perfect. This is why J.C.DISI has emphasized cross-sector and cross-disciplinary cooperation. The HKCSS is the federation with the largest number of social welfare member organizations. It emphasizes empirical research in its work. It has convened colleagues from many social welfare organizations to share basic research and propose three directions for “Community Support for Carers” programmes:

1. Enhance public awareness on the carer identity, promote identification of carers in need, and encourage community support for carers
2. Promote information sharing and mutual support among carers so as to enhance carers’ capacity
3. Develop community-based respite service initiatives

After the programmes of Co-creation Workshops and “One from Hundred Thousand” Symposium, three innovative projects, namely “Your Community Alternative Carer”, “Snap&Go”, and “CarerEPS Website

人，肩負著有形的照顧任務以及無形的壓力。期望社會各界繼續推行社會創新項目，為社區的照顧者織編一張緊密的社區支援網絡，分擔照顧者的壓力，使照顧者身心社靈的福祉亦得到照顧。

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Revamp” were selected to enter the stage of Action Project to prototypes and trial runs the proposals. This report records the insights gained from the UI/UX design research to understand what are the needs of the older carers, volunteers and staff from Sai Kung District Community Centre when there is a mobile application that would be available to coordinate community support for carers in the rural districts.

Family carers, who provide unpaid care for our elderly relatives, young children or children with special learning needs, chronically ill or disabled family members, shoulder tangible caregiving tasks as well as invisible pressures. It is hoped that all sectors of society will continue to implement social innovation projects and create a close community support network for caregivers in the community to share the pressure of caregivers so that the physical, mental, social and spiritual well-being of caregivers can also be taken care of.

Ling Kar-kan, SBS

Director

Jockey Club Design Institute for Social Innovation

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香港社會服務聯會（「社聯」）在2021年發表的《照顧者喘息需要研究》調查結果顯示，僅有27.9%的受訪照顧者對日常生活的時間分配表示滿意，且35.6%和37.1%的受訪者分別認為自己的身體和精神狀況「差」或「十分差」。更有46.8%的受訪者每週需照顧71小時或以上，顯示不少照顧者因長時間的照顧工作面臨身心壓力，難以喘息。如何優化現有支援服務並推動社區資本和力量來支援照顧者，成為亟需解決的問題。

自2021年起，社聯與香港理工大學賽馬會社會創新設計院（J.C.DISI）攜手開展針對社區照顧者的支援項目。經過多次設計思維工作坊，社聯和J.C.DISI與社福機構及服務對象共同設計了一項創新計劃——「夾得嚟」。該計劃與西貢區社區中心合作，解決因西貢長者居住偏遠，非同住照顧者無法提供即時支援的問題。「夾得嚟」應用程式幫助這些長者與鄉郊鄰居配對，提供陪伴、代購、陪診及藥物管理等基本照顧，並於有需要時轉介予西貢區社區中心社工跟進。

The Hong Kong Council of Social Service (“HKCSS”) published a survey titled “Study on the Respite Needs of Caregivers” in 2021. The results of the survey showed that only 27.9% of the interviewed caregivers expressed satisfaction with the allocation of their time in daily life. Additionally, 35.6% and 37.1% of the respondents rated their physical and mental conditions as “poor” or “very poor” respectively. Furthermore, 46.8% of the respondents reported that they needed to provide care for 71 hours or more per week, indicating that many caregivers face physical and mental stress due to the long hours of caregiving and find it difficult to take breaks. The optimization of existing support services and the mobilization of community resources and support for caregivers have become urgent issues that need to be addressed.

Starting from 2021, the HKCSS has collaborated with the Jockey Club Design Institute for Social Innovation (“J.C.DISI”) of the Hong Kong Polytechnic University to launch a series of programmes themed “Community Support for Carers” under PolyU Jockey Club “Operation SolInno”. Through multiple design thinking workshops, the HKCSS, J.C.DISI, social welfare organizations,

此計劃利用資訊科技增加配對成功率，吸引更多義工加入，並提升社區中心管理義工的效率及信心。社聯希望此計劃能啟發更多社會服務機構利用資訊科技，擴大社區的義工支援網絡，更好地支持照顧者。

陳曉園女士

香港社會服務聯會

業務總監

and service recipients have jointly developed an innovative programme with an mobile application called “Snap&Go”. This program addresses the problem of non-residential caregivers being unable to provide immediate support due to the remote location of elderly residents in the Sai Kung district. The “Snap&Go” mobile app facilitates matching between these elderly individuals and neighbors in the suburban areas, providing basic care such as companionship, shopping assistance, accompanying medical appointments, and medication management. When necessary, referrals are made to social workers at the Sai Kung district community center for follow-up.

This programme utilizes information technology to increase the success rate of matching, attract more volunteers to participate, and enhance the efficiency and confidence of volunteer management at community centers. The HKCSS hopes that this programme will inspire more social service organizations to leverage information technology, expand the volunteer support network in the community, and better support caregivers.

Ms. Chan Hiu Yuen, Angie

Business Director,

The Hong Kong Council of Social Service

西貢區社區中心

Sai Kung District Community Centre

首先，感謝由理大賽馬會社創「騷·In·廬」計劃，使得西貢區社區中心得以聯同香港理工大學賽馬會社會創新設計院，以設計思維的概念，共創了「人人社區義工配對平台」——「夾得嚟」手機應用程式。

西貢區幅員廣闊，覆蓋超過100條村，鄉郊地區居住了一萬名長者，雙老獨居、互相照顧者不在少數。由於人口密度偏低、而村落遠離市中心，西貢區長者能使用的社會服務有限，加上山坡斜路多、公共交通班次疏落，在此號稱「香港後花園」居家安老的長者，面對不少的生活與照顧壓力。

First of all, I would like to express my gratitude to the programme of PolyU Jockey Club “Operation Solnno”, in which Sai Kung District Community Centre is provided with the opportunity to collaborate with Jockey Club Design Institute for Social Innovation (J.C.DISI) to co-create the mobile application “Snap&Go: Community Volunteer Matching Platform” using the concept of Design Thinking.

Sai Kung District is vast, covering over 100 villages, and is home to ten thousand elderly residents. There is a significant number of elderly individuals living alone or taking care of each other. Due to the low population density and the remote location of the villages from the city center, the elderly in Sai Kung District have limited access to social services. Additionally, the hilly terrain and infrequent public transportation services pose challenges. Despite being known as “The Back Garden of Hong Kong” for aging in place, the elderly in Sai Kung District face various pressures in their daily lives and care.

因此，「夾得嚟」一方面快速配對區內義工服務，為護老者提供在家喘息服務；另一方面，增加區內義工服務的參與，強化社區資本。透過應用程式，義工可以為長者提升各類生活照顧，暫代照顧者的角色，例如上門剪髮、代購、小維修、甚至陪伴長者打遊戲機，提升照顧質素及生活支援。應用程式並可紀錄及追蹤義工的服務次數，減輕機構義工管理的行政成本。

合作過程有血有淚，但也共創了不少美好回憶！作為社會服務單位，面對社會需要的新常態，一定要有勇氣走出固有思維，才能建構新方案！

陳潔華女士

西貢區社區中心

助理總幹事

Therefore, the “Snap&Go” mobile app serves two main purposes. On one hand, it quickly matches local volunteers to provide respite services for the elderly at home. On the other hand, it increases the participation of local volunteers, thereby strengthening community capital. Through the mobile app, volunteers can enhance various aspects of elderly care, temporarily assuming the role of caregivers. This may include services such as home haircuts, shopping assistance, minor repairs, or even companionship in playing games, ultimately improving the quality of care and support for the elderly.

The application also records and tracks the number of service hours provided by volunteers, reducing administrative costs for managing volunteer activities.

The collaboration process has been challenging but has also created many wonderful memories. As a social service organization, it is essential to have the courage to break free from conventional thinking in order to construct new solutions, especially in response to the new normal of societal needs.

Ms. Eva Chan

Assistant Chief Executive

Sai Kung District Community Centre

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項目背景

Project Background



1 項目背景

Project Background

如今世界不斷變化，我們必須通過創新的解決方案來應對越趨多樣化的社區需要，尤其在危機例如COVID-19疫情期間。這段時間，許多長者轉向透過數碼方式，滿足日常需求和社交連結。一項香港的調查顯示，65歲及以上人士的網路使用率從2016年的44%激增至2022年的81.8%，主要涉及資訊搜尋、社交媒體通訊和線上娛樂。^[1]

鑑於數碼連接在公共健康中的關鍵角色，香港政府亦積極推動長者採用科技，包括向20,000名弱勢長者派發免費智能電話和流動服務，並提供培訓計劃以幫助他們熟悉像「安心出行」等應用程式。^[2]

這些數碼共融的計劃，對於幫助長者在疫情期間獲取公共服務和維持社交連結，起了重要作用。此外，研究也顯示，長者參加此類採用科技的計劃，與減少孤獨感和整體生活質量的改善有關。^[3]

In today's ever-changing world, communities must address diverse needs through innovative solutions, especially during crises like the COVID-19 pandemic. During this time, many older adults turned to digital solutions for daily needs and social connections. A Hong Kong survey showed that internet usage among individuals aged 65 and over surged from 44% in 2016 to 81.8% in 2022. This digital engagement primarily involved information searches, social media communication, and online entertainment.^[1]

Recognizing the critical role of digital connectivity in public health, the Hong Kong government actively promoted technology adoption among the elderly. Smartphones with free mobile service were distributed to 20,000 underprivileged elderly individuals, along with training programs to familiarize them with essential applications like LeaveHomeSafe.^[2]

This concerted effort, along with other digital inclusion initiatives, proved instrumental in helping elderly citizens access public services and maintain social connections throughout the pandemic. Furthermore, research has indicated that such technology adoption programs among the elderly correlate with reduced feelings of loneliness and an overall improvement in quality of life.^[3]

[1] Research Office Legislative Council Secretariat. Digital inclusion of the elderly, 30 October 2023, https://app7.legco.gov.hk/rpdb/en/uploads/2023/ISSH/ISSH25_2023_20231030_en.pdf.

[2] The Hong Kong Jockey Club. "Jockey Club supports distribution of 20,000 "LeaveHomeSafe" compatible smartphones to underprivileged elderly." The Hong Kong Jockey Club, 21 12 2021, https://www.hkjc.org.cn/en-US/about/news.aspx?in_file=news_2021122101007.html.

西貢區

Sai Kung District

西貢區擁有約110條村落及近萬名65歲以上長者，鄉郊長者照顧服務面臨的挑戰尤為突出。由於西貢地處偏遠，交通不便，現有公共資源分配，包括使用公共設施和醫療服務，難以滿足長者社群的需求。

該區常見的是「雙老家庭」，其中大多數照顧者本身也是70歲以上的長者。偏遠的生活環境加上照顧者自身的健康狀況，往往導致他們精疲力竭，無暇顧及自身的需要。這種情況使照顧者面臨倦怠、焦慮和抑鬱的風險，影響了他們為老伴提供必要的照顧和支持。

在這些挑戰中，尋求鄰里協助似乎是一個可行的解決方案。然而，目前鄰里之間缺乏聯繫成為一個明顯障礙。左鄰右里大多不太了解彼此的需要，尤其是長者的需求。這種隔閡阻礙了潛在支援網絡的形成，無法為有需要的人提供照顧、陪伴和幫助。我們因此認識到建立協作和互聯社區的迫切需求，找出一個既能緩解照顧者壓力，又能促進支援和凝聚環境的解決方案刻不容緩。因此，我們的目標是通過培養團結互助的精神，將鄰居轉化為盟友，共同提升西貢區長者居民的福祉。

Sai Kung District, home to approximately 110 villages and around 10,000 elderly individuals aged above 65, the challenges of rural elderly care are particularly pronounced. The remote location and inconvenient transportation in Sai Kung have resulted in the current public resource allocation struggling to meet the needs of the elderly community, including access to public facilities and medical services.

One prevalent situation faced by many elderly residents is that of "families of elderly doubletons," where most carers are also elders over the age of 70. The combination of the remote living environment and carers' own health conditions often leads to exhaustion and leaves them with insufficient time to care for themselves. This situation puts carers at risk for burnout, anxiety, and depression, hindering their ability to provide the necessary care and support for their elderly partner.

Amidst these challenges, seeking assistance from neighbors appears to be a potential solution. However, the current lack of connectivity among neighbours poses a significant hurdle. Many neighbours are unaware of the needs of their fellow residents, particularly those of the elderly. This disconnection prevents the potential network of support that could be harnessed to provide care, companionship, and assistance to those in need. Recognizing this pressing need for a collaborative and interconnected community, it has become imperative to find a solution that not only alleviates the stress on carers but also facilitates the creation of a supportive and cohesive environment. By fostering a sense of unity and mutual aid, the aim is to transform neighbors into allies, working together to enhance the well-being of the elderly residents in Sai Kung District.

[3] Yang, Chun, et al. "Mobile Application Use and Loneliness among Older Adults in the Digital Age: Insights from a Survey in Hong Kong during the COVID-19 Pandemic." NCBI, 23 June 2022, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9265966/>.

本報告深入探討西貢區鄉郊長者面對的迫切問題，並探索如何通過科技和社區參與的力量，彌合偏遠地區照顧者和長者之間的鴻溝，創造一個豐盛的互助網絡，使每個人都能協助建立更強大、更具韌性的社區。隨著科技迅速發展和社會環境變遷，促進和諧社區的關鍵在於在傳統價值觀和現代工具之間取得平衡。

This report delves into the pressing issues faced by the rural elderly in Sai Kung District and explores through the power of technology and community engagement, how we can bridge the gap between isolated caregivers and isolated elderly individuals, creating a thriving network where everyone contributes to a stronger, more resilient community. As technology rapidly advances and societal landscapes shift, the key to fostering a harmonious community lies in striking a delicate balance between traditional values and modern tools.

理大賽馬會社創「騷·In·廬」第十三季：「照顧者」社區應援

PolyU Jockey Club Operation Solnno Season 13: "Community Support for Carers"

香港正面臨急速人口老齡化，長者照顧長者的情況日益普遍。隨著年長照顧者的體力和健康狀況日漸衰退，他們承受著巨大的壓力。加上家庭照顧者不時發生的悲劇事件，照顧者面臨的困境引起了社會各界的高度關注。我們的社會能否有效調動社區資源支持家庭照顧者，不僅關乎被照顧者的福祉，更涉及社區的社會可持續發展問題。

Hong Kong is a rapidly ageing society – it is becoming more common for an elderly to take care of another elderly. The declining strength and health conditions exerted huge pressure on the ageing carers. Coupled with tragedies concerning family carers from time to time, the hardship faced by carers has attracted attention from various sectors. Whether or not our society could effectively mobilize the community resources in supporting the family carers not only concerns the wellbeing of the cared, but is also a matter of social sustainability of the community.

2022年，香港理工大學賽馬會社會創新設計院 (J.C.DISI) 聯同香港社會服務聯會 (社聯) 共同舉辦了第十三季創新活動，主題為「照顧者社區應援」。活動邀請非政府組織提出創新理念，以促進社區對照顧者的支援。本報告重點介紹西貢區社區中心的提案，該提案旨在發揮鄰里關係作為社區資產的潛力，為鄉郊地區的照顧者提供支持。

In 2022, Jockey Club Design Institute for Social Innovation of The Hong Kong Polytechnic University (J.C.DISI) and The Hong Kong Council of Social Service (HKCSS) co-organized the 13th seasonal innovation theme of "Community Support for Carers" under "PolyU Jockey Club Operation Solnno" to invite innovative ideas from NGOs in fostering community support for carers. This report focuses on the proposal specific to The Sai Kung District Community Center in mobilizing neighbourhood relationships as community assets to support carers in the rural area.

西貢區社區中心 (SKDCC)

The Sai Kung District Community Center (SKDCC)

西貢區社區中心 (下稱「中心」) 成立於1970年，是一個非牟利慈善組織，以「連結社區、關愛村民、愛護自然」為使命。中心一直關注到為西貢鄉郊地區老年人口提供服務的需求。2022年的數據進一步印證了這一需求，顯示西貢區照顧者主動尋求協助的趨勢有所上升。

The Sai Kung District Community Center (from here onwards referred to as the "Center"), established as a non-profit-making charitable organization in 1970, with a central mission of "connecting communities, caring for villagers, and protecting nature." The center has always identified a pressing need to cater to the elderly population residing in the rural regions of Sai Kung, and this was further confirmed when in 2022, it was discovered that there was an upward trend in carers from the Sai Kung district actively seeking assistance.

為應對日益增長的照顧服務和協助需求，中心與香港理工大學賽馬會社會創新設計院 (J.C.DISI) 合作，開發了一個義工配對應用程式，旨在連結照顧者、義工和社區成員。該應用程式的主要目標是讓長者和照顧者能夠有效地尋求鄰居和義工的服務，獲得及時的幫助。同時，該應用程式也致力於為照顧者提供紓解壓力的渠道，減輕他們的焦慮和壓力。

In response to the escalating demand for carer services and assistance, the Center teamed up with J.C.DISI to create a volunteer matching app to bring together carers, volunteers, and community members. The primary objective of the app is to enable the elderly/carers to seek services from neighbors and volunteers efficiently, empowering them to access timely assistance. At the same time, the application sought to be a source of relief for the carers, reducing their anxiety levels and stress.

此外，中心還希望通過這個平台增強照顧者對社會福利服務的認識和使用。通過提高認知度和可及性，該應用程式旨在加強社區的社會紐帶，構建一個安全網，確保沒有人被遺漏。

Moreover, the Centre aspired to enhance carers' familiarity with social welfare services in the district. By fostering awareness and accessibility, the application hopes to strengthen the community's social fabric, providing a safety net that ensured no one is left behind.

西貢居民的現狀

Current state of the Sai Kung residences



2 西貢居民的現狀 Current state of the Sai Kung residences

為啟動此項目，香港理工大學賽馬會社會創新設計院 (J.C.DISI) 對居住在西貢的長者和照顧者的手機使用習慣。2022年6月21日，9名年齡介於70至85歲的年長照顧者分為兩組，參加了一個輔以視覺資料的焦點小組討論。這項研究的主要目標是評估西貢社區內長者對手機使用的熟悉程度，深入了解項目的基本需求。

To initiate the project, J.C.DISI conducted an initial research involving older adults and carers living in Sai Kung. 9 older carers aged about 70 to 85, separated into two groups, participated in a focus group on 21 June 2022 with visual aids. The primary objective of this research was to gain a deeper understanding of the fundamental requirements of the project by assessing the older adults' familiarity with phone usage within the Sai Kung community.

研究結果 Research Findings

長者日常使用哪些智能手機應用程式？

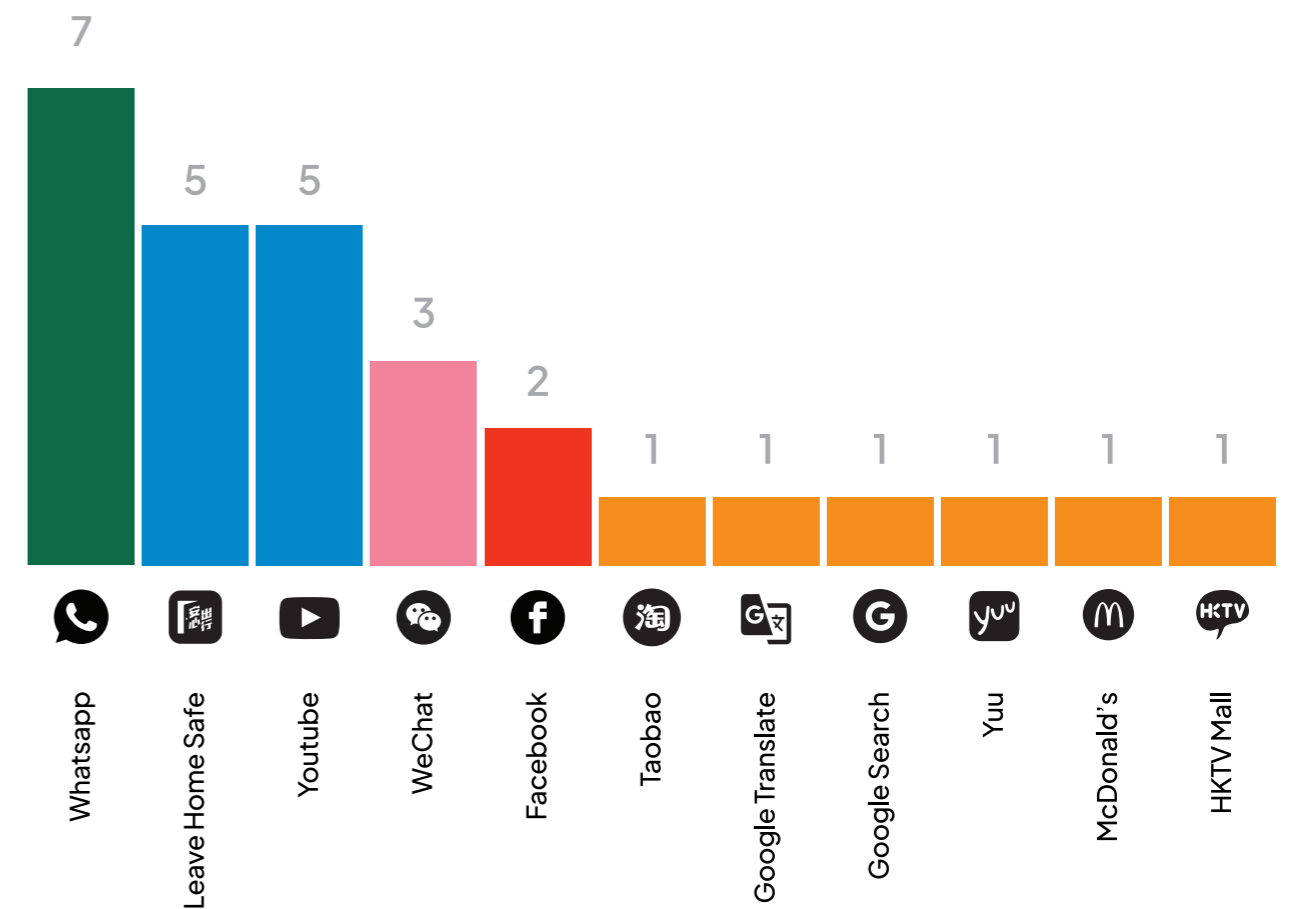
For elderly that use a smartphone, what are the apps they frequently use on a daily basis?

根據研究結果 (圖1)，WhatsApp明顯是西貢長者最常使用的應用程式。其次是「安心出行」和YouTube，兩者在使用頻率並列第二。

Based on the research findings (Figure 1), it was evident that the application "WhatsApp" stands out as the most frequently used platform among the older generation of Sai Kung. Following closely behind are "Leave Home Safe" and "YouTube," equally at the second position.

西貢長者經常使用的應用程式
Apps that are frequently used by the elderly population in Sai Kung

圖1 Figure 1



確定WhatsApp為西貢區長者首選的應用程式，對了解他們的通訊喜好相當重要，這可在設計義工配對應用程式時，確保用家流程與長者現有的使用習慣無縫接軌。再者，了解「安心出行」及YouTube這些程式的受歡迎程度，有助我們了解長者喜愛的功能。如此一來，我們可在全新開發的應用程式中，加入他們熟悉的功能和圖示，令長者更易上手。

By identifying “WhatsApp” as the preferred choice, the research provides valuable insights into the communication preferences of older adults in the community. This knowledge aids to ensure during the design stage of the volunteering application, the user-flow should align seamlessly with their existing usage patterns. Moreover, understanding the prominence of “Leave Home Safe” and “YouTube” sheds light on the functionalities that resonate with seniors, allowing for the incorporation of familiar features and icons in the new app.

這項研究的重點在於共融，這些調查結果顯示製作一個適合長者使用的義工配對應用程式時需要考慮的要點。在需要文字輸入的情況下，有些長者可能感到傳統鍵盤難以使用，「語音轉文字」功能或更適合他們的需要。然而，研究並不僅限於此，盡量減少文字輸入也是重要的設計考量。

With a focus on inclusivity, these findings have shed light on essential considerations for crafting an elderly-friendly volunteering application. In instances where text input is required, integrating the “voice to text” feature becomes crucial, as it caters to those who may find traditional keyboard usage challenging. However, the research goes beyond this aspect, minimizing text input altogether, would be crucial.

