

人力資源管理
HUMAN
RESOURCES
MANAGEMENT



a 消防處於二零二零年經嚴格甄選後，共聘任445名軍裝人員。

In 2020, a total of 445 uniformed staff were recruited after stringent selection processes.

I. 軍裝人員招聘
Uniformed staff recruitment

445^人 members

■ 消防隊長(行動) Station Officers (Operational)	65
■ 救護主任 Ambulance Officers	11
■ 消防隊長(控制) Station Officers (Control)	5
■ 消防隊目(控制) Senior Firemen/Firewomen (Control)	15
■ 消防員(行動/海務) Firemen (Operational/Marine)	217
■ 消防員(工程組) Firemen (Workshops)	3
□ 救護員 Ambulancemen/ Ambulancewomen	129



編制

截至二零二零年年底，消防處的人員編制為11,212人，包括10,417名軍裝人員和795名文職人員。

Establishment

The department has an establishment of 11,212 as at end of 2020, comprising 10,417 uniformed and 795 civilian staff.

財政

二零一九至二零和二零二零至二一財政年度，部門總開支分別為69.44億元和73.21億元，各佔有關年度政府總開支的1.3%和1%。

Finance

In the 2019-20 and 2020-21 financial years, the total expenditure of the department amounted to \$6,944 million and \$7,321 million respectively, representing 1.3% and 1% of the total government expenditure of the corresponding years.

招聘

二零二零年，消防處經嚴格甄選後，共聘任445名軍裝人員，包括65名消防隊長(行動)、11名救護主任、5名消防隊長(控制)、15名消防隊目(控制)、217名消防員(行動/海務)、3名消防員(工程組)和129名救護員(圖I)。年內亦聘任5名技工。

Recruitment

In 2020, a total of 445 uniformed staff were recruited after stringent selection processes, including 65 Station Officers (Operational), 11 Ambulance Officers, five Station Officers (Control), 15 Senior Firemen/Firewomen (Control), 217 Firemen (Operational/Marine), three Firemen (Workshops) and 129 Ambulancemen/Ambulancewomen (Figure I). Five Artisans were also recruited during the year.



b 消防及救護學院為消防處屬員、本地及海外政府部門和機構，提供消防和救護相關的訓練課程。

The Fire and Ambulance Services Academy provides training courses on fire and ambulance related services for the FSD personnel as well as officers from other government departments and organizations both local and abroad.

c 消防工程訓練專隊定期與室內煙火特性專隊合辦實火測試，以驗證各項消防工程學理論。

The Fire Engineering Training Specialist Team Conducts live fire tests with the Compartment Fire Specialists Team to verify various fire engineering theories.

培訓和發展

消防及救護學院

消防及救護學院於二零一六年年初正式啟用，二零一七年全面運作，大大提升了部門整體的專業培訓能力。學院座落於將軍澳百勝角，佔地158,000平方米，為新聘和現職的消防和救護人員提供526個訓練宿位，讓消防和救護兩個職系的人員有更多機會一同受訓，藉此提升他們處理緊急事故的應變和協調能力。學院亦為其他政府部門、私營機構、市民、內地及海外同業提供消防和救護相關訓練課程。

學院有多種先進的模擬訓練設施，提升本處屬員處理涉及鐵路、隧道、船隻、飛機和燃料庫等事故的專業知識和救援技巧；並提供高空拯救、坍塌搜救和室內煙火特性等專門訓練，加強屬員應付大型事故的能力。

學院為消防隊長學員和消防員學員提供為期26周的留宿基礎訓練。課程內容廣泛，涵蓋部門行政、基本滅火救援技巧、管理和領導才能、消防學、消防工程學、消防車輛和裝備應用、室內煙火特性訓練、呼吸器操作、基本救護學、體能訓練、品德教育、防火和法例。新聘的救護主任和救護員亦須在學院接受為期26周的基礎訓練，內容包括基本輔助醫療知識和技能、法例、情緒智商、顧客服務、步操、紀律訓練、品德教育、體能訓練和救護車隨車實習。二零二零年，共有58名消防隊長學員、185名消防員學員和152名救護員學員完成基礎訓練。

學院亦為消防隊目(控制)和消防員(工程組)提供基礎訓練。年內有16名消防隊目(控制)學員和三名消防員(工程組)學員完成訓練。

為確保本處屬員能夠在不同情況下，安全有效處理樓宇火警，學院開辦各種室內煙火特性訓練課程，並舉辦研討會，讓屬員深入了解室內煙火特性理論和掌握室內滅火技巧。

學院又為其他地區的同業和機構提供滅火技巧訓練，但由於2019冠狀病毒病疫情關係，此等訓練在二零二零年暫停。然而，因應聚眾活動的激增，本地私營機構和其他政府部門(主要是紀律部隊)的僱員對基本滅火和消防安全課程的需求有所增加。

