



人力資源管理

Human Resources Management



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編制

截至二零一一年年底，消防處人員的常額編制為9 807人，包括9 171名軍裝人員和636名文職人員。

財政

二零一零至一一及二零一一至一二財政年度，部門總開支分別為39.52億元及41.82億元，佔有關年度政府總開支的1.6%及1.4%。

招聘

二零一一年，消防處經嚴格甄選後，共聘任了521人，包括38名消防隊長（行動）、七名救護主任、三名消防隊長（控制）、14名消防隊目（控制）、205名消防員（行動/海務）及254名救護員。

Establishment

The Department had an establishment of 9 807 at the end of 2011, comprising 9 171 uniformed and 636 civilian members.

Finance

In the 2010-11 and 2011-12 financial years, the total expenditure of the Department amounted to HK\$3,952 million and HK\$4,182 million respectively, representing 1.6% and 1.4% of the total government expenditure of the relevant years.

Recruitment

In 2011, a total of 521 people were recruited after stringent selection processes, including 38 Station Officers (Operation), seven Ambulance Officers, three Station Officers (Control), 14 Senior Firemen (Control), 205 Firemen (Operational/Marine) and 254 Ambulancemen.



1 - 2 消防處人員在職業博覽會中介紹消防處的工作
Fire Services Personnel brief visitors on Fire Services work at the Career Expo





公務員絨用委員會主席吳榮奎
檢閱結業學員
Chairman of the Public
Service Commission, Mr Ng
Wing-fui, reviewing a passing-
out parade

培訓及發展

消防訓練學校

消防訓練學校為新聘的消防主任和消防員，提供為期26周的基本滅火與救援訓練，亦為在職屬員提供持續訓練課程。

消防學員的初級訓練課程包括基本滅火技巧、消防車輛及裝備的應用、煙火特性訓練、呼吸器的操作、救護學和體能訓練。此外，亦包括防火、相關法例、物理學和燃燒科學等課題。二零一一年，共有64名消防隊長及153名消防員完成基本訓練。

香港消防訓練學校會繼續把消防學員的基本滅火及救援訓練視為持續發展計劃的重心。年內，消防學員的初級訓練課程已加入「專科專教」環節，有關計劃能為消防學員提供有系統及專業的培訓，已成為培訓學員的新方向。

為提升教官的教學技巧，消防訓練學校安排他們修讀由香港教育學院舉辦，專為他們而設的42小時「教學技巧培訓課程」。完成課程後，他們能更準確掌握教學的基本原則及各種模式，並應用有系統的教學設計、發展及評估技巧，共有75名人員修讀此課程。



Training and Developments

Fire Services Training School

The school provides basic fire-fighting and rescue training to recruit fire officers and firemen who will undergo 26 weeks of basic training. Continuation training courses are also provided to in-service members.

Initial training for the recruits covers basic fire-fighting techniques, the use of appliances and equipment, compartment fire behavior training, breathing apparatus, ambulance aid and physical training. Subjects such as fire protection, legislation, physics and science of combustion are included. In 2011, 64 Station Officers and 153 Firemen have completed the basic training.

Basic fire-fighting and rescue training to new recruits remains pivotal to the continued development of the Hong Kong Fire Services Training School. During the year, "Teaching by Specialists" has been introduced into the Initial Training Courses to recruits. Such scheme has become a new direction in promoting systemic and professional training to recruits.

To enhance the instructional techniques of instructors, a tailor-made 42-hour "Instructional Techniques Programme" conducted by Hong Kong Institution of Education was arranged for the instructors. Having completed the programme, they could better grasp the basic principles and different models of instruction and apply the systematic instructional design, development and evaluation techniques. A total of 75 members have attended the course.