為確保不同文化程度的長者都能夠順利使用這個應用程式，我們採取了以圖像為主的使用者介面設計。利用視覺效果、圖標和直觀的圖像，可有效地將資訊傳遞給長者，使他們能夠輕鬆地操作應用程式。減少大量的文字閱讀，加上視覺提示，就能夠滿足不同文化水平用家的需求。

To ensure the application’s user-friendliness for older adults with varying literacy capabilities, adopting an image-based user experience emerges as a key strategy. Leveraging visuals, icons, and intuitive imagery can effectively communicate information, enabling seniors to navigate the application effortlessly. By reducing reliance on text-heavy interactions and embracing visual cues, the application can accommodate users with diverse literacy levels.

常用的鍵盤輸入法

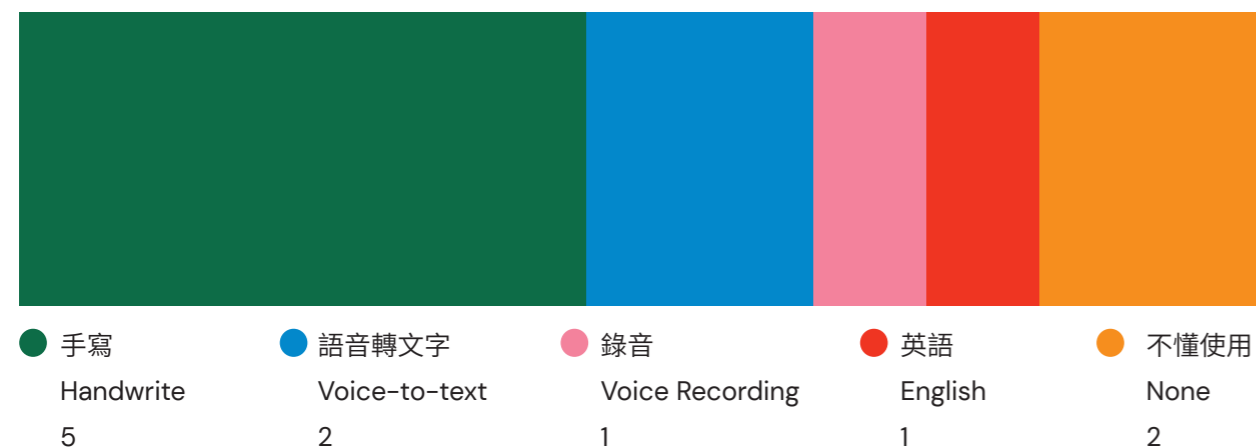
Frequent keyboard input methods

研究結果亦顯示長者偏好的文字輸入法(圖2)。大部分受訪者表示最喜歡用手寫輸入法，其次是「語音轉文字」功能。值得注意的是，不少長者坦言對鍵盤輸入並不熟悉，甚至完全不懂得使用。

The research findings further unveiled insights regarding the elderly’s preferred methods of character input (Figure 2). A majority of the participants expressed a strong preference for using the handwrite keyboard, with the “voice to text” feature closely following as the second choice. A notable portion of the older adults admitted to having little or no familiarity with keyboard features at all.

長者使用智能工具的輸入方法
Elderly population’s input methods with their smart devices

圖 2 Figure 2



識別所需服務的優先次序

Priority of services needed

為了確保應用程式能夠全面滿足西貢長者的需求，光是改善用家流程和直觀設計是不足夠的，也要充分考慮應用程式提供什麼內容。作為重要的第一步，J.C.DISI團隊致力了解西貢長者最迫切需要的服務。

To develop a comprehensive and user-centric volunteer matching application, J.C.DISI and the Centre recognizes the significance of not only focusing on user flow and intuitive design but also giving due consideration to the content offered. As a crucial first step, J.C.DISI’s team sought input on the services that hold the utmost importance to the elderly residents of Sai Kung.

通過訪談，我們找到四個需要優先處理的問題，從中知道西貢長者最重視的基本服務：

Through these interviews, four key priority areas emerged, shedding light on the essential services that the elderly community in Sai Kung values the most:

1

與健康相關的活動 | Health-related activities

參加者強調與他們的福祉和安全有關的健康服務，包括體檢、測量維生指數和陪診護送服務。

Participants emphasized the need for health-related services that cater to their well-being and safety. These services include body checks, monitoring vital indicators, and escort assistance.

2

填寫表格 | Filling out forms

西貢長者希望在處理繁瑣的行政手續時得到幫助，尤其是在填寫表格時。
The Sai Kung elderly expressed a desire for assistance in navigating bureaucratic processes, particularly when it comes to filling out forms.

3

緊急服務（急症） | Urgent services (emergencies)

參加者強調在緊急情況下得到急症服務的重要性。

The participants highlighted the importance of having access to urgent services during emergencies.

4

陪伴服務 | Accompany services

陪伴和支援亦十分重要，長者也需要在日常生活中與別人交流和互動，包括讀信、學習使用智能手機和聊天等服務。

Companionship and support emerged as a significant category, reflecting the need for engaging interactions in various aspects of daily life. This includes services like reading letters, smartphone lessons, and engaging in casual conversations.

這些資料顯示，西貢區長者雖不熟悉如何使用智能手機，但他們樂意接受一個可讓他們得到所需服務的解決方案，因而令中心構思一個義工應用程式，促進鄰里間的守望相助。此應用程式的核心原則是看起來簡單而直觀，即使是不熟悉智能手機的長者也能輕易使用，這也成為了西貢區社區中心義工應用程式「夾得嚟」的緣起。

Expanding on these valuable insights, it becomes apparent that the elderly population within the Sai Kung district exhibits limited familiarity with smartphones. Nevertheless, their willingness to embrace a solution enabling them to request services is evident. This led to the conception of a volunteering app idea by the Centre, aimed at facilitating neighborly assistance. The core principle guiding this app's development was ensuring its usability remained uncomplicated and intuitive, particularly for the elderly who possess less familiarity with smartphones. This marked the inception of the SKDCC volunteering app "Snap & Go".

產品開發階段

Stages of Product Development



3 產品開發階段

Stages of Product Development

2022	第1階段 Stage 1	March 18th – April 8th J.C.DISI與西貢區社區中心職員的工作坊 J.C.DISI workshop with SKDCC staff June 21st J.C.DISI的研究 Research by J.C.DISI
	第2階段：初步用家參與 Stage 2 : Preliminary User Engagement	December 1st 入門工作坊(長者和義工) Introductory workshop (elderly and volunteers) December 14th 職員工作坊 Research by J.C.DISI
2023	第3階段：項目執行 Stage 3 : Project Execution <i>(Studio Doozy)</i>	February 2nd 簡報及參與工作坊(職員) Presentation and engagement workshop (staff) April 27th 簡報及參與工作坊(職員) Presentation and engagement workshop (staff) May 18th 用家參與工作坊(義工和長者) User engagement workshop (volunteer and elderly)
	第4階段：項目執行技術層面 Stage 4 : Project Execution Technical Aspect <i>(Yakoo)</i>	設計顧問將研究結果、線框圖、以及為三方持分者而設計的每個介面頁面的最終設計，交給技術團隊。 Design consultant handed off research, wireframes and final design of each page of the user.

階段一 Stage 1

J.C.DISI為中心職員舉辦了一系列工作坊，運用設計思維集思廣益，並就設計階段遇到的問題，使用簡單的故事板勾勒出理想的解決辦法。此外，J.C.DISI團隊還與西貢區的參加者進行焦點小組會議，收集初步資料和可行的解決方案。

JDISI organized a series of workshops for the center's staff, where they employed design thinking strategies to brainstorm ideas and engaged in simple storyboarding to outline their ideal solutions for the design challenges. Additionally, the JCIDISI team conducted focus group sessions with participants from the Sai Kung district to gather preliminary findings and potential solutions.

階段二 Stage 2

Studio Doozy被聘為設計顧問，負責落實第一階段的調研結果和概念。他們為項目的三個主要持分者——中心職員、義工和長者/照顧者——舉辦入門工作坊，旨在了解各持分者對科技的熟練程度、需求、要求，以及他們之間的互動關係。

Studio Doozy was enlisted as the design consultant to bring the concepts to life, building upon the findings and ideas generated in stage 1. Additionally, three introductory workshops were developed for the center's staff, volunteers, and elderly individuals/carers—the project's three key stakeholders. These workshops aimed to gain insights into their technology proficiency, needs, requirements, and, most importantly, the current dynamics among them.

階段三 Stage 3

基於第二階段工作坊的結果，團隊製作了多個用家流程、UI/UX介面設計、用家流程邏輯和原型。通過持續為中心職員、義工和長者舉辦用家工作坊，這些內容得到不斷改良。

Building on the workshop findings from Stage 2, multiple user flows, UI/UX screens, user flow logics, and prototypes were generated. These were continually refined through ongoing user engagement workshops involving the center's staff, volunteers, and elderly participants.

階段四 Stage 4

Studio Doozy將所有的研究發現、結果、設計和原型交給技術顧問Yakoo，將項目概念轉化為應用程式。

Studio Doozy transfers all the findings, outcomes, design and prototypes to the Technical Consultant Yakoo for their technical team to transform the project into an app.

階段一 Stage 1

如前所述，J.C.DISI與中心職員進行了一系列工作坊，運用設計思維工具初步了解他們當前的問題和需求。工作坊還通過故事板展示理想的解決辦法。這項活動旨在讓項目所有參加者達成共識，減少不確定因素，並促進與設計和技術顧問的有效溝通，確保準確傳達他們的期望。

As previously mentioned, J.C.DISI conducted a series of workshops with the Centre's staff, employing design thinking tools to gain a preliminary understanding of their current challenges and requirements. The workshops also involved creating storyboards to illustrate their ideal solutions. This exercise served to align everyone involved in the project, reducing uncertainties and facilitating effective communication with the design and technical consultants regarding their precise expectations.

痛點

Pain point

西貢區社區中心的職員目前主要以WhatsApp和電話與義工和長者溝通，但這種方法僅在長者和義工已向中心登記才有效。此外，由於職員必須管理多個個人聊天和義工群組對話，導致中心職員工作量過重。目前中心並沒有簡單的方法去瀏覽不同群組、優先處理緊急事項以及有條理地處理所有通訊。更甚者，他們難以與非會員建立聯繫，導致一些長者不知道有什麼支援服務，阻礙了社區成員之間的交流，也無法好好利用區內的資源。

SKDCC staff currently rely solely on WhatsApp and phone calls to communicate with volunteers and elderly individuals. This approach is only effective if both the elderly and volunteers are already registered with the center. Moreover, this method leads to an overwhelming workload, as they must manage multiple individual chats and group conversations based on volunteer groups. There is no straightforward way to navigate these various groups, prioritize urgent matters, and stay organized in handling all communications. Additionally, it proves challenging for them to reach out to non-members, leaving some elderly individuals unaware of the available tools and support, hindering inter-community socialization and resource utilization.

痛點

Pain point

- 照顧者承受極大的壓力，特別是當中有些人已年過六旬，他們幾乎沒有時間照顧自己。
- 照顧者和長者對中心提供的服務認識不足，社區資源未被充分利用。
- 吸引新成員參加義工活動重重困難。
- 義工數量有限，在需要時無法及時提供協助。

- Carers experience significant stress, especially when some of them are also in their 60s, leaving them with little time to care for themselves.
- Carers and elderly individuals lack awareness of the services offered by the Center, resulting in suboptimal utilization of community resources.
- Attracting new members to participate as volunteers proves challenging
- Limited volunteers can result in assistance not being delivered promptly when needed

設計概念

Design Concepts

一個義工應用程式應該：

A volunteering app that:

- A. 通過簡化流程和提升應用程式內的功率，減輕職員的工作量。
 - B. 提升義工體驗，提供一個無縫的方式回應中心活動和義工服務機會，大幅減少因延遲回應而錯過機會。
 - C. 為長者建立一個直觀平台，方便使用，僅需最少的步驟即可找到合適的義工。
 - D. 可持續性
 - 減少員工部署
 - 提高社區居民對周邊資源的認識
-
- A. Alleviate staff workload by streamlining processes and optimizing efficiency within the application.
 - B. Enhance the volunteer experience by providing a seamless way to respond to center events and volunteering opportunities, thus minimizing missed opportunities due to delayed responses.
 - C. Create an intuitive platform for older adults, ensuring ease of use with minimal steps required to achieve the goal of finding a suitable volunteer.
 - D. Sustainability
 - Alleviate staff arrangements
 - Community residents are aware of resources around them

建議

Proposed Idea

設計一個類似Deliveroo的服務交付平台應用程式(圖3),用家可以選擇所需的服務,並請求義工協助。這個應用程式將成為一道橋樑,連接中心職員、義工和長者,提高工作效率。

同時,它可向長者和照顧者介紹豐富社區資源(圖4),向更廣泛的社區居民宣傳中心的各種服務,鼓勵更多義工參與。這個程式簡化了成為義工的程序,用一個方便的手法讓人探索如何為社區出一分力,所有這些都可在他們的手機上完成。

An app designed along the lines of a service delivery platform like Deliveroo (Figure 3), where users can select the specific service they require and request volunteers to assist with their tasks. This app serves as a bridge, connecting center staff, volunteers, and elderly individuals, enhancing workflow efficiency.

Simultaneously, it introduces elderly individuals and caregivers to the wealth of community resources available to them (Figure 4). It informs a broader range of community residents about the various services the Center offers, with the goal of encouraging more volunteers to participate. This app simplifies the process of becoming a volunteer and offers a convenient way for individuals to explore how they can contribute to the community, all at the touch of their phone.



中心的故事板梗概
Rough storyboard from the Centre
圖 3 Figure 3



中心的詳細故事板
Detailed storyboard from the Centre
圖 4 Figure 4

階段二 Stage 2

2022年2月，Studio Doozy 受聘為本項目的設計顧問，為三方持分者舉行三個工作坊，全面了解每一組別持分者當前的工作流程和互動關係，包括職員與義工之間、義工與長者之間，以及長者與職員之間的互動。

此外，這些工作坊亦旨在檢驗和完善現有的設計概要，最終目標是提升平台的可持續性和廣泛應用的可能性。

In February 2022, Studio Doozy took on the role of design consultant for this project. Studio Doozy's team conducted three workshops involving the three primary stakeholders of this project. The main objective of these workshops was to gain a comprehensive understanding of the current workflow and dynamics within each stakeholder group. This encompassed interactions between staff and volunteers, volunteers and elderly individuals, and elderly individuals and staff.

Additionally, the workshops aimed to verify and refine the existing design brief and the ultimate goal was to enhance the platform's chances of sustainability and widespread usage.

參與工作坊的用戶群體

Workshop Demographics

- 照顧者和長者
- 義工
- 中心職員
- Carers and elderly
- Volunteers
- Centre's staff

工作坊目標

Workshop Objectives

識別、理解和驗證每個群體在西貢區社區中心運作系統中的行為模式和所處位置。
2022年12月1日 - 入門工作坊 (長者和義工)

To identify, apprehend, and validate each demographic's behaviour and position within the SKDCC operational ecosystem.

1st December 2022 – Introductory workshop (elderly and volunteers)

A部份 - 長者和照顧者

Session A - Elderly and Carers

目標

A部份旨在深入了解照顧者和長者的圖像識讀能力，以及他們對中心服務的偏好。

Objective

Session A's aim was to understand better carers' and elderly's visual literacy and service preferences from the Centre.

圖像識讀能力工作坊

Workshop Visual literacy

現代視覺語言是用家介面設計的基石。網站和應用程式運用顏色、圖形和圖標顯示不同的功能，引導用家瀏覽平台。工作坊以兩個圖像識讀能力練習，檢視照顧者和長者對現代視覺語言 (如圖標和設計模式) 的理解程度。

Modern visual language is the cornerstone of user interface design. Websites and Apps employ a wide range of colours, graphics, and icons to organise functions and guide users to navigate their platform. Therefore, two primary visual literacy exercises were carried out to examine carers' and elderly's understanding of modern visual languages such as icons and design patterns.



工作坊中使用的圖標示例
Examples of icons used during the workshop
圖 5 Figure 5

信息	
通話	
設定	

參加者需要將圖標配對到與功能/服務相關的A1表格
A1 table the participants had to match the icons to, associating with the function / service
圖 6 Figure 6

A部分 - 圖標

Part A – Icons

該練習鼓勵參加者憑他們的日常經驗，表達有關圖標的聯想。

The exercise encouraged participants to express their thoughts on whether icons represented what they associated with their everyday experiences.

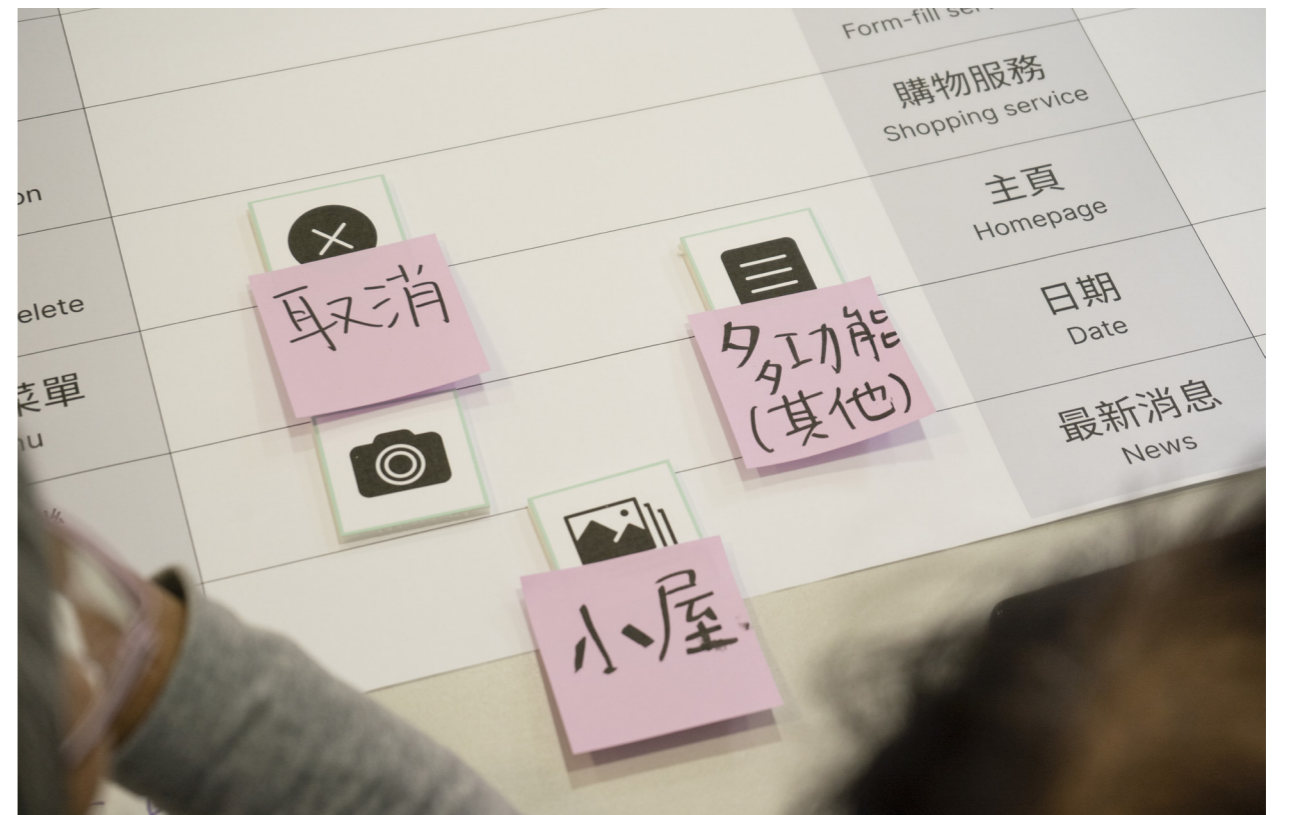
方法

Approach

- 為參加者準備一套常用圖標，並將其印製在一組卡片上。
- 指示參加者將每個圖標放置在A1表格上，並與每一列中列出的服務進行配對。
- 詳細觀察參加者如何使用卡片，並與他們討論，深入了解某些配對顯得明顯或模糊的原因
- A set of commonly used icons was created and printed on top of a set of cards for the participants.
- Following this, the participants were instructed to match each icon, positioned on an A1 table, with a selection of services printed in each column.
- Detailed observations were conducted to monitor how the participants engaged with the cards, and discussions were held with them to delve into their perspectives on why certain pairings appeared either obvious or obscure.



參加者將圖標與功能/服務進行配對
Participants matching the icons with the function/service
圖 7 Figure 7



紫色便條紙標示參加者的初步印象
Purple post-it notes signifying participants' initial impressions
圖 8 Figure 8

B部分 – 找出服務的先後次序

Part B – Service prioritisation

讓參加者排列哪些是最需要的服務，了解長者和照顧者的需求、期望和願望，同時分享他們目前的日常生活情況。

The objective is to understand the desires, needs, and expectations of elderly individuals and their carers by ranking their most preferred services provided by the Centre, while also sharing insights into their current daily routines.

方法

Approach

- 準備一組卡片，每張卡片上寫上中心提供的服務，或社區內高度需求的服務。
 - 指導參加者將這些服務按重要性從一到五進行評分，一表示最重要，五表示不重要。
 - 選出得分最高的三項服務，並要求參加者描述他們目前或預期的體驗，同時表達現有的問題和有什麼可以改善的空間。
 - 在整個練習過程中，積極與參加者保持互動，理解他們在想像場景中的思維過程、理由和動機。
- A set of cards was prepared, each labeled with available services offered by the Centre or those highly in demand within the community.
 - The participants were subsequently instructed to rate these services on a scale ranging from one to five, with one indicating the highest importance and five representing unimportance.
 - Three services that received the highest ratings were selected, and participants were asked to depict their current or anticipated experiences while also expressing any existing challenges and potential improvements.
 - Throughout this exercise, active engagement with the participants was maintained to gain insights into their thought processes, rationales, and motivations within an imaginary scenario.

醫療服務	維修服務
清潔服務	填表服務

最重要	醫療服務
重要	填表服務
一般	
不算重要	
不重要	

服務卡片按重要性排序的示例

Example of Service Cards Prioritized in Importance Ranking

圖 9 Figure 9



長者和照顧者對服務的排名及當前挑戰的解釋

Ranking of Services by Elderly and Carers with Explanations of Current Challenges

圖 10 Figure 10

B部份 - 義工

Session B - Volunteers

目標

第二個工作坊旨在深入了解義工的需求和面對的問題，工作坊分為兩部分：

Objective

- 第一部分深入了解義工目前與中心的互動，以及他們與照顧者和長者的關係。
- 第二部分深入探討義工為照顧者和長者執行任務時可能出現的問題。這些問題分為四個主題：方法、可達性、期望和是否方便用家。

The second workshop seeks to gain insights into volunteers' needs and challenges, it was structured into two parts:

- Part 1 aims to gain a deeper understanding of volunteers' current interactions with the Centre and their involvement with carers and elderly individuals.
- Part 2 delves into potential concerns that may arise when volunteers perform tasks for and with carers and elderly individuals. These concerns are categorized into four topics: Approach, Accessibility, Expectation, and User-friendliness.

第1部分：用家旅程

Part 1: User Journey

這個練習的目的是全面了解義工的體驗，包括從中心批准他們成為登記義工開始，到他們參與幫助照顧者和長者，以及完成任務的整個過程。

The objective of this exercise is to comprehensively comprehend the volunteer's experience, starting from their approval as a registered volunteer by the Centre, to their engagement in assisting and fulfilling tasks for carers and elderly individuals.

方法

Approach

- 在工作坊的第一部份，參加者使用便條紙在一張有欄目的A1表格上，展示他們的義工旅程，無論是每日、每月還是每年。
- 在收集參加者反饋後，鼓勵他們表達所面對的問題，並提出可行的解決辦法，以緩解他們目前的困境。
- In the initial session, an A1 table was prepared with columns to guide participants in illustrating their volunteering journey, whether it was on a daily, monthly, or annual basis, with post-it notes.
- Building on the insights gathered from participants' responses, they were encouraged to articulate the challenges they faced and propose potential solutions to alleviate their current difficulties.

第2部分：討論

Part 2: Discussion

第二個練習旨在促使義工對照顧者和長者產生同理心，讓他們深入探討可達性、期望、信任與安全，以及怎樣能更方便用家等主題下的潛在問題和關注點。這個練習的目的是從義工的角度，調查照顧者和長者在日常生活中面對的問題和困難。

The second exercise seeks to prompt participants to empathize with carers and elderly individuals, allowing them to delve into potential issues and concerns encompassing the following topics: Accessibility, Expectation, Trust and Security, and User-friendliness. The aim is to investigate the everyday challenges and difficulties faced by carers and elderly individuals from a volunteer's viewpoint.