救護方面，除了基礎訓練外，學院亦為在職救護人員開辦其他專門訓練課程。學院為須擔任救護車主管的隊目級人員提供指揮才能訓練課程，以提高他們在領導、管理、溝通、顧客服務和處理大型事故方面的技巧和知識。部門會挑選和培訓資深隊目級人員成為教官，並安排他們修讀救護總區教官資格檢定課程，提升他們的教學和心理技巧，以及對成人學習理論的知識。另外，學院亦為消防人員開辦救護訓練課程，例如供新入職人員修讀的基本救護學課程，以及為現職消防人員而設的先遣急救員救護學進階課程。

Training and Development

Fire and Ambulance Services Academy

Opened in early 2016 and fully commissioned in 2017, the Fire and Ambulance Services Academy (FASA) has significantly enhanced the department's overall professional training capability. Occupying an area of 158,000 square metres in Pak Shing Kok, Tseung Kwan O, the academy provides 526 residential training places for both newly recruited and serving fire and ambulance personnel. It provides more opportunities for the fire and ambulance personnel to be trained together, thereby enhancing their response and co-ordination capability in emergencies. The academy also offers fire and ambulance related training courses for other government departments, private sectors, members of the public and our Mainland counterparts, as well as those overseas.

Equipped with a wide range of advanced simulated training facilities, the FASA provides the FSD members with professional knowledge and rescue techniques in handling incidents involving railway, tunnel, vessel, aircraft and fueling facility. Specialised training in high angle rescue, urban search and rescue and compartment fire behaviour are also given to strengthen their capability in dealing with large-scale incidents.

The academy provides 26-week foundation residential training to recruited Station Officers and Firemen. The wide curriculum includes departmental administration, basic firefighting and rescue techniques, management and leadership, fire science, fire engineering, use of appliances and equipment, compartment fire behaviour training (CFBT), breathing apparatus operation, basic ambulance aid, physical fitness training, moral education, fire protection and legislation. Likewise, newly recruited Ambulance Officers and Ambulancemen/Ambulancewomen are required to undergo 26-week foundation training at the academy which comprises basic paramedic knowledge and skills, legislation, emotional intelligence, customer service, foot drills, discipline training, moral education, physical fitness training and on-car attachment. In 2020, 58 Recruit Station Officers, 185 Recruit Firemen and 152 Recruit Ambulancemen completed the training.

Foundation training is also provided for Senior Firemen/Firewomen (Control) and Firemen (Workshops) by the

academy. During the year, 16 Recruit Senior Firemen/Firewomen (Control) and three Recruit Firemen (Workshops) completed the training.

To ensure safe and effective operations against structural fires in different scenarios, various kinds of CFBT courses and seminars are designed to provide members of the department with an in-depth understanding of compartment fire behaviour theories, and to equip them with compartment firefighting techniques.

The FASA also provides training on firefighting techniques to its counterparts and organisations in other regions. In light of the COVID-19 pandemic, such training was suspended in 2020. Meanwhile, in response to the upsurge of public order events, requests from local private organisations and other government departments, mainly the disciplinary forces, for courses on basic firefighting and fire safety were increased.

Apart from ambulance foundation training, other specialised training courses are also offered for serving ambulance personnel. The FASA provides the Non-Commissioned Officer (NCO) (Ambulance) Command Course to NCOs, who are required to perform the role of an Ambulance Supervisor, to enhance their skills and knowledge of leadership, management, communication, customer service and handling of major incidents. The Ambulance Command Instructor Qualifying Course is also provided to some experienced NCOs, who are selected and trained to be instructors, with a view to enhancing their instructional techniques, psychomotor skills and knowledge of adult learning theory. Meanwhile, training courses for fire personnel, such as Basic Ambulance Aid Training for recruit fire personnel and Advanced Ambulance Aid Training at First Responder Level for serving fire personnel, are also provided.