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1-2 學員出席於消防訓練學校舉行的結業會操
Graduates attend passing-out parade at
Fire Services Training School



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為加強呼吸器訓練方面的能力及成效，一名總教官及三名教官於去年十一月底前赴新加坡民防學院，修讀為期兩周的「呼吸器指導人員培訓課程」。

消防訓練學校繼二零一零年十二月為行動組隊目級人員開辦煙火特攻員訓練課程後，再增辦煙火特性訓練課程。二零一一年，共有146名隊目級人員完成訓練課程。

二零一一年，消防訓練學校分別為217名消防學員及969名行動人員提供室內煙火特性訓練初級課程及覆修課程。

年內，本處繼續支援教育局，與該局緊密合作，推行「多元智能躍進計劃」，為中學生舉辦一連串的培訓，包括紀律、領導才能和防火的訓練。二零一一年，共有1 141名學生及64名老師參加這個計劃。

消防處救護訓練學校

消防處救護訓練學校為各級救護人員提供基本救護學和專門的輔助醫療訓練。

新聘的救護主任和救護員須接受為期26周的初級訓練，內容包括救護學、相關法例、情緒智商、步操、紀律訓練、體能訓練和救護車隨車實習。學員在完成課程後會派駐救護站。

訓練學校亦為消防人員提供先遣急救員的訓練，以及訓練文職人員使用簡易心臟去顫器，並為市民提供免費社區心肺復甦法課程。截至二零一一年年底，共有近25 600名市民受訓。

由二零零七年起，本處為多間公營機構的員工免費提供簡易心臟去顫器使用法的訓練，並在二零一一年為香港警務處員工開辦訓練班。截至二零一一年年底，已有近7 700名不同機構的僱員取得簡易心臟去顫器的使用資格。



In order to strengthen the abilities and effectiveness of the breathing apparatus training, one Chief Instructor and three instructors attended a two-week Breathing Apparatus Instructor Training at Singapore Civil Defence Academy in late November.

Following the introduction of the Compartment Fire Attacker (CFA) Courses to operational non-commissioned officers (NCOs) in December 2010, the Department has then added the Compartment Fire Behaviour Training (CFBT) in the Service. In 2011, a total of 146 NCOs has completed the training.

In 2011, the school provided Induction Course and Refresher and Assessment (R&A) Course to 217 recruits and 969 operational members respectively.

During the year, the Department continued to support and work closely with the Education Bureau to conduct a series of training including discipline, leadership and fire protection to secondary school students under the Enhanced Smart Teen Challenge Project. In 2011, 1 141 students and 64 teachers enrolled in the programme.

Fire Services Ambulance Command Training School

The school provides basic ambulance aid and specialised paramedic training to ambulance personnel of different ranks.

Newly recruited Ambulance Officers and Ambulancemen will undergo a 26-week initial training, which comprises ambulance aid, legislation, emotional intelligence, foot drills, discipline, physical fitness and on-car attachment. Upon completion of the course, the recruits will be posted to ambulance depots.

The school also trains fire personnel as First Responders, and civilian staff to use Public Access Defibrillators (PAD). It conducts free community Cardio-Pulmonary Resuscitation (CPR) training for the public. As at the end of 2011, nearly 25 600 citizens had been trained.

Following the kick off of the free PAD training for the staff of a number of organisations in various public sectors since 2007, the course was extended to the members of Hong Kong Police Force in 2011. At the end of 2011, nearly 7 700 staff of various organisations have been qualified on the use of PAD.

西九龍救援訓練中心

西九龍救援訓練中心提供持續訓練課程，以加強消防人員處理不同類型火警和災難的技巧。中心設有多種先進的訓練設施，包括在模擬隧道和迷宮內進行搜索及救援，以及在不同情況下進行真火訓練。二零一一年，共有3 470名屬員參加訓練。

為確保特種救援隊有足夠的人手，部門在二零一一年為17名前線人員提供特種救援隊初級訓練。

為加強前線消防人員的救援技巧，部門為他們提供一套基礎訓練課程，內容包括攀山拯救、高空拯救、交通意外拯救及急流拯救。截至二零一一年，共有13 158人次參與上述各項訓練。

West Kowloon Rescue Training Centre

The West Kowloon Rescue Training Centre provides continuous training programme to strengthen the skills of fire personnel in tackling different types of fire and disaster. The Centre is equipped with a wide variety of advanced training facilities including search and rescue at simulated tunnel and maze and live fire training in various situations. A total of 3 470 members attended the training in 2011.

To maintain a sufficient pool of Special Rescue Squad (SRS) members in the Department, an initial SRS training course was provided to 17 frontline personnel in 2011.

To strengthen the rescue techniques of frontline fire personnel, the Department is providing them with a basic training package consisting of modules on mountain rescue, high angle rescue, road traffic accident rescue and swift water rescue. In 2011, a total attendance on various modules of training was 13 158.