義工討論他們目前的義工用家旅程
Volunteers Discussing Their Current Volunteering User Journey
圖 11 Figure 11



義工探索照顧者和長者的潛在問題和關注點
Volunteers Exploring Potential Issues and Concerns of Carers and Elderly Individuals
圖 12 Figure 12

2022年12月14日 - 職員工作坊

14th December 2022 - Staff workshop

目標
Objective 全面了解中心職員在日常、每週或每月工作中遇到的體驗和問題，促進義工與照顧者和長者之間的聯繫，以及活動的籌劃。這還包括與所有參與社區中心的人士保持有效的溝通渠道。

The objective is to comprehensively understand the experiences and challenges encountered by Centre staff while performing their daily, weekly, or monthly tasks to facilitate the connection between volunteers and carers and elderly individuals, as well as the organization of programs and events. This also includes maintaining an efficient communication channel with all personnel involved with the community centre.

方法
Approach

- 在工作坊的第一部份中，參加者需要列出中心目前提供的服務，以及他們未來希望提供的服務。
- 將較優先的服務進行分類，並按具體操作細節再分階段，以及記錄實施過程中遇到的任何問題。
- 在第二部份，與參加者討論，綜合他們已確定的問題，並集思廣益提出可行的解決辦法，改善中心各方面的運作。

- In the initial session, participants were tasked with listing the services currently provided by the Centre and those they aspire to offer in the future.
- Subsequently, high-priority services were categorized, broken down into stages with operational details, and any challenges associated with their implementation were documented
- In the second session, discussions were held with participants to consolidate the challenges they had identified and to brainstorm potential solutions aimed at enhancing various aspects of the Centre's operations.

概括最重要的挑戰選項	
問題形式	目的
解決方案與意見	

我們怎樣為 1. 群組	
2. 行動	，做就
3. 成果	?

職員工作坊資料
Staff Workshop Materials
圖 13 Figure 13



職員工作坊討論
Staff Workshop Discussion
圖 14 Figure 14



職員工作坊中提問「我們如何能」，以識別目標受眾，行動和最終結果
Staff Workshop Generating "How Might We" Questions to Identify Target Audience, Action, and End Results
圖 15 Figure 15

項目發展

Project Development



4 項目發展

Project Development

入門工作坊結束後，Studio Doozy 團隊根據研究結果和見解重新定義項目概要，重新評估平台需要的優先次序，並著手設計一個全面的義工應用程式中的三個介面：

- 長者介面
- 義工介面
- 職員介面

這個階段首先從用家體驗設計 (UX Design) 開始，包括規劃用家流程、每一頁面的版面，然後是用家介面設計 (UI Design)。在平台的設計和開發過程中，團隊多次舉辦工作坊，以收集更多意見，並根據目標用家的需求不斷調整平台設計。

Following the introductory workshops, Studio Doozy's team leveraged the findings and insights gained to redefine the project brief. This included reprioritizing the platform's requirements, to initiate the planning and design of three interfaces for the comprehensive volunteering app:

- Interface for Elderly
- Interface for Volunteers
- Interface for Staff

Consequently, this stage commenced with UX Design, encompassing the planning and design of the user flow along with screen-by-screen planning, followed by the UI design. Additionally, several workshops were conducted throughout the platform's design and development phases to gather further insights and tailor the platform to the needs of its target end users.

設計問題

Design Challenge

中心目前面對的挑戰是什麼？

What are the current challenges by the centre?

在項目開始之前，中心提出一個重要的設計問題：

開發一個應用程式或網上平台，使西貢的長者和照顧者能夠輕易聯絡義工，並提出服務申請。

中心希望用一個簡易的方式了解長者和照顧者的需求、通知相關義工，並能輕易追蹤所提供的服務，在必要時作出跟進。

為三方持分者舉辦的工作坊所收集的結果，不僅驗證了我們對當前設計問題的理解，還顯示了潛在的解決方案，為開發一個全面的義工配對應用程式奠定了基礎。

The Centre had provided one extensive design challenge before the commencement of the project:

An application/online platform that facilitates elderly and carers living in sai kung to easily reach out and request volunteering services.

The centre would like an easy way to discover the needs of the elderlies / carers, notify the relevant volunteers and easily keep track of the services being performed and follow up with the services whenever necessary.

The results gathered from the workshop with the three stakeholders supported the understanding of the current difficulties in tackling this design challenge and potentially what can be done to bridge the gap and create a holistic volunteering matching app.

A部份 — 圖像識讀能力

Session A – Visual Literacy Discovery



從長者和照顧者「圖像識讀能力」工作坊中，我們收集到寶貴的見解。長者顯然普遍不認識也不熟悉用家介面。然而，他們能認出一些常用的圖標，如電話、通訊和設定圖標。這些圖標在iOS和Android介面以及熱門應用程式如WhatsApp中十分常見。

From the “Visual Literacy” workshop conducted with elderly participants and caregivers, valuable insights have emerged. It has become evident that the older adults generally lack familiarity and comfort with user interfaces. However, they do exhibit recognition of commonly employed icons such as the phone call, messaging, and settings icons, which are prevalent in iOS and Android interfaces, as well as popular applications like WhatsApp.



電話
Phone Call



通訊
Messaging



設定
Settings

參加者的反饋也顯示，某些圖標在配有相應的文字或顯著顏色時最為有效。

Feedback from participants also indicates that certain icons are most effective when accompanied by corresponding text or distinct colors.

收集的見解

Insights Gathered

照顧者和長者非常不熟悉應用程式和網絡平台中的現代視覺符號。因此，在設計平台時，有以下幾個重要考慮因素：

- 將功能和服務名稱與圖標聯繫起來，方便他們瀏覽。
- 精簡應用程式的功能和用家體驗，確保長者能夠輕鬆地得到服務，防止或減少瀏覽時迷失的感覺。
- 為照顧者和長者度身訂造的應用程式，是否能真正改善他們的日常生活，而不是化簡為繁，令熟悉的習慣如打電話或與朋友鄰居聊天變得更複雜，在設計過程中亦需要仔細評估，以達到平衡。

Within the caregiver and elderly demographic, there exists a notable unfamiliarity with contemporary visual cues present in applications and web-based platforms. Therefore, when crafting the design of a platform, several key considerations emerge:

- One potential approach involves linking functional and service names with icons, facilitating the navigation of applications for this demographic.
- Simplifying and streamlining an app’s functions and user journey to ensure the elderly demographic can easily access the services to prevent or minimise feelings of disorientation.
- It is crucial to deliberate on whether the creation of an application tailored for caregivers and the elderly will genuinely enhance their daily routines, as opposed to potentially complicating familiar tasks such as making phone calls or addressing concerns with friends and neighbors. Careful assessment is required to strike the right balance.

B部份 — 服務的優先次序

Session B – Service Prioritisation



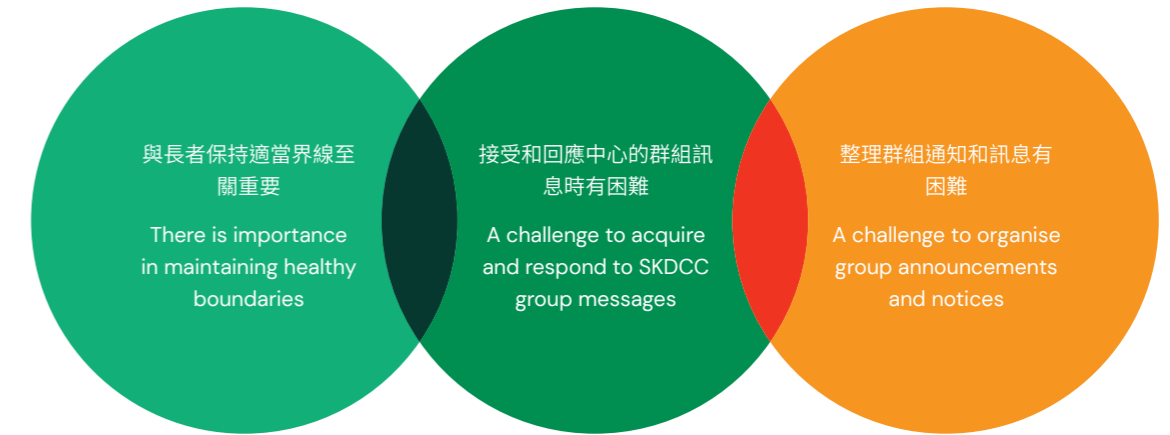
洞見

Insights

- 為了整合參加者所偏好的服務，這些服務被分為三個不同的類別：
 - 身體需求
 - 心理和/或情感需求
 - 實際需求
- 整體而言，參加者偏好社區服務和社交媒體課程等活動，可看出他們明顯更重視心理和情感需求。
- 參加者明顯有多種尋求即時協助的替代方法（例如，直接撥打電話聯絡家居維修專家）。
- 由於中心無法提供即時的身體護理服務，在工作坊結束後，我們決定優先提供心理 / 情感或實際但非緊急的服務。
- To consolidate the participants' preferred services, they were categorized into three distinct categories:
 - Physical needs
 - Psychological and / or emotional needs
 - Practical needs
- Overall, it became apparent that the participants placed a higher priority on their psychological and emotional well-being, as evidenced by their preference for services and activities like community services and social media lessons.
- It became evident that they had various alternative means of seeking immediate assistance (e.g. a direct telephone line to contact home repair experts)
- Following the workshop, the decision was made to prioritize the provision of psychological/emotional or practical but non-urgent services, especially the center cannot offer immediate physical services.

A 及 B部份的發現與見解

Session A & B discovery and insights



義工

Volunteers

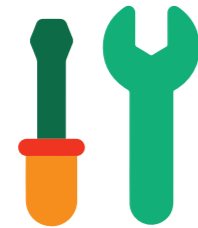
- | | | |
|-----------------------------|--|--|
| <p>目標</p> <p>Objectives</p> | <ul style="list-style-type: none"> 如果照顧者和長者過度依賴義工，或義工過度投入服務，可能會感到過度疲勞，因此義工強調要與照顧者和長者保持適當界線。 參加者知道中心有積極確保義工、照顧者和長者之間建立適當的界線。 參加者在接收和回應中心的群組消息時遇到困難。 義工需要向中心職員匯報探訪過程中遇到的問題。 由於義工與中心之間的主要通訊渠道是 WhatsApp 群組，參加者表示難以區分重要通告和無關資訊。 | <ul style="list-style-type: none"> The importance of maintaining healthy boundaries with carers and elderly individuals was emphasized by the volunteers, as excessive dependence or overcommitment could lead to exhaustion. Participants acknowledged that the Centre has been proactive in ensuring the establishment of healthy boundaries between volunteers, carers, and elderly individuals. Participants encountered difficulties in accessing and responding to group messages from the Centre. Volunteers are required to report visitation-related issues to Centre staff. Given that the primary communication channel between volunteers and the Centre is individual WhatsApp group chats, participants found it challenging to differentiate between important announcements and irrelevant notices. |
|-----------------------------|--|--|



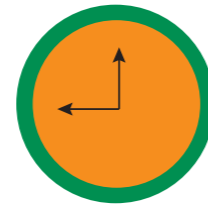
身體健康的需要
Physical Needs



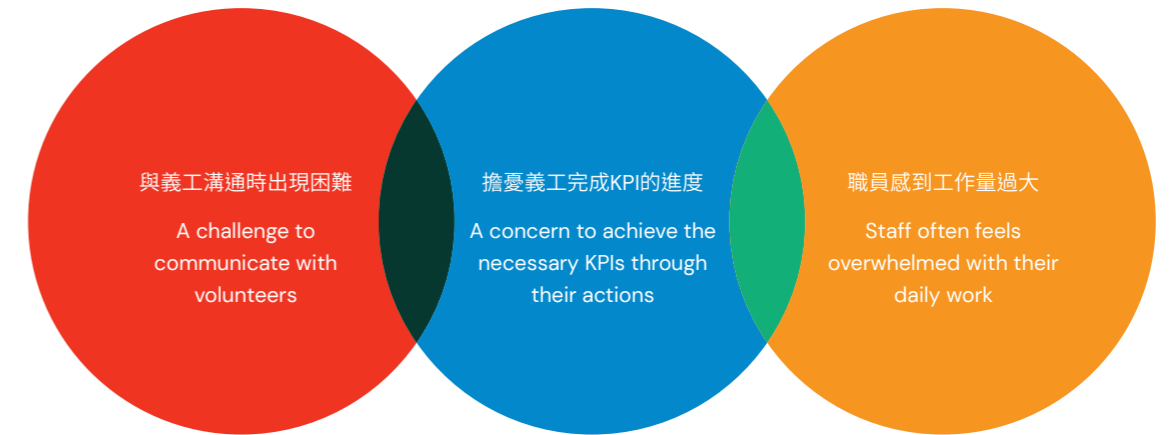
情感上的需要
Psychological and
Emotional Needs



實務上的幫助
Practical Needs



非緊急的協助
Non-urgent needs



中心職員 SKDCC staff

洞見 Insights

- 雖然義工與照顧者和長者互動時普遍沒有困難，但造成有效溝通的主要障礙，似乎是與中心WhatsApp群組通訊的方式。
- 應考慮重新定義應用程式的功能和目的，以加強中心與義工之間的通訊渠道。
- 應可讓義工過濾群組消息中的無關資訊，包括一些活動提醒和一般通知。
- 改良目前的探訪報告系統，建立義工與中心職員之間直接通訊渠道，可幫助量化中心的關鍵績效指標 (KPI)。
- While volunteers generally have few challenges when interacting with carers and elderly individuals, the primary obstacle to effective communication appears to be the Centre's WhatsApp group chat.
- Consideration should be given to redefining the app's function and purpose with the aim of strengthening communication channels between the Centre and volunteers.
- Group messages, including event reminders and general notices, should be organized in a way that allows volunteers to filter out irrelevant information.
- An improvement in the current visitation report system is recommended to establish a direct communication channel between volunteers and Centre staff, potentially aiding in the efficient quantification of the Centre's KPIs.

目標 Discovery

- 中心職員與義工溝通時似乎出現問題，包括義工沒有回應和偶爾缺席預定的聚會和工作坊。
- 參加者對達成他們的KPI表示擔憂，特別是由於工作坊和活動也安排在上午的辦公時間。
- 職員經常感到工作量過大，這因人手短缺而更加嚴重。
- Centre staff appear to encounter challenges in their communication with volunteers, including issues with unresponsiveness and occasional dropouts from scheduled meetups and workshops.
- Participants express concern about meeting their KPIs, particularly due to the scheduling of workshops and activities during morning business hours.
- Participants frequently find themselves overwhelmed with their workload, which is exacerbated by a shortage of staff.



透過溝通加強社群連結
Create a tighter community via communication



有效收集、量化及圖像化數據
Collect, quantify, and visualise data



自動化回覆，減輕工作量
Automated responses to help lessen workload

洞見
Insights

- 建立一個加強中心職員與義工溝通的平台，可促進更緊密的社區聯繫。
- 將資訊分類為一般通知、提醒、重要更新和特定群組詳情等類別，可以提高義工的回應。
- 設計一個能有效收集、量化和圖像化數據的應用程式，可為中心職員提供KPI的概覽。
- 改良應用程式的自動回覆功能，可減輕中心職員的工作量。
- Creating a platform to enhance communication between Centre staff and volunteers could foster a closer-knit community.
- Segregating information into categories like general notices, notifications, important updates, and group-specific details may improve volunteer responsiveness.
- Designing an app capable of efficiently collecting, quantifying, and visualizing data could provide Centre staff with an overview of their KPIs.
- Developing an app with improved automated responses may reduce the workload for Centre staff.

總結 | Summary

痛點
Pain Points

長者和照顧者不了解中心提供的服務。
Elderly individuals and carers are unaware of the services offered by the centre

重視面對面的互動
Values face-to-face interactions with people

長者和照顧者目前面對的痛點
Elderly and Carer's current pain points

詳細內容
Details

長者和照顧者對服務認知不足是一個重大問題，可導致他們在需要幫助時不知道如何求助。這種認知不足以各種方式表現出來：

首先，只有本身已熟悉中心的長者才知道中心提供什麼服務。其次，經常到訪中心的長者會員更傾向親自前往中心尋求協助。最後，即使是在連結社區中發揮重要作用的義工，也可能不完全了解中心提供的服務和資源。ii解決這個認知差距問題，可確保需要幫助的人知道他們可通過中心的服務得到支援。

Limited awareness regarding the services poses a significant issue, as it results in elderly individuals and carers being unsure of how to access assistance when needed. This lack of awareness manifests in various ways:

Firstly, only those elderly individuals who are already familiar with the centre are aware of the services it provides. Secondly, elderly individuals who are members of the centre and visit frequently may prefer seeking assistance in person. Lastly, even volunteers, who play a crucial role in connecting the community, may not be fully aware of the comprehensive services and resources available at the centre. Addressing this awareness gap is vital to ensuring that those who require assistance are aware of the support they can access through the centre's services.

長者和照顧者的社交活動本來就很少，他們擔心，依賴數碼工具會進一步減少他們的社交。為消除這些憂慮，並確保應用程式是補充而非取代人與人之間的交流，是讓長者和照顧者接受應用程式的重要考量因素。

Elderly and carers fear that relying on digital tools might further reduce their already limited interpersonal connections. Addressing these apprehensions and ensuring that the app complements, rather than replaces, these crucial human interactions is a key consideration for its successful implementation and acceptance among elderly individuals and carers.

義工目前的痛點

Volunteers' current pain points

痛點

Pain Points

非隔離的溝通渠道
Non compartmentalized communication channel

詳細內容

Details

目前的WhatsApp群組結構，令管理重要訊息出現困難。義工難以從群組的訊息中分辨一般聊天和重要通知，因而容易忽略重要訊息。這個問題凸顯了一個更有組織和效率的溝通系統的重要性，該系統應確保所有重要訊息可明確顯示出來，並得到優先處理，以提升義工的整體體驗和參與度。

Managing important messages has proven challenging within the current WhatsApp group structure. The amalgamation of all messages into one group makes it difficult to discern critical notifications from the general chatter, potentially causing volunteers to overlook essential messages. This issue underscores the importance of implementing a more organized and efficient communication system that ensures important messages are clearly highlighted and prioritized for volunteers, enhancing their overall experience and engagement with the platform.

義工回應延遲或缺乏回應
Late or lack of response from the Volunteers

義工常面對的挑戰是他們在白天的活動時間有限。當他們終於閒下來後，他們會猶豫是否太晚回覆訊息，擔心給中心職員帶來不便。這種猶豫有時會令他們完全忘記回覆職員，因而錯過通知和重要通訊。

Volunteers often face a challenge due to their limited availability during daytime hours. When they do have time, they may hesitate to respond to messages too late, feeling that it might inconvenience the staff. This hesitation sometimes leads to them forgetting to reply to staff messages altogether, which can result in missed notifications and important communication.

管理得到即時援助的期望
Managing Expectations in Immediate Assistance Scenarios

長者有時可能會向義工尋求即時援助，要求義工執行超出其能力範圍的任務，對義工造成困擾，在管理期望時出現落差。

At times, elderly individuals may turn to volunteers for immediate assistance, creating situations where the volunteers are asked to perform tasks beyond their capabilities, leading to potential discomfort and challenges in managing expectations.

職員現有的痛點

Staff's current pain points

痛點

Pain Points

缺乏資源
Lack of resources

多重干擾
Multiple Distractions

難以追蹤義工服務的成果
Hard to keep track of outcome of the volunteering services

詳細內容

Details

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職員與義工和長者的溝通過程高度依賴WhatsApp，對職員來說問題尤其多。管理不同義工群體的多個群組，以及義工和職員之間的私人通訊，已成為一項繁重的任務。溝通渠道愈複雜，會導致效率愈益下降，亦難以確保有效協調和及時回應義工及長者的需求。

Staff's communication process with both the volunteers and elderlies is heavily reliant on WhatsApp, which poses challenges, especially for staff members. Managing numerous groups for different volunteer segments, alongside private messages between volunteers and staff, has become a cumbersome task. This complexity in communication channels can lead to inefficiencies and difficulties in ensuring effective coordination and timely responses to volunteers' and elderly individuals' needs.

隨著長者人數增加，中心就更依賴義工報告每位長者的健康狀況。然而，對義工的依賴也造成問題。義工有時會忘記匯報，就算當他們作出報告時，職員也要逐一回覆每份報告，令工作變得繁重，耗費時間和精力。這樣的工作流程不但效率低，也窒礙及時監察長者的健康狀況。因此，中心需要一種更精簡的健康報告和溝通方式。

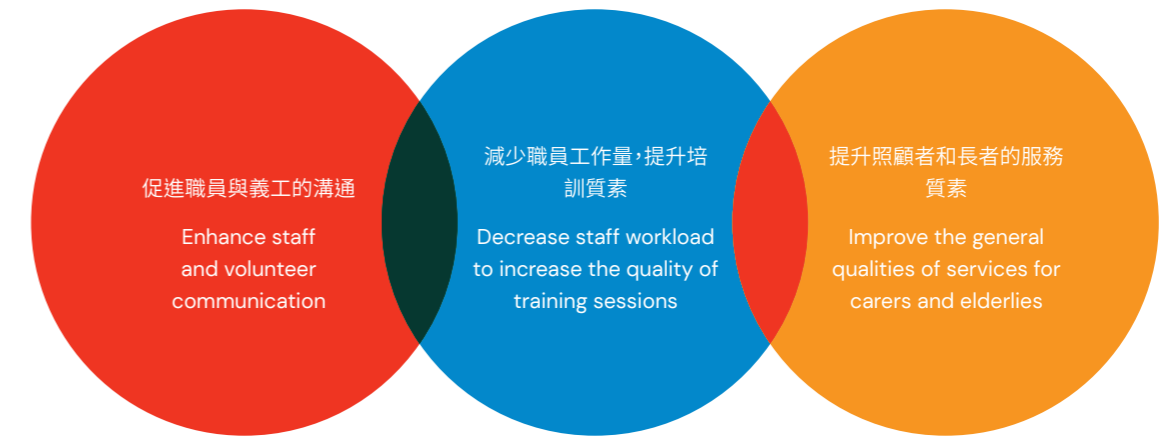
As the number of elderly individuals increases, there is a growing reliance on volunteers to report on the health status of each elderly person. However, this dependence on volunteers poses challenges. Volunteers may sometimes forget to provide these reports, and when they do, staff members are faced with the laborious task of responding individually to each report, consuming valuable time and effort in the process. This process inefficiency can hinder the timely monitoring of elderly individuals' well-being and necessitates a more streamlined approach for health reporting and communication.

跟進義工的KPI及項目的KPI
Keeping up with
Volunteer's KPI and
program's KPI

目前，中心並沒有有效的方法，通知義工有關他們的KPI目標。由於缺乏精簡的溝通方式，義工難以達到他們的個人KPI，這個問題在義工工作坊尤其明顯，時間安排問題和低出席率進一步令問題惡化。此外，職員亦有時間限制，無法不斷提醒所有義工他們的KPI。這種情況凸顯出中心需要一種更有效和自動化的方式追蹤和傳達KPI給義工，最終確保每位義工都走在正軌之上，與中心的目標保持一致。

Currently, there is no efficient means of notifying volunteers about their Key Performance Indicator (KPI) goals. This lack of streamlined communication makes it challenging for volunteers to stay focused on their individual KPI goals, particularly concerning volunteer workshops. Timing issues and low attendance at these workshops further compound the problem. Moreover, the staff faces time constraints and cannot dedicate the necessary time and effort to consistently remind all volunteers about their KPIs. This situation highlights the need for a more effective and automated way of tracking and communicating KPIs to volunteers, ultimately ensuring that everyone is on track and aligned with the center's objectives.

設計目標 Design Objectives



雖然應用程式的初衷是為照顧者和長者提供服務，但根據調查結果，中心可能沒有資源提供即時服務（大多數照顧者和長者偏好的服務）。因此，中心應該專注於較不緊急的心理／情感或實際服務。基於這個原因，除了為長者設計一個簡單直接的服務申請介面外，我們還必須強調以下幾點：

- 加強義工和職員之間的溝通。
- 減少中心職員的工作量，以便有更多時間為義工舉辦高質素的培訓課程。
- 根據上述幾點，提高為照顧者和長者而設的服務質素。

Although the original intention of the app is to focus on providing services for carers and elderly. Based on the findings, the Centre may not have the resources to provide immediate services (which most carers and elderly individuals prefer.) Therefore, the Centre should focus on less urgent, psychological / emotional or practical services. For this reason, other than a simple and direct interface for elderlies to request services, it is also essential to emphasise the following:

- Enhance volunteer and staff communication.
- Decrease SKDCC staff workload to allow more capacity to organise quality training sessions for volunteers.
- Improve the quality of services for carers and elderly based on the points listed above.