輔助醫療訓練中心

輔助醫療訓練中心於二零一八年投入運作，設有模擬救護車廂、模擬流動數據終端機和模擬病人監護儀等多項新訓練設施，提供逼真的訓練環境。

中心為各級救護人員提供專門的輔助醫療訓練，包括二級急救醫療助理訓練、二級急救醫療助理重新考核課程、高級技術訓練和持續醫療教育課程等。

部門會挑選別具潛質的救護人員修讀為期21周的二級急救醫療助理訓練課程，修畢後可取得二級急救醫療助理資格。該項資格獲加拿大卑詩省司法學院的輔助醫療學校認可，每三年須重新評審一次。部門又會挑選部分二級急救醫療助理接受包括高級氣道處理課程和高級治理程序的高級技術訓練。有關人員取得資格後，每六個月須重新接受評核一次。另外，所有二級急救醫療助理和具備高級技術的救護人員均須每年修讀持續醫療教育課程兩次。

為劃一救護人員的輔助醫療高級技術水平，以及應市民日益增加的需求，部門將各個高級技術訓練課程整合成為期五天的輔助醫療高級技術綜合課程，又為目前具備高級技術的救護人員提供銜接課程，以劃一技術水平。此外，部門年內在高級技術綜合課程中新增有關視像窺喉鏡的內容，協助前線屬員治理懷疑或證實有異物阻塞上氣道的患者。

駕駛訓練中心

本處承諾處理樓宇火警召喚的召達時間，樓宇密集地區為六分鐘，樓宇分散和偏遠地區則為九至23分鐘。至於緊急救護服務，目標召達時間為12分鐘。香港人煙稠密，要履行上述承諾，緊急駕駛訓練必須以安全操控消防和救護車輛為重。消防及救護學院內的駕駛訓練中心特設全天候訓練場地，備有先進的駕駛訓練模擬設施和內置完備視聽器材的講習室，供屬員進行緊急駕駛訓練。此外，學院內的道路網絡設計亦模擬香港的道路系統，讓學員有更多駕駛體驗。

駕駛訓練中心除了提供緊急駕駛訓練外，亦為消防人員提供操作高空救援消防車輛的專門訓練，例如旋轉台鋼梯車／梯台車／油壓升降台救生籠的操作訓練，以切合行動需要，提高行動效率，以及維持滅火和戶外救援行動的服務水平。

d 輔助醫療訓練中心設有模擬場景，為救護人員提供處理傷者的基本訓練。

The Paramedic Training Centre, equipped with a simulated scenario, provides foundation training for ambulance personnel in the handling of injured persons.

e 緊急駕駛訓練注重消防和救護車輛的安全操控。

Emergency driving training focuses on safe control of fire appliance and ambulance.

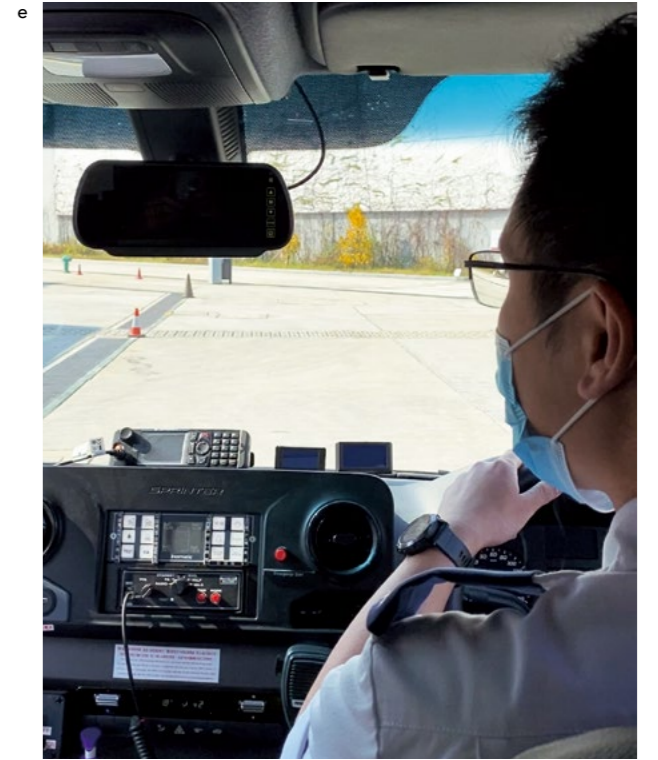
Paramedic Training Centre

The Paramedic Training Centre, commissioned in 2018, provides new training facilities, such as simulated ambulance compartment, mobile data terminal simulators and patient monitor simulators, are deployed to facilitate a high fidelity training environment.

The centre provides specialised paramedic training to ambulance personnel of different ranks, including the Emergency Medical Assistant II (EMA II) training, EMA II Recertification, Advanced Skill Training and Continuing Medical Education (CME).