- 1 西九龍救援訓練中心
The West Kowloon Rescue Training Centre
- 2 消防學員進行體能訓練
Physical training for recruits



管理及發展

為提升本處高級官員的專業知識，部門在二零一一年開辦發展課程，內容包括緊急事故管理、行動準備能力及危機管理，以及公共行政及應對傳媒的訓練。部門亦在同年為人員開辦發展課程，作為核心訓練課程之一。年內，部門為20名助理消防區長及高級救護主任開辦了一次有關課程。

二零一一年有379名屬員為促進事業發展，修讀公務員培訓處舉辦的各項管理、領導才能、溝通及國家事務研習課程。此外，有55名屬員前往英國、美國、加拿大、澳洲及新加坡，修讀各項訓練課程。

現場指揮訓練

為提高前線消防人員處理火警及緊急事故的能力，消防處由二零一零年十二月中開始，利用「消防工作室 4.0」電腦培訓軟件，為三個行動總區高級消防隊長或以下級別的屬員，提供名為「高樓大廈火警（第二版）」的現場指揮訓練項目。這項訓練於二零一一年十一月完成，超過5 000名前線消防人員受訓。

體能訓練

體能訓練組的主要工作，是為處內人員提供體能訓練，並推廣體育活動，使他們保持體格強健。

消防處屬員的周年體能測驗由兩部分組成－耐力跑及體能測試。二零一一年，在7 394名接受測驗的屬員中，有39.2%取得最高的「優異」（1/A）等級，只有約2%的人員需要覆試。

體能訓練組人員經常獲委派協助籌辦部門體育活動，例如陸運會、水運會及越野賽，並在活動中擔任委員。此外，該組人員亦經常獲本地及國際體育團體邀請，於毅行者等體育活動擔任委員。他們又代表本處參與慈善活動／賽事，例如「女童軍世紀精英挑戰盃」、「匡智競步上雲霄」及「港鐵競步賽」。

Management and Developments

To enhance the professional knowledge of senior officers, a departmental development programme covering emergency management, operational readiness and crisis management, public administration and media training was organised in 2011. A development programme for subordinate officers was launched in 2011 as a core training programme. One class was conducted for 20 Assistant Divisional Officer and Senior Ambulance Officers during the year.

For career development, 379 Service members attend various courses on management, leadership, communication and China studies organised by the Civil Service Training and Development Institute in 2011. During the year, 55 members attended various overseas training programmes in the United Kingdom, the United States of America, Canada, Australia and Singapore.

Incident Command Training

In order to enhance the capability of frontline fire personnel in handling fire and emergency incidents, an Incident Command Training Programme on “Fire-fighting in Highrise Building (Version 2)” using a training software of “Fire Studio 4.0” was conducted for members of Senior Station Officer and below in the three operational Commands commencing mid-December 2010. The training was completed in November 2011 and more than 5 000 frontline personnel had undergone the training.

Physical Training

The work of the Physical Training Establishment (PTE) is mainly to provide physical training and to promote sports activities for Service personnel so as to maintain their good physical condition.

The annual Physical Fitness Assessment for Service members consists of two parts – Aerobic Run and Strength Test. In 2011, of the 7 394 Service members who took part in the assessment, 39.2% achieved the top grading of 1/A and only about 2% were required to be reassessed.

PTE staff are often deployed to assist in organising and act as officials at Service sports events such as the athletic meet, swimming gala and cross country run. Moreover, they are often invited by local and international sports associations to act as officials for sports events such as the Trailwalker. They also represent the Department to participate in charitable events/competitions such as the Girl Guides Centenary Challenge Cup, Hong Chi Climbathon and MTR Hong Kong Race Walking.

專責隊伍及興趣小組

火警調查組

火警調查組為現場火警起因的調查工作提供專業支援。該組由有興趣並自願參與的前線消防人員組成。二零一一年，共有五名職級為高級消防隊長之火警調查員出動，協助調查火警事故。

部門亦成立火警調查興趣小組，以招攬對火警調查工作有興趣的前線消防人員。部門為小組成員籌辦一連串研討會，以提升他們在火警調查方面的知識。

Specialist Teams and Interest Groups

Fire Investigation Group

The Fire Investigation Group provides professional support for investigation on the cause of fire at scene. The team comprised of interested frontline fire personnel, who voluntarily take up the responsibility. Five Senior Station Officer investigators turned out for fire incidents in 2011.