<p>同理心 Empathy</p>	<ul style="list-style-type: none"> 雖然照顧者和長者可能不擅長使用智能手機和應用程式，但他們主要關心的是建立人際關係，讓他們有參與社區的感覺。 儘管大多數義工都熱衷於為照顧者和長者付出額外努力，但中心目前的溝通模式和記錄系統卻給他們帶來不便。 與以上觀點類似的是，低效的溝通系統令中心需要投入更多人力資源，以確保各方充分了解他們的任務和職責。 While carers and elderly may not be proficient with using smartphones and apps, their main concern is establishing interpersonal relationships that give them a sense of involvement in the community. Although most volunteers are passionate about going the extra mile for the carers and elderly. Still, the current communication and record-keeping system provided by the Centre causes them more inconvenience than ease. Similar to the point above, the inefficient communication systems are causing the Centre to invest more human resources to ensure all parties are well informed of their tasks and responsibilities.
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<p>目前的挑戰 Current Challenges</p> <p>長者和照顧者不了解中心提供的服務 Elderly individuals and carers are unaware of the services offered by the centre</p>	<p>目標 Goals</p> <p>現有差距 Existing Gap</p> <ul style="list-style-type: none"> 建立一個容易使用的平台，讓中心可以推廣其服務給長者和照顧者。 由於該平台可以下載到任何智能手機上，一旦下載，長者和照顧者就可以獲取有關服務的資訊，令平台變得容易使用。 To create a user-friendly platform where the Centre can promote its services to reach the elderly and carers. As the platform can be downloaded to any smart phones, once downloaded, elderly and carers can access information about the services offered, enabling easy adoption and utilization.
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重視面對面的互動
Values face-to-face interactions with people

<p>現有差距 Existing Gap</p>	<ul style="list-style-type: none"> 建立直接溝通渠道：透過應用程式建立單向溝通渠道，讓長者和照顧者可以使用各種服務熱線。 平衡數碼與人際互動：長者和照顧者可以通過應用程式提出服務申請，而義工仍然需要與長者聯絡，以協調時間和日期。這種方法簡化雙方的互動，可提供即時和定期的服務。通過電話聯絡等長者熟悉的溝通方法，確保過程中有人性化的服務元素。 Create a Direct Communication Channel: Establish a one-way communication channel through the app, enabling elderly individuals and carers to access an array of service hotlines. Balancing Digital and Human Interaction: Elderly individuals and carers can request services through the app, while volunteers would still need to contact them to coordinate the timing and date. This approach simplifies and streamlines interactions, allowing for immediate and periodic services. It maintains a traditional and familiar approach through methods like phone calls, ensuring a balanced human aspect in the process.
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非隔離的溝通渠道
Non compartmentalized communication channel

雙方的訊息也要進行分類和組織，改善中心職員和義工之間的溝通。
Improve communication between the Centre's staff and volunteers by categorizing and organizing information from both sides.

義工回應延遲或缺乏回應
Late or lack of response from the Volunteers

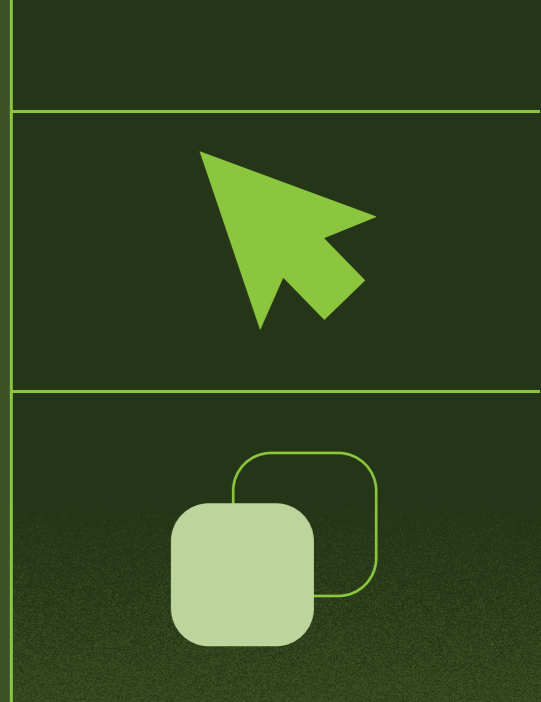
建立一個平台，使中心職員能夠發佈活動和培訓工作坊，讓義工使用應用程式內的方框作出回應。
Create a platform that enables the Centre's staff to post events and training workshops for volunteers to respond to using a simple checkbox system within the app.

<p>管理得到即時援助的期望 Managing Expectations in Immediate Assistance Scenarios</p>	<p>根據義工的技能作出分類，在個人資料設定中加上技能分類系統，有助中心職員識別合適且有空的義工去處理如維修房屋等特定問題。此外，這個分類系統有助防止義工承擔過多不同類型的工作，使他們能夠專注於自己喜歡的工作，減少過勞的風險。</p> <p>Implement a skill-based categorization system within the profile setup, which classifies volunteers based on their skill sets. This feature will assist the Centre's staff in identifying suitable and available individuals to address specific issues, such as house repairs. Furthermore, this categorization will help prevent volunteers from becoming overburdened with a wide variety of tasks, allowing them to concentrate on tasks they enjoy and reducing the risk of exhaustion.</p>	<ul style="list-style-type: none"> Enhance the volunteer application interface with dedicated KPI incentive pages, enabling volunteers to monitor and strive to achieve their annual goals.
<p>缺乏資源 Lack of resources</p> <p>多重干擾 Multiple Distractions</p> <p>難以追蹤義工服務的成果 Hard to keep track of outcome of the volunteering services</p>	<p>建立一個內容整齊簡潔的資訊發佈平台，方便中心職員與義工的溝通，減輕職員的工作量。</p> <p>Develop an organized content and information distribution platform that reduces the workload for the Centre's staff, particularly in the area of effective communication with volunteers.</p>	
<p>跟進義工的KPI及項目的KPI Keeping up with Volunteer's KPI and program's KPI</p>	<ul style="list-style-type: none"> 引入技能分類，簡化中心職員和義工達成KPI的流程，可更有效地將義工的興趣與照顧者及長者需要的服務結合。 建立一個可處理KPI數據的平台，使中心職員能夠發佈一般通知和資訊，同時讓義工提交探訪記錄。 改善義工應用程式界面，設立專門的KPI激勵頁面，使義工能夠監察並努力實現其年度目標。 <p>By introducing the skill-based categorization to streamline KPI achievement for both Centre staff and volunteers. This organization of (non-urgent) services will align volunteer interests with tasks for carers and elderly individuals more effectively.</p> <ul style="list-style-type: none"> Implement a platform that enables Centre staff to disseminate general notices and information while also allowing volunteers to submit visitation records for processing KPI-related data. 	

設計原則



Design Principles



5 設計原則

Design Principles

以下歸納所有工作坊中得出的設計原則概要。這些設計原則可為平台用家 — 長者／照顧者和義工(前端)以及職員(後端)設計一個易於操作的界面。

The following is a quick overview of all the design principles that were concluded throughout the workshops established. These design principles provide insights to design a user-friendly and easy maintenance interface for the platform's users – elderly / carers and volunteers (front-end) and staffs (back-end).

持分者：西貢郊區長者

Stakeholder: Rural Elderly in Sai Kung District

設計原則 Design Principles	考慮因素 Considerations
1 簡化平台整體功能和用家流程 Simplicity in overall platform's features and user flow	<ul style="list-style-type: none"> • 最少的功能 • 精簡用家流程 • 給予長者更被動的角色，令程式更易用 • Minimal features • Streamlined User Flow • Ease of use by giving elderly a more passive role
2 內容佈局 Content Layout	<ul style="list-style-type: none"> • 資訊分級 • 直觀的文案 • 頁面元素要一致 • 操作和反饋 • Information Hierarchy • Instinctual Copywriting • Consistency in page elements • Action and reaction
3 簡單的說明 / 指引 Simple Instructions / Guidance	<ul style="list-style-type: none"> • 登入資料 • 直接的文案 • Log-in information • Direct Copywriting
個性化 Personalisation	視乎用家手機的功能 Based on users' phone capabilities
安全 Safety	<ul style="list-style-type: none"> • 義工照片 • 長者地址 • Volunteer Pictures • Elderly Addresses

持分者：西貢區義工

Stakeholder: Volunteers from Sai Kung District

設計原則 Design Principles	考慮因素 Considerations
1 資訊分級 Information Hierarchy	<ul style="list-style-type: none">主動參與的通知系統度身訂造歡迎頁面, 增強參與度和參與動力主頁包括義工需要優先注意的資訊Notification System for Active ParticipationCustomised welcome page for enhanced engagement and motivationHome page consist of priority information for volunteers to attend to
2 內容佈局 Content Layout	<ul style="list-style-type: none">因應義工的投入程度而訂製的通知系統義工可根據投入程度和時間, 輕鬆更改提供的服務類型根據義工的喜好, 顯示已安排的服務申請加入自動化功能, 減輕義工的工作量首次用家指引Customizable notification system based on Volunteers commitmentEasily change their provided service type based on commitment and timeDisplay Preferences for Arranged Service Requests Based on Volunteer PreferencesImplementation of Automated Features to Alleviate Volunteer WorkloadFirst time user guidance
3 增加探訪當天的效率及簡化探訪流程 Efficiency and streamlining on the visitation day	–
4 安全問題 Safety Concerns	–

持分者：職員

Stakeholder: Staffs

設計原則 Design Principles	考慮因素 Considerations
1 減少資源 (時間、人力、金錢) Reduce resources (time, human, money)	<ul style="list-style-type: none">電子郵件通知配合職員工作流程的控制台把義工和長者分組, 令平台自動化輕鬆監察義工的KPI用快速視圖簡化職員的工作流程個性化平台, 令平台更容易維護Email notificationsDashboard Adapted to Staff WorkflowGrouping volunteers and elderly for efficient platform automationEffortless monitoring of Volunteer's KPISimplifying processes for staff with quick viewsPersonalisation for improved platform maintenance
2 安全 Safety	在建立新帳戶之前, 職員向義工宣讀的免責聲明 Disclaimer for staff to read to volunteer before creating new account

設計原則的實踐

Design Principles Implementation



6 設計原則的實踐

Design Principles Implementation

以下是平台前端和後端的所有設計原則概略。平台的某些設計元素，符合《Web內容可及性指南(WCAG)2.2》的準則。本報告將顯示與準則一致的設計重點

Below is an extensive review of all the design principles considered for the platform's front and back-end. It is also important to note that some of the platform's design elements align with the guidelines from the "Web Content Accessibility Guidelines (WCAG) 2.2". The points of alignment are mentioned throughout the report.

6.1 長者和照顧者的界面

Interface for Elderly and Carers

長者界面 - 首頁
Elderly Interface - Home Page
圖 16 Figure 16



簡化平台整體功能和用家流程

Simplicity in overall platform's features and user flow

最少的功能 Minimal features

從「設計挑戰」環節可看到，許多參加者在使用智能手機時，對適應新應用程式和功能感到困難。為解決這個問題，專為長者和照顧者而設的界面經過精心設計，令體驗更為精簡。設計重點是只顯示重要資訊，有效減少視覺混亂。

In line with the insights highlighted in the "Design Challenge" section, the workshop outcomes emphasized that many participants, while using smartphones, faced challenges in adapting to new apps and functionalities. To address this, the interface for the elderly and carers has been meticulously crafted to offer a streamlined experience. The focus is on presenting only vital information, effectively reducing visual clutter.

最少的功能 Minimal features

如圖17所示，長者和照顧者界面的菜單包括三個簡單的核心功能選擇：

- 「已安排服務」，
- 「服務申請」，以及
- 「最新消息」。

我們故意提供有限度選擇，確保用家特別是長者在參與過程中不會感到混亂。由於我們只提供最少的功能，用家在瀏覽時就不會走進不熟悉的領域。

值得注意的是，服務申請的按鈕「搵義工幫手」在菜單中佔據中心位置。由於它的使用率相當高，此按鈕放置在策略性位置可令長者更容易使用。此按鈕也明顯比其他兩個選項大，可進一步令所有用家也覺得容易使用。

As depicted in Figure 17, the menu for the elderly and carer interface features a concise selection of three core functions:

- “Scheduled Services,”
- “Request Services,” and
- “News.”

This deliberate choice of limited options ensures that users, particularly the elderly, can engage without confusion. By minimizing the number of features, we prevent users from navigating into unfamiliar territory.

Of notable importance, the “Service Request” button takes center stage within the menu. Given its high frequency of use, this button’s strategic placement enhances accessibility. Notably larger than the other two options, this design decision further aids ease of use for all users.

精簡用家流程 Streamlined User Flow

在工作坊期間，長者和照顧者強調人際溝通在生活中的重要性。為此，我們的應用程式保留了長者或照顧者與義工之間以傳統方式打電話聯絡，確保寶貴的人際聯繫保持不變。

要令長者界面保持簡約，同時要結合人際間的互動，可大大簡化服務申請的程序。長者申請服務時，只需選擇他們需要的服務類型，一旦確認，應用程式會提醒義工，他們就會主動與長者通電話，以協調服務的時間和日期。

During the workshop, elderly and carer participants underscored the importance of human communication in their lives. Recognizing this, our app maintains the traditional phone-based interaction between the elderly or carer and the volunteer. This approach ensures that the valuable human connection remains intact.

Balancing the interface’s simplicity for the elderly with the incorporation of human interaction, the service request process has been immensely simplified. The elderly user’s interaction to request for a service is streamlined to selecting only the desired service type. Once confirmed, the app alerts the volunteers, prompting them to initiate a phone call with the elderly to coordinate the service’s timing and date.

Subsequently, the volunteers assume an

長者界面 – 申請服務的用家流程
Elderly Interface – Request Service User Flow
圖 17 Figure 17



隨後，義工的角色變得主動，他們會在應用程式中輸入這些訊息和排期，然後長者就會收到已安排服務的通知。簡化申請流程的目的是希望長者日後也會持續使用這個應用程式，同時可促進他們發掘長者中心提供的多樣化資源，亦培養一個積極互助的鄰里網絡。

active role by inputting and scheduling this information within the app. As a result, the elderly user is then notified of the scheduled service. The streamlined nature of this request flow is intended to foster long-term app utilization among the elderly. This, in turn, facilitates their discovery of the diverse resources offered by the elderly center, while also nurturing a network of neighbors who actively engage in reciprocal assistance.

給予長者更被動的角色，令程式更易使用

Ease of use by giving elderly a more passive role

對一個應用程式來說，容易使用是指賦予用家主動角色和更大的自主權。然而，這個平台的情況恰恰相反。由於長者需要一個非常簡化的流程，我們將主動角色交給了義工。因此，如圖 18 所示，通知在長者界面中扮演著重要角色，讓他們知道服務申請的狀態。但在他們提出服務申請後，他們就不再需要「採取行動」。

Normally for an app, ease of use would involve empowering users with active roles and greater autonomy. However for this platform, the opposite applies, as the elderly audience requires a very streamlined process, we have given the active role to the volunteers instead, therefore as illustrated in Figure 18 notifications play a significant role for the elderly interface to keep them in the loop of service request status but they would never need to “take action” again once they request for a service.

在義工拒絕或取消服務申請時，長者會收到通知。同時，系統會自動將申請重新分配給其他義工考慮。如果另一位義工接受申請，長者將收到包括義工姓名的通知，及後互相聯絡時，他們可以得到義工的詳細資料。

如果在指定時間內（由中心決定）沒有義工回應，系統會提醒中心，請他們為特定申請安排一名義工。這個過程確保長者用家得到無縫體驗。

In scenarios where a volunteer declines or cancels a service request, the elderly user receives a notification. Simultaneously, the system automatically reassigns the request to other volunteers for consideration. If a different volunteer accepts the request, the elderly user is notified with the volunteer’s name, and upon interaction, they can access comprehensive volunteer details.

Should no volunteer respond within a specified timeframe (determined by the center), the system alerts the center, prompting them to arrange a volunteer for the specific request. This process ensures a seamless experience for our elderly users.



長者界面 – 通知
Elderly Interface – Notifications
圖 18 Figure 18

內容佈局

Content Layout

訊息分級 Information Hierarchy

訊息分級的概念決定每個界面的內容呈現方式，確保用家可立即看到最重要的資訊。由於內容主要是給長者閱讀，把每個頁面的內容盡量減少，可明顯改善瀏覽體驗和大幅減少眼花撩亂的情況。

如主頁所示(參見圖19)，呈現給用家的第一個資訊是「下一次服務時間」。這頁的設計是令頁面像卡片，而且有明確的分界。上部呈現服務類型的視覺圖像，下部則展示重要細節：服務日期和時間、服務類型、義工的身份，包括姓名和照片。卡片佈局具有雙重目的——用家能夠毫不費力地查看他們的日程安排，並在進入應用程式時可得到快速確認。這個設計的另一特點是確保義工在探訪用家住所時，可容易驗證他們的身份，這是保障長者安全的重要組成部分(詳細闡述見[以下章節])。

The concept of information hierarchy governs how content is presented on each interface page, ensuring immediate visibility of the most vital information for users. With a particular focus on the elderly audience, it becomes evident that minimizing on-page content enhances navigation and minimizes distractions.

Illustrated in the home page (refer to Figure 19), the initial information presented to users are upcoming services. The arrangement of upcoming service cards is designed with a clear division. The upper segment features a visual representation of the service type, while the lower segment showcases critical details: service date and time, service type, volunteer's identity including name and picture. This card layout serves a dual purpose – enabling users to effortlessly check their schedules and facilitating swift confirmation upon app entry. Furthermore, this design feature ensures easy volunteer verification when they visit the user's residence, a vital component for elderly safety.

此外，我們還考慮到長者可能更喜歡與義工直接溝通，以確認探訪、更改日程或向義工提出臨時要求。為了滿足這個偏好，在來到服務申請頁面時，可看到一個有電話圖標的綠色按鈕，按鈕有直接撥號功能，可以立即讓長者與指定的義工聯絡，以處理特定的服務申請。

Additionally, consideration was given to the possibility that elderly users might prefer direct communication with volunteers for purposes such as confirming visits, altering schedules, or reminding volunteers about last-minute requirements. To cater to this preference, when accessing the service request card, a visible green button, with a phone icon, offers a direct dialing feature that promptly connects the elderly user to the designated volunteer for the specific service request.



長者界面 - 主頁
Elderly Interface – Homepage
圖 19 Figure 19



已安排的服务申請 - 服務申請詳情頁面
Scheduled Requests – Service request detail page
圖 20 Figure 20

直觀的文案 Instinctual copywriting

日期和時間顯示格式：與英語呈現日期和時間的慣例類似，中文也有各種格式。然而，考慮到長者受眾的習慣，中心或其他團體的活動單張中經常使用的特定格式對他們來說是最熟悉的。因此，保留這種他們熟悉的日期和時間格式十分重要。

為確保資料顯示清晰，日期格式以月份開始，然後是日期，並在括號內標明星期幾。由於許多長者和照顧者經常參加定期課程或在外活動，這個結構就很重要了。對他們來說，記住星期幾比具體日期更為容易，例如「逢星期三的舞蹈課」。在日期中加入星期幾，用家可以快速掃視是否與自己的日程有衝突。

至於時間，用家偏好使用 12 小時制，並附帶上午/下午標示，而非 24 小時制。這種選擇符合長者的喜好，可令他們更容易理解。



長者界面 - 日期和時間格式
Elderly Interface - Date and Time Format
圖 21 Figure 21

Format for Date and Time Display - Similar to the English convention of presenting date and time, the Chinese language also offers various formats. However, considering the elderly audience, a specific format often found in event brochures by the center or other organizations is familiar to them. Preserving this accustomed format for date and time is crucial.

To ensure clarity, the date format commences with the month, followed by the day, and enclosed in brackets is the day of the week. This structure is important as many elderly and carers actively engage in recurrent classes or events outside. They often remember the day of the week more easily than the specific date, such as "Dance classes every Wednesday." By incorporating the day of the week in the date presentation, users can swiftly scan for any potential schedule conflicts.

Regarding time, the preference leans towards a 12-hour clock format with AM/PM indicators rather than the 24-hour system. This choice aligns with the elderly's inclination, facilitating better comprehension

頁面元素一致 Consistency in page elements

界面的每一頁保持一致尤其重要，可確保用家在熟習應用程式後能夠順利瀏覽。以下各種元素必須一致：

Maintaining consistency across every page of the interface is crucial to ensure seamless user navigation once they become acquainted with the app. Consistency in various elements encompasses:

A. 顏色 Colour

整個應用程式使用顏色標示功能相似的元素，確保視覺體驗的連貫性。例如，在圖22中可以看到中文的「今天」是綠色，表示用家使用應用程式當天已安排的服務。

Throughout the application, colors are strategically employed to signify elements with similar functions. For instance, in Figure 22 you can see in Chinese "today" is within a green bubble indicating a scheduled request that is happening the day the user is on the app. This helps to ensure a coherent visual experience.



新訊息或重要資訊使用淺綠色背景配黑色文字
Lime green colour background with black text for new or important messages
圖 22 Figure 22

B. 元素的位置
Placement
of elements

保持元素位置一致十分重要，這樣用家在瀏覽不同頁面時，就不會有迷失方向的感覺。例如，將「首頁」或「關閉」按鈕放置在固定位置，用家能夠輕鬆返回首頁而不會感到困惑。同樣，所有操作按鈕都放置在頁面底部，確保用家在繼續瀏覽其他頁面前，閱讀了頁面上的所有資訊。

Maintaining a consistent placement of elements is essential to prevent user disorientation when navigating between different pages. For instance, having the "home" or "x" button consistently positioned enables users to easily return to the homepage without confusion. Similarly all the action buttons are placed at the bottom of the page, to ensure the user goes through all the information on the page before proceeding forward



長者界面 - 不同頁面間首頁按鈕位置是一致的
Elderly Interface – Placement consistency of home button across different pages
圖 23 Figure 23



長者界面 - 可操作按鈕位置是一致的
Elderly Interface – Placement consistency of actionable buttons
圖 24 Figure 24

C. 頁面佈局
Page layout

圖25顯示，所有頁面都分成三個部份，包括橫幅、內容和菜單部分。橫幅通常包括頁面名稱和首頁按鈕。如果有子頁面，就會設有標籤系統。內容部份的設計根據每個頁面的需求而變化，但每個頁面都有一致的邊界框去包圍所有內容，確保視覺結構的連貫性。菜單也設在相同位置，以便更容易瀏覽。

With reference to Figure 25, a consistent three-part layout is maintained across all pages, encompassing the banner, content, and menu section. The banner usually accommodates the page's name and the home button. In cases where subpages are present, a tab system is also incorporated. The design of the content area varies based on the demands of each page. To address this variability, a consistent bounding box is used to enclose all content on every page, ensuring a cohesive visual structure. The menu is also consistently positioned in the same place for easier navigation.



長者界面 - 頁面元素要一致
Elderly Interface – Consistency in page elements
圖 25 Figure 25

D. 行動與反饋 Action and Reaction

在典型的界面中，當按下按鈕或滑鼠停在按鈕上時，通常會出現視覺反應。這些反應包括改變按鈕的顏色或為文字加上底線，從而告訴用家該功能作出了回應。這些回應對於年長用家尤為重要，只要顯示夠清楚，就可以避免任何遺漏和疏忽用家。

In typical interfaces, it's a common practice that when a button is pressed or when the mouse hovers over it, a visual reaction occurs. This reaction could involve changing the button's color or underlining the text, providing users with feedback that the feature is interactive. This responsiveness is especially important for older audiences, where clear cues are essential to avoid any oversight.

圖 26 Figure 26



淺色菜單
Light Coloured Menu

深色菜單
Dark Coloured Menu

在圖26中，我們可看到兩種菜單選項：一種較淺色和一種較深色的版本。如圖所示，當用家選擇其中一個圖標時，會立即發生顏色變化(回應)，表示他們進入了相應的頁面。最後，我們選擇了深色菜單，因為它與橫幅和內容部份形成更明顯的顏色對比。強烈的對比確保更良好的能見度，用家亦會更加注意到當中的變化。

In Figure 26, we present two menu options: a lighter and a darker version. As demonstrated, when a user selects one of the icons, an immediate color change (reaction) takes place, signifying their entry into the corresponding page. Ultimately, the darker-colored menu was chosen because it creates a more distinct color contrast with the banner and content. This heightened contrast ensures improved visibility and user awareness.