Ambulance personnel with great potential will be selected to attend a 21-week EMA II training course. Successful candidates will be qualified as EMA II providers. The qualification is accredited by the Paramedic Academy of the Justice Institute of British Columbia, Canada and the qualified EMA II providers have to be revalidated every three years. Selected EMA II providers will be trained with advanced skills, including advanced airway management and advanced protocol treatment. All qualified Advanced Skill providers will be reassessed every six months. Meanwhile, all EMA II and Advanced Skill providers will attend CME twice a year.

In order to standardise the advanced paramedic skill level and fulfil the increasing needs of the general public, the advanced skill training courses have been transited into the five-day Integrated Advanced Skill Paramedic (IASP) Training Course.



Bridging courses were also provided to existing Advanced Skill providers for unification of skill level. In addition, video laryngoscope (VL) was introduced to the IASP training this year allowing frontline members to treat patients with suspected or confirmed foreign body upper airway obstruction.

Driving Training Centre

The pledged response times for building fire calls are six minutes for built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. For emergency ambulance services, the target response time is 12 minutes. To meet the targets in such a densely populated environment in Hong Kong, it is crucial that emergency driving training focuses on safe control of fire appliance and ambulance. The Driving Training Centre at the FASA provides a designated all-weather training ground, an advanced driving training simulator and lecture rooms with full built-in audio/visual equipment for emergency driving training. The road network at the academy is also designed to simulate the road system in Hong Kong to enrich trainees' driving experience.

In addition to emergency driving training, the centre also provides specialised training to fire personnel in the operation of aerial rescue fire appliances, such as Turntable Ladder/ Aerial Ladder Platform/Hydraulic Platform Cage Operation, with a view to meeting operational needs, strengthening operational efficiency and upholding performance standard in fire-fighting and external rescue operations.

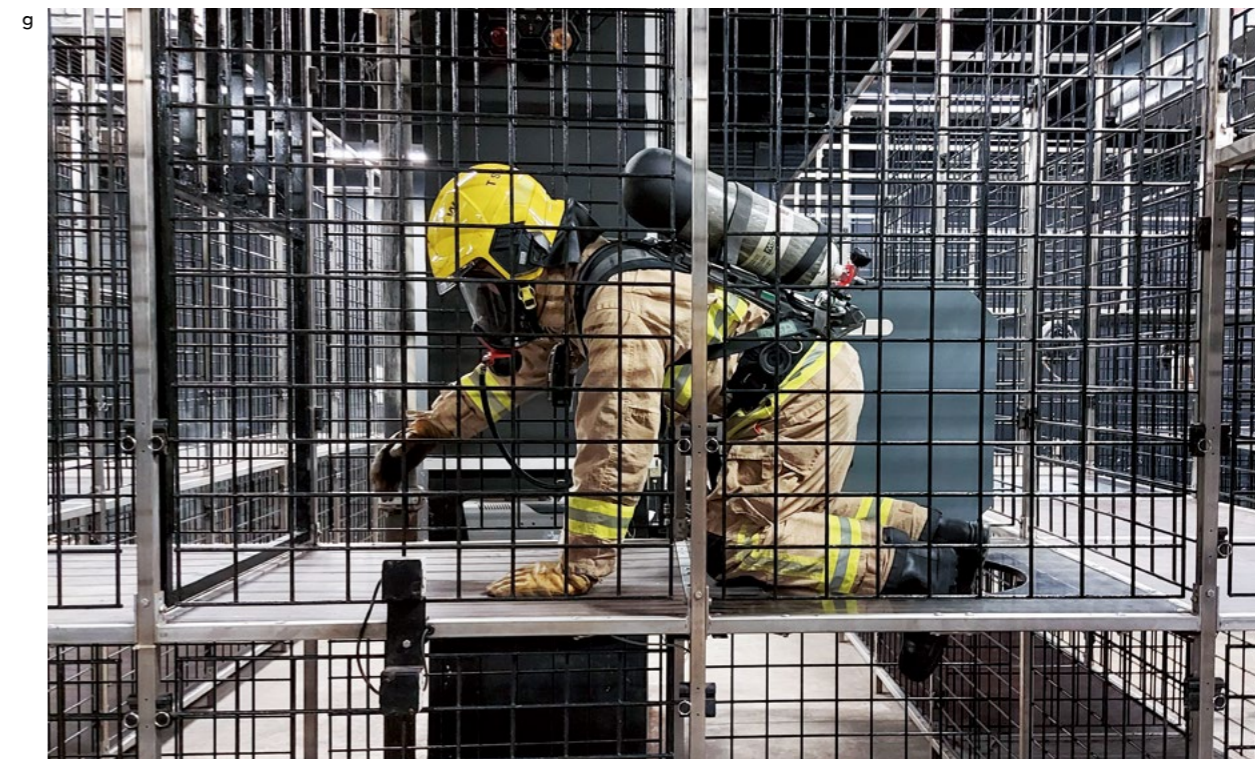


f 體能訓練組到消防局為前線同事進行體能訓練。

The Physical Training Establishment provides physical training for FSD frontline staff.