The Fire Investigation Interest Group was also formed to recruit frontline fire personnel who are interested in fire investigation. A series of seminars were organised for group members to enhance their knowledge of fire investigation.



火警調查組成員使用目前最先進的火場案情重組分析工具「三維場景激光掃描儀」，以協助調查火警起因
Members of Fire Investigation Group use the Deltasphere 3000 IR 3D Scene Digitizer, which is today's most advanced analysis tool on fire scene reconstruction, to assist their investigations into the cause of a fire

壓力輔導組

為協助同事紓解因事故及工作造成的壓力，部門成立了壓力輔導組。輔導組由超過100名已受訓並自願參與的屬員組成。本年，消防處亦聘請了臨床心理學家，為屬員提供心理輔導服務。

二零一一年三月，日本發生地震後，本處有六名壓力輔導組成員獲派到日本，為留在當地的香港人提供壓力輔導服務。

紀律專責隊伍

部門於二零零九年一月成立「紀律專責隊伍」，成員包括284名已受訓並自願參與的主任級人員。為使紀律程序的工作保持高效率，「紀律專責隊伍」轄下成立了「紀律聆訊諮詢小組」，與「紀律專責隊伍」成員分享紀律事宜的知識和提供相關指引。

消防工程學興趣小組

為促進屬員對消防工程學的認識，以及掌握消防工程學的最新發展，部門在二零一零年十一月成立了消防工程學興趣小組，為小組成員舉辦有關消防工程學的活動。該小組現時有39名成員。

消防車輛車廂及工具儲物櫃設計/ 裝置改良興趣小組

為鼓勵屬員就改良車廂及工具儲物櫃的設計和行動效率提出意見，部門於二月十四日成立消防車輛車廂及工具儲物櫃設計/裝置改良興趣小組。該小組由26名成員組成。小組成員會定期舉行聚會，藉此交流意見。小組成員曾提出多項建議，包括用作固定裝備的可調校儲物板及裝備袋。

消防車輛興趣小組

為提高屬員對消防車輛的興趣，並認識消防車輛的最新設計，部門於七月十五日成立了消防車輛興趣小組，由13名成員組成。小組曾就採購消防車輛事宜提出意見。

Stress Counselling Team

The Stress Counselling Team was set up to help colleagues alleviate from incident-based and work-related pressure. The team comprises more than 100 trained voluntary members. A Clinical Psychologist was also recruited to the Department this year to provide psychological counselling service to members.

Six members of the Stress Counselling team were tasked to provide stress counselling to Hong Kong citizens in Japan subsequent to an earthquake occurred in March 2011.

Service Disciplinary Team

A Service Disciplinary Team (SDT) comprising 284 trained voluntary officers has been set up since January 2009. In order to maintain high standard of output in the disciplinary proceedings, a Disciplinary Advisory Group (DAG) under SDT was set up for sharing of knowledge and provision of guidance to SDT members.

Fire Engineering Interest Group

To promote better understanding of fire engineering and keep Service members abreast of its latest development, a Fire Engineering Interest Group was established in November 2010 to organise activities on fire engineering for group members. The group comprises 39 members.

Fire Appliances Cabin and Locker Design/ Modification Interest Group

To encourage members to contribute their views on improving Cabin & Locker design and efficiency of operation, an Interest Group in Fire Appliances Cabin and Locker Design/Modification was set up on February 14. The Group comprising 26 members meets periodically to share their thoughts. Members had made various proposals including a flexible panel for mounting equipment and an equipment carrying bag.

Fire Appliance Interest Group

The interest group was established to develop members' interest in fire appliances and keep track of the latest design of appliances. The group comprising 13 members was set up on July 15. Members had offered their views on procurement of fire appliances.

福利

消防福利主任負責就關乎個別或整體消防人員的福利事宜，包括傷病、房屋、財政和家庭方面遇到的困難，提供意見。消防福利主任除了就消防處人員的福利事宜與政府部門及其他機構聯絡外，亦會為住院員工安排探訪活動，並籌劃和推行員工福利計劃。二零一一年，消防福利主任與192名在職或退休員工及其家屬面談，並就其個人及家庭的事宜提供輔導。

Welfare

The Fire Services Welfare Officer (FSWO) advises on welfare matters affecting Service members, either individually or collectively, including injury, sickness, housing and financial and domestic difficulties. Apart from liaising with Government departments and other agencies on matters relating to the welfare of Service members, he also arranges visits to hospitalised members, and organises and implements staff welfare schemes. In 2011, FSWO interviewed and counselled 192 serving and retired members and their families on personal and domestic affairs.