如前所述，為了更方便用家聯絡義工，我們在每個頁面的「申請服務」卡片中加入快速撥號按鈕。當用家按下這個通話按鈕時，就會直接連接到手機原有的電話撥號界面。這種方法省去了中間確認頁面的需要，簡化流程，並減少操作步驟。

As previously mentioned, to enhance user accessibility in contacting volunteers, shortcut buttons have been integrated on every page within the "requested service" cards. Upon pressing this call button, users are directly connected to their device's native phone calling screen. This approach eliminates the need for intermediate confirmation pages, streamlining the process and minimizing steps.



快速撥號按鈕聯絡義工
Shortcut button to call volunteers

圖 27 Figure 27

簡單指示 / 指引

Simple Instructions / Guidance

登入資訊 Log-in information

我們決定使用長者的電話號碼作為登入時的用家名。這個決定是假設他們已有這些資訊或已儲存這些資訊。

當用家忘記密碼時，中心建議採取直接的方法，就是用家直接聯絡中心職員協助重置密碼，從而簡化長者的操作流程。值得注意的是，當用家點擊「忘記密碼」時，界面會顯示一個專門的頁面，提示用家聯絡中心。這個頁面包括一個方便的快速撥號按鈕，可直接連接到用家手機原有的撥號界面。提高程式的可用性，旨在確保長者日後會持續使用這個應用程式。

When determining log-in information, it was concluded that utilizing the elderly user's phone number as the username provides the optimal solution. This choice is grounded in the assumption that individuals typically have this information readily accessible or stored conveniently.

In situations where a user forgets their password, the center has recommended a direct approach. They propose that users should contact center staff for assistance in resetting their password, thereby simplifying the process for the elderly. Notably, when the user clicks on "forgot password", the interface features a dedicated page prompting users to get in touch with the center. This page consists of a convenient shortcut call button, seamlessly connecting users to their phone's native call screen. This concerted effort to enhance usability aims to establish the app's sustainability for the elderly demographic.

登入頁面 + 忘記密碼用家流程
Login Page + Forgot Password User Flow
圖 28 Figure 28



直接的文案 Direct copywriting

工作坊的結果強調，部分用家可能不會立即知道行動按鈕的互動性質。因此，除了保持按鈕形狀和顏色一致外，直接的文案撰寫亦尤為重要，其作用是明確告知用家他們可以通過「按下」按鈕採取行動。如圖 29 所示，我們的文案也保持一致，即每個按鈕的第一個詞都是動詞。例如，按鈕上標有「按此申請服務」、「按此保存留言」、「按此確認義工」等短語，確保訊息清楚，並鼓勵用家參與。

The workshop highlighted that some users might not immediately recognize the interactive nature of actionable buttons. Hence, alongside maintaining consistency in button shape and color, direct copywriting assumes significance. Its role is to explicitly convey to users that they can take action by "pressing" the button. As depicted in Figure 29, a consistent practice is adopted where the first words on each button are verbs. For instance, buttons are labelled with phrases like 按此申請服務 (Press Here to Request for Service), 按此保存留言 (Press Here to Save Message), 按此確認義工 (Press Here to Confirm Volunteer). This approach ensures clarity and encourages user engagement.



直接文案讓用家知道這是一個按鈕
Direct copywriting for users to know this is a button
圖 29 Figure 29

個人化 – 針對精通科技的長者

Personalisation – For tech-savvy elderly

個人化 Personalisation

為了提升申請服務的體驗，應用程式為用家可彈性選擇義工去協助特定的服務，甚至可以留下個人化訊息。由於用家群體的多樣性和對智能手機熟悉程度有差異，在提供這些較個人化的功能時，也要顧及那些需要更簡單服務申請流程的用家，確保他們使用程式時不會受到干擾。

如圖 30 所示，當長者用家提出服務申請時，在確認之前會出現一個「顯示更多」按鈕。這個按鈕可讓更精通科技和好奇的用家進一步個人化他們的申請。重要的是，這個「顯示更多」按鈕並非必須選擇的。那些跳過它或需要直接啟動服務申請流程的用家，可以順暢地繼續操作而不需要與之互動，減少需要額外的畫面和步驟。

To enhance the request service experience, the app offers users the flexibility to select a volunteer for their specific task and even leave a personalized message. Recognizing the diverse user base and varying levels of smartphone familiarity, maintaining accessibility to these features while catering to those seeking a more streamlined service request process was crucial to avoid undue distractions.

As depicted in Figure 30, a “show more” button is presented to elderly users when they initiate a service request, prior to confirmation. This button allows more tech-savvy and curious users to personalize their request further. Importantly, this “show more” button is optional. Users who either overlook it or prefer a more straightforward service request process can seamlessly proceed without engaging with it, minimizing additional screens and steps.



快速撥號按鈕聯絡義工
Shortcut Button to Call Volunteers
圖 30 Figure 30

安全

Safety

義工照片 Volunteer Picture

應用程式開放給任何義工處理服務申請，確保長者的安全和建立信任是最重要的。為解決這個問題，義工的申請過程必須由中心監督，保證只有被信任的義工才能在應用程式中看到並接受服務申請。要求義工提供個人照片，可建立第二層安全保障。這張照片成為長者識別義工的參考，使他們能夠在義工到達他們家時核實身份。

Given the app’s openness to any volunteers handling service requests, ensuring safety and building trust for the elderly is of paramount importance. To address this concern, the onboarding process for volunteers has to be overseen by the center. This approach guarantees that only trusted volunteers, visible and active in the app, are permitted to accept requests. A secondary layer of security is established through the requirement of a profile picture for volunteers. This picture serves as a recognizable reference for the elderly, allowing them to verify the identity of the volunteer when they arrive at their home.



義工展示照片
Volunteer Display Picture
圖 31 Figure 31

6.2 義工界面

Interface for Volunteers

在安排服務時，我們賦予義工更主動的角色，同時加強他們與中心的互動，因此，優化義工體驗，把應用程式無縫融入他們現有的用家流程中，使之用起來更舒適和易用，就十分重要。用家這也使義工能夠專心提供高質素的服務，不必為重新適應新功能而分心。我們的主要目標是確保平台促進交流而非成為障礙，使義工能夠將精力集中在服務質素上。

With the emphasis on assigning volunteers a more proactive role in accepting and coordinating visits, coupled with the enhancement of their interaction with the center, it became imperative to meticulously design the overall interface for an optimized experience. This design seeks to seamlessly integrate the app into their existing user flow, fostering a sense of comfort and ease of use, thereby enabling them to concentrate on delivering high-quality services without the burden of navigating through new features. Our primary goal is to ensure that the platform becomes a facilitator rather than a hindrance, allowing volunteers to focus their energy on service quality.

訊息分級

Information Hierarchy

在上述工作坊中，我們有一個有趣的發現：應用程式最大的優點是加強中心職員和義工之間的溝通。雖然長者傾向打電話聯絡義工，但義工在篩選中心發來的WhatsApp訊息時感到困難，會錯過重要訊息或延遲回應。此外，義工可能會猶豫是否在夜間回覆，擔心這樣會打擾職員，結果到了早上就忘記回應。因此，職員經常需要打電話跟進，並提醒義工他們的年度KPI，變成專用WhatsApp管理探訪記錄。

為了解決這個問題，我們設計了幾個功能：

During the mentioned workshop, an intriguing discovery surfaced: the app's primary advantage lies in enhancing communication between staff and volunteers. While the elderly population tends to favor traditional phone calls to seek volunteers, volunteers face difficulties sifting through WhatsApp messages from the center. This often leads to missing crucial messages or delayed responses. Additionally, volunteers might hesitate to reply at night, fearing inconvenience to staff, and consequently forget to respond by morning. As a result, staff frequently resort to phone calls for follow-ups, reminding volunteers of their annual KPIs, and managing visit records exclusively through WhatsApp.

To address this challenge, we devised several features:

義工 - 通知頁面
Volunteer - Notification Page
圖 32 Figure 32



積極參與的通知系統 Notification System for Active Participation

應用程式的性質不同於即時通訊工具，它可讓義工在方便的時候才回應。如下圖32所示，應用程式的通知系統會提醒義工他們選擇的服務申請和一般義工職責。這些訊息確保義工對相關事宜是知情的，並協助他們記錄探訪和提出探訪等工作。這不僅讓義工知道最新情況，適時的提醒也可紓緩他們的壓力。此外，這還可以大大減輕職員的工作負擔。

The app's nature, distinct from a messenger, empowers volunteers to respond at their convenience. As depicted in Figure 32 below, the app's notification system serves to remind volunteers about service requests tailored to their roles and general volunteer duties. These notifications ensure volunteers are informed and assist them in managing tasks like recording visits and initiating service visitations. Not only does this keep volunteers up to date, but it also eases their minds by offering timely reminders. Additionally, this can significantly alleviate the workload on staff.

義工 - 度身訂造的歡迎
頁面
Volunteer - Customised
Welcome Pages
圖 33 Figure 33



個人化歡迎頁面，
增強參與度和
參與動力
Customized
Welcome Page for Enhanced
Engagement
and Motivation

這包括為義工提供個人化的歡迎頁面，確保他們進入應用程式時立即看到相關資訊。歡迎頁面經過度身訂造，顯示重要詳情，如當天已安排的義工服務和義工個人的KPI進度。根據中心的規定，每位義工每年需要完成一定數量的探訪作為其KPI的一部分。最初，考慮到義工慷慨地為長者提供免費服務，有人會擔心這可能會給義工帶來壓力。然而，KPI的目標不是製造壓力，而是賦權予義工。當義工意識到他們有能力在年底前達成KPI，他們就會主動規劃義工探訪。這個方法也明顯減少職員需要個別監督每位義工的KPI進度，並可減少使用WhatsApp發送提示。

The implementation includes a personalized welcome page for volunteers, ensuring immediate access to relevant information upon entering the app. The welcome pages are tailored to display essential details such as the day's scheduled volunteering services and the volunteer's individual KPI progress. Determined by the Centre, each volunteer is expected to complete several visits per year as part of their KPI. Initially, concerns arose about potentially burdening volunteers with stress, considering they generously provide free services to the elderly. However, a strategic shift in perspective occurred. Rather than creating pressure, the aim is to empower volunteers. By realizing that their KPI is indeed achievable by year's end, volunteers are encouraged to proactively plan their volunteer visits. This approach also notably diminishes the necessity for staff to individually oversee each volunteer's KPI progress and issue reminders via WhatsApp.

義工 - 首頁
Volunteer - Home Page
圖 34 Figure 34



義工首頁包含他們需要優先知道的資訊
Home page consist of priority information for volunteers to attend to

最後，義工需要知道的第二層重要資訊也會在首頁上顯示，確保義工不會忽視任何相關細節。這包括他們尚未回應的服務申請、通知、以及中心的最新消息等等。

這種方式可讓義工在進入應用程式後，只需通過兩個畫面就能有效管理所有工作，改善他們的工作流程，推動義工完成任務，並大幅減少中心職員介入，令義工體驗更有效和自主。

Lastly, second tier essential information for volunteers to access is also featured on the home page. This approach guarantees that volunteers remain informed without overlooking any pertinent details. This includes items such as pending volunteer requests they haven't responded to, notifications, and news updates from the center.

Through this implementation, volunteers can efficiently manage all tasks by engaging with just the first two screens upon entering the app. This strategic design enhances their workflow, promoting task completion and minimizing the need for center staff intervention. This streamlined approach contributes to a more effective and self-sufficient volunteer experience.

個人化平台

Platform personalisation

以義工參與度為基礎的客製化通知系統

Customizable notification system based on Volunteers commitment

義工可以透過設置頁面，選擇他們希望在探訪前多久收到「當天提醒」（請參見圖35）。對於熱衷參與更多中心活動或義工機會的義工，他們也可以開啟所有通知。這種個性化的設計可讓義工靈活地根據自己的喜好，調整參與程度。

此外，客製化可讓義工決定自己的參與程度。對於那些較為隨心但仍希望作出貢獻的義工，他們可以只專注於自己選擇的義工活動。另一方面，投入的義工可以選擇開啟所有通知，使他們能夠即時知道中心和長者的需求。這個功能確保義工可以按照自己的時間和投入程度參與。

Volunteers are provided with a simple settings page, where they have the option to select the duration before a visitation when they wish to receive an “on-the-day reminder” (please see Figure 35). For those volunteers who are enthusiastic about engaging in more centre-related events or volunteering opportunities, they can also activate all the notifications. This personalized approach extends the flexibility to volunteers, enabling them to tailor their involvement according to their preferences.

Furthermore, this customization empowers volunteers to define their own level of engagement. For individuals who have a more casual commitment but still want to contribute, they can focus solely on their chosen volunteering activities. On the other hand, dedicated volunteers can opt to activate all notifications, allowing them to stay updated on the center’s and elderly’s requirements. This adaptability ensures that volunteers can actively participate in a manner that aligns with their availability and commitment level.



義工 - 通知設定頁面
Volunteer - Notification Settings Page
圖 35 Figure 35

義工 - 客製化的義工服務

Volunteer - Customisable Volunteering Service

圖 36 Figure 36



根據自身投入程度和時間，輕鬆更改提供的服務類型

Easily change their provided service type based on their commitment and time

客製化功能更適用於可提供不同服務類型的義工——當長者申請服務時，在大多數情況下，申請會發送給所有選擇提供該特定服務的義工。根據長者用家的數量，義工可能會同時收到多個通知。因此，義工可以根據他們的時間和投入程度，輕鬆地移除或增加他們願意提供的服務，無需通過中心就可決定想收到什麼通知。

義工可以建立一個容易閱讀和與自己相關的頁面，只收到他們想要提供服務類型的通知，頁面不會出現一些不相關的服務申請。

This customisation is more specific for the type of volunteers who provide different services – when an elderly requests for a service, most of the time the request is sent to all volunteers that have picked to provide that specific service. Based on the number of elderly users, volunteers could receive multiple notifications at once. Therefore, based on their time and commitment they can also easily volunteers customise their notifications by removing or adding services they are interested in providing, without going through the centre.

By choosing the type of services, the volunteer will only get notification based on the type of services they want, decluttering any irrelevant requests for them and creating an easier to read and relevant page for themselves.

義工 - 服務日程的顯示偏好
 Volunteer - Arranged Requests Display Preferences
 圖 37 Figure 37



義工 - 拒絕服務申請的用戶體驗
 Volunteer - Decline Service Request User-experience
 圖 38 Figure 38



根據義工偏好顯示已安排的服務申請
 Display Preferences for Arranged Service Requests Based on Volunteer Preferences

在開發用戶體驗過程時，我們決定，用戶可自由選擇如何查看他們已安排的服務申請。如圖37所示，這可以通過列表或日曆顯示出來。每個人也有不同的方法去處理資訊，這可確保用戶使用程式時感到舒適。

As part of the user experience development process, it was determined that users should have the freedom to choose how they visualize their scheduled service requests. This can be done through either a list view or a calendar view, as depicted in Figure 37. Recognizing that individuals have varying methods of processing information effectively, this adaptability was incorporated to ensure user comfort.

自動化功能可減輕義工工作負擔
 Implementation of Automated Features to Alleviate Volunteer Workload

由於義工已經在積極投入服務，如與長者安排探訪和向中心上傳探訪記錄，在應用程式中引入某些自動化功能，能方便義工投入服務。自動化功能旨在防止義工承受過重工作量，並確保應用程式——相比用人手安排訪問和提交記錄——能夠起到促進作用而不是增加額外工作量。

Considering that volunteers are already engaged in active tasks such as scheduling appointments with the elderly and uploading visitation records to the center, it became imperative to introduce certain automated functionalities within the app. This strategic automation aims to prevent volunteers from experiencing excessive burdens and to ensure that the app serves as a facilitator rather than an additional workload compared to the manual arrangement of visits and record submission.

因此，即使收到轉介給他們的特定服務申請，他們仍可選擇拒絕。如圖38所示，當義工拒絕一個申請時，平台將啟動自動化流程。這包括通知長者申請被拒絕，同時將申請重新分配給其他會提供所需服務的義工。自動化功能讓義工無需跟進長者和尋找替代義工，也不需要與中心職員聯絡安排替代義工。

Hence, volunteers have the option to decline a specific request that is directed to them. As illustrated in Figure 38, when a volunteer rejects a request, the platform will initiate automatic processes. This entails notifying the elderly individual about the decline and concurrently redistributing the request to other volunteers who provide the requested service. This automated approach eliminates the need for volunteers to follow up with the elderly, search for alternate volunteers independently, or communicate with the center staff to arrange a replacement volunteer.

長者 – 長者通知
Elderly – Notification
圖 39 Figure 39



義工 – 在所有義工的「其他服務申請」頁面中的已拒絕的服務
Volunteers – Declined Service in “Other Service Request”
Page for All Volunteers
圖 40 Figure 40



如果義工選擇接受申請，平台已簡化整個流程，大幅減少確認和安排服務所需的步驟。以下(如圖39所示)概述了這個過程：

- 接受申請。
- 由於長者可能在發出服務申請後已聯絡過義工，因此程式會彈出一個詢問框，詢問他們是否已經與長者安排好時間。
- 提供一個容易使用的快捷按鈕，讓義工可以直接致電長者安排時間。
- 安排服務時間的日曆。
- 確認安排。

If volunteers choose to accept a request, the platform has been streamlined to minimize the steps required for them to confirm and schedule the service. The following workflow (depicted in Figure 39) outlines the process:

- Accept the request.
- A pop-up appears, inquiring if they have already arranged a time with the elderly, considering the possibility that the elderly might have reached out to them after making the service request.
- An easily accessible shortcut button is provided for volunteers to directly call the elderly and arrange the timing.
- A date picker facilitates the scheduling of the service time.
- Confirmation of the arrangement.

義工 - 接受服務申請的用戶流程
 Volunteer - Accept Service Request User Flow
 圖 41 Figure 41



此外，如果長者不習慣使用服務配對應用程式，選擇直接聯絡義工，如圖41所示，義工有一個簡單的方法可以在他們這邊「建立服務申請」。在「服務申請日程」標籤中，右上角設有一個按鈕，義工能夠製作「加新服務日程」。他們只需從之前曾幫助過的長者列表中選擇，而無需手動搜索。跟著他們可以選擇服務和時間，然後確認服務日程。

我們考慮了所有可能的情況，確保義工在使用平台時能夠獲得無縫體驗。自動化功能旨在精簡義工的工作，並提高應用程式功能的整體效率。

Furthermore, if an elderly individual is not comfortable using the service matching app and chooses to directly contact volunteers, there's an uncomplicated method for volunteers to "create a service request" on their side, as depicted in Figure 41. Within the "Service Request Schedule" tab, a button is situated at the upper-right corner that enables volunteers to generate a new service request schedule. They only need to select the elderly from a list of those they have previously assisted, thereby eliminating the need for manual searching. Subsequently, they select the service and its timing before confirming the service schedule.

All potential scenarios were considered to guarantee a seamless experience for volunteers while utilizing the platform. This integration of automation seeks to streamline volunteer responsibilities and enhance the overall efficiency of the app's functionality.





首次使用者指引 First time user guidance

如前所述，當義工想提供服務申請時，他們可以在申請日程標籤頁面的右上角，找到加號符號的日曆圖標。考慮到這個圖標的策略性位置，我們特意決定在用家首次使用平台時呈現一個彈出提示，而不是在按鈕下方出現恆常的文字描述。這個方式確保用家的首次體驗更為流暢。隨著義工日漸熟悉按鈕的用途，彈出的文字解釋將逐漸消失，最後只留下圖標供他們繼續使用。

When volunteers wish to initiate a service request, as previously mentioned, they can locate the calendar icon with a plus symbol positioned at the top-right corner of the page within the request schedule tab. Given the strategic placement of this icon, there is a deliberate decision to present a pop-up prompt during the initial usage of the platform, rather than maintaining a constant description beneath the button. This approach ensures a smoother first-time experience for users. As volunteers become acquainted with the purpose of the button, the explanatory pop-up will be phased out, leaving only the icon visible for their subsequent interactions.

提高探訪日的效率和精簡流程

Efficiency and streamlining on the visitation day

簡化義工在探訪當日的流程，確保整個體驗是順暢和有效率的。為達到這個目標，所有必要的步驟都已自動化和簡化。例如，中心深明追蹤探訪時間的價值（參見圖43）。為此，義工可以點擊「已安排服務」頁面中的「開始服務」按鈕，輕鬆開始探訪。點擊後會自動出現一個時間選擇器，預設為當前時間。義工只需確認時間就可開始探訪。

在探訪結束時，義工可以點擊「結束服務」按鈕結束探訪。這時另一個時間選擇器會出現，提示他們確認探訪的結束時間。

The process for volunteers during their visitation day has been streamlined to ensure a smooth and efficient experience. To achieve this, all necessary steps have been automated and simplified. For instance, the center recognizes the value of tracking visitation duration (refer to Figure 43). To facilitate this, volunteers can easily initiate a visit by clicking the “Start Service” button associated with the scheduled service card. Upon clicking, a time picker automatically appears, pre-set to the current time. Volunteers simply confirm the time and commence their visit.

At the conclusion of the visitation, volunteers can end it by clicking the “End Service” button. Another time picker appears, prompting them to confirm the visit’s conclusion time.

義工 – 服務探訪的時間追蹤器
Volunteer – Time Tracker for Service Visitation
圖 43 Figure 43



完成服務後會出現一個確認頁面，讓義工選擇立即填寫探訪表格或稍後再填。這種彈性旨在減輕義工的壓力，讓他們可以輕鬆地繼續他們自己的日程。然而，系統會在中心設定的特定時數後發送通知，提醒義工填寫表格。

當義工有空填寫服務探訪表格時，他們可以瀏覽「已安排服務申請」標籤，然後進入「服務探訪記錄」頁面。在這裡，他們會看到代表之前服務探訪的卡片，每個卡片左下角都有一個「剪貼板」圖標。這個圖標會顯示探訪表格是否已填寫。如圖44所示，灰色的剪貼板圖標表示尚未有探訪記錄。只要選擇相應的卡片，義工就可以填寫表格。

在未有這個平台前，義工使用Whatsapp通知中心職員探訪情況，並須自行起草訊息，沒有標準格式可跟從。而中心職員也要手動將相關的詳細內容輸入系統。相比之下，這個全新平台簡化了溝通方法，為義工提供一個結構統一又易用的表格，當中包括選擇方框和選項框，只有在必要時才需要添加額外註釋。確認表格後，義工還可以勾選一個框提醒中心職員有什麼問題需要注意。

這個方法也讓中心職員受惠，因為這個系統可有條理地儲存每次的探訪記錄，同時只有出現有需要跟進的服務時才會收到通知，從而提升管理流程，使其更精簡高效。義工也從這個系統中獲益，因為他們可以隨時快速完成表格並交給中心。

Following this, a confirmation page appears, offering volunteers the choice of filling out the visitation form immediately or at a later time. This flexibility aims to reduce stress and allow volunteers to continue their day without pressure to complete the form. However, a notification serves as a reminder to fill out the form after a specific number of hours, as determined by the center.

When volunteers have the opportunity to complete the service visitation form, they can navigate to the “Scheduled Service Request” tab and proceed to the “Service Visitation Record” page. Here, they will find cards representing their previous service visitations, each featuring a “clipboard” icon in the bottom left corner. This icon provides information about whether the visitation form has been filled out. As depicted in Figure 44, a grey clipboard icon signifies the absence of a visitation record. By selecting the respective card, volunteers can access and fill out the form.

In contrast to the traditional method of using WhatsApp without a standardized format for notifying staff about visitations, this new platform streamlines communication. The previous approach proved inefficient, demanding volunteers to draft messages and staff to manually input relevant details into the system. Consequently, the new system employs a structured and user-friendly form for volunteers, incorporating checkboxes and option boxes. Additional notes can be included only if necessary. Upon confirming the form, volunteers can also check a box to alert staff to any concerns.

This approach benefits staff by maintaining an organized record of every visit within the system, while receiving notifications only for significant services requiring follow-up. This enhances the management process, rendering it more streamlined and efficient. Volunteers also benefit from this system, as they can swiftly complete the form at any time during the day and share it with the center.