g 西九龍救援訓練中心提供模擬隧道和迷宮作搜救訓練。

The West Kowloon Rescue Training Centre provides search and rescue training at a simulated tunnel and maze.



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事故的技能。中心設有多種先進訓練設施，提供在模擬隧道和迷宮進行的搜救訓練，以及不同情況的實火訓練。二零二零年，共有 3,499 名屬員接受訓練。

管理和發展培訓

二零二零年，有 1,104 名屬員修讀公務員培訓處舉辦的各項管理、法律、領導才能和溝通技巧課程，以助發展事業。由於疫情關係，除了二零二零年初兩個分別於澳洲和英國舉辦的課程共有四名本處屬員前往修讀外，年內大部分海外訓練課程均暫停。

體能訓練

體能訓練組為本處人員提供體能訓練，並推廣體育活動，務求屬員保持體格強健。本處屬員的周年體能測驗分為耐力跑和體能測驗兩部分。

由於疫情關係，二零二零年五月至十月的周年體能測驗須要取消，全年有 3,622 名屬員接受測驗。

體能訓練組人員經常獲委派協助籌辦部門體育活動，並在活動中擔任裁判。

West Kowloon Rescue Training Centre

The West Kowloon Rescue Training Centre (WKRTC) provides continuous training programmes to strengthen skills of fire personnel in tackling different types of fires and incidents. Equipped with a wide variety of advanced training facilities, the centre provides search and rescue training at a simulated tunnel and maze, as well as live fire training in different situations. A total of 3,499 members received the training in 2020.

Training on Management and Development

For career development, 1,104 members attended various courses on management, law, leadership and communication organised by the Civil Service Training and Development Institute in 2020. Due to the COVID-19 epidemic, most of the overseas training courses were suspended in 2020, except two programmes held in Australia and the United Kingdom in early 2020 which were attended by four FSD members.

Physical Training

The Physical Training Establishment (PTE) provides physical training and promotes sports activities for FSD personnel, with the aim of maintaining their good physical condition. The annual Physical Fitness Assessment for the members consists of two parts: aerobic run and strength test.

In light of the COVID-19 pandemic, the annual Physical Fitness Assessment has to be cancelled from May to October 2020 and 3,622 members have taken part in the assessment in the year.

The PTE staff are often deployed to assist in organising and act as referees at the department's sports events.



專責隊伍和興趣小組

行為與紀律

誠信管理委員會

誠信管理委員會負責制訂《行為與紀律守則》、訂定預防措施，以及舉辦各項活動，向屬員推廣廉潔文化，提醒同事時刻秉持廉直守紀、奉公以誠的工作態度。

各總區亦成立由副消防總長或副救護總長領導的總區誠信管理委員會，負責處理個別工作範疇的潛在漏洞和不當行為，又設計學習教材和籌辦各類活動，使屬員對利益衝突、貪污及誠信問題提高警覺。

各總區自二零一九年開始推行誠信管理培訓周期，推廣和鞏固廉潔文化。二零二零年三月，牌照及審批總區和消防安全總區推出提升誠信的網上情境訓練，要求隸屬該兩個總區所有參與防火職務的屬員都必須完成訓練。至於其他總區舉辦的誠信管理活動，計有誠信管理親子繪畫比賽，以及四格漫畫和標語創作比賽，均獲屬員踴躍參加。

紀律專責隊伍

紀律專責隊伍由部門逾 300 名已受訓的主任級人員組成。除法律訓練外，成員亦有機會處理紀律聆訊，藉此汲取實務經驗。為維持高水平的紀律研訊工作，隊伍轄下設有紀律聆訊諮詢小組，以促進成員之間的知識交流，並給予指導。

專業發展

火警調查組

火警調查組除了就火警調查工作提供技術和後勤支援外，亦為本處屬員提供火警調查的專門訓練。該組成員包括國際縱火調查人員協會認可火警調查員、火警調查訓練專家、總區火警調查員及其他有興趣的消防主任。