消防處心理健康中心

隨着本處員工對心理服務的需求有所增加，並為促進員工的心理健康，部門聘請了一名臨床心理學家，自二零一一年八月起為部門提供臨床心理服務。



Psychological Wellness Centre

With an aim to meet the increasing needs for psychological services and promote a healthy workforce in the Department, the Corporate Clinical Psychology Services have commenced since August 2011 while a Clinical Psychologist is employed to develop these services.



- 1 射擊比賽
Shooting Competition
- 2 排球比賽
Volleyball Competition
- 3 心理健康中心網頁
Website of the Psychological Wellness Centre
- 4 消防處陸運會
Fire Services Athletic Meet
- 5 消防處周年越野賽
Annual FSD Cross Country Run



部門臨床心理服務涵蓋四個範疇，即1) 提供個人心理諮詢服務，包括心理評估及心理治療；2) 促進部門員工心理健康及心理教育計劃；3) 就有關員工心理健康及制定部門計劃等事宜，向管理人員提供專業意見；以及4) 危機管理計劃、介入及心理教育，以預防及減輕重大事故對屬員造成的負面影響。

員工關係

部門設有妥善的溝通途徑，鼓勵管職雙方定期交流。這些途徑包括消防處部門協商委員會、總區聯誼會和分區聯誼會，以及文職人員協商委員會。這些委員會及聯誼會提供有效的平台，讓管職雙方就涉及共同關注的事宜交換意見。

為加深了解前線人員的需要，處長會探訪各前線單位，並為各級人員舉行座談會，與他們直接溝通。副處長則與員工協會定期會面，商討關乎員工工作、福利、服務條件及福祉的事宜，有需要時與員工就備受關注的事宜進行磋商，以便就新的管理措施蒐集職方意見，並就職方關注的事項提供資料。

體育及康樂

部門一向鼓勵屬員致力在工作與家庭生活兩方面求取平衡，務求能符合身為緊急部隊人員在身心質素方面的嚴格要求。因此，香港消防處體育福利會舉辦多項體育活動、興趣小組、康樂和社交活動，以及節日慶祝活動。有關活動深受歡迎，現職和退休屬員及其家屬均踴躍參與，鼎力支持。此外，多個興趣小組及多位運動隊伍成員亦參與外間機構舉辦的體育和文化活動，並取得美滿成績。

年內，本處運動隊伍在多項跨部門和其他本地賽事中表現十分出色，贏取無數獎項。

The scope of the Corporate Clinical Psychology Services is in four aspects, namely 1) individual psychological consultation services including psychological assessment and psychotherapy; 2) departmental mental health promotion and psychoeducation programmes; 3) professional consultation to the management regarding the issues relating to members' psychological well-being and departmental programme planning; and 4) crisis management plan, implementations and psychoeducation which aim at preventing and mitigating the adverse effects caused by critical incidents.

Staff Relations

There are well-established channels of communication within the Department to encourage regular dialogue between the management and staff. These communication channels include the Fire Services Departmental Consultative Committee (FSDCC), the Staff Relations Units of Commands and Divisions, and the Civilian Staff Consultative Committee (CSCC). These committees and staff relation units provide useful forums for the exchange of views between the management and staff on matters of common interest.

To better understand the needs of frontline Service members, the Director pays visits to frontline units and holds forums with different levels of staff to communicate with them directly. The Deputy Director meets with staff associations regularly to discuss issues affecting their work, benefits, conditions of service and well-being. He also holds discussions with staff on topical issues as required to seek their views on new management initiatives and disseminate information on matters of interest.

Sports and Recreation

The Department always strives to encourage members to strike a balance between work and family life in order to meet the demanding requirements on physical fitness and mental strength as emergency responders. In this regard, the Hong Kong Fire Services Sports and Welfare Club organises various sports events, interest groups, recreational and social activities as well as festive celebrations. With the full and active support from both serving and retired members as well as their families, the activities are welcomed by the members. In addition, various interest groups and sports group members also participate in external sports and cultural activities with encouraging results.

During the year, the Department's sports teams performed very well in both inter-departmental events and other local events and won numerous medals.