義工 - 服務探訪表格
Volunteer - Service Visitation Forms
圖 44 Figure 44



安全問題

Safety Concerns

義工 – 長者個人資料頁面
Volunteers – Elderly Detailed Page
圖 45 Figure 45



由於此平台包含長者的重要資訊，因此有必要實施安全措施。其中一個主要的安全考慮是當義工遺失手機時怎麼辦。在這種情況下，確保長者個人資料沒有外洩最為重要，而隱藏長者的完整家庭地址成為重中之重。因此，應用程式只會顯示長者所住的地區或屋苑名稱，但不會透露單位號碼和大廈。義工每次探訪時，都必須致電長者才能取得具體地址。雖然這可能會增加義工的工作量，但優先考慮長者的安全仍然最為重要。此外，義工在任何探訪之前都需要聯絡長者，因此這個過程可以無縫融入他們的常規工作流程中。

As this platform contains important information about the elderly, it becomes necessary to implement safety measures. One primary safety concern revolves around the scenario in which volunteers misplace their phones. In such cases, ensuring the security of the elderly individuals' details becomes paramount. Concealing the full home address of the elderly is of utmost significance. Consequently, the application refrains from revealing the exact flat number and building of the elderly, disclosing only up to the estate name. This approach mandates that volunteers call the elderly to obtain the specific address each time they intend to visit. Although this might entail increased effort for the volunteers, it remains essential to prioritize the safety of the elderly. Furthermore, it is customary for volunteers to contact the elderly before any visits, thus seamlessly integrating this process into their regular workflow.

6.3 職員界面 Interface for Staff

平台的後端設計旨在與中心職員現有的工作流程無縫結合，同時大幅減少時間和人力等資源的消耗。這使工作人員能夠分配更多時間為義工舉辦高質素的工作坊，並為需要更多關注的長者提供額外照顧。

如前所述，在這個平台未出現之前，中心職員需要密切監督長者和義工。通過這些工作坊，我們發現只有四名職員負責處理與義工的所有溝通，他們幾乎沒有時間去應付這個工作量。

在這個階段，中心職員需要一個能夠簡化其工作的解決方案，使他們能夠將精力放回為長者的福祉作出細緻規劃的工作上。

The platform's backend was designed to seamlessly integrate with the existing staff workflow while minimizing resource consumption, including time and staff members. This enables staff to allocate more time towards creating high-quality workshops for volunteers and providing additional care to elderly individuals who require more attention.

As previously mentioned, the current workflow, without the platform, necessitates staff members to closely supervise both the elderly individuals and volunteers. Through workshops, it was identified that only four staff members were responsible for handling all communication with volunteers. This underscores the challenge of limited or virtually non-existent time available to staff.

At this juncture, staff members are in need of a solution that can streamline their operational tasks, allowing them to redirect their efforts towards meticulous planning and ensuring the well-being of the elderly individuals.

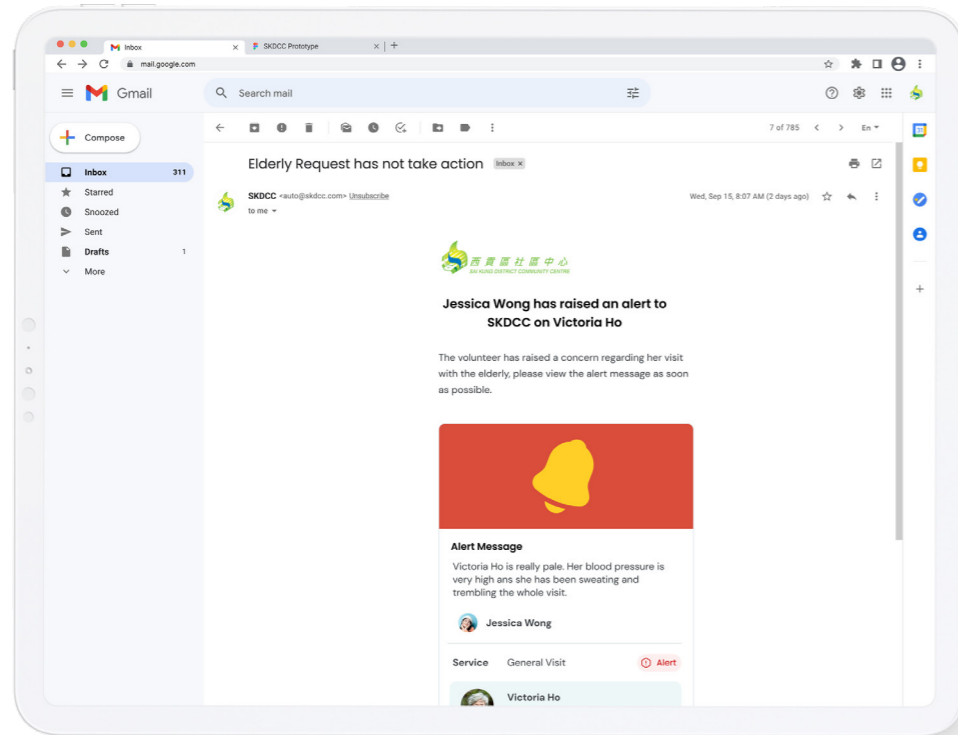
電子郵件通知

Email notifications

職員 – 電子郵件通知

Staff – Email Notification

圖 46 Figure 46



雖然平台主要將工作委託給義工，但在某些情況下，中心職員的介入是必要的——例如當特定的服務申請超過一段預設的時間後仍未有人接受，或當義工在探訪長者時發現有不妥當的地方。

這些通知確保中心職員只有在必要的情況下才會參與；所有相關數據都在持續記錄並保存到後端系統中。

While the platform primarily delegates more responsibility to volunteers, there are situations where staff intervention becomes necessary. This occurs when specific requests remain unaccepted for an extended period, typically exceeding a predetermined time threshold, or when a volunteer raises an alert concerning an elderly individual's visit.

These notifications serve to ensure that staff involvement is reserved for critical instances, as in the background, all relevant data is continuously recorded and saved to the backend system.

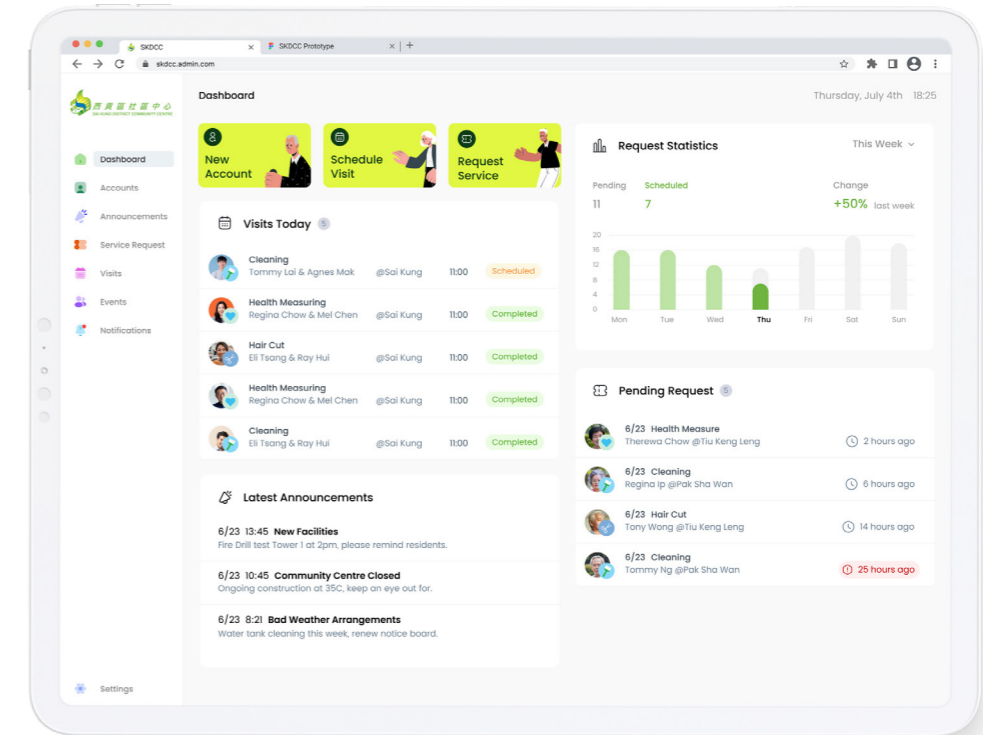
適應職員工作流程的控制台

Dashboard Adapted to Staff workflow

職員 – 控制台

Staff – Dashboard

圖 47 Figure 47



如圖 47 所示，中心職員的後端控制台設計旨在提供平台活動的全面概覽，使職員快速找到重要功能。

在頁面頂部，有三個重要的捷徑：

As depicted in Figure 47, the staff's backend dashboard is designed to provide a comprehensive view of the platform's activity, offering quick access to essential functions.

At the top of the page, there are three prominent shortcuts:

建立新帳戶 Create New Accounts

中心職員可快速建立新帳戶，亦簡化帳戶建立流程，而且適用於各種情況，例如當到訪中心的長者希望成為平台會員，或有新義工加入時。

This feature allows staff to swiftly create new accounts for various scenarios, such as when an elderly individual visiting the center wishes to become a platform member or when a new volunteer joins. It simplifies the account creation process.

安排探訪 Schedule Visits

在需要職員介入協助義工安排探訪的情況下，此功能可使職員有效地管理探訪安排。

In situations where staff intervention is required to assist a volunteer in scheduling a visit, this functionality empowers staff to manage visit scheduling efficiently.

申請服務 Request Service

如果中心的長者希望申請服務、或需要職員協助去申請服務時，職員就可以用這個工具將申請輸入系統中。系統然後會自動搜索適合的義工，從而減輕職員的工作量。

If an elderly person at the center wishes to request a service or seeks assistance from staff to do so, this tool enables staff to input the request into the system. The system then automates the search for suitable volunteers, reducing the staff's workload.

此外，控制台提供寶貴的統計數據，包括申請數量、即將進行的探訪和待處理的探訪。它提供平台表現的概覽，將目前的數據與上週的比較，幫助中心職員評估平台在提供和完成服務的效率。這些數據也可以讓職員考慮是否需要增加宣傳力度，讓更多長者和義工知道平台的好處。

Additionally, the dashboard provides valuable statistics, including the number of requests, upcoming visits, and pending visits. It offers an overview of the platform's performance, comparing the current data to the previous week, helping staff gauge the platform's effectiveness in providing and fulfilling services. This data allows staff to consider whether they need to increase outreach efforts to inform both elderly individuals and volunteers about the platform's benefits and convenience.

職員也可以知道待處理申請的詳細資料，包括它們在系統中出現了多久。如超過預定時間（通常為24小時，可由工作人員調整），申請就會以紅色突出顯示，提示職員在必要時考慮介入。

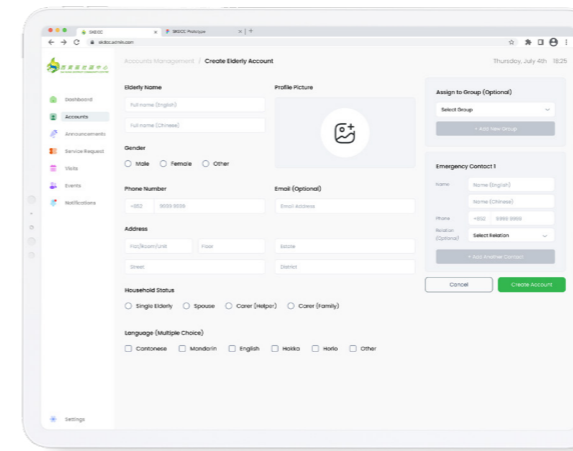
Furthermore, staff can access detailed information on pending requests, including the duration they have been in the system. Requests exceeding a predefined time threshold, typically 24 hours (adjustable by staff), are highlighted in red, serving as an alert for staff to consider intervening when necessary.

把義工和長者分組，有效地令平台自動化

Grouping Volunteers and Elderly for Efficient Platform Automation

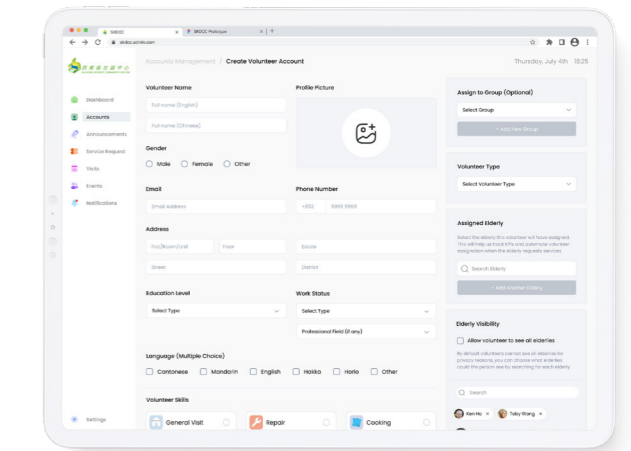
職員 - 建立長者帳戶
Staff - Create Elderly Account

圖 48 Figure 48



職員 - 建立義工帳戶
Staff - Create Volunteer Account

圖 49 Figure 49



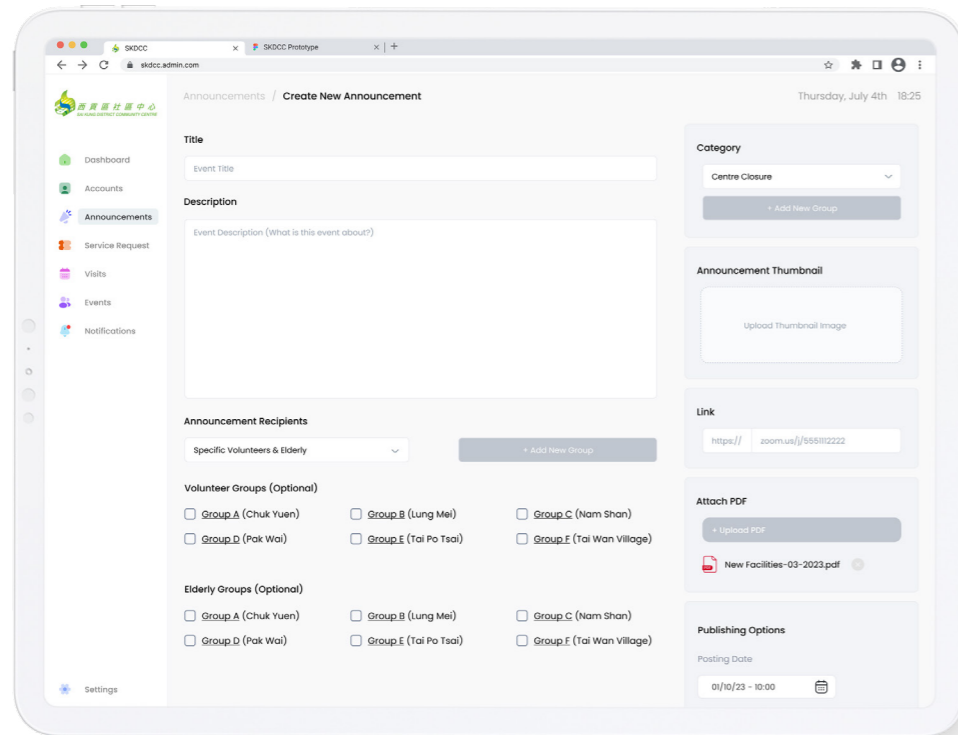
在圖48中，當建立新的義工或長者帳戶時，頁面右側有一個部分可以將個人分配到特定群組。由於中心舉辦很多義工計劃，這個功能就非常重要了。通過將義工和長者分類到不同的群組，中心可以靈活地針對特定群組發佈通告，甚至可以同時發給多個群組而排除某些群組。如圖50所示，在編寫新通告時，職員可以選擇接收者。他們可以選擇向所有義工和長者發送通告，或者勾選特定群組的方框。此外，他們可以將鼠標懸停在每個群組上，快速概覽其成員。這種靈活性對於改善中心與義工和長者的溝通過程尤其重要。

In Figure 48, when creating new volunteer or elderly accounts, there is a section on the right side of the page where individuals can be assigned to specific groups. This feature holds significant importance, as the center is involved in various programs of volunteering initiatives. By categorizing volunteers and elderly into distinct groups, the center gains the flexibility to tailor announcements exclusively to specific groups, or even to multiple groups simultaneously while excluding others. As illustrated in Figure 50 When crafting a new announcement, staff have the option to select their preferred recipients. They can opt to send the announcement to all volunteers and elderly individuals, or alternatively, they can check specific group boxes they wish to target. Additionally, they can hover over each group to obtain a quick overview of its members.

職員 – 為特定群組撰寫新的通告

Staff – Create New Announcements Sent to Specific Groups

圖 50 Figure 50



它確保他們不會花費不必要的時間和精力手動向個別接收者發送消息，從而簡化他們的溝通工作。

This flexibility is crucial for optimizing the center's communication processes with volunteers and elderly individuals. It ensures that they do not expend unnecessary time and effort manually sending messages to individual recipients, thereby streamlining their communication efforts.

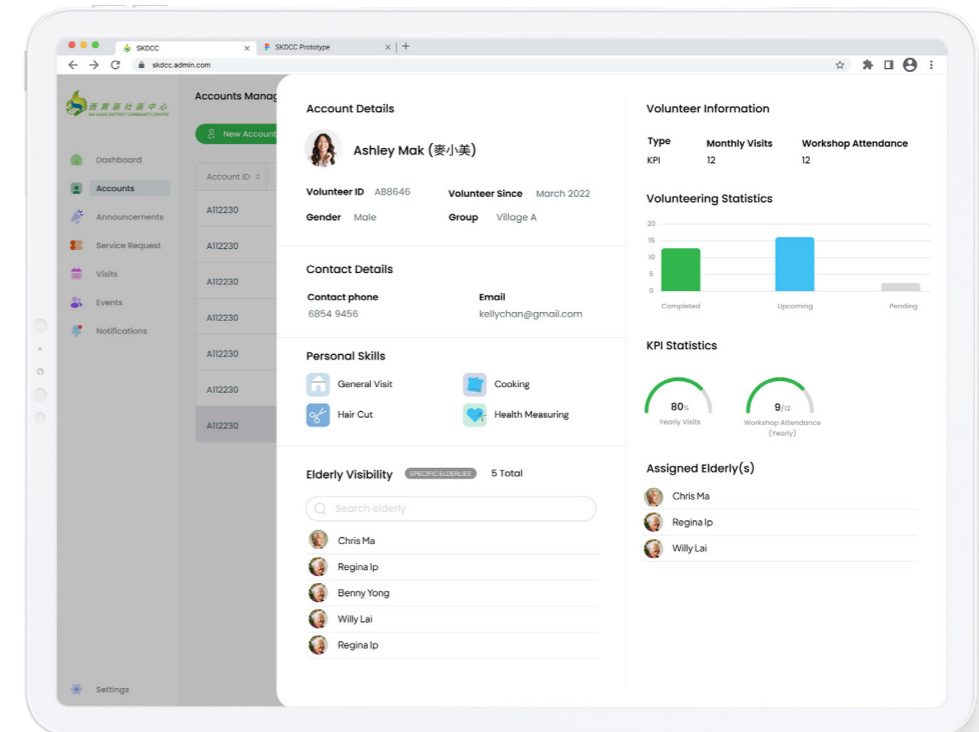
輕鬆監察義工的KPI

Effortless Monitoring of Volunteer KPIs

職員 – 義工帳戶的資料

Staff – Individual Volunteer Account Detail

圖 51 Figure 51



義工計劃通常是受到資助的，要讓中心職員輕鬆地追蹤義工的KPI，便於在年終時撰寫報告，就變得尤其重要。當中心職員閱讀特定義工的個人資料時，他們可以得到有關該義工的重要資料。在個人資料的右側，會顯示義工年度KPI的概覽。這包括義工的年度目標以及工作坊出席率是否達標等詳細資訊。

快速且方便閱覽的概覽可讓中心職員採主動權。例如，職員可以在特定月份來臨時，主動提醒義工他們的KPI，或者如果義工未能達到他們的KPI，職員可以開始調查這些落差背後的原因。這可能牽涉到需要評估工作坊的質素或與義工對話，以判斷他們需要協助的範圍。

Given that volunteering programs are often funded, it becomes essential for staff to easily track key performance indicators (KPIs) to facilitate the generation of end-of-year reports. To provide a comprehensive perspective, when staff accesses a specific volunteer's profile, they gain access to essential information about the volunteer. On the right-hand side of the profile, a concise overview of the volunteer's annual KPIs is displayed. This includes details such as the volunteer's progress towards their yearly volunteering goals and workshop attendance targets.

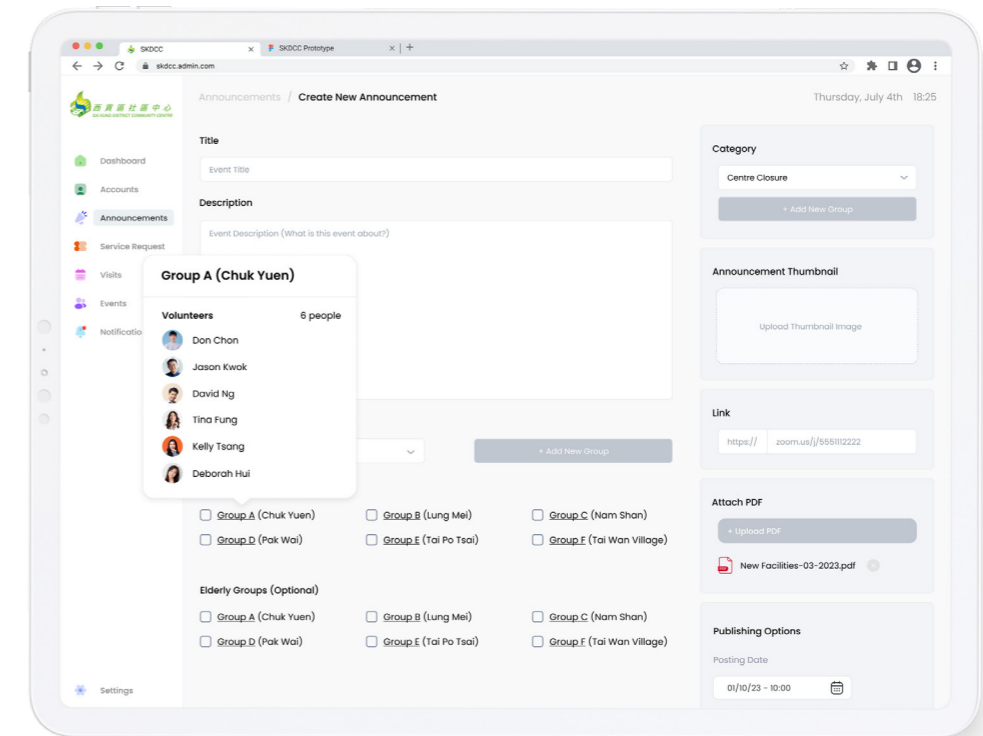
This quick and accessible view equips staff with the means to take proactive measures. For instance, staff can remind volunteers of their KPIs as specific months approach, or if a volunteer is not meeting their KPIs,

最後，這個方法不僅加強職員與義工之間的關係，也確保中心的計劃和服務可逐年持續改進，為長者提供更優質的服務。

staff can initiate investigations to uncover the reasons behind this discrepancy. This may involve assessing the quality of workshops or engaging in conversations with volunteers to identify areas where they may require assistance.

Ultimately, this approach not only strengthens the relationship between staff and volunteers but also ensures continuous improvement in the center's programs and services year by year for their elderly residents.