火警調查訓練專家義務為本處各級消防人員提供相關訓練，而國際縱火調查人員協會認可火警調查員和總區火警調查員則負責於火警調查進行期間，向前線人員提供支援。

二零二零年，本處增添一名高級消防隊長取得國際縱火調查人員協會認可火警調查員資格。本處又為屬員舉辦網上研討會、訓練課程和工作坊等一系列培訓活動，加強他們在火警調查方面的知識和能力。

h 四位主任級人員赴美國接受 Maryland Fire and Rescue Institute 提供為期兩星期的專業火警調查訓練。

Four officers attend a two-week course on professional fire investigation training offered by Maryland Fire and Rescue Institute in the United States of America.

i 誠信管理委員會舉辦不同類型比賽加強同事對誠信管理的意識。

The Integrity Management Committee promotes integrity awareness through a variety of competitions.

Specialist Teams and Interest Groups

Conduct and Discipline

Integrity Management Committee

The Integrity Management Committee formulates the Code of Conduct and Discipline, sets up preventive measures and organises various events to promote an ethical culture among members, with a view to reminding colleagues to uphold integrity and honesty in serving the public at all time.

A Command Integrity Management Committee, led by a Deputy Chief Fire Officer or Deputy Chief Ambulance Officer, has been set up in each command. Potential pitfalls and malpractice related to specific work areas are addressed in the respective Command Committees. In addition, learning materials are designed and various activities are organised to enhance members' awareness of conflict of interest, corruption and integrity-related issues.

The Integrity Management Training Cycle has been implemented in individual command since 2019 to promote and reinforce a culture of probity. The Licensing and Certification Command and the Fire Safety Command launched scenario-based integrity enhancement online training in March 2020. All staff under these two commands engaging in fire protection duties were requested to complete the training. Other activities

including Parent-child Drawing Competition for Integrity Management and Integrity Slogan cum Four-koma Design Competition held by other commands were well received.

Service Discipline Team

The Service Discipline Team comprises more than 300 trained officers in the department. Apart from legal training, team members are given opportunities to handle disciplinary hearings to gain practical experience. To maintain a high standard of performance in disciplinary proceedings, a Disciplinary Advisory Group under the team has been set up to facilitate knowledge-sharing and provide guidance to team members.

Professional Development

Fire Investigation Group

The Fire Investigation Group provides technical and logistic support for matters related to fire investigations, as well as specialised training on fire investigation to the FSD members. The group is composed of the International Association of Arson Investigators Inc. Certified Fire Investigators (IAAI-CFI®), Specialists of Fire Investigation Training, Command Fire Investigators and other fire officers who are interested in the subject.

Among all, the specialists voluntarily conduct relevant training to fire personnel of different ranks, while the IAAI-CFI® and the Command Fire Investigators take up the responsibility to support frontline officers during fire investigations.

In 2020, one fire officer attained the qualification of IAAI-CFI®. A series of training including online seminars, courses and workshops were also organised for members to enhance their knowledge of and competence in fire investigation.





j 消防工程訓練專隊在審批樓宇圖則及驗收方面有豐富經驗。

The Fire Engineering Specialist Team has extensive experience in building plan examination and approval, as well as acceptance inspection.

k 消防員定位系統包含「個人警報器」(左)及「手提探測器」(右)兩個主要組件，協助尋找消防員在火場的位置。

The firefighters tracking system contains a personal alarm device (left) and a hand held detector (right) to locate firefighters inside burning structures.

消防工程訓練專隊

本處成立消防工程訓練專隊(專隊)，旨在豐富屬員的消防工程學知識，並持續發展和應用消防工程學設計。

專隊為本處屬員提供各種訓練，增進他們對消防工程學的專業知識，當中包括專家成員義務為初級人員定期舉辦消防工程訓練。由於爆發2019冠狀病毒病疫情，年內專隊暫緩安排海外訓練，把主要資源撥作提供本地訓練。

二零二零年六月，消防工程訓練專隊與香港工程師學會合辦網上研討會，探討消防工程測試的實務標準。小組亦於三月及十二月在消防及救護學院消防科學中心，兩度進行實火測試，示範不同的煙火特性，如煙霧產生、溫度分佈圖和火勢蔓延等。

專隊又把握每個機會，在本地及國際多個會議上分享專業知識及經驗。年內，專隊的專家成員在「香港工程師學會消防分部年度研討會2020」發表演講，闡述岩洞及地下空間發展項目的消防安全要求。此外，專隊亦經常就火警調查和防火事宜提供專業意見。