職員 – 快速查看新通告的接收者
Staff - New Announcement Recipient Quick View
圖 52 Figure 52



快速查看功能，簡化工作流程

Simplifying Processes for Staff with Quick Views

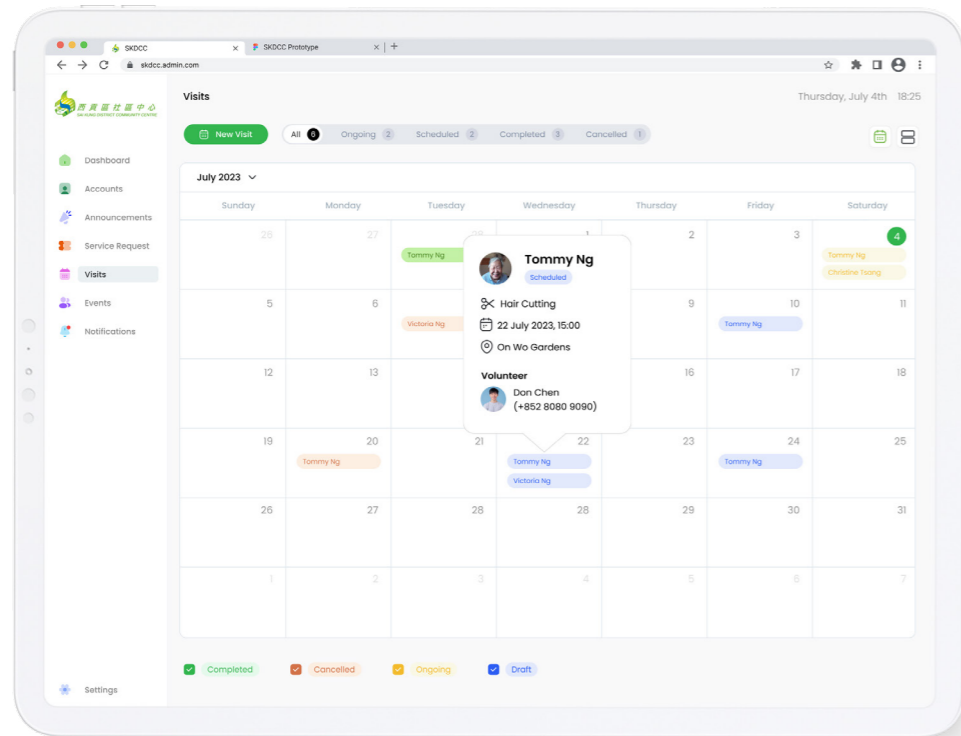
中心職員的時間是寶貴的，平台將幾個範疇的訊息整合成快速查看系統，職員無需瀏覽多個頁面就可找到所需資料。

Recognizing the importance of staff's time, the platform incorporates a quick view system in several areas, making it more efficient for staff to access information without the need to navigate through multiple pages. While seemingly simple, these quick views significantly streamline their workflow, saving valuable time.

接收通告 Announcement Recipients

接收通告：如前所述，在建立新通告時，職員可以選擇誰可接收。如果他們希望快速查看特定接收群組的成員，他們可以將鼠標懸停在上面，隨後就會彈出一個顯示義工姓名和照片的窗口，甚至無須點擊該群組名稱。

Announcement Recipients: When creating a new announcement, as previously mentioned, staff can select recipients. If they wish to quickly view the members of a specific recipient group without clicking into the group name, they can hover over it, triggering a pop-up display containing volunteer names and pictures.



探訪概覽 Visits Overview

在「探訪」標籤內，職員可以輕易地閱讀過去、正在進行和即將進行的探訪資料。與義工界面類似的是，職員可以根據個人喜好選擇列表或日曆視圖。為了深入了解個別探訪的詳情，他們可以將鼠標懸停在彩色卡片上，就會顯示探訪類型、日期、時間、地點和負責義工等細節。

Within the “Visits” tab, staff can conveniently access information about past, ongoing, and upcoming visits. Similar to the volunteer interface, staff can choose between a list or calendar view, depending on their preference. For deeper insights into a particular visit, they can hover over the colored cards, revealing details such as the type of visit, date, time, location, and the assigned volunteer.

這些快速檢視可提高職員的效率，使他們能夠迅速取得重要資料，充分利用時間。積少成多，每次節省少許時間也能累積顯著成效。

These quick views enhance staff efficiency, allowing them to access vital information swiftly and making the most of their time, even small time savings can accumulate to bring significant benefits.

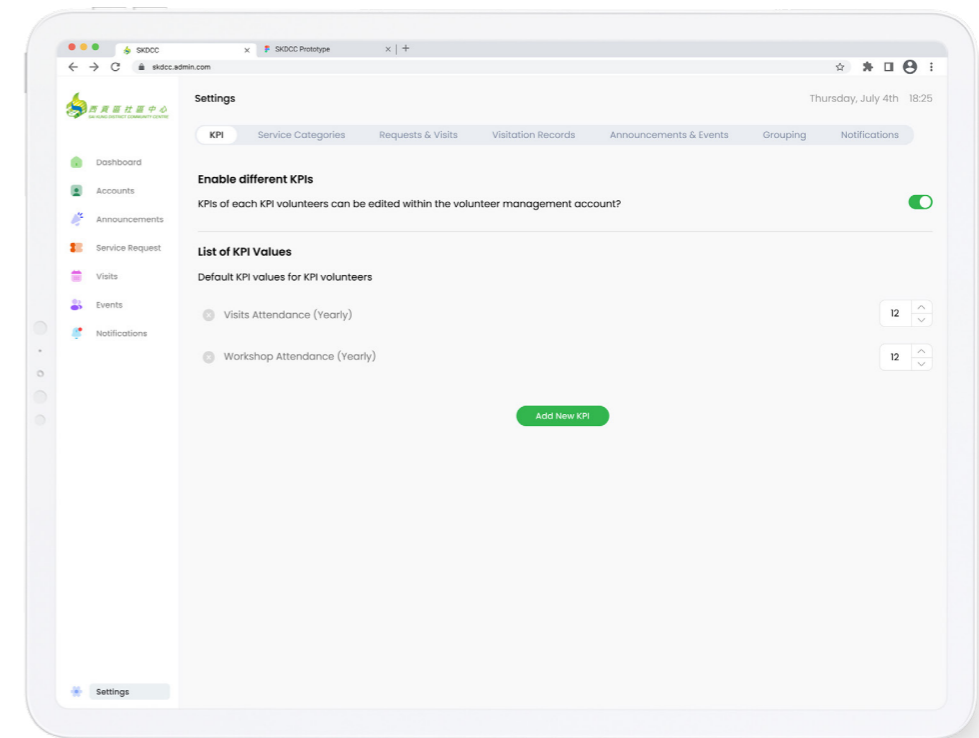
個人化以改善平台維護 Personalization for Improved Platform Maintenance

「設定」標籤對職員來說是重要功能，「設定」中的工具可讓中心職員維護和客製化平台的不同方面，以符合中心不斷變化的需求和提高其效率。「設置」標籤內的主要功能包括：

The “Settings” tab serves as a pivotal resource for staff, offering them the tools to maintain and personalize various aspects of the platform to better align with the center’s evolving needs and enhance its efficiency. Key features within the “Settings” tab encompass:

職員 – KPI設定 Staff – KPI Settings

圖 54 Figure 54

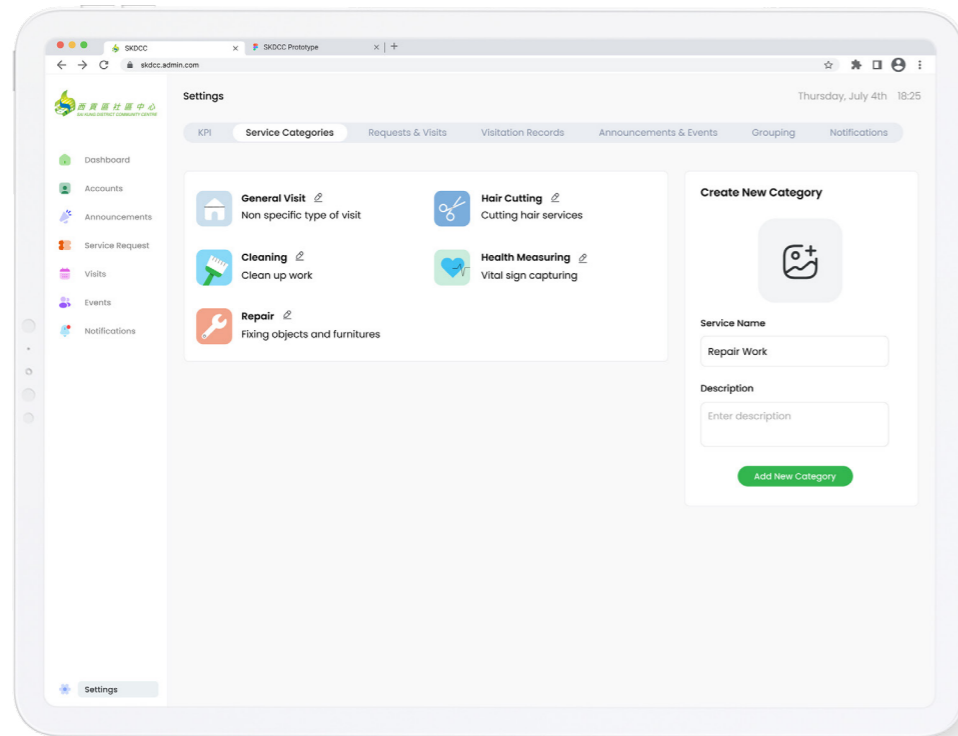


更改義工KPI要求 Changing Volunteer KPI Requirements

由於KPI最初是根據年度計劃要求確定的，職員可能需要調整對義工整體的要求，而非修改個別義工的KPI。他們可以通過瀏覽「設定」標籤 > 「KPI」並同時修改所有義工的KPI來完成這項操作。

As KPIs are originally determined based on yearly program requirements, staff may find the need to adjust these requirements collectively rather than modifying individual volunteer KPIs. They can accomplish this by navigating to the “Settings” tab > “KPI” and modifying all volunteer KPIs simultaneously.

職員 – 類別的設定
Staff – Category Settings
圖 55 Figure 55

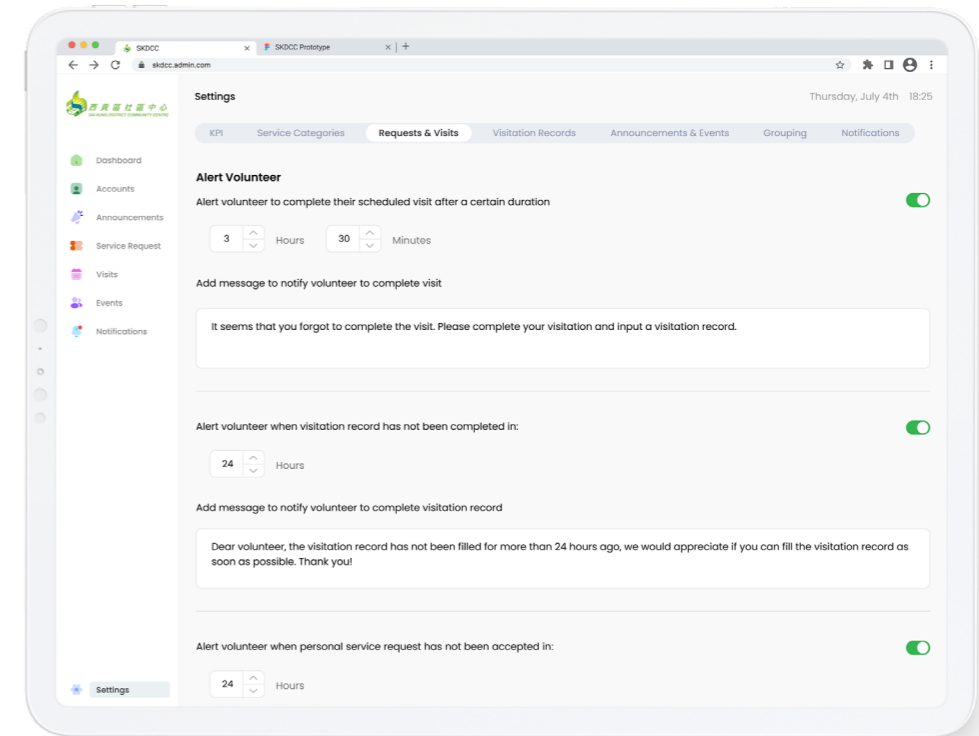


改變類別圖標 Changing Category Icons

當職員發覺到或從長者/義工的回應中得知某些類別的圖標不夠清晰時，職員可以通過瀏覽「設定」頁面 >「服務類別」輕鬆更新這些圖標。

In the scenario where the staff realises or gets feedback from elderly / volunteers that the icons for the categories are not clear enough, staff can easily update these icons by accessing the "Settings" page > "Service Categories."

職員 – 義工提醒設定
Staff – Volunteer Notifications Settings
圖 56 Figure 56

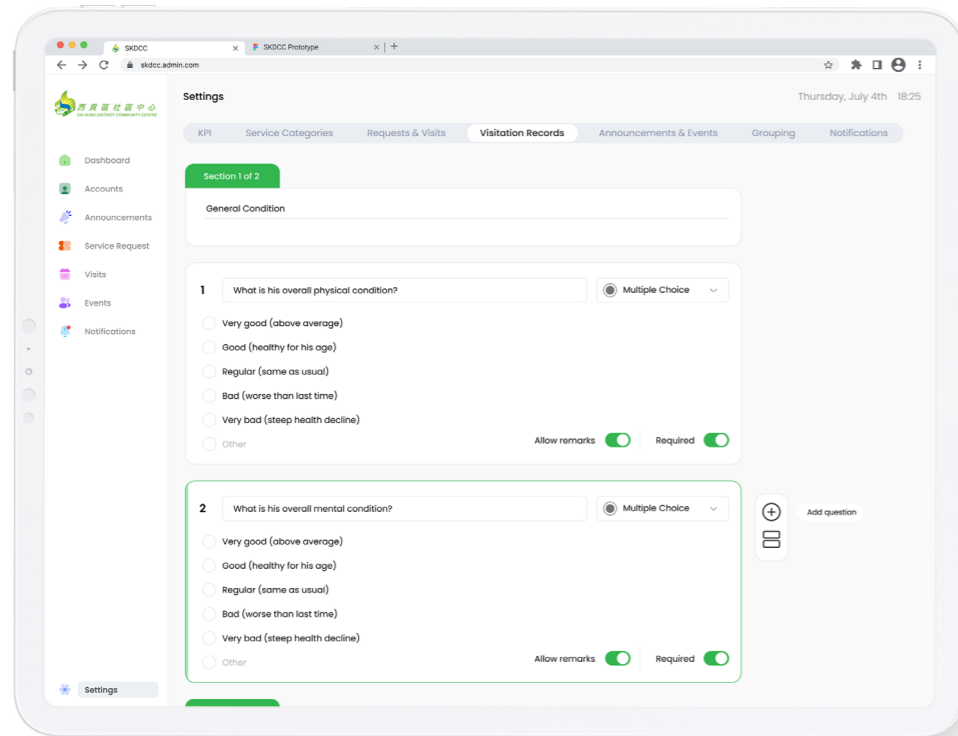


客製義工提示 通知 Customizing Alert Notifications for Volunteers

在平台運作一段日子後，職員就會更了解提醒通知是否有效。例如，將時間從24小時改為12小時可能更符合義工的日程，並能更適時完成探訪記錄。同樣，他們可以修改通知的文字，鼓勵義工回應通知。

After a certain number of months of platform operation, staff may gain insights into the effectiveness of alert notifications. For instance, they may find that altering the timing from 24 to 12 hours aligns better with volunteer schedules and results in more prompt visitation record completion. Similarly, they can modify notification text to encourage volunteers to act on notifications effectively

職員 – 探訪記錄設定
Staff – Visitation Records Settings
圖 57 Figure 57

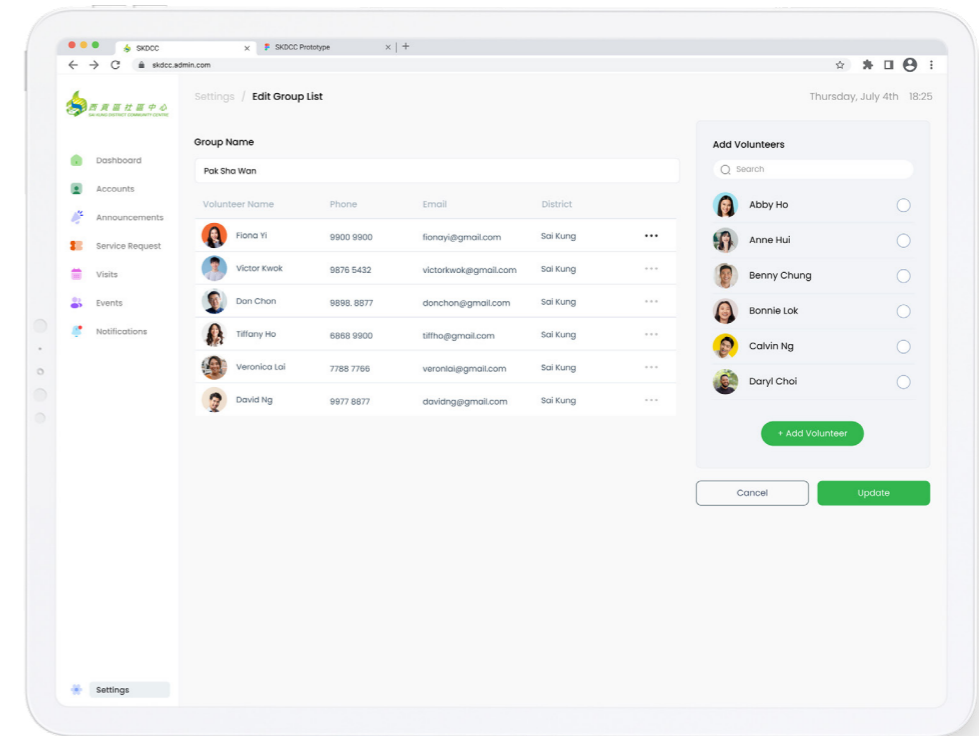


編輯探訪記錄 Editing Visitation Record

職員可以在「設定」>「探訪記錄」部分編輯探訪記錄的內容，確保長者不斷變化的需求得到滿足。

Staff can seamlessly edit the content of visitation records in the “Settings” > “Visitation Records” section, allowing for adaptability and ensuring that the elderly’s evolving needs are consistently addressed.

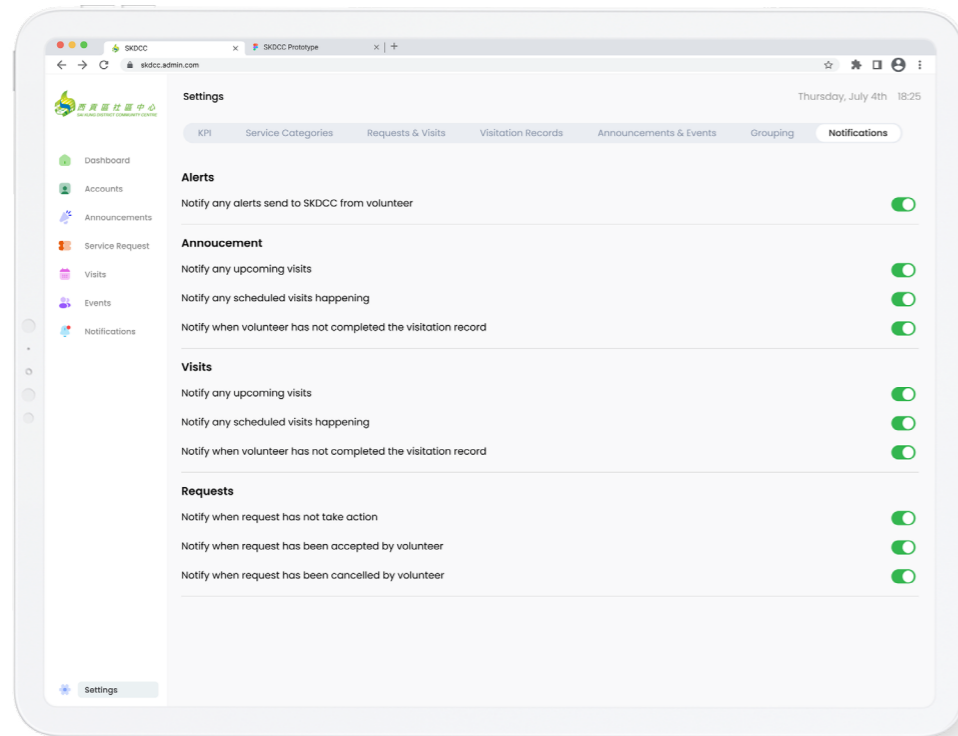
職員 – 群組列表的設定
Staff – Group List Settings
圖 58 Figure 58



編輯群組列表 Edit Group List

每個群組列表也可以修改，可添加或移除義工或長者，確保群組成員資料是最新的。

Specific group lists can be modified to add or remove volunteers or elderly individuals, ensuring up-to-date group compositions



個人化通知 Personalising Notifications

職員可以靈活選擇通過電子郵件接收什麼類型的通知，確保他們只接收需要立即處理的重要資訊。如果他們希望減少接收通知，可以在「設定」標籤 > 「通知」中更改偏好設置。

Staff have the flexibility to select the notifications they wish to receive via email, ensuring that they only receive critical information requiring immediate action. If they prefer to receive fewer notifications, they can adjust these preferences in the “Settings” tab > “Notifications.”

所有這些可客製的設定，使中心能夠根據特定工作流程調整每個功能，減少工作量，並確保平台有效捕捉年度回顧時所需的資料，從而改善有關計劃和工作流程。

All of these customizable settings empower the center to tailor each feature according to its specific workflow, reducing workload, and ensuring that the platform efficiently captures the necessary information for annual reviews, thereby enhancing program improvement and process optimization.



附錄一

Appendix I

平台的其他可能性

Further potential of the platform

平台還有一些加強功能已經完成設計，但由於時間限制尚未在第一階段實施。這些功能是基于工作坊的研究結果而制定的。

Short-term potential enhancements for the platform have already been designed but not yet implemented in phase 1 due to time constraints. These features have been informed by findings from workshops.

活動功能

Events Feature

在平台中增設「活動」部分，可明顯減輕職員的工作負擔，尤其是在邀請義工和長者參加各種活動時，包括工作坊、活動，或在極端天氣下分發物資等工作。義工分享時指出，有時中心會通過 WhatsApp 傳達活動詳情，並要求他們回覆訊息確認出席。然而，義工也面對一些困難，例如難以在深夜時回覆，以及擔心在奇怪的時間回覆會打擾職員。結果，職員不得不逐一打電話給義工確認出席情況。

During these workshops, it became evident that incorporating an event section within the platform could significantly benefit staff and ease their workload when inviting volunteers and elderly individuals to various activities, including workshops, events, or tasks like distributing resources during extreme weather conditions. Volunteers shared that sometimes the center would communicate event details via WhatsApp, requesting their attendance confirmation through messages. However, volunteers often faced challenges, such as limited availability for responses late at night, and concerns about bothering staff if they replied during odd hours. Consequently, staff had to individually call volunteers to confirm their attendance.

義工 - 參加 / 不會參加活動

Volunteers - Accept / Decline Event Attendance

圖 60 Figure 60



為解決這個問題，我們建議平台要有一個「活動」標籤，讓義工查看中心即將舉行的活動，並使用簡單的選項框回應。由於義工可以在任何時間與平台互動，這將簡化義工的回應過程，同時緩解他們對打擾職員的擔憂。在圖 60 中，每個活動通知都包含一個彈出窗口，提示義工：

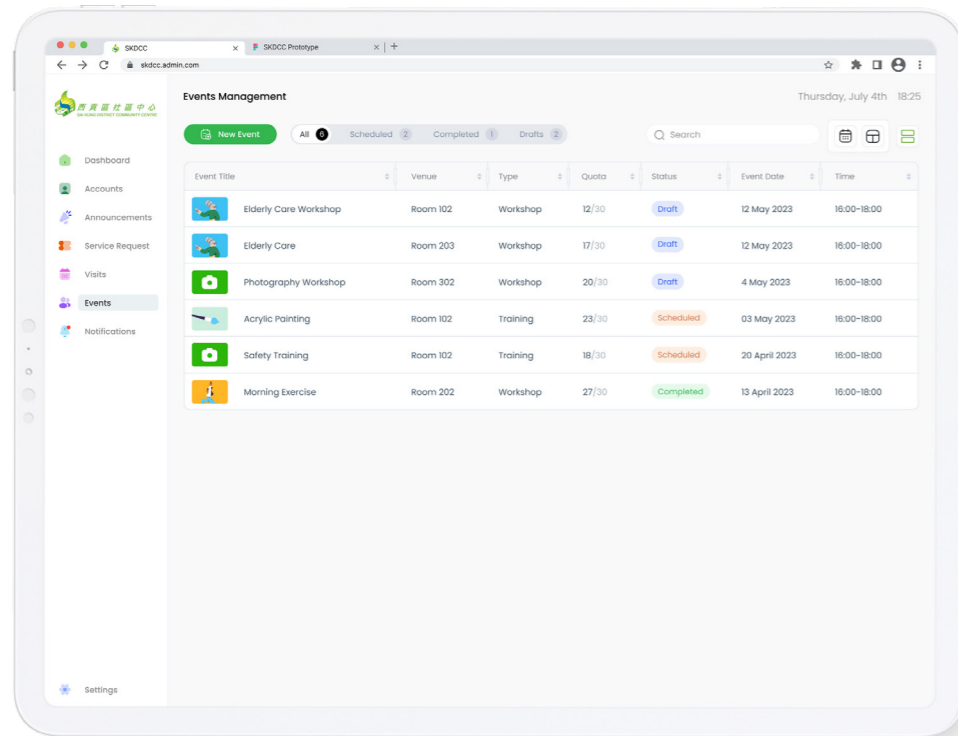
- 他們是否會出席 (是/否)
- 他們是否會帶長者一同出席 (是/否)

To address this, it was proposed that the platform include an “Events” tab. This tab would allow volunteers to view upcoming events organized by the center and respond using simple option boxes. This would simplify the response process for volunteers and alleviate their concerns about inconveniencing staff, as they could now interact with the platform at any time of the day. In Figure 60, each event notification includes a pop-up that prompts volunteers to indicate:

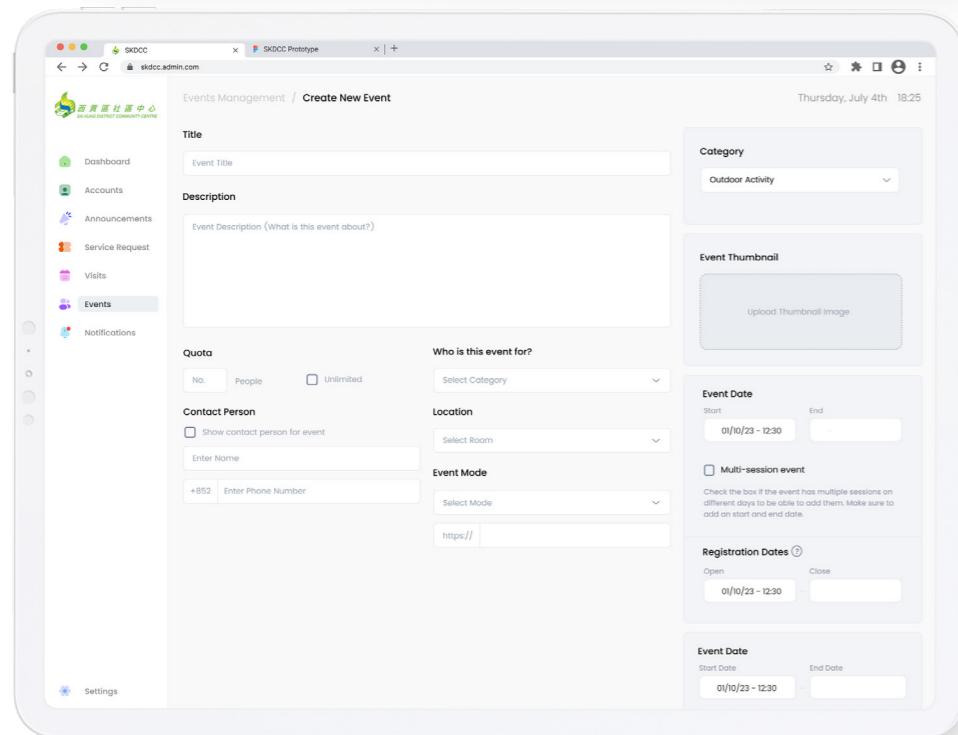
- Whether they will attend (Yes/No)
- Whether they will bring elderly individuals with them (Yes/No)

對於職員來說，管理活動的界面與處理探訪類似（見圖61）。他們可以輕鬆建立、編輯和刪除活動，查看參加者登記情況。有長者出席的活動，他們也可以一眼看出哪位義工陪同哪一位長者

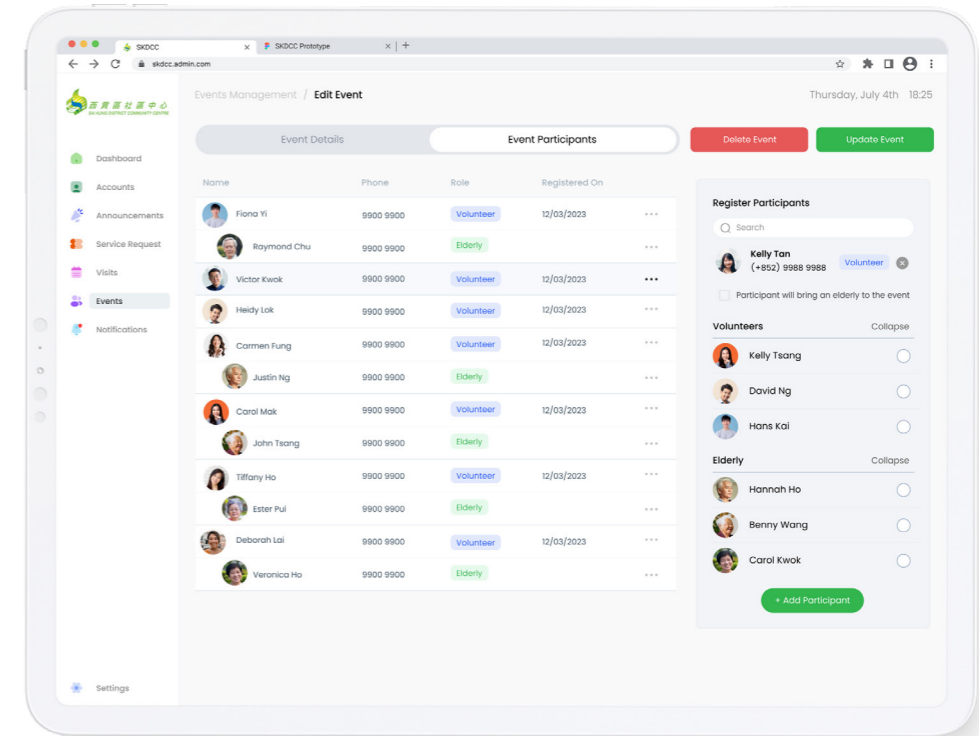
For staff, the interface for managing events is similar to handling visits (see Figure 61). They can easily create, edit, and delete events, view participant registrations, and, for events allowing elderly attendees, visually identify which volunteer is accompanying which elderly person.



職員 – 建立新活動
Staff – Create new event
圖 61 Figure 61



職員 – 編輯活動出席者名單
Staff – Edit event participant list
圖 62 Figure 62



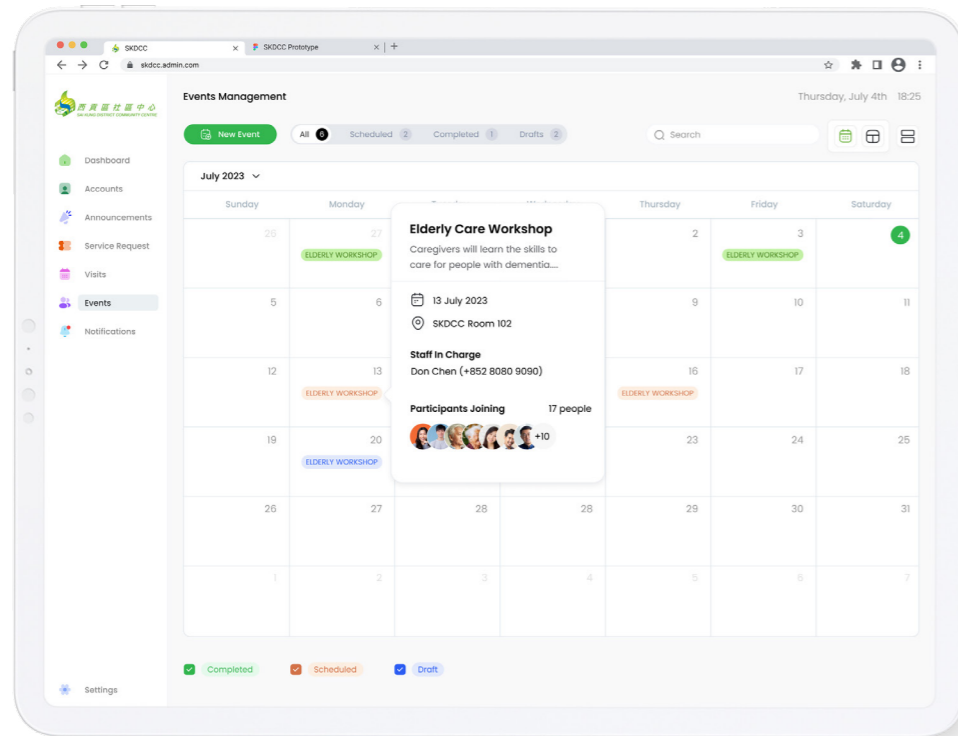
如果義工需要職員協助登記，就如圖62所示，職員可以輕易地添加參加者。同樣，如果義工需要取消或退出活動，職員可以在後台輕易地移除參加者。

If a volunteer requests staff assistance in registering, staff can add participants effortlessly, as highlighted in Figure 62. Likewise, if a volunteer needs to cancel or withdraw from an event, staff can remove participants from the backend without complications.

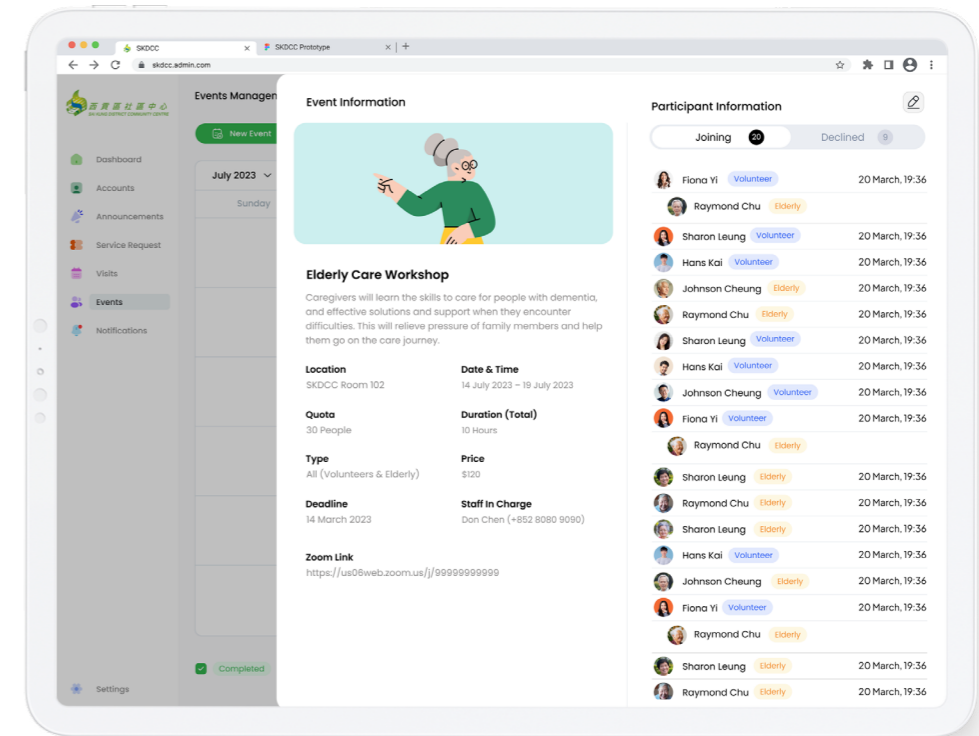
在單一頁面上綜合這些功能，不用在管理活動時瀏覽多個頁面，大大簡化職員的工作流程。

The consolidated features on a single page streamline staff workflows, eliminating the need to navigate multiple pages to manage an event.

職員 – 編輯活動出席者名單
Staff – Edit event participant list
圖 63 Figure 63



職員 – 活動詳情視圖
Staff – Event detailed view
圖 64 Figure 64



此外，在「活動」標籤中，職員可以選擇日曆或列表視圖觀察過去、正在進行和即將舉行的活動(圖63)。將鼠標懸停在彩色活動卡片上就可看到活動概覽，包括活動名稱、日期、地點、負責人和參加者名單。要閱讀更詳細的資料時，職員可以點擊卡片查看完整的出席者列表，包括接受和拒絕活動邀請的人，以及登記時間。職員還可以在必要時編輯活動詳情。

Additionally, in the “Events” tab, staff can select between calendar or list views to observe past, ongoing, and upcoming events (Figure 63). Hovering over colored event cards provides a brief overview, including the event name, date, location, responsible person, and participant list. To access more detailed information, staff can click on the card to view the full list of attendees, including those who accepted and declined the event invitation, along with registration times. Staff also have the option to edit event details when necessary.

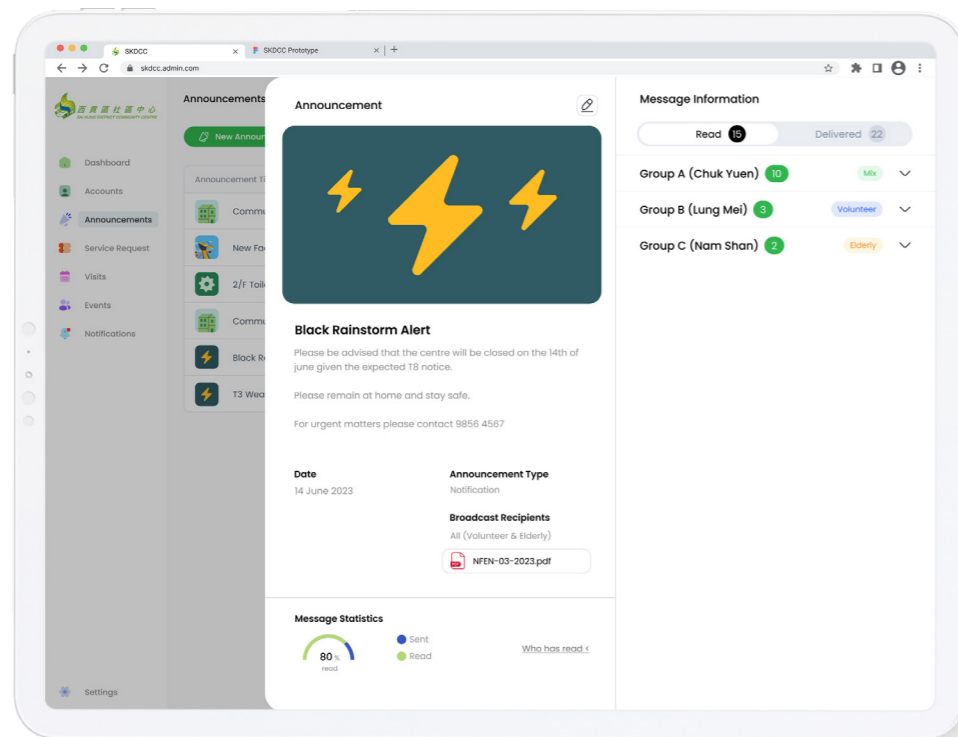
通知統計

Notification Statistics

要確定所有通告和活動通知是否成功傳送到預定的接收者，這個功能對中心職員來說非常重要。同樣重要的是能夠追蹤有多少接收者已閱讀這些通知。

A crucial feature for staff is the ability to determine whether all announcement and event notifications have been successfully delivered to their intended recipients, whether volunteers or elderly individuals. Equally important is the capability to track how many recipients have already read these notifications.

職員 – 通告的統計
Staff – Announcement Statistics
圖 65 Figure 65



這些統計數據有助中心職員知道其通告和活動是否收到應有的效果，使他們能夠評估檢閱率、是否需要改善文案內容以提高讀者參與度，或更深入地了解哪些活動更受義工歡迎，從而相應地完善他們的活動及增加參與度。這些資訊使職員能夠確保平台上的通告和活動發揮作用和影響力，同時也是改善未來服務的寶貴數據。

These statistics play a vital role in helping staff gain insights into the effectiveness of their announcements and events, allowing them to assess view rates and explore potential enhancements in copywriting to increase reader engagement or gain a deeper understanding of which events are more popular among volunteers and refine their events accordingly to increase participation. Ultimately, this information empowers staff to optimize their efforts, ensuring more efficient and impactful announcements and events on the platform, while also serving as valuable data for future enhancements.

長遠來看，這個平台是為實現以下目標而設的義工應用程式：

In the long term, as the primary goal of this platform is to serve as a volunteering app that achieves the following:

1 有效管理工作量
Efficient Workload Management

在應用程式內簡化流程並提升效率，減輕中心職員的工作負擔。
Streamlining processes and optimizing efficiency within the application to alleviate staff workloads.

2 提升義工體驗
Enhanced Volunteer Experience

為義工提供一種順暢的方式回應中心活動和義工機會，從而減少因延遲回應而錯過機會。
Providing volunteers with a seamless way to respond to center events and volunteering opportunities, thus reducing missed opportunities due to delayed responses.

3 容易使用的用家界面
User-Friendly Interface

為長者建立一個使用簡單的直觀平台，以最少的步驟就能找到合適的義工。
Creating an intuitive platform for older adults, ensuring ease of use with minimal steps required to find a suitable volunteer.

4 可持續性
Sustainability Focus

- 減少工作人員的部署。
- 讓更多社區內的居民知道周邊有什麼可用資源。
- Alleviating staff arrangements.
- Raising awareness among community residents about available resources in their vicinity.

這個平台有可能在香港不同地區廣泛使用。香港人口老齡化趨勢正在增加家庭照顧者的負擔，同時也需要動員社區成員幫助分擔照顧者的負擔。社會服務中心積極尋求方法加強他們的服務，同時教育周邊居民了解有什麼可用資源。這個平台可以連接照顧者和長者，並成為在各個地區使用的基礎。它建立一個蓬勃的網絡，讓區內每個人都為建立一個更強大、更有韌性的社區做出貢獻。

This platform has the potential for broader adaptation across different districts of Hong Kong. The Hong Kong population ageing trend is adding demands to the family carers and mobilization of community support for the carers to share the burden. Social service centers actively seek solutions to enhance their services while educating the surrounding residents about available resources. Consequently, this platform can serve as a robust foundation for implementation in various districts, bridging the gap between caregivers and elderly individuals. It fosters a thriving network where everyone in the district contributes to building a stronger and more resilient community.



附錄二

Appendix II

義工入門工作坊的引導問題

Leading questions for the Introductory workshop for volunteers

1 可及性 Accessibility

- 您能告訴我們您第一次在中心做義工是什麼時候嗎？
- 您在中心做義工的體驗如何？
- 您曾經在聯絡中心時遇到任何困難嗎？
- 您經常需要中心的協助嗎？
- 您期望如何通過應用程式與照顧者和長者保持聯絡？應用程式是否會令與中心溝通更容易？
- 您認為照顧者和長者會從一個幫助他們與義工和中心聯絡的應用程式中受惠嗎？
- 您認為照顧者和長者能夠使用一個幫助他們與義工和中心聯絡的應用程式嗎？
- 照顧者和長者會有哪些不便或障礙影響他們使用應用程式？
- Can you tell us when is your first time volunteering under the SKDCC?
- How was your experience volunteering with the SKDCC?
- Have you ever had any trouble getting in touch with the SKDCC?
- Do you often require assistance from the SKDCC?
- How would you expect to stay connected with carers and elderlies with the help of an App? Would an App make it easier to communicate with the SKDCC?
- Do you think carers and elderlies will benefit from an App that helps them get in touch with volunteers and the SKDCC?
- Do you think carers and elderlies can use an App that helps them get in touch with volunteers and the SKDCC?
- What are some of the carers' and elderlies' inconveniences or disabilities that would affect them from using the App?

2 期望 Expectation

- 照顧者和長者是否期望義工能迅速回應？
- 您如何調整照顧者和長者的期望與您能提供的服務？
- 您曾經在滿足照顧者和長者的期望方面遇到困難嗎？
- 照顧者和長者在尋求協助時是否期望看到熟悉的面孔？
- 您認為照顧者和長者向他們熟悉的義工尋求支援有多大幫助？
- Do carers and elderlies expect a rapid response time from the volunteers?

3 信任和安全 Trust and security

- How do you align carers' and elderlies' expectations with what you can provide?
- Have you ever had trouble meeting carers' and elderlies' expectations?
- Do carers and elderlies expect to see a familiar face when seeking assistance?
- How helpful do you think it is for carers and elderlies to seek support from volunteers with who they are familiar?
- 照顧者和長者向首次接觸的義工尋求協助時，目前面對哪些安全問題？
- 您如何獲得照顧者和長者的信任？
- 您曾經需要向照顧者和長者確認您作為義工的身份嗎？
- 您認為照顧者和長者是否信任應用程式和數碼交易？
- 您認為應用程式如何幫助照顧者和長者信任其服務？
- What are the current security challenges for carers and elderlies seeking help from first-time volunteers?
- How do you garner trust from carers and elderlies?
- Have you ever had to reassure carers and elderlies of your identity as a volunteer?
- Do you think carers and elderlies have trust in Apps and digital transactions?
- How do you think an App could help carers and elderlies trust its services?

4 用家友好 User-friendliness

- 照顧者和長者在使用智能手機和應用程式時面對哪些問題？
- 您如何評價照顧者和長者的文化水平？
- 您會在應用程式中包括哪些功能以幫助照顧者和長者處理他們的申請？
- What challenges do carers and elderlies face when using smartphones and Apps?
- How would you rate carers' and elderlies' literacy levels?
- What functions would you include in an App to help carers and elderlies proceed with their requests?

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項目與工作坊夥伴

Partners supporting the Project and Workshops

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設計顧問：Studio Doozy

Design Consultant: Studio Doozy

技術顧問：雅古科技有限公司

Technical Consultant: Yakoo Technology Ltd

關於理大賽馬會社創「騷·In·廬」

About PolyU Jockey Club "Operation SOINNO"

香港理工大學(理大)賽馬會社會創新設計院獲得香港賽馬會慈善信託基金的捐助,自2018年8月1日啟動理大賽馬會社創「騷·In·廬」計劃,為期六年,旨在匯集社會各方,以創新理念和務實可行的社會創新方案,應對社會的挑戰,共同改善香港的生活。此外,計劃以應對香港「雙老化」(即人口老化及住屋老化)的複合效應為策略焦點,聯合學術界、非政府組織、專業團體、熱心的社會人士、企業和政府,攜手構建創新方案,並按此制訂實際的行動建議。

Organised by the Jockey Club Design Institute for Social Innovation at The Hong Kong Polytechnic University (PolyU) and funded by The Hong Kong Jockey Club Charities Trust, the 6-year social innovation project was launched on 1 August 2018 to innovate solutions, in collaboration with a wide spectrum of stakeholders, to respond to social challenges with a view to improving life in Hong Kong. Additionally, J.C.DISI puts its strategic focus on tackling the combined impact of "Double Ageing" (ageing of people and building) in Hong Kong, the programme would engage the trans-disciplinary forces of academia, non-governmental organisations, professional bodies, members of the public, corporations and the Government to generate innovative ideas and practical actions.



ONE FROM HUNDRED THOUSAND
「十萬分之一」社創研討會

若每十萬人之中有一人,即香港七百多萬人口當中的七十多名市民,能貢獻時間、熱誠、知識與創意,攜手合作,定能為特定的社會議題帶來創新的解決方案。透過一系列的參與式研討會及工作坊,收集市民對社會議題的意見、促進討論,並共同設計務實和創新的方案。

To organise a series of participatory symposia and workshops open to the public to collect views on social issues, facilitate discussion and co-create solutions. J.C.DISI names the platform based on the belief that if one person from every 100,000 people (i.e., 70+ persons from the 7 million+ population of Hong Kong) can sit together and contribute their time, passion, knowledge and creativity, they can innovate solutions for a specific problem.



ACTION PROJECTS
社創行動項目

聯合非政府組織、專業團體和學術界,把「十萬分之一」社創研討會上衍生出來的創新理念,轉化成可以執行的設計及專案原型。

To collaborate with non-government organisations, professional bodies and academia for developing innovative ideas generated at "One from Hundred Thousand" into designs or prototypes.



DESIGN EDUCATION
啟迪創新習作

將社會創新和設計思維引入中學課程,培育青年成為社會創新推動者,內容包括為中學師生開辦社創工作坊及製作多媒體互動教材等。

To introduce social innovation and design thinking into the curriculum of secondary school education to nurture students as social innovators through organising innovation workshops for students and teachers and developing multi-media interactive teaching kits.



KNOWLEDGE PLATFORM
社創知識平台

以不同形式如學術論文、短片、設計與指引、個案報告、工作坊、地區及國際會議、展覽等,記錄計劃的各環節,包括社會創新過程、創造的方案與知識,公開予公眾參考。

To document and disseminate for public use the social innovation experience and knowledge generated from the programme through various formats, including academic papers, videos, design and practice guidelines, case study reports, workshops, regional and international conferences and exhibitions.

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