二零二零年，三名專家成員取得消防工程學博士學位，顯示本處在消防工程學方面的專業發展。

裝備

消防個人防護裝備諮詢委員會

消防個人防護裝備諮詢委員會負責統籌各消防單位對個人防護裝備的意見，以加強對本處人員的保護。委員會成員來自採購及物流組和職業安全健康分組，還有消防職系的總區安全協調主任和相關員工協會的代表。委員會整合每季定期會議上所得的意見和結論後，會交予職業安全健康分組審議，再由採購及物流組跟進。

福利、體育康樂

福利

消防福利主任就傷病、住屋、財政和家庭等方面的福利事宜，向本處屬員提供意見。除了就屬員的福利與政府部門和其他機構聯絡外，消防福利主任亦會安排探訪住院的屬員、在各單位舉辦福利講座，並籌劃和推行員工福利計劃。二零二零年，福利組人員曾與388名在職或退休屬員及其家屬面談，就他們的個人和家庭事務提供輔導；此外，又在消防及救護學院、消防局和救護站舉辦19場福利講座。

體育康樂

本處一向致力鼓勵屬員在工作與健康生活之間作出適度平衡，務求他們在體能和心理質素兩方面，均符合應對緊急事故的嚴格要求。為達致此目標，



Fire Engineering Training Specialist Team

The Fire Engineering Training Specialist Team sets out to enrich the knowledge of fire engineering among the FSD members and to sustain the development and application of fire engineering design.

The team provides various kinds of training to the FSD members to develop their professional knowledge of fire engineering. Among all, the specialists voluntarily conduct regular fire engineering training to junior officers. Owing to the suspension of overseas training amid the outbreak of COVID-19, the team has allocated resources primarily on the provision of local training.

In June 2020, the Fire Engineering Training Specialist Team co-organised a webinar on the practical standard of fire engineering test with the Hong Kong Institution of Engineers. The team also conducted two live fire tests in March and December to demonstrate fire behaviours, such as smoke production, temperature profiles and fire spread in the wet and dry chambers of the Fire Science Centre at the FASA.

In addition, it has been taking every opportunity to share their professional knowledge and experience at various local and international conferences. This year, the team's specialist delivered a speech about the fire safety

requirements for cavern and underground development at the Hong Kong Institution of Engineers Fire Division Annual Symposium 2020. Furthermore, the group always offers professional advice on matters related to fire investigations and fire protection.

In 2020, three specialists obtained their PhD in Fire Engineering, demonstrating the FSD's professional development in the discipline of fire engineering.

Equipment

Fire Personal Protective Equipment Advisory Committee

The Fire Personal Protective Equipment Advisory Committee collates comments on personal protective equipment from all units in the fire stream to enhance protection for the FSD personnel. It comprises members from the Procurement and Logistics (P&L) Group, the Occupational Safety and Health (OSH) Unit, Command Safety Co-ordinators in the fire stream and representatives from corresponding staff side associations. Comments and findings consolidated in quarterly meetings are forwarded to the OSH Unit for evaluation and the P&L Group for follow-up actions.

Welfare, Sports and Recreation

Welfare

The Fire Services Welfare Officer gives advice to members on welfare matters, including injury, sickness, housing, financial and domestic issues. Apart from liaising with government departments and other agencies on members' welfare issues, the officer also arranges visits to hospitalised members, conducts welfare talks to different units, as well as organising and implementing staff welfare schemes. In 2020, staff of the Welfare Section interviewed and counselled 388 serving and retired members as well as their families on personal and domestic affairs. In addition, 19 welfare talks were conducted at the FASA, fire stations and ambulance depots.

Sports and Recreation

The department has strived to encourage its members to strike a fine balance between work and healthy life in order to meet stringent requirements for physical fitness and mental strength as emergency responders. To achieve



香港消防處體育福利會(體福會)積極舉辦各類體育賽事、興趣小組和康樂聯誼活動。由於疫情持續，年內體福會的體育和文化活動幾乎都要暫緩舉行，但該會仍推出一系列網上訓練活動，讓本處屬員保持健康的生活方式。

員工關係及支援

心理服務組

心理服務組自二零一八年成立以來，透過在危急事故中提供臨床心理服務和心理支援，以及舉辦心理學相關主題的培訓和教育活動，務求照顧部門全體屬員對心理服務的需求。

二零二零年二月，心理服務組辦事處遷至北角一個非消防處轄下的處所。新辦事處環境溫馨舒適，更有利於提供臨床心理服務。臨床心理學家亦可在「音樂空間」以音樂進行心理輔導、訓練和教育活動。

心理服務組於七月開立了一個專為本處屬員而設的 YouTube 頻道；另製作了一系列心理學相關主題的短片並上載至部門內聯網，利用輕鬆的手法和便捷的途徑向屬員提供心理教育服務。

伙伴團隊

伙伴團隊由 120 名來自本處各紀律職系的人員組成，他們在休班時間義務為同袍提供「心理急救」服務，

以人性化的方式建立聯繫，細心聆聽，像兄弟姊妹般給予關懷，為受情緒困擾的人員提供實際協助，減低創傷事件所引發的初期情緒壓力，並提升他們適應及應對這些事件的能力。伙伴團隊是本處支援屬員情緒健康的重要資源，團隊成員也會協助心理服務組進行危機介入工作。他們不僅是很好的聆聽者，而且一旦發現受困擾的人員需要進一步的專業協助，亦會將個案轉介臨床心理學家處理。

二零二零年，伙伴團隊曾為參與行動的前線人員提供心理支援服務，當中包括元朗洪水橋一宗導致一名一歲嬰兒死亡的火警事故，以及油麻地廣東道一場造成多人傷亡的大火。伙伴團隊亦舉辦了四場為新入職人員結業前而設的分享會。

員工關係

本處設有各種完善的溝通途徑，讓管職雙方就共同關注的事宜定期交流。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。

為加深了解前線人員的需要，處長和副處長會探訪各前線單位，與不同級別的人員直接溝通。副處長又會與員工協會定期會面，商討與屬員工作、福利、服務條件和福祉相關的事宜。有需要時，處長和副處長亦會與員工磋商，就新的管理措施徵詢職方意見，並因應職方關注的事項提供資料。

本處透過拍攝影片，讓屬員從多角度去重新認識部門的信念和價值。

The department promotes its belief and value to its staff members through video making.

this goal, the Hong Kong Fire Services Sports and Welfare Club (HKFSSWC) proactively organises various sports events, interest groups, as well as recreational and social activities. Whilst almost all of the clubs' sports and cultural activities have to be put on hold in the face of the persisting pandemic, teams under the HKFSSWC rolled out a series of online training for the FSD members to maintain a healthy lifestyle.

Staff Relations and Support

Psychological Services Unit

Since its establishment in 2018, the Psychological Services Unit (PSU) targets to address the needs of psychological services among all FSD members, through providing clinical psychological services and psychological support in critical incidents as well as offering training and education on psychology related topics.

The office of the PSU was relocated to a non-Fire Services premises in North Point in February 2020. To facilitate the delivery of clinical psychological services, the office is filled with warm and cozy touches. The clinical psychologists can also use music to facilitate psychological counselling, training and education at the Music Corner.

Amid the COVID-19 pandemic, the unit launched a YouTube Channel dedicated for the FSD members in July. A series of videos on psychology-related topics were produced and uploaded onto the FSD intranet, providing psychoeducation for the personnel in a handy and relaxing manner.

Peer Support Team

The Peer Support Team comprises 120 members of disciplined services grades from all streams who volunteer to provide “psychological first aid” during their off-duty hours. The service aims at establishing a human connection, like brothers and sisters, by active listening in a compassionate manner. It provides practical assistance to reduce the initial distress caused by traumatic events and foster adaptive functioning and coping. The team is an important resource for supporting the emotional well-being of staff members. Its members also assist the PSU in conducting crisis intervention. Apart from being good listeners, they would also refer the case to clinical psychologists when they found that the distressed staff require further professional assistance.

In 2020, the team conducted psychological support sessions for frontline personnel who have attended critical operations, including a fire incident in Hung Shui Kiu, Yuen Long, which killed a one-year-old baby; and a fire broke out on Canton Road, Yau Ma Tei, which resulted in numerous deaths and injuries. Four sharing sessions were also conducted to the recruits before their passing out.

Staff Relations

Various channels of communication including the Fire Services Departmental Consultative Committee, Staff Relations Units of Commands and Divisions, and the Civilian Staff Consultative Committee have been well established to encourage regular dialogue between the management and staff on matters of common interest.

To better understand the needs of frontline members, the Director and the Deputy Director pay visits to frontline units to communicate with staff of different ranks directly. The Deputy Director also meets with staff associations on a regular basis to discuss issues concerning their work, benefits, conditions of service and well-being. They also hold discussions with staff as required to seek their views on new management initiatives and disseminate information on matters of interest.